



On Call Duty System Management Policy

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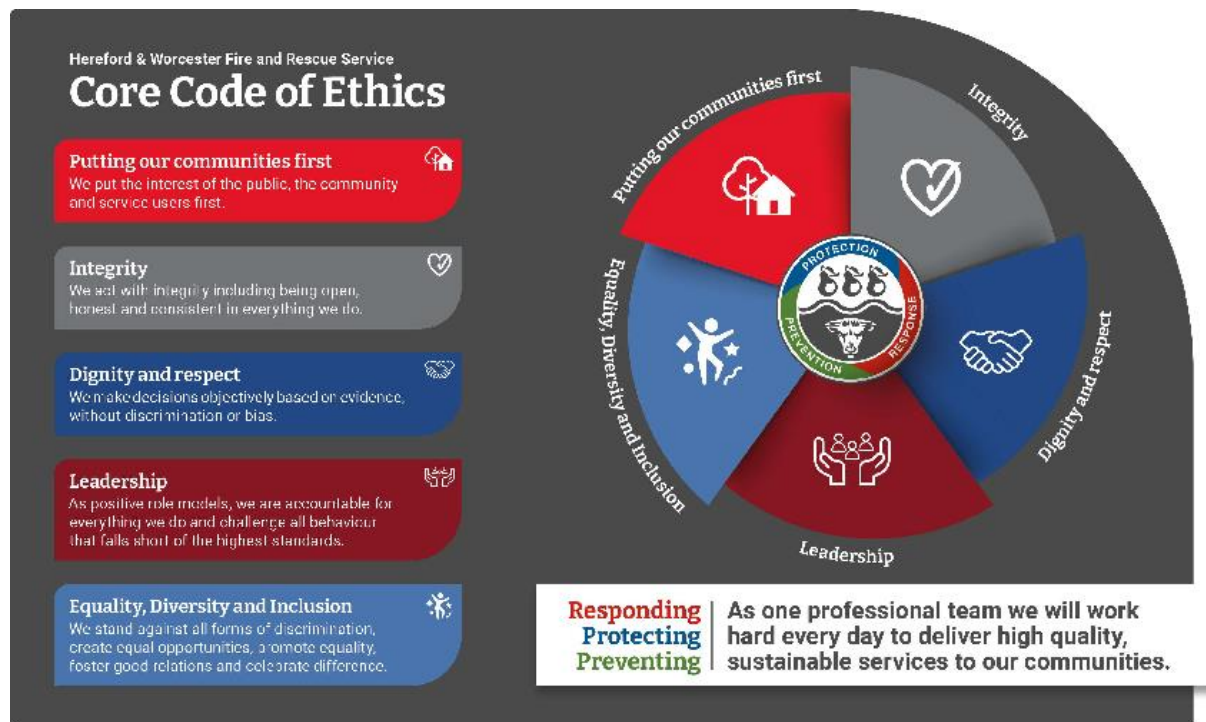
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Executive Summary

The Service is constantly striving to improve the quality of its policies that are available to managers to assist with supporting staff. This policy sets out standards including a comprehensive leave policy for staff members working the On Call Duty System.

Core Code of Ethics

The [Core Code of Ethics for Fire and Rescue Services](#) sets out five ethical principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The Service is committed to the ethical principles and professional behaviours contained in the Core Code of Ethics, which sets expectations on governance, behaviour and integrity in the Fire Sector. The principles of the Code are reflected in this policy as well.



Safeguarding Policy Statement:

Safeguarding is everyone's responsibility, and Hereford & Worcester Fire and Rescue Service (HWFRS) are committed to safeguarding children, young people and adults from abuse and neglect. The Service strives to promote the safety, dignity and wellbeing of staff and people in the community.

Safeguarding practices within HWFRS align to the Safeguarding Fire Standard which aims to ensure that Service support and promote the safeguarding of those within the community, employees and volunteers. [Safeguarding - Fire Standards Board](#)

All HWFRS staff will adhere to the Service's Adult Safeguarding Policy and Children and Young People Safeguarding Policy and associated Guidance's.

[SPIs \(sharepoint.com\)](#)

Alternative Formats

If you require this document in another format please contact the Human Resources and Development Department.

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On Call Duty System Management Policy

1. Scope

This policy applies to all On Call Duty System employees.

2. Introduction

The aim of this policy is to create a framework for the management and staff employed to the On Call type duty system (not including Day Crewed) by defining clearly the performance requirements and to allow for transparent and consistent management across the Service. This, combined with a system where individuals can be supported when the performance requirements are not achieved will ensure a clear understanding of the expectations of the Service to all On Call employees.

3. Definitions

Approved Absence (non-paid). This is the term used to describe absence that has been approved in advance by the appropriate manager, which allows for a pre-arranged deficit in contracted hours. This will be for short periods only (usually up to 3 weeks) and the retaining fees will normally be adjusted accordingly. This excludes periods of annual leave. Longer periods must be authorised by a Group Commander (GC) or equivalent.

Authorised Absence. This term is used to describe periods of absence that have been authorised by the line manager or Station Commander (SC), and for which payment will be made. This would include annual, paternity, maternity and special leave as well as any training requirement. These will contribute to the individual's total hours of cover. This could include a residential course at the discretion of the Station Commander; residential training courses will normally be for the specific benefit of the Service.

Availability. The term relates to the amount of actual time an On Call member of staff has agreed to be 'available' to respond to the nominated station to attend incidents. The minimum availability, to include core hours, will form part of their contract.

Core Hours. This refers to the hours of cover that are set within specific time bands and agreed by the individual and their Station Commander. This is recorded on form Pers 3a and variations must be agreed, recorded and reviewed.

Crewing of Specialist Appliances. There is no additional requirement to primary crew specialist appliances. Where these appliances are required, they will be crewed within the existing crewing levels, this may also be termed as 'switch' crewing between an appliance and a special appliance where necessary.

Employee information. All employees should provide and regularly update the Human Resources system, and the electronic availability system administrator with the following information:

- Home address
- Emergency Contact details
- Work location: primary employer and On Call

- Work pattern: primary employer and On Call (where a pattern does not exist, reasonable notice of primary employment commitments must be provided).
- Expected method of transport
- Primary employer details
- Driving Licence details

Minimum Crew Availability. This is the minimum number of suitably qualified and competent staff required to crew an appliance. This will be 4 on any appliance, except for a special appliance or where a specialist skill is required when a reduced number may be appropriate.

On Call. The periods where the individual must be within 5 minutes travel time of the station and be prepared to form part of a crew responding to an incident. Whenever an individual is booked 'Available' they must respond to the station and be prepared to be mobilised to any call regardless of type (i.e. relief, stand-by or emergency response).

Target Availability. The estimated number of staff required in each fifteen minute block to provide resilience to achieve appliance availability.

Training Nights will usually consist of up to 3 hours training per week and will normally aggregate to 12 hours total over a 4-week period. These hours are not to be confined to evenings only and may be on more than one evening per week. They can also be utilised at other times, i.e. weekends/day time through agreement. Where training nights are combined, core station activities i.e. equipment tests should not be affected. If training has not taken place due to unforeseen circumstances, the training should be caught up within 4 weeks.

Staff are required to attend either 47 or 48 training nights a year dependant on their leave entitlement i.e. 4 or 5 annual leave training nights.

Training Days. These are for an individual to receive essential training, additional to the training nights. The training can take place at any location and may be programmed across weekends. Weekday options will be made available as required.

Unauthorised Absence. This is the term used to describe occasions when an individual fails to attend an incident when on call, or attend training without approval or authorisation from a manager. Unauthorised absences may be investigated as appropriate. The Station Commander should be informed in writing stating the reason for any unauthorised absence at the earliest possible opportunity and this should be monitored by the unit Watch Commander. Three unauthorised absences in a six month period may result in a managerial intervention that could ultimately result in dismissal. This process will normally be administered by the On Call Watch Commander.

4. Management Allocated Hours

Each Watch Commander (WC) will be allocated a number of hours per week to enable them to administer and manage their local resources. This will be agreed by the Station Commander and should normally not exceed 5 hours per week.

These hours can be discharged to other members of the station management team. This must be managed in a fair, equitable and open way that is available for scrutiny.

Any station-based work in excess of the allocated hours per week, must be agreed by the Station or Cluster Commander prior to commencement, and should be used predominantly for unplanned or essential work only.

Work such as Development Firefighter Assessment or the completion of appraisals will not contribute to the allocated contracted hours and must be claimed on the relevant

claim form and directed to the relevant department for confirmation of payment. See Appendix B.

5. Availability

The availability system is provided to offer flexibility in the provision of On Call availability. Staff will be conditioned to one of the availability bandings currently in use by the Service (Appendix C) and may have agreed variations to such bandings in writing that may also apply.

The Service has implemented an electronic availability system which is 'real time'. It is the individual's responsibility to accurately forecast their availability using this system. Failure to do so may lead to a managerial intervention.

