

OPERATIONAL ON-CALL SYSTEM

Next Gen
Support
Services

Approved by: Omar Salahuddin **Date:** 08/08/25

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SCOPE

Next Gen Support Services operates during working days of Warwickshire County and The City of Coventry City Council.

An on-call system for all young people and vulnerable adults is for the use of all Next Gen Support Services staff including agency workers.

The on-call system is staffed by an allocated provision. As such, at any one time there will always be two available on-call managers on the on-call rota.

The on-call system is primarily a telephone advice, support and notification system but a variety of other tasks and duties are required to be fulfilled as when they arise.

The on-call system is strictly for use outside of 'normal working' hours, i.e. after 7pm weekdays, during weekends and also bank holidays.

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GUIDELINES FOR ON-CALL MANAGER

The on-call manager must:

- Ensure that they have the on-call phone switched on, charged and with them at all times;
- Avoid locations with little or no network coverage for the on-call phone;
- Ensure that they have access to the on-call folder at all times (see below);
- Be fit to fulfil the role at all times, not under the influence of alcohol or drugs;
- Have access to and be able to drive an appropriate vehicle if required;
- Ensure the on-call phone is handed over to the next on-call manager;
- Complete the on-call log, recording all calls, actions and decisions occurring whilst on-call and distribute electronically to Head of Services as part of the on-call update (see below).

The on-call folder must contain (folder can either be electronically stored or in paper format):

- Pen picture for each pupil;
- Up to date Individual Behavioural Support Plan (IBSP) for each pupil;

- Up to date risk assessments / risk management plan for each pupil;
- Direct contact numbers for each member of staff in the area of the on-call manager's responsibility.

ON-CALL UPDATE

Before 7pm every Friday staff must update the Head of Services via email of the following:

- Brief summary of events of the last week for each young person;
- Any likely triggers or concerns over the weekend and following week if relevant;
- Plans and movements of each young person over the weekend and following week if relevant;
- Staff on shift for the following week; weekly rota must be updated before Friday 5pm
- Any available staff over the weekend.

ADVICE AND SUPPORT

The on-call managers' primary function is to provide advice and support to Next Gen Support Services staff that are on shift and working with our young people. Every member of staff has the right to contact the on-call manager for this purpose.

In challenging and difficult circumstances that require managerial assistance the on-call manager can provide:

- Reassurance and support;
- Objectivity;
- Talking through a problem to find a solution;
- Advice or guidance;
- Direct instructions;
- Clear planning.

NOTIFICATIONS

The on-call manager is required to be notified about incidents or events that qualify as a Regulation 40 / 42 Notifications

EVENT	WHO TO NOTIFY
	<p>In all cases: The Line manager for the provision and Placing Authority/Social Worker must be notified.</p>

<p>Death of a Young Person/Vulnerable Adult.</p>	<p>Outside Agencies: The Regulatory Authority, Local Authority for the area where the Resident is placed, Health and Safety Executive The Secretary of State. Immediately On-Call Manager Immediately Head of Services/SLT: The DSL, who should notify all Directors.</p>
<p>Referral to the Secretary of State pursuant to section 2(1)(a) of the Protection of Children Act 1999(a) of an individual working in the Home.</p>	<p>Outside Agencies: The Regulatory Authority. Immediately On-Call Manager Within 24 hours Head of Services/SLT: The Director(s), who should notify all senior Directors.</p>
<p>Serious illness or serious accident sustained by a Pupil or employee. This includes serious or persistent self-harming or attempted suicide.</p>	<p>Outside Agencies: The Regulatory Authority, If a medical practitioner considers it to be notifiable under RIDDOR, the Health and Safety Executive. Immediately On-Call Manager Within 24 hours Head of Services/SLT: The Director(s), who should notify all senior Directors.</p>
<p>Allegation that a Resident accommodated at the Home has committed a serious offence.</p>	<p>Outside Agencies: The Police. Immediately On-Call Manager Within 24 hours Head of Services/SLT: The Director(s), who should notify all senior Directors.</p>
<p>Involvement or suspected involvement of a Resident in prostitution.</p>	<p>Outside Agencies: The Regulatory Authority, Police and Local Authority in the area where the Resident is living. Immediately On-Call Manager Within 24 hours Head of Services/SLT: The Director(s), who should notify all senior Directors.</p>
<p>Any incident necessitating calling the Police or Emergency Services (e.g. absconding, Fire Brigade, ambulance etc.).</p>	<p>Outside Agencies: The Regulatory Authority. Immediately On-Call Manager Within 24 hours Head of Services/SLT: The Director(s), who should notify all senior Directors.</p>
<p>Any serious complaint about Homes or employees.</p>	<p>Outside Agencies: The Regulatory Authority Immediately On-Call Manager Within 24 hours Head of Services/SLT: The Director(s), who should notify all senior Directors.</p>
<p>Instigation and outcome of any Protection Enquiry involving a Resident.</p>	<p>Outside Agencies: The Regulatory Authority. Immediately On-Call Manager Within 24 hours Head of Services/SLT: The Director(s), who should notify all senior Directors.</p>

