



SP-UK

SUICIDE PREVENTION UK

Suicide Prevention UK

On Call Policy

2024

Introduction

Whilst our phone lines and online services are generally manned only during core hours (every day from 6 pm until midnight), we recognise that there will be out-of-hours emergencies from time to time and that these emergencies will require input from our staff.

This policy provides guidance to staff on out-of-hours and on-call duties, what to do in the event of an out-of-hours call-out, rules around the use of the Charity vehicles and the arrangements for ensuring that staff are able to claim for reasonable expenses related to out-of-hours emergencies.

Scope

This policy applies to all staff members who work outside of our core operating hours, whether answering emergency calls or attending emergency call-outs within the local area (Bristol and Bath plus a 30-mile radius).

Definitions

A staff member will be **on-call** if they have opted to be contacted outside of our core operational hours.

Out-of-hours means any time outside of normal operational hours.

Policy

Out of Hours Duties

When on-call, staff will:

- Wherever possible, be asked to answer calls outside of normal operational hours.
- Provide over-the-phone advice, signposting the caller as appropriate or alerting the emergency services as necessary.
- Relay any information gathered to the appropriate people or organisations (e.g., managers, emergency services, etc.).
- Wherever possible, quickly mobilise to emergencies within the local area where the authorities have asked for support via staff attendance, or our staff can mobilise more quickly than the authorities (therefore providing more timely help to those in need).

Responding to Emergencies

How the staff member responds to the emergency call-out will depend on the specific circumstances; however, typical scenarios are as follows.

- In the event of a call relating to a missing person within the local area:
 - Advise the caller to alert the Police if they have not already done so.
 - Alert the management team, providing details of the missing person and the areas that should be searched.
 - Arrange a coordinated search plan.
 - Call upon staff to join the search.
 - Brief search teams.
 - Initiate the search.
- In the event of a call relating to a concern for welfare at a specific location:
 - Call 999 and request the Police and/or an ambulance if required.
 - Alert the management team of the need to attend the site, providing details as to the nature of the emergency and whether the emergency services have also been alerted.
 - Call upon another member of staff to support if possible (therefore avoiding lone working wherever possible).
 - Attend the location.
- In the event of a large-scale crisis where we are called upon to provide disaster support:
 - Alert the management team of the need to provide disaster support, providing details as to who requested the support and the nature of the emergency.
 - Call upon trained disaster responders to support if possible.
 - Attend the location.
- In the event that a staff member requires emergency advice and/or support:
 - Call the Police if there is a threat to life and/or anyone is in immediate danger.
 - Alert the management team, providing details of the situation.
 - As required, attend the location to provide in-person support to the staff member.

Charity Vehicle Use

Staff who are on-call may be allocated a Charity vehicle to allow them to attend emergency call-outs.

Staff may take the vehicle home at night, as this will allow for quicker response times, which could potentially save lives. However, staff must not use the Charity vehicle for personal reasons. (Personal reasons do not include incidental journeys such as slight detours on the way from home to the call-out or vice versa to make a stop or short journeys to deal with emergencies.)

Staff are able to carry colleagues and stakeholders at any time. However, personal passengers are not allowed in Charity vehicles unless unavoidable due to a personal emergency.

Expenses

Staff using their own vehicles to attend emergency call-outs who incur reasonable expenses (fuel, tolls, parking, etc.) will be reimbursed.

Any other charges incurred by staff (speeding fines, parking tickets, etc.), whether driving the Charity vehicle or their own vehicle, will be payable by the staff member who incurred the charge and will not be expansible from the Charity.

Monitoring and Reviewing

This policy should be reviewed periodically to ensure that it remains compliant with current legislation, meets best practices, and is not discriminatory.

Suicide Prevention UK will monitor the number of complaints and the type of complaints received.

The results of monitoring will be reviewed by the senior management at regular meetings.

Where evidence or trends indicate that our culture, policy, procedures, or workforce require intervention, an action plan will be initiated.

Policy Date: April 2024

Review Date: April 2025

Dated and Signed by the Chair and Founder of Suicide Prevention UK:
