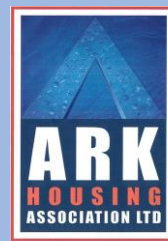




# On Call Policy



<b>Policy Reference:</b>		HR30	
<b>Effective date:</b>	Feb 2020	<b>Review date:</b>	Feb 2023
<b>Approved by SLT:</b>	Jan 2020	<b>Approved by BoM:</b>	Feb 2020
<b>Approved Unite</b>	Feb 2020		
<b>Owner:</b>	Walter Kane	<b>Job Title:</b>	Head of People and Organisational Development
<b>To be issued to:</b>		Board of Management ARK Management Unite the Union All Staff	
<b>Method of Delivery:</b>		Policy Briefing Sheet	

## Version Control

Date	Owner	Version	Reason for Change
Jan 2020	Insert Name	V2.0	Cyclical review

## Summary of Changes

Section	Change
All	All procedural text has been removed.

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## 1.0 ARKs Values

Our organisational values are the basis for everything that we do, from providing housing, care and support to tenants and service users to ensuring that staff have clear standards of performance set. ARK believes that everyone should have the opportunity to lead a happy, healthy and safe life. We value:

- The worth of each person
- Trusting relationships
- Understanding difference
- Challenging oppression
- Personal and organisational accountability
- Caring for our physical environment
- Enjoyment

All ARK policies and procedures are underpinned by our values and we will ensure that our employees are treated fairly, consistently and in line with our values.

## 2.0 Purpose

This policy describes ARK Housing Association Ltd.'s policy for the provision of on-call services. ARK recognises the right of service users to feel safe and well in their homes. Service users who do not usually require support 24 hours per day may occasionally require additional support out-with their usual hours of support. In these circumstances ARK provides an on-call service.

Circumstances where services or individual service users may require an on-call service include:

- If a service does not provide a sleepover service where additional support may be sought;
- If a service user is unwell out with their support hours;
- If a service user is faced with an emergency situation;
- If a member of staff requires guidance from another employee.

## 3.0 Policy Statement

On-call systems exist as part of arrangements to provide appropriate Service cover across the organisation. A member of staff is on-call when, as part of an established arrangement with his/her employer, he/she is available outside his/her normal working hours – either at the workplace, at home or elsewhere – to work as and when required. This definition emphasises that the core element of on-call is the agreement to be available outside normal working hours. Normal working hours are those which are regularly worked and/or fixed by contract of employment.

ARK supports people who need On Call as part of their support. The need for On Call will be agreed by the local authority and will be determined by their Good Life Plan which is agreed with the Local Authority.

Where a service user does not have a 24 hour per day service the responsibility for the health and safety and well-being of the service users out with their support times lies with the Local Authority.

ARK will provide an on-call service for service users where this has been agreed by the Local Authority. The Support Worker will ensure information regarding the increased needs and potential reasons for this is shared with their line manager. This will allow for a review of the service users needs should this be required.

An On Call service will operate between hours which are agreed locally with the local authority and manager.

## 4.0 Scope

This policy applies to all ARK Care and Support employees including temporary and relief staff.

## 5.0 Legal/Regulatory Framework

This policy and the procedures that support it comply with:

- Mental Health (Care and Treatment) Act 2003;
- Adults with Incapacity (Scotland) Act 2000;
- Adult Support and Protection Act 2007;
- Human Rights Act 1998; and
- Health and Social Care Standards.

- Health and Safety at Work ACT 1974

## 6.0 Responsibilities

### 6.1 Board of Management

ARK's Board of Management is responsible for consideration and approval of this policy, and for ensuring that where relevant its decisions are taken in accordance with relevant legislation, training and guidance.

### 6.2 Executive Team

ARK's Executive Team is responsible for ensuring that this policy is reviewed in accordance with ARK's schedule for review of policies, or sooner if required.

### 6.3 Senior Leadership Team

ARK's Senior Leadership Team is responsible for review of the policy, and for ensuring that relevant measures are put in place in order to implement its requirements.

### 6.4 Managers

ARK Managers will be responsible for the effective implementation of this policy, within their area of responsibility and will ensure staff receives appropriate training and support to ensure the health and safety and well being of service users and themselves.

### 6.5 All Staff

All ARK employees are required to familiarise themselves with this policy if they are required to be On Call.

## 7.0 On Call Principles

ARK will ensure detailed risk assessments are carried out for all service users to identify situations where they may require support from an on-call service.

Staff members providing an on-call service will be expected to provide support and guidance over the telephone but may also be expected to work and provide direct support in the service users own home. Protocols must be in place to identify these instances and provide clear guidance regarding:

- Travel to and from the service users home;
- Health and safety concerns and arrangements for staff visiting service users homes during night time hours e.g. any visitors that may be in service users homes;
- Detailed lone working risk assessments will be developed to ensure the health and safety of staff providing on-call services.

ARK staff will be aware of and follow their local area Adult Protection Guidelines.

### 7.2 Reimbursement

Staff providing on-call cover out-with their normal hours of working will be entitled to claim an on-call payment.

Where staff have considerable disturbance during an on-call shift e.g. they have to visit a service user at home or receive numerous calls through the night, the staff member will be entitled to time off in lieu in agreement with their line manager.

### 7.3 Manager On Call

ARK provide a Management On Call service provided by Registered Operation Managers and Area Managers which supports staff out of hours during evenings and weekends

Managers On Call are On Call for the whole organisation. The period of On Call is Monday to Thursday starts from 5pm to 9am the following day and then Friday is from 5pm to 9am on Monday where handover will be completed with the new On Call Manager.

## 8.0 Related Policies & Procedures

Due to On Call provisions being based around Good Life Plans see local service specific On Call procedure for the correct procedure for your service.

This policy should be read in conjunction with the following policies:

- Risk Assessment, Ref: HS03
- Personal Planning, Ref: CS02
- Adult Support and Protection CS03
- Access to Supported Tenancies– to work as and when required., Ref: CS18
- Data Protection, Ref: HR26
- Lone Working, Ref: HS12

## 9.0 Equality Impact Assessment (EIA)

No potential equalities issues have been identified in relation to the development of this policy, and consequently an EIA has not been completed.

## 10.0 Data Protection Impact Assessment (DPIA)

Contained within the Care and Support DPIA.

## 11.0 Stakeholder Consultation

In developing this policy the following groups were consulted:

- ARK Board of Management;
- ARK Executive Team; and
- ARK Senior Leadership Team
- Unite the Union

## 12.0 Monitoring and Review

### 12.1 Monitoring

ARK's Executive and Senior Leadership Teams will monitor implementation of this policy on an ongoing basis.

### 12.2 Review

This policy will be reviewed within 3 years from the date of approval by our Board of Management, in accordance with ARK's policy review framework.