

Policy Title	Out of hours and On Call Policy and Procedure
Issue date (m/y)	08/2014
Author	Donna Welburn, Operations Manager
Approved by	Laura Cook, Managing Director
Last review	08/2017
Review date (m/y)	08/2019

Context and /or Aims

The Learning Support Centre recognises that some of our support services are often delivered outside of the working day and wish to ensure that all staff are supported to do their job by providing adequate support.

The Learning Support Centre wish to ensure all staff and clients are kept safe whilst carrying out / in receipt of the services provided by the organisation, particularly when the office is not manned, during evenings and at the weekend. The Learning Support Centre strives to ensure that staff do not work too many hours and comply with the working time directive.

Policy Statement

This policy is in place to inform staff and clients of our out of hours and on call procedure and explain how it should be used.

Scope of the Policy

- The Learning Support Centre, deliver support up to 9pm in the evening, during the week, weekends and on bank holidays;
- To ensure that our Support Coordinators can maintain a good home/life balance, and to manage any risks that may result from emergency situations, The Learning Support Centre operates an on-call service;
- The on-call service provides for support staff and clients a single point of contact in an emergency;
- The on-call service is not designed to provide staff and clients with an alternative contact point for routine calls regarding administrative issues and should only be used for urgent requests that need to be dealt with immediately;
- The on-call service does not replace the requirement for support staff to make decisions, based on their own judgement, on emergency situations. However, it does provide, for support staff, the opportunity to debrief to a Manager following a significant occurrence. Staff should never delay making an emergency decision by calling on-call first.

Requirements for Implementation

Operating times

The on-call service operates

from 7.00 am – 8.30am and 5pm - 10.00 pm on weekdays

from 7.00am – 10pm on weekends and bank holidays

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Staffing

The on-call service is manned by a member of Senior Management Team or a Support Coordinator who can evidence the ability to give advice, to manage emergency situations, to problem solve and take responsibility.

Remuneration

Any staff member, regardless of grading, who takes part in the on-call rota, will be remunerated at a rate of £10.00 a day. If during the on-call period, the member of staff has to physically work for more than an hour a day in relation to on-call, they will be entitled to treat the additional time worked as time off in Lieu. The money will be paid regardless of whether the staff member is contacted or not, and is offered in recognition of the impact that 'being on-call' has on staff in relation to their free time. Where the staff member is a sessional worker, the remuneration will be in line with their normal rate of pay, but must be evidenced by a timesheet and a rationale for their direct involvement.

On-call arrangements

- On call shifts are determined by a monthly planner which will be organised, at least, two months in advance;
- Support Coordinators and the Support Team will be encouraged to be part of the rota, but where there are other responsibilities that prohibit them from covering on particular days, this will be accommodated. Senior Management will endeavour to be as fair as possible regarding the allocation of duties;
- When the planner has been agreed, any alterations to the rota will be the responsibility of the staff members on-call. However, changes must be communicated to the Managing Director;
- Staff will be informed of on-call arrangements through the voice. It will be the responsibility of the person who is on-call to ensure that this information is correct;
- The on-call service is only available outside of normal office hours – the on-call phone should be switched off during normal office hours;
- Staff who are taken ill during on-call, should call the Managing Director who will make arrangements for handover;
- The phone must be fully charged at all times and, particularly, on handover;
- Any issues must be reported to the Managing Director;
- Any issues, specific to support should be communicated with the relevant manager at the earliest convenience during office hours;
- When staff are on call, they must take the phone with them at all times, answer the phone immediately if it rings, and if a call is missed, call the person back as soon as they are aware of the message.