



MAJOR EMERGENCY PLAN Version 10.0

Part 5.2 Contact Centre Emergency Response Plan

SEVENOAKS DISTRICT COUNCIL
ARGYLE ROAD, SEVENOAKS, KENT. TN13 1HG

Emergency Planning Officer - Jeff Seear
Phone 01732 227000 Ext. 7303
DDI 01732 227303
Fax 01732 227176 or 0870 1914826
e-mail jeff.seear@sevenoaks.gov.uk
emergency.planning@sevenoaks.gov.uk
Web www.sevenoaks.gov.uk/emergencyplanning

This document is un-controlled. Please ensure you have the most up-to-date copy.

APPLICATION

Section 1 covers Contact Centre operations during normal office hours, when the Contact Centre are the main recipient of calls

Section 2 covers Out of Hours Service operation out of normal office hours, when the Out of Hours Service (the Sevenoaks District Council CCTV Control Room) is the main recipient of calls

As this format has been adopted, there will naturally be some duplication between these two sections.

Contents

	Page
1.0 – Office Hours Operations	3
1.1 - Alerting Procedure	3
1.2 - Formal Alerting Arrangements in a Major Emergency Call Received by Contact Centre	3
1.3 – Notification	4
1.4 – Determination	4
1.5 - Call Direction	5
1.6 – District Emergency Centre Activation	5
1.7 – During District Emergency Centre Operation	6
1.8 – Frequently Asked Questions	6
1.7 - Stand Down	7
2.0 – Out Of Hours Operations	8
2.1 - Alerting Procedure	8
2.2 - Formal Alerting Arrangements in a Major Emergency Call Received by Out Of Hours Service	8
2.3 – Notification	9
2.4 – Determination	9
2.5 - Call Direction	9
2.6 – District Emergency Centre Activation	10
2.7 – During District Emergency Centre Operation	10
2.8 – Frequently Asked Questions	10
2.7 - Stand Down	11
2.8 – Un-Manned CCTV Control Room	11
3.0 – Handover Office Hours to Out Of Hours	12
4.0 – Handover Out Of Hours to Office Hours	12
5.0 – How to Alter the Macfarlane Opening Hours	12

