



EBORA ACADEMY TRUST

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

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Date Created/updated: *November 2020*

Version Number: *1*

Standby and Call-out Policy (v1 November 2020)

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1. Background

- 1.1 The Trust's Standby and Call Out arrangements exist to remunerate staff who 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 a variety of service requirements outside of their '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 Being on "standby" is 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
- 2.3 A "call out" is where the individual is actually called out to perform some 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.
- 2.4
- 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 with a view to being called out if needed. This is called "voluntary call-out". 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 members of the school's SLT or Trust's executive team, or a member of staff who is paid over NJC point 20, or a site manager who lives on site, who is on the school's out of 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 that there is a minimum of one week's duration between standby periods
- 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) Be in a fit state to drive and have appropriate transport available at all times whilst on standby
- f) Carry out duties in accordance with the normal rules, disciplines and conventions of attending work.

5. Standby payments

- 5.1 The purpose of the standby payment is to compensate the employee for the limitations on their activities during the time they are on standby.
- 5.2 An employee will be on standby duty if they have been assigned to be in a state of readiness to perform work when called upon. It will normally be a term of the employee's contract to take part in a standby rota, although this may not always be the case (see para 2.1).
- 5.3 The standby rate will be reviewed annually, and may be paid for a full or a part-session. A full session is for 12 hours. A weekend standby duty (from Friday evening to Monday morning) is 6 sessions.
- 5.4 The duties the individual might be expected to carry out whilst on standby duties will be conveyed to them in writing. The usual duties will be:
 - a) To attend school when a burglar alarm goes off
 - b) To attend school at the request of one of the emergency services.
- 5.5 Employees on standby are required to ensure that they are available to carry out the duties and tasks required if they are called out. It may impact on an employee's social arrangements and necessitate an employee restricting their activities to those which will not compromise the individual's ability to respond quickly and effectively. Standby payments are made to recognise this.
- 5.6 Standby payments are made monthly along with basic pay. If they are contractual, they are pensionable and subject to the usual statutory deductions. In the event that the person's role no longer requires them to be on standby, then the standby payment may be removed, following consultation and the requisite notice being given.
- 5.7 The rate of pay for being on standby will be reviewed annually and will increase in line with the cost of living award.

6. Call Out Payments

- 6.1 Where an individual is called out to work when they are on standby duty, they will be remunerated from the point of time that they receive the call until they have finished dealing with the issue and have returned home. They will receive a minimum payment of one hour's pay at plain time for any time incurred and will be reimbursed for the total time incurred at double their usual hourly rate if the time required exceeds one hour.
- 6.2 The individual will need to claim for this additional payment using an additional hours timesheet, which will require line management approval in the usual way.
- 6.3 As an alternative to being paid for the time in attendance, employees may, with the agreement of their manager, elect to take time off in lieu at double time rate instead.