



**Are your operational
teams struggling
to gain access for
emergency works?**

**Our Helpdesk
can support you**



**DALCOUR
MACLAREN**

dalcourmaclaren.com



Bespoke Helpdesk Services

- Dalcour Maclaren's Helpdesk provides our clients' operational teams with immediate access to professional advice 24 hours a day, 365 days a year
- COVID-19 has highlighted the benefits of our Helpdesk Services which are critical in gaining emergency access to land to ensure your assets remain fully operational
- Streamlined and efficient processes, refined over 11 years of experience

11

years of experience

24/7

access to advice

2000

enquiries dealt with in 2020

60%

of cases resolved within 4 hours

90%

of all cases are closed out within 24hrs



How the Helpdesk can benefit your Business

- 1 Communicate COVID-19 protocol updates to customers and stakeholders
- 2 Manage access to land in line with COVID-19 and NHS guidelines
- 3 Ensure compliance with Codes of Practice and statutory legislation
- 4 Reduce claim & reinstatement costs through proactive stakeholder management
- 5 Help your teams to reduce leakage and pollution
- 6 Provide up-skilling and education to your teams
- 7 Reduce customer complaints



What can the Helpdesk do?

Our Helpdesk is bespoke to each client's particular requirements. Helpdesk Services are often most beneficial to Operational teams who are on site dealing with business critical operational and emergency issues where speed of response is essential. In 2020 we handled over 2000 enquiries covering the following:

**Customer
liaisons**

Planning

**Access to
private land**

**Emergency
access**

**Compensation
Claims**

**Reinstatement
Issues**

**Ownership
Queries**

**Catchment
management**

**Agricultural
queries**

**Topographical
Surveys**

SSSI Assent

**Damage to
private land**

**Liaison with legal and
property services**

**Environmental
impact assessment**

GPS Surveys

**Ecology
and archaeology**



How does the Helpdesk work?

- 1 A client specific telephone number is provided giving your staff access to an experienced call handler.
- 2 In addition you staff will be provided with a dedicated email address through which enquires can be submitted and updates will be provided.
- 3 We agree service level agreements with you to ensure that we comply with your business objectives.
- 4 We use live HM Land Registry data to ensure landownership details are accurate, and to provide any missing information.
- 5 We act as a point of contact for landowners and occupiers, in line with COVID-19 regulations, prior to access being taken. This will be done remotely to avoid any non-essential access being taken on site.
- 6 We are able to utilise experienced Utilities and Infrastructure professionals from our surveying, archaeology, planning and ecology teams who can mobilised to site when required.
- 7 All enquiries are tracked and recorded and management information such a type and volume of enquiries, total time spent and trends are reported back on a monthly basis.

If you would like to know more or to see how our existing Helpdesks work please contact Lucy.Tolley@dalcourmaclaren.com

Our Offices

Central

Bicester
Chesterton

North West

Crewe

East Anglia

Thetford

South West

Cirencester
Bristol

South East

Maidstone

Northern Ireland

Belfast

East Midlands

Derby

Midlands

Tewkesbury

West Midlands

Birmingham

West Yorkshire

Wetherby

North Yorkshire

Richmond

Scotland

Stirling



The future: delivered

01869 352060

info@dalcourmaclaren.com

www.dalcourmaclaren.com

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