

Version: 2 FOI Status: Controlled	Derbyshire County Council – Adult Social Care & Health Flexible Resource Pool	Originally Issued: July 2024 V2 Issued: July 2025 Review due: January 2026 Author: Bryde Beighton/Jack Breeze
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Derbyshire County Council - Adult Social Care & Health
Flexible Resource Pool (Residential, START and Extra Care)
Standard Operating Procedures
Version 2

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If you would like to make any comments, amendments, additions etc please email ASCH.adultcare.policy@derbyshire.gov.uk

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Glossary of Terms

The Flexible Resource Pool (FRP) function is a part of the Scheduling team. The pool consists of relief workers called 'Flexible Care Workers' (FCW) who are trained and skilled to be able to work in a variety of different settings and support our in-house services.

This pool has been set up to support two main priorities, reduction in agency usage and an increase in care and quality given to the people of Derbyshire.

Residential, START and extra care will be able to request a FCW to cover where there is a shortfall in service's staffing needs. Where a FCW cannot be sourced, the schedulers will directly contact agencies for cover (exc. START).

Scheduling team will action incoming requests to provide sufficient cover. They work between 07:00AM to 10:00PM every day (including bank holidays).

1. Expectations of Requesting Managers

Please follow this process if you are a part of a registered service that requires a flexible care worker or agency worker (exc. START) to cover home care calls or shifts. [FRP Request Process](#).

Please ensure you have prior approval from the budget manager of the service.

Please see the departmental standard operating procedure on when to utilise the Flexible Resource Pool where the following rules will apply:

Before contacting the FRP:

- offer additional hours to all part-time carers within unit/area, up to 37 hours per contract
- then submit requests to the FRP
- if no FCW is available, the FRP may contact an agency for cover

Exceptions to this rule can be agreed upon from senior management.

1.1 For all new requests the requesting manager must complete the Request Form

1.2 If the request is 3 days or more in advance, the requesting manager will be allocated a FCW or an agency worker depending on availability.

1.3 If the request is less than 3 days in advance, it may not be possible to find cover for the requested period. If support cannot be found, the requesting manager should follow their local Business Continuity Plan.

1.4 If the request is to cover a shift/calls for the following day and it is to start before 8am, this should be submitted before 8pm the night before, otherwise, please follow the out of hours process.

1.5 The requesting manager will be added to the FCW rota to view updates; they no longer receive confirmation of who is covering.

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1.6 If the requesting manager needs to make any amendments following submission of a request, they should quote the submission date and information of the request and email ASCH.FlexibleResourcePool@derbyshire.gov.uk. Where the appropriate changes will be actioning by the Scheduling team.

1.7 **Prioritisation in Overstaffing Situations:** In the event of an overstaffing error, the unit must prioritise staffing in the following order:

- 1) established unit/area staff
- 2) flexible care workers
- 3) agency staff

Example. If all three are present and only a reduced number are required, agency staff should be stood down first, even if this incurs a charge. If a flexible care worker is sent home due to a unit error, charges may still apply.

1.8 **Out of hours:** Requests should only be made out of hours where urgent support is required. Where a request needs to be made outside of the hours 7am-10pm, requesting managers will need to contact DCC approved/agreed agencies directly to source cover. Information on appropriate agencies are held locally.

1.9 A budget transfer will be made via the service finance officer depending on the usage of a FCW within your unit/area. Please note: inductions, shadowing and competency sign offs, will be charged based on usage. E.g. the service that provides the training will not be charged the full amount.

1.10 **Extra Care:** The Scheduling team will assign the availability on CCL for the FCW. The DSO will assign the calls to the FCW directly onto CCL using Team 1Q.

Receiving a Flexible Care Worker:

1.11 The FCW should present their ID Badge to confirm their identify. If they do not have their ID badge, this can be confirmed with an alternative appropriate form of identification and checking with the scheduling team if necessary. No other identity checks are necessary.

