

| | |
|--------------------|--------------|
| Version | 4 |
| Last Revision Date | January 2021 |

Y Berthynas Waith
Cyngor Rhondda Cynon Taf, gweithio gyda chi, gweithio gyda'n gilydd

**gweithio'nwell
workwell**

Employee Relations
Rhondda Cynon Taf Council, working with you, working together

Standby/Call Out Framework

This document is available in Welsh please see
Polisi Rheoli Absenoldeb



| DOCUMENT CONTROL | |
|---|---|
| POLICY NAME | Standby / Call out Framework |
| Department | Human Resources |
| Telephone Number | (01443) 444502/444503 |
| Reviewing Officer | Policy Review Group |
| Review Date | January 2021 |
| Date of Equality Impact Assessment | |
| REVISION HISTORY | |
| Date | Revised By |
| January 2011 | Richard Evans, Peter Cushion, Alison Cade |
| March 2012 | Richard Evans, Peter Cushion, Alison Cade |
| January 2015 | Policy Review Group |
| January 2021 | Policy Review Group |
| DOCUMENT APPROVAL | |
| This document has received approval from: | Date of Approval |
| HR Senior Management Team | N/A |
| Corporate Management Team | N/A |
| Cabinet | N/A |

CONTENTS

| | |
|--|---|
| Introduction | 1 |
| Methodology | 1 |
| Standby Allowance, Responsibility Definitions..... | 2 |
| Payment Parameters | 3 |
| Payments Rates..... | 3 |
| Calculation of the “Hourly rate” | 3 |
| Call-Out whilst on Standby..... | 4 |
| Call-Out not involving Standby..... | 4 |
| Duty Officer..... | 4 |

RHONDDA CYNON TAF COUNCIL

STANDBY / CALL OUT FRAMEWORK

1.0 INTRODUCTION

It is recognised that some services may need to provide cover at times when normal services are not available. This may be to meet legal or statutory responsibilities. In order to do this, services may operate a standby / call out arrangement. The nature of this arrangement will be dependant upon the requirements of the service, but generally the following parameters will apply:

- The member of staff will be providing this service from their home, not on-site or from premises provided by the Council.
- The requirement to “standby” means that a member of staff is required to be available to take and deal with phone calls for a pre-designated period of time whilst at home.
- The requirement to be “called out” means that staff may be required, either directly as a result of a phone call whilst on standby or, by being called out by a third party, to attend a work site, service users home or other site across the Council to carry out work.

Generally, in order to be available to be called out, employees will be on standby first. However there may be situations where an employee is not on formal standby, and is on a “list” of employees to be called out (for example to respond to security alarms as a key-holder). In these situations, the employee may not formally be on standby (and receiving a payment) and can decline to attend the call-out if it is not convenient, in which case the call out would pass to the next person on the list.

The following strict guidelines must be adhered to by employees on standby;

- Employees must be continuously available, and fit and available for work immediately.
- Employees must not consume alcohol / take drugs for the whole period on duty.
- Although employees are not expected to remain at home, they must remain within a reasonable distance of work.

2.0 METHODOLOGY

In order to ensure payment for working standby / call-out is fair and consistent across the Council, whilst recognising different levels of requirement to make

decisions, and the extent to which a standby period results in a requirement to attend a call-out, a matrix is included below showing the three levels of standby criteria. These levels are set dependant upon the criteria defined below. In order to ascertain which level of payment should be made the rules and definitions below will be applied to the job, to ensure a fair payment consistent with other similar roles in the organisation.

3.0 STANDBY ALLOWANCE

3.1 Responsibility Definitions

The responsibility definitions aim to differentiate between different activities whilst on standby. This is to recognise that for some standby arrangements the person on standby is only “referring” calls forward to another service or agency, or responding as a ‘signpost’ to people using the service. In other cases, employees are making service critical decisions which require more information gathering, co-ordination of responses and a more lengthy disruption to the employees private time.

For example if someone is required to attend on site to allow other services access (such as broken glass emergencies) these would be categorised as a **low level decision**, as there are procedures in place to deal with such issues.

A systems failure for ICT staff which can be fixed remotely but which would need lengthy investigation and repair may be categorised as a **major decision**.

Employees who may have to leave home to attend to a social work crisis such as a domestic incident and in so doing has to decide on issues such as the removal of a child into care would be a **critical decision**.

