

# POLICY AND PROCEDURE



SoLO  
Life  
Opportunities

38 Walnut Close,  
Chelmsley Wood,  
Birmingham  
B37 7PU

Charity No. 1102297  
England Company No.  
5025939

## Adverse Weather

**Category:**  
Members  
Staff and Volunteers

### Introduction

**It is expected that all staff will make reasonable attempts to attend their place of work during inclement weather.** When weather conditions are hazardous the Chief Executive Officer will determine whether it is necessary to close the office.

### Policy & Procedures

If a decision is made to close the office prior to staff leaving home The Chief Executive Officer will inform the Operations Managers. **Staff should assume the office is open unless told otherwise**, but if in any doubt, or concerned about their journey, they should contact their direct line manager.

#### Office staff

For those staff who are unable to attend the office, time may be claimed for any work completed at home, the remainder of hours would need to be made up or taken as time off in lieu. For those who attend the office and incur more than 30 minutes **additional** travel time a credit will be allowed for the additional travel time taken to arrive in recognition of the effort made.

#### Project staff

Individual Project Managers have responsibility for deciding whether projects should run and may seek advice from their line manager if in doubt. Where sessional workers are unable to work their designated hours due to circumstances beyond theirs or the organisation's control they have the choice of carrying out alternative work at a mutually convenient time, or not being paid for that session. If a project is cancelled with less than one hour's notice staff will be paid one hour's pay. If the session has already started, payment will be rounded to the full hour after cancellation.

If a session is cancelled by SoLO due to adverse weather, every attempt should be made to run another session in recompense at a later date. If for any reason this is not possible and a member has paid in advance for the activity, the cost should be reimbursed.

### **PA staff**

Where the LA takes the decision to close schools due to adverse weather (or any other circumstances beyond the organisation's control) guidance for PA staff employed specifically to undertake school runs is as follows;

*"If the agreed session of the Personal Assistant is cancelled by the Client/Parent/Carer/other organisation, the Client will be charged for the service for the expected session".*

Therefore the session will be charged for and the PA staff member paid for the contracted hours.

The same will apply to those PA staff who are employed to work a set pattern of hours, for example; to undertake a work placement.

Where the PA service is flexible and can be re-arranged for a mutually convenient time then this will always be the preferred option. However SoLO accepts this may not always be possible. Each case will be dealt with on its merits and a decision will be made regarding charging/payment of PA by the Operations Manager.

### **Supported Living staff**

If staff are unable to reach the Supported Living house in time for their shift, they should first call the current staff member on duty to alert them, and then call the office (M-F 8 - 5pm) or on-call (outside office hours). If the current staff member is able to stay on until the next person arrives, or is able to cover the whole shift, they will obviously be paid for that shift. If they are unable to do so, cover will be sourced by the office or on-call by reference to the home address of employees, contacting the nearest suitable person first. This will not be restricted to the Supported Living team. Depending on the cover staff's circumstances, the next person on shift may be contacted to see if they can come in earlier. All staff must making every reasonable attempt to get to work including walking, or using public transport, and in recognition of the effort made can claim additional time if their journey is more than 30 minutes **additional** travel time compared to their normal journey.

### **Safety**

The Met Office issue warnings to the public and emergency responders of severe or hazardous weather which has the potential to cause danger to life or widespread disruption through their National Severe Weather Warning Service. <http://www.metoffice.gov.uk>

These warnings are graded green, yellow, amber and red. Yellow denotes a lower risk, but care should still be taken. SoLO staff will be notified via the communication bulletin of any directives from the Met Office and will be expected to adhere to the advice given to keep themselves and members safe.

## **Right of Appeal**

SoLO Life Opportunities has a formal grievance policy which should be followed if a member of staff disagrees with any decision made relating to the Adverse Weather policy.

Linked with: Cancellation Policy  
Complaints Procedures