

3.11 Out of Hours Facilities On-Call Procedure

Scope of this chapter

BMC operates a 24 hours/365 day on call system for all children's homes in the organisation – this system is for the use of all BMC staff including agency workers.

The Facilities On Call system is staffed by a facilities person who is available out of hours between the times of 4pm and 11pm Monday to Friday and between 9am and 11pm both weekend days. There will always be one facilities person available during these times.

The on call system is primarily a telephone contact system initially for advice but may also respond to emergency requests as appropriate and agreed by the facilities on call person.

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1. Guidelines for Contacting Facilities On Call

The On Call Facilities person must:

- a. Ensure that they have their phone switched on and charged at all times;
- b. Avoid locations with little or no network coverage;
- c. Ensure that they have access to the respective care teams on call rota via relevant Regional Manager;
- d. Ensure they have access to a full telephone/address contact list;
- e. Be fit to fulfil the on call role at all times – not under the influence of alcohol or drugs;
- f. Ensure they have access to their company vehicle and fuel;
- g. Ensure the facilities manager is updated via email to any call outs/actions taken.

2. Advice and Support

- a. The facilities person's primary function is to provide telephone advice and physical assistance if deemed necessary following discussion. This decision is to be taken by On call (facilities) person to ensure consistency of call outs;
- b. Initial contact with On Call (facilities) is the responsibility of On Call (care) personnel not staff at the home.

3. Direct Support to Homes

- a. After initial contact between On Call (Care) personnel and On Call (facilities) it may be necessary for the On Call (facilities) to make contact with the home to discuss the issue further and advise care staff on checks/actions they may be able to make to identify the problem/solution;
- b. If a solution cannot be found, immediately and there is a risk of further damage to property/injury to individuals then it is the decision of the On Call (facilities) person with regard to action to be taken to resolve the matter;
- c. External Contractors should not be contacted by On Call (Care) personnel or directly by staff at a home. This should always be the responsibility of On Call (facilities) personnel during On Call (facilities) hours and after this time, it will be the responsibility of the On Call (care) personnel to make this decision if an external contractor is considered necessary. (See below for notifications if On Call (Care) personnel make a decision to call/call out an external contractor.

4. Notifications/Information required by Facilities Manager

1. During weekdays, On Call (facilities) personnel must inform the Facilities Manager no later than 9am of any calls/call outs and actions taken. This should be via email or telephone call if email is not available (followed up via email when it becomes available). During weekend hours, any notifications should be made by 9am on Monday morning following the weekend;
2. On Call (care) personnel should follow the same reporting procedure as above and advise the Facilities Manager of any external contractors they have authorised;
3. Information to be reported must include:
 - Contractor Used – name/contact details;
 - Work completed;
 - Any further works required;
 - Costs authorised by On Call person for payment via invoice.
4. It is the responsibility of the Facilities Manager to agree invoice payment with the Finance Dept.

Revision History

Date last updated: April 2020

Date of next review: April 2021

Date of release: December 2018

End