

PAY AND ALLOWANCES (POLICE STAFF) POLICY

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NORFOLK
CONSTABULARY



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CONSTABULARY

PAY AND ALLOWANCES (POLICE STAFF)

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Legal Basis

Legislation specific to the subject of this policy document:

- Employment Rights Act 1996

Other relevant legislation which you must check this document against (required by law)

- [Human Rights Act 1998 \(in particular A.14 – Prohibition of discrimination\)](#)
- [Equality Act 2010](#)
- [Health and Safety at Work etc. Act 1974 and associated Regulations](#)
- [General Data Protection Regulation \(GDPR\) and Data Protection Act 2018](#)
- [Freedom Of Information Act 2000](#)

Other documentation which you must check this document against:

- [College of Policing – Code of Ethics](#)
- [Norfolk and Suffolk Constabularies' Standards of Professional Behaviour](#)
- [College of Policing – Authorised Professional Practice](#)
- Police Staff Council Handbook

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1. Our Policy

- 1.1 The purpose of this policy is to provide guidance and information on pay and allowance arrangements and all associated procedures.
- 1.2 Norfolk and Suffolk Constabularies (“the Constabularies”) are committed to ensuring this policy complies with relevant legislation and that consultation has been undertaken with all relevant staff groups. This policy does not form part of any contract of employment or other contract to provide services, and we may update this policy at any time following consultation with UNISON.
- 1.3 All our policies promote equality, eliminate unlawful discrimination and actively promote good relations regardless of a person’s sex, age, race, disability, sexual orientation, gender reassignment, marriage or civil partnership, pregnancy and maternity, religion or belief.
- 1.4 The Constabularies will review this policy periodically to ensure that it reflects appropriate standards and continues to meet our needs and reflects any changes in legislation.
- 1.5 The Director of People has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. Day-to-day responsibility for operating the policy and ensuring its maintenance and review has been delegated to the HR Managers, HR Delivery.
- 1.6 Managers have a specific responsibility to ensure the fair application of this policy and all staff are responsible for supporting colleagues and ensuring its success.

2. Applicability

- 2.1 This policy outlines the arrangements for payment of salaries, allowances, expenses and additional payments for police staff.
- 2.2 The Pay and Allowances (Police Officers) policy provides details of pay, allowances, expenses additional payments for police officers and special constables.

3. Related policies

- 3.1 This policy should be read in conjunction with the following policies/documents:
 - Job Evaluation policy
 - Recognition and Reward policy

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4. Reward principles

4.1 The objectives of the Constabularies' pay and reward practices are to enable enhanced operational and business performance, better recruitment and retention of staff and a more motivated workforce. Our pay principles are based on:

- i. **Transparency** - to be clear about what people are paid for and why and to be consistent, systematic and transparent in applying pay and rewards.
- ii. **Fairness** - to use a fair and analytical reward framework, which is free from bias, to support individual and organisational productivity.
- iii. **Total Reward** - to bring together all the elements of investment the Constabularies make in their workforce, which include:
 - Pay
 - Allowances
 - Pension
 - Recognition awards
 - Flexible working
 - Personal and professional development
 - Career breaks
 - Family leave

5. Equal pay commitment

5.1 We support equal opportunities in employment. Staff will receive equal treatment and equal pay regardless of age, race, colour, nationality, ethnic or national origin, disability, sexual orientation, sex, gender re-assignment, marital or civil partnership status, religion or belief, pregnancy or maternity.

5.2 The right to equal pay is a fundamental principle of the Equality Act 2010. We are committed to the principle of equal pay and to working with UNISON to ensure that this is provided. It is imperative that all our staff receive equal pay for the same or broadly similar work, for work rated as equivalent and for work of equal value.

5.3 To put our commitment to equal pay into practice, we will:

- operate a job evaluation system which is transparent, based on objective criteria and free from unlawful bias;
- carry out an equal pay review, using the current code of practice from the Equal Opportunities Commission, for all current staff (including those on maternity/adoption leave or non-standard contracts);

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- publish the results of the equal pay review and implement the actions arising from it in a planned programme, in partnership with UNISON;
 - Carry out regular monitoring of the impact of our practices.
- 5.4 We intend, through the above actions, to eliminate discrimination, to reward all staff fairly and equitably, to increase job satisfaction and to enhance the Constabularies' reputation.

