

Report to: Personnel Committee

Report Ref: P1917
Meeting Date: 15th January 2020
Agenda Item: 10
Prepared By: Town Clerk



Subject: On Call / Call Out Working

1.0 BACKGROUND

The Assets and Operations Committee requested that the Personnel Committee give consideration to introducing an on call system to provide staffing cover when the office is closed for the Christmas break. At the November Personnel Committee meeting the Town Clerk was tasked with proposing a system for implementation and the Personnel Committee Chairman also requested consideration be given to call out working.

2.0 PROPOSED SYSTEMS

The following systems are proposed, and if approved can be absorbed into the Staff Handbook.

2.1 ON CALL WORKING

Where there is a demonstrable need to ensure adequate out-of-hours cover for essential services, the Town Clerk shall ensure that appropriate staff are available on-call. As a minimum this shall ensure cover during normal (non-public holiday) working hours over a Christmas break whilst the Council Office may be closed. The Town Clerk may also place staff on-call at other times when a business need arises.

All members of staff who possess the necessary levels of knowledge, skills and experience will be invited to join the rota. The Town Clerk shall determine the rota based on the business need which may factor in the proximity of a member of staff to Knutsford and the potential on-call demand. Where possible, on-call rotas will be managed on an 'opt in' basis'.

On-call staff shall be paid an on-call payment of £25 per on-call period. An on-call period will be a maximum of eight hours. Staff who are on-call must be available at short notice to undertake work (either at their usual working premises, or at home depending on the requirement) and must abide by normal working policies during this time (e.g. must not be under the influence of any substance/alcohol).

If a member of staff is activated whilst on-call then in addition to the on-call payment they shall be paid for their time (including any necessary travelling time) at their usual hourly rate with a minimum payment of one-hour and multiples thereof. Where staff are activated on any day which is a public holiday, a Saturday or a Sunday, they shall be paid at twice their hourly rate.



LOCAL COUNCIL
AWARD SCHEME
QUALITY GOLD

2.2 CALL OUT WORKING

There may be instances where a member of staff is required to attend work out of hours for urgent business, for example to attend a facility when an alarm has been triggered. The Town Clerk shall establish call-out tree(s) as appropriate and ensure these are communicated to staff. If a member of staff is called-out they shall be paid for their time (including any necessary travelling time) at their usual hourly rate with a minimum payment of one-hour and multiples thereof. Where staff are called-out on any day which is a public holiday, a Saturday or a Sunday, they shall be paid at twice their hourly rate. Staff on the call-out tree are not on-call and may not always be available.

3.0 DECISIONS REQUIRED

The committee should consider the introduction of on-call and call-out working arrangements.



LOCAL COUNCIL
AWARD SCHEME
QUALITY GOLD