



Standard Operating Procedures (SOPs)

Vector24

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Operational Policies and Procedures Master Document

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This document outlines the standard operating procedures to ensure consistency, accountability, and operational excellence within Vector24.

Organisational SOPs Overview

This document provides an outline of the standard operating procedures (SOPs) that guide our organisation's core processes and operational practices:

- SOP1:** Organisational Structure and Roles
- SOP2:** Staff Performance Review and Objectives Setting
- SOP3:** ESO Bookings and Policy Management
- SOP4:** Salesforce Update and Volunteer Driver Management (Work in Progress)
- SOP5:** Staff Meetings and Communication Protocols
- SOP6:** Operational Budget Management and Allocation
- SOP7:** Emergency Authorisation and Flexibility in ESO Booking Requests
- SOP8:** Use of Salesforce for Correspondence and Journey Documentation
- SOP9:** Volunteer Recruitment and Onboarding
- SOP10:** Annual Leave and TOIL
- SOP11:** Meeting Attendance
- SOP12:** Project and Prioritisation
- SOP13:** Staff and Volunteer Expenses
- SOP14:** Issue Management and Communication Protocol
- SOP15:** IT Issue Management and Support Protocol
- SOP16:** Website Outage Management Protocol

These SOPs are designed to promote consistency, accountability, and efficiency across all areas of our organisation, ensuring smooth operation and effective management.

Standard Operating Procedure 1 (SOP1): Organisational Structure and Roles

1. Introduction This SOP defines the current organisational structure, roles, and responsibilities within the team, with a focus on communication flow, management hierarchy, and oversight responsibilities. It aims to ensure clarity and efficiency in operations, decision-making, and accountability.

2. Organisational Hierarchy

- **CEO & Strategic Lead:** Marie Crombie
 - Sits at the top of the organisational pyramid.
 - Holds the executive management role.
 - Responsible for all communication to the board.
 - Works part-time hours, in the office on Fridays.
 - Informed about all operational updates through the link with the Operations Manager.
- **Senior Management:**
 - **Director of Operations (DoO):** Leon Fisher
 - Serves as the liaison between the operational team and Marie.
 - Works flexible hours, not on Mondays.
 - Acts as the primary point of contact for operational matters and escalates issues to Marie when necessary.
 - Open door policy: Staff can approach Marie directly if needed, with full support and reassurance that this is encouraged.

3. Middle Management (Peer Level)

- **Colleen:** Engagement Support Officer
 - Responsible for booking decisions and diary management.
 - Maintains accountability for the diary and all booking requests.
 - Manages finances and expenses related to bookings.
 - Leads HR Breathe initiatives within the operational team.
- **Mike:** Head of Outreach Operations
 - Line manager for Outreach Support Officers (OSOs).
 - Ensures OSOs manage volunteers effectively.

- Responsible for volunteer compliance with driving and data requirements.

4. Roles & Responsibilities

Role	Key Responsibilities
Marie (CEO/Strategic Lead)	- Provides strategic direction. - Communicates with the board. - Approves major operational decisions. - Offers support to middle and senior management.
Leon (Director of Operations)	- Oversees daily operations and strategic implementation. - Acts as the primary liaison with Marie. - Manages communication flow and escalates issues as needed. - Provides guidance and approval for operational decisions.
Colleen (Engagement Support Officer)	- Manages bookings, diary, and related finances. - Leads HR initiatives. - Ensures operational efficiency within bookings and HR.
Mike (Head of Outreach Operations)	- Manages OSOs and volunteer management. - Ensures compliance with volunteer requirements. - Balances his driving and non-driving duties.

5. Key Actions & Future Planning

- **Discussion & Planning:**

- Both middle managers (Colleen and Mike) met on Tuesday, 17th June with Leon, to discuss the management of Mike's driving responsibilities and workload allocation.

- We have decided to continually look at and assess the plan for allocating and distributing Mike's driving responsibilities and workload as we go. The aim is to have a finalised proposal by the end of September.
- **Proposal Submission & Review:**
 - A proposal outlining the plan will be submitted via email.
 - Leon will review, provide feedback, and either approve or request adjustments.
- **Communication & Implementation:**
 - Clear communication of the agreed structure and responsibilities to all staff.
 - Ongoing review and adjustment as organisational needs evolve.

6. Final Authority

All decisions regarding role responsibilities, workload management, and organisational structure proposals will be finalised by the Director of Operations.

Note: This SOP will be reviewed and updated regularly to reflect any organisational changes or refinements.

