



General Purposes Committee

Monday 13 October 2025 at 9.30 am

Conference Hall - Brent Civic Centre, Engineers Way,
Wembley, HA9 0FJ

Please note this will be held as a physical meeting which all Committee members will be required to attend in person.

The meeting will be open for the press and public to attend or alternatively can be followed via the live webcast. The link to follow proceedings via the live webcast is available [HERE](#)

Membership:

Members

Councillors:

M Butt (Chair)
M Patel (Vice-Chair)
Benea
Donnelly-Jackson
Lorber
Nerva
Rubin
Krupa Sheth

Substitute Members

Councillors:

Afzal, Akram, Crabb, Farah, Grahl, Knight and Tatler

Councillors:

Clinton and Martin

For further information contact: Rebecca Reid, Governance Officer
Tel: 020 8937 2469, Email: rebecca.reid@brent.gov.uk

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Notes for Members - Declarations of Interest:

If a Member is aware they have a Disclosable Pecuniary Interest* in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent and must leave the room without participating in discussion of the item.

If a Member is aware they have a Personal Interest** in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent.

If the Personal Interest is also significant enough to affect your judgement of a public interest and either it affects a financial position or relates to a regulatory matter then after disclosing the interest to the meeting the Member must leave the room without participating in discussion of the item, except that they may first make representations, answer questions or give evidence relating to the matter, provided that the public are allowed to attend the meeting for those purposes.

***Disclosable Pecuniary Interests:**

- (a) **Employment, etc.** - Any employment, office, trade, profession or vocation carried on for profit gain.
- (b) **Sponsorship** - Any payment or other financial benefit in respect of expenses in carrying out duties as a member, or of election; including from a trade union.
- (c) **Contracts** - Any current contract for goods, services or works, between the Councillors or their partner (or a body in which one has a beneficial interest) and the council.
- (d) **Land** - Any beneficial interest in land which is within the council's area.
- (e) **Licences** - Any licence to occupy land in the council's area for a month or longer.
- (f) **Corporate tenancies** - Any tenancy between the council and a body in which the Councillor or their partner have a beneficial interest.
- (g) **Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

****Personal Interests:**

The business relates to or affects:

(a) Anybody of which you are a member or in a position of general control or management, and:

- To which you are appointed by the council;
- which exercises functions of a public nature;
- which is directed is to charitable purposes;
- whose principal purposes include the influence of public opinion or policy (including a political party of trade union).

(b) The interests of a person from whom you have received gifts or hospitality of at least £50 as a member in the municipal year;

or

A decision in relation to that business might reasonably be regarded as affecting the well-being or financial position of:

- You yourself;
- a member of your family or your friend or any person with whom you have a close association or any person or body who is the subject of a registrable personal interest.

Agenda

Introductions, if appropriate.

Item	Page
1 Apologies for absence and clarification of alternate members	
2 Declarations of interests Members are invited to declare at this stage of the meeting, the nature and existence of any relevant disclosable pecuniary or personal interests in the items on this agenda and to specify the item(s) to which they relate.	
3 Deputations (if any) To hear any deputations received from members of the public in accordance with Standing Order 67.	
4 Minutes of the previous meeting To approve the minutes of the previous meeting held on Monday 19 May 2025 as a correct record.	1 - 6
5 Matters arising (if any) To consider any matters arising from the minutes of the previous meeting.	
6 Amendments to Terms and Conditions The purpose of this report is to seek approval for the proposed changes to pay and allowances from the General Purposes Committee prior to formal consultation with staff and trade unions.	7 - 20
7 Exclusion of Press and Public No items have been identified in advance of the meeting that will require the exclusion of the press or public.	

8 Any other urgent business

Notice of items to be raised under this heading must be given in writing to the Deputy Director Democratic and Corporate Governance or their representative before the meeting in accordance with Standing Order 60.



Please remember to set your mobile phone to silent during the meeting.