Full cover (Appendix C) requires an average minimum of 120 hours of On Call availability per week for pay purposes. This must be in agreement with the Station Commander and meet the needs of the station.

Part cover will attract a retaining fee for pay purposes and expects an agreed average number of hours of cover in line with the current bandings in use by the Service (Appendix C) or agreed variations. This level of cover must be in agreement with the Station Commander, meet the needs of the station and be clearly documented for audit purposes.

An individual is required to commit to provide a number of hours of availability per week including core hours. This may be either a consistent and agreed pattern of cover, or in some cases, (such as shift workers etc.) a variable and changing level of availability each week. In either case the employee should give a clear indication of exactly what availability they are providing at any time and ensure that any subsequent changes to this agreed cover are made in writing to their Station Commander for approval prior to any changes in cover (see Section 6).

Any approved absence, will be included in the individual's weekly availability.

Failure to meet the average weekly availability (including average core hours) will attract management intervention, where it has not been previously agreed and recorded. This availability will be reviewed quarterly by appropriate managers. Whilst leave will be taken into account it should not normally be the case that regular use of leave throughout the year is in lieu of provided hours of agreed cover.

Where an individual has been requested to attend a Wholetime shift through the resilience register, it will be their responsibility to ensure appliance availability at their home station before agreeing to attend the resilience shift. These hours will not contribute towards their contracted hours. The Resilience Register shift should not take them below their contracted hours for their agreed bandings.

Agreement to undertake resilience register shifts must not compromise appliance availability at the time of the request.

If the crewing is sufficient at that time, then the individual is to book off as 'on resilience' immediately from their On Call home station.

At multi pump locations where the 2nd or 3rd appliance is already depleted at the time of the resilience request, and with the permission of their On Call, WC, or CC, individuals may undertake the resilience cover providing the first appliance availability is unaffected.

Individuals **must not** book 'O' Off call on electronic availability system to pre-empt a call from Resilience Register during periods of contracted hours, then change the booking 'O' off call to 'R' Resilience Register if a shift is agreed. Annual leave must be used.

If the crewing level subsequently changes to below the minimum required due to other members of staff becoming unavailable, then the electronic availability system will record who made the alterations and at what time. This may not affect the person that has agreed to the resilience shift. Decisions to revoke or change an agreed resilience shift will be via the Duty Group Commander.

Watch Commanders can make retrospective bookings for individuals up to 12 hours. Where a retrospective booking is required for a Watch Commander, this must be authorised by the Station Commander.

The electronic availability codes currently in use are as follows:

Availability Code	Use	Time Deductible from Contract?
A - Annual leave	To be used in line with the Services Annual Leave entitlement policy and the Annual Leave Guidance contained within this policy.	No
B – Public Holiday	Please see Public Holiday Guidance contained within this policy.	No
C – Industrial Action	To be used when partaking in national industrial action.	Yes
I – Injury on Duty	Work related injury.	No
J – Jury Service	To be used when on jury service.	No
L - Light/modified Duties	To be used with individuals following illness/injury as directed by Occupational Health and Line Manager.	No
M – Maternity Leave	To be used in line with the Services Maternity Provisions policy.	No
O – Off Call	Periods of unavailability other than ‘working’.	Yes
K – Paternity Leave	To be used in line with the Services Paternity Provisions policy.	No
R - Resilience Register	To be used in line with guidance contained within this policy.	Yes
D - Service Duty **	To be used by individuals when undertaking Service related duties on behalf of the Station that renders the individual unavailable for fire calls. Examples are Service meetings at HQ or other location, training risk assessments at premises outside the 5 minute turn in area, or any reason authorised and agreed by the line manager.	No
S - Sickness	To be used for periods that exceed 7 days or more and on receipt of a medical certificate In line with the Service Attendance Management policy for periods of certified sickness.	No
P - Special leave	To be used in line with the services Special Leave policy and authorised by the Line Manager.	No
X - Suspension	To be used in line with the Services Discipline policy.	No
T – Training	To be used when individuals are unavailable for their normal contractual hours due to Service training courses attributable to their On Call role. WT/ON Call personnel can only use this code if the course/skill is used specifically for their On Call role/station.	No
U - Uncertified Sick	To be used when an individual is unfit for work through illness, but has not been certified by medical staff	Yes
N – USAR National Deployment	To be used by individuals deployed nationally.	No
W - Working	Periods of time when at Primary employment.	Yes

****** This code can also be used for Fire Cadet instructors or Union representatives, but should not be used in examples where a separate payment is made to an individual such as juvenile fire setters or designated Prevention work.

6. Changing Agreed Cover

An individual is able to apply to change their availability in writing but all changes must be approved by the Station Commander before any formal changes are made.

A change in agreed availability will be made utilising the Form Pers 3A with a clear forecast of the change in availability detailed on page 2 of the form.

The approval of a change in availability will be subject to the overall requirements of the station at the time of the request and may also be granted for a trial period with the service reserving the right to return to the agreed previous contract at the end of any trial period.

If the changes cannot be accommodated or do not offer an acceptable level of cover, then the employees' contract may be terminated.

A change in availability may be agreed as part of any managerial intervention where an employee is not meeting the agreed levels.

Any change in an individual's availability will be made in line with the Banded availability found in Appendix C or an approved and agreed variation.

Any variations to the Banded Availability must be agreed at the time of the change by the individual's line manager depending on the requirements of the station at the time of the request, and recorded on page 3 of the Pers 3A form.

The completed form must be sent to Gartan administration to ensure correct completion in line with agreed bandings and station need.

7. Availability and Response

By designating themselves on the electronic availability system as 'available' an individual is accepting to undertake the conditions laid down in this policy.

During these periods the individual will be required to be available to respond to incidents. It is the individual's responsibility to ensure that their availability is accurately recorded at all times and thus ensure that their managers have all the necessary information to determine the availability of their staff. It is not acceptable to regularly respond when you are not designated as available on the electronic availability system.

It is the individual's responsibility to ensure their availability is accurate and any alterations to their contractual pattern is entered onto the electronic availability system at least two weeks in advance where practical.

Managers must review availability of all personnel for the forthcoming week on their drill night and try to rectify any crewing shortfalls of appliance availability.

To be deemed available the individual must be within a 5-minute travel time of the assigned station by means of their identified method of transportation. This is to meet the standards laid down by the CRMP and a further 1 minute is allocated to allow for dressing in appropriate clothing and Personal Protective Equipment PPE.

Normally if an individual is not within the appropriate 5-minute travel radius then they will be deemed as unavailable and their availability should be changed to reflect this.

In exceptional circumstances and where prior agreement is in place from a Station /Group Commander an individual may respond from outside the 5-minute travel time, Fire Control must be informed of the delayed response time for the appliance. This may only be agreed for a fixed period of time, not normally as a permanent arrangement.

Any individual who is available but fails to respond to the station on receipt of a fire call will be contacted by a manager at the earliest convenience to check on the individual's welfare.

Where an individual recognises they have not responded to a call they should submit an explanation for this occurrence in writing/email to their line manager at the earliest opportunity, this should then be sent to the Station Commander.

In the event of an alerter failure, a Comms 70 and 72 should be completed on all occasions.

Every time an individual is available but misses a call out there will be some form of managerial action. Every occasion will be recorded and notified to the Station Commander and whilst local line management is expected to explore the reasons, a meeting with the Station Commander to investigate and implement remedial action may be called at any time. It is recognised that there are times when circumstances are beyond control of the individual, making it impossible to respond, but these are considered rare and will require explanation.

Repeated failure to respond to fire calls may lead to formal managerial investigation in line with the Service's Capability and Discipline policies.

Where an individual responds to the Station but fails to attend within 5 minutes but attends within 10 minutes, a payment will normally be made. The Watch or Crew Commander should:

- Locally investigate the circumstances
- Inform the Station Commander
- Record and Review this on a regular basis with individuals concerned
- Watch / Crew Commander must escalate concerns on performance in this area to the Station Commander when a trend is identified

Individuals are paid for 30 minutes for an attendance fee in line with Grey Book Conditions and may be expected to remain on Station for that period of time by Line Managers.

Any attendance after 10 minutes will not usually attract a payment but in exceptional circumstances a request for payment can be made to the Station Commander in writing.

Individuals that respond to the Station must be prepared to attend any incident regardless of type, but should they choose not to ride the appliance which prevents the appliance mobilisation, their attendance will not normally attract an attendance fee, and the Station Commander should be notified.

However, if an individual responds to their alerter and requests not to ride the appliance because there are sufficient numbers available & it would impact their primary employment if they did ride, they would still attract the attendance fee.

Reoccurrences where an individual responds and chooses not to ride the appliance over a period of time should be recorded, and will normally attract managerial intervention which may lead to a formal investigation in line with the Service's Capability or Discipline Procedures.