Standard Operating Procedure 2 (SOP2): Staff Performance Review and Objectives Setting

1. Purpose

This SOP specifies the responsibilities, scheduling, and process for conducting annual and six-monthly performance reviews for staff, including senior management, outreach staff, and volunteers, with a focus on collaboration, accountability, and development.

2. Scope

Applicable to all staff members, Outreach Support Officers (OSOs), and managers involved in the review process, including Leon, Mike, Colleen, and OSOs.

3. Responsibilities

Role	Responsibilities
Leon (Director of Operations)	- Conducts annual reviews and six-monthly reviews with Mike and Colleen. - Leads the overall review process for all staff. - Facilitates annual team meetings to set objectives and goals for OSOs.
Mike (Head of Outreach Operations)	- Conducts annual reviews and six-monthly reviews with all OSOs. - Supports the review process and helps set objectives.
Colleen (Engagement Support Officer)	- Assists Mike in conducting reviews with OSOs as needed. - Acts on behalf of Mike if required during reviews.
OSOs (Outreach Support Officers)	- Participate fully in their performance reviews and objectives setting.

4. Process and Scheduling

- **Review Frequency:**
 - All staff, including Mike and Colleen, will have **annual and six-monthly reviews**.

- Mike will conduct reviews for all OSOs, with Colleen supporting and acting on his behalf if necessary.
- **Review Timing:**
 - Reviews with Mike and Colleen will be scheduled in advance, ideally aligned to achieve consistency across the team.
 - An annual team sit-down will be held each year for collaborative goal setting and objectives discussion with the OSOs.
- **Team Objectives Setting:**
 - During the annual review cycle, all managers and staff, including OSOs, will come together as a team to establish collective objectives and aims for the upcoming year.
 - These objectives will guide individual and team development efforts.

5. Action & Communication

- All review dates and objectives setting sessions will be booked and confirmed at least one month in advance.
- Review outcomes, including objectives and action points, will be documented and shared with staff and relevant stakeholders.

6. Procedure Implementation

- Leon will lead in organising and conducting reviews with Mike and Colleen engaging in the process as needed.
- Mike will lead in conducting reviews with all OSOs, supported by Colleen.
- The annual team objectives session will involve all relevant managers and staff for collaborative goal setting to promote transparency and shared ownership.

7. Review & Updates

This SOP will be reviewed annually, or as necessary, to ensure it meets the team's development needs and organisational goals.

Note: All managers and staff are encouraged to approach reviews as opportunities for growth, feedback, and shared planning to support continual improvement and team cohesion.

Standard Operating Procedure 3 (SOP3): ESO Bookings and Policy Management

1. Purpose

This SOP clarifies the policies and procedures related to ESO bookings, ensuring consistent understanding and adherence across the team.

2. Scope

Applicable to all team members involved in scheduling and authorising ESO trips, including Colleen, Mike, Leon, and Marie.

3. Policies & Procedures

Policy/Procedure	Details
Block Bookings Approval	- No block bookings are to be accepted without prior approval from Leon or Marie. - All block booking requests must be signed off by Leon or Marie to ensure a comprehensive plan is in place, clearly communicated, and includes the service user's end plan. - Currently, only single trips can be signed off by ESO staff.
Requesting Block Bookings	- New block booking requests must follow this process: - An initial single trip is authorised when available, carried out by an OSO, Mike, Colleen or Leon. - The trip details are reported back to Colleen. - Colleen then sends a formal email request to Leon (or Marie if Leon is unavailable) seeking approval for the block booking.
Expenses Exceeding £50	- Any single trip with expenses (fuel or otherwise) exceeding £50 must be pre-approved via email from Leon or Marie.
PRU Jobs	- No PRU jobs are to be declined. - If a situation arises where no immediate solution is apparent, Leon or Marie must be consulted. - They will either find a solution or decide to decline at their level. - PRU remains a top priority at all times.

Policy/Procedure	Details
Booking Hours	- No bookings are authorised outside standard hours of 0900 – 1700.
Communication and Addressing Issues	- Recognise that there can be communication challenges, with many of our collaborative partners. These will be addressed proactively to improve clarity and workflow.

4. Responsibilities

- **Colleen:** Manage booking requests, communicate with team members, and submit formal approval requests.
- **Mike/Colleen:** Carry out initial trips, review block bookings, and address issues as needed.
- **Leon:** Carry out initial trips, review and approve block bookings, and address issues as needed.
- **Leon/Marie:** Final approval for block bookings, PRU declines, expenses over £50, and handling exceptions outside routine procedures.

