



HUMBERSIDE FIRE AND RESCUE SERVICE

Service Delivery

Operational Support Group 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 Service requires duty systems to ensure incident command capability at all levels. This policy details arrangements for the Operational Support Group (OSG) shift system intended to support incidents on the incident ground, Control Room, any form of established Incident Room or any identified remote location. Support of emergencies, incidents and events as required to maintain business continuity of Humberside Fire and Rescue Service (HFRS).

This includes, but is not limited to, where tactical command is required in larger and more serious incidents and where there is a requirement for strategic and tactical coordination group involvement.

The OSG provides improved resilience that is scalable and relative to the varying demands that are placed upon the service. Consideration has been given to the revised worst-case planning scenarios (WCPS).

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 & 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 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

- To ensure efficient, effective incident support for all levels of incident commanders and functional officers.
- To provide HFRS with incident support in emergency response at intermediate and advanced incident command levels and for specialist functional officer roles in times of spate, high demand or by request.
- To collate, provide and share information at an advanced level, larger and more serious incidents.

- To offer increased technical and functional knowledge on specific core specialisms as needed by HFRS, at points of need during operational incidents, emergencies, incidents and events as required to maintain business continuity.

4. ASSOCIATED DOCUMENTS

- [Equality Impact Analysis](#)
- Legal References
 - Scheme of Conditions of Service, (Sixth Edition) Section 4. Part C
- National Guidance

There is no specific National Guidance related to this policy

5. GUIDANCE

Hours of duty of the full-time employees on this duty system will be an average of 42 per week (known as positive hours), additional on call standby hours will be added up to a maximum of 78 combined positive and operational standby hours on average across 17 weeks.

Starting and finishing times for the out of hours operational commitment (OOC) will be 08:30 – 08:30.

There is a requirement for staff working this duty system to keep a record of their working hours on Fire Service Rota (FSR), including incidents mobilised to during OOC accrued as positive hours at a time-for-time rate and taken back through approval by their line manager.

Members of the OSG will be subject to, at minimum, an appraisal in the role to determine continued suitability.

The OOC will be on a temporary basis, one month's notice will be given to the individual if the need to terminate the temporary arises. The group will use a system of member rotation to promote resilience. All group members, unless informed otherwise in writing, will carry out the role for a defined temporary period of time.

Should a member of the OSG no longer wish to perform the OOC they can withdraw their willingness to 'opt in' in writing, to both their line manager and the Station Manager of Emergency Preparedness who holds the OSG reference. As this is voluntary, no defined period of notice is assumed, but reasonable notice would be expected to ensure a smooth transition.

During on-duty periods, the respective OSG member must ensure that they are prepared to respond to emergencies, incidents and events as required to maintain business continuity at all times. Subsequently, the duty OSG member, will ensure all calls and messages to the respective members turnout device are answered promptly.

Weekly Hours

Staff employed on the OSG duty system with OOC shall be operating a duty allocation of one of two types: Day Duty and Operational Prime. The total sum of the weekly hours of both types shall not exceed 78 hours on average per week over a 17-week period.

Day Duty (D)

A day duty is a time that staff attend their place of duty or other location determined as a place of work by HFRS but are not on a rostered operational prime duty.

Operational Prime Duty (O)

Operational prime duties are those duties which are performed from an individual's home address or work base and are rostered on the basis that they are available on call for the urgent performance of duty. Urgent can be defined as the performance of duties which, if not undertaken immediately during a period of operational duty by the individual responsible, would impair the operational efficiency of the service. Staff who need to book unavailable during an operational duty must make arrangements with another individual on their relevant rota group to cover the duration of the absence.

Rota Day (R)

The OOC will receive one rota day on the Thursday before a prime weekend. A rota day is free from duty hours or prime responsibility duties. Rota days can be moved subject to sufficient rationale and approval by line management.

In line with Grey Book conditions of service, rostered day duties will not exceed 42 hours per week averaged over a four-week period.

Suitable vehicle arrangements will be made to enable the individual to undertake the required operational cover.

Eligibility

To be able to express interest in being a member of the OSG the following criteria must be met, with the expression of interest passed through the Station Manager within Emergency Preparedness who hold the OSG reference.

- Substantive Watch Manager post holder at Service Headquarters.
- Not in a post that is in receipt of, or engaged in, any other out of hours commitment with HFRS.
- Competent at Level One Incident Command, within date for a level one command assessment frequency and able to respond operationally to the fire ground, Service Control or other locations as required by the mobilisation.

- Willing to undertake training as required to perform the role.
- Have permission from the Head of Function of the substantive post.
- Be able to respond without detriment to the substantive posts functionality.
- Operationally fit in accordance with the physical fitness of operational personnel policy

Remuneration

The pay methodology to support the OSG is 16% of the relevant role FTE.

Core and Specialist skills

The primary function of the role is to provide operational support to the command and control at incidents, this may also involve undertaking command and or functional roles. The scalability and flexibility of the OSG model are built in through periodic reviews to ensure that the role will always reflect the needs of the Service and allow for consideration for other specialisms to be adopted or removed by the group in the future. Maintenance of competence including, driving, operational fitness and specialist skills will be required while performing the OSG role. Heads of function will be supportive in providing sufficient time for the respective OSG member to maintain their competence.

Annual Leave

Annual leave must be taken in accordance with the Scheme of Conditions of Service (note that rota days that fall between Scale A leave days must count as annual leave days). To calculate the average hours in a period where the absence from work due to annual leave, sickness etc., a figure of 8 hours 24 minutes per weekday will be used. There will be a requirement for all OSG group members to maintain accuracy on FSR at all times and ensure that working time appropriately aligns to a 42hr working week.

Operational Rota

The OSG will consist of two members on prime duty at all times, 8 personnel (4 on each rota group) OSG 1 and OSG 2.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1	D	O	D	D	D		
Week 2	O	D	D	R	O	O	O
Week 3	D	D	D	O	D		
Week 4	D	D	O	D	D		

**If you require any further guidance in relation to this policy,
please contact Emergency Preparedness**