CORPORATE STANDBY/ON CALL CALL OUT POLICY

1. Introduction

1.1. As a direct service provider to the Community, it is necessary from time to time for Council employees to respond to urgent and emergency situations. The following arrangements are designed to provide a clear contractual and procedural basis for Council employees who respond to urgent/emergency situations.

2. Standby Duty

2.1. Standby Allowance should be paid to employees who are regularly required to remain at home on standby duty outside of their normal working hours in order to respond to urgent/emergency situations.

2.2. It is accepted that Senior and Principal Officers will continue to respond to occasional emergencies – both as an expectation and professional duty. However, where it is decided that essential services need to be covered and the frequency is significant, a standby allowance should be paid in recompense for the impact this will have on the employees’ free time. To cover this and to ensure a consistent approach to standby arrangements, the following criteria is proposed:-

a) Arrangements to apply to the maintenance of essential services to the public outside the normal working hours of the employee.

b) The employee to be 100% available to respond and signify his / her commitment to do so in writing in the form of a formal binding agreement.

c) A standby allowance to be paid and determined at the sole discretion of the Council.

d) Employees who undertake standby duty, will receive payment of the standby allowance and where appropriate, payment of call out allowance in line with the Part 3 agreement.

e) For those employees engaged below the overtime limit, overtime is payable for all hours worked on call out, subject to a minimum payment of two hours.

f) There will be 9 standby sessions in any 7 day period, 5 sessions between Monday and Friday, 2 sessions on Saturday and 2 sessions on Sunday. (See Appendix 1).

g) The allowance to be updated on 1 April each year, reflecting the percentage Pay Award applying to employees engaged under the National Joint Council Conditions of Service.

h) Employees engaged on standby duties on any statutory holiday will be entitled to an extra day’s leave in recompense.
i) Where a standby period is longer or shorter than 12 hours, then payment will be made on a pro-rata basis.

j) The start / finish of the standby period may be earlier or later than 6pm / 6am, reflecting the operational requirements of the service.

3. Call Out Payment

3.1. Where an employee is called out and has to leave their home or base, a separate call out payment should be made, provided a minimum of one hour has elapsed between call outs and the employee has returned to their home or base.

4. General

4.1. Where an employee attends an emergency call out situation and where that extends beyond a two hour duration, then having regard to health and safety implications and requirements under the Working Time Regulations 1998, the ability of the employee to attend for work on the following day must be assessed. It should be for the employee’s line manager to determine any necessary time off in lieu to compensate.
A standby allowance will be £12 per session.

The standby allowance will be paid as follows:-

<table>
<thead>
<tr>
<th>Session</th>
<th>Hours</th>
<th>Days</th>
<th>Sessions</th>
<th>£12</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday 6pm to Tuesday 6am</td>
<td>12 hours</td>
<td>Monday</td>
<td>5</td>
<td>£12</td>
<td>£60</td>
</tr>
<tr>
<td>Tuesday 6pm to Wednesday 6am</td>
<td>12 hours</td>
<td>Tuesday</td>
<td>5</td>
<td>£12</td>
<td>£60</td>
</tr>
<tr>
<td>Wednesday 6pm to Thursday 6am</td>
<td>12 hours</td>
<td>Wednesday</td>
<td>2</td>
<td>£12</td>
<td>£24</td>
</tr>
<tr>
<td>Thursday 6pm to Friday 6am</td>
<td>12 hours</td>
<td>Thursday</td>
<td>2</td>
<td>£12</td>
<td>£24</td>
</tr>
<tr>
<td>Friday 6pm to Saturday 6am</td>
<td>12 hours</td>
<td>Friday</td>
<td>2</td>
<td>£12</td>
<td>£24</td>
</tr>
<tr>
<td>Saturday 6am to Sunday 6pm</td>
<td>12 hours</td>
<td>Saturday</td>
<td>2</td>
<td>£12</td>
<td>£24</td>
</tr>
<tr>
<td>Sunday 6am to Monday 6am</td>
<td>12 hours</td>
<td>Sunday</td>
<td>2</td>
<td>£12</td>
<td>£24</td>
</tr>
<tr>
<td><strong>Grand total: 9 sessions per 7 day working period</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>£108</strong></td>
</tr>
</tbody>
</table>

This means that the cost of providing a 24/7 out of hours standby roster for one year based on 1 in 4 rota will be **£5,631 per annum**.

**On call**

Payment for on-call and associated call-out fee are as follows which are in line with Green Book Terms and Conditions:

- Grades A-G,- Monday to Saturday = time and a half, Sunday and Bank Holiday = double time
- Grades H-P, basic time based upon scale point 28
- Or time off in lieu at the discretion of the manager.

This is based upon a minimum call out time of 2 hours.