



HUMBERSIDE FIRE AND RESCUE SERVICE

Emergency Response

On-Call Duty System Policy

Owner	Executive Director of Service Delivery
Responsible Person	Head of Emergency Response East Riding & Yorkshire
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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 complex, dynamic, and flexible, to meet the needs of the community and employees working the duty system.

Humberside Fire & Rescue Service (HFRS) will ensure that conditions relating to the On-Call Duty System are in accordance with the National Joint Council (NJC) Scheme of Conditions of Service (Grey Book). However, HFRS may choose to enhance conditions of service, where there is a benefit to HFRS, the community and employees.

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 fire 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, DIVERSITY AND INCLUSION

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 or in its treatment of employees, 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 fire engine availability.

4. ASSOCIATED DOCUMENTS

- [Equality Impact Assessment \(Temporary link for consultation\)](#)
- [On-Call Duty System Policy Delivery Guidance](#)
- [Flexible Working Policy](#)
- Legal References
 - [The European Union Regulation 561/2006](#)
 - [Working Time Regulations 1998](#)
 - [Part-Time Employees \(Prevention of Less Favourable Treatment\) Regulations 2000.](#)
 - NJC Scheme of Conditions of Service (The Grey Book)
- National Guidance

There is no specific national guidance related to this policy
- [Notification of Outside Employment in Off Duty Periods \(PER27\)](#)

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 SMT 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 (CRMP).

A Group Manager will be allocated the responsibility for the On-Call Duty System.

All Heads of Functions will consider the impact of any organisational policies or procedures which relate to the On-Call Duty System and employees.

Operational employees with the correct skills sets will be utilised as required to maximise On-Call fire engine availability. This may include Full-Time, Day-Duty and

shift-based employees being assigned on an On-Call fire station to provide operational cover.

7. CONTRACT DEVELOPMENT

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

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

Any employee wishing to reduce their hours to a 70A or reduced hours availability profile, will do so by following the procedures set out in in the [Flexible Working Policy](#).

8. LEAVE

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

9. RESPONDING TO EMERGENCIES

An employee is contractually obligated to respond to all emergency calls when declared available. This will be done in a safe and legally compliant manner. Additionally, there is an expectation that the employee will turn out on the fire engine when making up the crew.

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

10. FIRE ENGINE AVAILABILITY

The primary method of maintaining fire engine availability shall be through effective local contract management. Situations may occur, which result in the fire engine being unavailable. On these occasions the following should be considered by the SMT.

The Service will make efficient use of operational employee resources, regardless of duty system, to maintain the availability of fire appliances for emergency response utilising the following:

- Use of surplus Full-Time employees deployed to station.
- Use of on duty Day-Duty employees deployed to station.
- Use of Additional Work Activity Payments.

Employees need to achieve their personal profiles as per their Contract of Employment and this will be monitored and reviewed locally and by On-Call Support (OCS). All employees must record their availability on a weekly basis to provide a minimum forecast of seven days rolling.

Crewing levels will be assured by the SMT on a daily basis.

On-Call employees may at times provide cover at a Full-Time fire station. Whilst doing so, the employee will be paid at their hourly rate of pay. As such, they will not be credited positive hours against their On-Call availability profile. There is a requirement for On-Call employees to fulfil the requirements of their On-Call availability profile, this must not be compromised by working at a Full-Time fire station.

11. PHYSICAL TRAINING

Physical Training (PT) can be undertaken in accordance with the [On-Call Duty System Policy Delivery Guidance](#).

Full-Time/On-Call employees are expected to undertake PT on their Full-Time stations whilst on duty, although when these employees are on their leave periods, they may take up the provision in accordance with the On-Call Duty System Policy Delivery Guidance.

12. RECRUITMENT

All On-Call recruitment shall be based upon identified periods of low fire engine availability and the assessed Station risk profile. The SMT, 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 and HFRS Policies.

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 hours, and a clear 48 hours weekly. Mobile workers are 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 a [Notification of Outside Employment in Off Duty Periods form](#) (PER27).

The Service will not employ anyone whose other employment is Full-Time or close to Full-Time and within scope of the Driving Regulations unless they are able to fulfil an On-Call Availability Profile, whilst complying with the respective regulations.

Existing On-Call employees must comply with the EU Driving Time Regulations in taking suitable rest periods in order to continue to work for the Service whilst also carrying out external driving duties:

14. ACTING UP

The SMT 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 employees influence the strength of establishment at each fire station. For example, at a station where employees are predominantly profiled to 100/high efficiency profiles, the establishment will be relatively low compared to a station where most employees 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.

A development Crew Manager post will be maintained at all On-Call fire stations to support the development of firefighters who may wish to apply for promotion in the future; this role will contribute to the 1:5 ratio. This development post is unique to On-Call Stations due to the requirements of the duty system, employees are not routinely able to undertake officer development opportunities at any fire station other than their home station.

16. POLICY DELIVERY GUIDANCE

On-Call activities will be delivered consistently across the stations of HFRS. 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.

[The On-Call Duty System Policy Delivery Guidance](#) 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.

**If you require any further information in relation to this Policy,
please contact Head of Emergency Response East Riding of Yorkshire District**