

Standby and Callout Policy

1.0 Scope

These arrangements apply to all Council staff covered by NJC terms and conditions (Green Book). The Chief Executive and Chief Officers are excluded from these provisions.

2.0 Standby

2.1 Definition

Where an employee is required to be available to be called out or called upon to undertake specific work activities that cannot be carried out in normal operating hours, a Standby payment will be made for the duration of the period that they are required to be available to be called out or called upon. Additional payments will be made if the employee is actually called upon to undertake work as part of that Standby arrangement (see 'Callout' or 'Home-based Callout')

2.2 Arrangements

An employee on Standby is required to be contactable and is required to be fit to travel and carry out their duties throughout the duration of the standby period. If an employee becomes unable to undertake the duties during a period of Standby, a pro-rata deduction should be made for the period in question.

Senior Service Managers will be responsible for deciding which employees should be included on a Standby rota in liaison with operational managers. In reaching a decision about cover for Standby and callout duty, Senior Service Managers should consider service and business needs and the resources available to them for providing cover. Whilst Senior Service Managers hold the ultimate responsibility, the operational planning may be undertaken by other nominated staff within the service unit.

In respect of the Council's Emergency Planning procedures, it will be the responsibility of the Civil Contingencies Officer or representative to ensure that adequate cover is available and sufficient numbers of appropriate staff are on standby as deemed necessary.

2.3 System of Standby payments

In order to recognise that time spent on Standby is of equal value to all employees in terms of disruption to their lives outside work, a standard rate will be paid to all employees required to be on Standby.

Please see Appendix A for details of current payment rates. The Standby rate is not linked to a specific spinal column point and will therefore not automatically increase in line with any pay awards. However it will be subject to periodic review.

2.4 Bank Holiday Standby duty

The rate for Standby duty during Bank Holidays will be the same as for other working days. Employees who are required to be on Standby to cover a Bank Holiday, but are not called out to work, will however be granted a lieu day in recognition of the disruption caused by being on Standby for the duration of a public holiday

Employees who are on Standby and are 'called out' to work during a Bank Holiday will be paid a 'Callout payment' which at double time in line with the arrangements below.

3.0 Callout

3.1 Definition

Callout is where an employee is called out to undertake work while on Standby and involves the person physically attending an incident or place of work.

3.2 Callout Payments

The 'Callout payment' will be paid to staff on Standby who are required to physically attend an incident or place of work.

The 'Callout payment' will not be capped at SCP 28 and will therefore be a separate and distinct arrangement from existing overtime arrangements. Instead 'Callout payments' will be paid in line with the employee's existing hourly rate. As 'Callout payments' will be linked to the employees hourly rate of pay they will automatically increase in line with any cost of living rises.

Employees will receive a 'Callout payment' at the following rates:

Monday – Saturday = time and a half

Monday – Saturday (midnight – 6.00am) = double time

Sunday = double time

Bank Holiday = double time

The above arrangements applies to all Green Book staff irrespective of their grade.

A minimum of 2 hours' 'Callout payment' will be made for any Callout, regardless of whether the Callout takes less than 2 hours to complete. However, multiple Callouts within a 2 hour period will only generate one minimum 2 hour payment with any excess over the 2 hours being paid based on the additional time spent on the Callout.

3.0 Home-Based Callout

3.1 Definition

When an employee is called upon to undertake work while on Standby, which does not involve them physically attending their place of work or an incident, but can be carried out from home (e.g. by telephone)

3.2 System of home-based 'Callout' payments

If an employee on Standby is required to undertake home-based call-out duties, 3 or more calls per 'shift', will trigger a minimum 'Callout payment' of two hours.

During the working week a 'shift' is the period from the end of one working day to the start of the next working day. Over a weekend a shift would normally consist of the 24 hours covering either Saturday or Sunday.

If an employee on Standby is required to undertake one home-based call-out, which exceeds 30 minutes, they will be remunerated in accordance with usual Callout arrangements i.e. for a minimum of two hours work. In some complex cases, a telephone call may just be part of an ongoing series of calls with short breaks, in these cases the overall time spent working on the issue would count as callout time and would be paid accordingly.

4.0 Working arrangements

Senior Service Managers in liaison with operational managers are responsible for ensuring that employees on Callout do not work excessive hours, which would breach Health and Safety legislation and Working Time Regulations. This is particularly important for employees whose duties involve driving vehicles. Human Resources can provide guidance to managers with regard to limits on working time.

Managers will also be responsible for arrangements in respect of employees who work for long periods outside the normal working day and are then required to attend for a standard shift. Managers should ensure that employees are protected from the possible effects of extreme tiredness or fatigue.

Managers should ensure that there are sufficient staff on Standby and Callout rotas to ensure that the same individuals are not repeatedly relied upon to undertake these duties. Standby and Callout rotas should therefore be periodically reviewed within service units to ensure that they are sustainable.

5.0 Review

This policy will be reviewed two years after implementation or earlier in the event of further changes in legislation.

Document Control:

Version No.	Effective date	Reason	Review due
1.0	01.09.2004	New Policy	
2.0	01.04.2010	Policy Revised following Fair Pay Implementation	
3.0	31.01.2017	Revised Policy to be agreed by JCC & Personnel Committee	31.01.2019

Appendix A – Payment rates

Standby

Weekly Rate	£160.00*
Day Rate	£22.8571

*Subject to periodic review

'Callout payment' rates

	Monday-Saturday	Monday-Saturday 12am-6am	Sunday - all day	Bank Holidays – all day (plus a lieu day)
Rate	Time and a half	Double	Double	Double