



## How to claim standby, disturbance and call out

Some employees are contractually required to undertake standby duty to carry out emergency work as and when the need arises; this is normally in line with a specific roster.

These employees are under an obligation to remain on call, outside of their normal working hours (including Saturdays, Sundays, and Public Holidays,) and to be available to be consulted and if necessary, to be called out for emergency duty.

Payment for standby, disturbance and call out are made in line with the nationally agreed rates of pay, which are available on the intranet.

### E337 Standby allowance

E337 Standby allowance should be used for standby claims, with the correct rate being chosen to reflect the duration of the standby (complete week, broken periods of standby or public holiday.)

An extra payment is due for each public holiday that falls within the week of standby and this should also be claimed under E337 Standby allowance.

Each 24-hour period of standby duty should start at the beginning of the working day (or at the same time on non-working days).

### E336 On call duties

Employees on standby duty, who are contacted or called out, are entitled to claim a further payment for each occasion they are contacted under E336 On call duties, although only one disturbance/call out payment can be claimed within each 2-hour period.

However, if a call out or disturbance lasts over one hour, the employee is entitled to an additional payment for the whole period of disturbance or call-out at the appropriate overtime rate - Call out at plain time (E027 call out overtime plan); Call out at time and a half (E047 Call out overtime time and half) or call out at double time (E048 Call out overtime double)

### Example 1 Claim for a complete week of standby; including public holiday and call out payment. (Based on 2023 national standby and call out rates)

A 37-hour employee undertaking a complete week of standby (which includes 1 public holiday) is contacted once and subsequently called out for 3 hours to undertake a repair.

Element	Rate	Hours	Explanation
E337 Standby allowance	£105.72		Complete week of standby
E337 Standby allowance	£19.87		Additional payment for Standby on public holiday
E336 On call duties	£16.90		One call out
E048 Call out overtime double		3.00	Call out at double time*

\*Employees who do not have a contractual entitlement to double time should use element E027 (Call Out Plain Time) and double the hours e.g. 6 hours.

## Example 2 Single standby claim with a call out claim

(Based on 2023 national standby and call out rates)

A 35-hour employee undertaking broken standby over one night is disturbed twice in one hour.

Element	Rate	Hours	Explanation
E337 Standby allowance	£10.54*		Standby over 1 night
E336 On call duties	£16.90		Claim for disturbance

\*Broken periods of standby per night: Monday – Friday £10.54, Saturday £22.44, Sunday, or Public Holidays £30.58.

### Disturbance and call out when not on Standby - Element 336

Employees who are not on standby duty, but who are contacted or called out are entitled to claim the relevant payment for each occasion they are contacted under E336 Standby allowance, although only one disturbance/call out payment can be claimed within each 2 hour period.

However, if a call out or disturbance lasts over one hour, the employee is entitled to an additional payment for the whole period of disturbance or call-out, at the appropriate overtime rate

- Call out at plain time (E027 Call out overtime plain)
- Call out at time and a half (E047 call out overtime time and half)
- Call out at double time (E048 Call out overtime double).

An employee performing standby duty will be paid an allowance in accordance with the agreed national rates. Each 24 hour period of standby should commence at the beginning of the notional standby session (or at the same time on a non-working day).

### Example 3 Call out payment when not on standby (Based on 2023 national standby and call out rates)

A 35-hour worker who is not on standby duty, is contacted and subsequently called out to deal with an emergency that lasts for a period of 4 hours.

Element	Rate	Hours	Explanation
E337 On call duties	£16.90		Claim for disturbance
E027 Call out overtime plain		2.00	Call out at plain time (hours worked from 35-37 hours)
E047 Call out overtime time and half		2.00	Call out at time and a half (hours worked over 37 hours)

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