



Frequently Asked Questions for Casual/Relief Shifts

Q1. Why is the way SBC manages casual/relief work changing?

A. SBC is currently rolling out a system “**Sirenum (WorkFLEX)**” in areas of SBC where casual/relief staff are used or where permanent staff pick up additional casual/relief shifts. Given the challenges faced when reaching out to casual/relief staff, moving to a digital solution will bring benefits to scheduling and staff.

Q2. Why have you chosen this particular solution?

A. Sirenum is the application which we are using for fulfilling our casual/relief work. Sirenum is used to manage more than 100,000 workers across 1,000s of sites around the globe every month so it is a tried and tested solution.

One of the main benefits is the easy to use MySirenum App. Smartphones have become the most popular internet-connected device (78% of UK adults use one, *Ofcom 2018*) and therefore we decided to launch the new system in 2019 and are continuing to roll it out across SBC services as we consider that there is a critical mass of people who now use mobile phones.

Q3. How will this change be of benefit to Casual/Relief Staff?

A. Benefits include:

- A much less intrusive method of contact than telephone.
- Everyone is contacted via the Mobile App. at the same time making it a fairer process.
- An easy to use App that allows you to update your availability and unavailability on a real time system.
- Notifies you of any changes to a shift in real time.

Q4. How do I download the app?

You can download the ‘MySirenum’ application from the Google Play Store or iOS app store on a personal device. ***You can have the application installed on as many devices as you like.***

Q5. I don’t use a smart phone or tablet device, is there an alternative method of communication?

A. There is a requirement to use a device which runs Google’s Android or Apple’s iOS operating systems to be able to **fully engage** with Scottish Borders Council WorkFLEX solution. Staff who have an Android device for work, will be able to download the app on this. However, you won’t be at a disadvantage if you do not have a mobile/tablet device, the job offers will also be emailed to you at exactly the same time as the offers are made via the Mobile App.

When receiving invitations by email there are two options for you to consider, to accept or decline the invitation. You need to have a device connected to the Internet and have a web browser on your device to see the confirmation message once you have selected accept or decline:

- Accept Invitation – Congratulations, you have successfully accepted this shift OR Sorry, but this shift has already been taken
- Decline Invitation – You have successfully declined this invitation

Q6. Can I use a PC or laptop to access the MySirenum App?

A. No. The MySirenum App is only available on Google's Android or Apple's iOS mobile/tablet devices. We can notify you of available job offers/shifts via email (please see question 4) but the App is our preferred method of contact.

Q7. What happens if I forget my password?

A. You can request a password reset by emailing workflex@scotborders.gov.uk

Q8. What happens if I forget my user I.D.?

A. Your user I.D. was provided in an email to you on the original business continuity text. If you no longer have those details please email workflex@scotborders.gov.uk

Q9. If I don't want to accept an offer can I just ignore it?

A. We would prefer you to decline the offer, rather than ignore it altogether, as this will ensure we have the most accurate information on pending job offers.

Q10. For Home Care shifts when I receive a job offer will it include details of where the job is i.e. which settlement, before I accept the offer?

A. Yes. The job offer will contain information about which area the Home Care will take place in.

Q11 What information will be included for SAN Escort shifts in passenger transport?

A. The route code and a brief description of the route will be included,

Q12. I've received a job offer but when I opened the app there was no job offer(s) to select.

A. This occurs if the job offer has been taken by another worker.

Q13. If I accept a job offer, and then subsequently discover I am unable to complete this shift can I cancel the shift?

A. Yes, however if you reject the shift on the app you must also phone the scheduler/local Home Care office/Care Home to make them aware of this and to allow them to republish the shift. If you do not contact the Scheduler after accepting the shift, it is expected that you will complete the shift.

Q14. I saw a job offer but am only able to manage part of that shift, can I still accept it?

A. If you can only part-fill a shift, we request that you contact the scheduler/local Home Care office/Care Home before accepting it. The scheduler may then accept you completing a part-shift and republish the remainder of the shift.

Q15. For Home Care shifts how will I find out which homes I am attending on the shift?

A. This part of the process will not change, you will find out your shift details as per current process e.g. CM or Web Portal.

Q16. I am having problems with the MySirenum App, who can I contact for support?

A. You can send any questions by emailing workflex@scotborders.gov.uk