- The meeting room is accessible by lift and seats will be provided for members of the public. Alternatively, it will be possible to follow proceedings via the live webcast [HERE](#)



LONDON BOROUGH OF BRENT

MINUTES OF THE GENERAL PURPOSES COMMITTEE Held in the Conference Hall, Brent Civic Centre on Monday 19 May 2025 at 9.30 am

PRESENT: Councillor M Butt (Chair), Councillor M Patel (Vice-Chair) and Councillors Benea, Donnelly-Jackson, Lorber, Nerva, Rubin and Krupa Sheth.

1. **Apologies for absence and clarification of alternate members**

No apologies for absence or notification of alternative membership had been received.

2. **Declarations of interests**

There were no declarations of interests made during the meeting.

3. **Deputations (if any)**

There were no deputations received.

4. **Minutes of the previous meeting**

It was **RESOLVED** that the minutes of the previous meeting held on Monday 10 March 2025 be approved as a correct record.

5. **Matters arising (if any)**

There were no matters arising.

6. **Amendments to Terms and Conditions**

Councillor Mili Patel (Deputy Leader & Cabinet Member for Finance and Resources) introduced a report from the Corporate Director Finance & Resources, which outlined proposed amendments to staff pay and conditions.

Members noted that the key proposals included:

- 1) Revisions to the Chief Officers' salary scales within the Hay grade structure;
- 2) A reduction in the standard working hours for staff on Hay grades; and
- 3) Amendments to the annual leave policy for all staff, specifically relating to the accrual of long service annual leave.

Pat Chen (Senior HR Business Partner) provided further detail, highlighting the following as the principal areas of change:

- Adjustments to the Hay grade structure to address anomalies between pay grades and contractual terms;
- Rectification of inconsistencies in contracted working hours, particularly where some staff were contracted to work 40 hours per week, contrary to the standard 36-hour week; and
- Simplification and equalisation of annual leave entitlements across grades, making the policy easier to apply and more equitable.

Having thanked Councillor Mili Patel and Pat Chen for introducing the report, the Chair then moved on to invite questions and comments from the Committee, with the following comments and issues discussed:

- Members sought clarification on the proposals, particularly in relation to the Hay grades and the rationale for amending the contracted hours for staff from 40 to 36 hours. Questions were also raised around the additional benefits that had been afforded to officers when 40-hour contracts were originally agreed, such as increased pension contribution or holiday entitlement. In response, Pat Chen (Senior HR Business Partner) explained that there were no additional benefits to officers for working a 40-hour week. While the overall rate of pay remained unchanged, officers effectively received a lower hourly rate. There had been no financial benefits or increase in overall annual leave entitlement for those staff. The proposed changes would not result in financial gain and would correct a contractual inconsistency across the workforce with the main change involving a requirement to complete the full period of continuous service before becoming eligible for the increased annual leave entitlement.
- Concern was expressed that the report implied no financial impact, yet there were productivity implications given the level of staff who could effectively gain additional annual leave, potentially reducing service delivery capacity. Details were sought around whether staff would receive one additional annual leave day or more as a result of the proposed changes. In response, Pat Chen (Senior HR Business Partner) informed the Committee that a general estimate had been included in the report, and further analysis was underway to determine the precise number of staff that would benefit and the impact across different salary bands and levels of annual leave. It was confirmed that individual impacts would vary depending on existing contractual terms. An Equality Impact Assessment would also be conducted to evaluate the potential effects of the proposed changes on individuals with protected characteristics.
- Following on from the concerns identified, the need to avoid making any decision in advance of a comprehensive understanding of the implications for service delivery and productivity was also highlighted given the focus at a recent Resources and Public Realm Scrutiny Committee on issues relating to service capacity within the Adult Social Care and Children and Young People services arising from complaints around the timeliness of assessments etc on which the need for accurate and detailed information was highlighted. In

response, Pat Chen (Senior HR Business Partner) acknowledged the concerns regarding the limited detail and the inclusion of only an indicative cost estimate within the current report and clarified that the figure presented was a likely approximation of the associated costs. It was emphasised that the proposals were designed to enhance staff health and wellbeing and increases in annual leave benefits often contributed to greater productivity and improved service outcomes. It was, however, noted that such benefits were inherently more challenging to quantify. It was further noted that offering improved terms and conditions of employment frequently resulted in a positive return in terms of opportunity cost.

