

<b>Title of Document</b>	<b>Out of Hours Management of Service</b>		
<b>Name of Department</b>	<b>Operations</b>		

<b>What type of document is this?</b>	<b>Policy</b>	This sets out instructions for how a particular procedure in Helping Hands is to be routinely carried out	
<b>Which Helping Hands POL/SOP/W.I does this document relate to?</b>	NA	<b>Reference number of POL/SOP/W.I</b>	NA

<b>Which Operational Priority/Priorities does this document link to?</b>	Governance Framework	Superior Client Care	People, Performance & Culture	Business Growth

<b>Custodian of document</b>	Group Managing Director	<b>Committee/Group responsible for this document</b>	Policy Committee	
<b>Approval date and committee chairperson signature</b>	14.08.24	<b>When is its next scheduled review?</b>	14.08.27	

<b>Who does it apply to?</b>	All Helping Hands who work directly with Customers.				
	<b>Does it apply to bank workers?</b>	Yes	<b>Does it apply to agency staff?</b>	Yes	<b>Does it apply to third party contractors?</b>

<b>Purpose of the Policy</b>	This policy defines how Helping Hands manages its out of hours service to our customers and employees, outside normal office hours, weekends, Public and all Bank Holidays.				
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## ROLES AND RESPONSIBILITIES

Role	Responsibility
<b>Out of Hours Manager</b>	To ensure that this policy is embedded throughout the business and monitored where change in working process may impact policy. To be responsible for review of this policy
<b>All Directors and Managers</b>	To ensure that the policy is adhered to and embedded within teams. Breaches of this policy are addressed and managed where necessary
<b>All Staff</b>	To ensure that the policy is adhered to

### 1.0 About this Policy

- 1.1 This policy has defined how Helping Hands manages its out of hours service to our customers and employees, outside normal office hours, weekends, Public and all Bank Holidays.
- 1.2 As a provider that delivers a service 24 hours a day it is imperative that we have an out of hours service that can be reactive according to business need.
- 1.3 References & Definitions
  - OOH - Out of hours
  - LIRM - Live-In Relationship Manager
  - ACM - Area Care Manager
  - RCD - Regional Care Director
  - HOOC – Head of On Call

### 2.0 Operating Hours

- 2.1 Helping Hands provides a 24-hour, 7 day a week service. The majority of service is provided within normal office hours; however, evenings, weekends and all Public and Bank Holidays, the Out Of Hours (OOH) service is in place to assist customers and employees with emergency situations for all areas of our company.
- 2.2 Normal office hours for all Helping Hands Branches and Head office are 8.30 am – 5.30 pm, Monday to Friday
- 2.3 Weekday OOH service is in place from 5.30 pm to 8.30 am the following morning
- 2.4 Weekend OOH service is in place from 5.30 pm Friday to 8.30 am Monday
- 2.5 Public and Bank Holiday OOH service from 5.30 pm the preceding Friday to 8.30 am after Public / Bank Holiday, for example, Easter OOH will be from 5.30 pm Thursday to 8.30 am Tuesday, this, taking into account, 2 public holiday days.
- 2.6 Helping Hands Head Office will facilitate the OOH service until 10.00 pm every day. From 7.00 am – 9.00 am on weekdays and 7.00 am – 10.00 pm on weekends and Public / Bank holidays.



After this time, OOH is managed remotely; the telephone system is diverted to a mobile telephone.

### 3.0 Resource

- 3.1 Helping Hands has a dedicated team of fully OOH operators available throughout the OOH period. Helping Hands
- 3.2 Helping Hands also have team Leader on shift to support the operators and the Head of On Call.
- 3.3 In addition to this several our registered managers and branch staff are available to provide local support for every branch. Every branch is required to provide and update weekly local support details on live shared file 'On Call Weekly Branch Contacts'.
- 3.4 We have 5 levels of support for escalation during OOH period
  - 3.4.1 **Level 1** – Central OOH will resolve all emergency issues directly or hold non-emergency issues until either the next working day, or Monday if it comes through at the weekend. They will log all calls in live file all branch and regional team will have access to this at any time.  
They will pass issues to Level 2 if unable to resolve.
  - 3.4.2 **Level 2** - Branch Teams will continue to have a member of the Branch team remains available as local support daily/weekly as appropriate. One LIRM will be assigned to act as On-call across 2 Regions across a 7 days period (Friday till Thursday) as below:
    - North and Central
    - East and West  
They will pass issues to Level 3 if unable to resolve.
  - 3.4.3 **Level 3** – One ACM will be assigned to act as On-call across 3 regions across a 7 days period (Friday till Thursday) as below:
    - North & Central
    - East & West  
They will pass issues to Level 4 if unable to resolve.
  - 3.4.4 **Level 4** - One RCD will be assigned to act as On-call for all regions across a 7 days period (Friday till Thursday). They will pass issues to Level 5 if unable to resolve.
  - 3.4.5 **Level 5** – Group Managing Director is available at any time for escalation and support at any time during OOH period.

