



Case Study

East Devon District Council



How our Night Owl supports East Devon's local 24/7 monitoring service

Background

East Devon District Council has operated a call monitoring centre for 36 years looking after around 4,000 customers mainly in the East Devon area. Alongside monitoring technology enabled care calls, they also manage the installation of alarms and their maintenance, faults and out of hours services for other areas of the Council including noise complaints. They provide an essential, reliable local service with a community focus.

What was happening

Despite being an established service, East Devon were struggling to operate their 24/7 monitoring business due to staffing issues, particularly during the night. Providing coverage for the range of services was a challenge and meant the team were working long shifts around the clock to ensure they could meet their customers' needs. Covering leave

periods, ad hoc emergencies and staff sickness proved to be problematic and it was difficult to find suitable resource that could step in at short notice.

These issues were having an impact on the team and hindering progress in other areas of service delivery and business growth.

How Night Owl helped

Our Night Owl service was the perfect solution for East Devon. Through Night Owl, we could relieve East Devon's operating pressures by taking over their call monitoring duties at the time they needed the most assistance. Provided through our industry-leading systems and Emergency Resolution Centres, **Taking Care operators work as an extension of the East Devon team, managing all their calls overnight from 10pm – 7am.**

“Night Owl has been an amazing support solution for our very stretched 24/7 monitoring business. We were struggling to provide full coverage of the service, particularly at night.”

SUE HODGES,
Manager Emergency Careline,
East Devon District Council

How it works

It was important to East Devon that the integrity of their services and operating practices were maintained. **The purpose of Night Owl is to provide sustainability and to keep the all-important local connections.** Taking Care worked with the East Devon team to learn and adapt to their procedures and protocols. Our staff were given detailed training on escalation points, local knowledge and referrals processes to be able to provide a seamless service.

We worked around East Devon’s requirements and shift patterns, helping to understand the most cost-effective way of meeting service levels. Initially, the plan was to implement a trial period for Night Owl monitoring calls three nights a week. Almost as soon as the service began however, it proved to be such a success that we moved directly to business as usual, with Night Owl now in place 7 nights a week.

“With Night Owl we’re now able to easily relieve team pressure on our operators working around the clock shifts, cover staff absences, ad hoc emergencies, and staff sickness. And we are now much more confident in providing the type of call monitoring service we think our service users really deserve.”

SUE HODGES,
Manager Emergency Careline, East Devon District Council

Outcome

Night Owl has assisted East Devon maintain and manage their service. As we work closely in partnership together, it means we are a trusted and cost-efficient alternative to sourcing bank staff with unsociable hours allowance.

- We have **relieved pressures on the East Devon team** who can now focus their resource through the day to expand and deliver a more enhanced service, with time to concentrate on growth. Night Owl keeps the service running around the clock and means the East Devon team have the required rest periods and a better balance to their staffing capabilities.
- We have **helped to keep East Devon’s local service sustainable** by reducing staffing costs, overheads and safety concerns associated with running a call monitoring centre overnight. Night Owl has eliminated the worry associated with finding consistent resource.
- We are **delivering to East Devon’s bespoke needs**, ensuring our operators are familiar with their ways of working and most importantly, can assist their customers in the required manner.

Find out more about our Night Owl Service

Call 0800 085 8037

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visit: www.taking.care/night-owl