5. Review & Enforcement

- All team members are expected to adhere strictly to these policies and procedures.
- This SOP will be reviewed periodically to ensure ongoing clarity and compliance.

6. Acknowledgement

All team members involved in ESO bookings must review and acknowledge understanding of this SOP.

Note: This SOP aims to streamline ESO booking procedures, facilitate clear communication, and ensure operational consistency.

Standard Operating Procedure 4 (SOP4): Salesforce Update and Volunteer Driver Management (Work in Progress)

1. Purpose

This SOP outlines the current processes and responsibilities related to Salesforce updates and volunteer driver management, emphasising that this is a work in progress and subject to further refinement.

2. Scope

Applicable to all team members involved in Salesforce data management, volunteer driver currency tracking, booking notifications, and quality assurance dashboards.

3. Responsibilities

Role	Responsibilities
Marie (CEO)	- Oversee overarching quality assurance protocols and dashboards. - Lead the development of management dashboards and protocols. - Provide final approval and oversight.
Leon (Director of Operations)	- Primary point of contact for Salesforce updates (apart from Marie). - Oversee the implementation of new features and processes. - Coordinate communication and ensure progress aligns with operational needs.
Alex (Salesforce Specialist)	- Execute specific Salesforce updates as assigned. - Develop volunteer currency tracking and dashboards. - Set up email alert systems for currency expiry reminders. - Implement booking notification features. - Make minor form tweaks and continuous improvement.

4. Current Tasks and Processes

- **Volunteer Currency Tracking:**
 - Updating the volunteer section to include fields for driver currencies.
 - Visual indicators (green, amber, red) will display currency status based

on expiry date.

- A dashboard will visually summarise driver eligibility: green (valid), amber (expires within 1 month), red (expired).
- Salesforce will automatically send email reminders when a currency is nearing expiry, directed to the nominated individual responsible for the record (currently Mike).

- **Booking Notifications:**

- When a booking request is accepted, all staff (volunteers and full-time staff) will receive an email with trip details, prompting them to call the service user for confirmation and rapport building.
- A second reminder email will be sent at 09:00 the day before the trip to confirm the trip and specific criteria.
- These emails are linked as tasks for full-time staff to ensure follow-up.

- **Driver Swaps:**

- An email will be sent to the booking's inbox for the ESO on duty, which should be forwarded with a cover note to the new driver confirming the initial call and pertinent details.

5. Development & Oversight

- **Alex** is responsible for executing and implementing these technical updates.
- **Leon** serves as the main contact to oversee progress and coordinate with teams.
- **Marie** will lead on developing dashboards and quality assurance protocols once initial updates are in place.

6. Notes

- This is a work in progress; processes and features may evolve as further testing and feedback occur.
- Feedback from users should be gathered regularly to refine system usability and effectiveness.

7. Review & Future Updates

- The SOP will be reviewed periodically, and updates will be issued reflecting completed features and new processes.

Note: All team members involved should stay aligned on progress and provide input as systems are finalised for optimal operation.

Standard Operating Procedure 5 (SOP5): Staff Meetings and Communication Protocols

1. Purpose

This SOP establishes the process for regular staff meetings, focusing on structured communication, diary updates, and review of operational activities to ensure clarity, accountability, and proactive problem-solving.

2. Scope

This procedure applies to Leon, Colleen, Mike, OSOs, and other relevant team members involved in planning, reporting, and reviewing operational activities.

3. Responsibilities

Role	Responsibilities
Leon (Director of Operations)	- Review and provide input on monthly diary updates. - Approve and contribute to the upcoming month's plan. - Participate in the review and sign-off of key issues, decisions, and trip details.
Colleen (Engagement Support Officer & Diary Coordinator)	- Prepare and deliver a monthly PowerPoint brief to Leon, covering current and next month's diary, issues, and decisions. - Conduct weekly staff meetings with OSOs at the same day and time each week. If team members cannot attend or if the meeting needs to be cancelled, that is acceptable. Colleen will decide on the most suitable day and time. - Lead on team communication, ensuring updates and issues are addressed regularly.
Mike (Head of Outreach & OSO Oversight)	- Prepare and deliver a monthly PowerPoint briefing to Leon on each OSO and volunteer activity. - Include a breakdown of individual performance, issues, training gaps, and overall progress. - Provide updates on training programs and volunteer engagement initiatives. - Participate in the scheduled monthly staff meetings.