- The Chair emphasised the strategic importance of positioning Brent as an employer of choice through implementing the right systems and policies. It was noted that the proposed changes would enhance the Council's ability to attract and retain talent, standardise working hours while also reinforcing fairness and consistency in employment practices across the organisation.
- Details were sought around whether formal consultation had been undertaken with recognised trade unions and staff representatives. In response, Pat Chen (Senior HR Business Partner) confirmed that trade unions had been fully engaged in the consultation process and had expressed support for the proposed changes.
- Members were keen to seek details on the consequences of not harmonising arrangements and questioned what lessons could be drawn for future pay structure reviews. In response, Pat Chen (Senior HR Business Partner) explained that failure to harmonise would result in continued disparities, with some Hay grade employees working 40 hours while others worked 36, despite being on the same grade. This inconsistency was unsustainable and contrary to the principles of fairness and equity. It was acknowledged that, in practice, officers on Hay grades frequently worked in excess of the standard 36-hour week. This was supported by a contractual clause stipulating that, where required due to urgent, critical, or essential organisational needs, such officers could be requested to work additional hours, an expectation that was generally met in the course of their duties.
- Whilst acknowledging the concerns identified, support was also expressed for the approach outlined within the report, with members noting that they reflected a respectful and progressive approach to workforce management, developed in consultation with trade unions to strengthen workers' rights.
- Members observed that, based on discussions with Human Resources prior to the committee report being considered at this meeting, the terms and conditions of the NJC which were set out in the green book were standardised. The proposed changes would bring Brent into alignment with other London boroughs and did not impact the pay on the Council. Confidence was expressed that the changes would have minimal impact and would position the Council ahead of the curve in terms of employment standards and strategic workforce positioning.

Having noted that Pat Chen (Senior HR Business Partner) would provide further details, following the meeting on the figures relating to affected working hours and impacted staff and thanking officers for the responses provided, it was **RESOLVED**:

- (1) To approve the amendments to the salary scales for Chief Officers within the Hay grade structure, as detailed within the report.
- (2) To approve the amendments to the contractual hours of staff in Hay graded posts as detailed in the report; and
- (3) To approve the amendments to the annual leave entitlement for staff on Hay grades and the qualifying conditions for long service leave for staff on NJC terms and conditions, as detailed in the report.

Councillor Lorber requested that he be recorded as voting against the above decision on the basis of the concerns highlighted regarding the adequacy of the information within the report presented to the Committee.

7. Review of Representation of Political Groups and Appointments

Councillor Muhammed Butt (as Chair) introduced a report from the Corporate Director Finance and Resources detailing the outcome of a review on the representation of political groups on those Sub Committees appointed by the General Purposes Committee.

Members were advised this followed the review undertaken at the Annual Council meeting on 14 May 2025 relating to the representation of political groups on the Council's main committees.

As a result, it was **RESOLVED** on the basis of the current membership of the Council:

- (1) To agree the size of each sub-committee to be appointed by the Committee.
- (2) To agree the allocation of seats to political groups on each of the sub committees in accordance with political balance rules, as detailed in section 3 of the report; and
- (3) To appoint Chairs and Vice Chairs, members and substitutes to each Sub-committee (to be confirmed under Item 8 of the agenda) giving effect to the wishes of the political group(s) allocated the seats.

8. Appointments to Sub-Committees / Outside Bodies

Following on from Item 7 above, Councillor Muhammed Butt introduced an item setting out the proposed appointments to the General Purposes Sub-committees for the 2025-2026 Municipal Year.

