

POLICIES AND PROCEDURES

Contingency Policy - Staff Absences and Emergencies

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Purpose of this document

Aspired Futures (AF) Trustees must consider the implications of staff and volunteers absences and emergencies as this could cause disruption to any of the groups facilitated. AF is committed to facilitate all the groups with over and above the usual ratio requirements, therefore sporadic staff/volunteer absences should not have a significant effect. However, to ensure a high quality and consistent experience for every child/young person (CYP), AF will implement a contingency plan to eliminate any problems.

Details of Policy

- All AF staff and volunteers have been fully made aware as part of the induction programme to contact the SMR and People Manager, Head of Services or Service and Volunteer Manager and or the main office as early as possible and no later than 1 hour before they are due to start work if they are aware they are going to be absent.
- The Head of Services and Service and Volunteer Manager are responsible for making alternative arrangements and ensuring that other members of staff/volunteers are contacted immediately to see if they are available for work. Core staff/sessional workers will be contacted to support the relevant group/activity until staff/volunteers can be sought for availability to work. Additionally, there is a bank of volunteers who can be available at short notice.
- In the case of an emergency (e.g. a CYP becoming ill and needing to be taken home, staff/volunteer member taken ill, potential problem with the room required) the Head of Services or Service and Volunteer Manager must be notified immediately where possible. It is their responsibility to take action regarding the emergency and inform all AF staff and volunteers of the action plan to address the situation.
- In the case of any problems with room availability, the Head of Services or Service and Volunteer Manager will arrange for other rooms within Kensington Resource Centre to be used.
- Staff: child ratios will be adhered to at all time, but volunteers or visitors who do not have their DBS check completed will not be left responsible for any group or be left on their own with individual CYP.
- Any staff, volunteers, or students under the age of 17 will not be counted towards the ratio and will be supervised at all times. However, volunteers over the age of 17 who have offered long term commitment and consequently have gained working experience may be counted in the ratio if the CYP Manager or SV Manager are satisfied, but they will not be left alone with any group or individuals at any time.
- On very rare occasions, after exhausting all other options, if necessary, groups will be rearranged or cancelled to ensure the safety of all CYP is met always.