



## Standby, Callout and Shift Working - Police Staff Policy (453/2026)

### Abstract

This policy outlines the remuneration criteria for those members of police staff who are required to be on standby, call out or who have their rostered shifts changed to meet the operational needs of the organisation.

Any queries regarding this policy should be directed to the People Resolution Centre in the first instance.

### Policy

#### 1. Introduction

1.1 As roles for police staff continue to evolve, contracted hours of employment have become wide and varied and as such, Sussex Police needs to provide financial enhancements and notice periods to facilitate this.

#### 2. Scope

2.1 This policy covers the remuneration provisions and notice criteria for all police staff employees in the following circumstances:

- a) Standby (aka on call) = rostered on an on call rota to be available to response to a call out.
- b) Call out = required to work whilst rostered to be on standby (aka on call).
- c) Changes to rostered shifts.

#### 3. Policy Statement

3.1 Sussex Police value the commitment of its police staff to work different types of duties and shifts to support the needs of the organisation and has in place a remuneration and notice framework to remunerate those employees affected.

3.2 Policies and associated guidance should inform decision making which should consider organisational values, professional judgement (on the context and circumstances of each situation) and 'policing principles'. Decisions and subsequent action taken should be proportionate, legitimate and ethical as informed by the National Decision Model (NDM).

### Procedure

## **1. Standby**

1.1 Where police staff employees are regularly required to remain at home on agreed Standby duty arrangements, during periods of Standby (as defined below) a fixed rate payment of £30.80 per period of on-call will be paid. These are additional payments which are job specific and do not form part of basic pay.

Where the specific part of the role which attracts an allowance is removed, the allowance will cease to apply.

Periods of Standby are defined as either:

- a) The period from the end of normal office hours or rostered duty to the beginning of normal office hours or rostered duty the next day; or
- b) The whole of a rest day, Saturday, Sunday or public (bank) holiday (2 x 12-hour periods paid per whole day).

During these periods, an employee in receipt of a Standby allowance and who is performing Standby duties will be required to either remain at home or be contactable via mobile 'phone, be fit and able to deal with issues on the telephone, complete any necessary paperwork and respond to a Call Out instruction as necessary. Further information is available around how a standby / on-call rota should be structured, incorporating Standby / on-call duties into flexible/part time working patterns and when to undertake reviews – please see the On Call – Police Staff intranet page.

## **2. Call Out**

### **2.1**

- Where an employee is called out whilst on Standby as at section 1.1 above, the employee will be paid a minimum payment of 4 hours, at normal overtime rates only in complete recompense for the first period of Call Out during any period of Standby duty;
- If a further call out occurs within the same initial 4 hour period, but no other call out happens during the period of standby no further payment can be claimed.

If a further call out occurs during the same standby period but is more than 4 hours after the last call out ended, then a further minimum 4 hours at normal overtime rates can be claimed in complete recompense.

- If, within the same standby period, a further call out occurs within 4 hours of the previous call out and the overall period of call out exceeds 4 hours then overtime can be claimed at normal overtime rates for the hours called out less 30mins. For example, period of standby 5pm to 9am, called out at 2am for 1 hour, subsequent call out at 4am for 4 hours = normal overtime rates for all hours of the call out (6 hours, 2am to 8am), less 30 minutes in complete recompense.

NB for all points in section 2.1 above, please see further section 3.1 for overtime rates.

2.2 To facilitate calculation of Call Out a standard day of 12 midnight to 12 midnight will apply. All Call Out payments will be calculated against this standard day except that the day the shift starts dictates the level of overtime enhancement paid, e.g. a call out at 2240 on Saturday night will be paid at Saturday overtime rates.

2.3 Call Outs worked on Bank and Statutory Holidays will not attract any compensatory time off.

2.4 On call rotas must be managed safely and rules applying to any night working (governed by The Working Time Regulations and Workforce Agreements with Unison, for police staff) will also apply to On Call. Further information and a link to the Workforce Agreement for Sussex Police Staff is available via Night Work and Working Hours.

### **3. Overtime Rates**

3.1 Normal overtime rates apply if overtime is worked as detailed in the Unsocial Hours Policy: Remuneration for working Unsocial Hours (Shifts and Weekends), Overtime, Temporary Duty and Public (Bank) Holidays - Police Staff (426).

### **4. Shift Changes**

4.1 Agreement has been reached to allow rostered shifts to be changed and a requirement to work imposed to meet the needs of the service.

4.2 Where changes to rostered shift patterns occur, the following will apply, irrespective of when the shift change occurs:

- Where 8 days or more notice of a change in rostered shift duty occurs, no compensation will be made except where hours worked on the re-rostered day exceed the length of the shift. Extra hours beyond the re-rostered shift length will be compensated at normal overtime rates. See information about overtime payments in the Unsocial Hours Policy: Remuneration for working Unsocial Hours (Shifts and Weekends), Overtime, Temporary Duty and Public (Bank) Holidays - Police Staff (426). For example, the original rostered shift is 8 hours, and the new rostered shift is 8 hours, and 2 hours overtime is worked. Therefore, 2 hours overtime would be paid.
- Where less than 8 days' notice of a change in rostered shift duty occurs and where the change is of less than 3 hours then no compensation is claimable. If hours are worked in excess of the re-rostered shift end time, normal overtime rates will apply. See information about overtime payments in the Unsocial Hours Policy: Remuneration for working Unsocial Hours (Shifts and Weekends), Overtime, Temporary Duty and Public (Bank) Holidays - Police Staff (426). For example, the original rostered shift is 0700-1500 and the new rostered shift is 0600-1400. This would be normal pay rates. If 2 hours overtime was worked 1400-1600 at the end of the shift, overtime rates are payable.
- Where less than 8 days' notice of a change in rostered shift duty occurs and where the change is of 3 hours or more, hours between the original rostered start time and the new start time will be compensated at half time. Hours worked beyond the original length of shift, calculated from the beginning of the revised start time, are paid at overtime rates. See information about overtime payments in the Unsocial Hours Policy: Remuneration for working Unsocial Hours (Shifts and Weekends), Overtime, Temporary Duty and Public

(Bank) Holidays - Police Staff (426). For example, the original rostered shift is 0700-1500 and the new rostered shift is 1100-1900. This would be paid at normal rates for the day plus 4 hours at half time. If hours over the rostered shift duration are worked, e.g., 2 hours, then 2 hours overtime would also be payable.

4.3 A period of 8 days is defined as 8 calendar days including the day of notification, e.g., notification of a duty given on a Wednesday pm would enable a duty to be worked on the next Thursday am.

## **5. Employment Data**

5.1 Sussex Police collect and process personal data relating to police officers and police staff to manage the employment relationship. It is important that individuals understand how that data is collected and used in order to meet the Force's data protection obligations. Further detail can be obtained by searching the joint intranet for 'Privacy Notice'.

**Team:** People Services Department. Rewards and Recognition