



On Call (Out of Hours) Policy

1. What this policy covers

- 1.1 Sanctuary Trust management are available core hours between 8.30am and 5.00pm, Monday to Friday. Sanctuary Trust recognises the importance of supporting staff outside of these core hours including evenings, weekends and bank holidays.
- 1.2 This policy provides a framework to ensure:
 - Sanctuary Trust staff can be adequately supported, and an effective response and resolution is provided to matters requiring urgent attention outside of core business hours; and
 - Employees who may be required to provide an essential on-call and call-out service to respond to residents' needs and to operational service requirements are rewarded on a consistent, fair and equitable basis.
- 1.3 There is no expectation that an employee must remain at their home whilst on-call provided they respond to text message, WhatsApp's, emails and calls and any other form of communication and arrange temporary cover if a staff member calls in sick or is unable to attend work. Managers are not usually required to attend a site whilst on-call unless they are unable to arrange any temporary cover or the issue at site is very serious. The Organisation does not expect these situations to occur often.
- 1.4 This policy applies to **managers/senior staff only**, in recognition of the fact that employees in other staff categories are not required to formally adopt on-call arrangements. These staff will be notified individually.

2. Procedure

- 2.1 On-call rotas will be managed on a week on/week off basis where possible, with no more than 2 weeks of On-Call in any pay period.

3. Your responsibilities

- 3.1 An employee who is on-call or called out must be directly contactable by telephone and remain capable to carry out the duties required at all times.
- 3.2 Follow on call procedure below.



4. Payment arrangements

4.1 On-call Allowance

4.1.1 Employees on the rota, as agreed with line manager or designated manager, to carry out on-call duties, will receive an on-call allowance of £3.00 per bed per week. This currently equates to £33.00 per week in Wales; £114.00 per week in Greater Manchester.

4.1.2 In addition, if an area has Outreach services in operation outside of normal office hours, an additional £10.00 per week will be paid.

4.2 If a manager is required to work a shift they will be paid for any hours worked.

On call Procedure

In any event you are unable to fulfil your duty as described in your Job description and you need additional support; employees should contact the person "On Call" to seek help/ advice.