PAY

6. Job evaluation

- 6.1 The Constabularies have adopted a nationally agreed and approved version of the Police Staff Council 13 Factor Job Evaluation scheme, for the purpose of evaluating and determining the pay band for police staff jobs. The scheme was developed by a joint union and employer team and complies with equal value principles and practices. For further information about the implementation of the scheme please see the Constabularies' Joint Collective Agreement.
- 6.2 The scheme is analytical and assesses the relative value of all police staff jobs through a consistent set of job factors which are then aligned to the Constabularies' pay scale. There are 13 factors which are assessed, grouped under: knowledge and skills, responsibilities, effort, and environmental demands.
- 6.3 Police staff jobs at all levels will be evaluated under this scheme, with the exception of those jobs designated as 'director' level or any other job that exceeds 650 points in an initial scheme evaluation. Evaluation of these jobs will be undertaken by an independent pay specialist.
- 6.4 For further information on the Constabularies job evaluation scheme, please see the Job Evaluation Policy.

7. Pay scale

- 7.1 The Constabularies' pay scale for all police staff employees (with the exception of director level roles and above) consists of a series of pay bands divided into a series of pay points. This is based on the Police Staff Council national pay spine.
- 7.2 A national pay review is undertaken annually. This is collectively negotiated by the Police Staff Council, including UNISON (representing the Trade Union side), and members of the Association of Police & Crime Commissioners and National Police Chiefs Council (representing the employers' side). Adjustments agreed to pay points will be implemented with effect from 1 September annually (unless otherwise agreed by the two sides of the Police Staff Council.) The Constabularies' pay scale for the current year can be found here.

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7.3 Pay negotiations will take into consideration:

- pay movements elsewhere in the public sector;
- pay movements elsewhere in the economy;
- movements in the retail price index;
- recruitment and retention factors;
- police service funding.

7.4 For Director level roles and above, the external pay specialist will determine a benchmarked salary for each of these roles and the postholders will be appointed on a spot salary, which is a % of the benchmarked salary. The salary will be subject to review annually, however there is no obligation on the Constabularies to award any increase.

8. Starting pay and appointment to a higher band

8.1 New starters to the Constabularies will normally be placed on the minimum pay point of the band for the role.

8.2 New starters who were previously engaged as an agency worker immediately prior to appointment on a temporary or permanent employment contract with the Constabulary, in the same role, will commence their contract on the same spinal pay point they had reached as an agency worker.

8.3 Existing employees who are successfully appointed to a role in a higher band will normally be placed on the minimum pay point of the new band.

8.4 Existing employees who are appointed to a new job in the same band will normally retain their existing pay point in the band.

8.5 Existing employees who are apply for and are appointed to a new job in a lower band will normally be placed on the highest pay point of the new band.

8.6 In certain circumstances, such as in strong job market conditions or a high level of expertise of the preferred candidate, it may be appropriate to appoint to a higher pay point in the band. Before appointing at a higher pay point, the Head of Department must seek prior approval from the HR Reward Manager, through written submission of their rationale.

8.7 The written submission should include information against the following criteria:

- What experience and expertise relevant to the role does the candidate bring?
- Has the role been hard to recruit?
- Are there market forces for roles of this type?

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- What is the operational impact of not filling the role?
 - What is the impact on colleagues? Would they 'leapfrog' existing post-holders?
- 8.8 Where a higher starting pay point is approved and offered, a record will be held on the candidate's personal file to explain the reasons (this may be required to justify the difference in pay in the event of an equal pay claim).
- 8.9 All cases will be notified to JCC for transparency.

9. Pay progression

- 9.1 Progression through a scale will normally be by one incremental pay point each year until an individual reaches the top pay point of a band.
- 9.2 An increment will normally be payable on 1st April each year. However, if an individual joins the Constabulary, starts a new role, or a role is re-evaluated resulting in a different pay band, between 2nd October and 31st March, the first increment will be due on the six-month anniversary of appointment or the effective date of re-evaluation. Thereafter, subsequent increments will be payable on 1st April.
- 9.3 Some staff may be required to obtain a specified qualification or level of professional competence before progressing to the maximum of a band, or to the next band, as with 'career grade' roles. Where this applies, it will be stated in the individual's role profile.

10. Market supplements

- 10.1 A market supplement is a temporary payment to an individual's basic salary that may be applied to address recruitment or retention issues caused by the 'going rate' in the external job market being higher than the current pay rate for the role in the Constabularies. It is typically used only when other non-pay measures have failed to address high turnover or difficulty filling specific roles due to high market demand for the required skills.
- 10.2 A role may be eligible for a market supplement if it can be demonstrated that:
- the pay, as determined by job evaluation, is significantly out of step with the market rate for comparable posts regionally and;
 - there are recruitment and/or retention difficulties with posts which are key to service delivery.

Application process

- 10.3 Where a Head of Department considers that a role is eligible for a market supplement they should complete part one of the Market Supplement application form and submit it to the HR Reward Manager.

