

# ALLOWANCES POLICY

**Issued by – Human Resources**

**Updated – November 2018**



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The purpose of this document is to set out Tendring District Council's policy for Overtime, Standby and Disturbance Payments, including those covered by Emergency Planning.

This structure is effective within TDC from April 1<sup>st</sup> 2018. It replaces and supersedes all previous statements regarding overtime.

This document does not include the schedule of rates paid. This is available on Ping!

### **Introduction**

Tendring District Council is committed to ensuring it is able to provide the highest quality service for its residents. At times, this can mean providing a response outside of standard working hours.

Within the organisation there are *four* distinct categories of service provision:

1. *Category One Services* have 24 hour, 7 day a week scheduled provision that may also provide a standby service
2. *Category Two Services* are delivered predominantly during standard office hours, that also provide a standby service outside these hours. Standby is used to address calls that require attention which cannot wait until standard opening hours.
3. *Category Three Services* are delivered during standard office hours, that may very occasionally, need to provide an extra response on an ad hoc basis.
4. *Category Four Services, are those that provide a service throughout the week, including evenings and weekends but do not need to provide a Standby service.*

In addition, the Council has a statutory requirement to maintain an Emergency Response service for the district. Officers who support this service are referred to as First Call Officers.

### **Overtime**

Following consultation with UNISON, managers and employees, it has been determined that with effect from April 1<sup>st</sup> 2018:

- Staff up to SCP 49 (the top of Grade 11) will be able to be paid overtime. Overtime will only be paid if time off is not an option for operational service delivery. Overtime must be authorised in advance by the relevant Corporate Director.
- Overtime will be paid at plain rate only for Category 2, 3 *and* 4 services.
- Category 1 services will be able to be paid enhanced rates of overtime for evenings, weekends and bank holidays for those staff who have worked 37 hours any one week. *Bank Holidays will be paid at double time for staff with contracted hours.*

## **Standby or On-call**

Please note that within this document the phrases 'standby' and 'on-call' are used interchangeably.

Services that fall into Category 2 provide a standby service. Standby is provided outside core office hours, that is, from 6pm to 8am Monday to Friday and all day on weekends and Bank Holidays. *During peak summer season times some services may provide a short term Standby service at weekends from 8am to 6pm only.*

The responsibility for operational arrangements to respond effectively to out of hours calls rests with the Head of Service. For each standby service, the Head of Service will complete the Standby Service Specification Form (see Appendix 5). Services may take slightly different approaches to how this is organised dependent upon operational needs. However, services are encouraged to adhere to the following guidelines whenever possible:

- The standby rota should be shared between at least four people so that no-one is on call more than one week a month.
- Each standby service should have one mobile phone for the express use of the on-call employee. That number will be used by Careline when needed.
- In general, a member of staff will be on call for a full seven day period. Services can decide when that seven day period begins and ends.
- Staff can swap shifts to cover for a person in the event of illness or other needs.
- Staff cannot be on-call for their service and act as a First Call Officer for Emergency Planning at the same time. This is because if they receive a call for one service they will become unavailable for the other.

Any staff member who is on-call is required to sign the terms of service prior to providing standby. Failure to adhere to the terms of service could result in disciplinary action. The Terms of Service are shown in Appendix 1 and 2.

Standby payments are paid to the staff member for being on-call outside office hours. The standby payment amount can be found on the schedule of rates paid.

If a member of staff is contacted they are eligible for TOIL or overtime (subject to service arrangements). TOIL or overtime applies after the first 30 minutes of 'call' for each standby day.

Claims for payment should be made by completing the Allowances Claims Form (Appendix 3) and submitting to payroll following line manager approval. Payments will be made by payroll into salary providing claims are received by the 3<sup>rd</sup> working day of each month.

Accrued TOIL must be recorded and taken within two months. *TOIL should be booked using the Self Service system on Ping, in the same way as that for annual leave and flexi-leave.*

*The special nature of Category 1 services means that a Standby system may be required for staff to contact a senior colleague or manager outside of normal hours. The Standby provision should follow the principle and practices outlined above.*

### **Disturbance Payments**

Disturbance payments are made to staff who respond to an unexpected event out of standard office hours for up to four hours. This will mostly apply to Category 3 services. The disturbance payment amount can be found on the schedule of rates paid. After a response lasts more than 30 minutes, staff are eligible to claim TOIL or overtime subject to local service arrangements.

### **Emergency Planning First Call Officers (FCO)**

As part of the Council's Emergency Planning response arrangements, a number of Officers act as First Call Officers. Officers who undertake this duty are required to accept the role as a 'supplementary' post with additional terms and conditions. FCO's can resign from the role by giving one month's notice in writing.