Individuals that are booked unavailable but respond to their alerter, will usually be required to stand back and allow individuals that have maintained appliance availability to ride the appliance. For example: six staff maintain appliance availability on a weekend and on receipt of a fire call two additional staff (not committed to being available) respond and ride the appliance in place of two that had committed to being available. The two staff that had not committed to being available would be expected to stand back, as long as this did not compromise the response time.

If personnel book back on duty post alerter activation, this could create a retrospective booking and show them available pre-alerter activation on electronic Availability system. Should these individuals respond in the normal response time, they will usually be required to stand back to allow the personnel that maintained appliance availability to ride, however the individual not riding should not affect the appliance response time directed by the Service. These individuals will still attract any appropriate payment fee.

Individuals that were unavailable can make up the remainder of the appliance crew where spaces allow. This should not, however, significantly affect the response time as directed by the Service.

In the interests of fairness and the need to accurately forecast the availability of appliances at all times, staff who repeatedly respond when booked unavailable will be expected to provide a reasonable explanation for doing so.

Managers are expected to ensure that the correct number of individuals with the correct skills respond on the appliance, with consideration given to the Service's standard crewing.

Managers of multi pump On Call stations are expected to ensure that sufficient staff with appropriate skills stand back to ensure availability of the remaining appliance.

Where an individual's primary employment requires them to be at work for a specific time and the individual does not have permission to respond from that place of work, it is the individual's responsibility to ensure that their availability pattern makes an allowance for them to be 'off call' for a sufficient period prior to their primary work 'start of shift'. It is understood that this may on occasion be reasonable grounds for declining to crew an appliance where others can attend and does not affect the availability of the appliance.

Whilst HWFRS makes every effort to relieve On Call crews, including specific individuals to ensure that they are away from the incident ground in time for their primary employment. HWFRS cannot guarantee that this could be facilitated during the early stages of a large or protracted incident.

Individuals should therefore ensure that allowances are made for this when predicting their weekly availability and if necessary should discuss this with their Line Manager should this require a change to their current assigned contract banding.

Crew members are eligible to claim a turnout fee if they have formed part of a complete crew that have responded to an incident and have left the station premises to attend the incident, or are en-route to that incident. Crew members that have formed part of a crew but have not left the Station's premises and are stood down are eligible to claim an attendance fee in line with NJC conditions of Service. The MDT should only be booked mobile when a crew is fully formed and immediately upon departure.

8. On Call Rota Systems

There are currently a number of differing rota/ladder systems in use across the system at numerous On Call stations. To standardise this area, the following guidance is to be

used at all locations where rota systems are in use or being considered. Ladder systems are no longer to be used across the Service.

An On Call rota system will conform to the following guidance and will include a determined number of crews/watches that are:

- Split evenly amongst the number of Station personnel based on their home address/work locations, to ensure that the personnel living/working the furthest away from the station are not all on the same crew
- Watch Commanders (WCs) are not included within the crews/watches to allow for flexibility and the ability to monitor/mentor Crew Commanders (CCs) where possible, this will allow for CCs to be No.1 Breathing Apparatus (BA) where possible.
- Rota systems are not to be used for any persons reported; Road Traffic Collision (RTC), persons trapped, or confirmed building fires, the first appropriately competent crew must be mobilised.
- WCs and CCs are to monitor the turn out time against the time ordered for incident on the mobilising message from Control and ensure the appliance(s) are mobile within the six minutes.
- If it appears that a substantive Junior Officer is not going to turn in within the six minutes, then an Incident Command assessed FF should ride the appliance in charge to satisfy the six-minute turn out time.
- A rota system may be implemented at Station level subject to the agreement of the SC.
- All station personnel must be consulted during the planning phase before implementation.
- The hours of operation of a rota system can be determined at a local station level with agreement from the Station Commander.
- Rota systems are not to compromise the six-minute turn out time or significantly delay the appliance to any calls.

9. Health, Safety and Welfare

It is expected that individuals will manage their own health and welfare in order to discharge their duties and will not jeopardise the safety of themselves, their colleagues or the public by reporting for duty when not fit to do so, owing to an inadequate period of rest prior to the commencement of that duty

This may be due to excessive fatigue following a busy shift at their main employer, in which case personnel must book unavailable for On Call duties until such time as adequate rest has been taken; and if necessary informing a Junior Officer to cover any potential breach.

Individuals should not report for duty whilst under the influence of alcohol or substance misuse. (SPI 6 Health and Safety Section C, Part 20)

Individuals who consider themselves unfit to discharge their duties must inform their line manager of their lack of availability and update the electronic availability system at the earliest opportunity utilising the appropriate coding.

Duties with HWFRS should not compromise any working or driving time regulations with any employer, and where necessary the individual should have signed and submitted any appropriate 'opt out' submissions with all appropriate employers.

10. Wholetime/On Call Personnel

General guidance from the Policy for Wholetime/On Call is as follows:

Working the Wholetime/On Call role relies on the common sense of the individuals working the system and an appreciation of the needs of the community and the Service. Optimum On Call availability will be for all hours outside of the primary contract, in line with a part cover availability banding which will not normally exceed 80 hours 'Band C'.

There will be a multitude of scenarios that could be presented and guidance cannot be provided for all of them, but the general principles apply:

- i. Wholetime/On Call Firefighters can respond to the On Call station at any time if fit to do so
- ii. If the time of call means the ability of the individual to attend their Wholetime station is compromised, only ride if there is a potentially deficient crew.
- iii. If there is an adequate crew available do not ride and compromise the potential to be at the Wholetime station for commencement of duty.
- iv. If an individual is potentially going to be late for a Wholetime duty due to an on call incident, Fire Control, to inform the Wholetime location.
- v. It will be the individual's responsibility to arrive for their Wholetime shift as soon as is reasonably practical.
- vi. For instances where the incident is likely to be protracted, individuals should make it known to the Incident Commander (IC) as soon as is practicable that they have to report for Wholetime duties and that they need to be released from the incident at the earliest opportunity, if possible.
- vii. Incident Commanders should assist individuals in making arrangements to be released from the incident ground in situations where they have to report for Wholetime duties, e.g. an attending Station/Group Commander (if not required to support the incident) will be requested to convey the individual back to their On Call station.
- viii. Where a firefighter who also provides on-call cover attends an operational incident during the 11-hour period immediately preceding the start of a whole-time shift, they shall be allowed a period of recuperation at the start of the whole-time shift equivalent to the duration of their attendance at that on-call incident and Regulations 10(1) and 11(1) of the Working Time Regulations 1998 shall be modified accordingly.
- ix. Where a WT member of staff is on On Call duties they will cease to be paid On Call salary at the time their WT shift would have started i.e. they cannot be paid twice.

Any rank or role held under the primary contract will not automatically transfer to the secondary contract. The On Call rank or role will be dependent on the vacancy.

Individuals applying for a secondary contract will be required to sign a waiver document to record their willingness to occasionally work in excess of the 48 hour maximum, specified by the Working Time Regulations.

For individuals who are able to demonstrate the relevant operational competence in another workplace, the attendance at training night requirement may then be reduced by the Watch Commander to a minimum of 4 in 8 training periods (excluding authorised absences). The minimum of 4 attendances should normally coincide with the rota days of the Wholetime shift pattern. The Watch Commander may request an individual to attend additional training nights (if available), to support station or watch needs (e.g. exercises or targeted training sessions).

Proof, however, that competence is being maintained outside of this training environment, must be available for audit and cross referencing. Any work relating to auditing and cross referencing will not impose on the existing 3 hour training sessions.

Employees who need to report sickness or injury will be required to notify the Line Managers designated in both contracts and follow the absence procedures for each contract.

11. Changing Availability (Short term)

Changes in availability are permitted in order to provide flexibility and compatibility with primary employment or unexpected eventualities etc, every effort should be made to maintain appliance availability wherever possible. Where unavoidable changes to availability are likely to lead to the appliance being unavailable, On Call staff must inform the relevant Junior Officer or Station Commander as soon as practicable. Individuals who make regular repeated changes and do not fulfil their chosen contractual hours may be subject to a review of performance

WCs are responsible for ensuring these changes and records of cover provided are maintained. Any records must not be destroyed and should be maintained for at least eight years and in line with service policies on Data Protection etc.

Where other forms of authorised absence have already been agreed then no deduction will be made from the annual leave entitlement.

12. Training Nights

Training nights will usually take place on an evening between Monday and Thursday and may be up to 3 hours in duration. In order to provide flexibility, these training sessions may be managed according to local arrangements.

To allow for flexibility locally agreed variations can be made with the approval of the Station Commander but usually no less than 12 training hours should be attended each month to ensure maintenance of competence and development of skills.

Periods of 'authorised absence' will contribute to the monthly total when considering an individual's performance against this standard.

