



HUMBERSIDE FIRE AND RESCUE SERVICE

Emergency Response

On-Call Duty System Policy

Owner	Executive Director of Service Delivery
Responsible Person	Head of Emergency Preparedness
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What we must
do well



How we support our
communities



We value and support
the people we employ



We efficiently manage
the Service

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1. INTRODUCTION

The On-Call duty system is the most flexible and the most community focused duty system. This policy outlines the process of contract development, monitoring and review and the framework for how firefighters and managers manage, review and record availability and so enable fire engine availability. This policy is supported by a specific On-Call element within the Competence Policy.

Local management is critical to the efficient performance of the On-Call duty system as each Station has a unique community makeup; it is important that standard processes of contract development, availability monitoring and reviews are applied. This ensures a consistent approach to managing engine availability and individual contractual performance across all Stations.

Core Code of Ethics

HFRS has adopted the Core Code of Ethics for Fire and Rescue Services. The Service is committed to the ethical principles of the Code and strives to apply them in all we do, therefore, those principles are reflected in this Policy.

National Guidance

Any National Guidance which has been adopted by HFRS, will be reflected in this Policy.

2. EQUALITY AND DIVERSITY

HFRS has a legal responsibility under the Equality Act 2010, and a commitment, to ensure it does not discriminate either directly or indirectly in any of its functions and services nor in its treatment of staff, in relation to race, sex, disability, sexual orientation, age, pregnancy and maternity, religion and belief, gender reassignment or marriage and civil partnership. It also has a duty to make reasonable adjustments for disabled applicants, employees and service users.

3. AIM AND OBJECTIVES

Humberside Fire and Rescue Service will ensure that conditions relating to duty systems are in line with the National Joint Council (NJC) Scheme of Conditions of Service (Grey Book) whilst maintaining operational readiness.

The principles surrounding the On-Call Duty System provides autonomy and empowerment to the Station Management Teams (SMT) to manage station and appliance availability.

4. ASSOCIATED DOCUMENTS

- [Equality Impact Analysis](#)
- [On-Call Duty System Policy Delivery Guidance](#)

- Legal References
 - [The European Union Regulation 561/2006](#)
- National Guidance

There is no specific national guidance related to this policy
- PER27 Notification of Outside Employment in Off Duty Periods.

5. SCOPE

This policy applies to:

- All employees conditioned to the On-Call Duty System
- All managers responsible for the effective management of the On-Call Duty System
- All employees undertaking dual Full-Time/On-Call roles.

6. PRINCIPLES

The Station Management team are responsible for the local management of fire engine availability and response to the following principles:

- Appropriate crewing levels are maintained through effective contract management.
- Appropriate local and Service availability monitoring and review processes for Station and individual
- Proactive local and Service recruitment to meet local need in line with organisational approaches.

The local District Manager is responsible for ensuring an efficient and effective On-Call response capability within their District based upon the planning arrangements supporting the Service's Community Risk Management Plan.

7. CONTRACT DEVELOPMENT

Contracts of Employment consist of the basic rights of employment; details of availability band and specified hours shall be negotiated and recorded separately and appended to the main Contract of Employment. Should an individual wish to revise their personal profile this should be discussed in the first instance with their Station Management Team.

All personal profiles will be reviewed for their efficiency and suitability during the annual personal development review (PDR) conducted annually by the allocated Crew Manager and Firefighter.

8. LEAVE

On-Call firefighters will be entitled to paid annual leave as determined by their Contract of Employment.

9. RESPONDING TO EMERGENCIES

An individual is contractually obliged to respond to all emergency calls when declared available. When responding to alerts to emergency calls, staff must do so expediently and in a safe manner. Firefighters are expected to respond to station as per their contract which is monitored locally.

When an individual is declared available and responds late or does not respond, the circumstances surrounding the incident will be reviewed by the Station Management Team and this will be recorded informally if considered poor performance.

10. ENGINE AVAILABILITY

The primary method of maintaining engine availability shall be through the effective local contract management. Situations do occur, which make it impossible to maintain engine availability, these occasions the following should be considered by the Station Management. The Service will make efficient use of operational personnel resources, regardless of duty system, to maintain the availability of fire appliances for emergency response utilising the following:

- Use of surplus Full-Time staff deployed to Station.
- Use of on duty day duty staff deployed to Station.
- Use of Additional Work Activity Payments (Appendix Four)
- Use of available On-Call firefighters on Full-Time stations.

