

# Standby, Callout and Overtime Policy

## 1. Who does this policy apply to?

- 1.1 These arrangements apply to all Council staff covered by NJC terms and conditions. The Chief Executive and Chief Officers are included in these provisions, except in relation to overtime payments which only apply to employees at or below SCP 28 (grade 9).

## 2. What is the purpose of this policy?

- 2.1 This policy also provides the Council's stance in respect of overtime and overtime pay.

## 3. What roles do the employee, management, the Council and HR play in this policy?

### 3.1 Employee Responsibilities

- To be fully prepared to respond to a call-out and be ready to attend work as soon as possible;
- To report to the line manager any sickness or emergencies that prevent an employee from being ready and able to attend a call-out during standby;
- To accurately report to the line manager work undertaken during a call-out;
- To ensure that forms to request overtime are completed fully and are approved prior to working overtime hours.

### 3.2 Management Responsibilities

- To ensure that there are sufficient staff on Standby and Callout rotas to ensure that the same individuals are not repeatedly relied upon to undertake these duties. Standby and Callout rotas should therefore be periodically reviewed.
- To ensure that employees are protected from the possible effects of extreme tiredness or fatigue.
- To ensure that any requests for overtime hours are properly checked and signed off on *before* they are worked.

### 3.3 Council Responsibilities

- To ensure that this policy is at all times compliant with our health and safety responsibilities and that this is reflected in appropriate manager guidance available to line managers whose direct reports are required to be on Standby and attend callouts.
- To ensure compliance with the National Minimum Wage.

### 3.4 HR responsibilities

- To support managers with the implementation of this policy.

## 4. Standby

- 4.1 Where an employee is required to be available to be called out or called upon to undertake specific work activities that cannot be carried out in normal operating hours, a Standby payment will be made for the duration of the period that they are required to be available.
- 4.2 An employee on Standby is required to be contactable and is required to be fit to travel and carry out their duties throughout the duration of the standby period.
- 4.3 LCC recognises that time spent on Standby disrupts employees' lives outside of work, and therefore a standard rate of pay will be paid to employees required to be on Standby as follows:

Weekly Rate	£160.00*
Day Rate	£22.8571

\*Subject to periodic review

Please note this also includes standby payments for DEIO & SEO cover, although call out payments for these activities are linked to specific spot salaries

- 4.4 The rate for Standby duty during Bank Holidays will be the same as for other working days. Employees who are required to be on Standby to cover a Bank Holiday, but are not called out to work, will however be granted a lieu day in recognition of the disruption caused by being on Standby for the duration of a public holiday.

## 5. Callout

- 5.1 Callout is where an employee is called out to undertake work while on Standby and involves the person physically attending an incident or place of work.

### Pay

- 5.2 A minimum of 2 hours Callout payment will be made for any Callout, regardless of whether the Callout takes less than 2 hours to complete. However, multiple Callouts within a 2-hour period will only generate one minimum 2-hour payment with any excess over the 2 hours being paid based on the additional time spent on the Callout.
- 5.3 Callout payments are paid at the following rates:

	Monday-Saturday	Monday-Saturday 12am-6am	Sunday - all day	Bank Holidays – all Day (plus a lieu day)
Rate	Time and a half	Double	Double	Double

- 5.4 The above arrangements applies to all employees, irrespective of their grade or hours worked in a working week.

### Home-Based Callout

- 5.5 When an employee is called upon to undertake work while on Standby, which does not involve them physically attending their place of work or an incident but can be carried out from home (e.g. by telephone); this is considered a Home-Based Callout.
- 5.6 If an employee on Standby is required to undertake one or more home-based callouts per shift, where working time exceeds 30 minutes, they will be remunerated in accordance with usual Callout arrangements i.e. for a minimum of two hours work. For working time, which is less than 30 minutes, or more than two hours employees will be remunerated for the actual time worked.
- 5.6 A shift, during the week is the period from the end of one working day to the start of the next working day or until midnight if on a Friday. A shift, on a weekend, would normally consist of the 24 hours covering either Saturday or Sunday.

## 6. Overtime

### Process

- 6.1 Overtime hours are any hours worked by an employee in excess of those stated in their individual contracts of employment. Employees can only claim overtime if they are at or below SCP 28 (grade 9), unless in exceptional circumstances approved in advance by a Chief Officer.
- 6.2 Employees may be asked to work overtime, as necessitated by the needs of the service including weekends, on public holidays or at other times outside normal hours of work. LCC will give as much notice as possible in the event that overtime is deemed necessary.
- 6.3 Employees who wish to work overtime should first obtain authorisation from their line manager. Overtime should never be carried out without prior approval from the relevant line manager.
- 6.4 All employees who complete overtime must fill out an Overtime Additional Hours Claim Form. A description of the authorised duties completed in overtime should also be detailed in full. The employee's line manager and relevant Chief Officer or delegated officer (if they are the same person only one signature is required) must authorise the form before it is submitted to payroll for payment.

### Pay

- 6.5 Payment for overtime worked will be made in accordance with the NJC National Agreement on Pay and Conditions of Service. Where pay rates are increased for overtime hours, the increase will take effect once the equivalent full-time hours per week have been worked.
- 6.6 Part-time employees will continue to be paid at their normal rate of pay for any overtime hours worked up to the contractual full-time hours per week. Any hours worked in excess of this limit will attract an enhanced rate of pay as follows:
- (a) Monday to Saturday – time and a half;
  - (b) Sundays and Public and Extra Statutory Holidays – double time (min 2 hours)

## 7. When will this policy be reviewed?

- 7.1 This policy will be reviewed every two years or earlier in the event of changes in legislation.

**Document Control:**

Version no.	Effective Date	Reason	Review due
1.0	...	New policy including Overtime	Dec 2026