



Standby, Callout and Shift Allowance Policy

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Originator: HR

Updated: Jackie Noble

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Classification: SEC1 - Routine

Document Location

This document is held by Tamworth Borough Council, and the document owner is name and title.

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Revision History

Revision Date	Version Control	Summary of changes
7/03/07	P & C Steering Group	Draft v2
13/03/07	P & C Steering Group	Draft v3
15/05/07	Anica Goodwin	Draft v4
16/05/07	P & C Steering Group	Draft v5
9th November 2007	Anica Goodwin	Final
1 Nov 2011	Maureen Williams	BV1 Revision
19 November 2019	Anica Goodwin	Draft v1
August 2022	Jackie Noble	Rates changed, 1 shift allowance rate. Captures agreements reached with the Trade Union

Key Signatories

Approvals Creation and Major Change

Name	Title	Approved
TULG		September 2022

Approvals Minor Change and Scheduled Review

Name	Title	Approved

Approval Path

Major Change

Originator	HR
Owner	Head of Paid Service
TULG	Consultative Group
CMT	Corporate Approval
Appts & Staffing Committee	Council Approval

Minor Change

HR	Submission
TULG	Consultative Group
Director	Delegated Approval

Document Review Plans

This policy/ procedure will be reviewed on a 3 yearly basis unless it has:

- A monetary value included within it, in which case an annual review will be required, and/ or
- A legislative change is required as directed by government.

Distribution

The document is a NON MANDATORY policy and will also be available on the Intranet and paper based copies.

Security Classification

This document is classified as SEC 1 Routine with access restricted to Tamworth Borough Council Staff and business partners.

Standby, Call Out and Shift Allowance Payments

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1 Introduction

Tamworth Borough Council (TBC) provides a wealth of services to the residents of Tamworth. Given the nature of some of these services, it recognises that on occasions, it will need to provide services outside of normal working hours. In some instances, this may be to comply with legal and statutory responsibilities. To achieve this, it is essential that structured standby and call out arrangements are in place.

In addition to this, some roles require unsocial hours to be worked on a regular basis and an unsocial hours uplift percentage will be paid to roles meeting this criteria.

TBC will comply with Health & Safety issues relating to this policy with particular emphasis on the safety of employees, including adhering to the Working Time Directive with the necessity for sufficient breaks in addition to providing the appropriate tools and training to undertake the role.

2 Scope

This policy will apply to all employees employed on NJC terms and conditions and will not apply those employees on JNC Chief Officer and JNC Chief Executive terms and conditions of employment.

Weekends are classed as from 8.00 pm on Friday until 8.00 am on Monday. Evenings are classed as from 8.00 pm – 8.00 am.

3 Working Time Directive (WTD)

The key elements of the Working Time Regulations are:

- An average of no more than 48 hours per week over a 17-week reference period.
- An uninterrupted break of not less than 20 minutes for shifts that are longer than 6 hours.
- 11 consecutive hours rest in any 24 hours period. For example, if an employee ends their working day at 10.00 pm then their next day's shift should not commence until after 9.00 am.
- 1 day off in 7 or 2 consecutive days off in 14. For example, if an employee works from Monday to Sunday in one week, then they must have 2 consecutive days off before the next Sunday.

4 Management Responsibilities

Each Executive Director (ED) or Assistant Director (AD) will determine the need for standby or call out arrangements in place for their area of responsibility and ensure it is communicated to the necessary bodies.

Applicants being recruited into a position where standby, callout of unsocial hours working is required must be made aware of this at the recruitment stage. This will be included in the job offer and the job role profile.

The line manager will ensure appropriate working instructions and equipment is available including contact numbers for relevant bodies, lone working arrangements. Training will be provided to

employees on standby to resolve issues at the earliest opportunity and minimise the number of call outs.

An agreed rota will be implemented to ensure that the standby cover is adequate and this will be communicated with sufficient notice.