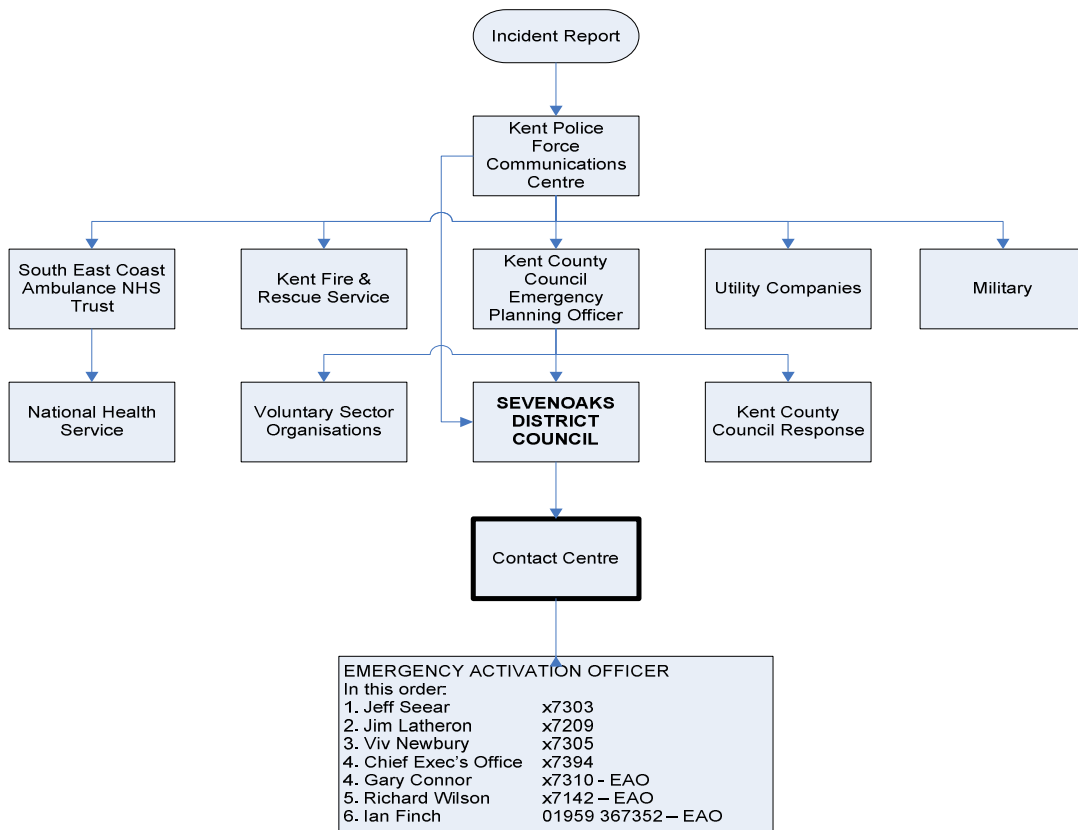
1.0 – OFFICE HOURS OPERATIONS

1.1 - ALERTING PROCEDURE

Notification that an incident has occurred may be received from a number of sources. This information could come from ‘official’ sources such as Kent Police or the Kent County Council Emergency Planning Group. It is equally possible that the first notification of an incident could come from a member of the public or a member of District Council staff.

During working hours: Normally through the Contact Centre
01732 227000

1.2 - FORMAL ALERTING ARRANGEMENTS IN A MAJOR EMERGENCY – CALL RECEIVED BY CONTACT CENTRE



1.3 - NOTIFICATION

On receipt of an alert, from whatever source, the Customer Services Advisor (CSA) must notify one of the following.

IN THIS ORDER:

- | | | |
|------------------------|--------------|------------------------------|
| 1. Jeff Seear | x7303 | Emergency Planning Officer |
| 2. Jim Latheron | x7209 | Emergency Activation Officer |
| 3. Viv Newbury | x7305 | Emergency Activation Officer |
| 4. Chief Exec's Office | x7394 | Emergency Activation Officer |
| 5. Gary Connor | x7310 | Emergency Activation Officer |
| 6. Richard Wilson | x7142 | Emergency Activation Officer |
| 7. Ian Finch | 01959 567352 | Emergency Activation Officer |

The Customer Services Advisor must also advise the Contact Centre Duty Team Leader immediately after notifying the above contact.

1.4 - DETERMINATION

Once this notification is made, it will be determined whether a 'Major Emergency' is declared by the Council (see Part 5.1 - *Emergency Activation Officer Handbook*).

1.5 - CALL DIRECTION

Once the determination has been made, instructions will be given to the Customer Services Manager that a ‘Major Emergency’ has been declared.

There are two different responses available from the Contact Centre:

	Emergency Operation A	Emergency Operation B
Description	Normal Council services continue to be offered by the Contact Centre	All Contact Centre resources are directed to the emergency response (i.e. suspend usual services)
Main message all callers to 01732 227000 receive:	<p>Thank you for calling Sevenoaks District Council.</p> <p>If you are calling about the incident within the District please press * now.</p> <p>For other Council business please select from the following options:</p> <ul style="list-style-type: none"> - Press 1 for Council Tax or Business Rates - Press 2 for Benefits - Press 3 for Building Control & Planning - Press 4 for Highways, (except for parking enquiries) - For all other enquiries including parking, press 5 now <p>Please note that calls may be recorded for training and monitoring purposes</p>	<p>Thank you for calling Sevenoaks District Council.</p> <p>We are prioritising all our resources to help respond to the current major incident which means that at the moment we are only able to take calls directly relating to the incident.</p> <p>For all other enquiries please press 1 now to leave a message for later callback.</p> <p>For information and the latest updates relating to the major incident please refer to our website www.sevenoaks.gov.uk.</p> <p>Please note that all calls may be recorded for training and monitoring purposes</p>
Name of Macfarlane IVR to use	MEP (IVR)	MEP (Queue script to be applied to emergency answer phone in Contact Centre)

IVR – Interactive Voice Response

The Emergency Planning Officer (or his deputy) will agree with the Customer Services Manager the appropriate Contact Centre Emergency Operation response. This will normally be Contact Centre Emergency Operation A, and the establishment of the District Emergency Centre in the Conference Room in the Argyle Road Offices.

1.6 – DISTRICT EMERGENCY CENTRE ACTIVATION

There will be a time interval while the determination procedure is undertaken, responding staff mobilised and the District Emergency Centre activated. During office hours this will be relatively short, less than 30 minutes.

During that time, the Customer Services Advisors will continue to take calls on the incident and use the LAGAN CRM disaster emergency scripting send email messages as required. Responding personnel are unlikely that to be at their normal desks, so urgent calls will need to be redirected to officers mobile phone numbers.

