



On-Call Federated and Superintendent Ranks Policy (Surrey and Sussex) (879/2024)

Abstract

This policy details the Forces requirements for those police officers who have accepted being on-call as part of their job in return for the appropriate payment.

Policy

1. Introduction

1.1 This policy identifies those designated posts for which an on-call payment will be made and details the requirements and restrictions on police officers up to and including the rank of Chief Superintendent if they accept such a post. It will provide Surrey Police and Sussex Police and with a number of police officers in designated posts who are willing to be on-call to provide an immediate response at any time when on-call.

2. Scope

2.1 This policy identifies the Designated On-Call Posts Document and details the welfare considerations and requirements of officers undertaking such a post including financial compensation.

2.2 Nothing in this policy affects the ability of the Force to recall officers to duty in accordance with Police Regulations. However, the decision to do this will only be taken by an officer of the rank of Inspector or above.

2.3 This policy does not cover police staff who are required to be on-call (please refer to (please refer to Standby (On Call) arrangements Guidance - Surrey and Standby, Callout and Shift Working - Police Staff Policy (453) - Sussex).

3. Policy Statement

3.1 In the first instance the Forces will utilise police officers who are already on duty as an immediate response. However, where this cannot be achieved an on-call response needs to be activated. The length of time police officers are on-call will be kept to a minimum and the Forces will make a payment to police officers for each occasion.

3.2 Overall line management responsibilities:

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.

Procedure

1. Definition of 'On-Call' - Surrey Police and Sussex Police

1.1 For the purposes of this policy the following definition of 'on-call' applies:

Police officers who are off-duty but who are required to hold themselves in readiness to immediately return to duty are 'on-call'. In the event that they did not immediately respond to the requirement, the operational effectiveness and integrity of Surrey Police and/or Sussex Police might be severely impaired. The nature of this requirement is such that it may at times impact pre-arranged out of work social plans and family time.

1.2 The preferred option of Surrey Police and/or Sussex Police is that no-one should be required to be on-call and that any role which may require an immediate response at any time of the day or night should be performed by an officer or officers who is / are on duty. However, there are a number of cases where such a response is required but this cannot be achieved by using on duty officers. In those cases, the number of officers on-call and the length of time they are on-call will be kept to a minimum. Surrey Police and/or Sussex Police will make a payment to police officers for each occasion on-call.

1.3 It is expected that appropriate consideration will be given to why posts must include a requirement for on-call. When 'on-call' duties are a requirement of a role, appropriate measures should be put in place to consider individual need and mitigate the impact on-call requirements may have on individuals with protected characteristics.

1.4 Where officers undertake on-call duties in more than one role within the 24-hour period, they will not receive any additional on-call payment for second or subsequent roles for that period.

2. Criteria for On-Call Payment

2.1 In deciding whether a post attracts an on-call payment, two criteria must be met:

1. The consequence of an officer not being immediately available to return to duty will be as per the definition of on-call as set out in paragraph 1.1 above.

(In the event that they did not immediately respond to the requirement, the operational effectiveness and integrity of Surrey Police and/or Sussex Police might be severely impaired.)

Only if this criteria is met will the second be considered.

2. That it is not appropriate to cover the requirement with on-duty staff. The following will be taken into account:

- the frequency with which it is necessary to call-out a person or people who perform that role.
- the number of people performing the role.
- the level of specialism and therefore the training required to perform the role.

2.2 The decision as to whether a post meets both of the criteria set out in sub-para. 2.1 above will be made by Chief Officers, based on a rationale submitted by the relevant Divisional Commander or Head of Department.

2.3 When a role is identified as fitting the criteria in sub-para 2.1 above, Surrey Police and/or Sussex Police will need officers to be on-call. Where officers are on-call, they must agree to the following restrictions on their private lives:

- they must do nothing to render themselves unfit for duty throughout the period they are on-call;
- they must be able to speak to the person calling them out within 10 minutes of that person first calling them;
- if attendance is required, they must be at the required place of duty within one hour of the initial call-out, or within reasonable preparation and travelling time from their home address, whichever is the longer.

2.4 Where there is an issue about whether an officer is fit for duty having been called out, the decision will be made by a supervisor when the officer reports for duty. In deciding whether an officer is fit, supervisors should apply judgement and common sense. Where appropriate, reference should be made to the respective Force's policies.

Surrey: Alcohol, Drug and Substance Misuse by Officers and Staff Procedure.