These examples are for guidance only and the table below should be used by managers to differentiate between the types of work carried out on standby and the appropriate rate of recompense;

| | | |
|--|---|--|
| <p>Low level Decision making / passing on request for service to appropriate provider</p> | <p>Major decision / co-ordination required but not required to attend on site OR Required to attend on site but not make major decisions</p> | <p>Critical decision making needed more often than not requiring attendance on site</p> |
| <p>Level 1</p> | <p>Level 2</p> | <p>Level 3</p> |

3.2 Payment Parameters

The payment parameters are designed to recognise a link between the levels of decisions being made whilst on standby and the rate of pay. In most cases it is likely that the types of decisions being made whilst on standby are at the same level as those which would be made during the day, and therefore there is a need to recompense for this at the appropriate rate.

It is important therefore that managers who have responsibility for operating standby rosters, consider who are the right employees to be on the roster, and if the work undertaken and any decisions which may need to be made during an out of hours period, are being made at the right level.

The period of payment will be the number of hours from when “normal” office operations cease and the person on standby becomes responsible for taking calls and any subsequent decision making. This will be different for every service and every roster. An example could be where an employee is on call for a week, and the service offered is 24 hours 7 days a week. The standard office contact hours for the service are 8.30 am to 6.00 pm. The total standby hours worked therefore are 120.5 in the standby week.

Not all standby rosters require a 24 hour service, and some may cease at midnight or 10pm for example. In these instances the parameter of the standard working week should still be applied, so if the service is offered until 9pm and call out is until 12.00pm, the standby period is only the intervening three hours.

3.3 Payment Rates

Once the number of standby hours, and the level at which payment is to be made by using the matrix are established, the standby payment is calculated using the percentages set out below, applied to the correct number of hours at the level rate.

Level 1 standby = 12% of the ‘hourly rate’.

Level 2 standby = 14.5% of the ‘hourly rate’

Level 3 standby = 17% of the ‘hourly rate’

3.4 Calculation of the ‘hourly rate’

Where a group of employees are engaged on an all year round fixed pattern standby rota and are performing the same duties whilst on standby, the calculation of a standby payment will be determined by the relevant Service Manager, on consideration of the role and responsibility expected to be undertaken.

This will generate a single payment rate which will then be applied to all staff performing common duties and responsibilities within that rota.

So as an example, if the average salary / hourly rate equated to GR5 and the standby rota covered a period of 120.5 hours, the current standby payment will be as follows;

| | |
|--------------------------------|---------------------------------|
| Level 1 will be £10.81 x 12% | = 1.29 pence x 120.5 = £ 155.45 |
| Level 2 will be £10.81 x 14.5% | = 1.56 pence x 120.5 = £ 187.98 |
| Level 3 will be £10.81 x 17% | = 1.83 pence x 120.5 = £ 220.52 |

4.0 CALL-OUT

4.1 Call-out whilst on standby

In addition to receiving a standby payment, on those occasions where an employee has to attend site or return to work a call-out payment is made. This will be a minimum of 1 hour (of the employees normal pay) for the first call-out (inclusive of travelling time), and actual time for any subsequent call-out.

Should the call-out occur between the hours of 10.00pm – 07.00am then the employee will receive an additional third of their normal pay.

4.2 Call-out not involving standby

There may be some employees who are required, on occasions, to attend site on a call-out basis where no standby payment is made. In these instances an employee may be one of a “pool” of individuals on call-out roster (for example as a key-holder or to attend alarms, and the individual can decline to attend if it is not convenient, the call-out would then move to the next individual on the list and so on. In these instances a call-out payment will be a minimum of 1 hour for the first call out (inclusive of travelling time), and actual time for any subsequent call out.

Should the call out occur between the hours of 10.00pm – 07.00am then the employee will receive an additional third of their normal pay.

5.0 Duty Officer

The Duty Officer is the first point of contact for the Council should an emergency occur, or for any other matter that requires a decision when normal services are not available. These are nominated officers with the relevant knowledge and experience to deal with unexpected and / or potentially dangerous situations.

They will have responsibility, following analysis of the situation, to contact and deploy resources to deal with the issue outside normal working hours.

Payment will be calculated using the same criteria as Standby.