**Service Delivery   
Policy**

**Management of the On-call Duty System Policy**

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[Introduction](http://www.intouch.ccc/elibrary/Content/Intranet/536/671/5053/6001/41410105256.doc)

The aim of this document is to create a framework for the management of employees working on the on-call duty system by clearly defining the performance requirements and to allow for transparent and consistent management across the Service. This combined with a system where employees can be supported where the performance requirements are not achieved, will ensure a clear understanding of the expectations of the Service of all on-call employees.

This document is supported by the following policies and procedures:

* On-call Duty System Framework policy
* On-call Payments procedure
* On-call Firefighter Working on Two Stations policy

Scope

This policy applies to all on-call duty system employees.

Principles

The Service is always trying to improve the quality of its policies that are available to managers to assist with supporting employees. This document sets out standards and processes for employees working the on-call duty system.

The procedural guidance covers:

1. Definitions
2. Employee information
3. Availability and response arrangements
4. Management of on-call availability
5. Change of circumstances application process
6. Procedure for managing unsuitable availability
7. Claims for additional hours worked
8. Health, Safety and Wellbeing
9. Off Call bookings
10. Maintenance of Skills (MOS) and other training
11. ‘Catch up’ training sessions
12. Responding to Incidents on training (Maintenance of Skills) nights
13. Course / Medical cancellation or Failing to Attend
14. On-call leave arrangements
15. Sickness absence
16. Other leave
17. Public Holiday guidance

Appendix A- On-call Duty System Payments.

Procedure

**1. DEFINITIONS**

* **Unpaid leave.** This is absence that has been approved by the Basic Command Unit (BCU) Group Manager which allows for a pre-arranged period when an employee does not fulfil their contractual obligations in the workplace and receives no payment. This can be for a maximum of 3 months. Any leave over a 3-month period would have to follow the process contained within the work life balance policy.
* **Authorised Absence.** This is absence that has been authorised and for which any payment that the absence may attract, will be made. Examples are annual leave and family leave. These will not be a deductible absence.
  + **Unauthorised Absence.** This covers instances when an employee fails to attend for an incident when on call, or training, without prior approval or authorisation from a manager or remains uncontactable for a period of time. Unauthorised absences will be investigated as and when appropriate. Repeated unauthorised absences will result in a managerial intervention, such as the use of the disciplinary procedure, that could ultimately result in dismissal.
* **Availability.** This is the number of hours and pattern of contracted time an on-call employee has agreed to be ‘on-call’ to respond to the nominated station to attend incidents. This availability is identified on an employee’s Availability Contract 124a form.
* **Appliance availability.** The minimum number of employees required to crew an appliance.
  + **On-call.** Whenever an employee is booked ‘on-call’ this means that the employee is available so must respond to the station. The employee must be available to respond to the fire station within a response time as determined by the Service, with due care and attention, and in compliance with road safety legislation, during the periods they have specified on their availability form 124a.
* **Off-call.** These are hours when an employee can book off and be unavailable during their contracted hours of availability within the flexibility arrangements as set out in Section 9 – Off-call bookings.

**2. EMPLOYEE INFORMATION**

* To ensure that accurate information is held by the Service, employees are required to provide and update personal information on a regular basis. This includes full name, home address, and employer details where applicable, including any changes in working patterns or hours. This information needs to be updated on the electronic respective HR and availability systems, specifically if there are any changes to personal circumstances affecting availability. Further details can be found in **Section 5 - Change of circumstances process**.
* Failure to provide and regularly update this information will be followed up by their line manager.
* CFRS recommends that the all on-call employees have business insurance for their personal vehicles for responding to incidents

