



Day Crewing Duty System

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Executive Summary

Hereford & Worcester Fire and Rescue Service (HWFRS) operates a Day Crewing Duty system at defined locations.

Guiding principles:

- No member of staff will be required to work the Day Crewing System at any location where the Day Crewing System operates without their agreement.
- As part of the agreed remuneration for working the Day Crewing System, basic pay will be enhanced by additional 26%.
- Should an individual member of staff working the Day Crewing System request a transfer to another duty system, entitlement to the 26% enhancement will cease with no benefit of pay protection. In such circumstances, reasonable notice must be given of usually not less than 3 months.
- The Service may require an individual working the Day Crewing System to transfer to a different duty system to meet the needs of the Service. Where this is due to conduct, capability or concerns for welfare, pay protection will apply for a period of 6 months from the commencement of the relocation. This is in accordance with the Pay Protection SPi.

In all other circumstances, the 26% enhancement will be protected on the same basis as would apply in the event of redeployment in accordance with the Redundancy SPi.

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Day Crewing Duty System

1 Introduction

1.1 The Day Crewing duty system operating within Hereford & Worcester Fire and Rescue Service will operate on the following basis:

- Basic working hours should average forty-two per week for full-time employees.
- There should be at least two periods of twenty-four hours free from duty each week.
- It should comply with relevant United Kingdom and European law, including the Working Time Regulations 1998, and Health, Safety and Welfare at Work legislation.
- Staff working this duty system will be asked to 'opt out' of the Working Time Regulations 1998 (Reg 5).
- It will have regard to the special circumstances of individual employees and be family friendly.

1.2 All working arrangements will operate on the basis that employees will undertake the duties appropriate to their role and be deployed to meet the requirements of the Fire and Rescue Authority's Community Risk Management Plan.

1.3 The Day Crewing duty system is aligned to the NJC Grey Book system based upon personnel working a combination of hours on station and on-call hours from a base location.

1.4 The base location for the on-call hours must be within a 5-minute response from the fire station and the address/location must be recorded on the HR management system, and kept accurate for welfare and emergency contact reasons.

1.5 Temporary accommodation such as hotels, bed & breakfasts, caravans or motorhomes are permitted if the individual can assure the Station Commander it does not affect the response, deployment or welfare of the individual.

2. Duty System

2.1 The duty system will normally consist of four consecutive periods of 24 hours followed by four consecutive periods of time off duty. The 4-day duty system will commence at 19:00hrs on the first evening of duty and finish at 19:00hrs on the last day of duty. The 24 hours consists of 12 hours on duty (07.00-19.00hrs) and is remunerated through the base salary, and 12 hours on-call for which an additional payment(s) is made.

2.2 07:00hrs – 08:00hrs & 18:00hrs – 19:00hrs are considered to be standby hours and staff will be expected to immediately respond within 5 minutes to the station. These periods of time do not attract any additional payment or allowances, as they form part of the basic working week comprising of 42 hours.

2.3 08:00hrs – 18:00hrs are considered to be 'positive working hours' and also form part of the basic working week and are remunerated at the nationally agreed salary level for the appropriate role. These hours will normally be considered on duty and at a work location.

2.4 The hours between 19:00hrs – 07:00hrs are considered to be on-call hours where members of staff working this duty system are required to provide cover and respond to emergencies from their base location (e.g. within 5 minutes of the fire station) for which they will receive an additional 26% remuneration in pay.

Basic breakdown

- An average of thirty-five positive hours per week shall **normally (dependant on detached duties)** be worked at the fire station.
- An average of seven hours per week shall **normally (dependant on detached duties)** be on standby linked to the 42-hour working week.
- All other time will be considered on-call.

2.5 A total period of one hour thirty minutes per day (usually between 08.00 and 18.00) shall be specified as break time for refreshments which will be taken at flexible periods during the working day. Account shall be taken of meal breaks interrupted by emergency calls.

3. Establishment Requirements

3.1 The Day Crewing duty system in operation at any of the 3 stations will normally consist of 12 members of staff and will usually be made up of 2 Watches consisting of:

- 1 X Watch Commander A
- 2 X Crew Commanders
- 3 X Firefighters

3.2 This should ensure at least 5 members of staff are available on every shift, with a base ridership position of 4.

3.3 Where crewing is above 4 during positive working hours, any additional staff will normally, and primarily, be detached to any other location to support operational availability or training (availability will take priority). Consideration should be given to wholetime and on-call locations, and should be carried out in conjunction with the Crewing Hub to achieve optimum operational cover. Crewing at Day Crewing stations will not be reduced from 5 to 4 to grant short leave or PHs, either locally or at other stations.

