

On-Call and Out of Hours Support Procedure	
Enabling Policy Statement; Executive Owner; Approval Route:	Our Colleagues - Chief People Officer - Operations Committee
Is the Procedure for internal use only (Non-disclosable) ?	Disclosable
Associated Policy Statements:	N/A
Authorised Owner:	Human Resources Director
Authorised Co-ordinator:	Head of HR Performance Delivery
Effective date:	20 February 2024
Due date for full review:	20 February 2027
Sub documentation:	There is no sub documentation

Approval History

Version	Reason for review	Approval Route	Date
1.0	3 Yearly review and migration to the POPP governance structure	Operations Committee	20 February 2024

1. Purpose

The University recognises that structured on-call support arrangements must be in place in order to respond effectively to any circumstances which could pose a threat to continued operations of the business, have significant risk to health and safety or the environment, impact upon the student experience or cause reputational damage.

There are small groups of staff who are required to provide out of hours support for vital services and equipment so that the University can maintain its operations and respond to risk in a timely manner. These groups of staff are expected to work as part of an on-call rota to ensure that the University is able to provide a full service and is not placed at undue risk.

Staff on an on-call rota are expected to work remotely or return to site when requested, outside of normal working hours to carry out emergency work.

This procedure aims to:

- Ensure that key University services can adequately be supported outside of core hours.
- Provide guidance to managers and staff on the operation of on-call and out of hours support.
- Ensure compliance with the Working Time Regulations, 1998. [The Working Time Regulations 1998 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukhr/1998/17/pt1)
- Ensure the well-being of those staff providing out of hours support.
- Provide over-arching University-level principles of 'On-Call' which all local arrangements are expected to follow.

2. Scope and Exceptions to the Procedure

This procedure outlines the general principles around being on on-call and sets out eligibility criteria. It is recognised that local on-call procedures are in existence and these document the on-call system in more detail, including the different rates of pay that apply in each department.

The procedure sets out eligibility criteria applied to being called-out and refers staff to the University's Overtime and TOIL procedures and Expenses procedure.

This procedure does not form part of any employee's contract of employment. It may be amended from time to time with appropriate consultation with recognised Trade Union representatives.

2.1. This procedure applies to:

- All Level 1-5 staff, who enter into a recognised out of hours support on-call rota as part of the contractual obligations of their role. This will be noted in the Job Purpose.
- All existing Level 1-5 staff who are issued a new contract due to a promotion or change of job role and who enter into a recognised rota as part of the contractual obligations of their role. This will be noted in the Job Purpose.
- All Level 1-5 staff who enter voluntarily into an out of hours support on-call rota.

2.2. Exclusions:

- Managers at Level 5 or above who act as an escalation point only are not included.
- All Level 6 and above staff, who are called out by the Out of Hours Response Team, Security Team or other authorised personnel to assist in responding to an emergency or business issue are not eligible for overtime payments. However, Time Off In Lieu (TOIL) will be given for additional full

and half days and for Bank Holidays which would otherwise not have been worked.

- Those called out as part of the Business Continuity plans. In these cases, please see the associated TOIL and Overtime procedure.
- Staff employed within Surrey Clinical Research Centre or those whose terms and conditions are influenced by the NHS.
- Staff who carry out planned work outside of normal operational or contractual hours. In these cases please see the associated TOIL and Overtime procedures.

3. Definitions and Terminology

Call-out: Where employees are called out to assist in responding to an emergency or business issue. Employees are deemed to be called out from the moment they receive a call-out and are deemed to have ended when they return home or within 1 hour of when the employee leaves the campus (whichever occurs first) or ceases to work remotely.

On-Call: Where the employee is required to be available during rostered times to respond to incidents and problems and to work remotely or attend on site if necessary. An employee is on duty and is assigned to be in a state of readiness to perform work, thereby limiting the activities the employee may undertake and/or limiting the employee's ability to use the time effectively for their own purposes.

Out of hours escalation: Where an employee may be contacted in order to provide support outside the employee's normal hours of work. There will be no obligation for the employee to be available and therefore, this level of support will be provided on a 'best endeavours' basis. No restrictions are placed on members of staff. There is therefore no contractual on-call payment for staff to be available to provide this type of support. A call-out payment will be made to employees at Levels 1-5 where they respond to a call.

4. Procedural Principles

4.1. Establishing an Out of Hours Response Team

On-call and on-call rotas will only be used where there is a demonstrable need to ensure adequate out of hours support for essential services and where it is essential to ensure that there is a response to the failure of any critical system or disruption to service or where there may be a risk to the reputation of the University or an impact upon the student experience. It will be clear from the individual's job purpose if this is a requirement of their role.

Where a new requirement for out of hours support is identified, a business case should be written; this should be agreed by HR before being put into operation and discussion held to ensure it is introduced appropriately (including consulting relevant staff).