**3. AVAILABILITY AND RESPONSE ARRANGEMENTS**

* Employees are eligible to receive payments which are in line with NJC Conditions of Service, (See **Appendix 1 – On-Call Duty System Payments)**
* Employees that are contracted to the Wholetime duty system will have contracts between 40 and 80 hours
* Availability requires an employee to commit to provide a number of hours ‘on-call’ per week.
* When an employee is booked ‘on-call’ they must be available to respond to the fire station and be prepared to be mobilised to any call regardless of incident type (i.e. relief, stand-by or emergency response) as detailed above in **Section 1 – On-call.**  This is to meet the standards laid down within the current Community Risk Management Plan (CRMP)
* Employees contracted to the on-call duty system are required to complete an ‘availability contract’ (124a form) which formulates part of the contract of employment for an on-call employee, as it forms the basis against which entitlements are paid and hours of availability are discharged. It must clearly articulate when an employee will carry out their hours of availability. It is the employee’s responsibility to ensure that their availability is always accurately recorded. This is to ensure their managers have all the necessary information to determine the availability of their employees.
* To allow ongoing flexibility employees are expected on average to complete plus or minus 10% of their contracted number of hours.
* For increased flexibility the service expects employees to be working within plus or minus 25% compatibility of their contracted pattern of hours as set out in their 124a. . Details of managing availability are detailed in **Section 4 Management of On-call availability**
* In situations where on-call employees have other employment they must obtain a signed employer consent form (Form 124b - Primary Employer Consent – Release form) from their primary employer in order to be available to respond to incidents during their working hours with that employer.
* Employees will be contracted for a minimum of 40 hours up to a maximum of 120 hours per week. In agreement with the service delivery management team employee’s may, in exceptional circumstances, be offered contracts of less than 40 hours per week where it can be demonstrated it will have a positive impact on appliance availability.
* Full cover is defined as 120 hours of on-call availability per week and will attract a 100% retaining fee. Limited cover requires a minimum of 40 hours per week, up to a maximum of 119 hours of on-call availability per week and will attract a 75% retaining fee.
* An employee will be required to enter onto their Availability Contract (124a form) their contracted pattern which contains information relating to:  
  - The number of contracted hours per week  
  - When the contracted hours take place.
* The Service operates an electronic availability system which is ‘real time’ and offers flexibility in the provision of on-call availability. Once the form has been completed and agreed by the on-call watch manager in discussion with the station manager, the availability contract will be entered onto the electronic availability system and will be the applied pattern for the employee. This availability will be reviewed regularly over a 12-week period by on-call supervisory managers. (see **Section 4** – **Management of on-call availability**).

Any approved absence, including annual leave or sickness, will be included in the employee’s weekly on-call availability (i.e. these bookings will not reduce the number of hours of contractual cover provided. They are not a deductible absence).

* Employees are paid for 30 minutes for an attendance fee in line with Grey Book conditions and would be expected to remain on station for 10 minutes after the initial time of call to undertake activities in line with service need. They will claim an attendance fee on the payroll system and sign the claim for payment form, this must be done within 15 minutes of the initial call. No attendance fee shall be paid to an employee already in attendance at the station for obligatory training and maintenance duties.
* If an appliance is returning from an incident or standby no additional disturbance will be paid and any additional turnouts will paid as if they are one continuous period of work.
* Crew members should wait sufficient time to allow other available crew members to respond, however this should not affect the response times as directed by the Service. The Mobile Data Terminal (MDT) should only be booked mobile when a crew is fully formed. Employees 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 enroute to that incident. Crew members that have formed part of a crew but have not left the station premises and are stood down are eligible to claim an attendance fee in line with NJC Conditions of Service.
* Employees who continuously respond to the station but choose not to ride the appliance may not be paid an attendance fee.
* An employee who is called out to an incident and reports promptly to the station shall receive the disturbance fee payment. If an appliance is ‘mobile available’ and redirected from one incident to another this will not attract the additional disturbance fee payment. Only when an appliance is mobilised to a new incident after it has returned to the station and closed down will attract an additional disturbance fee this also applies to any employees who are showing available on the availability system but have not responded to the initial incident.
* Employees who are booked unavailable **BUT** respond to their alerter will usually be required to stand back and allow employees that have maintained appliance availability to ride the appliance. Employees who 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 always forecast the availability of appliances, employees who repeatedly respond when booked unavailable outside of the within 15 minutes of booking ‘on’ or ‘off’ duty will be expected to provide a reasonable explanation for doing so. This issue can be avoided by employees ensuring that their availability is always correct.
* Managers are expected to ensure that the correct number of employees with the correct skills respond on the appliance.
* Where possible the driving skill should be shared across employees to maintain competence.
* OiC skills should also be shared across the station to maintain operational competence. Managers are encouraged to take every opportunity to coach and develop employees, which may include allowing firefighters with the OiC skill to take charge of an appliance with the supervisory manager forming part of the crew.
* Managers of multi-pump and stations with specialist appliances should ensure that sufficient employees with appropriate and required skills stand back to ensure availability of the remaining appliance.
* Where an individual’s primary employer requires them to be at work for a specific time and the employee 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 ‘not contracted’ for a sufficient period prior to their primary work ‘start of shift’, allowing them to guarantee to start there on time.
* Whilst Cumbria Fire and Rescue Service (CFRS) 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, CFRS cannot guarantee that this could be facilitated during the initial stages of a large or protracted incident.
* Where an employee has been requested to cover a wholetime shift, it will be their responsibility to ascertain the crewing levels of their on-call station before agreeing to cover the shift.
* If the covering of a wholetime shift is during their available hours as per their 124a, the employee should give back these hours at a suitable time after a discussion with their supervisory managers.
* Agreement to undertake shifts as part of a wholetime crew must not compromise on-call crewing at the time of the request. If the crewing is sufficient at that time, then the employee is to book off immediately from their on-call home station using the code for working on wholetime station.