1.7 – DURING DISTRICT EMERGENCY CENTRE OPERATION

The Contact Centre will use the Disaster Emergency scripting within the LAGAN Customer Relationship Manager system. Key aspects within this scripting are:

- Customer Services Advisors are to activate recording of all calls
- Callers are to be directed to the emergency call-handlers hunt group on extension 7217. This hunt group consists of extensions 7021 to 7025 inclusive
- Where case details are taken, a standard case form is used (which complies with the Kent standard emergency case form). The Customer Services Advisor will email case details to emergency.planning@sevenoaks.gov.uk
- Emergency FAQs (already set up on the system – see below) will be displayed automatically via a link on the LAGAN Disaster Emergency scripting

Other extensions are available in the District Emergency Centre and if these are allocated to particular individuals or functions, the Contact Centre will be notified accordingly. These extensions are 7026, 7027, 7028 and 7214. These extensions are not in normal use and are only activated when the District Emergency Centre is in operation.

Some Contact Centre staff are part of the resourcing for the Disaster Emergency Centre, and will be released to assist the operation of the District Emergency Centre.

The Duty Team Leader must ensure that all Contact Centre call recordings for the Disaster period are permanently saved to disc by the IT Service Desk.

Upon receipt of the email case details from the Contact Centre, the District Emergency Centre must click 'reply to' and send back the six digit Message Number from the associated Emergency Message Form. This reply email will automatically go to information@sevenoaks.gov.uk. Contact Centre Duty Team Leader must remind the CSA processing this inbox that when they receive these reply emails, the message number is to be added to the relevant LAGAN case as a case note. This will assist in any later auditing or searching for customer contact information.

1.8 – FREQUENTLY ASKED QUESTIONS

The Contact Centre Manager will join any regular briefings and meetings within the District Emergency Centre. If during District Emergency Centre Operations, there are frequently asked questions from public callers, to which there is a standard answer, this will be provided to the Contact Centre so that these calls can be dealt with at first point of contact. The Contact Centre resource assisting within the District Emergency Centre (who are experts in identifying and preparing FAQs) will assist in preparing and updating these FAQs from within the District Emergency Centre.

By having these FAQs the burden on the District Emergency Centre responding personnel will be reduced. However, a record of major emergency related calls will need to be kept for any subsequent inquiry.

Blank FAQs are already set up ready to be populated on the system.

1.7 - STAND DOWN

When the District Emergency Centre is closed down, instructions will be given as to the direction of calls. The District Emergency Centre phone extensions will be removed from use at that time.

The Contact Centre will return the normal business Macfarlane Interactive Voice Response (IVR) messages.