As a result, it **RESOLVED** to agree the following appointments to the General Purposes Sub-Committees for the 2025 - 2026 Municipal Year:

SENIOR STAFF APPOINTMENTS SUB-COMMITTEE

M BUTT (C)	LABOUR
M.PATEL (VC)	LABOUR
KANSAGRA	CONSERVATIVE
KRUPA SHETH	LABOUR
GRAHL	LABOUR

SUBSTITUTE MEMBERS:

LABOUR: BENE, DONNELLY-JACKSON, FARAH, KNIGHT, NERVA, RUBIN
CONSERVATIVE: MAURICE, MISTRY

SENIOR STAFF APPEALS SUB-COMMITTEE

M BUTT (C)	LABOUR
M.PATEL (VC)	LABOUR
KANSAGRA	CONSERVATIVE
KRUPA SHETH	LABOUR
GRAHL	LABOUR

SUBSTITUTE MEMBERS:

LABOUR: BENE, DONNELLY-JACKSON, FARAH, KNIGHT, NERVA, RUBIN
CONSERVATIVE: MAURICE, MISTRY

BRENT PENSION FUND SUB-COMMITTEE

JOHNSON (C)	LABOUR
KENNELLY (VC)	LABOUR
AHMADI MOGHADDAM	LABOUR
CHOUDRY	LABOUR
CRABB	LABOUR
KANSAGRA	CONSERVATIVE
MOLLOY	LABOUR

CO-OPTED NON-VOTING:

ELIZABETH BANKOLE (UNISON)

SUBSTITUTE MEMBERS:

LABOUR: ETHAPEMI, DIXON, MAHMOOD, SHAH
CONSERVATIVE: MAURICE, J.PATEL

BRENT PENSION BOARD

DAVID EWART (C)	INDEPENDENT CHAIR (31.07.2025)
KABIR	LABOUR
SMITH	LABOUR

CHRIS BALA	PENSION SCHEME MEMBER
BOLA GEORGE	TRADE UNION (UNISON) MEMBER
ROBERT WHEELER	TRADE UNION (GMB) MEMBER
VACANCY EMPLOYER	MEMBER (NON-BRENT COUNCIL)

SUBSTITUTE MEMBERS:

No provision is included within the Boards Terms of Reference for substitute members.

9. **Exclusion of Press and Public**


There were no items that required the exclusion of the press or public from the meeting.

10. **Any other urgent business**

No items of urgent business were raised at the meeting.

The meeting closed at 9.50 am

COUNCILLOR MUHAMMED BUTT
Chair

	General Purposes Committee 13 October 2025
	Report from the Corporate Director Finance and Resources
	Lead Member – Deputy Leader & Cabinet Member for Finance & Resources (Councillor Mili Patel)
Amendments to Terms and Conditions	

Wards Affected:	None
Key or Non-Key Decision:	Not applicable
Open or Part/Fully Exempt: <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small>	Open
No. of Appendices:	One Appendix 1 – Draft Standby and Callout Policy
Contact Officer(s): <small>(Name, Title, Contact Details)</small>	Musrat Zaman, Director of HR and OD 020 8937 4081 Musrat.zaman@brent.gov.uk Pat Chen, Senior HR Business Partner Pat.chen@brent.gov.uk

1.0 Executive Summary

- 1.1. Earlier this year, a project group was formed to review how pay and allowances are paid to staff to ensure there is consistency, transparency and fairness. The review has examined pay for non-standard working patterns, supporting events, standby and call-out, overtime, weekend working, market supplements, golden hellos and recruitment and retention payments for social work staff.
- 1.2. The review identified that some pay elements and policies are not fit for purpose and should be revised and updated. It also identified that there is inconsistency in the way the policies are applied, leading to disparity in payments to different groups of staff.

