**Workington Town Council**

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1. **Introduction**

**WORKINGTON TOWN COUNCIL**

**CALL OUT POLICY**

**Introduction**

We always aim to treat our employees fairly and consistently. This policy has therefore been written to ensure that all those employees who are required to respond to call out duties, are treated consistently across the council.

**Managers responsibilities**

* To ensure that there is a sufficient number of employees with a call out clause in their contract to ensure an effective service is provided.
* To check that claims are accurate.
* To ensure employees get compensatory rest.

**Employee’s responsibilities**

* To be contactable by phone outside of normal working hours if you have a call out clause in your contract.
* To ensure that you are in a fit state to carry out your duties.
* Be responsible for your own health and safety and ensure that you request appropriate compensatory rest.

**Definition of a call out**

If an individual is required to attend a site outside of their normal working hours to deal with an emergency, this is defined as being a ‘call out’ and they are entitled to a call out payment.

**Payment of a call out**

Payment for call outs will be made as an additional payment on the next available monthly payroll. Payment for call outs will be paid at the employee’s current scale point.

Payment is made at time and half for hours worked Monday to Saturday and double time on a Sunday. Payment for call out on a bank/public holiday will usually be paid at double time. An employee has the option of claiming time off in lieu as an alternative based on the actual hours worked up to a maximum of one full day.

Employees are required to keep a record of when contacted, reason for contact and duration of work undertaken for audit purposes.

**Mileage claims**

Where employees are required to use their own vehicles to make additional journeys

associated with the call out, these will be reimbursed at the normal mileage rate. Payment will be made from the employee’s home address to the site and back again.

Employees who may be required to use their personal vehicles for these purposes must have appropriate business use on their personal car insurance.

**Compensatory rest**

In accordance with the Working Time Regulations employees are entitled to 11 hours uninterrupted rest daily, and one full 24 hours rest period per week. However, call out duties are exempted from this requirement.

Rest can be interrupted under the daily exemptions. If either the 11 hours rest period or the 24 hour weekly rest period is not achieved then compensatory rest applies. A compensatory rest period must be provided as soon as reasonably possible. Further advice must be sought from the Chief Officer to ensure compensatory rest requirements are complied with.

**Point of contact**

Should any person (public, staff or Councillor) become aware of an issue involving the Council’s estate that requires immediate attention due to Health and Safety concerns the Chief Officer should be informed.

The Chief Officer will then contact relevant staff members and ensure the matter is resolved in a timely manner appropriate to the severity of the concern.