



Animal Services

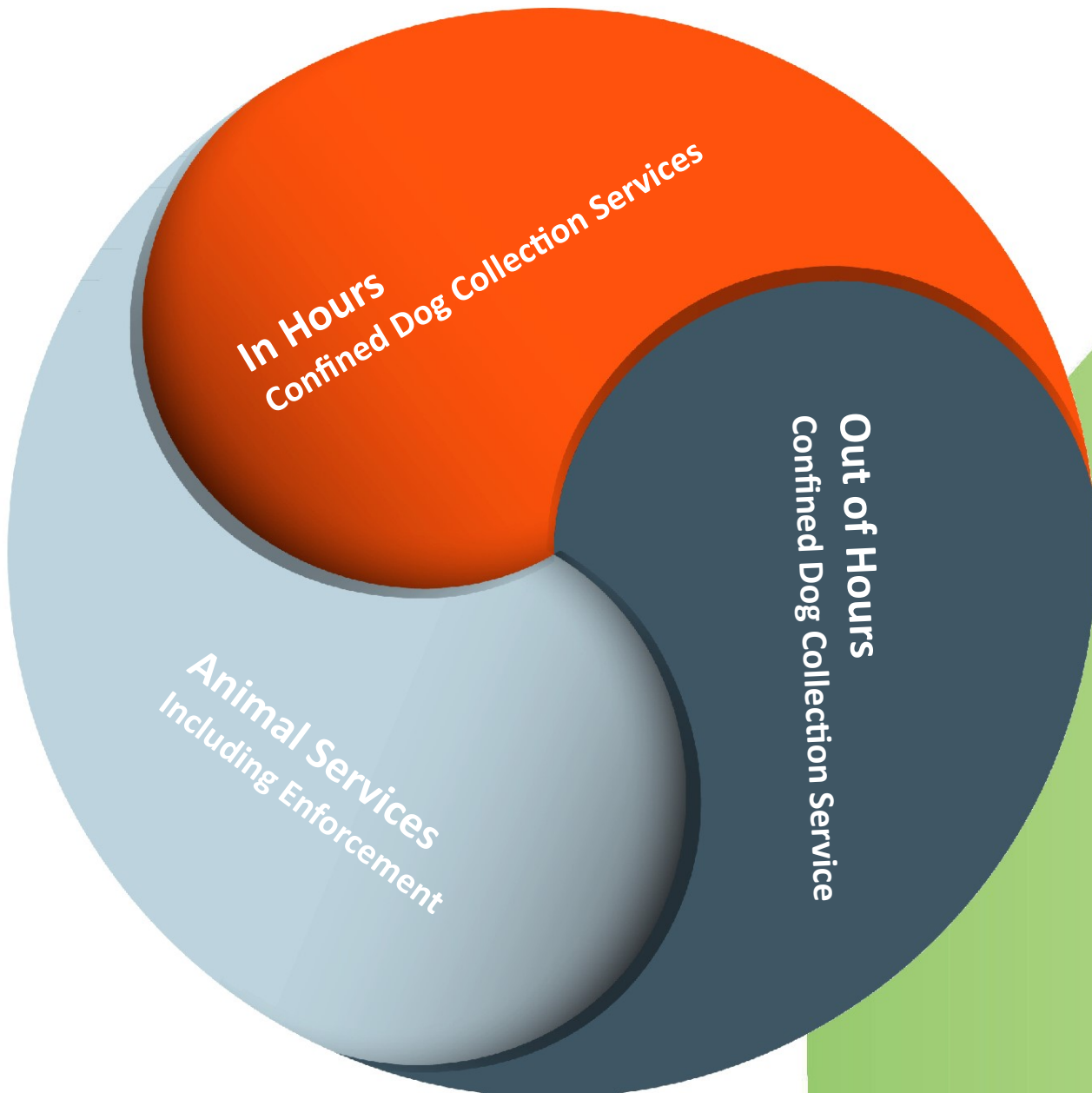
Process Flow

Local Authority Externalised Animal Services

Animal Services

Local Authority Externalised Animal Services Solutions Detailed Process Flow

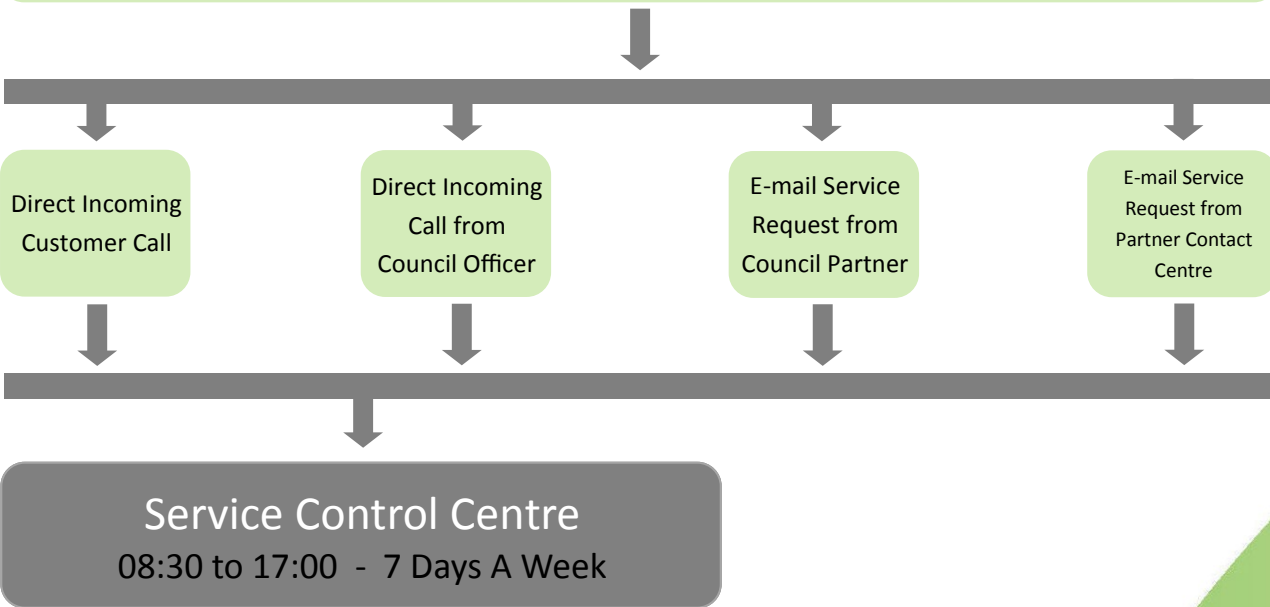
Click on White Text to Follow the Process Flow