- 1.3. The trade unions have been updated on the work of the project and progress is discussed as standing item on the agenda of the regular HRTU (Human Resources and Trade Union) meeting.
- 1.4. The Senior Officers considered a report on 10 September 2025 that set out the proposed changes to pay and allowances.
- 1.5. The purpose of this report is to seek approval for the proposed changes to pay and allowances from the General Purposes Committee prior to formal consultation with staff and trade unions.

2.0 Recommendations

That the Committee approve:

- 2.1 The amendments to the Standby and Callout Policy, as detailed in the report.
- 2.2 The amendments to the calculation and payment of shift allowances, as detailed in the report.
- 2.3 The amendments to the core working hours of the Council, as detailed in the report.
- 2.4 The amendments to the Planned Overtime Rate to pay overtime at plain time to staff graded SO1 – PO6, as detailed in the report.
- 2.5 Commencement of formal consultation with staff and trade union representatives with a view to seeking a local agreement for the changes.

3.0 Detail

3.1 Contribution to Borough Plan Priorities & Strategic Context

- 3.1.1 This will create improved financial controls in Brent by having clear and consistent policies and processes for additional payments. It will produce savings that will contribute to the MTFS (Medium Term Financial Strategy) of the Council.

3.2 Background

Standby and Callout Policy

- 3.2.1 The Pay Policy and Procedures document dated 2022 sets out a standard rate of £75 for each week an employee is on standby, a week being Monday - Sunday. Overtime rates are paid on a pro-rata basis for actual time worked if called out.
- 3.2.2 However, this rate is not consistently adhered to and there is variation in standby payments. Furthermore, there is no recognition of whether standby is cover for

a statutory function, if staff deal with critical events, the frequency of call out or if it requires attendance on site.

3.2.3 Some examples of the variation in payment are set out in the table below.

Service area	Details
Building Control	Carry out a statutory function and are paid less than £60 per week. Although they receive this every week, they are often called out when they are not on the rota as the incident requires several staff to attend.
IT Shared Service	£130 per week. Call out is not frequent. For each of the functions it might be once every 2-3 weeks; for telephony, once every 2 months; cyber security will be less regular as a 3 rd party handle a lot of the issues.
Housing Needs	£75 per night. They average 3 standby periods per month. The number of calls received is variable but it is rare that they get no calls.
Housing Repairs	£500 per week. There are only two people on the rota and they do one week on and one week off. The out of hours calls are contracted out and they are only on call as an escalation point if the external contractor wants to check if a property belongs to Brent, if they want authorisation for exceptional work, or if they don't want to do the work. There is no requirement to attend on site.
Emergency Planning and Resilience	£25 per day or £175 per week. This is an interim arrangement that has increased the payment from £75 per week.
Communications	£75 per week (as per the policy)

3.2.4 A revised Standby and Callout Policy has been drafted that recognises the different levels of standby and gives clarity to the principles and conditions that apply.

3.2.5 The table below sets out the levels of standby and the payment for each level.

Level	Payment
Level One For emergency response teams or service areas that carry out a statutory function and there is a duty to have staff on standby to provide emergency cover 24/7. There is usually a requirement to attend on site.	£20 per day, Monday to Friday and £40 per day on Saturday and Sunday. Payment for a full week of standby will be £180. If the standby period covers a public holiday, payment will be enhanced to £60 per day.
Level Two For emergency response that requires 24/7 cover either because of service need or a service agreement but can often be dealt with remotely and will not always require attendance on site.	£15 per day, Monday to Friday and £30 per day on Saturday and Sunday. Payment for a full week of standby will be £135. If the standby period covers a public holiday, payment will be enhanced to £45 per day.
Level Three For services that need to be contactable in the event of an emergency. Standby is voluntary and matters can usually be resolved remotely and if this is not possible the issue could wait until the next working day for resolution.	£10 per day, Monday to Friday and £20 per day on Saturday and Sunday. Payment for a full week of standby will be £90. If the standby period covers a public holiday, payment will be enhanced to £30 per day.

