1. **Policy Statement / Purpose**

1.1 The On Call Arrangements Policy has been created to set out the procedure for implementing an on call arrangement in a department or college and the agreed remuneration for those staff who participate in such arrangements.

2. **Scope**

2.1 The On Call Arrangements Policy is pertinent to those staff in Grades 1-9 who are part of a departmental or college on call arrangement.

3. **Responsibilities**

3.1 The Head of Department or college will ensure a robust business case is completed and funding for such an arrangement has been secured by their UEC Lead before implementing. The process to follow is shown in the flowchart in Appendix A.

3.2 The Head of Department or college is then responsible for agreeing any on call arrangement with required staff.

3.3 It is also the Head of Department or college responsibility to ensure the process for authorisation for payments is agreed with the Payroll Department and is understood by members of staff administering such payments.

3.4 It is the responsibility of any member of staff who is required to be on call, to undertake the requirements of the role and to complete any necessary paperwork to ensure payments are processed correctly.

4. **Policy, Procedures and Enforcement**

4.1 Once funding for an on call arrangement is secured and UEC Lead approval is received, the Head of Department or college will then consult staff on the on call arrangements that will be required going forward.

4.2 Once consultation has been completed, an on call rota should be created based on the outcome of the consultation. It is envisaged that the rota will be populated by willing volunteers at first but if required, a fair and equitable means of selecting staff should be used to complete the rota.

4.3 The rota can be designed and populated, covering any reasonable duration, dependant on needs of the departments and should be agreed during the consultation phase.

4.4 The on call rota should be agreed and published in good time to ensure staff can plan any personal arrangements well in advance.
4.5 Where necessary, the requirement for individuals to be on call should be clearly stated in the role specific requirement section of the individual’s job description. If the requirement for on call is not included in the role descriptor and is subsequently decided to implement an on call arrangement in the department or college, then the Head of Department / College should consult staff, similar for any other change initiative that may be driven by business needs, and then amend the job description(s) as required.

4.6 It is advised that the departmental or college on call arrangements should be reviewed at least once every year to establish a continuing need and if not required the arrangements should be retracted.

4.7 Any on call arrangements do not affect an individual’s right to request flexible working.

4.8 Staff refusing to take part in any agreed departmental or on call arrangement could face disciplinary action under the University’s Disciplinary Regulations Part 1.

4.9 The remuneration for staff working on an on call arrangement can be found in Appendix B.

4.10 Staff in Grades 1-6 would not normally be part of an on call arrangement but where they are called out outside of normal working hours, the Terms and Conditions 2018 apply.

5. Equality and Diversity

(Consider whether the policies may impact disproportionately against any group. Guidance is available on the Equality and Diversity web pages at: www.durham.ac.uk/equality.diversity/eia)

5.1 An Equality Impact Assessment has been completed in the formulation of this policy.

6. Related Information

- Right to Request Flexible Working Policy.
- Process for applying or reapplying for departmental on call arrangements

7. Definitions

UEC – University Executive Committee

8. Version Control:

Approval date: 21/3/19
Approved by: HR SMT
Contact for further information: Human Resources
Appendix A– Remuneration for staff who are included in an on call arrangement.

Process for applying or reapplying for Departmental on call arrangements

- HOD creates business case (including financial costs) to introduce formal on call arrangements in department and forwards to UEC lead.

  - Approved: HOD consults staff on the proposed arrangements.
  - Not Approved: UEC lead feeds back to HOD.

  - UEC lead approves / disapproves the introduction of on call arrangements.

  - On call arrangements are agreed and implementation date agreed.

  - Department completes all necessary paperwork and forwards to Payroll.

  - Department notifies security of on call arrangements.
Appendix B – Remuneration for staff who are included in an on call arrangement.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>Purpose</th>
<th>Where used</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>On-Call - Physical presence may be needed</strong> (sometimes historically referred to as Standby)</td>
<td>When someone is on call, they are on standby, contactable and ready to go to work at any time if they are needed, especially if there is an emergency. This is usually outside of normal working hours and of a week’s duration. There are usually certain requirements during on call periods such as being contactable, remaining within a reasonable distance of the workplace and avoiding any substance that may impair judgement or ability to commute to work (e.g. alcohol).</td>
<td>To be used to compensate an individual for the requirement of being on call that week whether the individual is called into work or not.</td>
<td>In agreed Departments / Colleges where it has been authorised that the on-call arrangements should be adopted.</td>
<td>A non-pensionable payment of £112 for each week where there is a requirement to be on call.</td>
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<td></td>
<td>Applicable to Grade 1-9 only.</td>
<td>The amount would not be linked to any pay awards but would be reviewed periodically.</td>
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<td></td>
<td>For those rota s of less than one week in duration then the amount would be pro rata at a rate of £112/7</td>
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<tr>
<td><strong>On Call - Verbal or virtual advice only</strong></td>
<td>When someone is on call, they are on standby and contactable especially if there is an emergency. This is usually outside of normal working hours and of a week’s duration. There are certain requirements during on call periods such as being contactable, and avoiding any substance that may impair judgement.</td>
<td>To be used to compensate an individual for the requirement of being on call that week and available for verbal or virtual advice.</td>
<td>Used where physical presence is not required. Most commonly used where an On Call Manager is required to give advice.</td>
<td>A non-pensionable payment of £70 for each week where there is a requirement to be on call.</td>
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<td>Applicable to Grade 7-9 only.</td>
<td>The amount would not be linked to any pay awards but would be reviewed periodically.</td>
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<td>There is no expectation that any member of staff</td>
<td>There is no extra payment for actual advice calls or contacts but if excessive (either by the</td>
</tr>
</tbody>
</table>
| Actual Physical Call-out | When an employee is actually called into work at a time outside the individuals normal working hours, usually only in an emergency. | To be used to compensate an individual when they are physically called into work outside of normal working hours, whether the individual was on call or not. | In Departments / Colleges where an individual is required to attend work in an emergency. | Grades 7-9  
Monday – Saturday between the hours of 0800-2200:-  
- An hourly payment is made at Grade 7 mid-point (Spine point 35) for each call-out rounded up to the full hour.  
Outside the hours of 0800-2200 and all day Sunday, Bank Holiday or Customary Day  
- Paid at time and a half for all hours at the above rate.  
Additionally;  
- Travel time from home to place of work will be included in the calculation of hours and  
- Mileage expenses can be claimed. |
| Disturbance | When an employee who is not on call is disturbed, usually for advice, for example in an emergency situation by either Security Police or Senior Management, but is not required to come into work. | To enable advice or direction to be sought from the individual without the need for them to attend in a physical capacity | Mainly used in CIS area for technical expertise in Grades 6-9 only. There is no expectation that any member on staff below these grades will be required for this arrangement. | Option to take TOIL in lieu of payment is available subject to prior agreement. | Grades 1-6
As per current arrangements | Mid-point Grade 6 (Spine point 25) for time over 1 hour duration in total. |