4. Meeting Schedule & Content

- **Monthly Staff Meetings with Leon:**
 - Held on the last Thursday of every month or an alternative day based on diary commitments.
 - Colleen and Mike prepare PowerPoint presentations as outlined, with a focus on operational insights, diary updates, and upcoming plans.
 - Each presentation is approximately 30-45 minutes, including Q&A.
 - Draft presentations are to be submitted at least 48 hours prior to Leon for review.
 - Decisions, issues, and actions are documented and follow-up assigned.
- **Weekly OSO Staff Meetings:**
 - Conducted by Colleen with all OSOs.
 - Focus on team updates, operational issues, upcoming activities, and any immediate concerns.
 - Ensures ongoing communication, team cohesion, and addressing issues proactively.

5. Conducting the Meetings

- **Preparation:**
 - Colleen and Mike will prepare their presentations and submit drafts to Leon ahead of meetings.
 - Ensure accurate documentation of trip details, issues, and decisions.
- **Duration:**
 - 30-45 minutes for each presentation, with time allocated for discussion and immediate follow-up on action points.
- **Follow-up:**
 - Record and assign action points, escalate issues when necessary, and ensure timely follow-ups.

6. Review & Continuous Improvement

- Regular feedback will be sought from attendees to improve meeting effectiveness and relevance.
- SOP will be periodically reviewed and revised as needed.

7. Documentation & Record Keeping

- Save presentation materials, notes, and decisions in shared folders for accountability and future reference.

Note: Consistent and structured meetings are essential for operational transparency, team engagement, and addressing issues proactively across all levels.

Standard Operating Procedure 6 (SOP6): Operational Budget Management and Allocation

1. Purpose

This SOP provides a clear process for managing, monitoring, and allocating the operational budget based on Leon's overall operational budget. It aims to ensure responsible financial planning, tracking, and accountability across budget categories.

2. Scope

Applicable to Leon, Mike, Colleen, and relevant team members responsible for expenditure, budgeting, and financial planning in the organisation.

3. Responsibilities

Role	Responsibilities
Leon (Director of Operations)	- Oversee the overall operational budget. - Provide detailed budget breakdowns for allocation. - Approve sub-budgets and expenditure plans. - Monitor budget spend and adjust as necessary.
Mike & Colleen (Budget Custodians)	- Use the provided budget breakdowns to manage and track expenditures within their areas. - Propose sub-budgets based on operational needs. - Ensure spending aligns with approved budgets and policies. - Maintain records of expenditure and report discrepancies or issues.

4. Budget Breakdown & Allocation

- **Volunteer Budget:** £1,650/month
- **Travel & Expenses (Colleen/Marie):** £500/month (excluding official driving roles)
- **Collateral:** £1,750/year
- **Training:** £1,020/quarter
- **Uniforms, IDs, Phones, etc.:** £1,000/quarter
- **Fuel (John, David, Mike, Leon):** £4,250/quarter (for informational purposes)

Note: These figures are initial allocations. Further breakdowns into specific sub-budgets will be developed to guide spending and authorisation processes.

5. Budget Management & Monitoring

- **Allocation:**
 - Leon will allocate budgets into sub-categories and communicate these to Mike and Colleen for implementation.
- **Tracking:**
 - Mike and Colleen will track actual expenses against allocated budgets, maintaining records for accountability.
- **Approval & Adjustments:**
 - Any significant expenditure outside initial allocations requires prior approval from Leon.
 - Regular reviews will be conducted to compare projected versus actual spend, with adjustments made as needed.

6. Reporting & Review

- **Monthly Reports:**
 - Mike and Colleen will prepare monthly expenditure reports for review, highlighting any overspending, savings, or anomalies.
- **Quarterly Review:**
 - Leon will review overall budget performance quarterly and approve any requested adjustments or reallocation.

7. Documentation & Record Keeping

- All budget-related documents, receipts, and reports will be stored securely in shared folders for audit and accountability purposes.

8. Continuous Improvement

- The budget management process will be reviewed periodically and refined to improve accuracy, transparency, and efficiency.

Note: Responsible management and regular review of the budget are essential to ensure operational sustainability and accountability.

Standard Operating Procedure 7 (SOP7): Emergency Authorisation and Flexibility in ESO Booking Requests

1. Purpose

This SOP defines the protocol for granting emergency or urgent booking authorisation in situations where senior management (Leon or Marie) are unavailable, on leave, or unreachable due to unforeseen circumstances. It provides flexibility to ensure operational continuity while maintaining appropriate oversight.

2. Scope

Applicable to ESO staff responsible for making bookings when prompt authorisation from senior management is not possible.