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- 10.4 The HR Reward Manager will consider the application, in consultation with UNISON via Joint Collective Consultation (“JCC”) and, if agreed, will undertake an analysis of market data.
- 10.5 The market analysis will be based on independent research sources, which may include but are not restricted to:
- formal salary surveys and pay data, e.g. from relevant professional bodies;
 - benchmark data via other forces regionally, and local employers;
 - pay rates as published in job advertisements offered by competing employers in the same locality.
- 10.6 The analysis will determine whether a market supplement is justified and establish the current market pay range for the role. Timescales for completion of the market analysis will vary dependent on the role and the availability of relevant data. The Head of Department will receive appropriate updates on the progress of the analysis.
- 10.7 The HR Reward Manager will discuss the findings of the analysis with the Head of Department and, where appropriate, agree a market supplement. Consideration will be given to the department budget and the level of risk to service delivery.
- 10.8 The agreement of the market supplement will be subject to consultation with UNISON, via JCC and, if supported, will be submitted to the Head of Strategy & Planning (People Directorate) for final approval. The Head of Department will receive confirmation in writing of the outcome.

Validity period

- 10.9 Market supplements are valid for 12 months from the date of approval but may be approved for a further 12 months following a new application by the Head of Department. See 10.16 below for further information.

Payment arrangements

- 10.10 Approved market supplements will be awarded to all current post-holders. For any members of staff subsequently appointed, the supplement will be payable for the remaining duration of the 12-month validity period. If a recipient post-holder is part-time, the supplement will be paid pro-rata to their contractual hours. All post-holders will receive written confirmation of the supplement to be applied, with confirmation that this is a temporary contractual variation.
- 10.11 Supplements will be paid in monthly instalments with the individual's normal salary and will be subject to NI, PAYE income tax and pension deductions.

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- 10.12 Payment of the supplement will automatically cease if the receiving post-holder is promoted or transfers to a different role, or if the job is re-graded following a re-evaluation through the job evaluation process.
- 10.13 If an individual is redeployed on the grounds of redundancy, the market supplement in their previous post will be subject to pay protection for a period of three months.
- 10.14 Individuals will continue to progress incrementally through the pay scale for their band. Annual pay review award increases will only apply to the base salary.
- 10.15 Market supplements will be included in the calculation of all statutory and occupational pay entitlements such as sickness, maternity, adoption, shared parental leave and maternity/adoption support, redundancy payments, shift/unsocial hours allowances and overtime.

Renewal application

- 10.16 As stated at 10.9 above, market supplements are temporary and valid for 12 months. Where the Head of Department considers that the role remains eligible for a market supplement they must submit a further application 3 months before the end of the 12-month validity period. This will then be reviewed by the HR Reward Manager in line with the process above.
- 10.17 Where the outcome of the new application is that the supplement is to continue for a further 12-months, written confirmation will be sent to all post-holders, with confirmation that this remains a temporary contractual variation.
- 10.18 Where the outcome of the new application is that the supplement is to be reduced or withdrawn, the post holder(s) will be given three months' written notice, after which time the reduction / withdrawal will take effect.

Monitoring

- 10.19 Market supplement payments will be monitored and included in equal pay audits.

11. Holiday pay

- 11.1 Normal remuneration paid to employees while on annual leave will include overtime and other regular payments made in addition to basic pay which are "intrinsically linked" to an employee's role.
- 11.2 This applies to pay for the first four weeks' statutory holiday derived from regulation 13 of the Working Time Regulations 1998 and may include:
- all forms of overtime
 - compensation for public holiday working
 - unsocial hours allowance

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- away from home overnight allowance
- acting up allowance
- standby allowance
- rest day working compensation
- part-time additional hours

11.3 An adjustment payment will be made monthly in arrears to reflect any further amounts due for holiday taken in the preceding month as a result of any payments identified in the list above having been made.

12. Honorarium payments

12.1 Honorarium payments of between £50 and £2000 may be paid in line with the Recognition & Reward policy framework as part of approved recognition schemes.

12.2 Payments may be considered where the individual or team has shown exceptional performance when taking on short-term responsibilities or a one-off task which is not reflected in the basic pay of a role. This could include taking on extra responsibility, exceeding expectations in a one-off task or project, or working above the requirements of a role over a sustained period of time.

12.3 Further details on the eligibility criteria and when honorarium payments may be considered can be found in the joint Recognition & Reward policy.

ALLOWANCES

13. Acting up allowance

13.1 Acting up arrangements are designed to meet short term needs. The acting up allowance is a temporary salary adjustment that is paid when you are required to undertake the majority of the duties and responsibilities of a higher graded post.

13.2 You will be paid at the higher pay band with retrospective effect from the first day of undertaking such duties. This is subject to a minimum period of acting up of 10 or more working days, which can be accumulated in each financial year.

13.3 The allowance can be in effect for a maximum of three months, after which a temporary promotion should be used. You will remain in your substantive post during the period of acting up.

13.4 The higher salary will not be payable during periods of annual leave or sickness absence except in respect of the four weeks' (20 days FTE) annual leave entitlement under regulation 13 of the Working Time Regulations, when it will be payable.