Where an individual is unable to meet this requirement, the relevant missed training time will need to be 'made-up' to ensure competence is maintained. This may involve attending an alternative location for which travelling expenses will be paid. Travel expenses will include paid travelling time. Note that travel time should not be included in the 3-hour allotted training session. Where an individual repeatedly misses training sessions at their home station, with no reason given, a managerial investigation may be instigated.

Where an individual provides availability at more than one station, the training nights can be shared with at least 1 in 4 being spent at the secondary location. The individual should ensure where possible that there is no duplication and that competence is maintained in conjunction with the OCSO and/or station management teams.

Failure to attend and or make up training nights may result in the individual being investigated, where no justification is given.

Failure to achieve and maintain competence may lead to a disciplinary or capability investigation that could ultimately lead to dismissal.

13. Responding to Incidents on Training Nights

All On Call units will inform Fire Control at the start of their training night that their response to incidents is 'immediate', as well as which resources this applies to. For multi pump/special stations this will depend on the number of individuals at the training session. Fire Control should be notified at the end of the session when cover is no longer immediate by the Watch or Crew Commander.

Immediate availability improves the service to the community during the period of the training time.

On Call units that are attached to day crewing stations will be alerted to the 'first call' whilst attending their training nights for all incidents that do not require the attendance of a rescue appliance. Where the attendance of the rescue pump is required, the day crewing Wholetime will be alerted as normal.

If an On Call unit responds to an incident during the training period, the appropriate number of personnel will ride the appliances and be 'booked off' from the training period on the payment report form.

The personnel that did not ride the appliance(s) remain 'booked on' to the training report and do not claim for an 'attendance'.

When the appliance(s) return from the incident, the appropriate payment claim report is submitted by the Officer in Charge (OIC) for the 'turnout' for the crew.

The 'turnout' crew will then submit a further payment claim report for the completion of the training session.

If the OIC deems it too late to complete the training session, or the crew is fatigued, then a further training session should be planned to allow the crew that responded to the incident the ability to 'Catch Up' on the training to ensure maintenance of competence. This should be as soon as is reasonably practical.

When processing a pay report for this additional session, it must be highlighted on the electronic system as a 'Catch Up' session and the report number of the original session that was disturbed due to the incident must be entered so that it is recognised that the session has been completed.

All training missed through responding to incidents on training nights will be caught up.

It will be the responsibility of the WC to ensure that further sessions are planned to compensate for the training missed due to incidents.

Payment will only be made for one duty under this contract at any one time, for example; when a fire call occurs during a training night, payment for training will cease for those crewing the appliance.

14. Training Days

To ensure that competence is developed and maintained, the Service may require that all On Call staff attend up to 8 days (part days or evenings) additional training per year. This could include any organised exercises and development training for any roles.

Any training that is required above the contracted 8 days for the purposes of maintaining or developing competency is essential and will be agreed with the individual.

Where training needs are identified, it will be mandatory for these needs to be discharged to ensure competence is achieved / maintained.

The Service will provide a reasonable period of notice of the training days for which attendance is required (every effort will be made to give 6 weeks' notice).

These days may be weekend based but wherever possible alternative dates will be made available during the week to allow for flexibility. Additional flexibility will be offered, where possible to include choice of venues and times.

Failure to attend courses without prior authorised agreement from their Watch or Station Commander will attract a managerial intervention.

Any training (including training nights) missed through an unauthorised absence will need to be made up. Where risk critical training is missed through authorised absences, this may need to be made up (e.g. short notice arrangements; not annual leave etc.) and will normally need to be completed through alternative arrangements within allotted training time.

All supervisory managers may be expected to attend any additional training requirements above these 8 days in order to maintain or assess their operational command and incident management skills, where necessary.

There is no requirement to attend a drill night at your station following a training course. However, there will be a requirement for this drill night to be made up within one calendar month.

For internal courses Individuals may book up to 9 hours off prior to the start of the course where appliance availability is not affected, at the time of booking, using the Training (T) code.

For out of county courses individuals may book off using the T code to travel to the venue even if this is the day before the course starts

The use of the "off station" tool on the electronic availability system will allow the appliance to remain available while individuals are attending a course with that appliance.

15. On Call Leave Arrangements

Each On Call unit should begin to pre-book and allocate all blocks of leave from the September of the previous leave year. Leave should be fairly and reasonably allocated taking into account the demands of the primary employment. However, WC and CC should be responsible for the reasonable allocation and approval of all leave, which should avoid making an appliance unavailable at short notice.

Where leave is not dictated by the needs of the primary employer it may be reasonable to decline repeated leave requests that may not be fair to other members of the unit; such as booking multiple repeated Saturdays off as leave which prevents others from taking leave or changing cover at those peak demand periods.

Firefighters working the On Call have an entitlement of four weeks (28 days) paid annual leave rising to five weeks (35 days) for those with more than 5 years continuous service at the start of the leave year.

The annual leave year will commence on 01 January and extend to the 31 December.

Leave will commence at 0000 hours and will go up to and include 2359 hours for a one day period (i.e. a 24 hour period).

Leave may be taken in minimum blocks of one hour, where suitable systems are in place to ensure accurate recording.

An individual's annual leave entitlement will depend on their weekly contracted hours and the number of years' service that they have completed e.g. A Firefighter on 120 hour contract with 5 years' service will be entitled to $120 \times 5 = 600$ hours leave in the year. A Firefighter on a 80 hour contract with only 4 years' service will be entitled to 320 hours leave.

When taking periods of leave in weekly blocks, 1 week's leave will be calculated in relation to the hours required in the appropriate cover and deducted from the annual total. (e.g. part cover average 80 hours per week, therefore 80 hours leave = 1 week's annual leave).

When booking annual leave on the electronic availability system, to book 1 week's leave means that an individual only has to account for their weekly contracted hours.

- The remaining time can be booked as 'O' Off Call e.g. a Firefighter on a 120 hr. contract that requires 1 week's leave will have to account for 120 hours as 'A' for annual leave on the availability system and the remaining 48 hours in the same week as 'O' for Off Call.
- A Firefighter on a 80 hour contract would account for 80 hours as 'A' for annual leave and 88 hours in the same week as 'O' for Off Call.
- To calculate how much time to book as annual leave for a day, divide the weekly contracted hours by 7 days. i.e. $120 / 7 = 17$ hours, $80 / 7 = 11$ hours.
- See Appendix D for further information.

Where an individual has indicated that they would be available and need to make any short-term alterations to their availability, annual leave will be granted which will be deducted from the annual total.

Leave periods may be cancelled by agreement between the Officer in Charge and the individual.

Individuals can only take a maximum of 4 drill nights per year for annual leave purposes rising to 5 on completion of 5 years continuous service. These hours will be deducted from the annual total.

Annual leave taken on drill nights must also be recorded on the electronic pay system.

The annual entitlement must only be taken in the leave year and cannot be carried over to the following year unless exceptional circumstances apply in accordance with Service Policy Instruction No1 – Management & Administration, Section D - Personnel, Part 6 – Leave, Part 6.2, Section 4, Annual Leave and Entitlement Procedure.

There should be sufficient numbers of appropriately qualified personnel on duty at any one time to maintain appliance availability prior to authorising leave. The taking of annual leave should not, whenever possible, compromise the availability of station appliances.

Station management teams are to ensure that On Call annual leave is evenly spread across the calendar year to ensure that sufficient personnel with the appropriate skills are available over key holiday periods such as the Christmas and New Year period. A system of leave management to ensure fair leave selection must be established at each station and monitored by the Station Commander, who must ensure an accurate record of leave is maintained at all times.

Annual leave must be authorised by the Station Supervisory Commander or the Station Commander if it is the Watch Commander requesting leave.

Staff otherwise employed by HWFRS will be deemed to be employed on separate contracts and leave arrangements will therefore also be completely separate of each other and must be managed accordingly.

Periods of 'authorised absence' will contribute to the monthly total when considering an individual's performance against the desired standard.

16. Public Holiday Guidance

Watch Commanders are expected to manage On Call Availability up to '1+ Minimum crewing' over a Public Holiday period subject to staff availability to account for alerter failure or a failure to respond by a member of staff.

Where availability permits, staff numbers over standard crewing should be encouraged to utilise the Public Holiday leave entitlement on the day of the public holiday.

Any Public Holiday can be rolled over into the following year but must be taken within 364 days.

Employees taking leave on/over a Public Holiday:

- If an individual wishes to book leave on a Public Holiday, then the 'Bank Holiday' code should be used on the electronic availability system.
- When booking Public Holiday leave, leave will be booked pro-rata depending on the contract banding currently being worked. The Public Holiday code should only be used for their contracted hours on that day. Should anyone choose not to take their full contracted hours off, any remaining hours from that day cannot be carried forward.
- Any individual that takes the Public Holiday as leave will not attract the 1/7th additional average weekly pay. If any individual does not provide cover on the specific day they will not attract the 1/7th payment but will be entitled to the Public Holiday in lieu.
- Their availability must be recorded accurately on the electronic availability system.

