

**Joint Protocol**

**Emergency Call-Off**

**Contracts**

**Northern Ireland Housing Executive**  
**Northern Ireland District Councils**

**Issue 5**  
**January 2017**

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## Introduction

The Northern Ireland Housing Executive (NIHE) has in place a number of Measured Term Contracts to facilitate response maintenance to its properties. The contracts are on a District Council basis and are New Engineering Contracts (NEC) based on Achieving Excellence in Construction (AEC) principles. These contracts have been utilised by the NIHE and District Councils in the aftermath of major emergencies, e.g. flooding, in order to provide practical assistance to communities and households that have been affected. This protocol is in place to cover any major Civil Contingency incident.

1. The protocol set out in this document is a reflection of the arrangements between NIHE and NI District Councils. The protocol will support District Councils in Northern Ireland who wish to provide assistance and services to communities who have been impacted by major emergencies. Engagement of a contractor will primarily be under the terms and conditions of the existing contract including the application of the schedule of rates. A list of some typical types of services and methods of payment or rates is included in Appendix A. Any additional rates will be agreed by the NIHE Quantity Surveyor by referring through the Local Maintenance Manager either by pro rata of existing rates or striking new rates. Where a rate is deemed impractical by the NIHE Quantity Surveyor, dayworks under the terms of the All Trades Contract may then be considered. This protocol is neither a binding agreement nor a contract, but an agreed statement of the way the NIHE and District Councils will communicate and work together to ensure that communities are given the support they need to recover from the impact of major emergencies on their dwellings and surrounding environment.
2. The common purpose of this document is to provide a framework to exchange information, make efficient use of existing contracts and

facilitate the activation of contractors. Communications will take place between all parties in the lead up to a major weather emergency, e.g. severe weather risk assessment and also during the response to a major emergency.

3. The protocol may be amended at any time if parties agree in writing to the changes and should be subject to an annual review or as required as a result of an Incident Review.
4. The contractor will supply his services to assist in a Major Incident under the terms of his contract. The Housing Executive will endeavour to engage a contractor, but has a priority duty to fulfil its legal and social duties as a landlord.
5. This agreement relates to the Northern Ireland Region for use by District Councils who wish to formally avail of the assistance of an NIHE All Trades Contractor.

## **Role of NIHE**

6. Will undertake to;
  - a. Provide assistance in the contract administration to Councils
  - b. Notify and initially engage the contractor as appropriate
  - c. Ensure that its contractors are fully aware of their obligations and method of direct payment by the Councils
  - d. Review the protocol annually or as required with District Councils.

## **Role of District Councils**

7. Will undertake to;
  - a. Provide key points of contact to facilitate coordination of response
  - b. Alert NIHE to the possibility of requiring services at the risk assessment stage of a severe weather event or as soon as possible
  - c. Formally request to use the NIHE All Trade Contracts as call-off contracts when needed as detailed in Appendix B
  - d. Keep a record of services engaged and pay contractors directly for services provided (District Councils should refer to the Department for Communities Local Government Policy Division (LGPD) Scheme of Emergency Financial Assistance (SEFA) for reimbursement of emergency response expenditure and the conditions of this scheme)
  - e. Liaise with the Housing Executive regarding work ordered, rates, volumes of work and dayworks as appropriate
  - f. Review the protocol with NIHE annually or sooner if changes are required.

## **Role of EPCOs**

8. Will undertake to:
  - a. Liaise with Councils in their area and co-ordinate response

- b. Activate initial request on behalf of a Council if requested to do so by the Council
- c. Liaise with the NIHE and participate in any reviews
- d. To confirm that Councils in their area are aware of the scheme and confirm the participation of each Council.

## Protocol Statement

- 9. The arrangements set out in this document are a reflection of the commitments between the participants as detailed in Appendix C. They are however neither a binding agreement nor a contract, but an agreed statement of the way the organisations will work together to ensure good communications, the efficient discharge of respective responsibilities, achievement of value for money and probity. They set out the principles and arrangements for the interface between parties.
- 10. The under mentioned officers support the provisions contained within this protocol;

**Signed on behalf of Northern Ireland Housing Executive**

**Name:**

**Signature:**

**Title:**

**Date:**

2017

**Signed on behalf of each District Council**

**On behalf of Antrim and Newtownabbey Borough Council**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_ 2017

**On behalf of Ards and North Down Borough Council**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_ 2017

**On behalf of Armagh City, Banbridge and Craigavon Borough Council**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_ 2017

**On behalf of Belfast City Council**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_ 2017

**On behalf of Causeway Coast and Glens Borough Council**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_ 2017

**On behalf of Derry City and Strabane District Council**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_ 2017

**On behalf of Fermanagh and Omagh District Council**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Title:**

**Date:** 2017

**On behalf of Lisburn and Castlereagh City Council**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Title:**

**Date:** 2017

**On behalf of Mid and East Antrim Borough Council**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Title:**

**Date:** 2017

**On behalf of Mid-Ulster District Council**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Title:**

**Date:** 2017

**On behalf of Newry, Mourne and Down District Council**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Title:**

**Date:** 2017



## Appendix A – List of Services and Rates

Note that all items in the existing Schedule of Rates are available for use and must primarily be used where applicable. The NIHE Quantity Surveyor will agree other rates and Dayworks under the terms of the All Trades Contract. Dayworks must only be used where no rates exist or “pro-rata” cannot be applied. Schedule and any agreed rates are subject to the individual tendered contract adjustments in each District and inflationary adjustment if applicable. Local Maintenance staff will assist with confirming the relevant adjustments.

