



EMERSONS GREEN
TOWN COUNCIL

Standby and Call-out Policy

Date Adopted by Emersons Green Town Council: 21 November 2024

Next Review date: 21 November 2027.

1. Purpose

The purpose of this policy is to establish guidelines for town council officers regarding standby duty and call-out procedures. The policy ensures that council officers are available to respond to urgent town matters while maintaining clear expectations around compensation, responsibilities, and availability. The security of the Town Council offices (town hall) is contracted to a third party who maintain a list of keyholders for call-out purposes under a 'remote signalling keyholder information' agreement.

2. Definitions

- Standby Duty: A period during which council officers are required to be available to respond to urgent town matters within a specified time.
- Call-out: A situation in which a council officer is requested to respond to a town hall issue or attend to an urgent matter outside regular council meetings or working hours.
- Standby Period: A designated period, outside of standard working hours, where council officers must be reachable for potential callouts.

3. Scope

This policy applies to all appointed officers of the town council, and elected members as required.

4. Standby Schedule

- Standby Schedule: Council officers shall be placed on a priority schedule determined to ensure availability. Each council officer will be informed of their standby period at least one month in advance.
- Availability: During standby duty, council officers are expected to be reachable by phone or email and respond within 30 minutes to all official communications.



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- Duration: Standby periods are typically set for weekends, bank holidays, and weekday evenings, outside of regular council office opening hours.

5. Call-out Procedures

- Notification: A call-out will be initiated by the Call-out Coordinator of the contracted third-party service provider.
- Response Time: Council officers on standby are required to acknowledge a call-out within 15 minutes and be available to respond or arrive on-site within one hour, if necessary.
- Escalation: If the primary standby council officer cannot respond, the next council officer on the rotation will be contacted.

6. Compensation for Standby and Call-out

- Standby Allowance: Council officers on standby will be entitled to time off in lieu, calculated based on the number of standby hours.
- Call-out Compensation: For each call-out, council officers on standby will be entitled to time off in lieu, calculated from the time they respond to the call until the matter is resolved or until they are dismissed from duty.

7. Responsibilities

Council officers on standby must:

- Ensure they have access to necessary communication devices.
- Update contact information in the event of change.
- Familiarise themselves with the town's emergency protocols and any specific responsibilities related to the standby duty.
- Notify the Call-out Coordinator of the contracted third-party service provider immediately if they are unable to fulfil a standby period or respond to a call-out.

8. Exemptions

Council officers may request exemptions from standby duties for specific periods by submitting a written request to the Town Clerk. Exemptions are subject to approval.

9. Review and Amendment

This policy will be reviewed 3-yearly by the town council and amended as needed to reflect changes in operational requirements or town governance.