The line manager must ensure that suitable and sufficient risk assessments are in place and provide employees with any safety equipment needed including personal protective equipment.

The HR team will provide, upon request by CMT, reports on all call out and standby claims to ensure employees are not providing disproportionate cover and receiving inadequate rest.

5 Standby

An employee will be on 'standby' duty if they are on a rota to be in a state of readiness to perform work when called upon.

This will not apply to occasional calls upon an employee's time and there must be some regularity in the arrangement. An employee not on a formal standby rota i.e. who is not 'expected' to perform normal work outside of working hours but gets called upon occasionally, e.g. an alarm goes off or required to attend a one off emergency, will not be entitled to a standby payment. In these circumstances they will receive the applicable compensation for this work as overtime or flexi time.

Whilst on standby, the employee must not consume alcohol or take medication/drugs which could impact on their ability to respond to the call and make appropriate decisions.

Personal arrangements should not be made if they prevent the employee from being available during the duration of their standby cover.

If an employee becomes ill, or has a personal emergency, they should contact their line manager to ensure replacement cover can be put in place.

Employees should resolve any issue by phone or email whenever possible. However, if they are required to attend a location this should be done as soon as possible and within a 2-hour period.

If an employee cannot resolve the issue personally then they may call a person on the call out rota; this should only be done as a last resort.

Payment is as follows and future uplift of the payment will be in line with the annual pay award agreement.

- Monday – Friday - £20
- Saturday, Sunday and Bank Holidays - £30

This payment is for a 24-hour period and any part working on these days will be paid a pro rata payment. For example, an employee holds the phone for 3 hours on a weekday evening, the payment is $\frac{3}{24} \times £20 = £2.50$

This standby period may also involve going out to attend to a situation as it will be dependent upon the nature of the job and the types of calls received. The employee is contractually required to be available over this period of time to attend incidents if the situation requires it.

An additional hourly payment will be made if the employee attends a situation. Hours will be calculated from leaving home to returning home, payment is at double time, with a minimum payment of two hours. Mileage will be paid for the return journey from home to the call out location.

Payments for standby will be paid on completion and receipt of the relevant form, available on the Infozone.

6 Call Out

A call out payment is made where the employee attends work in an **emergency only**, i.e. where the job holder is called out by an appropriate authority in response to an urgent situation, and this is **unplanned** as part of the normal workload for the job. There is no expectation that employees will be available to deal with these issues, and the employee will have the ability to decline to attend if they wish.

Some employees in specific roles who have advised they can assist duties will have their details kept on a list and will be called if required. Call outs are likely to be infrequent and up to date contact details must be provided.

Employees, on appointment to relevant posts, will be asked if they will be available for call outs but this is not a contractual obligation.

Payment is £25 for each call out; and will be uplifted in line with the annual pay award. An additional hourly payment will be made if the employee attends a situation. Hours will be calculated from leaving home to returning home, payment is a double time, with a minimum payment of two hours. Mileage will be paid for the return journey from home to the call out location.

7 Shift Allowance

A premium payment of 10% of annual salary is paid to those employees who work a high percentage of their contracted working hours over weekends and/or evenings, but this is not a 24 hour shift pattern. Work is done on a rota basis as part of an employee's contracted hours or to work on events which are programmed but are not weekly. Unsocial hours work will form a significant part of the job, equating to more than 25% of the total contractual hours. Roles which may attract this payment include Street Scene, Arts and Events, Tamworth Castle.

Payments for shift allowance will automatically be added to the basic monthly salary payment and therefore no separate claim will be necessary.

There are a few jobs which require employees to work outside of what would be considered "normal office hours" but the actual hours worked will not meet the 25% of all hours worked threshold. In this scenario, no shift allowance will be paid.