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- 13.5 Individuals will need to complete an Honarium and Bonus Payments Form specifying their actual working days and hours whilst acting up. This will allow for the correct payment of acting up allowance. The Honarium and Bonus Payments Form can be accessed [here](#).
- 13.6 Overtime is paid at an individual's substantive pay rate in addition to acting up allowance, in accordance with section 16 of this policy.
- 13.7 The acting up allowance is pensionable.

14. Temporary promotion

- 14.1 If an individual is required to undertake the full duties and responsibilities of a higher graded post over an extended period (more than three months), they will be temporarily promoted to that higher grade. The terms of the temporary promotion will be set out as a temporary amendment to the contract of employment.

15. Tutor allowance

- 15.1 A tutoring allowance of £10 per full day may be paid to experienced police staff who have been selected by their line manager to act as a tutor in line with the College of Policing Tutor Standards (College of Policing standards for learning delivery and assessment) and as defined by the Tutor Professional Profile.
- 15.2 The allowance, which must be approved by the Head of Department, applies only to formal structured tutor periods. These are scheduled and documented programmes with defined objectives, a clear start and end date. They include planned activities, assessment points, and accountability for ensuring the trainee achieves required competencies.
- 15.3 The tutoring allowance can be claimed through submitting a Nintex Honarium and Bonus Payments form.
- 15.4 Tutors are required to undertake Continuous Professional Development (CPD) aligned to the role of tutor and record evidence in PDRs.
- 15.5 Other Activities - Coaching, mentoring, or training outside the defined tutor role detailed is not eligible for tutoring allowance. Where such contributions are above and beyond the individual's normal duties and have a significant impact on another person's development, managers should recognise this through alternative reward mechanisms in line with the Reward and Recognition Policy.

16. Working additional hours to a scheduled shift (Overtime)

- 16.1 Overtime payments will be paid up to and including PSC scale point 28, which means all police staff employed on Band E and below are entitled to claim.

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- 16.2 The entitlement to claim overtime applies when staff work additional hours on a scheduled shift.
- 16.3 An individual must work a minimum of 15 additional minutes before they can claim overtime, however once this cumulative total has been reached, a claim may be made for each minute worked.
- 16.4 If an individual is asked to extend their shift and work additional hours, they will be paid at the following rates:
- Extended hours worked Monday to Friday between 7am and 7pm will be paid at the usual hourly rate (plain time).
 - Extended hours worked Monday to Friday between 7pm and 7am will be paid at the usual hourly rate plus an additional one half of that rate (time and a half).
 - Extended hours worked on Saturday or Sunday will be paid at the usual hourly rate plus an additional one half of that rate (time and a half).
 - Extended hours worked on a public holiday will be paid at the usual hourly rate plus an additional payment at your usual hourly rate for the actual number of hours worked (double time).
- 16.5 If an individual attends a training course and their scheduled shift time is extended, they will be eligible to claim overtime. Course organisers are encouraged to avoid this wherever possible and line managers will need to authorise the overtime if it is unavoidable.
- 16.6 Overtime claims should be submitted within three months of the date of the overtime worked wherever possible. The overtime claim form can be accessed [here](#).
- 16.7 Any rest break taken during a period of overtime will be unpaid. No automatic deduction for a rest-break will be made from an overtime claim, therefore individuals must ensure that their claim reflects any break(s) taken.
- 16.8 For additional time worked on a day not originally scheduled, please refer to section 23.
- 16.9 Where any employee who is paid above Band E, and therefore is not eligible for overtime payments, undertakes additional out of hours work in their substantive post for an operational or service critical reason at the request of the Constabulary, they may be eligible for an additional payment to reflect the additional out of hours work undertaken. This must be discussed with the line manager at the time of the request and consideration first given to providing TOIL/flex-time at another time. If a manager wishes to apply this, they should contact their HR Advisor for agreement. Claims for payment should be submitted on an Honorarium and Bonus Payments Form which can be accessed through this link: [HR & Payroll Service Requests](#).

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17. Time off in lieu (TOIL) as an alternative to overtime payment

- 17.1 Individuals can opt to take TOIL at plain time as an alternative to an overtime payment, with the agreement of their line manager. If an individual chooses to do this, their line manager will need to make the change on DMS.
- 17.2 Where TOIL has not been taken within three months, payment at plain time will automatically be made in the next available payroll.

18. Working additional hours in a different role

- 18.1 There may be times, arising from unforeseen resourcing requirements, where staff are offered work on an ad-hoc basis in another role in addition to the role they are contracted to do. Should these circumstances arise and an individual accepts work offered in an additional role, this will not be considered overtime and they will be paid for the hours worked at the basic rate the job is graded at, not at overtime rates. The exception to this is any work undertaken in the Casualty Bureau, which will be paid at the individual's substantive pay rate.
- 18.2 Unsocial hours allowances as detailed under paragraph 20.1 can still be claimed where applicable.
- 18.3 For one-off requirements to undertake work in another role as above, staff will not be issued with a separate contract or formal agreement. Casual worker agreements will only be issued where an on-going requirement has been identified and the individual has entered into a formal arrangement for undertaking additional work on a casual worker basis.