Staff need to achieve their personal profiles as per their Contract of Employment and this will be monitored and reviewed locally and by Human Resources (HR) and On-Call Support (OCS). All staff must record their availability on a weekly basis to provide a minimum forecast of seven days from the development session in order to facilitate pre-planning of crewing levels.

Crewing levels will be assured by Station Management Teams on a daily basis, giving assurance of adequate response availability to the Head of Emergency Preparedness (HoEP) (and so Area Manager of Service Delivery) on a monthly basis.

11. PHYSICAL TRAINING

Physical Training (PT) can be undertaken at the individual's home station or other approved Service premises. All standard On-Call personnel (i.e. not Full-Time/On-Call Dual Contract) who wish to undertake PT have opportunity for up to three hours per week of accrued availability.

Full-Time/On-Call staff are expected to undertake PT on their Full-Time stations whilst on duty, although when these staff are on their leave periods, they may take up the provision of the three hours per week allocation as per the provision for standard On-Call personnel.

12. RECRUITMENT

All On-Call recruitment shall be based upon identified periods of low engine availability and the assessed Station risk profile. The Station Management Team, supported by HR and OCS, will track and implement recruitment needs based upon the station availability profile.

Recruitment of On-Call Firefighters is in line with the National Firefighter Recruitment Tests.

13. PRIMARY EMPLOYMENT AS LGV DRIVERS

The European Union Regulation 561/2006 governs the rest periods that must be taken by those who are employed as mobile workers with Large Goods Vehicles (LGV).

The Regulation sets out requirements in relation to individuals who have primary employment as LGV drivers (an in-scope driver) of 'in scope' vehicles. The Regulation also provides guidance on the secondary employment of full time or part time employees as drivers of 'in scope' vehicles.

In essence, the Regulation restricts the amount of time that a mobile worker can work by laying down that such workers must have 11 hours rest in every 24 and a clear 48 hours weekly. Mobile workers are those defined as those who drive goods vehicles over 3.5 tonnes or passenger vehicles for more than nine persons including the driver.

Responsibility for compliance with the Regulation lies with the individual and the Primary employer.

An in-scope driver, driving fixed hours, and who works the full permitted hours per week for their Primary employer is most unlikely to be able to provide sufficient cover as an On-Call employee other than in exceptional circumstances.

Employees of the Service (On-Call and Full-Time) who wish to be, or are already, engaged in outside employment that involves driving (whether or not they are in scope of the EU Driving Time Regulation) must inform the Service using form PER27 Notification of Outside Employment in Off Duty Periods.

Other than in exceptional circumstances, the Service will not employ anyone whose other employment is Full-Time or close to Full-Time and within scope of the Driving Regulations.

Existing On-Call employees must fulfil the following minimum criteria in order to continue to work for the Service whilst also carrying out external driving duties:

- Be in compliance with the Driving Time Regulations in taking suitable rest periods.

Discuss your situation with your Watch Manager (WM) to ensure you meet the needs of the Service.

14. ACTING UP

The Station Management team will ensure that there is an appropriate level of operational and managerial support on the Fire Station at all times.

15. WORKFORCE RATIOS

The varying types of availability profiles available to On-Call staff influence the strength of establishment at each fire station. For example, a Station where staff are predominantly profiled to 100/high efficiency profiles, the establishment will be relatively low compared to a station where most staff are on the lower level/low efficiency Availability Profiles.

To ensure an appropriate level of supervision a Firefighter/Crew Manager ratio of a minimum 5:1 should be maintained if possible. Where stations exceed this ratio an appropriate number of Firefighters shall be temporarily promoted to Crew Manager to maintain the ratio. A temporary appointment would only be authorised for supervision of a minimum of five firefighters. For examples of workforce ratios see Appendix 1.

The Development Crew Manager roles form part of organisational talent management and succession planning arrangements and are not included within the ratio calculations.

16. POLICY DELIVERY GUIDANCE

On-Call activities will be delivered consistently across the stations of Humberside. To support this, the On-Call Duty System Policy Delivery Guidance, detailing internal processes in relation to specific activities, will be adhered to by managers and teams.

SDGs will be continually reviewed and refreshed in line with changes in legislation, national guidance, data and intelligence analysis, strategic plan alignment, quality assurance processes, internal learning and public/partner feedback.

17. POLICY REVIEW

This policy will be kept under review and as a minimum, be reviewed every year or when significant changes, nationally or locally, impact upon the policy.

**If anyone needs any further guidance / information regarding this document,
please contact the On-Call Support Team**