

OUT OF HOURS CONTACT SERVICES FOR KEEPING YOUR CLIENTS SUPPORTED 24/7

Doro offer a range of tailored services to keep your organisation responsive and supporting customers outside of usual office hours, during times of crisis or to assist with planned downtime.

An experienced and trusted provider

For over 30 years' Centra (part of the Doro Group) has been delivering friendly, professional out of hours contact services to Local Authorities, Housing Associations, Registered Providers and Charities.

We respond to an average of 200,000 calls every year from customers throughout the UK. Our team of advisors are available 24/7 and are trained to resolve a diverse range of issues, from basic housing repairs through to major civil emergencies.

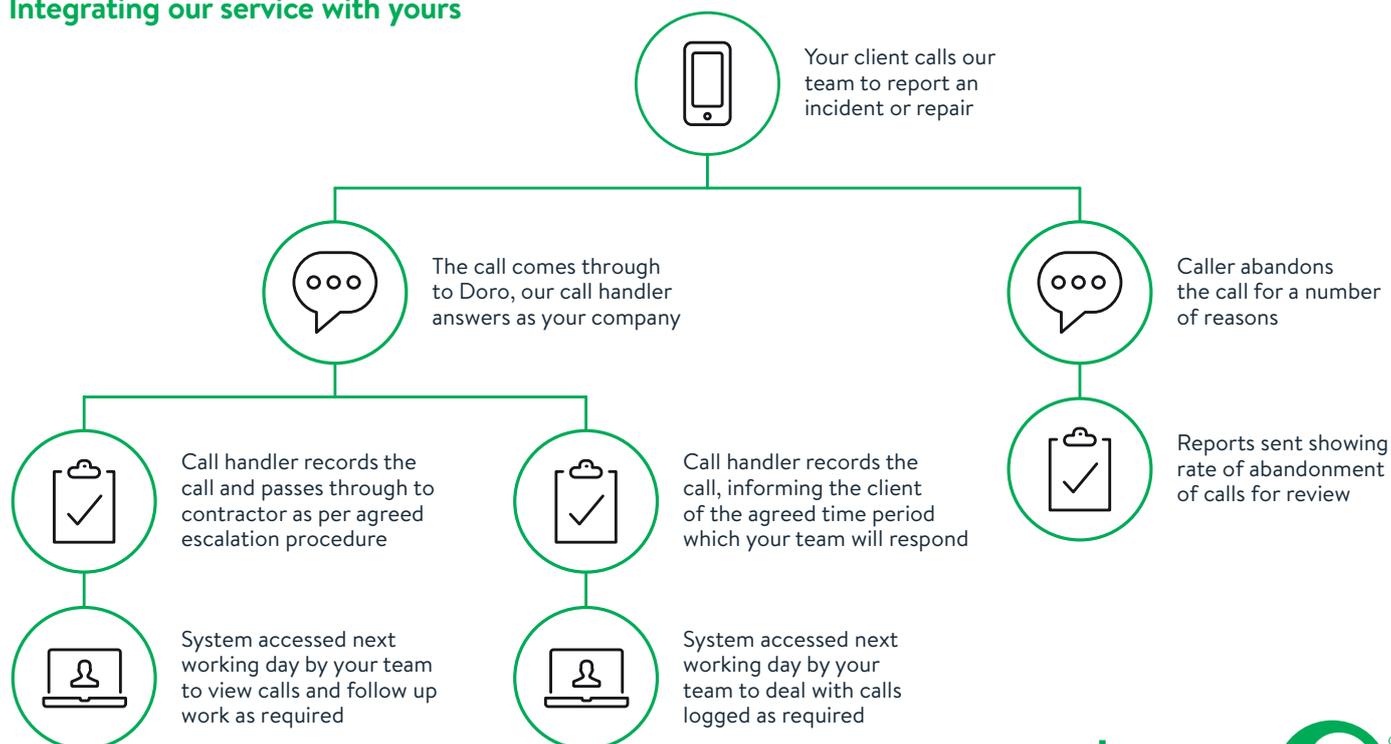
Out of hours services

- OOH emergency repair service
- Daytime office cover (planned and emergency)
- Social media monitoring
- Customer satisfaction surveying
- Anti-social behaviour services
- Reporting of homelessness
- County and District Council OOH calls

Tailored reporting

A dedicated Operations Manager will work closely with you to build robust reports to ensure all activity details are delivered. Our reporting templates ensure that we capture significant feedback that is both qualitative and quantitative enabling your teams to seamlessly action any follow ups which are required.

Integrating our service with yours



Out of hours emergency repair service

We combine our established IT systems with customer focused staff to guarantee effective and solution-focused responses. Calls are answered by compassionate, consistent and efficient operatives, who deal with all enquiries empathetically and reassuringly. We work with you to build tailored procedures, with an aim to achieve first fix resolutions - prompt call completion and incident resolution within a single call.

Daytime Office Cover (Planned and Emergency)

We provide both pre-planned cover (for staff conferences, away days, training sessions) and emergency business continuity cover (in the event of interruptions or failures to normal day-to-day systems and services). Daytime cover is delivered in line with the emergency repairs procedures and protocols, with all non-emergency calls referred back to the main office to address at the next available opportunity. Our assistance ensures customers are updated with regards to ongoing situations, supporting the management of expectations for daily service delivery.

Social media monitoring

Our ability to monitor multiple social media platforms ensures that calls and complaints are dealt with directly and efficiently. Our team will directly access your platform to ensure seamless 24/7 monitoring is delivered with agreed responses posted to urgent or emergency issues. We ensure all escalation processes are followed to alert our clients of emergency situations that require action, working with them to deliver successful resolutions for both the customer and the client alike.

Customer satisfaction surveying

We ensure customers have the opportunity to provide much needed feedback at a time that best suits them. Providing Centra with a list of service users to survey enables our team to undertake daytime and evening telephone calls to capture satisfaction levels and identify where improvements can be delivered.

Anti-social behaviour services

Customers can report incidents of anti-social behaviour (ASB), whilst our enhanced service ensures ongoing support to customers experiencing prolonged ASB. Our team record all details of reported issues, generating a unique report reference for the callers reassurance. We provide all details to your staff to address during the next working day. If at any time the

customer outlines a fear for their own safety or the safety of another, our team of advisors will escalate the situation accordingly with the emergency services. We can also schedule regular support calls for your most vulnerable customers.

Reporting of homelessness

Our out of hours Homelessness reporting service triages callers who contact us to report they have nowhere to live. We work with you to ensure your policies and procedures are adhered to when identifying the requirement to provide temporary accommodation. A number of bespoke questions will be raised to confirm the status of the caller; these feed into the triaging process and ensure that the service is delivered to those callers genuinely in need of temporary accommodation.

County Council and District Council OOH calls

We support councils to deliver their service out of their normal hours. Working to agreed procedures, we answer the residents' calls and provide them with support on a range of incidents such as flooding, reporting of dangerous structures or as part of a councils business continuity. We record all details and actions for staff to view the next working day.

Start a conversation

Got a question? Want to schedule a meeting? If you have any feedback, or want to find out more about how we can deliver a tailor-made service suited to your organisation, then please get in touch.

“Centra [provides] an outstanding Out Of Hours service which meets our business needs and [delivers] value for money.”

Maidstone Borough Council

“As a housing provider we went for a lower cost provider for our Out Of Hours Call Handling and soon came to realise that the cheapest option isn't necessarily value for money. We switched our services back to Centra and have noticed a huge increase in customer satisfaction and our targets and expectations have been met ever since.”

Freebridge Community Homes

For more information call 0300 456 3588
or email uk.sales@doro.com