1.12 A FCW will only be deployed where their relevant training is completed and up to date, competency is signed off and shadowing has been completed to undertake duties in the unit/area.

1.13 Working time will be submitted by the FCW via a tagging in and out system. This will report directly to the Flexible Resource Pool; there is no need for the manager to confirm attendance, providing the FCW has completed their allocated shift. If the manager has concerns about attendance, they should raise this with the Flexible Resource Pool.

1.14 Working time and payments for a FCW will be actioned by the Flexible Resource Pool.

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Receiving an agency worker:

Agency workers are only available to the residential and extra care units.

1.15 Please ensure the usual checks and necessary actions take place, as before (prior to the FRP).

1.16 The unit are responsible in completing timesheets via Comensura. Please see further information on agency cover here [Login](#).

Employees as part of your unit or area that are on sponsorships.

1.17 If a unit/area has an employee contracted to them, they and the employee are responsible for ensuring they do not exceed their quota of hours. (Where the FCW is only contracted to the Flexible Resource Pool, the FRP will be responsible) the requesting manager will be asked to input any information into the Request Form.

1.18 If there is concern that they are exceeding their hours and are in breach of their sponsorship, please speak to the employee.

1.19 Information can be shared to the FRP or vice versa to help manage this, in any case please speak to the BSM.

1.20 Training is the responsibility of the established care worker contract unit. Failure to have all mandator training complete, will result in a pause for the flexible care workers to pick shifts to your unit and others.

Recruiting Relief Care Workers:

1.21 As of July 2024, Residential, Extra Care and START teams can no longer recruit relief care workers within their services. New relief care workers will be recruited through the Flexible Resource Pool to meet service demand.

1.22 Where a historical relief care worker is contracted to their unit/area before July 2024, the worker can continue duties under this contract and join the flexible resource pool with an additional contract. If a relief care worker leaves, the unit/area will not be able to recruit into this position.

Escalation of concern involving an FCW

1.23 Concerns involving a FCW must be escalated to the Business Services Manager (BSM) of the Flexible Resource Pool who will action the escalation if appropriate.

Escalation of concern involving an agency worker

1.24 Concerns involving an agency worker must be escalated to Resources.Mailbox@derbyshire.gov.uk for advice and support.

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Infection and Prevention control

1.25 Requesting managers must alert the BSM to any action that is being taken under the ‘infection and prevention control procedure’ within their unit/area. This is essential to support compliance with 15.9 of the [Direct care policies and procedures](#) (see this guidance for more details).

2. Flexible Care Workers

2.1 Flexible care workers will directly report to the Business Services Manager of the Flexible Resource Pool.

2.2 FCWs will receive shift requests via MS teams Shifts App.

2.3 FCWs are not obligated to accept work. Working hours will be monitored by the scheduling team and any ‘inactive’ FCWs (e.g. declining work, no contact) will be contacted by the BSM to ensure they want to remain on contract. More information is found in the ‘working for us’ booklet.

2.4 The scheduling team will aim to allow a FCW time to assign themselves to a request. If FCW’s are not available, the request will be offered out to agency.

2.5 Where multiple FCWs have offered to cover shifts, the schedulers must refer to the priority key [Add section].

2.6 FCWs must have completed all essential training, be signed off on all competencies and have completed necessary shadowing before requesting shift cover.

2.7 FCWs should have had the relevant site induction or area induction to the service/unit before working in each site/area

2.8 FCWs must tag in and out of the property/unit using their mobile device. See section 2.19.

2.9 Sponsorships only: Where the FCW has a sponsorship arrangement with a unit/area with DCC, DCC have a responsibility to ensure they are not in breach of their sponsorship policy. The FCW also have a responsibility to adhere to their sponsorship agreement.

Sickness and other types of leave

2.10 FCW are not obligated to accept work. However, once a FCW has agreed to work a shift/call, they are accepting responsibility of fulfilling it.

