

# POLICY AND PROCEDURE

## On-Call Policy

Category: staff

## Policy Statement



SoLO  
Life  
Opportunities

38 Walnut Close  
Chelmsley Wood  
Birmingham  
B37 7PU

Charity No. 1102297  
England Company No.

SoLO Life Opportunities (SoLO) recognises that due to the nature of the role in providing social and leisure opportunities that many of the activities are delivered outside of office hours.

SoLO wishes to ensure that all staff are supported to do their job, given adequate support and that staff, volunteers and members are kept safe whilst carrying out the services provided by the organisation, including when the office is not manned, during evenings and at the weekend.

### Introduction

SoLO's services often operate during the evening or at weekends. To ensure that Project Managers are able to maintain a good home/life balance, and to manage any risks that may result from the delivery of leisure based services, SoLO operates an on-call service.

This service provides a single point of contact for Project Leaders, Personal Assistants and home support staff [DJ1] to refer any urgent requests for advice to, and/or notify any serious incidents which **cannot wait** until the office opens again.

SoLO strives to ensure that staff do not work too many hours and comply with the EU [DJ2] working time directive. If an excessive amount of additional hours (ie. Manager is called out for more than 5 hours) are worked, in any one week during the on-call period the staff member must discuss this with the CEO.

The on-call service is not designed to provide for project staff an alternative contact point for routine calls regarding administrative issues and should only be used for urgent requests that need to be dealt with immediately. The on-call service does not replace the requirement for Project Leaders to make decisions, based on their own judgement, on emergency situations. However, it does provide, for the Project Leaders, the opportunity to debrief to a Manager following a serious occurrence which may have implications before the office re-opens. Project Leaders should never delay making an emergency decision (e.g calling 999) by ringing on-call first.

## Operating times

The on-call service generally operates from 5.00 pm – 10.30 pm during the week, and from 8.30 am –10.30 pm on a Saturday and Sunday. However when Overnight breaks are arranged, and/or SoLO is providing Supported Living care which includes night shifts the on- call service will operate throughout the night.

## Staffing

The on-call service is manned by either Project Managers or senior managers, to manage emergency situations, to problem solve and take responsibility. In line with their contract all Managers may be required to undertake this role if there is insufficient take up from colleagues who chose to do so.

## Remuneration

Any SoLO staff member, regardless of grading, who takes part in the on-call rota, will be remunerated at a rate of:

£10.00 an evening (Mon-Fri 5-10.30pm)

£15.00 for a full day (Saturdays, Sundays or bank holidays (8.30-10.30pm)

£15 for an overnight on-call (Mon-Fri 5pm-8.30am) **IF required**

£25 per day for weekend/Bank holiday overnight on call (Saturdays, Sundays, Bank holidays 8.30am-8.30am)

If during the on-call period, the member of staff has to physically work for more than an hour a day in relation to on-call, they will be entitled to treat the additional time worked as Time off in Lieu. The money will be paid regardless of whether the staff member is contacted or not, and is offered in recognition of the impact that 'being on-call' has on staff in relation to their free time. If the on-call manager covers a role on project, the remuneration will be in line with the normal rate of pay, but must be evidenced by a timesheet and a rationale for their direct involvement.

## On-call arrangements

- On call shifts are determined by a monthly planner which will be organised at least two months in advance.
- Project Managers will be encouraged to be part of the rota, but where there are other responsibilities that prohibit them from covering on particular days, this will be accommodated. SoLO will endeavour to be as fair as possible regarding the allocation of duties.
- When the planner has been agreed, any alterations to the rota will be the responsibility of the staff member on-call and must be noted on the planner.
- The on-call service is only available outside of normal office hours – the on-call phone should be switched off during normal office hours
- Staff on-call will be issued with the on-call bag which will comprise of:
  - laptop with password protected and encrypted database,
  - incident report forms

- phone numbers for social services duty team
  - programme details for projects running during week
  - relevant information from Project Managers in relation to specific arrangements.
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- Staff who are taken ill during on-call should call the CEO who will make arrangements for handover.
  - The phone must be fully charged at all times and, particularly, on handover. Staff should inform the administrative supervisor if the phone needs additional credit, or purchase additional credit themselves and claim through the normal expense system.
  - The laptop should be synchronised with the ACT database on a weekly basis.
  - Any issues, specific to a project should be communicated with the relevant manager at the earliest convenience during office hours.
  - When staff are on call, they **must** take the on-call bag and phone with them at all times, answer the phone immediately it rings, and if a call is missed, call the person back as soon as they are aware of the message.
  - The on-call bag should be kept safe, particularly, in relation to the laptop which has personal data on. Under no circumstance should the password be revealed to any other persons. The On-call bag must not be left in an unattended car at any time.