

Scottish Ambulance Service

Management of Shift Over Runs

Standard Operating Procedure– Test of Change V1.0 – effective April 14th 2026

Aim

To reduce the frequency and duration of shift over-runs which impact on staff well-being in a manner which at all times ensures the Scottish Ambulance Service maintains the ability to respond to life threatening or time critical calls.

Application

- Dispatchers within the Ambulance Control Centres (ACC) will be responsible for the consistent application of this Standard Operating Procedure.
- This applies to all operational colleagues booked onto the C3 system (excluding On-call resources).

Policy

The Scottish Ambulance Service values the considerable work and effort of all staff. The Service acknowledges that shift over runs occur and this impacts on staff's life at work, vehicle availability, end of shift and on coming cover. This policy aims to reduce both the frequency and duration of such over-runs, balancing this with our responsibility as an emergency service to provide lifesaving responsive treatment.

Procedure

- Upon entering the final hour of a shift, when clear, a crew should be returned to their base station.
- During this time a crew will only be allocated to:
 - Coded ILT incidents (Red or Purple)
 - Major Incidents
- If crews are at their base station during the last 30 minutes of their duty, then they must:
 - a) Ensure they are available if required.
 - b) Re-stock/replenish their vehicle.

Note: If there are two vehicles available on a station, one on a rest break and one in the final hour of their duty, then the crew on rest break should be allocated the call and the rest break SOP applied.