The electronic availability codes currently in use are as follows:

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| **Availability Code** | **Use** | **Time Deductible from Contract?** |
| A - Annual Leave | To be used in line with the Service’s On-call Duty System Framework policy, On-call Duty System Annual Leave arrangements and the Annual Leave Guidance contained within this policy. | No |
| C – Community Safety (unavailable) | To be used for the delivery of community safety activity following approval by line manager | No |
| CL - Compassionate Leave | Used for urgent domestic leave issues e.g., bereavements | No |
| ED – Directed medical absence | To be used in exceptional circumstances where individuals are medically suspended. To be determined by line managers only in line with the Absence and Wellbeing procedure guidance | No |
| EM – Modified Duties - Medical | To be used with employees following illness/injury as advised by Occupational Health in line with the **Absence and Wellbeing procedure** and is determined by the line manager. | No |
| EN – Modified Duties – Non Medical | To be used where a period of amended duties is required e.g., pregnancy. This is to be determined by the line manager in discussion with the individual | No |
| F - Wholetime shift cover | To be used when on-call personnel are covering authorised wholetime shifts. | Yes |
| I – Paternity Leave | To be used following approval by line manager | No |
| J - Adoption Leave | To be used following approval by line manager | No |
| K - Parental Leave | To be used following approval by line manager | No |
| M - Maternity Leave | To be used following approval by line manager | No |
| N - Not Contracted | This is a system generated code when the employees Availability Contract is applied as their availability pattern | Yes |
| O - Off Call | The O code is available for all employees to use when there is a need for booking off within their contacted hours. Appliance availability should not be affected by the O code and every effort should be made to source cover if the appliance will be taken off the run.  O code should not be used in place of leave and managers should have conversations with employees where excessive use of the O code is happening. | Yes |
| W – Work | To be used when booking off for work purposes during contracted hours. Should not be used in conjunction with O codes to book extended periods of time off. |  |
| P - Strike Action | To be used for employees participating in authorised industrial action | No |
| Q – Query/missing | To be used for all occasions when personnel do not respond to the Station within 10 minutes when showing available on the availability system. | Yes |
| R – Release | To be used when an employee imports themselves onto another station which is not their primary station. | No |
| S - Sickness | To be used in line with the Service **Absence & Wellbeing procedure** for all periods of self-certified and doctor certified absences. | No |
| T – CFRS Training | To be used when employees are unavailable due to **CFRS training courses only.** | No |
| U - Trade Union Leave | To be used by identified trade union post holders in the discharge of their duties, once requested and approved by their line manager. | No |
| X - Special Leave | To only be used following approval by line manager, in accordance with the ‘**Time off work’** procedure e.g. Jury Service, urgent domestic reasons etc. | No |
| Y - Unpaid Leave (ask Ops Resources) | To be used following approval by line manager. To be used for short term (under 3 months) unpaid leave and career breaks (between 3 and 12 months), as per the Work-Life Balance procedure. | Yes |

