

Standby and Call-Out Policy:

Agreed August 2017

Statement of Policy

Brasenose College requires its Workshop Team to spend time on Standby and to come into College out of work hours to help deal with emergencies. The College recognises that this is inconvenient for the members of the Team, and this policy is designed to recompense the team for this inconvenience and set out guidelines to ensure that each team member is allocated a fair share of standby cover.

This policy will apply solely to the Workshop team and will take effect from the start of Michaelmas Term 2017.

1. Standby payments.

The following Standby payments will be made:

For each period on Standby, the team member will receive a payment in accordance with the Standby rate as follows:

- a. £12 per weeknight on Standby (each night from Monday night to Friday morning).
- b. £75 per weekend on Standby (From Friday night to Monday morning)
- c. £40 per bank or public holiday on Standby.
- d. During the Christmas College closure, on days which are not bank holidays, the team member on standby will have an extra day's holiday in lieu to be carried forward to the next calendar year.

These payments will be subject to tax and National Insurance deductions, and will be identified separately on monthly payslips.

The Standby payments will be made retrospectively, based on actual number of Standby sessions worked in a month and will be paid in the month after they have been claimed. It is the responsibility of the member of staff to submit a claim for the correct monthly Standby payment.

2. Providing Cover for Standby Periods:

The responsibility for being on standby will apply equally to all members of the team, who are expected to provide cover through the year. It is expected that the Standby Rotas are drawn up well in advance to ensure that all necessary discussions about availability have taken place and all responsibilities are understood.

The time spent on Standby is not 'Working Time'.

3. Availability

The team member on Standby is expected to remain within 1 hour of College at all times, but is not required to remain at home. They must be directly contactable by telephone and remain in an area of mobile phone connectivity at all times, and must respond to a contact communication, e.g. by a call or a text, within 15 minutes of receipt. The team member must keep the Clerk of Works informed of any changes to contact details and of any circumstances preventing them from carrying out their Standby duties.

The team member must remain fit and capable to carry out duties if called to work, including driving to and from the College. If they become unwell or are unable to comply with their on-call responsibilities during a period of Standby, they must contact the Clerk of Works/Workshop Team Leader as soon as possible so that alternative arrangements can be made.

The team member must follow all College policies and protocols at all times when called out, especially the H&S requirements (see the College's Health and Safety Policy). They should also keep the Clerk of Works and Workshop Team Leader informed and updated of progress in dealing with an issue and escalate key decision points as appropriate.

4. Call-out arrangements

When on Standby, the team member will be required to attend (be called out for) emergencies. An emergency is defined as a matter that requires urgent attention and cannot be left to the next working day. All of the team are required to possess the necessary level of skills and knowledge to provide the service required, e.g. to make the environment safe, including keeping these skills updated and maintaining the necessary qualifications as agreed with your Manager.

The team member's pay for a call-out will be based on the **actual time taken** to complete the job, plus **actual travel time to and from receiving the call and arrival at the site**. Travel time to and from **home** is therefore counted as work time. The team member will be paid at their standard hourly rate for the duration of the call-out. Call out payments will only be made when an employee has actually undertaken call-out duties. The team member on-call must inform the Lodge on arrival and departure and to sign the form logging the actual hours worked.

For a call-out on a bank or public holiday the rate of pay for the job will be paid at double the employee's rate per hour.

Claims for standby and call-out payments should be made on the required timesheet on a monthly basis in arrears, and submitted to the Workshop Team Leader and Clerk of Works for authorisation.

Time spent working and for travelling to and from work is defined as 'Working Time' for the purposes of the Working Time Directive.

5. Out-of-Hours work

Non-emergency work should generally be avoided outside of working hours, and all members of the team are expected to work together to ensure that wherever possible all jobs are done efficiently within the time of the normal working week. Where appropriate the Porters will be asked to carry out urgent work, which cannot be otherwise be scheduled into the working week, for example taking down disability access ramps.

Where some work of this kind is necessary during the week, for instance clearing up snow in the morning, the Workshop team will be expected to attend as required to complete the work and the team will be given time off in lieu, preferably on the same day.

6. Use of the College's van

The team member on standby will be expected to use the College van, to drive it home with them when they are on Standby and to use it to attend the call-out. For insurance purposes paid time spent driving to and from work is 'work time'.

The team member will, however, be allowed to use the van for up to approximately 30 miles' personal mileage each weekend, for which the College will pay petrol costs. In order to track this, they will be required to log the mileage including personal mileage on the log-in sheet which will be provided in the van.

This requirement to use the van would not be in force over the Christmas holiday period when College is shut, as it would involve shifting the van between peoples' houses during the week, etc.

Team members must comply with the Transport Policy at all times when using or having care of the van.

7. Flexibility and Swapping shifts

Aside from in exceptional circumstances, each employee will be required to be on Standby no more than one weekday evening per week. According to the Working Time Directive, it is necessary for staff to have an uninterrupted break of 11 hours between periods of work, unless an opt-out clause has been signed.

Weekend shifts will be allocated between the 5 members of staff in rotation over 5 weeks. Weekend shifts may be swapped between staff, with the following restrictions:

- Shifts may only be swapped on a like-for like basis of one whole weekend for another whole weekend.
- Both the weekends swapped must be within 6 weeks of each other.
- Apart from in exceptional circumstances, **all** swaps must be signed off at least a week in advance by the Clerk of Works.

Team Members may take over other members' standby weekends, in order that they be paid the standby payment for that weekend, provided that both members are happy to do so. This arrangement must also be signed off by the Clerk of Works at least a week in advance, and the frequency with which this occurs will be monitored in order to ensure that nobody is taking on an excessive amount of time on standby, which could be detrimental to their wellbeing and performance.

8. Interaction with the Porters' Lodge

The Porters will be provided with details of who will be covering each shift, and will contact the team member on standby directly in the case of an emergency.

Porters will be trained to triage emergencies as they occur, and as per the operating manual agreed with the Lodge and maintenance team in order will decide whether to call Workshop staff immediately or let the issue wait until the next working day.

Porters will also be made aware of the 15-minute call-back time allowed by this Policy, in case they are unable to contact the team member on Standby immediately on calling them.

Prior to the holiday period, the Lodge must be informed which member of the Workshop team will be covering for the entire week.

9. Responsibilities

The Clerk of Works is responsible for supervising the Maintenance Team Leader and signing off timesheets for time spent on call-out.

The Maintenance Team Leader has the responsibility for allocating Standby shifts and planning/organising the day-to-day completion of tasks so that wherever possible these are finished during the working week to ensure the efficient running of this policy.

10. Implementation

This Policy will take effect from 2nd October 2017. The Domestic Bursar and the Clerk of Works will monitor Call-outs on a monthly basis and regularly review the effectiveness and running of the Policy.