- Public Holiday leave in lieu cannot be used to take leave on a drill night.
- If the Public Holiday falls in the middle of a longer period of leave, then the usual annual leave guidance should be followed for the periods either side of the actual Public Holiday day. With the Public Holiday code still being used for the specific Public Holiday itself.
- Individuals who are on sick leave on any of the specified Public Holidays will be deemed to be on Public Holiday leave and will not be granted a day's leave in lieu at a later date. This principle does not apply to those with a recognised on-duty injury.
- To qualify for a day's leave in lieu of working on a public holiday and attract the 1/7th of the average weekly pay, employees providing availability on a public holiday should note the following:

On Call Personnel should provide their normal availability for the specific day to attract the 1/7th of the average weekly pay, whichever day the Public Holiday falls on (even if this is over a weekend)
- Any normal unavailability bookings such as Working or Off Call can be entered as usual during the course of the day, provided that the normal availability is still achieved. For example - a shift cover Firefighter:
 - 00:00hrs - 06:00hrs – Available
 - 06:00hrs - 14:00hrs – Working
 - 14:00hrs - 00:00hrs – Available

Any turnouts or attendances will attract the usual rate of double time.

Any incidents that begin on the Public Holiday and move past midnight into the following day will attract the usual rate of double time as normal. However, should an incident begin prior to the Public Holiday and moves past midnight into the Public Holiday this will not attract the double time payment for any periods of the incident.

Payroll will calculate the 1/7th payment from within the electronic system.

Using the electronic availability system, the following report can be used to monitor the number of Public Holidays taken by individuals:

1. Click » 'Reports' tab.
2. Choose report type» absence code analyses.
3. Select required employee, or select all.
4. Choose absence code » 'Public Holiday'.
5. Choose the date period required for the report
6. Load the report, and it will show the number of Public Holidays taken by the individual chosen or the entire Station.

17. Use of non-contracted On Call staff to cover On Call deficiencies utilising 4:1 Stand in

4:1 Stand in General Guidance: (see Appendix E)

Where crewing support is required to maintain On Call availability, this can be achieved by members of staff volunteering to give cover using a 4:1 payment. 4:1 will be available

to any member of uniformed staff with the correct skills and competence to cover the deficiency

The 4:1 stand in payment will be at the individual's normal hourly rate for that day (e.g. public holiday rate) and will attract one hour's payment for every 4 hours of stand in cover to maintain appliance availability. Payment for the 4:1 cover period will be recorded on a "Pay 28 RECORD OF 4:1 On-Call Non-Contracted Hrs of Cover form" and be completed by the individual and forwarded to the Watch Commander then the Station Commander at the end of every month. Payment for any WT member of staff with no On Call contract undertaking 4:1 stand in will be in line with Section 18

During this period should the appliance be turned out for an incident, the person will then be paid at the appropriate rate for the duration of the incident and payment for 4:1 cover will cease.

The Watch Commander (or responsible person) shall ensure that a fair and auditable system is in place for selecting available personnel, this should not just be restricted to station personnel but include personnel who live within the turn out area who are willing to provide cover on this basis.

If there are no station-based staff available to cover a deficiency, staff from other on call or WT stations that can provide cover within the 5-minute turn in area can be contacted

The use of 4:1 will only be to maintain minimum crewing on station – 4 suitably qualified staff at a 1 pump station and 8 suitably qualified staff at a 2-pump station based on the skills or competency required. Only staff not contracted to work at the time of the availability shortfall can be used for 4:1 stand in. Any member of staff that is contracted to work but are booked unavailable cannot be used for 4:1 unless on Annual leave or public holiday leave

The use of 4:1 stand in can be agreed for an additional 'competent fire fighter' over the minimum crewing requirement where the available crewing includes development staff without the required skills.

Payment for any incidents attended during the period of stand in will be claimed by the individual in the usual way through the Gartan Gat Pay 60, and payroll system.

Staff will be able to undertake a maximum of 20 hours 4:1 stand in per week. However, every effort should be made by members of staff and the station management team to cover any foreseen shortfalls using cost neutral options first such as the use of OCSOs or district staff with the correct skills and competence.

If, in exceptional circumstances, there is a station need identified for an individual to exceed 20 hours per week, it must first be sanctioned by the Station Commander.

Staff that have a pre-booked period of annual leave (or public holiday) can be utilised for 4:1 stand in if they are available to do so.

Any member of staff needing to 'book off' at short notice which affects appliance availability and who has been unable to find cover themselves for the deficiency, will need to contact the station management team (this can include OCSO or the Station Commander) at the earliest opportunity allowing for the management team to seek either cost neutral options or to arrange 4:1 stand in.

For any member of staff identified as available to cover the shortfall, the management team must create a Gartan booking using the 'stand in' tool on the system for the period of time required. When creating the 'stand in' booking, the manager must pre-fix the member of staff's name with '4 to 1'. See screen shot below:

GARTAN: Availability

Schedule Log Admin Reports Real Time Crewing Levels Help

Bookings

Schedule
Annual Leave
Apply Pattern
Block Booking
Booking Requests
Crewing Levels
Delete Booking
Import Crew
Off Station
Stand In

+ New Close

Manage Imports

Sent to 44 Ross on Wye From 04/07/2022 To 05/07/2022 Search Clear

Station	Date	Name	Role	Skills	Start Time	End Time
44 Ross on Wye	04/07/22	4 to 1 Neil Fowler (W)	WCB	BA-ERDT	04-Jul-22 14:00	04-Jul-22 15:00

Edit Delete

1

On occasions where appliance availability improves or appliances become unavailable during a period of agreed 4:1 stand in. Payment will still be made for the individual that has agreed to undertake 4:1. These instances will be monitored and reviewed by the station management team to prevent reoccurrences of unnecessary cost

Stations must review their forecasted availability for the following week on a training night in order to address foreseen periods of unavailability. This allows time to cover any gaps through the use of cost neutral options first before the use of 4:1 stand in. This practice will hopefully lessen the impact of ad hoc bookings during the coming week.

18. Use of Off-Duty WT Operational staff to cover On Call and Day Crewed Deficiencies

The use of all normal (no direct revenue cost) measures with on duty Wholetime staff (station based and non-station based operational staff), including movement of appliances, and especially the existing employed On Call staff at that station, should be explored before the use of off duty operational staff that will incur a significant additional cost.

Staff who have identified themselves as able and willing to provide on-call cover for On Call, and Day Crewed (DC) deficiencies, whilst off duty, will be known to the local station and their details held on the district SharePoint. These individuals will usually provide a base location (however this is not a requirement) but must be able to respond within 5 minutes of the station or may use the station as a base if they wish to do so. If staff use the station as a base during daytime hours, then normal lone working and H&S considerations must be undertaken.

All necessary arrangements will be made through the on duty WC or CC responsible for the unit with the deficiency (or in liaison with the responsible SC, duty GC or District WC). The SC responsible for the unit must be notified of all uses of off-duty staff, and a record kept. As this will normally be for a pre-planned deficiency the provision of PPE from the individuals' home station or from any available loan stock, will need to be managed by the individual in order to provide this cover. An alerter and support will be provided by the On Call or day crewed station requiring the cover and the individual volunteering to provide cover will be responsible for collecting it. Once the individual is available at the station, the electronic availability system must be updated and Fire Control must be informed of the appliance availability. Once arrangements have been made, every effort must be made to avoid further crewing deficiencies at the station.

This cover will normally only be utilised to maintain the availability of the first appliance at multi-appliance stations. However, this cover may be utilised for On Call appliances on WT stations or multi appliance On Call stations and may form part of the need to provide wider levels of strategic cover.

Payment

Payment will be at an individual's normal hourly rate for that day (e.g. public holiday rate) (overtime rate for Wholetime staff) for their primary contract with the Service, based on an On Call equivalent of one hour's payment will be made for four hours on-call. Staff will be paid at their normal hourly rate for any call out (overtime rate for Wholetime staff) at a minimum of one hour's payment then every 15 minutes part thereof. During this period the payment for being on call at 1:4 will cease. If more than one call out is received, then the cumulative time will be paid at casual overtime rate e.g. if 3 call outs of 15 minutes each are attended, then a total of 45 minutes will be claimed for, but a minimum of 1 hour will still be paid (not 3 hours).

All payment forms (Pay 28 D/C cover or Pay 28 WHT/RDS Cover) will be authorised and monitored by the SC of the station requiring the cover.

Application

Applications to undertake extra duties at On Call locations must be made in writing to the Group Commander responsible for the district where an individual is able to provide cover. Once this has been confirmed by the GC, the individual will be added to the contact list for the relevant station(s).

19. Utilisation of WT/DC staff to crew On Call appliances – On Duty Detachments

Overview

The Service currently maintains an operational fleet of 41 front line fire appliances. It is the duty of all Crew and WCs, (whether WT or On Call), to monitor the availability of their appliance(s) and provide the optimum level of appliance availability at any time. Where possible all Commanders at every level should take the opportunity to proactively support this.

