

## Out of Hours Call Out Policy

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### PURPOSE

This Policy is in place to ensure that the Council has a structured Call Out arrangement in place to deal with a diverse variety of issues that can arise outside of normal working hours which relate to health and safety issues to the public. This will enable the Council to maintain services and respond to its statutory duties and responsibilities effectively and efficiently.

The purpose of this policy and procedure is to ensure:

- The Council has the capacity to respond to health and safety issues outside of normal hours.
- Appropriate staff are available to provide call out cover.

### SCOPE

Call Out procedures will apply to employees who are responsible for the relevant health & safety issue either as part of their contract of employment, or, at the Council's discretion and available to attend work outside of normal working hours.

It is the Council's decision which services require call out arrangements – the provision will therefore be removed if there is no longer a business need to provide out of hours cover or other arrangements are to be put in place, e.g. via a third party.

### DEFINITION

A Call Out period will cover hours outside the Council's official opening times and outside an employee's contractual working pattern.

This is to provide cover outside of normal working hours and only to operate where there is a requirement to provide services where there is a health and safety threat to members of the public.

The Town Clerk will establish which employees will be subject to the call out procedure. It is important to ensure that contact numbers for those expected to be working are kept up-to-date.

No employee contact numbers will be available to the public and all call out requests must come through Council members only.

### APPROVAL

In the first instance all calls should be directed to the Leader of the Council and Chairman of Environment & Open Spaces to establish the health and safety risk before a member of staff is contacted.

Should a call out be required and a Council member attend a situation and take action, the Town Clerk or staff member available should be informed. Should a call out be required by a staff member, the member of staff must seek authorisation in advance by the Town Clerk.

### PAYMENT

The Council will pay £50.00 for any call out lasting up to 2 hours. This will be for operational purposes only outside of normal working hours.

Should a call out exceed 2 hours, authorisation for additional payment must be authorised by the Town Clerk prior to the commencement of the extended time period and will be paid at £25.00 per hour.

Any out of hours call out costs will be for issues of public health and safety only and not issues that can be dealt with during working hours and will be subject to Tax and NI.

### **MANAGER RESPONSIBILITIES**

It is the Town Clerks responsibility to ensure that call out requirements are covered by employees with the appropriate skills and knowledge of the incident. It would not be appropriate for an employee who is unlikely to have the knowledge or skills to deal with certain situations that may arise to be subject to the call out procedure.

### **EMPLOYEE RESPONSIBILITIES**

Employees on call out duties will be expected to deal with incidents that may arise within the scope of their job role and/or competency. Employees called out must not consume alcohol or take medication/drugs which could impact on the ability to respond to a call out or in the event of a call out to perform the work.

An employee is expected that they will be able to arrive at work within a reasonable time of being called out.

An employee must contact the Town Clerk as soon as possible if they become ill or are unable to comply with their responsibilities during a period of call out. This will enable the Town Clerk to make alternative arrangements.

### **CLAIMING FOR MILEAGE**

Mileage should be claimed in line with the Councils Expenses Procedure.

### **RISK ASSESSMENTS**

Employees and Council members should be aware of any potential risks and hazards that could arise while dealing with a call out and ensure that they follow the Lone Working Procedure.