3. Responsibilities

Role	Responsibilities
ESO Staff	- Make necessary block bookings up to a maximum of 3 trips in emergencies. - Increase single trip costs to a maximum of £100 if deemed appropriate. - Ensure that such bookings are only made when urgent and no senior management is available. - Notify Leon or Marie retrospectively as soon as possible.
Leon / Marie	- Review and validate emergency bookings when contacted after the fact.
Kevin Gray (Chair of the Board)	- In extreme cases where Leon and Marie are completely unreachable, Kevin Gray can be contacted at 07730 403 813 to approve emergency bookings.

4. Protocol for Emergency Booking Authorisation

- **Immediate Action:**

- In urgent situations, the ESO may proceed with making a block booking for up to 3 trips.
- If only a single trip is needed, the cost may be increased up to £100 if necessary.

- **Notification & Documentation:**

- After making the booking, the ESO must inform Leon or Marie as soon as they are reachable, providing full details of the booking.
- If Leon or Marie are unavailable and the situation is deemed critical (e.g., last-minute emergency), the ESO may contact Kevin Gray for approval.
- **Extreme Emergency:**
 - If Leon and Marie are entirely uncontactable and a situation requires immediate action, the ESO can seek approval directly from Kevin Gray at 07730 403 813.
 - The ESO must document the circumstances and the approval process thoroughly.

5. Post-Event Review & Reconciliation

- Once senior management is available, they will review all emergency bookings and confirm or adjust approvals as necessary.
- All emergency bookings must be reported and documented in the operational logs.

6. Review & Oversight

- This SOP shall be reviewed periodically to ensure it reflects current operational needs and risk assessment.
- The use of this emergency protocol should be minimised and used only when unavoidable.

Note: This SOP ensures operational flexibility during unforeseen circumstances while safeguarding accountability and oversight.

Standard Operating Procedure 8 (SOP8): Use of Salesforce for Correspondence and Journey Documentation

1. Purpose

This SOP establishes the requirement for all correspondence related to a journey or a service user to be logged on Salesforce. It aims to ensure comprehensive record-keeping, facilitate effective communication, and enable quality assurance.

2. Scope

Applicable to all staff involved in managing journeys and communications with service users, including the ESO, Head of Outreach Operations and all OSOs.

3. Responsibilities

Role	Responsibilities
ESO / All Staff	- Log all calls, emails, messages, and correspondence related to a journey or service user on Salesforce immediately after contact. - Ensure that records are accurate, detailed, and complete.
ESO	- Implement and oversee a quality assurance process to review Salesforce entries regularly.
Head of Outreach Operations	- Provide feedback and support staff to maintain high standards of record-keeping.

4. Procedure for Use of Salesforce

- **Logging Calls & Correspondence:**
 - Every call, email, or communication with a service user must be logged on Salesforce under the relevant journey or service user record.
 - The log should include the date, time, contact details, a summary of the discussion or correspondence, and any actions required or taken.
- **Timeliness:**
 - All correspondence must be logged within 24 hours of contact to ensure accuracy and completeness.
- **Quality Assurance:**

- The ESO and Head of Outreach Operations must conduct periodic audits of Salesforce records to verify completeness and quality of entries.
- Feedback and coaching should be provided where records are incomplete or insufficient.

5. Monitoring & Continuous Improvement

- Regular reports will be generated to monitor compliance and identify areas for improvement.
- Staff will receive ongoing training and support to ensure consistent and effective use of Salesforce.

6. Review & Oversight

- This SOP will be reviewed annually or following significant changes to Salesforce usage policies or operational needs.
- The aim is to maintain high standards of accuracy and integrity in all recorded correspondence.

Note: Accurate and thorough logging on Salesforce is essential for maintaining effective case management, providing accountability, and supporting quality assurance processes.

Standard Operating Procedure 9 (SOP9): Volunteer Recruitment and Onboarding

1. Purpose

This SOP outlines the process for recruiting and onboarding volunteers to ensure a consistent, fair, and efficient procedure that supports effective volunteer management.

2. Scope

Applies to all volunteer recruitment activities and onboarding processes, including handling inquiries, application processing, and PVG (Protection of Vulnerable Groups) checks.

3. Responsibilities

Role	Responsibilities
Volunteer Enquiries	- All volunteer enquiries are to be directed to the mailbox volunteer@vector24.co.uk. - Ensure to copy Mike (Head of Outreach Operations) in all correspondence also.
Mike (Head of Outreach Operations)	- Responsible for sending the initial volunteer email draft, including the application form and equality/diversity monitoring form. - Act as the primary admin contact for the recruitment and onboarding process. - Manage and coordinate the onboarding of new volunteers.
Leon and Colleen	- Both are authorised to submit PVG requests when needed. - Can assist with the onboarding process or cover for Mike in his absence.