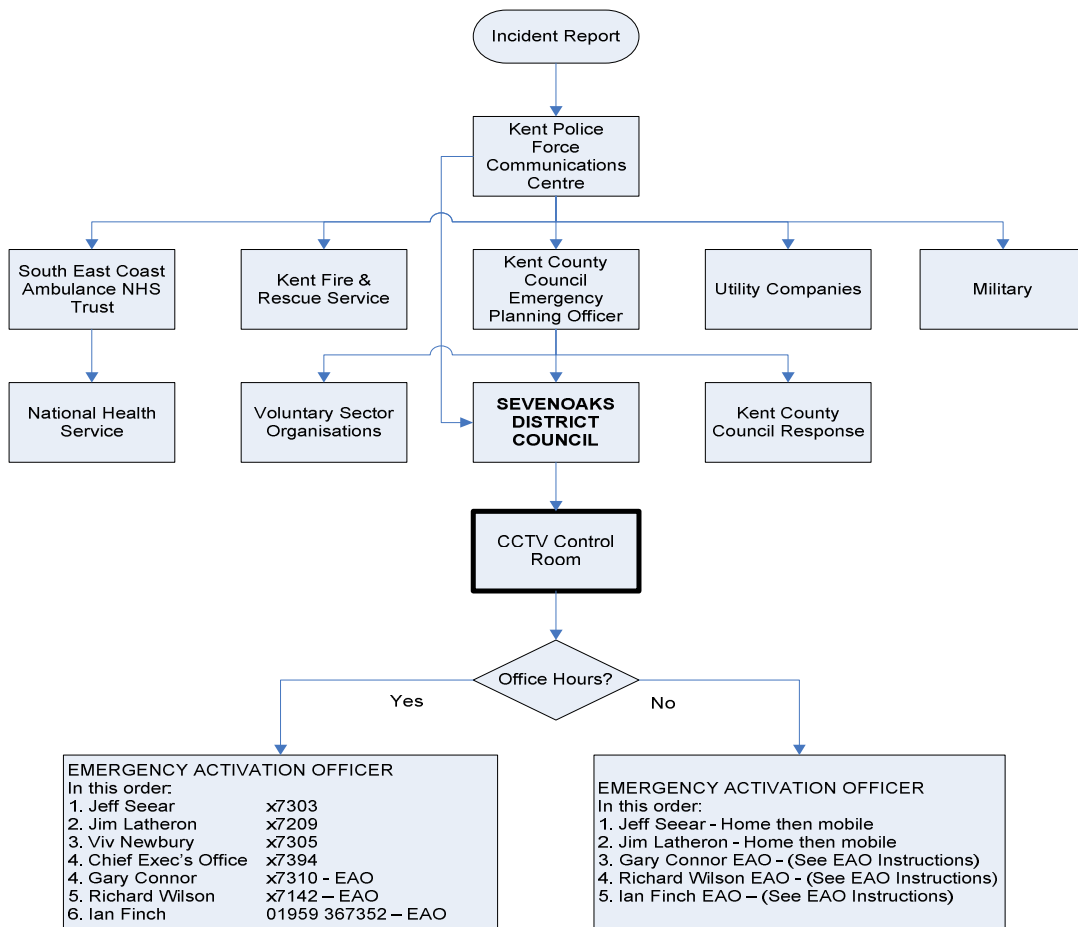
2.0 – OUT OF HOURS OPERATIONS

2.1 - ALERTING PROCEDURE

Notification that an incident has occurred may be received from a number of sources. This information could come from “official” sources such as Kent Police or the Kent County Council Emergency Planning Group. It is equally possible that the first notification of an incident could come from a member of the public or a member of District Council staff.

**Outside normal office hours: Normally through the Out of Hours Service (CCTV Control Room)
 01732 227000**

2.2 - FORMAL ALERTING ARRANGEMENTS IN A MAJOR EMERGENCY – CALL RECEIVED BY OUT OF HOURS SERVICE



2.3 - NOTIFICATION

On receipt of an alert, from whatever source, the call recipient must notify one of the following Emergency Activation Officers.

IN THIS ORDER:

- | | |
|-------------------|--|
| 1. Jeff Seear | Emergency Planning Officer and Liaison Officer |
| 2. Jim Latheron | |
| 3. Gary Connor | Liaison Officer |
| 4. Richard Wilson | Liaison Officer |
| 5. Ian Finch | Liaison Officer |

Telephone numbers and procedures in accordance with 'Liaison Officer' instructions in the out of hours handbook.

2.4 - DETERMINATION

Once this notification is made, it will be determined whether a 'Major Emergency' is declared by the Council (see Part 5.1 - *Emergency Activation Officer Handbook*).

2.5 - CALL DIRECTION

Once the determination has been made, instructions will be given about the direction of calls. This will normally be to the District Emergency Centre (DEC) in the Conference Room in the Argyle Road Offices.

From the time that a 'Major Emergency' is declared, use can be made of the After Hours Macfarlane Interactive Voice Response (IVR). This has been set up to enable customers to be queued automatically and for messages to be left. This provides resilience during the time that limited after hours resources are operational.

In the time taken to assemble staff and set up the District Emergency Centre, the CCTV team can use the Macfarlane Out of Hours (OOH) Disaster Interactive Voice Response (IVR) which will assist them cope with the higher volume of incoming calls.

Standard OOH IVR	Disaster OOH IVR
<p>You have reached Sevenoaks District Council. Our offices are now closed. Normal opening times are Monday to Thursday 8.45am to 5pm and Friday 8.45am to 4.45pm.</p> <p>If you are calling about Highway emergencies, except for parking emergencies please press 1 now.</p> <p>For all other emergencies, including parking please press 2 now</p> <p>If you would like to leave a non-urgent message, please press 3 now.</p> <p>If you would like further information on Council services please visit our website sevenoaks.gov.uk</p>	<p>Thank you for calling Sevenoaks District Council.</p> <p>We are prioritising all our resources to help respond to the current major incident which means that at the moment we are only able to take calls directly relating to the incident.</p> <p>For all other enquiries please press 1 now to leave a message for later callback.</p> <p>Please note that all calls may be recorded for training and monitoring purposes</p>
	<p>Calls to be sent to 'Emergency Answerphone' playing 'MEP' Q Script</p>

The mailbox into which callers may leave messages whilst the Disaster Out of Hours Interactive Voice Response (IVR) is in place is mailbox 2468. The District Emergency Centre will need to access this mailbox and retrieve all messages which have been left after hours.

