**NORTH WEST LEICESTERSHIRE**

**CALL OUT AND STANDBY ARRANGEMENTS**

**Services in Group A are those where it is essential to get hold of someone 24/7 all year round.**

**Services in Group B are also engaged in work where it is necessary to be able to provide a service 24/7 all year round and where the frequency of call outs for the service averages above fourteen per week.**

**Services in Group C are those where the urgent demand to get hold of someone 24/7 is influenced by adverse weather or other seasonal or temporary requirement for cover. This category can be used by all service areas if the business needs justify a need to put people on temporary standby/call out outside of normal office hours.**

**Services in Group D services would ideally be contactable but if this did not prove possible the issue could wait until the next working day for resolution.**

| **Area and Role** | **Critical Service** | **Group** |
| --- | --- | --- |
| **Emergency Planning FLM** | **Y** | **A** |
| **Emergency Planning ICO** | **Y** | **excluded** |
| **Emergency Planning Waste Services**Regular on call rotaAdditional capacity for anticipated emergencies e.g. flood/storm | **Y****Y** | **A****C** |
| **Emergency Planning*** **Loggist**
* **Rest Centre Staff**
 | **N****N** | **D****D** |
| **Environmental Health**Scheduled work – can be pre-planned **Environmental Health – Health and Safety** | **N****N** | **D****D** |
| **Environmental Protection*** **Pollution Incidents**
* **Travellers**
* **Private Sector Housing**
* **Planning Enforcement**
* **Bereavement Services**
* **Markets, toilets, car parks**
 | **N****N** **N****N****N****Y****N** | **D****D****D****D****D****A****D** |
| **Housing (Property Services)****Premises Officers** | **N** | **D** |
| **Housing – Homelessness** | **Y** | **A** |
| **Housing** **Trades (Electricians, Carpenter, Plumbers)** | **Y** | **B** |
| **Housing****Repairs Management** | **Y** | **A** |
| **ICT**  | **Y** | **A** |
| **Leisure****Grounds Maintenance** | **Y** | **C** |
| **Property Services****Premises Officers** | **Y** | **A** |