4. Volunteer Recruitment Process

- **Inquiry Handling:**

- All volunteer-related inquiries must be directed to volunteer@vector24.co.uk.
- Mike will respond, using the standard email draft, and send out the application and equality/diversity monitoring forms.

- **Application and Review:**

- Once applications are received, Mike will oversee the review process and coordinate next steps, including checks and interviews if necessary.
- **PVG Checks:**
 - PVG requests will be submitted by Mike as part of the onboarding process.
- **Onboarding & Induction:**
 - Mike will lead the onboarding process, including completing necessary documentation and training.
 - In Mike's absence, Leon or Colleen can assist with onboarding and PVG requests to ensure continuity.

5. Additional Notes

- This process is subject to review and improvement over time.
- All steps must comply with relevant safeguarding and equality policies.

6. Acknowledgement & Review

- This SOP will be reviewed periodically to ensure it remains fit for purpose and reflects operational changes.

Note: This procedure is designed to streamline volunteer recruitment while allowing flexibility for cover in key personnel absences.

Standard Operating Procedure 10 (SOP10): Annual Leave and TOIL

1. Purpose

This SOP sets out the guidelines for annual leave and time off in lieu (TOIL) to ensure operational continuity, fairness, and staff well-being.

2. Scope

Applicable to all staff, with specific provisions for staff involved in driving roles and those working weekend shifts.

3. Policy Overview

- **Time Off in Lieu (TOIL):**
 - TOIL is **not** generally provided.
 - The day off taken in lieu of weekend work **is** intended to compensate staff and allow them to be fully rested, thereby preventing overwork and ensuring well-being.
 - **Exception:** If weekend work is approved, it **must** be signed off by Leon or Marie **beforehand**.
 - An agreement to take the compensatory day **must** be scheduled **within one working week before or after** the weekend worked.
- **Weekend Work and Compensation:**
 - Weekend shifts are only permitted with prior approval from Leon or Marie.
 - The arrangement for staff to take their day off as a rest period in lieu of weekend work must be formally agreed upon before the shift.

4. Annual Leave Restrictions

- **Driving Staff:**
 - Two staff members in driving roles **must not** be on annual leave **simultaneously** unless prior permission is obtained from Leon or Marie.
- **General Staffing:**
 - Mike and Colleen **cannot** be on annual leave at the same time **without** explicit permission from Leon.
- **Simultaneous Leave of Leon and Marie:**
 - While it is **preferable** that Leon and Marie are not off on annual leave at the same time, **any decision** to allow this **must** be made **by the CEO**.

5. Procedure for Leave and Weekend Compensation

- **Requesting Leave:**
 - Staff must submit leave requests **well in advance** for approval, especially when involving multiple team members or weekend work.
- **Arranging Compensation for Weekend Work:**
 - Any approved weekend work will be compensated with a day off, which is intended to support staff rest and recovery.
 - This day off **must** be scheduled **within one working week before or after** the weekend worked and **must** be approved **in advance** by Leon or Marie.

6. Monitoring & Compliance

- The management team will oversee leave arrangements and ensure policies are followed to sustain operational effectiveness and staff welfare.
- Breaches of this SOP may be subject to review or disciplinary action.

7. Review & Oversight

- This SOP will be reviewed periodically to ensure continued relevance and alignment with organisational policies.

Note: The primary aim of these policies is to promote a healthy work-life balance, prevent overworking, and ensure staff are well-rested.

Standard Operating Procedure 11 (SOP11): Meeting Attendance

1. Purpose

This SOP establishes the process for managing meeting attendance to ensure staff visibility, appropriate representation, and effective communication within the organisation.

2. Scope

Applies to all staff and middle management required or invited to attend meetings related to organisational activities, projects, or other relevant engagements.

3. Responsibilities

Role	Responsibilities
All Staff and Middle Management	- Attend meetings as directed unless explicitly approved to refuse by Leon. - Confirm attendance with Leon prior to declining a meeting.
Leon	- Evaluate meeting requests to determine the most appropriate attendee(s). - Prioritise attendance for himself and the CEO, reserving these for strategic or high-impact meetings. - Communicate decisions regarding attendance to staff and management.

4. Meeting Request Procedures

- **Submission of Meeting Requests:**
 - All new meeting requests must be directed to Leon for assessment.
 - Leon will decide which team member(s) are best suited to attend based on relevance, expertise, and availability.
 - Leon will retain 'first refusal' for his own attendance, as well as the CEO's, especially for meetings of strategic importance or high visibility.
- **Attendance Commitment:**
 - Attendance at meetings is encouraged to maintain visibility and stay informed about organisational activities.