19. Working on a public holiday

- 19.1 If an individual works on a public holiday as part of their published work pattern, or at the request of the Constabulary where it is not part of their usual work pattern, in addition to the normal pay for the day they will be entitled to claim payment at plain time for the actual number of hours worked plus time off in lieu equal to the actual number of hours worked.
- 19.2 If an individual is asked to extend their shift on a public holiday, they can claim overtime as per paragraph 16.4 of this policy.
- 19.3 Night work allowance and weekend work allowance are not payable on public holidays.

20. Unsocial or irregular hours

- 20.1 If an individual works unsocial hours, they will be paid an allowance as follows:
- Weekend work will be paid at the usual hourly rate plus an additional one half of that rate (time and a half).

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- Night work will be paid at the usual hourly rate plus an additional one third of that rate (time and a third) for all hours worked between 20:00 and 06:00.

20.2 Irregular hours are defined as hours between 18:30 and 07:00. The following allowance will be paid if an individual works irregular hours:

- An average of at least four but less than eight hours per week calculated over the working cycle (pro rata to hours worked) = 7.5% of basic salary.
- An average of at least eight hours per week calculated over the working cycle (pro rata to hours worked) = 10% of basic salary

“Working cycle” above means the number of weeks in the shift pattern. For example, if it is a six-week pattern, the total number of irregular hours in the pattern will be divided by 6 to get the average.

20.3 The allowance for working irregular hours will not apply to hours which qualify for allowances for night work or for working shifts, or where the individual works those hours voluntarily under a flexible working arrangement. If the pattern does qualify, the allowance is paid on a monthly basis.

21. Shift allowance

21.1 If an individual is contracted to work shifts, they will be entitled to shift allowance if their shift pattern includes:

- a span of eleven hours or more between start time of the earliest shift and finish time of the latest shift;
- at least four hours between the starting time of the earliest and latest shifts;
- at least half of the shifts in the shift cycle include some unsocial hours, (i.e. weekends, nights and irregular hours as defined in section 20).

Period covered by shifts	Proportion of basic pay
11-14 hours	12.5%
Over 14 and less than 18 hours	14%
18 hours or more	20%

22. Short-notice changes to start times

22.1 If, at the request of the Constabulary, an individual agrees to alter their published start time for any particular day or shift by three hours or more at less than five days' notice, they will receive an additional payment for

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the actual number of hours worked in that altered shift, up to a maximum of 7.4 hours at basic salary rate. Therefore, if the altered shift is 7.4 hours or more an additional payment for 7.4 hours will be made. If the altered shift is less than 7.4 hours then an additional payment for the actual number of hours worked in that shift will be made.

23. Working on a day not originally scheduled

- 23.1 If, at the request of the Constabulary, an individual agrees to work on a day not originally published/scheduled as a working day with less than five days' notice, they will be paid at the appropriate additional hours rate, as set out at 16.4 above, for each hour worked and receive time off in lieu equal to the actual number of hours worked.
- 23.2 If, at the request of the Constabulary, an individual agrees to work on a day not originally scheduled as a working day with five or more days' notice, they may elect to be paid at the appropriate additional hours rate, as set out at 16.4 above, for each hour worked or receive time off in lieu equal to the actual number of hours worked.
- 23.3 These five days do not include the day on which the request to work is made or the actual day to be worked.
- 23.4 If an individual's working day is changed to a weekend, they are entitled to take time off in lieu at a weekend where this is possible.
- 23.5 Where time off in lieu has not been taken within three months, payment will be made in the next available payroll.

24. Part-time employee entitlements

- 24.1 All hours worked as overtime as an extension to a scheduled working day are paid at plain time, plus any applicable allowances, up until 37 hours have been worked in that week. Once 37 hours have been reached, overtime will be paid in line with full time staff entitlement (paragraph 16.4 above).
- 24.2 Normal working days and when on call are paid at plain time, plus any applicable allowances.
- 24.3 If an individual works additional hours on a non-scheduled working day, you do not need to reach the threshold of 37 hours to be paid the additional hours (overtime) rates as set out in paragraph 16.4 above. Individuals will qualify for the payments and other arrangements set out in section 23 regardless of how many hours worked during the reference week in question. This is because the compensation is for working additional hours on a rest day or free day, rather than for over-time at the end of a scheduled shift.
- 24.4 Night work and weekend work allowances are paid in addition, if applicable, as follows:

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- Night work allowances are paid for hours worked between 8pm – 6am providing the individual does not receive shift allowance in their contractual pay.
- Weekend allowances are paid for all hours worked at a weekend.

