**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 rota  Additional 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** |