Details of Level 2 to Level 5 are available on live file 'Weekly Level 1- 5 Rota'

## 4.0 Continuity of Service

- 4.1 For the purposes of continuity of service, all Helping Hands telephone lines are diverted automatically to our OOH service when individual functions are not open. This allows anyone calling into our company to be able to speak with a member of the team, any time of the day or night.
- 4.2 The OOH team supports Live-In Service after 6.00 pm Monday to Thursday through to 8.30 am the following morning. The Live-In Carer Services Team are open until 7.00 pm on a Friday after which the phones will divert until 8.30 am Saturday morning.
- 4.3 The Carer Services Team also opens from 8.30 am until 6.00 pm Saturday and Sunday and all Bank Holidays to deal with Live-In specific queries.
- 4.4 The OOH Team will assist the caller in cases of emergencies or situations that need to be resolved immediately or before relevant department is contactable the following morning. During this time the OOH Team can contact the On-Call Manager for advice and/or escalation. All allocated LIRM/ACM/RCD are available to help and support with any emergency situations and provide guidance where required at an escalated level. All calls will be logged on a live log, that can be accessed by Carer Services / Branch at all times.
- 4.5 The OOH team support the HVS Service from 5.30 pm every day until 8.30 am the next day, the team will assist the caller in cases of emergencies, if required the OOH team will disseminate to the appropriate branch's On-Call Team.
- 4.6 All calls to the OOH telephone line are recorded, and a summary of the OOH events are circulated to the appropriate managers once normal office hours resume. It is expected that managers follow up any incidents from the OOH service as soon as practicable.

## 5.0 Managing Emergency Incidents

- 5.1 Helping Hands understands that there will be occasions where incidents occur that requires immediate escalation and resolution therefore Helping Hands has an Emergency Incidents group that will be contacted in the following instances to assist and resolve the following:
  - 5.1.1 Loss of all or a significant part of the building
  - 5.1.2 Live-in carer's accommodation and transport
  - 5.1.3 Seriously reduced staffing levels
  - 5.1.4 Loss of telecommunications
  - 5.1.5 Loss of IT infrastructure
  - 5.1.6 Terrorism or threat of terrorism
  - 5.1.7 Disruption of gas, water, electricity at the office
  - 5.1.8 Flood disruption



- 5.1.9 Impact of severe weather
- 5.1.10 Impact of fuel shortages
- 5.1.11 Household emergencies at customers homes
- 5.1.12 Emergency situations involving Helping Hands employees working during the OOH period, including severe illness, accidents and incidents, police issues etc.

5.2 Managers can be contacted via phone, mobile numbers will be provided to the OOH team and the OOH team will also send an email to [emergencyincident@helpinghands.co.uk](mailto:emergencyincident@helpinghands.co.uk) which will be received by the Emergency Incidents group at all times.

#### TRAINING

Is training required?	No, all new staff will be informed of the OOH process at the point of induction
Details of training	Time should be allocated in Induction for all new LIRM/ACM/RCD to get familiar with OOH and On-Call Manager

#### COMPLIANCE

How is compliance with the POL going to be monitored	Breaches to the policy will be escalated to the Out of Hours manager to take the necessary action(s). Should legislation or working process changes occur, the policy will be reviewed by the policy owner.
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#### EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Yes / No	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	No	
• disability?	No	
• gender reassignment?	No	
• pregnancy and maternity (which includes breastfeeding)?	No	
• race (including nationality, ethnic or national origins or colour)?	No	
• marriage or civil partnership?	No	
• religion or belief?	No	
• sex?	No	
• sexual orientation?	No	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	NA	
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	NA	
• What alternatives are there to achieving the document's aim without the impact?	NA	
• Can the impact be reduced by taking different action?	NA	
• Is there an impact on staff, client or someone else's privacy?	NA	<i>If yes, privacy impact assessment required</i>



What was the previous version number of this document?	Version 01	
Changes since previous version	At point of review, updates made related to language & terminology throughout the policy	
Author of the document	On-Call Manager	
Who was involved in developing/reviewing /amending the POL?	On-Call Manager Head of On Call	
How confidential is this document?	Restricted	Can be shared freely within Helping Hands but NOT outside
References	NA	
Associated Documents	NA	