



## **STANDBY AND CALL OUT POLICY**

This policy has been created purely to support the purpose of the Community Engagement Plan. Beyond that, there is no other reason for staff to be required to be on call.

### **1. Introduction**

1.1 Leighton-Linslade Town Council aims at all times to treat its employees fairly and consistently. This policy has therefore been written in order to ensure that all those employees who are required to take part in standby rotas as part of their role and respond to call out duties, are treated consistently across the Council.

### **2. Purpose of the Policy**

2.1 The purpose of this Policy is to inform all employees of:

- The current rates of pay for standby duties;
- The current rates of pay for call out duties;
- Who is eligible;

### **3. Scope of the Policy**

3.1 This policy applies to all Heads of Service and appropriately qualified staff members who may wish to volunteer for said duties.

### **4. Definition of Standby**

4.1 Standby exists when there is a planned regular rota for employees, which exists to deal with out of hours emergencies as declared by Central Bedfordshire Council that directly or indirectly affects this parish. The council requires certain employees to remain at home or in close proximity to a mobile phone in order to deal with an emergency as declared by Central Bedfordshire Council outside of normal working hours. Employees who form part of a standby rota must be able to arrive within reasonable timescales in order to meet the council's commitment to the Community Emergency Plan.

### **5. Payment of Standby**

5.1 Standby rate is as follows:

- With effect from 1<sup>st</sup> April 2020
- Whole month (normal) £200.00

- 5.2 The Standby payments shall be updated in accordance with the annual pay award. Standby payments are normally contractual, see paragraph 7. Standby payments are pensionable.
- 5.3 The above rate of pay will only apply when the employee is scheduled to work. The employee will not receive the standby rate when they are either on leave or are sick.

## **6. Operational Requirements – Standby**

- 6.1 When taking annual leave which coincides with their rostered standby (i) arrange cover and (ii) alert their manager to the need to adjust their standby payment or agree to cover a colleague's standby period.
- 6.2 The Standby period will commence at normal finishing time on one day and end at the normal starting time on the next day. Outside of the normal working day (Monday – Friday), the employee on standby will be expected to cover weekends and bank holidays in their entirety.

## **7. Standby Eligibility**

- 7.1 When there is a perceived need for a Standby rota to operate, wherever possible this arrangement will be contractual. However in exceptional circumstances and in emergencies standby can be paid as a casual one off arrangement, and this should be claimed on a standard over-time claim form. Casual Standby payments are also pensionable.

## **8. Definition of Call Out**

- 8.1 If an individual who is on Standby has been requested by Central Bedfordshire Council to attend an emergency, this is defined as being on Call Out and they are entitled to a Call Out payment in addition to a Standby payment.

## **9. Payment of Call Out**

- 9.1 Payment for Call Out (as opposed to Standby) is as follows:

With effect from 1<sup>st</sup> April 2020

- Call Out £150 for the first 2 hours and thereafter;
- Monday to Fridays 1.5 times your hourly spinal column point;
- Saturdays and Sundays 2.0 times your hourly spinal column point;
- Bank Holidays 2.5 times your hourly spinal column point;

## **10. Compensatory Rest**

- 10.1 In accordance with the Working Time Regulations employees are entitled to 11 hours uninterrupted rest daily, and one full 24 hours rest period per week.
- 10.2 However Standby and Call Out duties are exempted from this requirement.
- 10.3 Rest can be interrupted under the daily exemptions. If either the 11 hours rest period or the 24- hour weekly rest period is not achieved, then compensatory rest applies. A compensatory rest period must be provided as soon as reasonably possible. Further advice must be sought from Human Resources to ensure compensatory rest requirements are complied with.

## **11. Mileage Claims**

- 11.1 Where employees are required to use their own vehicles to make additional journeys associated with their on call commitments, these will be reimbursed at the normal mileage rate. Payment will be made from the employee's home address to the site and back again. Employees who may be required to use their personal vehicle for these purposes must have appropriate business use on their personal car insurance.

## **12. Telephone Call Claims**

- 12.1 In some circumstances employees will receive a phone call whilst on Standby and may then be required to make phone calls using their personal phone to resolve the emergency without actually going out on site. In these instances employees cannot claim the call out rate for the phone calls they make when dealing with an emergency by phone. However, employees will be able to claim for the time spent making phone calls, at their normal hourly rate. Employees will be expected to show evidence of the phone call/s on an itemised phone bill.
- 12.2 Where employees are not in receipt of a work provided phone the cost of the calls made associated with their on call commitments, will be reimbursed. Employees will be expected to show evidence of the phone call on an itemised phone bill. There is no minimum time period.

## **13. Town Clerk's Responsibility**

- To ensure that there is a sufficient number of employees with a standby clause in their contract to ensure an effective service is provided;
- To check that claims are accurate;
- To ensure employees get compensatory rest.

**14. Employees Responsibilities**

- When on Standby be available with a phone;
- To ensure they are in a fit state to carry out their duties;
- Be responsible for their own Health and Safety and ensure they request appropriate compensatory rest.

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