

# **Out of Hours (OOH) Call Out Policy**

## **1. Purpose**

1.1 The Parish Council recognizes the importance of having a structured call-out arrangement in place to address issues that may arise outside of normal office hours regarding the safety and security of the Pavilion. This policy is designed to ensure the Parish Council can respond to emergencies efficiently and meet its statutory duties.

1.2 This policy establishes clear expectations for Parish Councillors / Staff when on call, including their responsibilities, compensation, and availability, ensuring a quick and effective response to urgent situations.

## **2. Procedure**

### **2.1 Pavilion Manager Responsibilities**

The Pavilion Manager is responsible for ensuring:

2.1.1 The contact details for the OOH call-out list are kept up to date.

2.1.2 A standby rota for the availability of Parish Councillors / staff is maintained.

2.1.3 Risk assessments, particularly regarding out-of-hours duties, are reviewed and updated regularly.

### **2.2 Councillors' / Staff Responsibilities When On Standby**

Parish Councillors / Staff who are on standby must:

2.2.1 Ensure they have not consumed alcohol or taken medication or drugs that may impair their ability to respond to a call-out or perform their duties safely and competently.

2.2.2 Respond to incidents within the scope of their role and competency. They should only perform actions they are qualified and confident to handle.

2.2.3 Be available to attend an incident within a reasonable time frame, with specific response times determined based on the nature of the service.

2.2.4 Ensure that, if they leave their home, they remain contactable and have access to transport to return to the incident site within the prescribed period.

2.2.5 Notify the Pavilion Manager as soon as possible if they are unable to fulfil their standby duties due to illness or other unforeseen circumstances. The Pavilion Manager will update the call-out list accordingly.

## **2.3 In the Event of a Call-Out**

In the unlikely event that a call-out is necessary, the Parish Councillor / Staff Member on standby must:

2.3.1 Receive a call from Chubb, the monitoring company, notifying them of the incident.

2.3.2 Meet the Chubb representative on-site as the key holder. No Councillor / Staff member should enter the building alone.

2.3.3 Attempt to resolve the issue to the best of their ability, ensuring the Pavilion is safe and secure until a staff member returns during normal working hours to address any further issues.

2.3.4 If the incident is beyond the Councillor's / Staff members capability, they should seek advice from public services (e.g., emergency services) or contact the Pavilion Manager / Parish Clerk immediately for further guidance.

2.3.5 Assess and be aware of any potential risks associated with the incident (e.g., slipping hazards from water damage, risk of electrocution from water-damaged electrical systems, etc.). The Councillor / Staff member should avoid engaging in any activities that could pose a personal safety risk beyond their competency.

## **2.4 Compensation for Mileage and Overtime**

In cases where mileage is incurred due to a call-out, or if the call-out results in additional hours worked, the following procedures will apply:

2.4.1 Mileage will be reimbursed in accordance with the Parish Council's established travel and mileage claim procedure.

2.4.2 Payment for overtime for paid employees will be in accordance with the Parish Council's existing overtime provisions, as outlined in the staff handbook.

2.4.3 Claims for mileage or overtime must be submitted promptly and in accordance with the Parish Council's normal procedure for claiming expenses.

## **3. Escalation and Emergency Protocol**

In the event that an incident cannot be resolved by the Parish Councillor / Member of staff on call, they should:

3.1 Contact the Pavilion Manager immediately for further advice and to escalate the matter.

3.2 If the situation is a critical emergency (e.g., fire, flood, or significant health and safety risk), the Councillor / Staff member should contact emergency services (police, fire, or medical) without delay.

3.3 Any escalation should be documented, and a record of actions taken should be reported to the Parish Clerk for further review.

## 4. Risk Management

When responding to call-outs, Parish Councillors / Staff members must:

4.1 Be fully aware of any risks or hazards that may arise during the call-out. They should consider factors such as potential injury from slips, falls, exposure to electrical hazards, or other safety concerns related to the incident.

4.2 Follow appropriate health and safety practices to minimize risk, ensuring their own safety and that of others present at the scene. Councillors / Staff Members should not engage in tasks that are outside of their capabilities or which could present undue risk.

## 5. Review and Updates

- This policy will be **reviewed at least every two years** to ensure continued compliance with legal requirements and best practices.
- **Adopted by Parish Council:** 20<sup>th</sup> February 2025
- **Last reviewed:** \_\_\_\_\_
- **Next review due:** 20<sup>th</sup> February 2027
- **Signed:** Chairperson: Janet Biggin    Parish Clerk: Kevin Spratt