



Colne Town Council

Out of Hours Policy

Prepared by: Gina Langley, Town Clerk/RFO

Date: April 2024

Next Review Date: April 2027

Contents

1. Policy Statement
2. Scope
3. Call Out Payment
4. Protocol for contacting employees out of normal working hours
5. Policy Monitoring

1. Policy Statement

Colne Town Council provides and delivers a range of services that may require out of hours working. This includes carrying out normal duties or responding to emergency situations. Normal duties would be to facilitate out of hours meetings including room set up and opening or locking the building or attending ad hoc events outside of normal hours. Emergency situations will include responding to the intruder or fire alarm.

In order to do this, a list of contacts has been established to cover the out of hours call outs. For emergency call out relating to building security, Thorne Access & Security Ltd will contact those people on the list who may respond to secure the building. Procedures and working practices relating to call outs are detailed in the Fire Evacuation Emergency Plan.

Colne Town Council does not provide any other emergency out of hours services. Members of the public and Councillors calling the office out of hours will be asked to leave a message on the answering machine. Members of the public and Councillors should call the grounds maintenance team or emergency services if they have concerns regarding safety, and they will be signposted to these services and other services providing out of hours services within this Policy.

Council employees are not obligated to be contactable out of their contracted hours of work.

2. Scope

This policy applies to all employees of Colne Town Council.

Normal working hours

Day	Office Hours		Town Hall Staffed Hours	
Monday	10am	4pm	8am	6pm
Tuesday	10am	4pm	8am	6pm
Wednesday	10am	4pm	8am	6pm
Thursday	10am	4pm	8am	6pm
Friday	10am	4pm	8am	4pm

These hours are subject to pre-arranged meetings or Town Hall bookings.

3. Call Out Payment

Employees, when called by Thorne Access & Security Ltd, will receive a call out payment at time and a half on their hourly rate for calls before midnight. Calls after midnight and before 7am, and at weekends and bank holidays will be paid at double time. An employee will be considered to have been “called out” and therefore attract the relevant payment from the moment a phone call is received. This will apply only if the employee is required to leave the house to carry out work. A minimum time of one hour will be applied to all call out payments to compensate for the disruption caused.

For example, if an employee receives a call and has to leave their house to carry out work, they will be paid from the time they take the call to the time they return home and will be reimbursed their travel expenses. Employees will not be paid for time they are not actually carrying out work.

The minimum payment for the disruption of employee’s private time will be £20. Employees will need to complete timesheets and expense forms to claim for all time and expenses.

Serious or deliberate falsification of timesheets or provision of false information to the Council is considered to be gross misconduct. Any employee found to be guilty of gross misconduct may be dismissed without notice. Please see the Councils Disciplinary Policy for more information.

4. Protocol for contacting employees out of normal working hours

Any emergency queries or issues that cannot wait to be dealt with in normal working hours should be referred to the Town Clerk/RFO who, if necessary, will contact other members of staff.

Contact should be made via work mobiles or work email accounts only.

Colne Town Council do not provide emergency out of hours services. Members of the public calling the office will be signposted to leave a message on the answering machine.

If there is an emergency situation with any of the services managed by the Grounds Maintenance company, they should be contacted in the first instance directly on their office numbers as stated below:

Multevo Ltd – Benches & Bus Shelters – 01254 703212 info@multevo.co.uk

Pendle Borough Council – Park Maintenance – 01282 661661 (Out of Hours 01282 661999)

Routh Landscapes – Play Areas – 07535653521

A&G Landscapes – Park Flower Beds – 01282 338402 info@landscapesag.com

5. Policy Monitoring

The Council will monitor the application of this policy and has discretion to review it at any time through the appropriate consultation mechanisms. As a minimum, this policy will be reviewed every three years and as and when any changes are deemed necessary.