3.4 If operational cover is provided at an on-call location, each member of staff is expected to support local work activities, such as: Prevention and Protection work, equipment maintenance, Intel, etc and should obtain a pager or other device to enable them to work within a 5-minute radius.

3.5 Where the ridership of the appliance is above 4 during on-call periods, crew members may, on occasion, be given the option or request the option to stand down from duty, utilising an appropriate and fair system for all. This will not regularly reduce crewing to 4 on night periods but enables some reasonable flexibility.

3.6 All staff working at any of the Day Crewing stations will be required to support and maintain any specialist training requirements for Special Appliances located at their stations. A failure to be able to support this may require the individual to be relocated at another fire station. Day Crewed staff may also be requested, with appropriate notice, to provide support for their on-call unit with regard to training and pre-planning; appropriate payments will be made for any additional hours worked.

4. On-Call Obligations

4.1 Personnel are expected to respond to fire calls in an on-call capacity on any appliance or specialist vehicle at their location during the hours outside of the core hours within five minutes, for which they will receive an uplift of 26% in base salary.

4.2 Personnel must provide a residential base which enables them to fulfil their on-call obligations (within 5 minutes of the station), for which they will be able to claim relocation fees.

4.3 On-call duty will be between the periods 19:00hrs to 07:00hrs.

4.4 Staff working this duty system will be asked to 'opt out' of the Working Time Regulations

5. Attendance at Courses

5.1 When attending a training course, it may be reasonable to book time off-call prior to the start of the course. Staff may book off-call from 23:00hrs to assist with the logistics and practicalities of booking off through prior agreement with either the Crew Commander or Watch Commander on station. For some non-physical routine training courses, it may not be reasonable or necessary to book off-call prior to the course. Where operational availability is compromised staff may be required to remain on-call and if mobilised and unable to reasonably and safely attend pre-planned training, then attendance at the training may subsequently be cancelled.

5.2 When attending forums / meetings, the Watch Commander / Crew Commander should use their discretion in booking off prior to the event, although this will not normally be necessary. Where operational cover is essential prior to a training course, subsequent attendance at the training course may not be possible where essential recovery periods are necessary following emergency call outs. Where possible, arrangements should be made to ensure appliance availability and attendance at the course are both maintained in the most appropriate manner.

5.3 For courses of one full day in duration, personnel should normally book available to provide on-call cover from 18:00hrs on the day of the course where reasonable, or if the course ends early enough, return to station to complete their duty shift. Day crewing staff work 24 hours with 10 positive hours between 08:00 and 18:00hrs, and on-call hours between 18:00hrs and 08:00hrs therefore non-physically demanding training courses or detachments during duty days should be treated as part of the normal working day.

5.4 If the course is longer than one day in duration staff are entitled to time off-call on the nights in between the days of the course; however, consideration to appliance availability may need to be taken and may take precedence over the training courses.

5.5 Following the completion of the course personnel should provide full on-call cover as normal.

6. Leave

6.1 Leave will be in line with current [Annual Leave and Entitlement Procedures Policy](#) and leave for on-call duties will normally be concurrent with leave taken for day duties.

7. Rest and Recuperation

7.1 Watch and Crew Commanders must consider the need for rest and recuperation time. It is acceptable for personnel to provide cover from their base location if they have been committed during the period of 23:00hrs to 07:00hrs. However, consideration of the guidance below must be undertaken.

7.2 Any time spent on operational response duties during the period specified above would normally be taken back as time for time whilst remaining on-call, to enable rest and recuperation. Where, on rare occasions, an individual has undergone significant physical or mental stress leading to an unsafe decline in their performance, and they have been required to deploy operationally within that period, based on welfare considerations, the individual may be booked completely off duty for a defined recovery period. It is incumbent on the individual to raise this issue with their line manager at the earliest opportunity and for line managers to recognise when this may be necessary for their staff (and themselves). Should a line manager identify that an individual is excessively fatigued then they may take them off the run at any time.

7.3 Personnel must be aware of the necessity of maintaining cover at all times, however recovery time not taken immediately the following day will not normally be carried forward.

7.4 When making an assessment for rest and recuperation, recovery time or stand down periods, the Watch or Crew Commander may also consider an accumulation of calls which have been attended over previous periods, however these hours should not normally be accrued.

8. Booking Off-call Arrangements

8.1 Personnel are expected to provide on-call cover between 19:00hrs to 07:00hrs concurrent to every day duty. Booking off-call is acceptable on occasions providing cover is maintained at standard crewing and with the agreement of the Watch or Crew Commander in charge.

8.2 On-Call staff at all three locations will be permitted to book available during 19:00hrs to 07:00hrs to support the first appliance; however, the ability for these members of staff to gain experience will not facilitate additional time for Day Crewed staff to book off-call.