24.5 The parameters for irregular hours payments will be pro-rated. As an example, an individual contracted to work an average of 18.5 hours per week will qualify for the allowance if there is a minimum of at least two irregular hours over their working cycle (or shift pattern).

25. Concurrent pay entitlements

25.1 Individuals that are shift workers in receipt of an allowance for working irregular hours or shifts are also entitled to claim a weekend working payment if they are asked to work on a Saturday or Sunday that they were not originally rostered to work, on top of any additional hours' payments they receive.

25.2 Individuals that are not shift workers and do not receive allowances for working irregular hours or shifts are entitled to claim:

- A weekend working payment if they are asked to work on a Saturday or Sunday, on top of any additional hours' payments they receive;

AND

- A night working payment if they are asked, and agreed, to work between 20:00 and 06:00.

25.3 Individuals should use the normal overtime form to claim these concurrent pay entitlements.

26. Standby duty and call-outs

26.1 Individuals will be paid the current standby allowance for each period of standby as defined in the Police Staff Council Handbook and as outlined below:

- any period from the end of normal office working hours to the beginning of normal office working hours the next day;
- a twelve-hour period at the weekend or on a public holiday.

26.2 The allowance for each period is determined and reviewed by the Police Staff Council.

26.3 This payment covers the requirement to be available to deal with work issues away from or at the workplace and the completion of all necessary paperwork arising from the standby period and which is outside their normal contracted hours.

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- 26.4 If an individual is called out, they will be paid at the rates set out in section 16.4 of this policy for all time necessarily spent working. The normal restriction on overtime payments for staff above Band E will not apply.
- 26.5 Agreement to apply standby or on-call arrangements is based on the need of the organisation and standby or on-call schemes may be altered or withdrawn at any time.
- 26.6 Claims for on-call/standby payments should be submitted on an On-Call/Standby claim form accessible through this link: [Pages - HR & Payroll Service Requests](#).

27. Disturbance allowance

- 27.1 Individual contracts of employment will state whether someone is required to participate in an on-call rota. If an individual is contacted to provide advice and support outside of their normal contracted hours, but when they are not on standby or on-call as per the rota, they are entitled to claim a disturbance allowance.
- 27.2 A minimum payment of two hours at plain time will be made for each disturbance. There can be no overlap between claims and a maximum of 4 claims in a 24-hour period can be claimed.

28. First aider allowance

- 28.1 Individuals are entitled to be paid First Aid allowance if they have successfully completed a first aid at work qualification and have been appointed as a designated first aider.
- 28.2 The allowance is £100 per year paid in monthly instalments.

EXPENSES

29. Business travel

- 29.1 Individuals can claim reimbursement of authorised travel expenses reasonably incurred in the course of duty. This includes, but is not limited to, travel to a location other than an individual's normal place of work for training or a meeting.
- 29.2 The most economical means of travel must always be used. Consideration will be given to the cost of the journey, the cost of related subsistence and accommodation, overtime entitlements and the optimum use of staff time.
- 29.3 The following should be considered before making a business journey:
- Is the journey necessary or can it be avoided by using "Teams" for example?
 - Can the journey be reasonably carried out by public transport at a lower cost?

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- Is there a pool car available?
- Should I use a hire car?
- Is it cheaper to use casual/essential travel mileage?
- Is car sharing an option?

29.4 The Capita online system should be used to book rail tickets. This ensures the best value for money and enables bookings to be cancelled at short notice without incurring charges. You will need to provide dates, reason for travel, passenger names and budget code. Your department may have an administrator who can assist with bookings.

30. Pool car and hire car vehicle use

30.1 Pool cars should always be considered for travelling before hiring a vehicle or using personal vehicles and claiming casual user mileage.

30.2 Individuals are required to have an Authorisation Permit from the Constabularies' Driving School before using a pool/hire car or operational vehicles. Individuals will need to provide your driving licence to obtain a permit.

30.3 Pool cars can be booked through the Vehicle Booking site. The system identifies journeys to the same destination at similar times and encourages staff to car-share. Please read the pool vehicle booking rules.

30.4 If all vehicles have been booked out, individuals are encouraged to call Transport Services for further options, such as a hire car.

30.5 A hire car may be requested by completing and submitting the request form on the Transport Services intranet page. When the hire of a vehicle is considered the most cost-effective method, the smallest vehicle group should be utilised.

30.6 Insurance cover for hired vehicles is arranged by the Constabularies as part of the Motor Fleet Policy.

30.7 Constabulary owned and hired vehicles are provided solely for business purposes and are not to be used for any private purposes, including journeys between home and a place of work. There are tax implications for both the Constabulary and any driver who uses a Constabulary or hired vehicle for travel between their home and place of work. Journeys of this nature should be notified to the Finance Department in advance of travel so that tax liabilities can be ascertained. It should also be noted that any private journeys will not be covered by Constabulary insurance.

