

Obtaining Authorisation for Additional Support Time Policy

What do we mean by additional support time?

This is time not planned into the assignment time. This could be as a result of an appointment running over, delay due to traffic jam etc.

Policy Statement

Deafblind Scotland strives to have in place effective procedures and controls to minimise the potential for assignments to exceed the time allocated and will regularly review and monitor to protect service users from over using hours. We value the integrity of our staff and recognise that they have a key role to play in the prevention, detection and reporting of finish times exceeding what has been agreed.

Promoting effective, professional and consistent standards of communication is key and Deafblind Scotland is committed to this practice. All staff are expected to practice and maintain high standards of communication to obtain authorisation in respect of additional support time.

The nature of guide/communicating is such that lone working with the service user is an integral part of the job and Deafblind Scotland recognises at times it may be difficult to obtain authorisation immediately. This policy is adopted to minimise the risks under our duty of care for the safety of both the service user and the guide/communicator and authorisation should be sought as early as possible.

Process to be followed when request(s) received

1. Request for guide/additional time received
2. Check if person has a funded service
3. Check if all their hours have been booked for that week – refer to job requests for details
4. Check documents in database for last review of hours – is there an over/under use
5. Establish when adjustments to be made to pay time back, if appropriate
6. Check if guide is available to work the additional time
7. Assess information – approve/decline as necessary

Weekly funded hours for each individual are held in database. When jobs are input remaining hours flag up in “add job” screen.