Animal Services

Local Authority Externalised Animal Services In Hours Confined Dog Collection Service

In Hours Confined Dog Collection Service



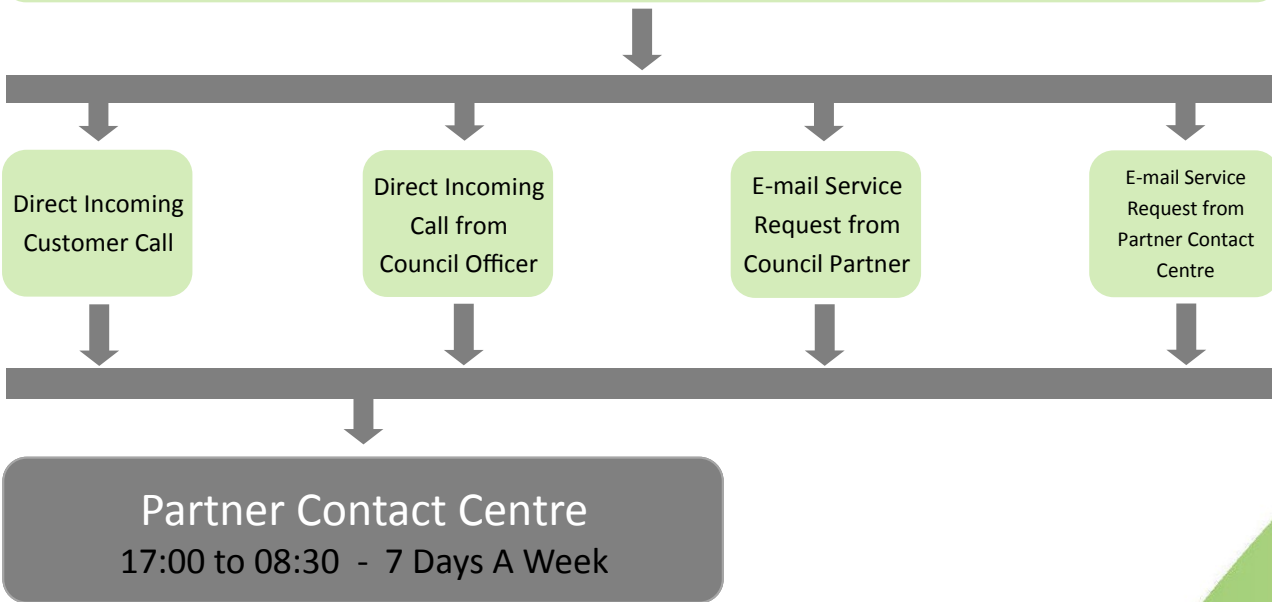
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Animal Services