<b>*Service</b>	<b>Rate</b>
**Industrial de-humidifier hire (incl. delivery, checking, collection & power)	£77.62 per week
**High Capacity Circulation Fan (min. 500mm dia.) hire (including delivery, collection and power)	Dayworks
Decontamination of homes and gardens (only where sewage contamination exists, incl. disinfection)	Dayworks
External power washer cleansing service, e.g. de-silting of access routes (incl. all labour, del. & coll.)	£25 per hour
Internal house contamination cleansing service	Dayworks
Garage cleansing service	Dayworks
Electrical test	£116.93
Gas test (Natural or LPG)	£55
Other works e.g. temporary fencing for health & safety, animal welfare compounds etc.	Dayworks

\* Note 1

Note that this list is not exhaustive and covers the main areas of work expected. The full Schedule of Rates is also available.

\*\* Note 2

All Councils please refer to the DfC LGPD Scheme for Emergency Financial Assistance (SEFA) which contains restrictions in the use of De-humidifiers and Fans particularly when the Severe Inconvenience Payment is paid to households.

## Appendix B – Activation Contacts & Procedures

### 1. NIHE Contacts

- xx Regional Manager, **Belfast**
- xx Mobile xx
- xx Regional Manager, **South**
- xx Mobile xx
- xx Regional Manager, **North**
- xx Mobile xx
- xx SPO, Maintenance Services
- xx Mobile xx
- xx Maintenance Services Manager
- xx Mobile xx
- xx After Hours Service Manager
- xx Mobile xx
- Repair Reporting (24/7) xx

### 2. Council Contacts

Emergency Contacts for District Councils are contained in the Emergency Preparedness Groups (EPGs) Contacts Directories held on Resilience Direct. For day to day queries, contacts for District Councils are as follows:

1. **Antrim & Newtownabbey Borough Council – xx Tel: xx**
2. **Ards & North Down Borough Council – xx  
Tel: xx**
3. **Armagh City, Banbridge and Craigavon Borough Council – xx  
Tel: xx**
4. **Belfast City Council – xx  
Tel: xx**
5. **Causeway Coast and Glens Borough Council - xx Tel: xx**
6. **Derry City and Strabane District Council – xx  
Tel: xx**
7. **Fermanagh and Omagh District Council - xx**

Tel: xx / xx

8. Lisburn and Castlereagh City Council - xx

Tel: xx or xx

9. Mid and East Antrim Borough Council – xx

Tel: xx or xx

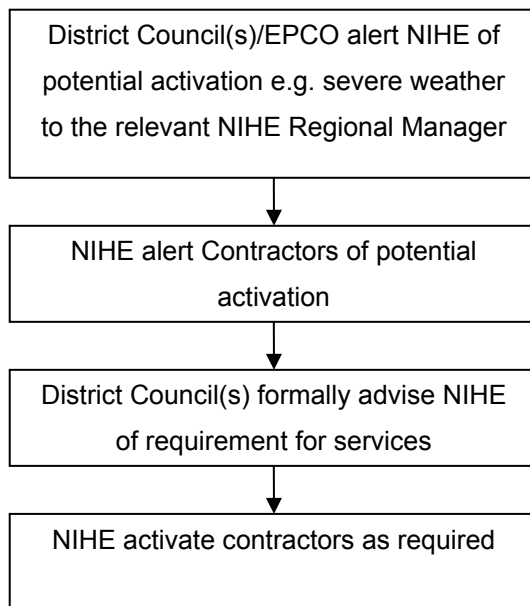
10. Mid-Ulster District Council - xx

Tel: xx or Mob: xx

11. Newry, Mourne and Down District Council – xx

Tel: xx or Mob: xx

3. Procedure



## **Appendix C - Participants**

- 1. Northern Ireland Housing Executive**
- 2. Antrim and Newtownabbey Borough Council**
- 3. Ards and North Down Borough Council**
- 4. Armagh City, Banbridge and Craigavon Borough Council**
- 5. Belfast City Council**
- 6. Causeway Coast and Glens Borough Council**
- 7. Derry City and Strabane District Council**
- 8. Fermanagh and Omagh District Council**
- 9. Lisburn and Castlereagh City Council**
- 10. Mid and East Antrim Borough Council**
- 11. Mid-Ulster District Council**
- 12. Newry, Mourne and Down District Council**

All Northern Ireland District Councils are eligible to participate in the protocol.

## Appendix D - Record of Changes

Version	Date	Description
Version 1	8/06/07	Draft document
Version 2	10/09/09	Draft Document
Version 3	26/10/09	Draft Document
Version 4	8/12/09	Draft Document – Environmental Health Groups added to Appendix C and EPCO on-call number added to Appendix B
Issue 1	22/11/10	Updated to Issue 1 and circulated to EPCOs for consultation with Councils
Issue 2	16/06/11	Local Councils added who have agreed to use the protocol. Updated to Issue 2
Issue 3 (Draft)	Mar 2013	Review Document
Issue 3 (Draft 2)	May 2013	Second Review of Document
Issue 3	Sept 2013	Final Draft Document submitted to CXBC
Issue 4 (Draft)	Dec 2016	Review Document updated and submitted to EPOs/EPCOs for consultation
Issue 5	Jan 2017	Document updated with Council contact information and issued to SOLACE for sign-off