

OVERTIME, STANDBY AND CALLOUT POLICY

SCOPE

This policy covers the Overtime, Standby and Callout arrangements for Single Status employees. The [Public Holiday Working Policy](#) provides guidance on the arrangements for working on a public holiday.

Craft Workers

Arrangements for Craft employees in the Housing Repairs Service are in accordance with the [Craft Local Agreement 2006](#).

Overtime

Work in excess of the normal hours of duty should be discouraged, and employees should not be required to consistently work overtime.

- 1 Where overtime working is unavoidable, payment shall be calculated and paid in accordance with paragraphs 2–8 below, subject to prior approval by an employee's line manager who should be an authorised signatory in accordance with the Council's financial regulations.
- 2 Overtime payments will only be appropriate when the total hours worked in any week exceed 36 (a week commences on a Monday and ends on a Sunday), and an employee's salary is not all inclusive to reflect the requirements for such working.
- 3 Hourly overtime rates of pay will be in accordance with the appropriate spinal column placing on the COSLA Spinal Column of Hourly rates.
- 4 The allowances for overtime working after 36 hours are:

	07:00 - 21:00 Up to 41 hrs/wk	07:00 – 21:00 Over 41 hrs/wk	21:00 - 24:00	00:00 - 07:00
Normal Working Day	Plain Time	Time and a half	Time and a half	Double Time
Rest/ Free days	Time and a half	Time and a half	Time and a half	Double Time

- 5 As an alternative to payment, compensatory time off in lieu (TOIL) may be granted. This will be calculated on the same equivalent basis as payment, with a minimum compensation of 3 hours 36 minutes (ie half a standard working day) leave for overtime worked on a rest day or free day.
- 6 Overtime (or compensatory TOIL under this policy) does not apply for conferences, courses, seminars or during working lunch hours. Further advice on the arrangements for conferences, courses and seminars may be found in the

Flexi Scheme. Employees who do not participate in the Flexitime Scheme may claim reasonable compensatory TOIL equal to the hours worked, including travel time, in excess of the contracted hours.

- 7 In accordance with the Council's approved Flexitime Scheme, overtime hours must be recorded separately from flexible working hours. Overtime and flexitime cannot be claimed for the same period.
- 8 Employees participating in a Flexitime Scheme cannot claim overtime during normal working hours, normally between 8.45am and 5.00pm.
- 9 Overtime payments and access to overtime will be monitored annually for equal pay purposes.
- 10 Any non-contractual overtime is not pensionable – this means that it will not count towards your pension.

Working Hours Less than 36 Hours per Week

If employees are contracted for less than 36 hours per week, any additional hours worked shall be paid at plain time rate on submission of an authorised additional claim form. This payment will also be incorporated into the calculation for an additional holiday pay top-up, which is payable for the first four weeks of annual leave, based on a preceding 52-week reference period.

Should the additional hours worked take the total beyond 36 hours within any week, payment would be at the rate appropriate to the day and in accordance with 4 above.

Standby, Disturbance and Callout Payments

- 1 Entitlement to standby, disturbance and call out payment will apply where:
 - > The nature of the appointment of certain employees makes it necessary for them to be prepared to carry out standby duties. Such employees will therefore be contractually required to undertake standby duty if requested by the Council and to carry out emergency work as and when the need arises. Employees are not permitted to be registered on more than one standby rota at any time.
 - > Standby duty refers to a specific rostered arrangement whereby employees are under an obligation, outside their normal working hours (including Saturdays, Sundays and Public Holidays), to remain on call and to be available to be consulted and, if necessary, to be called out for emergency duty.
 - > The period of standby commences when the standby starts ie any time of the day, and lasts 24 hours from then. For each period of 24-hour standby, the first disturbance is not paid.

- > The payments for Standby, Disturbance and Callouts are also incorporated into the calculation for an additional holiday pay top-up, which is payable for the first four weeks of annual leave, based on a preceding 52-week reference period.
- > Standby payments are not usually deemed as 'normal pay'. However, in circumstances where:
 - Standby is a contractual requirement,
 - there is no voluntary aspect and
 - a prescribed number of standby periods *must* be worked each year

The appropriate standby payment will be paid if a period of sickness absence falls when an employee is due to undertake a period of standby.

- > Call out and disturbance payments are not deemed as 'normal pay'.

Standby payments

Standby payments can be found [here](#) on our website.

Disturbance Payments

In addition, standby payments will also compensate employees for the first disturbance call on each 24-hour period when they are on standby.

Thereafter the normal [disturbance payment](#) would apply for each disturbance every 2-hour period on that day. Employees would be entitled to one payment within each 2-hour period of standby. The 2-hour period would commence from the time of each disturbance.

In addition, where an employee is called out for more than an hour, overtime will apply as shown in the example below.

Call Out Payments

Employees not undertaking standby duty that are contacted or called out will be paid [a disturbance payment](#) for each occasion on which they are contacted in any 2-hour period and which results in the exercise of skills for which the disturbance is required. Employees are entitled to one such payment within each period of 2 hours. The 2-hour period would commence from the time of each disturbance.

If the call out is in excess of one hour, then the employee will be entitled to an overtime payment for the whole of the period of call out equivalent to the overtime rates outlined in 4 above.

Example (based on rates as at 1 April 2025)

The following example provides further clarification on when standby, disturbance and callout payments apply.

Example	Payments
Standby on a Monday to Friday from 17:00	£13.24 per day
First disturbance at 18:30	None as within 2 hours of first disturbance and therefore included within the standby payment of £13.24
Second disturbance at 19:05 No further disturbance payments can be made until 21:05 or after	£18.76
<i>Call Out – Overtime Example 1</i>	
Call out for 45 minutes at 19:10	No overtime payment applies as call out less than one hour
<i>Call Out – Overtime Example 2</i>	
Call out for 1½ hours at 19:10	Overtime applies for the entire call out period, ie 1½ hours at appropriate overtime rate.
<i>Call Out – Overtime Example 3</i>	
Call out at 21:30 for 1½ hours No further disturbance payments can be made until 23:30 or after	£18.76 call out due Overtime applies for the entire call out period, ie 1½ hours at appropriate overtime rate.

For further information, contact the Payroll & Reward Team on 475555 option 3 or payrollandreward@pkc.gov.uk.