WT/DC staff deployed on duty to support On Call availability

All Wholetime WC/CCs must proactively identify when they will have available resources and plan to offer them for deployment to improve availability at any location.

It is the duty of all On Call WC/CC (or district support officers), to identify any significant deficiency on their station and attempt to resolve it locally with their own On Call staff in every instance. Where this is not possible they may request either direct to a WT/DC station, or through an Officer (District or FDS) that support is needed for a specific time and duration. It will not be usual to provide detachments into On Call stations for short periods of time and one appliance On Call stations (or first appliances) will take priority.

Either the use of WT/DC station-based staff or day duty operational staff may be considered. The planned commitments of those staff must always be a factor in arranging their release to cover an On Call location. There may be compelling reasons why their release may not be possible (planned essential workloads, training or Intel, or specialist skills during periods of elevated risk such as flooding), it is up to the judgement of their line manager as to whether their release is appropriate or not.

Utilisation of WT on duty station-based staff – above standard crewing of 4

Any additional Wholetime crewing above the standard crewing level of 4 will be considered for release to support any known deficiencies on any On Call station. Any cover for On Call stations will normally be provided after the commencement of shift at the individual's normal place of work and any individual providing such cover will normally be expected to return to their home Station prior to the end of their shift, unless committed to an operational incident, in which case normal overtime arrangements will apply. In essence the Service will apply the same principles to deficiencies at On Call stations as it does when sending an individual from a Wholetime or DC shift station to cover crewing deficiencies.

It is also the duty of every Wholetime WC/CC to identify in advance of the shift where they may have additional staffing on duty (above standard crewing levels) and plan to pre-book staff to cover known deficiencies (or other duties). In all cases where there is a conflict of priorities regarding detachments and appliance availability, the Duty GC will be informed and will decide on the final course of action.

However, where exceptional operational circumstances arise the Duty GC may take all necessary steps to ensure appropriate fire cover provision.

Welfare Considerations

Detachments of staff to cover deficiencies on stand-alone On Call stations will normally only occur between 07.00 and 23.30. It is important that arrangements and contact is

made in advance (usually by the WT/DC, WC or CC) with the On Call station due to receive the oncoming WT/DC member of staff and where possible, access, alerter and local familiarisation is provided by the On Call Managers on arrival.

Where there is meaningful work to be carried out (standard testing, routines, maintenance etc.), this work should be detailed and scheduled for completion by the WT/DC member of staff. Consideration of lone working must be taken into account when detailing workloads and this should not involve heavy lifting or work unsuitable on the grounds of Health & Safety.

On Call WC and CCs must ensure that all On Call staff are aware of the detachment into their station and that crewing by the remaining On Call staff is maintained to facilitate a competent crew. It is important that the remaining On Call staff do not book off duty, thus rendering the detachment pointless. Also, where On Call staff are able to book back on duty either prior to, or during the detachment all efforts must be made to release the detached person at the earliest opportunity.

Staff on detachment to these locations, are able, with an alerter, to move within 5 minutes of the fire station and take flexible breaks. At all times measures to safeguard lone working principles are to be adhered to. An individual may utilise their own vehicle if one is not available for them and the normal reimbursements for mileage will apply. Also where the deficient period of cover on the On Call unit overlaps a shift change it is permissible for the individual to voluntarily agree to cover this by taking time in lieu or moving their start and finish shift times (e.g. for a day shift, start at 07:00 at the On Call location and finish the working day by 16:00). All other allowances will apply in the usual manner as detailed in current policy on Allowances and Emoluments, as appropriate. Except for utilisation of personal vehicles these detachments will not normally be expected to attract additional payments with exception to subsistence claims and will occur within normal shift times.

20. Fire Cadets Activities/Instruction

On Call personnel will normally be compensated for missed fire calls whilst volunteering for Fire Cadet activities or Fire Cadet instruction. The agreed rate of compensation will be at a standard 'attendance fee' rate, minus the disturbance fee, for each fire call that is missed through assisting at the Fire Cadet events. This payment will only apply to fire calls missed at times when the individual would have normally been available on the electronic availability system.

The following guidance is to be used for individuals claiming for the missed fire calls:

- To identify any missed fire calls during the normal contracted period of availability, record the dates and times on a Pay 28 On Call form.
- Submit this form to your Watch or Station Commander for approval.
- The WC or SC will confirm that the claim is for calls when you would have normally been available.
- This form will then be forwarded to Payroll or HR for payment.
Note: This payment will be made centrally from the Payroll department and there will not be a requirement to enter this through the electronic payroll system at station level
- It will be the individual's responsibility to accurately record their unavailability on the electronic availability system due to Fire Cadet events.

For annual Fire Cadet camps where an individual is attending as an instructor, and requires additional leave allocation to attend, the following guidance found in the annual leave entitlement policy should be followed:

- Requests for additional time off duty (leave) will be considered; on application and in writing by any individual seeking to represent the Service.
- This may include accredited Fire Service Sports and Athletics Association (FSSAA) activities or similar events including non-sporting activities e.g. memorial services or fire service charity events, Fire Cadet annual camps for instructors.
- Time off duty will only be granted subject to crewing or capacity demands and must be approved at Group Commander level, or equivalent. Time in lieu for these activities off duty will not normally be granted.
- Any annual leave used for Fire Cadet camps etc. should still be booked using the normal methods and codes on the electronic availability system.
- For weekly Fire Cadet training activities, the 'Service Duty - D' code can be used.

Annual Leave Allocation for Crewing

Availability, Single and Multi Pump On Call

Standard Crewing; 5 for 1 pump and 5+4 for 2 pumps.

Minimum Crewing; 4 for 1 pump and 4+4 for 2 pumps.

Single Pump Station

Period	0000-0100	0100-0200	0200-0300	0300-0400	0400-0500	0500-0600
Target Available	7	7	7	7	7	7
Allocated Leave	2	2	2	2	2	2

Period	0600-0700	0700-0800	0800-0900	0900-1000	1000-1100	1100-1200
Target Available	7	7	7	7	7	7
Allocated Leave	2	2	2	2	2	2

Period	0600-0700	0700-0800	0800-0900	0900-1000	1000-1100	1100-1200
Target Available	7	7	7	7	7	7
Allocated Leave	2	2	2	2	2	2

Period	0600-0700	0700-0800	0800-0900	0900-1000	1000-1100	1100-1200
Target Available	7	7	7	7	7	7
Allocated Leave	2	2	2	2	2	2

Multi-Pump Station

Period	0000-1000	0100-0200	0200-0300	0300-0400	0400-0500	0500-0600
Target Available	13	13	13	13	13	13
Allocated Leave	4	4	4	4	4	4

Period	0000-1000	0100-0200	0200-0300	0300-0400	0400-0500	0500-0600
Target Available	13	13	13	13	13	13
Allocated Leave	4	4	4	4	4	4

Period	0000-1000	0100-0200	0200-0300	0300-0400	0400-0500	0500-0600
Target Available	13	13	13	13	13	13
Allocated Leave	4	4	4	4	4	4

Period	1800-1900	1900-2000	2000-2100	02100-2200	2200-2300	2300-2400
Target Available	13	13	13	13	13	13
Allocated Leave	4	4	4	4	4	4

Note:

There is no requirement to increase the crewing numbers (above) at Stations with Special Appliances, see section 3, Definitions.

On Call Payment Forms

Form Number	Used for
Pay 8(b)	Claiming for appraisal work
Pay 27(a)	Claiming for attending a training course on a daily rate of pay. Example, ERDT
Pay 27(b)	Claiming a daily rate for an event that takes place outside the service area. i.e. training with National Resilience appliances
Pay 28 (ON CALL)	Work not relating to a Station but for another department. This work will require to be authorised and allocated a budget code for the relevant department. Example, assessing at NFST practical testing events.
Pay 28 (RECORD OF 4:1 On-Call Non-Contracted Hrs of Cover)	Claiming 4:1 payments for additional time worked over contracted hours as part of 4:1 stand in

Banded Availability January 2025

Where an existing arrangement is in place which deviates from the banded cover below on implementation (e.g. core hours); variations may be agreed, recorded and reviewed.

