

HRP 15 - STANDBY AND RECALL TO WORK PAYMENT POLICY

This note sets out the Council's policy on standby and recall to work payments for eligible employees. The note **aims to ensure that sufficient rewards are in place to provide adequate standby/recall to work cover, balanced** against the need to take a fair and equitable approach to remuneration under the principles of the Single Status Agreement.

Who is eligible to claim these payments?

Employees will be eligible to claim the payments if in respect of their contracted duties, they are required to:-

- a) Be on a call out rota or list, and
- b) Respond to calls to work outside normal working hours.

Eligibility for standby and recall to work payments will be confirmed in the terms and conditions of the employee's contract of employment.

If you are eligible what amount do you receive if you take a phone call?

You will be paid **£16.27** for an initial telephone call received which requires you to either attend work or respond in another way to a work-related issue (such as logging on to council IT systems from home). Thereafter any further work relating to that call must be claimed as a recall/response payment or TOIL as set out below.

What are the recall/response payments?

This is applicable for both employees who are recalled to work and attend their workplace and also those who do not need to attend their workplace in order to carry out the work they have been requested to do out-of-hours.

- TOIL equivalent to the time worked at plain time **or**
- Out of hours payment – see table below. This option should only be used on the written authority of your Line Manager. Evidence may also be requested to support your work.

Day	Time	Rate
Monday – Thursday	5pm to 8am	1.5 normal pay
Friday	4.30pm to 11.59pm	1.5 normal pay
Saturday	24 hours	1.5 normal pay
Sunday	24 hours	Double normal pay
Bank Holidays	24 hours	Double normal pay

What if I am a keyholder and am required to attend a call out?

Employees who are on a call out list as keyholders and are required to respond to a call out, will be entitled to receive either **£47.91** from 1 April 2023 per call-out inclusive of travel time, or TOIL, equivalent to the time worked and travel time, (minimum of 2 hours). The Line Manager must approve whichever option.

What if I am required to work during the night?

Local arrangements for start times for the following day will be discussed with you.

What if I am required to contractually standby?

Employees who are obliged under the terms of their contract of employment to be rostered on standby as part of their working arrangements receive the following payments.

		From 1 April 2023
Weekdays	24 hours	£9.33
Saturdays	24 hours	£22.96
Sundays	24 hours	£30.44
Bank/Public Holidays	24 hours	£50.88
Whole week	Normal	£100.03

Employees will be advised in the terms and conditions of their contract of employment if they are obliged to contractually standby.

Employees undertaking contractual standby will be required to respond to all call outs within the given period. Failure to do so may result in disciplinary action being taken.

If I am on standby and recalled to work, am I entitled to both payments?

Employees who are on contractual standby may still claim for recall/response payment as explained above.

If you have any queries on standby and recall to work payments, please contact Human Resources.

The above pay rates will increase in line with the annual NJC agreed pay award.