4.2. Hours of Operation

Hours of operation will be determined locally.

4.3. On-Call Period

An on-call period will normally be one week i.e. Monday to Sunday, but this period may vary according to business requirements.

4.4. On-Call Payments

On-call payment will be paid in respect of regular on-call duties undertaken in accordance with a predetermined rota by staff employed at Level 5 and below. Specific arrangements will be determined locally.

4.5. Operation of On-Call

The number of staff in an Out of Hours Response Team will be determined locally, but it is suggested that a minimum of 4 people should be considered.

Members of the on-call rota may be issued with a mobile phone, which must remain switched on and on their person at all times they are on on-call. For the duration of on-call, employees who are on-call must be located within a 60-minute travel time (according to an online route planner) to the University Campus (unless otherwise agreed locally). Whilst on-call the members of the on-call rota must be in a fit and proper state to travel and to work.

In the case of an incident where more than one person is required or other special circumstance, all staff within the rota shall be prepared to undertake on-call outside of the normal rota.

4.6. Sickness and Absences Due to Unforeseen Circumstances

If an individual on on-call becomes unwell or is unable to comply with their responsibilities during the on-call period, it is expected that they contact the relevant individual (usually the designated on-call manager or their line manager) as soon as possible so that alternative arrangements can be made.

In the event of sickness or unforeseen circumstances, other members of the on-call rota will provide the required on-call cover.

The on-call payment will only be paid to the person covering the on-call period.

Where a complete shift is not covered, the on-call payment would only be made for the hours covered.

4.7. Call-out

4.7.1 Operation of On-call

The call-out procedure will vary from department to department and local arrangements apply.

The on-call employee will respond to an alert within 15 minutes.

The on-call employee will attend site within 60 minutes of receiving the call, sooner if possible. If, in the event of an emergency or unforeseen circumstances, the employee cannot attend within 60 minutes they must escalate the situation to the on-call manager by telephoning their mobile or current contact number.

A call-out commences at the time Security Services or authorised person verbally contacts the On-call Team and ends when the employee arrives back home or 1 hour after leaving the site (whichever occurs first) or ceases working remotely.

When attending on site, staff will notify Security when they arrive and again when they leave site.

The primary function of a call-out is to contain the problem or to resume a basic level of service and where appropriate make the area safe.

Employees called out may claim actual travel time of up to a maximum of one hours travel each

way.

4.7.2 Call-out Payments

Please refer to local arrangements for details of Call-out payments.

4.8. Working Time Regulations

The Working Time Regulations stipulate that adult workers are entitled to a daily rest period of at least 11 hours continuous rest in each 24-hour period, and an uninterrupted rest period of 24 hours in each seven-day period (which may be one uninterrupted period of 48 hours in each 14-day period). Where a call-out lasts for 6 hours or more, staff are entitled to a 20-minute unpaid break. If someone remains on call outside of working hours for more than the hours they would do on a normal working day they should have a rest period equal to or greater than the hours worked and would not be expected back at work until that rest period had elapsed. For example, someone could be called out on a Sunday evening and not return home until the early hours of Monday morning. In this case they would return to work late Monday or Tuesday morning.

On-call time is not 'working time' within the definition of Working Time Regulations, therefore, only time for call-out (and travelling to and from campus) is applied for this purpose. Where employees are called out, this guidance should be considered before they return to normal work and a suitable break taken. A message (phone or email) should be left with their Line Manager to advise them of when they will be arriving to work.

5. Governance Requirements

5.1 Implementation: Communication Plan

The procedure was embedded when first published.

The procedure is published on Surrey Net under Staff Services/Human Resources/HR Policies.

5.2 Implementation: Training Plan

Staff with job purposes that stipulate out-of-hours support will be signposted to the Procedure.

Support will be provided to colleagues implementing the procedure when required.

5.3 Review

This procedure will be reviewed every 3 years or sooner if required by a change in legislation or practice.

5.4 Legislative Context and Higher Education Sector Guidance or Requirements

This procedure is impacted by the Working Time Directive, and associated legislation, and therefore will be amended in line with any relevant changes in this legislation.

5.5 Sustainability

This procedure is deemed to have little to no impact on sustainability.

6. Stakeholder Engagement and Equality Impact Assessment

An Equality Impact Assessment was completed on 31 January 2024 and is held by the Authorised Co-ordinator.

Stakeholder Consultation was completed, as follows:

Stakeholder	Nature of Engagement	Request EB Approval (Y/N)	Date	Name of Contact
Governance	Governance Review	N	13 December 2023	Kelley Padley
H&S	H&S Review	N	24 January 2024	Matt Purcell
Sustainability	Sustainability Review	N	15 December 2023	Martin Wiles