2.11 If a FCW is absent due to ill health, they must let the scheduling team know as soon as possible, so cover can be arranged. The shift/s will be recorded as sick leave (A FCW may be paid as part of the sickness scheme in accordance with contractual agreements [Working for us booklet](#)

2.12 FCWs will be supported to maintain good levels of attendance and fulfil all aspects of their role by the BSM under the Attendance Management and Ill Health Capability Procedures.

2.13 Secondary Employment: Where the FRP contract is a secondary contract for a FCW the FCW should always tell their manager(s). If any conflicts between the roles are identified the FCW

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must resolve the conflict in favour of the role and duties to the primary contract. Where the FCW has fulfilled their contracted hours in the primary role it is their choice to then accept shifts with the FRP. Further information regarding secondary employment can be found in the [Working for us booklet](#) and [Code of Conduct](#).

Where a FCW has accepted a shift but had not fulfilled their primary contractual agreement they must inform the scheduling team as soon as possible, so that they can arrange alternative cover. This will be recorded as shifts not worked and will not be paid.

Annual Leave and BH entitlement

2.14 Relief employees who work can build their leave entitlement in a quota stored on the employee record. This will be monitored by the line manager to generate a payment when the FCW wishes to be paid for a period of absence.

2.15 Unless stated otherwise the accrued leave will be paid to the FCW at the end of the financial year. More information can be found in your 'working for us booklet'.

Mileage and Travel

2.16 Mileage will be calculated and paid automatically using the CCL reporting system. The FCW must ensure they are tagging in and out of the property/unit to ensure accurate mileage payments. See section 2.17.

2.17 Any ad hoc mileage (mileage that is done outside of CCL recordings) can be added through the CM portal by the FCW.

2.18 More information can be found here, under 'Field-based workers' [Travel policy](#)

Working Principles and tagging in and out of the property/unit

2.19 FCWs must tag in and out of visits using their CM app. This information is used to action their mileage. It also ensures the safety of the FCW and the person by keeping an up-to-date record of the care calls that have been delivered throughout the day.

2.20 FCWs will use their personal smartphone and CM app to tag in and out of visits. They should tag in as soon as possible at the start of their visit and tag out just prior to leaving the property/unit.

2.21 If the tag is not working for any reason or they are unable to use the app, they must call the scheduling team and let them know so that they can tag the FCW in and out manually or you can send an email with your tag times to ASCH.FlexibleResourcePool@derbyshire.gov.uk.

2.22 A FCW will be paid in accordance with contractual agreements based on recorded working time.

2.23 Where an FCW has a shift/call run over the allocated shift time due to call complications: providing it is due to supporting a person's needs or delivery of care and support, the FCW must contact the scheduling team to let them know so the working time can be extended. The FCW must

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also contact the unit manager/ESL to share information that is crucial to a person’s care and support.

2.24 Working Principles need to be factored in to ensure a safe working environment for Flexible Care Workers and to enhance the safety of the people in our care. The following principles will be followed by schedulers when offering shift requests. This list is non-exhaustive and serves as a framework. Any deviations must be approved by both the Unit Manager and the Business Service Manager (BSM) of the Flexible Resource Pool.

Weekly Hour Limit

- FCWs must not exceed 37 hours per week.
- overtime may only be approved by the Service Manager and only in exceptional circumstances (e.g. to avoid unsafe staffing levels due to high agency usage).

N.B. If this exceeds 48 hrs, FCW must have signed the opt out agreement.

Double shifts - Permitted

- AM to a PM providing a sufficient break is agreed upon by both the FCW and the unit.

Double Shifts – Not Permitted

- PM to Night
- Night to AM
- PM to AM

In some cases, a FCW may be asked to extend their shift (e.g. stay on for a few extra hours) to support urgent staffing needs. Should the FCW have voluntarily offered their support, this must be agreed with unit/deputy manager and the FRP BSM.

