

# Standby & Call Out Policy

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<b>Document History</b>	
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## **1. Purpose**

- 1.1. To ensure a consistent approach to the implementation of standby and call-out arrangements; and to ensure employees who are required to provide standby and call-out in order to respond to service needs and operational requirements are rewarded on a consistent, fair and equitable basis.

## **2. Scope**

- 2.1. This scheme applies to employees on NJC terms and conditions of employment at Reading Borough Council.

## **3. Standby**

- 3.1. This is where an employee is expected to be readily available outside of core service hours to work and to physically attend, as required, to deal with emergencies or urgent matters which cannot wait until the core service hours. Standby is different to shift allowance where an employee is paid to attend work at a scheduled time.

## **4. Standby Payments**

- 4.1. Standby payments are paid at a standard rate of £1.125 per hour for all employees.
- 4.2. They are based on an agreed duty rota of employees.
- 4.3. The standby payment is for each week of 131 hours of availability (i.e. 24 hours x 7 days a week = 168 minus 37 hours) an employee is required to standby. Standby for part of a day / week will be paid pro rata of 131 hours.
- 4.4. As standby payments are based on 131 hours, if an employee is on standby for a Bank Holiday, the additional hours (i.e. 7.4) need to be submitted on a timesheet through iTrent Employee Self-Service.
- 4.5. The amounts paid in relation to 4.1 and 4.4 are adjusted in line with the NJC Pay Award on an annual basis.

## **5. Call-out**

- 5.1. Whilst on standby, an employee may be required to respond to a matter either remotely or by attending physically.

## **6. Call-out Payments**

- 6.1. The appropriate **overtime rate** will be paid when an employee is called out. The first 15 minutes per session of call out (e.g. per day or shift) are included in the standby payment.
- 6.2. If an employee is called out on a Bank Holiday, they will be paid the appropriate rate and receive time off in lieu for the time they have been called out (not the whole day).
- 6.3. Call-out payments will only be paid when an employee has actually undertaken the call-out duties.

## **7. Employees' Responsibilities**

- 7.1. There is no expectation that an employee must remain at their home whilst on standby provided they can be directly contactable by phone and remain in an area with good mobile phone reception in order to be ready to deal with emergencies or matters within an agreed time (usually 30 minutes).
- 7.2. Employees must remain capable to carry out the duties required.
- 7.3. Employees must be able to attend physically within an agreed time if the matter cannot be dealt with remotely (usually 30 minutes).
- 7.4. When employees are scheduled to be on the standby rota, they must respond when called. If the employee is sick, they must inform their line managers as soon as possible so that alternative arrangements can be made.

## **8. Managers' Responsibilities**

- 8.1. Managers should ensure that:
  - Duty rotas and call-out experience are kept under review with reference to Working Time Regulations and health, safety and welfare considerations
  - Employees on standby keep themselves available for return to work
  - Records are kept of call out time and that Payroll are informed that it is call-out not ordinary overtime

## **9. Other Standby/Call Out Arrangements**

- 9.1. Where there is a need for employees to return to work in case of emergency but are not required to standby as defined above, staff will receive a payment when returning to work, but there will be no regular standby payment.
- 9.2. It is intended that the current Emergency Response Team (ERT) arrangements continue. At times of potential emergency, for instance risk of flooding, volunteers may be asked to standby under the above definition and

in these circumstances will be paid the standby rate for the number of hours they standby, and call-out payments if called to return to work.