

Emergency Call-Out & Out-of-Hours Support Procedure

1. Purpose

This procedure ensures that children, young people, and staff know how to access help and support in the event of an emergency outside normal operating hours.

It sets out clear lines of communication, responsibilities, and response times.

2. Scope

This procedure applies to:

- Children and young people accessing the service.
- All staff and volunteers.
- Out-of-hours situations, including evenings, weekends, and holidays.

3. Emergency Contact Information

- A 24/7 emergency on-call rota is in place, with a senior manager always available by phone.
- Contact details are:
 - Main Emergency On-Call Number: 07964240912
 - Safeguarding Lead (Out of Hours): 07984397706
 - Emergency Services: 999
 - Non-Emergency Police: 101
 - NHS Helpline: 111

This information is:

- Displayed on posters in communal areas in child-friendly format.
- Given to children and young people at induction as a simple handout.
- Revisited with children and young people during key worker sessions or group meetings.

4. Procedure

For Children and Young People

1. If you need urgent help and staff are not available, you should:

- Call 999 if you are in immediate danger.
 - Call the on-call number for support if it is not life-threatening.

2. You can also contact childline or an independent advocate if you want to speak to someone outside of the service.

3. Staff will always explain who is on-call and make sure you know how to contact them.

For Staff

1. In an emergency, staff should:



- Call 999 if there is immediate danger.
- Contact the on-call manager for guidance and support.
- 2. Record the incident in the emergency log as soon as it is safe to do so.
- 3. Inform the Designated Safeguarding Lead at the earliest opportunity.

5. Responsibilities

- On-Call Manager: Provides immediate advice, attends site if necessary, makes safeguarding referrals, and records outcomes.
- Staff on Duty: Follow emergency procedures, ensure children and young people are safe, and contact the on-call manager.
- Senior Leadership Team: Review logs termly to identify patterns and make improvements.

6. Communication & Accessibility

- Children and young people are provided with this procedure in child-friendly formats (easy read, pictorial guides, and posters).
- Staff explain the procedure during induction and check children understand what to do.
- Translations or alternative formats are available for those with additional communication needs.

7. Monitoring & Review

- An emergency call-out log is kept, recording all out-of-hours incidents, actions taken, and outcomes.
- Logs are reviewed termly to ensure timely responses and learning.
- The procedure is reviewed annually or after a significant incident.