3.2.6 The draft policy has been shared and discussed with DMT's (Departmental Management Team's) and there is general support for the changes.

3.2.7 The draft policy has been shared with the trade unions and no negative feedback has been received.

Recommendation

3.2.8 To agree the revised Standby and Callout Policy and agree the levels of payment.

Shift allowances

3.2.9 Currently there is no guidance or standard calculation for payment of an allowance to staff that work non-standard working patterns.

3.2.10 Some staff are paid a shift allowance but there is no clear record of how this has been set. Additionally, shift allowance is not increased in line with salary increases, i.e., if a shift allowance is agreed at 20% of salary, this is calculated as a fixed amount and paid monthly. When pay increases are applied, the fixed amount remains static, meaning that the percentage decreases over time.

3.2.11 The Council's normal working hours are Monday to Friday, worked between 06:00 and 22:00 hours. The table below sets out the proposed level of shift allowance to be paid to staff that work non-standard working patterns.

Allowance	Working pattern
5% of basic pay	<p>a) Work is normally scheduled to take place between the hours of 06:00 and 22:00, but some work is regularly scheduled to take place outside of these hours</p> <p>OR</p> <p>b) One shift in every five rostered for work is regularly scheduled to take place on Saturdays and Sundays and on Bank Holidays (at least two Bank Holidays per year) i.e., a 365-day working pattern.</p>
10% of basic pay	Where both conditions above are met, i.e., a) PLUS b)

3.2.12 This sets out simple rules so calculation won't become overly complex and will be easily administered and monitored. There may need to be a system change to enable a percentage allowance to be added.

3.2.13 The normal working hours of the Council are currently defined as 06:00 – 22:00 hours. Whilst hours regularly worked outside these times will attract a shift allowance, they do not reflect the core working hours that apply to most staff. It is proposed that the core working hours are defined as 07:30 – 18:30 hours. The core working hours do not apply to staff that work shifts or irregular hours. A staff Handbook is being developed to be shared with new starters and existing staff. This will clarify the normal working hours of the Council and support the health and wellbeing of staff by encouraging them to work within core hours. Additional payment for night work will continue to be paid for hours worked after 22:00 hours.

Recommendation

3.2.14 To standardise the calculation and percentage levels for shift working.

3.2.15 To define the core working hours of the Council as 07:30 – 18:30 hours.

Planned Overtime Rates

3.2.16 For staff graded below SO1, overtime rates are paid at an enhanced rate based on the actual basic salary of the employee.

3.2.17 For staff graded SO1 – PO6, the Council uses the Planned Overtime Rate set by the GLPC, which is aligned to the national pay award. There are three rates,

which are applied to a span of grades rather than a rate for each spinal column point.

3.2.18 The GLPC acknowledge that the planned overtime rates have become out of sync over time and there is a need for review. Of the 21 London Boroughs that supplied data to London Councils, approximately half have introduced other arrangements, such as paying plain time based on actual salary.

3.2.19 It is proposed that we pay overtime at plain time rate of actual salary to staff on grades SO1 – PO6. This will reduce the enhanced overtime payment for most staff in these grades, thereby reducing the overtime bill.

3.2.20 This change will require a local agreement to be reached with the trade unions, which may meet some resistance.

3.2.21 Staff graded PO7 and above, including Hay grades should not receive any overtime payment.

3.2.22 There is an expectation that staff at this level have enough control over their own work to avoid the need for overtime and, if necessary, can take TOIL to compensate for additional time worked.

Recommendation

3.2.23 To cease using the GLPC Planned Overtime Rate and to pay staff graded SO1 – PO6 at plain time based on their actual spinal column point.

4.0 Financial Considerations

4.1 Pay elements in Oracle are not being used accurately or consistently, which has made financial analysis challenging. Ball park figures on the annual cost of the pay and allowances set out in this report are shown in the table below.

