



**ONCHAN
DISTRICT
COMMISSIONERS**

Onchan District Commissioners **On Call Scheme 2020**

Policy Date: February 2020
Review Date: February 2022



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Policy Review - History:

Please be aware that a hard copy of this document may not be the latest available version, which is available in the Authority's document management system, and which supersedes all previous versions.

Those to whom this policy applies are responsible for familiarising themselves periodically with the latest version and for complying with policy requirements at all times.

Effective from:	Replaces:	Originator:	Page X of Y
17 th February 2020	01/04/2018	Chief Executive/Clerk	1 of 4
Management Team Approval:			
Board Ratification:			
History or Most Recent Policy Changes – MUST BE COMPLETED			
Version:	Date:	Change:	
Version 2	17/02/2020	Updated	

1. Introduction

- 1.1** The Authority recognises that the nature of public services makes it necessary to provide the public and tenants with a point of contact outside normal office hours. Certain staff posts listed in Appendix A are those deemed appropriate in terms of seniority and competence to be on call. It will therefore be a specific written contractual requirement for those post holders to undertake on-call duties if so requested by the Authority, and to carry out emergency work as and when the need arises.
- 1.2** On-call duty refers to a specific rostered arrangement whereby employees are under an obligation outside their normal working hours (including Saturdays, Sundays and fixed public holidays) to remain on-call and be available to be consulted, and if necessary called out, for emergency duty. With regard to the frequency of on-call duty, the Authority will endeavour to achieve a maximum commitment of one week in 4 for officers.
- 1.3** On-call arrangements are subject to review at any time and may be varied by the Authority in consultation with the postholders concerned. Where the Authority intends to terminate an on-call arrangement, trade union representatives will also require to be consulted.
- 1.4** All payments for on-call duty are subject to tax, national insurance and pension deductions. Payment will be included with normal salary payments on receipt of an authorised claim form from the officer. The agreed rate herein will be subject to increase in line with the annual pay award for staff of the Authority
- 1.5** Managers will require to be satisfied, when authorising claims for payment, that all claims are correct and can be substantiated. Every on-call officer is responsible for logging each of their contacts and duration of any attendances.

2. Commitment to on-call duty

- 2.1** The preferred rota commitment should not exceed one week in 4. Where there is a change in frequency to exceed one week in 4 on a permanent basis, then such changes would require to be discussed and agreed with the trade unions and officers concerned. The consultation with those parties will consider all practicalities and work/life balance concerns.
- 2.2** As a responsible employer, the Authority will positively discourage the requirement for officers to participate on a formal rota where they are on-call more than one week in 3.
- 2.3** Where officers are on-call, it is essential that they remain contactable and must be both mentally and physically fit to undertake their official duties when required.
- 2.4** It will be the responsibility of managers to determine from time to time who should be included on the formal rota. Consistency in the category and

seniority of officers required to participate in a rota is essential. Officers may be added or removed from the rota at the discretion of the Chief Executive/Clerk provided that the officers concerned have been consulted/informed.

3. Payment and allowances for on-call duties

3.1 Daily on-call duty commences at the end of each officer's working day, and finishes at the start of the following working day. At weekends and on fixed holidays, the on-call period commences at the end of the officers last working day and continues until the start of the next working day.

3.2 Weekly on-call duty runs for a consecutive period of 7 days.

3.3 Officers who are required to undertake on-call duties will be entitled to payment of an allowance for each complete week (i.e. 7 days) of duty actually performed.

3.4 Payment for part week periods of on-call duty are only payable when an on-call period of less than one week is required or worked. The following formula will be used to establish the hourly rate which will be paid for each hour of the part week worked:-

$$\text{£} \div [(a)168-(b)37=(c)131] = \text{£} \times (d)$$

where a = total hours in a week

b = normal worked hours in a working week

c = maximum hours on call

d = hours on call during a part week

3.5 Payment is made to the officer for being available to be consulted or for duty, it is not dependent upon the number of calls received or attendances made.

3.6 Where an officer is required or deems it appropriate to attend a problem or incident, an allowance of time off in lieu at the contracted Terms and Conditions rates shall be granted in accordance with existing agreements.

3.6 Mileage allowance at the prevailing rate will be paid for officers attendance from home to site and return, and for any incidental mileage incurred in dealing with the matter.

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4. Mobile Phone

- 4.1** Officers participating in the on-call rota will be provided with a mobile telephone by the Authority for business use. Officers will respond to calls in a timely fashion subject to all normal legal constraints such as those imposed on mobile phone use while driving. Officers will not be responsible for lack of response due to loss of signal, failure of the unit or failure of any third-party communication provision

5. Introduction of Scheme

- 5.1** This Scheme shall be known as the Onchan District Commissioners On-Call Scheme 2018 and will be introduced with effect from 1st April 2018¹
- 5.2** Scheme updated February 2020 and shall be known as the Onchan District Commissioners On-Call Scheme 2020.

Appendix A

1. District Surveyor
2. Property Maintenance Manager
3. Property Maintenance Officers x 2

Signed:

Signed:

Chairman

Chief Executive/Clerk