

## BRECKLAND COUNCIL

### OUT OF WORKING HOURS PROCEDURE

Please use this Procedure in conjunction with the Out of working hours Policy.

Officers who have an express clause in their contract of employment might be required to participate in a Standby Rota for emergency services.

#### 1. PRIOR ARRANGEMENTS

1(i). The Manager will make a written request of the officer at least one calendar month prior to the commencement of their inclusion and participation on the rota.

1(ii) The Manager will ensure the following before an officer participates on a standby rota:-

- That the officer is aware of the purpose, the terms of reference and limitations of the standby service
- The officer has the necessary equipment to provide the service
- The officer has the necessary skills and knowledge to be able to provide the service
- The officer understands the limitations imposed by the working time directive on the number of hours they can work.

#### 2. OPERATING THE STANDBY ROTA

2 (i) An officer will normally perform standby duty from their home.

2 (ii) Rotas normally operate in blocks of one week.

2 (iii) Officers will normally have a break of at least one week in between rotas.

2(iv) While on Standby the officer will be available, after normal office hours and on behalf of Breckland Council, to receive telephone calls from colleagues, appropriate partners, agencies and emergency services.

2 (v) Officers will ensure they are in an appropriate physical and mental state of mind to be able to give clear and accurate advice and guidance on behalf of Breckland Council.

2 (vi) The officer will not be required to follow the normal office dress code while on standby

2 (vii) The officer will provide advice and guidance as necessary in the circumstances

2 (vi) Where the officer is unable to provide the advice or guidance but feels this might be available from elsewhere, they should consider making the necessary contact or referral to the appropriate source.

### 3. ESCALATION PROCEDURE

- 3.1 Where an officer on standby receives important information which would need to be shared with other officer or members of Breckland Council as a matter of urgency; they should share this information as soon as is reasonable practicable.

### 4. REIMBURSEMENT

- 4.1 Where an officer has completed a week of standby on the rota they should submit the claim for reimbursement on [HR.net?](#)
- 4.2 Human Resources will make the necessary arrangements to reimburse the officer.
- 4.3 The officer will normally receive reimbursement for standby one month in arrears

### 5. CALL OUT

- 5.1 Where an officer is called out to work after normal office hours they will claim overtime in accordance with the overtime agreement.
- 5.2 If an officer is on standby and over and above this they are called out to work they will claim overtime in accordance with the overtime agreement.
- 5.3 Where an officer on standby either makes or receives telephone calls, including follow up calls, where the time taken falls into the overtime agreement this will be claimed as overtime at the agreed rate.

### 6. WORKING TIME DIRECTIVE

- 6.1 Where an officer is required to take calls whilst on standby and / or is called out during out of office hours, their manager will monitor their actual working hours to ensure they do not contravene the working time directive.
- 6.2 In the event that an officers hours would contravene the working time directive, the officer will complete the task being undertaken and will cease working.
- 6.3 The officer will inform the manager who will make necessary arrangements to change the officer on the rota.
- 6.4 The officer will then take such a break as is required under the working time directive.