31. Mileage claims (own vehicle)

31.1 Individuals must ensure that their vehicles are correctly taxed, fully comprehensively insured with the appropriate business use cover and hold a current MOT certificate (if required).

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- 31.2 Mileage claims should be based on the most economical journey balanced by time and distance and the reason for any additional mileage claimed must be approved by the line manager. Mileage should be checked using an online route planner.
- 31.3 Individuals are eligible to claim for all and any mileage incurred when undertaking any journey which does not involve them taking substantially the same route as that which they take to and from work.
- 31.4 There is no requirement to deduct normal commuting mileage when calculating the business mileage allowance, except for journeys which follow substantially the same route to or from the individual's home and their normal place of work. Under these circumstances the individual's normal daily commuting mileage should be deducted from the total mileage claim. All mileage over and above the normal daily commuting mileage will be eligible for mileage allowance.
- 31.5 For travel to a non-residential training course, individuals can claim for every return journey for each day of the course.
- 31.6 For travel to a residential training course, or where accommodation has been offered, an individual can claim for one return journey from their home to the training location. However, if individual circumstances mean that the individual is unable to accept the offer of overnight accommodation, claims for business travel on each day of the course can be approved by a line manager.
- 31.7 If at the request of the Constabulary, an individual agrees to travel to work on a day not originally scheduled, or are called out for a shift, they can claim casual business mileage. Mileage will be taxable if an individual travels to their permanent workplace and non-taxable if they travel to an alternative workplace.
- 31.8 If an individual is a casual worker and has a single, specified place of work in their casual worker agreement, they can claim business mileage if they are asked to work at a different location. If an individual is peripatetic (no single specified place of work), they may be required to work at any location for which business mileage cannot be claimed unless they are asked to change location in the middle of a shift.
- 31.9 Business mileage claims should be submitted on the EBS self-service platform. For details of how to submit a claim please see [I Expenses Guidance](#).

Casual private user rates

- 31.10 If an individual uses a private vehicle for business travel, in accordance with the above, they are entitled to claim mileage at the following HMRC rates:

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Car	55p/mile (first 10,000 miles, 25p/mile thereafter)
Motorcycle	24p/mile
Bicycle	20p/mile

Company leased car user rates

31.11 If an individual uses a 'company car', which they are leasing under the salary sacrifice scheme, for business travel in accordance with the above, they are entitled to claim for the mileage at the current HMRC Advisory rates. These rates are lower than the rate paid for use of own private car. This reflects that HMRC allows for an element of wear and tear for use of own private car but only the cost fuel for a company leased car. The advisory fuel rates are reviewed quarterly therefore when making a claim, please refer to the current rates claim available here: <https://www.gov.uk/guidance/advisory-fuel-rates>

32. Essential car users' allowance

- 32.1 Essential user allowance is paid to holders of designated posts, as determined by a Deputy Chief Constable, on the basis that it would be of substantial detriment to the operational efficiency of the Constabulary if that person did not have a vehicle at their disposal at all times.
- 32.2 If an individual is in a post that is designated as an 'essential user', they will be paid an annual allowance of £1,239.00. This applies to all vehicles whether petrol, diesel or electric. The allowance will be paid in 12 monthly instalments.

33. Dual workplace mileage rate

- 33.1 If an individual regularly works at a second location, other than home, you will need to contact Payroll to complete a HMRC questionnaire to determine whether you qualify as a dual worker.
- 33.2 Expenses paid for a journey between home and the 'dual workplaces' are taxable and paid at business mileage rates detailed at paragraph 31.1.
- 33.3 Individuals will need to select the designated code for dual workplace workers when claiming mileage expenses.
- 33.4 For details of the impact of dual working on working time please refer to the Working Time policy.

34. Additional travelling expenditure following re-deployment

- 34.1 If an individual is redeployed to a different workplace, they may be eligible for an allowance towards daily home to workplace travel costs. The

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allowance will be paid in cases of redeployment to a different job at a different location or where the individual remains in their current job which is transferred to a new location.

- 34.2 The allowance will be paid for a maximum period of two years from the date of starting in the new job/location. Under current HMRC rules this allowance is taxable.
- 34.3 The allowance will be paid in monthly instalments on the usual pay date with the individual's salary.
- 34.4 For full details of conditions and the current allowance rates please refer to the Change Management Policy.