Availability Band “A”

On call Availability Requirement	120
Core Hour Requirements	48 Hours Mon- Fri between 0800-1800 24 hours weekend * 10 hours daytime ** 14 hours night time
Composite Hour Requirements 4:1***	48 hours provided flexibly to meet Service needs Available for hours worked over the weekly banded requirement where appliance availability is maintained

Availability Band “B”

On call Availability Requirement	100 hours
Core Hour Requirements	48 Hours Mon- Fri between 0800-1800 24 hours weekend * 10 hours daytime ** 14 hours night time
Composite Hour Requirements 4:1***	28 hours provided flexibly to meet Service needs Available for hours worked over the weekly banded requirement where appliance availability is maintained

Availability Band “C”

On call Availability Requirement	80 hours (This can be used for shift workers to provide day cover outside of their primary shifts) Evening Core hours 18 hours between 18:00 - 00:00 Mon to Fri
Core Hour Requirements	24 hours weekend * 10 hours daytime ** 14 hours night time
Composite Hour Requirements 4:1***	38 hours provided flexibly to meet Service needs Available for hours worked over the weekly banded requirement where appliance availability is maintained

Availability Band “D”

On call Availability Requirement	60 Flexible – Days, Nights & Weekends.
Core Hour Requirements	60 hours Days or Nights or a combination of both across the week to include weekends, to meet service needs.
4:1***	Available for hours worked over the weekly banded requirement where appliance availability is maintained

Availability Band “E”

On call Availability Requirement	50 hours
Core Hour Requirements	30 hours between 0800-1800 on days when available
Composite Hour Requirements 4:1***	20 Hours provided flexibly to meet Service needs Available for hours worked over the weekly banded requirement where appliance availability is maintained

Availability Band “F”

Core Hour Requirements
Composite Hour Requirements
4:1***

40 hours between 0800-1800 Mon - Fri
No Requirement
Available for hours worked over the weekly
banded requirement where appliance availability
is maintained
Additional hours may be agreed under this
contract

Retained Duty System Pay

With effect from January 2025, the annual retainer for an employee providing full cover (which is defined as cover of at least 120 hours per week) is 15% of the appropriate annual basic pay. Where an employee provides cover for less than 120 hours per week the following bands have been applied:

Contracted hours	National Joint Council (NJC) Pay Offer/Rates	HWFRS Pay Rates from January 2025
120 Hrs	15%	15%
100 Hrs	12.5%	12.5%
80 Hrs	10%	11%
60 Hrs	7.5%	9.5%
50 Hrs	7.5%	8%
40 Hrs	7.5%	8%

Notes:

* Weekend daytime hours can be split across both days between 08:00 and 18:00 and do not have to be done in blocks of 10 hours.

**Weekend Night time core hours can be split across both days between 18:00 and 08:00 and do not have to be done in blocks of 14 hours.

*** Plus 4:1 is for hours that have been worked over the banded weekly requirement where appliance availability has been maintained. This provision is for any of the required skills, e.g. OIC, Driver, BA.

On Call Annual Leave Guidance

The table below highlights an individual's annual leave allowance in hours;

Availability Contract	Up to 4 years	X 5 years
120 hours	480 hours	600 hours
100 hours	400 hours	500 hours
80 hours	320 hours	400 hours
40 hours	160 hours	200 hours
50 hours	200 hours	250 hours
60 hours	240 hours	300 hours

If an individual increases from 4 to 5 years' service within the annual leave period, then they will be allocated a pro rata allowance as current service policy, until the beginning of the following leave year where they will attain their full allowance.

The table below shows how to book a week's leave using the annualised hours.

Availability Contract	No. of hours required for a week's leave.	No. of hours to book as Off Call.
120 Hours	120 hours	48 hours
100 hours	100 hours	68 hours
80 hours	80 hours	88 hours
40 hours	40 hours	128 hours
50 hours	50 hours	118 hours
60 hours	60 hours	108 hours

By booking the remainder of time after the annual leave hours as off call, it does not affect the weekly contracted hour's total

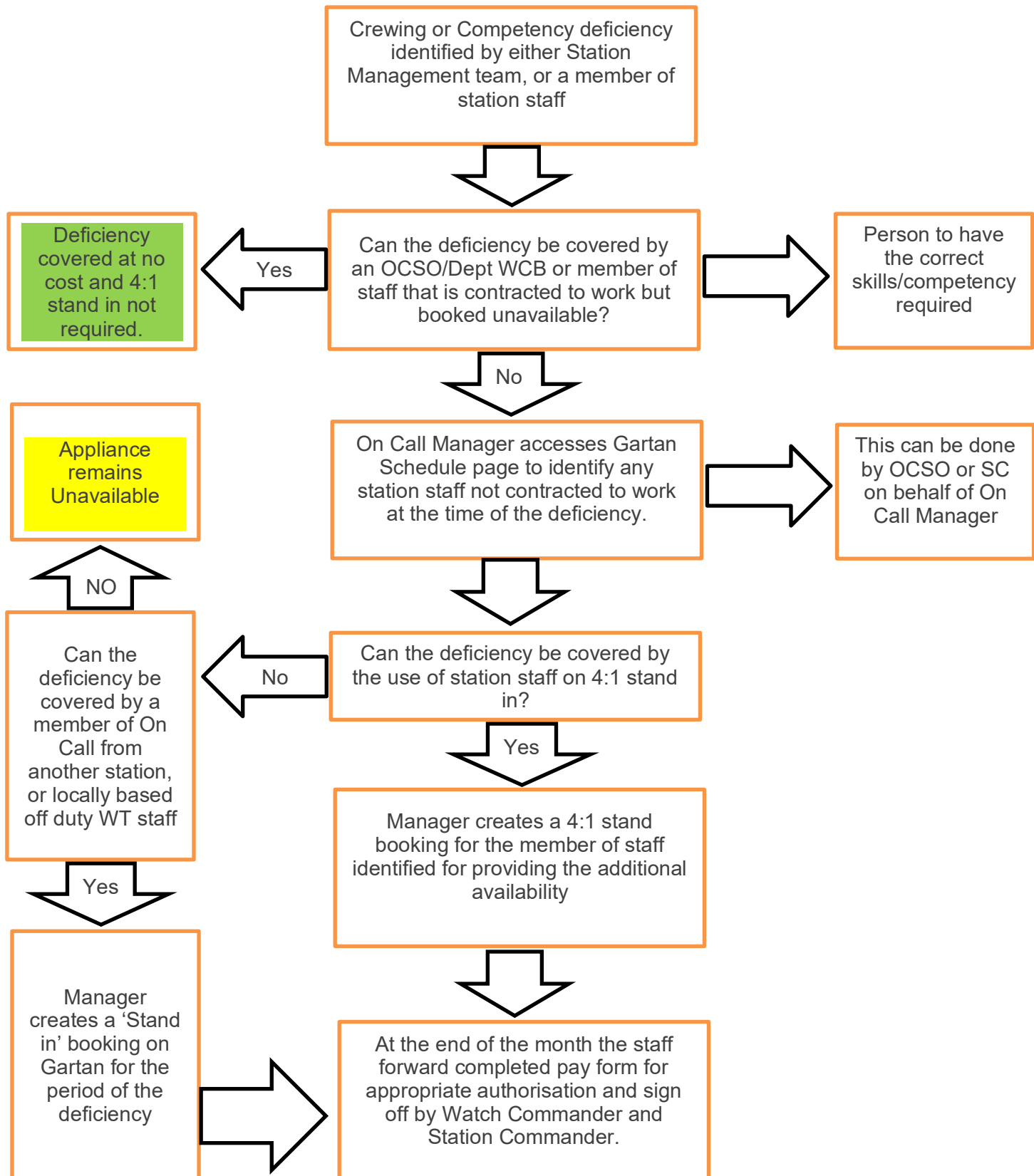
If an individual requires a day off, under the old system they had to book off a 24 hour period

With the annualised hours, the table below shows the maximum number of hours to book off for a day's leave depending on the availability banding.

Availability Contract	Divided by 7 days	No. of hours to book as leave for a day.
120 hours	120/7	17 hours
100 hours	100/7	14 hours
80 hours	80/7	11 hours
40 hours	40/7	6 hours
50 hours	50/7	7 hours
60 hours	60/7	9 hours

The remainder of the hours can be booked as Off Call and does not affect your contracted hours.

