

# **POLICY AND PROCEDURE**



**Solihull  
Life  
Opportunities**

St Andrew's Centre  
Pike Drive  
Chelmsley Wood  
Birmingham  
B37 7US

Charity No. 1102297  
England Company No.  
5025939

## **On-Call Policy and Procedures**

**Category:** staff

### **Introduction**

### **Policy Statement**

Solihull Life Opportunities wish 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.

### **Introduction**

Solihull Life Opportunities' services, and in particular, the leisure based respite services, generally operate during unsocial hours – either in the evening or on a Saturday. 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, Solihull Life Opportunities operates an on-call service.

The on-call service provides for Project Leaders and Support Workers a single point of contact to refer any urgent requests that may ensue, and ensure that projects are supported.

Solihull Life Opportunities strives to ensure that staff do not work too many hours and, in particular, comply with the working time directive. If an excessive amount of hours (ie. Over 10) are worked during the on-call period, the staff member must discuss this with the CEO, as soon as possible.

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.

### **Operating times**

Policy Name: On Call Policies and Procedures

Organisation: Solihull Life Opportunities

Date policy issued: May 2008 Approved by: SoLO Board of Directors Date: 19.5.08

Amended Approved by: SoLO Board of Directors Date:

Next Review Date: September 2010

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The on-call service operates from 5.00 pm – 10.00 pm (on Icebreakers nights – 11.00 pm) during the week, and from 8.30 am – 5.00 pm on a Saturday. There is no on-call service provided on a Sunday.

## **Staffing**

The on-call service is manned by either Project Managers or SoLO staff who can evidence the ability to give advice, to manage emergency situations, to problem solve and take responsibility. If SoLO staff wish to be included on the on-call rota, they should make an application to the CEO who will arrange an interview.

## **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 a day. 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.

## **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 members on-call. However, changes must be communicated to the CEO
- Staff will be informed of on-call arrangements through the communication bulletin and a notice in the reception area of the office. It will be the responsibility of the person who is on-call to ensure that this information is correct.
- The on-call service is only available outside of normal office hours – the on-call phone should be switched off during normal office hours. There is no on-call service on a Sunday. The on-call phone should be switched off on Saturdays at 5.00 pm and turned back on on Monday at 5.00pm.
- Staff on-call will be issued with the on-call bag which will comprise of:

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laptop with password protected 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 – transport, members in respite  
etc.

- 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 CEO if the phone needs additional credit, or purchase additional credit themselves and claim through the normal expense system.
- A handover sheet must be completed, and a copy given to the CEO or Duty Manager, listing any issues, etc.
- 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.