



ONCHAN DISTRICT COMMISSIONERS

On Call Scheme 2022

Policy Date: June 2022
Review Date: February 2024



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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	
Version 3	06/06/2022	Reviewed and updated	

1. Introduction

- 1.1** Onchan District Commissioners (“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. The District Surveyor, Property Maintenance Manager and the Property Maintenance Officers are those deemed appropriate in terms of seniority and competence to be on call. It will therefore be a specific written contractual requirement for the District Surveyor, Property Maintenance Manager and the Property Maintenance Officers 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 four for employees.
- 1.3** On-Call arrangements are subject to review at any time and may be varied by the Authority in consultation with the employees 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 Income Tax, National Insurance and Pension deductions. Payment will be included with normal salary payments on receipt of an authorised claim form, from the employee. The agreed rate herein will be subject to increase in line with the annual pay award for employees of the Authority
- 1.5** Line Managers are required to be satisfied, when authorising claims for payment that all claims are correct and can be substantiated. Every On-Call employee 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 four. Where there is a change in frequency to exceed one week in four on a permanent basis, then such changes would require to be discussed and agreed with the trade unions and employees 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 employees to participate on a formal rota where they are On-Call more than one week in three.
- 2.3** Where employees 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 Line Managers to determine from time to time who should be included on the formal rota. Consistency in the category and seniority of employees required to participate in the rota is essential. Employees may be added or removed from the rota at the discretion of the Chief Executive/Clerk provided that the employees 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 employees 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 employees 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** Employees 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 is made to the employee for being available to be consulted or for duty, it is not dependent upon the number of calls received or attendances made.
- 3.5** Where an employee 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 employees' attendance from home to site and return, and for any incidental mileage incurred in dealing with the matter.

4. Mobile Phone

- 4.1** Employees participating in the On-Call rota will be provided with a mobile telephone by the Authority for business use. Employees will respond to calls in a timely fashion subject to all normal legal constraints such as those imposed on mobile phone use while driving. Employees 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