On Call 4:1 Stand in Flow Chart





People Impact Assessment (PIA)

Policy / Project / Function:	On Call Duty System Management Policy	Date of Assessment:	19/07/2022 Review 01/05/2025
Analysis Rating: please tick 1 box ✓ (The analysis rating is identified after the analysis has been completed - See Completion Notes).	RED	AMBER	GREEN
			Proportionate means achieving a legitimate aim/can be objectively justified.
			X
			Action Plan included?
Please list methods used to analyse impact on people (e.g. consultations forums, meetings, data collection)	Negotiations with Representative body prior to policy being submitted for consultation. Feedback considered from On Call SPI user group and included where applicable.		
Please list any other policies that are related to or referred to as part of this analysis	Wholetime – Part time policy		
Please list the groups of people potentially affected by this proposal. (e.g. applicants, employees, customers, service users, members of the public)	New On Call applicants. Existing On Call staff		
What are the aims and intended effects of this proposal (project, policy, function, service)?			
Amendments to the existing On Call Duty System Management policy.			
Is any Equality Data available relating to the use or implementation of this proposal (policy, project, or function, service)? Please Tick ✓ (See Completion notes)			
YES: Statistical diversity data available on employees and on all applicants who apply for On Call		NO:	
List any Consultations e.g. with employees, service users, Rep Bodies or members of the public that has taken place in the development or implementation of this proposal (project, policy, function)?			
Managers of On Call Stations across the service area were consulted on the potential changes required. Full negotiation took place with FBU representatives as part of the proposed changes.			
Financial Analysis If applicable, state any relevant cost implications (e.g. expenses, returns or savings) as a direct result of the implementation of this policy, project, or function.			
Costs £NA	Projected Returns £NA		
Implementation £NA	Projected Savings £NA		

What impact will the implementation of this proposal have on people who share characteristics protected by <i>The Equality Act 2010</i> ? Please Tick ✓ (See Completion notes)				
Protected Characteristic:	Neutral Impact:	Positive Impact:	Negative Impact:	Evidence of impact and if applicable, justification if determining proportionate means of achieving legitimate aims exists
Sex (Men and Women)			X	The minimum number of hours required for an On Call Firefighter is 40 hours. This contract is Monday-Friday 08:00-18:00. This would likely have a negative impact on potential applicants or existing staff who have child care commitments in particular during school holidays. ONS data shows that childcare is predominantly undertaken by more women than men (<u>Women shoulder the responsibility of 'unpaid work'</u> - Office for National Statistics) and therefore, this policy may have a negative impact on potential and existing female On-Call members of staff. This is a requirement to achieve a viable on call management system and is therefore objectively justified.
Race (All Racial Groups)	X			The On Call Duty System is open to all who wish to apply. This protected characteristic is neither positively or negatively impacted.
Disability (Mental, Physical, and Carers of Disabled people)		X		On Call members of staff can work a wide and varied range of hours from 40 – 120+ hours per week and attend a wide variety of incidents, some of which may have an impact on mental health. Health, Safety and welfare of staff is acknowledged in the policy and sets of the support services available. Services are in place from CIST, Back Up Buddy, OH, FF Charity demonstrating the positive impact to this protected characteristic.
Religion or Belief		X		The On Call Duty System is open to all who wish to apply. There is space available at each workplace where quiet reflection or prayer can take place. Amendments can be made to the workplace through the annual Workplace Inspections programme.
Sexual Orientation (Lesbian, Gay, Bisexual and Straight)	x			The On Call Duty System is open to all who wish to apply. This protected characteristic is neither positively or negatively impacted.
Pregnancy and Maternity	X			The On Call Duty System is open to all who wish to apply. There is specific uniform for staff during pregnancy and maternity. Staff do not complete the operational element of their role during maternity and pregnancy to ensure there is no unnecessary exposure to risk. During pregnancy, staff continue to attend drill nights and participate in training and appropriate activities. Salary is not adversely affected.
Marital Status (Married and Civil Partnerships)	X			The On Call Duty System is open to all who wish to apply. There is neither a positive or negative impact identified for this protected characteristic.
Gender Reassignment (Includes non-binary)			X	The On Call Duty System is open to all who wish to apply. All facilities on the stations that operate this duty system are gender specific rather than gender neutral. This could have a negative impact on people with this

What impact will the implementation of this proposal have on people who share characteristics protected by <i>The Equality Act 2010</i> ? Please Tick ✓ (See Completion notes)				
Protected Characteristic:	Neutral Impact:	Positive Impact:	Negative Impact:	Evidence of impact and if applicable, justification if determining proportionate means of achieving legitimate aims exists
				protected characteristic. Workplace Inspections are completed annually and alterations can be made to facilities if requested during the inspection.
Age (People of all ages)	X			The On Call Duty System is available for anybody over the age of 18 to apply. There is no upper age limit for applications and staff can retire at any age. Equality & Gender Pay Gap Report

What impact will the implementation of this proposal have on people who are impacted by and / or local factors that sit outside the Equality Act 2010 (non-legislative). Examples include social economic factors (i.e. poverty and or isolation), caring responsibility, unemployment, homelessness, urbanisation, rurality, health inequalities, any other disadvantage. ✓ (See Completion notes)				
Identified impact non-legislative factor.	Neutral Impact:	Positive Impact:	Negative Impact:	Evidence of impact and if applicable, justification if determining proportionate means of achieving legitimate aims exists

Initial People Impact Analysis completed by: (Name & Dept/Stn): ...N Lilwal..... **WHEN PIA REVIEWED -** Reviewed by: ...S Cusack..... Review Date: 01/05/2025
Please see 'Notes for PIA Authors' below

Action Plan Owner: GC Cusack		Commencement date: 05/2025		Sign off date:
As a result of performing this analysis, what actions are proposed to remove or reduce any negative impact of adverse outcomes identified on people (employees, applicants, customers, members of the public etc) who share characteristics protected by <i>The Equality Act 2010</i> or are non-legislative characteristics?				
Action Planning				
Identified Impact Protected Characteristic or local non-legislative factor	Recommended Actions		Responsible Lead	Completion Date for Any Actions Listed
Gender Reassignment	Local managers are required to complete the annual Workplace inspection.		GC Operational Policy	April 2026

Notes for PIA Authors:

- People Impact Assessments should be reviewed whenever a policy/project/function is reviewed.
- If there are (1) only minor alterations to a policy/project/function, (2) the existing PIA has already been quality assured, and (3) the author feels the minor changes don't affect the findings detailed in the PIA, there is no need for it to be quality assured once again. The PIA should have a new date on Page 1 showing when it was last reviewed.

Document quality assured by & Date: ...Natalie Beeby. Inclusion & OD Manager, 20/05/2025.....
(Quality assured by appropriate person, eg EDI Officer, Inclusion & OD Manager)

Organisational Impact Assessment

1. Preliminary Questions:			
Policy, Project or Activity:	On Call Duty System Management Policy	Author:	SC N Lilwall
Department:	Response	Title:	Station Commander
New /existing?	Existing with amendments	Date:	19/07/2022 Updated 01/05/25 by S Cusack
2. Information on the Policy, Project or Activity:			
How does the Policy, Project or Activity fit in with our core purpose and strategies?	The policy supports the Response strategy in the areas of Availability of appliances and Competence of our On Call staff.		
3. Are there any implications for the following? If yes, please provide brief description:			
Operational	V03.05 amendments include an update of organisational terminology		
Legal	No		
Human Resources	No		
Training and Development	No		
ICT	No		
FRA	No		
Resource	No		
Service Delivery	V03.05 amendments include an update of organisational terminology		
Consultation with Rep Bodies	V03.05 is a minor amendment, discussed verbally with RB.		
Corporate Communications	No		
Health and Safety	No		
Sustainability	No		
Partnership Working	No		
Other Implications/ Considerations?	None		

4. What are the risks in carrying out / delivering the activity described?

Consider: financial, reputational, environmental, health and safety, information management etc.

N.B. Please make your SLB member aware of any significant risks for elevation to their Risk Register.

No.	Risk	Risk			Potential control measures	Residual Risk			Outstanding exposures
		Likelihood	Impact	Risk Score		Likelihood	Impact	Risk Score	

Please use the matrix below to assess likelihood and impact:

IMPACT	Severe (5)	5	10	15	20	25
	Major (4)	4	8	12	16	20
	Moderate (3)	3	6	9	12	15
	Minor (2)	2	4	6	8	10
	Minimal (1)	1	2	3	4	5
		Low (1)	Low/ Medium (2)	Medium (3)	Medium/ High (4)	High (5)
	LIKELIHOOD					

5. Data Protection

A Data Protection Impact Assessment (DPIA) will assist in identifying and managing any project privacy implications and risks; for example, when making significant changes to existing practice, when developing a new project or when changing suppliers or processors.

The Screening Questions below are intended to help identify whether a DPIA is required. Answering 'Yes' to any of these questions indicates that a DPIA is necessary.

Screening Questions	Yes/No
Will the policy, project or activity involve the collection of new information about individuals?	No
Will the policy, project or activity compel individuals to provide information about them?	No
Will information about individuals be disclosed to organisations or people who have not previously had routine access to the information?	No
Are you using information about individuals for a purpose it is not currently used for, or in a way it is not currently used?	No
Does the policy, project or activity involve you using new technology that might be perceived as being privacy intrusive? For example, recording images, biometrics or facial recognition.	No
Will the policy, project or activity result in your making decisions or taking action against individuals in ways that can have a significant impact on them?	No
Is the information about individuals of a kind particularly likely to raise privacy concerns or expectations? For example, health records, criminal records or other information that people would consider to be private.	No
Will the policy, project or activity require you to contact individuals in ways that they may find intrusive?	No

You will find a DPIA template and guidance notes on the Information Governance SharePoint page. Follow the link and click on 'DPIA Instruction' - [Information Governance](#).

If you require any assistance in completing the data protection impact assessment or need further guidance, contact the Information Governance Officer in Legal Services on informationrequests@hwfire.org.uk