

Operational Procedure OP 52

Housing Support Workers – Emergency Response Additional Hours Payment

Responsible Officer	Service Manager – Housing and Property						
Issue No.	1	Revision No.	1	Revision Date	18/11/2009	Doc Ref	OP 52 Version 1.1

Amendment and Authorisation Record

OP 52 – Housing Support Workers – Emergency Response Additional Hours Payment

Date	Author	Paragraph ref	Nature of change	Authorised by

This Operational Procedure is intended to clarify the requirements for recording of additional flexible hours worked by Housing Support Workers (HSW). The procedure also details the process to be used when claiming additional payments for staff not on standby but alerted to respond in an emergency situation as detailed in 2.8.3 of the SIC Single Status Collective Agreement.

HSW – Hours Structure

Housing Support Workers (HSW) weekly hours are calculated based on the number of properties on the individual sheltered scheme at which the HSW is employed. The agreed hours structure for all HSWs provides a combination of administration hours plus core hours plus flexible hours.

- Administration Hours – each HSW is paid one administration hour per day. The individual HSW agrees with their line manager an hour which fits in with their own requirements but must be between 9am and 5pm (Monday – Friday). The daily administration hours provides the HSW an opportunity to undertake any administration duties associated with their role. The hour is also promoted as the hour when relatives, tenants and professionals should contact (wherever reasonably possible) HSWs in regard to work related issues.
- Core Hours – these are the hours HSW's will have a guaranteed presence on site each day (Monday – Friday).
- Flexible Hours – these are the hours intended for the provision of additional support to tenants under certain circumstances, e.g. tenant is unwell or perhaps recently discharged from hospital and in need of additional housing support. These hours are also intended to cover emergency callouts via Community Alarm. It should be noted that HSWs do not (and are not required to) provide a guaranteed 'on-call' response to community alarm, however, there is an expectation that a HSW should respond in the case of an emergency, where able and available to do so.

HSWs are paid for flexible hours irrespective of whether these hours have been worked or not. This is in recognition of the need for staff to acknowledge and participate in the flexible approach required for this type of additional support.

Recording of Flexible Hours

HSW's are required to keep a record of all flexible hours worked in the course of a week using Form – Summary of use of Flexible Hours. Staff should complete a separate form for each week (where flexible hours have been worked) and return to the Senior Housing

Officer on a monthly basis. Where no flexible hours have been worked, there is no requirement to submit Form – Summary of use of Flexible Hours.

Recording of Emergency Responses

Where a HSW has provided an emergency response to a sheltered tenant, they should record details using Form – Summary of Emergency Responses. HSWs (**Appendix 1**) are required to make judgements on an ongoing basis as to what constitutes an emergency and in turn make informed judgements as to whether or not a response is required. N.B. - It is anticipated that any call for assistance outwith normal hours should come via Community Alarm. HSW's must take responsibility for consistently informing and reinforcing to tenants, relatives and other professionals the need to deal with all non-emergency type contact/response during a HSWs agreed Administration Hour.

Payment for Emergency Responses

2.8.3 of the SIC's Single Status Collective Agreement states that, "for each occasion on which the employee is contacted and which results in the exercise of skills, either at the employees home or elsewhere, a payment of £17.63 (approx 2 hours) will be made. An employee will, however, only be entitled to one such payment within each period of two hours, commencing from the start of a notional standby session".

Human Resources have confirmed that in the case of HSWs, unused flexible hours should be regarded in the first instance as payment for emergency callouts, however, where a HSW is able to demonstrate that they have used up their weekly allocation of flexible hours (through submission of Form – Summary of use of Flexible Hours (**Appendix 2**), they will be entitled to claim additional payment (as detailed in the Single Status Collective Agreement 2.8.3) by completing Timesheet 2.

Winter Gritting and Snow Clearing

Winter gritting and snow clearing duties are not included in the provision of flexible hours. Additional payment is made for these duties and HSWs should submit timesheets for of all gritting and snow clearing activity using Timesheet 1.

Appendix 1

Summary of Emergency Responses

Housing Support Worker: _____

Housing Scheme: _____

Activity Report for Week Ending: _____

Date:	Time of Alert: <i>(Use 24 Hour Clock)</i>
Tenants Name & Address	Finish Time: <i>(Use 24 Hour Clock)</i>
Method of Alert: <i>(State if Tunstall Alert or which other method)</i>	TOTAL TIME WORKED: Hours: Mins:

Nature of Problem

Action Taken

***Reports must be sent to Housing Service at the end of each calendar month.
Total Emergency Response Hours Worked Should Be Entered.***

DETAILS OF EVERY RESPONSE MUST BE COMPLETED.

Appendix 2

Summary of use of Flexible Hours

Housing Support Worker : _____

Housing Scheme: _____

Activity Report for Week Ending: _____

Number of Flexible Hours Available: _____

Total Number of Flexible Hours Worked: _____

Date:

Tenants Name & Address	Brief Summary of use of Flexible Hours

Flexi Hours Worked:

Date:

Tenants Name & Address	Brief Summary of use of Flexible Hours

Flexi Hours Worked:

Date:

Tenants Name & Address	Brief Summary of use of Flexible Hours

Shetland Islands Council – Housing Services
HSW – Emergency Response Additional Hours Payment – Operational Procedure 52

--	--

Flexi Hours Worked

Date:

Tenants Name & Address	Brief Summary of use of Flexible Hours

Flexi Hours Worked:

Date:

Tenants Name & Address	Brief Summary of use of Flexible Hours

Flexi Hours Worked:

Date:

Tenants Name & Address	Brief Summary of use of Flexible Hours

Flexi Hours Worked:

*Activity reports must be sent to Housing Service at the end of each calendar month.
Total Flexible Hours Worked Should Be Entered On Front Page.*

Flexible Hours includes extra support of tenants, attendance at meetings & training