Call Out	Standby	Shift Allowance
<p>Definition Normally in an emergency only, i.e. where job holder is called out in response to an urgent situation, and this is unplanned as part of the normal workload for the job. There is no expectation that employees will be available to deal with these issues, and the employee will have the ability to decline to attend if they wish.</p>	<p>Definition It is planned that the job holder is required to be on “standby” and has a phone to take calls and determine what action needs to be taken. This may or may not involve going out, but the employee is required to be available over this period of time, to attend incidents covered by the service if the situation requires it.</p>	<p>Definition Additional payment for employees who work weekends and / or evenings (but not 24 hours) on a shift pattern, Unsocial hours must exceed 25% of contracted hours.</p>
<p>Standard Payment A flat rate for each call out occasion of £25</p>	<p>Standard Payment £20 for Monday to Friday and £30 for Saturday, Sundays and Bank Holidays.</p>	<p>Standard Payment An additional payment of 10% for those who work weekends and / or evenings. Any payment to be calculated pro rata for part time staff, and only paid to those who participate in rosters (an evening commences at 8pm).</p>
<p>Hourly Payment In addition, a payment of the job holders hourly rate enhanced for the number of hours they are called out, from home to home (so including travelling time). Enhancements will be at double time, with a minimum of 2 hours payment. Mileage allowance is also paid from home to the call-out location and back.</p>	<p>Hourly Payment Additional payment if actually attending a situation, with a minimum 2 hours payment at double time (equivalent to the payment for call out whilst not on standby Mileage allowance is also paid from home to the call-out location and back.</p>	
<p>Times / hours applicable A payment will be made at any time when the officer has left work to finish their own shift, regardless of the time of day.</p>	<p>Times / hours applicable Normally rostered over a week, to suit service provision, the payment will be the same regardless of the time / day the call out occurs.</p>	

Community Impact Assessment

Part 1 – Details

What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Standby, Callout and Shift Allowance Payment
Date Conducted	October 2022
Name of Lead Officer and Service Area	Jackie Noble HR
Commissioning Team (if applicable)	N/A
Director Responsible for project/service area	Anica Goodwin
Who are the main stakeholders	Employees
Describe what consultation has been undertaken. Who was involved and what was the outcome	CMT TULG Members
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)	

What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service	<input type="checkbox"/>
	A Strategy/Policy/Procedure	<input checked="" type="checkbox"/>
	A function, service or project	<input type="checkbox"/>
What kind of assessment is it? Indicate with an 'x' which applies	New	<input type="checkbox"/>
	Existing	<input checked="" type="checkbox"/>
	Being reviewed	<input checked="" type="checkbox"/>
	Being reviewed as a result of budget constraints / End of Contract	<input type="checkbox"/>

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Part 2 – Summary of Assessment

Give a summary of your proposal and set out the aims/ objectives/ purposes/ and outcomes of the area you are impact assessing.

.Provides detail and definitions of stand by, call out and shift allowances

Who will be affected and how?

All employees

Are there any other functions, policies or services linked to this impact assessment?

Yes

No

If you answered 'Yes', please indicate what they are?

Part 3 – Impact on the Community

Thinking about each of the Areas below, does or could the Policy function, or service have a direct impact on them?

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Impact Area	Yes	No	Reason (provide brief explanation)
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of age
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of disability
Gender Reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of gender reassignment
Marriage & Civil Partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of marital status
Pregnancy & Maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of pregnancy and maternity
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of race
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of religion or belief
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of sexual orientation
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of sex
Gypsy/Travelling Community	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Caring/Dependent	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair and assists an employee who is a carer

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responsibilities			
Those having an offending past	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Children	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Vulnerable Adults	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Families	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those who are homeless	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those on low income	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Drug or Alcohol problems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Mental Health issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Physical Health issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Other (Please Detail)	<input type="checkbox"/>	<input type="checkbox"/>	

Part 4 – Risk Assessment

From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications

Impact Area	Details of the Impact	Action to reduce risk

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Part 5 - Action Plan and Review

Detail in the plan below, actions that you have identified in your CIA, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome

Date of Review (If applicable)

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