

On-Call Policy

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Regulations and Standards:

The Children's Homes Regulations 2015:

- Regulation 31 - Staffing of children's homes

Relevant Policies:

'Rostering and Handovers Policy'.

Contents:

1. What Staff can Expect from the On-Call Service
2. What the On-Call Service will Require from Staff
3. Contact Details
4. Response Times
5. Recording of On-Calls

1. What Staff can expect from the On-Call Service:

- Advice /support /guidance.
- Information.
- Support with problem solving.
- Re-allocation of resources.
- Support (if required) with decisions regarding Police involvement.
- Sickness cover if all other avenues have been exhausted.

2. What the On-Call Service will require from Staff:

- Where appropriate to think through solutions and options concerning your on-call.
- To provide the On-Call with all the relevant / required information.



- To participate in problem solving.
- To ensure advice / guidance given is adhered to.
- For the relevant paperwork to be completed.
- To follow Care Plans / Risk Assessments and agreed strategies.
- To be flexible at times of need.
- Notification of Schedule 5 Significant events.

3. Contact Details:

All HND Children's Care Ltd On-Call Managers can be contacted by Mobile Phone, all relevant phone numbers will be provided to staff on shift.

Prior to accessing the On-Call service it is expected that staff will endeavour to utilise all available staff support networks at other Homes.

4. Response Times:

The On-Call Manager will endeavour to respond immediately to calls received, although there may at times be a delay due to other calls being responded to. In an obvious emergency where medical help or other emergency services are required dial "999" and inform the On-Call Manager of your actions as soon as is practical.

5. Recording of On-Calls:

All On-Calls are reported to the manager and should be logged on your timesheet.

Each month the On-Call information is collated by the homes manager and reviewed; this information is used to identify any particular trends or needs in the service.

Additionally, please note, if the on call is already being used to cover shift or help with an emergency for example and further on call support is required, this is the responsibility of the homes manager to deal with. Should the homes manager be on annual leave, alternative arrangements must be in place prior to ensure safety and support is always maintained to prevent any safeguarding concerns.

End.