**TERMS AND CONDITIONS FOR STAFF UNDERTAKING ON-CALL**

**(NON MEDICAL/DENTAL STAFF)**

**On-call**

The undernoted is applicable where staff are on-call when, as part of an established agreement they are available outside their normal working hours either at the workplace, at home or elsewhere.

All staff required to be on-call shall ensure that they are available to actually report for duty if required, and always remain contactable.

**On-Call Availability Sessions**

Staff required to be on-call will be eligible for an availability allowance per on-call session.

Part-time staff will receive the same on-call availability allowance per period of on-call as full-time staff.

For on-call purposes the working week is split into a maximum of 9 on-call sessions:

* Monday to Friday – 1 session each day (each session should be no more than 16 hours)
* Saturday and Sunday – 2 sessions each day (each session should be no more than 12 hours)
* Public Holiday – 2 sessions each day (each session should be no more than 12 hours)

**Payment for Work Done Whilst On-Call**

Staff who are called into work from home (or other agreed base) will be paid according to the duration of the call out (including actual travelling time), rounded up to the nearest 15 minutes. The call out time will be calculated from when the member of staff leaves home (or other agreed base) to when they return home (or other agreed base).

For staff who, for operational reasons, are required to remain in the workplace whilst on-call, a locally (service area) agreed mechanism will be required to define when the period of work done has started and finished.

Work undertaken from home, either by telephone or on-line, will attract payment for work done according to the actual duration of the period of work.

Payment for work done will be at the postholder’s substantive rate and will be paid at time plus a half with the exception of work done on general public holidays which will be at double time.

Normal mileage rates will apply for any travel

**Time Off in Lieu (TOIL)**

Staff should have the option to take TOIL rather than payment for work done in line with paragraph 3.5 of the Agenda for Change NHS Terms and Conditions of Service Handbook. TOIL will be at plain time rate. TOIL for work done should normally be taken within 3 months or according to the needs of the Service. Payment (which should be at the rate applicable at the time the work was undertaken) will be made if staff are unable to take TOIL within 3 months.

For staff in receipt of protection, TOIL cannot be taken as an alternative to work done until such a time as earnings, including payment for work done, exceed the protected level of earnings.