



Policy Number

22NS

Standby and Call-Out Policy

Approved By: Ebor Academy Trust COO/CEO

Approval Date: November 2020

Review Period: Three years

Review Date: November 2023

Author: Alison Taylor (HR Director)

Date Created/updated: November 2020

Version Number: 1

Standby and Call-out Policy (v1 November 20202)

Contents

1. Background.....	3
2. Definitions	3
3. Scope	3
4. Roles and Responsibilities	4
5. Standby payments.....	5
6. Call Out Payments	5

1. Background

- 1.1 The Trust recognises that employees may need to respond to the issues that arise outside of normal working hours.
- 1.2 Standby rotas are established to enable a pool of employees to be available to respond to issues outside of normal working hours at relatively short notice.
- 1.3 The Trust recognises that being on standby may disrupt and inconvenience the lives of those affected and as such, this policy provides details of the payments employees will receive, both for being on the stand by rota and for actually being called out. It also highlights the obligations placed upon staff in successfully operating the schemes.

2. Definitions

- 2.1 "Standby" is defined as a period where an employee is aware that they may be called out within the parameters of certain hours, on certain specified days, to attend work for some extra-ordinary purpose (e.g. should a burglar alarm go off). It may be voluntary or contractual, but whichever is the case, the person has agreed to it, is paid a standby allowance in respect of it, and must therefore attend if required and comply with the requirements of this policy.
- 2.2 "Call out" is defined as a period where an employee is called out to attend work outside of their usual working hours; this may apply even if the individual does not actually have to leave the location they were in when they received the call.
- 2.3 "On-call" is defined as a period where an employee is available to be called out outside of their usual working hours; this may apply even if the individual does not actually have to leave the location they were in when they received the call.
- 2.4 "On-call" is defined as a period where an employee is available to be called out outside of their usual working hours; this may apply even if the individual does not actually have to leave the location they were in when they received the call.
- 2.5 It is possible that a member of staff who is not on standby may agree to their name and contact details being retained on a list so that they can be contacted in an emergency. In this scenario, there is no requirement for the person to respond and none for them to be in a position to do so and no standby payment is made, just a call out payment if the individual does attend.

3. Scope

Standby and call out payments will apply to any employee with the exception of those who are on a fixed hours rota and is therefore on standby to be available to attend work outside of their normal working hours.

4. Roles and Responsibilities

4.1 *The Trust will:*

- a) Review regularly the roles needed to be on standby duty, seeking to keep such roles to a minimum
- b) Review annually the rates of pay for standby duty and call out payments

4.2 *School or CST Senior Management Team will:*

- a) Determine which roles need to be on standby in their workplace, to ensure adequate service provision and school security
- b) Prepare rotas for each term in advance and provide as much notice as possible to employees on the standby rota of their shifts
- c) Ensure no member of staff is on standby for more than one week at a time and
- d) Ensure that all reasonable measures are taken to minimise the number of call-outs required
- e) Provide adequate training for the person on standby
- f) Review and approve any claims for call out made promptly
- g) Ensure that any health and safety implications for staff on standby are taken into account by means of a risk assessment and arrangements put in place to deal with any reasonably foreseeable concerns
- h) Ensure that the provisions of the Working Time Directive are adhered to.

4.3 *HR will:*

- a) Work with line managers to formulate appropriate standby rotas
- b) Advise the Trust on appropriate market rates for both standby and call-out payments and facilitate their payment
- c) Review the standby and call-out policy regularly.
- d)

4.4 *The individual will:*

- a) Provide relevant colleagues in school with a telephone number on which they should be contacted for call out purposes and inform relevant colleagues if this changes
- b) Ensure that they are contactable throughout the standby period
- c) Ensure that they are able to perform their duties whilst on standby e.g. they must not drink alcohol or take any medications which may impede their ability to do the work or travel
- d) Inform their line manager at the earliest possibility if they are unavailable to be on standby for any reason
- e)

