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# OUT OF HOURS STATEMENT

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Solo Support Services' operating hours are: 9am to 5pm, Monday to Friday. The Office is contactable during these hours on 0115 815 7010.

An answer phone service is available for enquiries made outside of the hours.

If there is an urgent enquiry outside these time employees must follow their reporting structure and/or the stated contingency arrangements. This will typically involve notifying the client and/or their representative. At times it may involve informing other members of the client's family or their circle of support. It may also include notifying the relevant bodies or contacting the emergency services.

The Operations Manager, Deputy Operation Manager and Client Relations Managers all work flexible hours but typically can be contacted during the above hours. All senior managers are equipped with mobile phones. Clients, representatives and employees are all given these mobile phone numbers to support communication. Senior Managers monitor their phones and emails on a regular basis during working hours.

Solo Support Services aim to respond to all urgent enquiries on the same day and all non urgent enquiries within 24 working hours.