
Adverse Weather & Travel Disruption Policy

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1 Introduction and definitions

- 1.1 This policy sets out the principles of attendance at work during adverse weather and/or significant transport disruption.
- 1.2 “Adverse weather” is defined as weather conditions that means there is the possibility of travel delays, road and rail closures, power cuts and the potential risk to life and property. Such weather is likely to have been given an amber or red warning by the Met Office.
- 1.3 “Significant Transport disruption” is defined as disruption caused by adverse weather, other natural disasters, national transport strikes or other major incidents that cause a significant breakdown/cancellation of the service and is not a planned disruption.

2 Principles

- 2.1 The key principles of this policy are:
 - To ensure the health, safety and welfare of our staff;
 - To maintain the services of the PSOW as far as possible to our service users;
 - The Ombudsman or a Director will determine whether the office remains open or officially closes because of the disruption.

3 Where the office remains open during adverse weather/transport disruption

- 3.1 Staff are expected to make every effort to attend work using alternative means of transport (public transport, lift, bicycle, walking etc.) if at all feasible and safe.

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- 3.2 If unable to attend work, staff should telephone their manager at the earliest opportunity to inform them that they are unable to get to the office. If a member of staff is not able to reach their place of work safely they should contact their Manager as soon as possible to discuss the circumstances. The points that will be considered are:
- The reason for the disruption
 - The distance involved
 - The prevailing weather conditions
 - The time of day
 - The member of staff's individual circumstances
- 3.3 If the disruption lasts for more than one day, members of staff are expected to speak to their Manager daily.
- 3.4 Where the office remains open, members of staff can claim only the hours they work at the office (or at home if agreed), regardless of whether they are delayed or must leave early due to the adverse weather/transport disruption. Flexi-time can be used to cover the late arrival/early departure if in credit.
- 3.5 Where the member of staff cannot attend work at the office or work from home, this time off must be logged as flexi-time or annual leave. This should be part of the conversation with the line manager when the member of staff informs them that they are unable to attend work due to adverse weather/transport disruption.
- 3.6 Where the member of staff is unable to attend work due to childcare issues arising from school closures, this time can be taken as unpaid leave (as per the dependent leave policy), flexi-leave or annual leave.

4 Where the office closes during adverse weather/transport disruption

- 4.1 Where the decision is to close the office, the website will be updated to include an 'office closed' message. Managers will be notified and will contact their staff where possible.
- 4.2 In addition, the Corporate Services phone line (01656 641157) will have a message on its answerphone stating that the office is closed. PLEASE NOTE: A message for staff will not be put on the main telephone number, 641150.
- 4.3 **Where possible staff should work from home** and should record, on Kelio, hours worked. Staff who work from home on a day the office is closed may work up to the maximum permitted for working at home (10 hours) and record this on Kelio as working at home.
- 4.4 Staff who work from home on a day or part-day when the office is closed but do not have sufficient work that they can do from home for the duration of the office closure should record hours actually worked on Kelio. They will later be credited with additional hours to bring the total to reflect their normal working day/half-day (7:24/3:42 for full-time staff).
- 4.5 Time credit – Staff who were due to attend work on the closed day and do not have any work that they can do from home will be credited with hours reflecting the time the office is closed (half or full day – 3:42 or 7:24 for full time staff).
- 4.6 Credits will not apply to staff with pre-planned annual leave or other absence.

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