

MEETING OF THE COUNCIL

1 JULY 2014

ITEM 6 – QUESTIONS FROM COUNCILLORS

QUESTION FROM COUNCILLOR D EVERITT TO COUNCILLOR R BLUNT

“NWLDC website provides emergency phone numbers to be used when the council offices are closed, for emergency repairs and when public safety is at risk. How often has this service been used in the last twelve months and how often have calls resulted in action being taken?”

RESPONSE FROM COUNCILLOR R BLUNT

“The emergency phone number receives a variety of calls, including emergency repairs, lifeline/pullcord alarms, reporting stray animals, reporting dangerous buildings and day to day calls from officers and contractors. Calls to the service are voice recorded and are logged as an ‘incident’ on the Piper Network Communication (PNC) system.

As the service is operational 24 hours a day, 7 days a week, the out of hours calls are not logged separately to those received during working hours. However, I can confirm that a total of 2290 incidents were logged in 2013/14. 982 of these incidents resulted in immediate action being taken.

Examples of actions taken by the operative includes:

- Notifying Councils in-house repairs operatives to attend and make safe
- Contacting the relevant contractors to attend and address the issue
- Notifying the relevant on call duty officer of issues
- Contacting key holders to make them aware of the issues
- Contacting emergency services

Scenarios that do not require immediate action include;

- Calls for action that are not classed as an emergency and do not require an immediate response (e.g. non urgent repairs, pest control etc.)

Residents that call to leave messages for services that do not have a dedicated out of hours service (e.g. planning advice”).