Allowance	Annual spend
Standby	99,803
Shift allowance	75,000*
Planned overtime	725,002
Planned overtime PO7+	40,616
Wembley Events	331,385**
Golden Hello	159,000***
Casual Pay	111,180
Market Supplement	135,486
Honoraria	31,346
Total	£1,708,818

* based on Jan 25 data

** based on 2023/24 data

*** excludes recruitment and retention payments

- 4.2 Changes and robust review of these allowances, particularly planned overtime, Wembley events payments and undefined casual pay, will reduce the annual spend and all payments will be more effectively controlled.

5.0 Legal Considerations

- 5.1 Based on this high-level report the proposed amendments to pay and allowances are intended to ensure greater equity in remuneration while materially reducing the risk of potential equal pay complaints or claims.
- 5.2 Prior to commencing consultation with staff and trade unions, further legal consideration will be given to the process and implications of implementing any contractual changes.

6.0 Equity, Diversity & Inclusion (EDI) Considerations

- 6.1 The review of pay and allowances will ensure a fair, transparent and equitable process for remuneration and will have a positive impact on employees overall.
- 6.2 A full EIA of proposed changes will be required once further information is obtained.

7.0 Climate Change and Environmental Considerations

- 7.1 There are no climate change and environmental considerations contained within this report.

8.0 Human Resources/Property Considerations (if appropriate)

- 8.1 All HR considerations are contained within the body of this report. Furthermore, consultation with relevant parties and trade unions will take place as is appropriate.
- 8.2 There are no Property considerations contained within this report.

9.0 Communication Considerations

- 9.1 The changes will need to be communicated to all affected staff and a communication plan has been drafted as part of the project work that is being undertaken are no communication considerations contained within this report.

Report sign off:

Minesh Patel

Corporate Director, Finance and Resources

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Standby and Callout Policy and Procedure

August 2025



Human Resources

Governance		
Approved by	Approved date	Date of next review
Human Resources		

Our values

COLLABORATE
PROACTIVELY

LEAD INCLUSIVELY

EMBRACE
CHANGE

BE BOLD
AND CURIOUS

CELEBRATE AND
SHARE OUR
SUCCESS

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1.0 INTRODUCTION

The aim of this policy is to provide managers and staff with a framework to ensure a consistent approach to the implementation of standby and call-out arrangements and to ensure staff who are required to provide standby and call-out to respond to service needs and operational requirements are rewarded in a consistent, fair and equitable way.

2.0 SCOPE

This policy applies to all Council staff, except for staff on Hay grades, teachers and school-based non-teaching staff where the schools have separately agreed processes. It does not apply to agency workers, contractors or casual workers.

3.0 GENERAL PRINCIPLES

- 3.1. Standby exists when there is a planned regular rota for staff to deal with out of hours emergencies.
- 3.2. Standby refers to the provision of services outside of normal office hours.
- 3.3. Staff are expected to be readily available outside of core service hours to work and to physically attend, as required, to deal with emergencies or urgent matters which cannot wait until the core service hours.
- 3.4. The standby period will start at normal finishing time on one day and end at the normal starting time on the next day. Standby on Saturdays, Sundays and public holidays will run from the equivalent of normal starting time on each day for a period of 24 hours.
- 3.5. The standby period will normally be for one week from Monday evening to the following Monday morning, although, exceptionally, it can be paid as a daily rate for a shorter period.
- 3.6. No employee should be required to work more than one week in three on a standby rota unless there are exceptional circumstances that require more frequent cover for a temporary period.
- 3.7. Staff who are not expected to perform normal work outside of working hours but get called upon occasionally, e.g., to attend to an alarm or a one off emergency, will not be entitled to a standby payment. In these circumstances they will receive the appropriate compensation for this work (i.e. overtime/TOIL).
- 3.8. Standby is different to shift allowance where staff are paid to attend work at a scheduled time.
- 3.9. Call out is where staff are required to attend on site or deal with urgent matters from home. Up to date risk assessments must be carried out in those areas that are subject to call outs. These will include a lone working risk assessment.