2.6 – DISTRICT EMERGENCY CENTRE ACTIVATION

There will be a time interval while the determination procedure is undertaken, responding staff mobilised and the District Emergency Centre activated. For a full call-out and activation out of hours it could be as long as 90 minutes.

During that time, the CCTV Operator(s) will continue to take calls on the incident and take messages as required.

As part of the determination procedure, an Emergency Activation Officer will be nominated and urgent calls should be directed to them.

The Emergency Activation Officer's instructions are to stay at home and available until they are stood down by the District Emergency Centre when it is functioning.

Responding personnel are likely to be travelling to the District Emergency Centre, so only very urgent calls should be redirected to officers mobile phone numbers.

Contact will be made with the Customer Service Manager, who will decide with the Emergency Activation Officer the appropriate Interactive Voice Response (IVR) message to be used. A decision will also be made as to whether emergency resources are called in to enable the Contact centre to open earlier than standard hours.

2.7 – DURING DISTRICT EMERGENCY CENTRE OPERATION

CCTV operators will follow the standard business rules:

- Calls normally to be directed to the emergency call-handlers hunt group on extension 7217
- Other extensions are available in the District Emergency Centre and if these are allocated to particular individuals or functions, the CCTV Control Room will be notified accordingly. These extensions are not in normal use and are only activated when the District Emergency Centre is in operation.

2.8 – FREQUENTLY ASKED QUESTIONS

If during Emergency Centre Operations, there are frequently asked questions from public callers, to which there is a standard answer, this will be given to the CCTV Control Room so that these calls can be dealt with at first point of contact. This will also reduce the burden on the District Emergency Centre responding personnel. However, a record of all major emergency related calls will need to be kept for any subsequent inquiry.

2.7 - STAND DOWN

When the District Emergency Centre is closed down, instructions will be given as to the direction of calls. The District Emergency Centre phone extensions will be removed from use at that time.

2.8 – UN-MANNED CCTV CONTROL ROOM

In the event of the CCTV Control Room being un-manned during out-of-hours periods, the Kent Police Force Control Centre will be informed and asked to direct emergency notification via the Kent County Council Duty Emergency Planning Officer who will contact the Sevenoaks District Council Emergency Planning Officer (or his substitute) directly. After determination and activation one of the Emergency Activation Officers who will undertake the top-tier call out and maintain the liaison role until the District Emergency Centre is able to accept calls.

All Emergency Activation Officers are provided with a logbook to record all calls and activity for this role. See Part 5.1 - *Emergency Activation Officer Handbook*.

3.0 – HANDOVER OFFICE HOURS TO OUT OF HOURS

If an emergency response has been activated or running during the normal working day, it is likely that the Contact Centre will continue to handle calls beyond the normal closing time and for the duration of the incident.

However, if incoming call volumes are suitably low, the call receiving service can, by agreement, be passed to the out of hours service (CCTV Control Room). This decision must be made in agreement with the Customer Service Manager, CCTV Manager, and either the District Emergency Coordinator or the Assistant District Emergency Coordinator. It must be recorded with time and date in the incident log.

Procedures will then change from Section 1 of this document to Section 2.

4.0 – HANDOVER OUT OF HOURS TO OFFICE HOURS

If an emergency response has been activated and running out of normal working hours, Section 1 procedures will be implemented at the earliest opportunity on the next working day, with a formal handover from the out of hours to the office hours arrangements. This decision must be made in agreement with the Customer Service Manager, CCTV Manager, and either the District Emergency Coordinator or the Assistant District Emergency Coordinator. It must be recorded with time and date in the incident log.

Procedures will then change from Section 2 of this document to Section 1.

5.0 – HOW TO ALTER THE MACFARLANE OPENING HOURS

It is very rare that any adjustment is made to the opening/closing hours set within the Macfarlane telephone system (which enables switching between day time operation and out of hours operation).

The procedure (to be followed by Contact Centre Duty Team Leader) is:

Open 'Callplus Manager' on Macfarlane PC

Go to: (in the following order)

Services

Schedule Periods

Week

Main Shift

On the right hand side of the screen, choose the appropriate day & time that you wish to alter. Click on it & make alterations, then click 'Apply'.

NB: Once normal service is resumed this will need to be changed back to the normal office hours by following the same procedure above.