Note: It is the unit's responsibility to ensure the FCWs have sufficient breaks in accordance with their contract and the Working Time Regulations. [Add link]

2.25 FCW ‘who to contact’ guide:

Enablement Support Lead / Unit Manager (On the job)

- issues or enquiries relating to the person’s needs or delivery of care and support
- the person’s you are caring for welfare/changes in need or circumstances
- report an incident with a person you are caring for

Business Services Manager (FRP)

- recording absence days
- managing training, supervision and professional development of FCWs
- anything relating to pay, including working time and mileage
- FCW’s ability to meet a particular need other ability to provide care for a particular individual/call
- training, supervision and support
- queries about Unit/area inductions

Scheduling Team (Admin)

- arranging cover where a FCW is absent

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- changes to FCW's scheduled time or work location FCW's schedule or access to information about their schedule
- for support to tag in and out of visits
- delays or changes to the delivery of FCW's schedule
- responding to a request to cover amended/additional calls
- information around FCW's availability e.g. on holiday

3. Flexible Resource Pool – Scheduling Team

The scheduling team are based at The Quad, Chesterfield and work between the hours of 07:00AM – 10:00PM every day. The scheduling team will be responsible for the administrative tasks of this function.

3.1 Scheduling team will be responsible for allocating shifts/calls to a FCW upon a request from the requesting managers.

3.2 Where a FCW cannot be sourced, the scheduling team must contact agencies for cover.

3.3 The scheduling team need to allow sufficient time to allocate FCW or go to an agency, depending on availability and timeframes of request (7 days = in advance request / <48 hours = emergency request). Should the FRP be unable to source a FCW the scheduling team will contact approved agencies. Sourcing agency will involve some level of monitoring to ensure accurate charges are made per unit.

3.4 FCW will tag in and out of the property/unit. Tags will be monitored by the scheduling team as per the local scheduling guides.

3.5 If the request is to cover a shift/calls for the following day and it is to start before 8am, the requesting manager must submit the request before 8pm the night before, otherwise the scheduling team need to direct them to the out of hours process. See section 1.7.

3.5 Priority Key (1 highest priority) – this key is not exhaustive.

- 1. No Competition** - if only one FCW has offered to pick up shift/calls.
- 2. FCW closest to nominal base** - reducing mileage/cost/travel. Wherever possible, shifts will be allocated at FCW nominal bases in the first instance to reduce mileage/cost/travel.

Then consider travel distance from home address to location of shift.

- 3. Consistency of care is preferred** - support the unit/area with the same FCW where appropriate – equality of offerings needs to be considered to others closest to the nominal base e.g. first week FCW1, second week FCW2, third week FCW1 etc.

It is important for the clients to receive consistency of care. The FRP will work to ensure shifts are offered fairly and equally to all FCW. Regarding Residential units: Shifts may be distributed across FCWs who have the same nominal base on a rota basis to ensure equity of shift allocation is met. FCW will be able to pick up alternative shifts at other locations they have identified as being able to work at.

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4. **FCW that have worked the least, ensure they have been offered work** - Where multiple FCW have requested the same shift offer, the scheduling team/BSM will review the FCW recent work patterns/shifts to ensure the shifts are allocated fairly across the FCWs. At this stage it may be that the first FCW to respond to the shift offering is not the FCW who is allocated the shift on that occasion.

It is the FCW responsibility to regularly check the Teams Shift app (or have notifications turned on) if they would like to pick up shift offerings from the FRP.

Advice can be pulled from Team Leader and BSM.

5. **Where the FCW has voluntarily agreed to work more than 48 hours (average) per week** an agreement to opt out of maximum weekly working time must be signed under the Working Time Regulations. This will be recorded in the carer information database/spreadsheet.

Before offering overtime from a FCW, the unit should be offered overtime to their contracted employee group first.

Seek advice from BSM in this instance.

Warning – working long shifts

A FCW can request to work a long day (i.e. AM followed by PM shift) on occasion.

When adding a long day to CCL it can be added as 07:00 – 22:00. However, you must keep the AM and PM shift **separate on Teams**. Before approving a long shift, it must be agreed by the requestee (unit manager ideally).

