

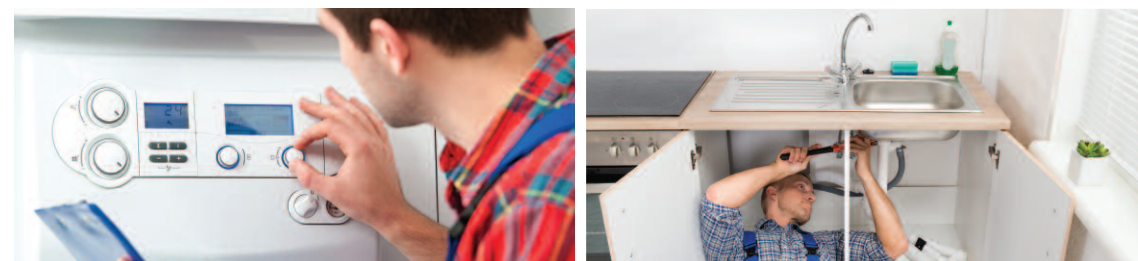
Careline is a not-for-profit service of

NORTH HERTFORDSHIRE  
DISTRICT COUNCIL



Careline  
Out of Hours services

# Out of Hours support services



Working in partnership with you  
to manage Out of Hours calls

Call: 0300 999 2 999

Visit: [www.care-line.co.uk](http://www.care-line.co.uk)

Email: [CarelineSupport@north-herts.gov.uk](mailto:CarelineSupport@north-herts.gov.uk)



## About Careline Out of Hours services

Careline has been operating since 1982, providing Out of Hours (OOH) support to a range of organisations such as charities, housing associations, businesses, councils and residents across the region. Our Control Centre is based in Hertfordshire and from here our team of highly trained and security screened emergency operators deal with a range of issues 24/7, 365 days a year.

## Who we work with

We work with the following organisations:



## Our services

We understand the significant cost pressures facing organisations and the logistical challenges of providing services Out of Hours. With over thirty years of experience, we can provide bespoke solutions that enable organisations to provide excellent Out of Hours service support in a consistent, tailored, and cost effective way.

### The types of calls we support are:

- The triage of building maintenance service requests so that urgent or emergency cases are dealt with swiftly
- Business continuity response management
- For local authorities, the management of homelessness, dangerous structures, noise and other environmental health services, and emergency planning response
- Lone worker safety
- Bespoke solutions – tailored to your requirements

## Benefits to your organisation

- A competitive pricing structure
- Rapid mobilisation
- Direct access to security screened, highly trained call operators available 24/7, 365 days a year
- Access to our expertise – a reputation for quality and reliability for over 30 years
- For local authorities, direct engagement – no need for tendering or other procurement activity as Careline can be directly appointed by virtue of the local Government Act 2000

Call us on 0300 999 2 999 to discuss your requirements