9. Standing-in Arrangements

9.1 Standing in arrangements between Wholetime/Day Crewed personnel across the Service are permitted, subject to the Watch or Crew Commander's approval, providing it is not detrimental to the planned work activities and there is an acceptable skills match between the two personnel in the arrangement. On-call staff may, under the same criteria as above, exchange cover accordingly.

10. Detachments

10.1 Time should not normally be booked off-call prior to going detached to another station unless standard crewing is maintained. When staff leave for the designated location then they can book off-call immediately prior to departure, informing the Duty Watch or Crew Commander.

10.2 Where watch capacity allows for Day Crewed staff to be detached to another work location, and where they have been able to book off-call overnight (including standby hours), they are requested to report to the detached location prior to the start of that period of cover/shift and remain at that location until the end of the cover/shift. When detached to Hereford and Worcester 12hr Day Duty Systems staff are requested to leave their home station as soon as possible after 07:00 and return to their home station by 19:00. Should Day Crewed staff leave their base station before 07:00hrs and return after 19:00hrs to facilitate fire cover, the appropriate remuneration will be paid. Mileage for detached duties may be claimed if staff use their own vehicles for transport.

10.3 Should the Day Crewed station have more than standard crewing on duty the night before a required detachment the individual going detached will be given precedence for booking off-call.

10.4 Should the individual need rest and recuperation following operational commitments they should inform the station awaiting a detachment of their late arrival and other arrangements can be made, this may be facilitated through Fire Control if necessary.

11. Attendance at Operational Incidents During Standby Period

11.1 Calls during standby period will not attract any further fees. However, the Officer-in-Charge will allow personnel to return to their base for reasons of personal hygiene and appearance before commencing station-based activities.

11.2 Attendance at operational incidents (casual overtime). A call that is received prior to 19:00hrs before a period of being off duty, and continues past 19:00hrs will be paid at casual

overtime rate. If further calls are received prior to crews closing down at the home station they will continue to be paid at overtime rate.

12. Calls to Standby at another Station or Reliefs

12.1 Crews may be required to standby at another station to provide cover at any time.

12.2 Consideration should be given to staff carrying out the on-call element of the Day Crewing duty system when used for reliefs. Where possible wholetime resources should be used before on-call day crewed staff where it does not compromise operational requirements. This will normally be managed in conjunction with the on-duty Watch/Crew Commander, Fire Control and the Duty Group Commander.

13. Bank Holiday Arrangements

13.1 Bank holidays are working duty days and day crewing staff are expected to remain on station carrying out normal duties where possible during these periods.

13.2 The Service recognises that during some bank holidays 'normal' routines will be limited. Watch and Crew Commanders must realign the work routines accordingly, but should optimise duty time to deliver the three core strategies.

13.3 Bank holiday leave/rostering should be taken in line with the current [Annual Leave and Entitlement Procedures Policy](#).

14. Crew Availability

14.1 Under normal circumstances the crew must be immediately available between 08:00hrs and 18:00hrs and should normally be mobile within 90 seconds which includes break times but may be extended due to training commitments.

14.2 During on-call hours/standby times every reasonable effort must be made to ensure the appliance is mobile within 6 minutes.

15. 4 to1 Cover Arrangements

15.1 Where crewing support is required during an on-call period, for example on a day crewed station during the night, this can be achieved by off duty members of staff volunteering to give cover.

15.2 This will be remunerated for 4 hours on call for 1 hours pay (at appropriate rate) or as it is known as 4:1 cover. 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 person providing cover is responsible for collecting and returning an alerter from the station (if required), liaising with the station staff and Crew or Watch Commander as appropriate, and ensuring that their PPE is operationally ready. This may also be utilised to ensure special appliances and skills remain available as well as core fire appliance cover.

15.3 This will be recorded on a Pay28 4-1 form. 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.

16. Welfare

16.1 This guidance is to ensure that employees do not work excessive hours without suitable rest periods and to ensure enough time is allocated for rest during the four day on duty period.

Staff should take responsibility to ensure that activities when on-call do not add to fatigue levels and compromise their employment responsibilities.

16.2 Every individual is responsible for their own welfare and should raise concerns if they feel this has been compromised.

17. Failure to Respond

17.1 Any member of staff 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.

17.2 Where a member of staff recognises they have not responded to a fire call they should submit an explanation for this occurrence in writing to their line manager at the earliest opportunity which should be forwarded on to the Station Commander. In the event of an alerter failure, a COMMS 70 and 72 form should be completed on all occasions

17.3 On each occasion where an individual is available, but misses a fire call, there will be some form of managerial action. Every occasion will be 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 maybe called at any time. It is recognised that there are times when circumstances are beyond the control of the individual making it impossible to respond but these are considered rare and will require explanation.

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