Where a Flexible Care Worker has worked a PM shift, they cannot then work an AM shift as they must have an 11-hour uninterrupted break between working days (assuming the PM shift ends at 22:00 and the AM starts at 07:00).

FCWs CANNOT work a PM shift followed by Night shift.

If a FCW has worked a night shift they should not pick up a shift until the next night shift.

- PM -> Night
- PM -> AM
- Night -> AM
- Night -> PM

If there are concerns discuss, with BSM. If a requestee queries shift allocation advise BSM.

Scheduling team contacting agencies (Direct Approach)

3.6 Scheduling team will contact agencies using the direct approach. This is where they can contact agencies without having to put a request on Comensura system. This information will be updated by the BSM.

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4. Flexible Resource Pool – Team Leaders

- 4.1 Team leaders are responsible to adding on FCW working time onto Fiori to ensure payments have been made.
- 4.2 Team leaders are responsible for approving ad hoc mileage through HAS.
- 4.3 Team leaders are to support the schedulers in fulfilling cover for the requesting managers.

5. Flexible Resource Pool – Business Service Manager

Business Services Manager of the Flexible Resource Pool will be responsible for line managing the Flexible Care Workers. See section 6 'responsibilities'.

- 5.1 BSM to check over FCW working time added in Fiori before payroll lockdown.
- 5.2 BSM to ensure FCW is trained and signed off competency for all duties necessary to undertake the tasks. BSM responsible for up-to-date training and competency of FCW.
- 5.3 BSM responsible for the quality assurance of the function.
- 5.4 BSM will be conducting a budget transfer from the units/areas depending on FCW usage.
- 5.5 BSM must alert requesting managers to any action that is being taken under the 'infection and prevention control procedure' as an FCW. Information can be found: [Direct care policies and procedures](#)
- 5.6 BSM will audit and review 'inactive' FCWs e.g. declining work all work, no contact.

6. Responsibilities

Unit Manager (Resi)/Enablement Support Lead (START)

- support to complete daily management of tasks as part of the person's care plan. inc. inductions/care plan
- escalation of Agency Worker issues reported to Resources.Mailbox@derbyshire.gov.uk
- discussions and escalations with the FCW performance or attendance related to BSM. Joint support from on site manager
- any action that needs to take place whereas the safety of a person is compromised
- Mosaic is up to date with any warnings status that might prevent care taking place.
- safety and wellbeing of the FCW. Where immediate action is appropriate.
- existing employees under sponsorships
- action taken under the 'infection and prevention control procedure' that relates to the unit/area that could affect a FCW or agency

Flexible Resource Pool

- incident forms and reporting via Mosaic (we will need to check there is a drop down on workflows) can be used to highlight performance issues
- Ill Health and Capability Procedures

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- Performance Capability Procedures
- the FCW record will need to include any warnings/a status about whether available to use
- general line management of FCW, supervisions, safety and wellbeing
- FCW working time payments and mileage payments via Fiori
- contractual agreements or changes
- reporting on data inc. FCW/agency usage
- action taken under the ‘infection and prevention control procedure’ that relates to a FCW personally
- Recruitment and Selection process of Flexible Care Workers

7. FCW Reporting Process

1. Incident
2. Details of incidents are reported to Business Services Manager (BSM) for the Flexible Resource Pool as soon as possible: Jack.Breeze@derbyshire.gov.uk
3. BSM to carry out investigation alongside other relevant parties.
4. Findings to be shared with BSN and action plan agreed in line with DCC policies (performance review, further training, disciplinary procedure, etc)
5. Outcomes of the investigation are shared with the UM/SM

Author History

Approval and Authorisation History

Name		Date
Authored by Bryde Beighton/ Jack Breeze	Business Service Manager/ Service Manager	July 2025
Approved by Bryde Beighton	Service Manager	July 2025
Authorised by Quality Assurance Group		

Change History

Version	Date	Name	Reason
Version 1	January 2022		New Version
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