Local Authority Externalised Animal Services

Out Of Hours Confined Dog Collection Service

Out Of Hours Confined Dog Collection Service



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Animal Services

Local Authority Externalised Animal Services

Animal Services including Enforcement

Animal Services including Enforcement

Direct Incoming
Customer Call

Direct Incoming
Call from
Council Officer

E-mail Service
Request from
Council Partner

E-mail Service
Request from
Partner Contact
Centre

Service Control Centre
08:30 to 17:00 - 7 Days A Week

Service Request

Patrol Request

Stray Dog
Roaming

Confined Dog
Collection

Enforcement
Issue Fixed
Penalty Notices

Micro-Chipping
and Educational
Duties

Deliver Dog to SDK
Sub Contracted Kennels

Deliver Dog to Council
Nominated Kennels

Deliver full kennelling,
re-uniting dogs with
owners, collecting claim
fees and re-homing service
through approved
managed sub-contractor

Service Control Centre
08:30 to 17:00 - 7 Days A Week

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Animal Services

Local Authority Externalised Animal Services

Service Control Centre

Service Control Centre
08:30 to 17:00 - 7 Days A Week

- Reception of Direct and Follow Up Customer Calls
- Processing of Direct and Follow up Customer Calls
- Daily Staff Workflow Scheduling (including Use of Satellite Tracking)
- Scheduling and Instructing Staff Patrol Regimes in Accordance with Contractual Requirements
- Capacity Planning for Animal Services Teams

Dog Warden Team

- Controlling and Instructing Return of Dogs to Owners
- Collection of Fees
- Liaison with Partners for Banned Breed ID and Legal Compliance
- Management, Liaison and Audit of Kennel Sub Contractors
- Maintenance of Statutory Registers
- Issue of Notices
- Updating and Control of Found Dog Website

PCI DSS Team

Support Services

- Processing and Forwarding Out of Hours Service Reports to Clients
- Preparation of Client Stats and FOI Requests
- Managing and Updating SharePoint Sites for Secure Data Exchange with Client Officers
- Organising and Co-ordinating Educational and PR Events

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Animal Services

Local Authority Externalised Animal Services

Partner Contact Centre

Partner Contact Centre
17:00 to 08:30 - 7 Days A Week

- Uses SDK Carefully Prepared Scripts
- Full Call Recording in Operation
- All Calls Documented and Report Transmitted Electronically in Real Time to SDK Administrative and Duty Staff
- Automatically Generated E-mail Confirmation to Customers
- Emergency Switch To and From SDK Service Control Centre for Contingency and Disaster Planning
- Escalation Facility to Duty SDK Manager Available on 24/7 Basis
- Call Out Verification Using DirectGov

- Services Delivered in Full Accordance with SDK Documented Procedures and Work Instructions

Service Control Centre

Dog Warden Team

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Animal Services

Local Authority Externalised Animal Services

PCI DSS Payment Team

PCI DSS Payment Team

Incoming Calls Received from
Service Control Centre

Payment by Debit or Credit Card Taken
Customer Given Authorisation Code

Processing of Approved Refund Payments

CRM Updated and Payments Batch Reconciled

Card Payment Reconciliation

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Animal Services

Local Authority Externalised Animal Services

Dog Warden Team

Dog Warden Team

In Hours and Enforcement Team

- Core Hours 07:00 to 18:00
- Allocated to Individual Councils
- Enforcement Experience
- Qualified to Microchip
- CRB Security Checked
- Complaint Investigations Experience
- E-mail Enabled PDA's Linked to Secure Office 365

Out of Hours Team

- Fixed Allocated Shift Pattern
- 24/7 Coverage
- All Staff Directly Employed
- Cover Staff Readily Available
- Experienced and Trained Dog Handlers
- Trained in Banned Breed Recognition
- CRB Security Checked
- E-mail Enabled PDA's Linked to Secure Office 365

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Animal Services

Local Authority Externalised Animal Services

Support Services

Support Services

Dedicated Holding Kennels
with Quarantine Facilities

Specialised Vehicle Fleet
with Satellite Navigation
and Satellite Tracking

Extensive Use of IT including
Lone Worker Aids, PDA's,
Office 365 and Sharepoint

Prominent Lost Dogs Website

Supporting CRM, HR and
Financial Systems

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08444 828 321 Local Rate
5p per minute

03444 828 321 Basic Rate
Mobile Friendly

not 24 hour

Since its inception over 25 years ago, SDK Environmental Limited has been one of the UK's leading providers of pest control and animal warden services.

With its head office in South Devon and its operational centre in Berkshire, SDK provides services to a wide range of corporate clients throughout the Midlands and Southern England.

All our systems and procedures are drawn from industry best practice; we have witnessed, tailored and improved our services to meet operational and customer needs. We continue to invest intellectually and financially in new technology and implement any innovations we identify that will deliver proven benefits to our performance or customer service.

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