

## HR39 – On-call

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<b>Owner:</b>	Michael Catlin	<b>Job Title:</b>	Head of People & OD
<b>To be issued to: (check as needed)</b>			
<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input type="checkbox"/> Housing <input type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input checked="" type="checkbox"/> All Care & Support <input type="checkbox"/> C&S Managers (RM, OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	
<b>Method of Delivery: (check as needed)</b>			
<input checked="" type="checkbox"/> Learn Pro <input type="checkbox"/> Board Portal <input checked="" type="checkbox"/> Line Manager to Share (e.g. Agencies)		<input type="checkbox"/> Policy Owner to Notify (e.g. Contractors) <input type="checkbox"/> Other: _____	
<b>Stakeholder Consultation Completed (check as needed)</b>			
<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input type="checkbox"/> Housing <input type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input checked="" type="checkbox"/> C&S Managers (RM, OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input checked="" type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	

### Version Control

Date	Owner	Version	Reason for Change
July 2024	Michael Catlin	3.0	Cyclical review due & transfer to new template

## Summary of Changes

Section	Change
1	Updating Arks Current Values.
7.1	Updating wording to highlight staff providing on-call cover out-with their normal hours of working will be entitled to be paid an on-call payment and just entitled to claim for a payment.
9	Removed archived policies 'HR26 - Data Protection' and 'CS03 -Adult Support and Protection'.

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## 1.0 Arks Values

Arks values are true to the core purpose of the organisation and the services we deliver. They determine our behaviours towards one another and what we should expect in our relationships with one another. Working within the following values will guide and help us deliver our vision and mission of Ark being an organisation where everyone is equal:

### Trust

We have confidence in our people to deliver excellent services and trust in them to do so. We will develop trusting and honest relationships and our customers will feel assured that they can rely on us to deliver.

### Respect

We treat everyone fairly and we listen. We are respectful of each person with whom we come into contact and expect our people to respond professionally and treat others as they would wish to be treated.

### Understanding

We will operate with empathy and compassion and approach each situation with an open mind. We will question and challenge to ensure we achieve the right outcomes for customers and our people.

### Equality

We believe everyone is equal and expect our people to create positive experiences where everyone feels valued and included.

### Integrity

We will do the right thing and take responsibility for our actions. We will work together to uphold the highest standards of behaviour and practice.

## 2.0 Purpose

This policy describes Ark's policy for the provision of on-call services. Ark recognises the right of Supported People to feel safe and well in their homes. Supported People 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 can provide an on-call service.

Circumstances where services or Supported People may require an on-call service include:

- If a service does not provide a sleepover service where additional support may be sought.
- If a Supported Person is unwell out of their usual support hours.
- If a Supported Person 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 their employer, they're available outside their 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 an on-call service as part of their support. The need for on-call will be agreed by the local authority and will be determined by their social work assessment and personal plan. Ark details this information through individuals' Good Life Support Plan/Risk & Vulnerability. which is agreed with the Local Authority.

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

Ark will provide an on-call service for Supported People 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 Supported Person 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
- Working Time Regulations 1998
- Health and Care (Staffing) (Scotland) Act 2019

## 6.0 Responsibilities

### 6.1 Board of Management

Ark's Board of Management is responsible for consideration and approval of this policy.

### 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 Leadership Team

Ark's 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 are responsible for the effective implementation of this policy. They must also ensure that each member of their staff, through induction, and team meetings, is made aware of this policy and that they comply with its terms.

### 6.5 All Staff

All staff, to whom this policy applies, are required to familiarise themselves with this policy and comply with its terms. Questions regarding the content or application of this policy should be directed to the HR Team.

## 7.0 On-call Principles

Ark will ensure detailed Good Life Support Plan/Risk & Vulnerability are carried out for all Supported People 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 Supported Persons' own home. Protocols must be in place to identify these instances and provide clear guidance regarding:

- Travel to and from the Supported Persons' home;
- Health and safety concerns and arrangements for staff visiting Supported People's homes during night-time hours e.g. any visitors that may be in Supported People's 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.

## 7.1 Reimbursement

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

Where staff have considerable disturbance during an on-call shift e.g. they have to visit a Supported Person 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.

## 7.2 Manager On-call

Ark provides a Management on-call service provided by Operation Managers and Regional Managers which supports staff out of hours during evenings and weekends.

Managers on-call are on-call for the whole of Care & Support and have access to Ark's business continuity folder on the general drive. 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. The handover will be completed on an agreed day with the new on-call Manager.

## 8.0 Learning & Development Requirements

No learning & development requirements have been identified in relation to this policy.

## 9.0 Related Policies & Procedures

Due to on-call provisions being based around Good Life Support Plan/Risk & Vulnerability 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:

- HS03 Risk Assessment Policy
- HS03a Risk Assessment Procedure
- CS02 Care Planning Policy
- CS02a Care Planning Procedure
- HS12 Lone Working Policy
- HS12a Lone Working Procedure
- HR20 Drug, Alcohol & Substance Misuse Policy

## 10.0 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.

## 11.0 Data Protection Impact Assessment (DPIA)

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

## 12.0 Monitoring and Review

### 12.1 Monitoring

Ark's Executive and Leadership Team will monitor implementation of this policy on an ongoing basis. The on-call Manager will provide advice to all staff when appropriate, this will be monitored by C&S Management.

### 12.2 Review

This policy will be reviewed within 5 years from the date of approval by our Board of Management, in accordance with Ark's policy review framework.