## Introduction

1.1 The purpose of this policy, which applies to all staff, is to ensure that key University services can adequately be supported out of core hours according to users needs, minimising any outages or unavailability of systems or services to those users.

1.2 This policy stipulates what payments will be made to colleagues who are on standby or respond to a call-out.

1.3 Standby is time out of core working hours of the University during which staff need to be available as they may be required to respond to a call-out. Payment in this case is the standby payment and is applicable for the period in which the colleague may be required to respond to a call-out, up to the point at which a call-out is initiated.

1.4 While on standby, a colleague may need to respond to a call-out and address a situation within their normal work area either remotely or by attending the workplace. Payment in this case is the call-out payment and is applicable from the point of contact requiring work to be undertaken.

## Principles

2.1 In some areas of the University groups of staff may be required to provide an out of core hours service, and it is important that this work be recognised and rewarded consistently.

2.2 Standby rotas will be used where there is a demonstrable need to ensure adequate out of core hours cover for essential services and where it is essential to ensure that there is a response to the failure of any critical system or services. Appendix A lists the areas that this applies to.

2.3 Proposals for any additions to Appendix A must be submitted to The People Team and will be subject to appropriate consultation and negotiation. Any proposals should be based on the area having a sustained and consistent business requirement to provide services outside core hours, as opposed to those occasions that are covered by either overtime in terms of the Overtime Policy or the Non-Standard Work Pattern Supplements Policy.

2.4 Standby rotas will be managed on a voluntary basis for existing staff who are in employment at 31 May 2008. Staff employed after this date, within an area referenced in Appendix A, will be contractually required to participate.

2.5 The standby rota will be prepared one month in advance. The rota will be supplied for information to Security and any other department that requires this information to ensure Health and Safety considerations are taken into account.

2.6 Colleagues that are on standby are required to ensure their availability in the case of a call-out and must be fit and able to attend work as soon as they are contacted. This may impact on social arrangements which will need to be considered at the time of undertaking standby. If you become unwell during this standby time then please contact the manager on call as soon as possible to advise them.

2.7 For Health and Safety reasons, colleagues must not consume alcohol or take drugs which could impact on their ability to perform their work while on standby or during a call-out.

2.8 The University will, in consultation with the colleagues, ensure that the relevant tools are available, such as a mobile phone, in order to contact the colleague during the time they are on standby.

## Hours of cover

3.1 The hours that standby cover may be required will be specific to each area, and this is detailed in Appendix A.

3.2 Standby will not be required on the following public holidays:

• 25 December

• 26 December

• 1 January

• 2 January

If any of these days falls on a Saturday or Sunday affecting an associated public holiday on the next working day, that weekday will not be covered by this policy.

## Standby payment

4.1 Colleagues who are on standby and may be required to respond to call-outs will receive remuneration based on the following:

Weekday Evenings / Saturdays: 25% of their normal hourly rate for the period spent on standby

Sundays / Public Holidays: 35% of their normal hourly rate for the period spent on standby

4.2 The normal hourly rate is calculated on their annual salary without overtime, expenses or other additional payments and is subject to normal deductions of tax and NI.

4.3 The payment will only be made for periods of standby as per the standby rota and agreed in advance between the line manager and the colleague.

4.4 This may also be taken as Time off in Lieu (TOIL), which is calculated in accordance with the above.

For instance:

For one shift of four hours of standby on a weekday or a Saturday, staff would be entitled to one hour off TOIL

This should be taken as soon as practicable and by no later than the end of the following calendar month, subject to approval by the line manager.

## Call-out payment

5.1 Where the issue prompting a call-out takes place within a period of standby and takes less than one hour to resolve or is resolved by telephone, a minimum of one hour call-out payment will be applicable.

5.2 Where the issue prompting a call-out takes place within a period on standby and takes more than one hour to resolve; the member of staff will be entitled to the call-out payment. This will include time spent travelling to and from work, where this is necessary. At the point of call-out and commencement of the call-out payment, the standby payment will cease.

5.3 If the staff member attending a call-out suspects they are dealing with a major incident or if the solution is beyond the limits of their authority, they should contact an appropriate member of the management team to discuss before progressing. A schedule of the appropriate management contact will be included with the rota.

5.4 Colleagues who are required to respond to call-outs will receive remuneration based on the following:

Weekday Evenings / Saturdays: 1.25 times their normal hourly rate for the period of the call-out

Sundays / Public Holidays: 1.5 times their normal hourly rate for the period of the call-out

* 1. This may also be taken as TOIL, which is calculated in accordance with the above. This should be taken as soon as practicable and by no later than the end of the following calendar month, subject to approval by the line manager.

## Monitoring call-outs

Managers applying a call-out practice should monitor the frequency and length of call-outs and the extent of planned and unplanned out of core hours worked on a regular basis to ensure that no member of staff is being required to undertake additional work which may be detrimental to their health and wellbeing.

## Post call-out working

In accordance with the Working Time Directive, it is necessary for an individual to have an 11 hour break between shifts. It is therefore the line managers’ responsibility to ensure that any individual who has been called-out has the appropriate 11 hour break prior to returning to work. Stand by time is not ‘working time’ within the definition of Working Time Directive, therefore only time for call-out applies for this purpose.

## Where flexi-time is in practice

For the period between 8am and 6pm during a normal working day a colleague that is on the rota to work standby will have the option to work either as normal and claim flexi-time credit or in line with this policy. However, where the colleague opts to work as normal and claim flexi-time credit, they will not have the option to claim either a standby or call-out payment referred to within this policy.

## APPENDIX A

**Areas of Cover**

This schedule confirms the areas for which this policy applies, and includes the hours of stand by cover for that area. This schedule will be updated from time to time by The People Team as detailed in section 2.2 of the policy.

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| **Area** | **Hours of Cover** |
| C&IT | * 5pm to 9pm normal working weekdays
* 9am to 5pm weekends and public holidays
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