

On-Call Process

NCHA and Director On-call handlers:

1. Handle the call
2. Record the details of the call on **part one** of the On-Call record form
3. Title the document with the date of the call and the caller/customer initials: For example: JB - 20.07.18
4. Save the document into the following folder: [P:\NCHA Users Save Folder](#)
5. Send a notification email to oncall@advanceuk.org and copy in the **relevant Service Manager and Area manager**. In the email Subject box enter the file name as set above: JB - 20.07.18

Please note: no forms should be sent by email and only stored initially in [P:\NCHA Users Save Folder](#) and once completed Administrators will move the forms and store in [P:\CONFIDENTIAL - On-Call Incidents](#). This is to ensure we comply with GDPR requirements.

Administrators

1. Check the On-Call inbox daily to check for notifications from either NCHA call handlers or the on-call director.
2. Go to [P:\NCHA Users Save Folder](#) to retrieve On-Call record form
6. Forward the NCHA email notification to relevant service manager if they were not previously copied in, signposting them to the file within [P:\NCHA Users Save Folder](#)
3. Chase Service managers for completion of **part two** (Timescale 3 days)
4. Check all sections of the record form have been completed, chase again if incomplete. All active on call record forms should remain in the [NCHA users save folder](#) until all sections are complete.
5. Once complete record all details on the On-Call spreadsheet and make a note of the case number.
6. Create a case folder in [P:\CONFIDENTIAL - On-Call Incidents](#). Title the case folder with the case number, customer initials and area, e.g. '001 JB LSE'
7. Ensure all documents/emails relating to the call are saved in [P:\CONFIDENTIAL - On-Call Incidents](#)
8. Once files are stored in [P:\CONFIDENTIAL - On-Call Incidents](#) clear them from [P:\NCHA Users Save Folder](#)
9. Delete all associated emails from the On-Call inbox

Service Manager

1. Receive email notification either from NCHA or Regional Administrator to alert there is a new On-Call record form saved on P drive for action.
2. Go to the [P:\NCHA Users Save Folder](#) to view the On-Call record form and action accordingly.
3. Complete part 2 of the On-Call record form - within 3 working days and save the changes keeping the same file name. (please do not 'save as' and create a copy)
4. Send an email notification to: oncall@advanceuk.org to confirm the On-Call record form is complete on P drive and ready for closure.
5. If required complete incident report as per incident reporting procedure.