- Staff or management should not refuse attendance without first consulting Leon.
- **Refusal of Attendance:**
 - Any member of staff or management wishing to refuse an assigned meeting must **check with** Leon or Marie before declining.
 - Refusals without prior approval from Leon or Marie are not permitted, as decisions regarding attendance are ultimately at the discretion of senior management.

5. Monitoring & Compliance

- Leon will oversee adherence to this procedure and ensure meetings are attended appropriately to support organisational goals.
- Non-compliance or unauthorised refusals may be addressed through performance management processes.

6. Review & Oversight

- This SOP will be reviewed periodically to ensure it continues to meet organisational needs and promotes effective communication.

Note: Consistent attendance of relevant staff at meetings fosters transparency, visibility, and informed decision-making across the organisation.

Standard Operating Procedure 12 (SOP12): Project and Prioritisation

1. Purpose

This SOP outlines the principles for managing projects and setting priorities within the organisation, emphasising flexibility, clarity, and effective communication.

2. Scope

Applicable to all projects, bookings, and operational activities managed by Vector24.

3. Principles of Prioritisation

- **Dynamic Priorities:**
 - Projects and priorities will be reviewed and updated **monthly** during the in-person management meeting.
 - Priorities are designed to be **fluid** and adaptable to changing circumstances.
- **Clarity & Guidance:**
 - If there is any doubt or ambiguity regarding priorities or project directions, staff must **seek clarification** from Leon or Marie before proceeding.
- **Booking & Cancellation Protocols:**
 - No trips or bookings **must** be cancelled without **explicit permission** from Leon or Marie, **if** the cancellation involves Vector24 operations.
 - Requests to cancel or amend bookings should be directed to Leon or Marie for approval.
- **Top Priority – The Extra Mile Project:**
 - Currently, the **PRU** and any serving personnel are categorised under "**The Extra Mile**" project, which is regarded as our **highest priority**.
 - If unable to facilitate requests related to this project, staff must **consult Leon or Marie** directly before declining.
 - The **final decision** to decline requests will rest with Leon or Marie.
- **Collaborative Projects:**
 - **DMWS** and Vector24 collaborate closely on the "**The Thrive Project**".
 - Vector24 is also expected to support **various other charities** under "**The Thrive Project**".

- In cases where support for Thrive is requested, staff should **consult Leon or Marie** if they are unable to facilitate the request.

4. Review & Flexibility

- This policy is intended to remain **flexible** and responsive to organisational needs, with regular reviews to ensure effectiveness.

5. Questions & Clarifications

- For any uncertainties, staff must **consult Leon or Marie** prior to taking action.

Note: Maintaining clarity and flexibility in project management allows us to respond proactively to changing operational demands while ensuring alignment with strategic priorities.

Standard Operating Procedure 13 (SOP13): Staff and Volunteer Expenses

1. Purpose

This SOP outlines the process for submitting, approving, and processing staff and volunteer expenses to ensure timely reimbursement and proper record-keeping.

2. Scope

Applicable to all staff and volunteers incurring expenses on behalf of Vector24.

3. Expense Submission Process

- All expenses must be** completed and entered via HR Breathe**.
- Once entered, the expense report must be** sent as a PDF email to dext@vector24.co.uk** no later than **1700 hours on Tuesday evening**.
- The expense reports will be processed on Wednesdays and paid out on Thursdays.

4. Responsibilities

- The **ESO (Engagement Support Officer)** is responsible for:
 - Ensuring all expenses are correctly entered into HR Breathe.
 - Sending the expense PDFs on time.
 - Storing all receipts and photos of receipts for audit and allocation purposes.

5. Expense Payment Frequency

- The ESO may choose to process expenses **weekly** or **fortnightly**.
- Any change to this schedule must be communicated **in advance** to the CEO.

6. Record Keeping and Audit

- All receipts and supporting photos must be stored securely for record-keeping and verification purposes.
- Marie will review expenses and allocate funds based on submitted documentation.

7. Clarification and Approval

- If there is any **ambiguity, confusion, or uncertainty** regarding expenses, submission procedures, or approvals, the **CEO must be consulted directly** before proceeding.

8. Notes

- Expenses must be submitted in a timely manner to ensure prompt processing and reimbursement.
- Any exceptions or issues should be directed to the ESO for resolution.

