~~STANDBY AND~~ CALL OUT POLICY

1. Introduction

It is essential that the Council has a structured ~~Standby and~~ Call Out arrangement in place to deal with diverse variety of issues that can arise outside of normal working hours.

This will enable the Council to maintain services and respond to its statutory duties and responsibilities effectively and efficiently.

The purpose of this policy and procedure is to ensure:

a) The council has the capacity to respond to situations, events and urgent issues outside normal working hours.

b) Appropriate staff are available to provide ~~standby~~ cover. This policy stipulates under what circumstances payments will be made and what the payments will be.

2. Scope

The ~~Standby Payment and~~ Call Out will apply to staff eligible to receive an ~~standby or~~ on-call payment who either have it as part of their contract of employment, or, at the Council's discretion.

Payment for hours worked are in accordance with the overtime provisions.

~~It is an organisation decision which services require standby arrangements – the provision will be removed if there is no longer a business need to provide out of hours cover or other arrangements are to be put in place, eg. Via a third party.~~

3. Definitions

~~A standby period will cover hours outside of normal working hours – the times will be determined by the Town Clerk. Standby can be categorised as follows:~~

~~Regular Standby~~

~~a) This is to provide cover outside of normal working hours. It will only operate where there is a consistent and sustained requirement to provide services outside normal working hours. Being on standby will therefore, be an established feature and requirement of the role and a contractual requirement.~~

~~b) In order to enable employees to make necessary arrangements and to ensure that there is a clarity of roles and responsibilities, the standby rota should be prepared as far as possible in advance. The contact numbers for the employees on the rota and the procedures for accessing tools, vehicles, entry into buildings etc. should be well established and known in advance.~~

~~c) Employees on standby will be required to ensure that they are available to carry out duties and task required and which necessitate the employee being on standby or called out. It may impact on employee's social arrangements and necessitate an employee restricting their activities to those which will not compromise the requirement to respond quickly and effectively. The needs of the service will~~

~~determine the requirement for a regular standby system and as such the need may cease from time to time. Payments made for being on standby should not be relied upon as guaranteed earnings as they will be subject to review and could cease.~~

Emergency Standby

The requirement for Emergency Standby may arise at short notice, for example, in response to severe weather conditions. The unpredictable nature may necessitate the drawing up of a rota at short notice. It is important to ensure that contact numbers for those expected to be working are kept up to date.

4. Standby Approvals

Arrangements for regular standby must be approved, in writing/via email in advance of the standby period or arrangement. Emergency standby should also be approved in advance however if it was not possible at the time the approval should be given in writing/email as soon as possible thereafter.

Approval must be made by the Town Clerk, in the absence of the Town Clerk, the Deputy Town Clerk.

~~5. Standby Payments~~

~~Payments will be made on a recurring basis (except Emergency standby) based on a set weekly amount incorporated into monthly pay.~~

~~The standby rate will be reviewed annually.~~

~~Options~~

~~The standby rate is £xx per day/week.~~

~~Should an employee be called to attend an incident rather than being able to deal with over the telephone, overtime will be paid in accordance with the NJC green book.~~
~~OR~~
~~The payment model is aligned to a combination of (a) frequency of standby and (b) the level of accountability/decision making.~~

~~Frequency & Decision-making Level~~	~~Level 1 £40 per week Low level decision making/passing on request for service to appropriate provider~~	~~Level 2 £60 per week Lead coordination required but not required to attend on site OR required to attend on site~~	~~Level 3 £100 per week Critical decision making needed more often than not, requiring attendance on site~~

		and make key decisions	or coordinating resources offsite
Average of 10 weeks per year (i.e. 1 in 5 or more rota)	£400	£600	£1,000
Annual Cost (based on one person being on standby at any one time)	£2,080	£3,120	£5,200

Level 1 – Clear course of action or referral to another person/provider. No immediate decision making or advice required.

Level 2 – Required to resolve the issue/call and make judgements and decisions. Co-ordination of others/tasks – Internal and external: may be required to attend on site.

Level 3 – Critical decision making/co-ordination of agencies/services, likely requiring attendance on site; emergency response and management of the incident/emergency duty cover.

Emergency Standby is based on the same levels as detailed above.

Payments will cease in the event of sickness absence which prevents the employee from undertaking their standby rota based on the frequency as outline above.

6. Call Out

The standby payment covers, for example, requirement to undertake telephone calls whilst on standby and having related discussions. However, in addition to the standby payment, compensation for call out will be made under the following circumstances.

a) If due to being on call out a standby rota an employee is required to return to work, or
b) The employee has been called out on an ad hoc basis, for example, to respond to alarm call, Emergency plan, or to assist with the issues on site at any council owned sites or properties.
The Call out rate is based on NJC overtime rates.

Monday to Saturday – Outside of normal work hours – Time and a half
Sundays and Bank holidays – Double time.

7. Working Time Regulations

The Working Time Regulations state that it is necessary for an employee to have an uninterrupted break of 11 hours between periods of work.
Standby time is not 'working time' within the definition of Working Time Regulations. Only time for call-out (and travelling to and from the location) applies for this purpose. However, exceptions can be

made for emergencies that may occur and emergency callouts would fall into this category provided that the rest period could be taken at a later date (a weekend would count for this purpose).

8. Risk Assessments

It is expected that managers would have risk assessments in place for duties, including ~~Standby and~~ Call out arrangements.

Although some situations may be of unpredictable nature, the manager is expected to have, as far as reasonably practicable, identified potential risks and have up to date risk assessments in place.

Employees should be aware of any potential risks and hazards that could arise while dealing with a call out. Employees may also be required to do dynamic risk assessments and raise with their line manager any newly identified risks.

9. Equipment and Tools

Managers and employees ~~on standby~~ must have the relevant equipment and tools available in the event of a call out.

10. Policy implementation and monitoring

The responsibility for the implementation, monitoring and development of this policy lies with the Town Clerk/Deputy Town Clerk. This policy is to be reviewed annually by the Finance & General Purposes ~~Amenities~~ Committee.