FCO's are recruited and managed by the Emergency Planning and Business Continuity Officer. For information on how to apply to be a FCO staff should contact the Emergency Planning and Business Continuity Officer.

FCO's operate a rota on the same basis as that outlined above for Standby. Full details of the process are available from the Emergency Planning and Business Continuity Officer.

### **Responding to a major local emergency**

From time to time the organisation, in conjunction with other agencies, responds to a local actual or threatened, emergency or disaster. On these rare occasions all staff are required to provide their support. Staff who respond out of core hours for six hours or more are paid an ex gratia payment of up to £200 (subject to deductions). A record of eligible staff is maintained by the Emergency Planning and Business Continuity Officer. Payments are made by payroll in the pay month following receipt of the information from the Emergency Planning and Business Continuity Officer.

### **The Role of Careline**

Careline is the Council's designated 24 hour point of contact for the public and external agencies to make contact with the authority out of hours. As such, it fields a wide variety of calls from numerous sources.

Careline's task is to contact the appropriate council officer to respond to the call. As such, Careline needs to have accurate and up to date information from those

services that provide Standby or those who are FCO's. The information should include the contact telephone number (if a service has a dedicated mobile for this purpose it will be more efficient) and what calls they will respond to.

It is the responsibility of the Head of Service (Emergency Planning and Business Continuity Officer for FCO's) to ensure that Careline have the correct information on the Standby Service Specification Form so that call alerts are directed correctly.

### **Christmas Shutdown**

*For Category 2 services that usually close down during the three Christmas Shutdown days, these days will be deemed equivalent to weekend days. Therefore each day will have two Standby periods, 8am to 6pm and 6pm to 8am.*

*For Category 2 services that remain open during this period, standby arrangements will be applied as normal, namely for overnight only.*

*If Emergency Planning FCOs are not routinely working during the shutdown period but are on Standby, they may claim for Standby in the usual way.*

## Appendix 1 – Terms of Service for Staff on Standby

**Tendring**  
District Council



### Tendring District Council

#### Terms of Service for staff on Standby

All Officers who provide a Standby/On call service outside office hours are required to adhere to the following. Failure to meet these requirements may result in formal disciplinary action as outlined in the Council's Disciplinary Procedures.

The role of Standby Duty Officer is to provide a response to an out of hours call, that is, 6pm to 8am Monday to Friday and all day at weekends and Bank Holidays.

Standby rota duties will normally be undertaken for a seven day period on a rota.

In exceptional circumstances, due to staff shortage, holidays or sickness, a Standby Duty Officer may be required to provide extra cover. In most circumstances, it is expected this would be pre-planned and arranged on a 'swap' basis with the agreement of the line manager.

Throughout a Standby Duty Officer rota period you must:

- Ensure that Careline have up to date contact details
- Ensure that you are able to receive phone calls. This includes taking all reasonable steps to ensure you have a mobile phone signal.
- Respond promptly to an incoming phone call.
- In the event of discovery of a 'missed call', the caller must be contacted as soon as possible and within the timescale stipulated by the service.
- Appropriately refer a call on in accordance with your service area operational policies.
- Attend an incident, if necessary, in accordance with your service area operational policies.
- As required, be able to travel independently to anywhere within the Tendring District within the timescale stipulated by the service.
- Not be under the influence of alcohol or drugs in accordance with Council HR policies
- Ensure that a written record of the details of any calls or call outs is completed on the claim form and that any other records required by the service area are also completed.
- Complete the Standby Allowance Claim Form in accordance with requirements.

**I confirm that I have read and understood the information contained in the above document and that failure to satisfactorily fulfil the duties detailed above is subject to the organisation's normal performance management and disciplinary procedures.**

Name (Print) \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_



## Appendix 2 – Terms of Service for Emergency Planning FCO

**Tendring**  
District Council



### Tendring District Council

#### Terms of Service for Emergency Planning First Call Officers

All Officers who act as First Call Officers (FCO) are required to adhere to the following. Failure to meet these requirements may result in formal disciplinary action as outlined in the Council's Disciplinary Procedures.

The role of a FCO is to provide a response to an out of hours call, that is, 6pm to 8am Monday to Friday and all day at weekends and Bank Holidays as part of TDC's Emergency Planning Response.

FCO rota duties will normally be undertaken for a seven day period on a rota.

In exceptional circumstances, due to staff shortage, holidays or sickness, a FCO may be required to provide extra cover. In most circumstances, it is expected this would be pre-planned and arranged on a 'swap' basis with the agreement of the line manager.

