

Emergency Services Centre (ESC)

The Emergency Services Centre (ESC) is a critical front-line service operating 24 hours a day, 7 days a week, 365 days a year, providing round-the-clock support to residents, Council tenants and partner organisations.

The ESC delivers three key services:

Home Emergency Alarm Response Service (HEARS)

HEARS provides a vital lifeline service for vulnerable residents, enabling them to maintain their independence while living safely in their own homes. Through a network of emergency alarm equipment and telecare technology, the service receives and responds to calls from customers who require urgent assistance. The team assesses each situation, provides reassurance, coordinates an appropriate response, and where necessary deploys responders or contacts emergency services, family members or carers.

Out of Hours Contact Service

The ESC provides an out of hours contact centre for Ipswich Borough Council and partner organisations. The service handles emergency housing repair calls from council tenants, ensuring urgent issues affecting health, safety, security or property are responded to promptly. The team also manages highways-related calls on behalf of Suffolk County Council and receives emergency calls relating to a range of council services outside normal working hours. The service acts as the first point of contact, assessing, triaging and escalating issues to the appropriate on-call teams and contractors.

CCTV Monitoring Service

The ESC manages Ipswich's public space CCTV network, supporting community safety and crime reduction across the borough. Control Room operators actively monitor cameras located throughout the town, working closely with emergency services, local businesses and council services. The CCTV service assists in the prevention and detection of crime and anti-social behaviour, supports public safety, and provides evidence to support investigations when required.

Service Management Responsibility

The Service Manager is responsible for the strategic and operational leadership of the Emergency Services Centre, ensuring the safe, effective and compliant delivery of all three services. This includes managing a 24/7 operation, leading and developing staff, maintaining strong partnerships with external agencies and stakeholders, and driving continuous improvement to deliver high-quality services for residents and communities.

Structure Chart

