

Out of Hours Duty Management Procedure

Duty Management File

This procedure is to enable Easy Housing Association to provide an out of hours emergency management service to any clients living in our properties, to provide advice and support in the event of emergencies, severe operational difficulties and any other related issues that may affect the service delivery or Health & Safety of clients, visitors or employees

It is the duty manager's responsibility to keep the file upto date with changes on a weekly basis.

Duty manager:

1. The Duty Manager rota will begin and end each week at 9am on a Monday not 10.30
2. The Duty Manager will ensure that they are contactable at all times, i.e. their phone will remain switched on 24 hours a day, is kept charged and that they are within easy access of the workplace should they need to attend.
3. The Duty Manager will respond to any out of hours calls from tenants/clients – they will attempt to resolve any queries over the phone and will not usually be expected to attend a property. In an emergency, it may be necessary to attend the property.
4. If the Duty Manager is going to be unavailable for a short period of time during their week on call, they will notify the staff on duty there are no other staff to inform them and inform them when they will be available
5. The Duty Manager is responsible for handing over any relevant information relating to incidents to the appropriate line manager – at the earliest opportunity on the next working day- note 9am!!!

Duty management File contents:

- All property addresses and current tenant list, including their telephone numbers
- Information about current risks from tenants, particular houses/areas
- Record of location of all essential utilities in properties and boiler control instructions
- All landlord information
- A list of who is responsible for response to emergency maintenance issues – Easy Housing Association or the superior landlord
- All emergency contact details for landlords over Christmas and other festival period
- Relevant contractor details
- All staff contact numbers
- Duty Manager log sheets
- Duty Manager phone
- Phone charger
- Emergency contact details – for gas, waste
- Key cabinet keys & key code

Definitions of emergency situations that we may respond to:

- Fire
- Severe flooding
- Gas leaks
- Major electrical faults
- Major plumbing issues
- Major structural damage

- Burglary/theft
- Serious anti-social behaviour

In most cases, the out of hours manager will not attend the property, but will liaise with tenants and contractors to make safe the property, until the next working day. We will issue a notice to all tenants, informing them of what does or does not constitute an emergency, and what we will respond to and how. The designated manager will rotate on a weekly basis.

Staff:

1. If a situation arises in the operation of services, resolution should initially be attempted through application of Organisational Policy & Procedure, and through liaison with other colleagues on duty
2. If the situation is not an emergency or does not require immediate/urgent attention, then the matter should be recorded and handed over for action the next working day
3. If the situation necessitates immediate support or resolution, the staff on duty should determine whether they need to contact the emergency services in the first instance for assistance, then consult the rota and call the Duty Manager for advice as appropriate
4. Under normal circumstances, the Duty Manager will not be expected to attend the workplace, but they will remain in telephone contact throughout the duration of any event to ensure it is resolved satisfactorily
5. Should a serious event occur (e.g. death of a client, fire), then the Duty Manager will attend the workplace to directly support the staff to deal with the given All parties should ensure that the appropriate Policy is followed and all paperwork is completed in the event of a serious event, e.g. Accident/Incident forms