<p>Outbreak of any infectious disease which in the opinion of a registered medical practitioner is sufficiently serious to be so notified.</p>	<p>Outside Agencies: The Regulatory Authority, Health and Safety Executive Incident Contact Centre and Health Authority in the area where the Resident is living. Immediately On-Call Manager Within 24 hours Head of Services/SLT: The Director(s), who should notify all senior Directors.</p>
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In cases where a young person is reported as 'Missing' to the police, the on-call manager should also be notified.

In cases of any allegation against a member of staff the on-call manager should be notified so as to take appropriate action.

There may be circumstances within the Regulation 40 / 42 Notifications above, that the on-call manager feels that a member of the senior team should be contacted or informed immediately. If this is the case then they should do so without delay.

For incidents or events that do not qualify as Regulation 40 / 42 Notifications (other than 'Missing') and are resolved effectively by the staff team on shift - the on-call manager **should not** be notified.

DIRECT SUPPORT TO THE PROVISION

In some serious cases it may be required of the on-call manager to be physically present in one of the homes.

The on-call manager will make this decision based on an assessment of the circumstances. The on-call manager should ask themselves the following questions:

- Can this situation be safely managed in the provision?
- Do the circumstances warrant my presence?
- Will my presence help or hinder the situation?
- Will my presence allow me to support the staff team more effectively?
- How able and experienced are the staff team on shift?
- Is there any other available support in any other homes?
- Will the issue or situation be solved or over by the time I arrive?
- Do the staff team need extra support and guidance given the circumstances?

If the on-call manager believes that their presence will not offer any more support than they are already able to offer via the telephone, then they should not attend the home.

If the on-call manager believes that their assistance is required, they should attend the home and make alternative arrangements of the continuity of the on-call system.

If the on-call manager goes out to a home they are effectively on shift and unable to carry out on-call duties. The on-call responsibility must be handed over to:

- The assisting Deputy Manager who is on the on-call rota;

- Other on-call manager (Supported by Duty Safeguarding Manager for that area who has all on-call information).

POLICE INTERVENTION

The police should only be called:

- When an individual chooses to do so to bring charges against a young person for a criminal offence as is their individual right;
- When following the agreed guidelines set out in the young person's risk assessment / management plan;
- When the on-call manager takes the decision themselves, over and above decisions being taken by staff team on shift due to an assessment of the circumstances.
- Police should not be called unless agreed by the on call manager

RESTRICTIVE RESTORATIVE PRACTICE (APPROPRIATE ADULT)

There will be times when it may be the case that our young people are arrested for criminal activities. As part of any investigating procedure a young person will require an appropriate adult to support them to ensure that the rights of the young person are respected during the investigation.

As part of our responsibilities for the duty of care of our children and young people, Next Gen Support Services will provide this service wherever possible.

Where this duty is required out of hours the on-call manager will be responsible for co-ordinating this service and if necessary provide the service.

For legal and logistical reasons some individuals may not be able to carry out the duty.

The following individuals should be considered for this duty in the following order:

- Staff member from the provision;
- The head of provision;
- Another staff member from another home (ideally who is familiar with the young person);
- On-call manager.

Where the only remaining option is the on-call manager; consideration should be given to the distance required to travel and whether any of the other on-call managers are closer and more easily able to carry out the duty.

Where an on-call manager is required to act as appropriate adult please follow the procedure for ensuring the on-call system is maintained (found in Direct Support for Homes).

STAFF ABSENCES FROM SHIFT

Any staff member calling out of hours to report that they will be absent from a shift for any reason, should report this directly to the home and their own line manager - not the on-call manager.

It is the responsibility of the staff team on shift to ensure that the shift is covered.

The staff team may contact the on-call manager to request assistance or ask if there are any available resources to provide cover.

The on-call manager should have this information to hand either having discussed in a managers' resource meeting or monitoring of the weekly rota which should be updated. The on-call manager may also contact other on-call managers to try to identify any other available resources.

The on-call manager is not responsible for providing direct shift cover themselves unless they choose to do so and are able maintain continuity of the on-call system. Staff on shift will be expected to stay on shift until alternative cover is found.

In cases of emergency the Duty Safeguarding Manager can be contacted to discuss agency cover once all other avenues have been fully exhausted. Contacting the head of provision will not necessarily mean that agency cover will be provided.