Standard Operating Procedure 14 (SOP14): Issue Management and Communication Protocol

1. Purpose

This SOP provides a clear process for managing and communicating any issues affecting Vector24 services, such as website outages, staff illness, weather issues, or other disruptions, ensuring timely and coordinated responses.

2. Scope

Applicable to all operational issues impacting Vector24 services or operations.

3. Establishing Contact and Collaboration Records

- The **ESO** is responsible for creating and maintaining a **collaborative partners and contacts spreadsheet**.
- This spreadsheet should include all partners, suppliers, service providers, and key contacts regularly engaged by Vector24.
- The list should be comprehensive and kept up-to-date to facilitate quick communication.

4. Communication Procedure

- In the event of an issue (e.g., website down, staff illness, weather warning), the **ESO** will:
 - Refer to the contacts spreadsheet to identify relevant stakeholders, partners, or authorities.
 - The **Ops Manager** or **CEO** can then send out a **generic or tailored email** via the ESO, informing stakeholders of the situation and any necessary actions or updates.
- The ESO will coordinate the dissemination of this communication, ensuring it is clear, accurate, and timely.

5. Use of the Contact List for PR and Information

- The **Ops Manager** will also utilise the contact list to support **PR activities** and **informational updates** or organisational statements.

6. Review and Maintenance

- The contact spreadsheet should be reviewed and updated **regularly** to ensure accuracy.
- Any changes in contacts or relationships should be reflected promptly.

7. Additional Considerations

- All communications should be factual, professional, and aligned with organisational messaging.
- The Ops Manager, or CEO should coordinate on the content and timing of communications.

Standard Operating Procedure 15 (SOP15): IT Issue Management and Support Protocol

1. Purpose

This SOP establishes the process for managing IT-related issues within Vector24, ensuring prompt, efficient, and coordinated resolution of technical problems, with clear communication channels involving our IT support provider, IT Works.

2. Scope

Applicable to all staff encountering IT issues, including hardware, software, network access, or security concerns.

3. Contacting IT Support

- All IT issues should be reported directly to IT Works via email at support@itworks.co.uk.
- IT Works typically responds within 5 to 10 minutes.
- They have the capability to remotely access your computer and resolve most issues quickly and effectively.

4. Urgent Issues (e.g., hacking, security breaches, severe system outages)

- The ESO or Head of Outreach Operations must immediately contact IT Works using the email support address.
- Urgent issues should be flagged as a priority to ensure rapid response.

5. Support Limitations and Extra Support Requests

- The organisation has a allocated support limit of **6 hours per month** from IT Works.
- If staff members require support exceeding 1 hour or need additional support, prior approval must be obtained from Marie (CEO).
- Requests for extra support should be submitted to Marie for approval before engaging IT Works.

6. Record-Keeping and Follow-Up

- The ESO or Head of Outreach Operations will log all support requests and resolutions for transparency and tracking.
- Any ongoing IT issues or recurring problems should be reported to the ESO or Head of Outreach Operations for further investigation.

7. Review and Maintenance

- The SOP will be reviewed periodically to ensure it remains fit for purpose and aligned with any changes in ICT support arrangements.

8. Additional Considerations

- All communications about IT issues should be factual and concise.

- Staff should avoid attempting complex troubleshooting without IT support unless explicitly authorised.

Standard Operating Procedure 16 (SOP16): Website Outage Management Protocol

1. Purpose

This SOP outlines the steps to be taken immediately when the Vector24 website experiences an outage, ensuring swift resolution to minimise disruption.

2. Scope

Applicable to all staff and management responsible for maintaining and responding to website issues.

3. First Point of Contact

- The initial contact should be the **Operations Director**, who also serves as the **Webmaster**.
- The Operations Director will assess the situation and coordinate the response.

4. If the Operations Director (Webmaster) Is Unavailable

- Contact **123 Reg Support** directly at **0345 450 2310** for urgent assistance in restoring the website.
- When contacting support, a **text message authorisation** will be required to access the account.

5. Authorisation Process

- Staff must obtain a text message authorisation from the Operations Director or a designated senior team member.
- The Operations Director will then forward this authorisation to the person trying to access 123 Reg support to facilitate access.

6. Responsibility and Follow-Up

- The Operations Director will oversee the support process and keep the CEO updated.
- Once the issue is resolved, ensure that a report or summary of the incident and resolution is documented for records.

7. Review and Prevention

- After resolution, review the incident to identify potential improvements in response procedures.
- Consider implementing preventative measures or backups to reduce future downtime.

8. Additional Considerations

- All communications should be factual, professional, and concise.
- Staff should avoid attempting to troubleshoot website issues without proper authority or support.