Sussex: Substance Misuse and Testing Policy (Including Alcohol and Drugs) (1070).

If an officer becomes unfit for duty for any reason while on-call, they must inform the Force Contact, Command and Control (FCCCD) Inspector. If the FCCCD Inspector is of the view that an immediate replacement is required, they should consult the on-duty (or on-call) Force Gold, who will make the final decision.

2.5 Surrey Police and/or Sussex Police will provide a means by which an on-call officer can be initially contacted.

3. Designated On-Call Posts

3.1 The posts that Chief Officers have agreed meet the criteria in para. 2.1 are set out in the Designated On-Call Posts Document. There will be no informal on-call arrangements, with or without payment.

3.2 Because of the potential impact on the Force budget, only Chief Officers have the authority to add to the list of designated posts. Only one officer can undertake each post daily, for Sussex Police, that officer must be recorded within the SAP on-call system. People Services are accountable for ensuring that the list of designated on-call posts is amended to reflect Chief Officers' decisions.

4. Payment Entitlement and Method

4.1 In recognition of the need to restrict the private lives of officers who are on-call, Surrey Police and Sussex Police will make an on-call payment to officers when they perform on-call duties in designated posts in accordance with Police Regulations. One on-call payment can be claimed for the agreed on-call period. Payment will only be made

in relation to actual on-call duties performed. Officers are entitled to claim £35 in respect of each day (24-hour period) during which any time is spent on-call.

Where an officer is unable to fulfil their full on-call responsibility for sickness or any other reason they will not be entitled to the on-call payment.

4.2 For Surrey Police – Officers must claim their on-call payments via Exclaim retrospectively Please refer to the On-Call Federated and Superintendent Ranks Flowchart.

Supervisors must ensure that designated posts within their business area are only subject of one claim.

The total payment for on-call is fixed and determined by the daily post requirement, excess claims will be referred back to the relevant Department or Division to resolve. Overtime claim, resulting from call out, should be claimed via Exclaim.

When an officer is recalled to duty whilst on-call and the call out lasts for less than one hour the officer will record the time worked as one hour.

4.3 For Sussex Police – Officers must claim their on-call payments monthly in arrears by way of an on-call payment. Please refer to the On-Call Federated and Superintendent Ranks Flowchart.

A specific on-call payment form, endorsed by the officer's first line manager, should be submitted in time to meet the pay deadline by 1st of the month.

Supervisors must ensure that designated posts within their business area are only subject of one claim.

The total payment for on-call per quarter is fixed and determined by the daily post requirement, excess claims will be referred back to the relevant Department or Division to resolve.

The payment form includes a requirement to provide management information to allow an assessment of re-call to duty whilst on-call.

When an officer is recalled to duty whilst on-call and the call out lasts for less than one hour the officer will record the time worked as one hour. Where appropriate the officer will claim the hour as overtime via the SAP system.

5. Welfare Considerations

5.1 On-call payment is not a substitute for proper welfare considerations, nor is it an exemption or relaxation from the Working Time Regulations. It is the responsibility of supervisors and managers at all levels to ensure that officers do not have their private lives unreasonably restricted by excessive periods on-call.

5.2 As a guide, where a post requires officers to be on-call in order to provide a 24/7 response, there should be at least six officers performing the role. This means that an officer should average no more than one week in six on-call. In some posts this may not be achievable because of the specialist nature of the role, and in these cases supervisors and managers have a particular responsibility to ensure the welfare of the officers is

considered as a priority. Posts will remain under constant review and may be subject to revision at any time.

5.3 An officer should not normally be on-call for more than seven consecutive days and if an officer is called out twice in any seven-day period, consideration should be given to taking them off call for the remainder of the rolling seven days.

5.4 Officers will not be required to be on-call at any time when they are on annual leave, and this includes any rest days that adjoin annual leave or fall within a period of annual leave. Under no circumstances will an officer be on-call when they are absent due to sickness or on recuperative duties even if this results in the on-call facility being withdrawn for a period. Where an officer's duties are medically restricted the advice of the Occupational Health and Wellbeing Service must be sought before they are placed on-call.

5.5 On rare occasions there may be circumstances where the criteria in sub-para. 2.1 above are met on a temporary basis and Surrey Police and/or Sussex Police may wish to vary, at short notice, the posts that attract an on-call allowance or the number of people on-call in designated posts. The decision as to whether such circumstances exist will only be made by a Chief Officer and will be subject to monthly review.

6. Employment Data

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

Team: People Services