

ON CALL (OUT OF HOURS) POLICY

1. BACKGROUND INFORMATION

This policy has been developed in support of the on-call and out of hours arrangements for Volunteers and Staff at Streetlight UK.

2. GENERAL PRINCIPLES

- 2.1 These principles apply to all volunteers and staff of Streetlight UK who work a standby /on-call system or shift.
- 2.2 Those members who are 'on-call' are to remain close to home and must be contactable by mobile phone.
- 2.3 An individual undertakes this on a voluntary basis.
- 2.4 Individuals on call are required to refrain from consuming alcohol whilst 'on-call' to ensure they are fit and able to travel and undertake duties required.
- 2.5 Mileage in respect of an employee or volunteer who is called out will be permitted from their home address to their normal place of work, or to the venue required on-call.
- 2.6 All employees claiming motor vehicle allowances (mileage) in respect of call out must ensure they have appropriate insurance cover in place prior to commencing the journey.
- 2.7 The initial response when answering a call out should be as soon as practicable. And within 1 hour of receiving an out of hours call should be on site of destination. Attending out of hours response should be done within normal driving conditions and in accordance with all legislation.
- 2.8 Once a call has been received it is the responsibility of the 'shift leader' to inform other members of the team via a WhatsApp message.
- 2.9 If there is an emergency situation a quick acronym of ANUN (Amber needs us now) will be sent to the WhatsApp group
- 2.10 WhatsApp message should contain enough details but not disclosing personal information
- 2.11 When a member on the on call team is leaving, a further message to be sent out via WhatsApp.
- 2.12 When leaving the destination a further message to be sent via WhatsApp.
- 2.13 Volunteers 'on-call' should ensure they have a fully charged mobile phone to ensure safety.
- 2.14 Venue to meet will be communicated via WhatsApp and is at the discretion of the shift leader to agree.

3. RESPONSIBILITIES

3.1 INDIVIDUAL VOLUNTEERS/EMPLOYEES – WILL ADHERE TO THIS PROCEDURE BY:

- Refraining from consuming alcohol during the period when they are on standby to ensure they are fit and able to travel to work and undertake duties required
- Ensuring they have appropriate insurance cover in place prior to commencing a journey, in respect of call out, for which they subsequent claim motor vehicle allowances
- Tracking and logging all information

3.2 SHIFT LEADER – WILL ADHERE TO THIS PROCEDURE BY:

- Ensuring all team members are aware of a 'shout out'
- Debriefing after each attendance of an out of hours request

- Debriefing after each shift ends.

3.3 LINE MANAGERS / SUPERVISION – WILL ADHERE TO THIS PROCEDURE BY:

- Ensuring that individuals working six or more hours are provided with a 30 minutes meal break (unpaid).
- Maintaining checks to ensure that the individual is provided with compensatory rest as appropriate.
- Ensuring phone is diverted to the shift leader.