Throughout an FCO rota period you must:

- Be able to travel independently to anywhere within the Tendring District if required.
- Not be under the influence of alcohol or drugs in accordance with Council HR policies.
- Ensure that Careline have up to date contact details provided by the Emergency Planning and Business Continuity Officer.
- Ensure that you are able to receive phone calls via the FCO Duty Phone; this includes ensuring you have a mobile phone signal.
- Respond to an incoming phone call immediately or as soon as safe to do so. If driving, park up safely to respond to the call.
- In the event of discovery of a 'missed call', the caller must be contacted immediately.
- Monitor and appropriately respond to email sent to 'Tendring FCO' via the FCO Duty Phone.
- Appropriately refer a call on in accordance with Emergency Planning policies.
- Provide information and assistance to the nominated Gold Officer as required.
- Ensure that a written record of the details of any calls is completed on the claim form and that any other records required by the Emergency Planning and Business Continuity Officer are also completed.
- Complete the Allowance Claim Form in accordance with requirements.
- Arrange appropriate and timely handover with the 'incoming' FCO on the rota.
- At handover, ensure the First Call Officer Pack is fully equipped in accordance with the inventory and that the Emergency Planning and Business Continuity Officer is made aware of any replacement equipment required as part of the handover.

As a FCO (Emergency Planning), you will be required to participate in training for the role. In general, it is not expected that this training will be more than a total of two days per year.

As a FCO (Emergency Planning), you will be required to work under the direction of the Emergency Planning and Business Continuity Officer and participate in regular reviews and one to ones as required for the role.

FCO (Emergency Planning) is a contractual role. Failure to satisfactorily fulfil the duties detailed above is subject to the organisation's normal performance management and disciplinary procedures.

You may tender your resignation from this role at any time subject to four weeks' notice. The notice period is to enable a replacement to be recruited.

**I confirm that I have read and understood the information contained in the above document and that failure to adhere to these requirements could result in disciplinary action.**

Name (Print) \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Appendix 3 – Allowance Claims Form

## TENDRING DISTRICT COUNCIL

### Allowances Claim Form

Claims should be submitted to your department for inclusion on the monthly summary sheet. *(If applicable)*

|                   |  |                    |   |   |   |   |  |  |  |
|-------------------|--|--------------------|---|---|---|---|--|--|--|
| <b>Name</b>       |  | <b>Payroll No.</b> | 3 | 0 | 0 | 0 |  |  |  |
| <b>Department</b> |  |                    |   |   |   |   |  |  |  |

**Overtime Payments**

| Date               | Times From | Times To | Description of Work Undertaken | No. of hours worked |
|--------------------|------------|----------|--------------------------------|---------------------|
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
| <b>Total Hours</b> |            |          |                                |                     |

**Standby or On-call Payments**

| Date               | Times From | Times To | Description of Work Undertaken | No. of hours worked |
|--------------------|------------|----------|--------------------------------|---------------------|
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
| <b>Total Hours</b> |            |          |                                |                     |

**Disturbance Payments**

| Date               | Times From | Times To | Description of Work Undertaken | No. of hours worked |
|--------------------|------------|----------|--------------------------------|---------------------|
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
|                    |            |          |                                |                     |
| <b>Total Hours</b> |            |          |                                |                     |

I certify that I have completed the above hours

Signature

Examined and payment certified for hours indicated

Authorised Signatory

|                                |                   |
|--------------------------------|-------------------|
| <u>Payroll &amp; Payments:</u> | <u>Date Input</u> |
|--------------------------------|-------------------|

Guidance Notes

Schedule of rates paid

## Appendix 4 - Illustrative Standby Service Specification

### Illustrative Standby Service Specification

|  |
|--|
| <b>Service name:</b> Seagull control   |
| <b>Telephone number:</b> 07965 123456  |
| <b>Call response time agreed:</b> 60 minutes   |
| <b>Description of calls to be forwarded:</b><br><br>Aggressive gulls stealing chips<br>Gulls with more than one nest<br>Gull noise above 6db between 10pm and 6am.   |
| <b>Special notes:</b><br><br>Calls about gulls that are taking abandoned chips do not need a notification to Seagull control standby officers. Nest under occupancy calls will be dealt with during standard office hours. |
| <b>Names of Officers on Standby rota</b><br><br>Bill Stickers<br>Wendy Woe-begone<br>Cliff Sedge<br>Pierre End   |
| Head of service Signature:<br><br>Name:<br><br>Date:   |

## Appendix 5 - Standby Service Specification Document

### Standby Service Specification Document

|   |
|---|
| <b>Service name:</b>  |
| <b>Telephone number:</b>                                    |
| <b>Call response time agreed:</b>                           |
| <b>Description of calls to be forwarded:</b>                |
| <b>Special notes:</b>                                       |
| <b>Names of Officers on Standby rota:</b>                   |
| <b>Head of Service Signature:</b><br><br>Name:<br><br>Date: |