35. Subsistence allowance

- 35.1 Individuals are expected to provide meals and refreshments at their own expense during a normal working day/shift. Likewise, if they are attending a training course in either their usual workplace or an alternative venue, they are expected to provide their own lunch at their expense, in the usual way.
- 35.2 If through the course of duty an individual has been prevented from taking their meal 'in the usual way' they can claim for reimbursement of additional expenditure provided it is:
 - necessary
 - reasonable
 - additional to what they would otherwise have incurred
 - backed by a receipt.
- 35.3 The amounts the Constabulary deems to be reasonable for subsistence claims are as follows:
 - £5 for breakfast
 - £7 for lunch
 - £25 for dinner
- 35.4 Beverages can be included in subsistence claims as listed above. Alcoholic drinks or tips cannot be claimed.
- 35.5 Claims for meals taken when individuals are more than 5 miles away from their usual place of work are entered on iExpenses under "Subsistence Expenses NT NNI".
- 35.6 HMRC legislation states that there is a tax liability if someone claims expenses for meals when you are within 5 miles of your normal place of work. There is a separate claim code on iExpenses to claim for this "Subsistence Expenses Tax NI".

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36. Accommodation

- 36.1 Individuals can book overnight accommodation if it is necessary for them to stay overnight in the course of duty or if attending a meeting/training course away from their usual place of work.
- 36.2 Requests for accommodation must be reasonable and approved by an individual's line manager. As a general guide, accommodation can be considered appropriate if the amount of travel time plus the working time for that day would exceed an individual's usual working hours (less the average time spent travelling to the usual place of work).
- 36.3 In some cases, the Constabulary accommodation at OCC and PHQ may be utilised. If this is not available or appropriate, the Agiita online system should be used to book accommodation.

37. Away from home overnight allowance

- 37.1 Individuals will not be entitled to receive the overnight allowance if they are on a training course, attending a meeting or conference or carrying out any activity that forms part of their role or normal work.
- 37.2 If an individual is working away from their normal place of duty and is required to stay away from home overnight for a reason other than as stated in 37.1, or there are exceptional unforeseen circumstances necessitating this connected to their normal work, the individual will be paid an allowance of £60 for each night they are away. This will only be paid if agreed by the individual's line manager in advance of the overnight absence, unless there are unforeseen exceptional circumstances preventing their return home. In such cases the individual must make every effort to contact their line manager for authorisation. Overnight allowances are checked with PSD before payment.
- 37.3 Individuals can claim overnight allowance in circumstances where they have agreed to travel and stay away overnight rather than return home, in order to undertake duties at the request of the Constabulary.

38. Out of pocket allowance

- 38.1 If an individual is away from their normal place of work overnight, they are entitled to claim an out-of-pocket allowance of £4.43 for each night spent away from home.
- 38.2 The out-of-pocket allowance cannot be claimed in addition to the £50 overnight allowance.

39. Eye care

- 39.1 Individuals are entitled to a free eyesight test and voucher(s) towards the cost of glasses (if required) when classified as a DSE user or belong to a specific group of staff who require eyesight testing due to their job.

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- 39.2 Individuals can claim once every two years or sooner if recommended by an optician.
- 39.3 Individuals are responsible for requesting a voucher, booking an appointment and then taking the voucher(s) to your local Specsavers store prior to your eyesight test and buying any glasses. All costs will be covered either by the voucher or by the individual. There will be no additional reimbursement made by the Constabularies. Claims cannot be made retrospectively for any payment made directly by you to Specsavers for eye test(s) or glasses where the voucher(s) were not presented. For further information and how to request a voucher please read the Joint Force Eyecare Procedure.

40. Professional subscriptions

- 40.1 Individuals will be entitled to claim for one annual subscription fee for membership of a professional body, provided that it is an essential and continuing requirement of their role profile in order to undertake the duties of your role. Authorisation will be required from your Head of Department.
- 40.2 In unique cases, staff may need to be reimbursed for annual subscription fees for membership of more than one professional body, where this is an essential requirement of their role and at the discretion of the Chief Constable.

POLICE SUPPORT VOLUNTEERS

41. Travel expenses

- 41.1 Public transport or private vehicles may be used to travel to and from the place of volunteering activity or to any training course. Full public transport costs will be reimbursed providing receipts are supplied. Mileage will be reimbursed at the rates specified at 31.1 above. A maximum of a 50-mile round trip can be claimed. If additional travel expenses are to be incurred the police support volunteer should contact the Specials and Volunteers Manager (Norfolk Constabulary) or Community in Policing Manager (Suffolk Constabulary).
- 41.2 Car parking charges incurred whilst carrying out volunteering duties at the Constabularies may be claimed for providing receipts are supplied and car parking charges have been authorised by the volunteer's supervisor. The Constabulary may stipulate which car park should be used, taking account of any disability requirements.

42. Meal expenses

- 42.1 Under certain circumstances claims may be made for meal expenses up to the value of £3.50. For example, where a volunteer is asked on the day to stay beyond the end of their expected working time. The volunteer must obtain approval in advance from their supervisor in order to claim and receipts will be required as evidence.

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