4.0 RESPONSIBILITIES

4.1 Managers' Responsibilities

Managers must ensure that:

- They identify roles where standby duty is required and consider if participation in the standby rota will be contractual.
- There is enough staff on a standby rota to ensure an effective service is provided.
- They keep standby rotas under review with reference to Working Time Regulations and health, safety and welfare considerations.
- Records are kept of call out time and that Payroll are informed that it is call-out overtime, not ordinary overtime.
- To ensure staff get compensatory rest.

4.2 Employee Responsibilities

Employees must ensure that:

- They keep themselves available for work if required. There is no expectation that staff must remain at home whilst on standby, provided they are contactable by phone and remain in an area with good mobile phone reception to deal with urgent matters within the agreed time period.
- They can arrive on site within the timescales as specified by their manager to meet service requirements.
- They remain capable of carrying out the required duties.
- They take responsibility for their own health and safety and ensure that they take appropriate compensatory rest.

5.0 STANDBY PAYMENTS

There are three levels of standby payment. These rates will be reviewed annually and increased in line with national pay awards.

5.1 Level One

For emergency response teams or service areas that carry out a statutory function and there is a duty to have staff on standby to provide emergency cover 24/7. There is usually a requirement to attend on site.

Payment is £20 per day, Monday to Friday and £40 per day on Saturday and Sunday. Payment for a full week of standby will be £180. If the standby period covers a public holiday, payment will be enhanced to £60 per day.

5.2. Level Two

For emergency response that requires 24/7 cover either because of service need or a service agreement but can often be dealt with remotely and will not always require attendance on site.

Payment is £15 per day, Monday to Friday and £30 per day on Saturday and Sunday. Payment for a full week of standby will be £135. If the standby period covers a public holiday, payment will be enhanced to £45 per day.

5.3. Level Three

For services that need to be contactable in the event of an emergency. Standby is voluntary and matters can usually be resolved remotely and if this is not possible the issue could wait until the next working day for resolution.

Payment is £10 per day, Monday to Friday and £20 per day on Saturday and Sunday. Payment for a full week of standby will be £90. If the standby period covers a public holiday, payment will be enhanced to £30 per day.

6.0 CALL OUT PAYMENTS

- 6.1. The appropriate overtime rate will be paid if staff are called out and required to work.
- 6.2. The first 15 minutes of call out are included in the standby payment and no additional payment will be made.
- 6.3. A minimum of one hour's overtime will be paid for time worked of more than 15 minutes.
- 6.4. If staff are called out on a public holiday they will be paid the appropriate rate and receive time off in lieu for the time they have worked (not the whole day).
- 6.5. If staff are required to attend on site, they can claim payment for travelling time to and from site and travelling expenses, including mileage at the appropriate rate if they use their own vehicle.
- 6.6. All claims for call out will be authorised on the claim for overtime form and submitted for payment through Oracle. The payment is pensionable. Staff must keep a record of when they are contacted, the reason for contact and duration of work undertaken for audit purposes.

7.0 COMPENSATORY REST

- 7.1. In accordance with the Working Time Regulations employees are entitled to:
 - 11 hours uninterrupted rest daily
 - one full 24 hours rest period per week
- 7.2. However standby and call out duties are exempted from this requirement.
- 7.3. Rest can be interrupted under the daily exemptions. If either the 11 hours rest period or the 24 hour weekly rest period is not achieved then compensatory rest applies. A compensatory rest period must be provided as soon as reasonably possible. Further advice must be sought from Human Resources to ensure compensatory rest requirements are complied with.

8.0 FURTHER INFORMATION AND ADVICE

If further advice or guidance is needed on the application of this policy, please contact your HR Business Partner.