**4. MANAGEMENT OF ON-CALL AVAILABILITY**

* The service operates effective and fair procedures for managing on-call availability, which balances the need for employees to be treated fairly and consistently with the need to ensure continued provision of a high-quality service which demonstrates value for money.
* It is the responsibility of all managers to review the performance of employees in all aspects of their work and this includes ensuring that employees comply with process and the hours of availability documented on their Availability Contract (124a form).
* On-call supervisory managers must monitor attendance to identify problems at the earliest possible opportunity. They can do this by using the reporting function on availability system:
  + The employee availability (contract details) report - shows percentage compliance with the employee’s 124a
  + The contractual performance report shows number of hours available as a percentage of contract.
* Consistent failure to meet the average weekly cover requirements will attract management intervention. This will be reviewed regularly by on-call supervisory managers. In circumstances when the employee has difficulties meeting with the hours contained within the 124a, they must liaise with their line manager and attempt to identify a mutually suitable resolution.

* If on-call supervisory managers identify a pattern of poor performance against the contracted hours, they will escalate this to the station manager. The station manager will undertake fact finding and, where necessary, will implement the capability policy. Following this, **Section 6 - Managing Unsuitable Availability** will be used to manage the individual.
* Any employee who is on-call and available but fails to respond to the station on receipt of a call will be spoken to by their line manager as soon as possible to check on their wellbeing and determine whether they require any support, managers are to be aware that there may be a number of reasons for an employee to fail to respond. . Where an employee has not responded to a call without reasonable explanation, they may be required to submit an explanation for this occurrence in writing to their line manager at the earliest opportunity.
* On-call supervisory managers must ensure that all failures to respond are identified on the Payroll Report as ‘failed to attend’, which will generate the ‘Q – Query/missing’ booking. If there is an ICT issue with the addressable pager this can be explored with the ICT department.
* Multiple Q bookings within a 12-month rolling period or identifiable patterns of Q bookings will result in a managerial fact finding and possible implementation of the first stage of the capability policy, where a set of improvement targets will be agreed. Failure to meet these targets may lead to intervention by the station manager and escalation through the capability policy.
* On-call supervisory managers must monitor employee response performance for repeated attendances with few or no turnouts, this is to ensure maintenance of competence. Any trends should be locally investigated, and concerns escalated to the station manager when a trend is identified.
* When employee circumstances are going to change, and they will be unable to continue with their existing hours of availability, then the employee must submit a ‘Change of circumstances’ request. (See **Section 5 – Change of circumstances application process**).
* Any requests to change contractual information must be made in writing to the manager in advanceof the change. Change of circumstances will only be agreed if they meet the needs of the station availability profile. Managers are encouraged to seek HR advice in relation to issues around the management of on-call availability.
* During annual appraisals managers should take this opportunity to review availability, compliance to their 124a as well as other performance related issues such as missed drill nights, and formulate a plan with the employees to address any performance issues.

**5. CHANGE OF CIRCUMSTANCES APPLICATION PROCESS**

* It is reasonable to expect that at times employees may need to change their hours of availability, primary employer or base location. In these circumstances a ‘Change of circumstances’ request **(124\_On-call Change of Circumstances Form,** a **124a\_On-call Employee Availability Form** and if required a **124b\_Primary Employer Consent – Release Form)** must be completed and submitted via the on-call watch manager to the station manager. At this point the managers will consider the feasibility of the request and the impact on the station and the service. They will then determine if the request can be approved and whether a monitoring period is necessary, this ensures that the employee is able to meet their revised contractual obligations and that there is no adverse impact on station availability and service delivery.

Situations where monitoring will be put in place include:

* Where the employee moves house
* When availability hours increase or decrease
* When the times when cover is being offered changes significantly
* Where the employee's primary employment changes, and they have been providing on-call cover from the previous employer's work base address.
* Following monitoring, where there is a demonstrable reduction in availability, and where the change of circumstance has a negative result on individual and/or station availability, then the application to change circumstances will be refused and a new contract will not be agreed. The matter would then be dealt with under **Section 6 – Managing Unsuitable Availability**
* Employees and managers must follow the correct process. Any request to change availability must be approved by the station manager before it is implemented.
* It is not acceptable for employees to withdraw or cease availability without a discussion and a submission of a ‘Change of Circumstances’ request and approval from the on-call supervisory and station manager.
* If the ‘Change of Circumstances’ request is approved, the on-call supervisory manager or, in their absence, the station manager will be responsible for inputting if required any amendments to the pattern and hours of availability onto the availability system. The station manager will raise a ticket with HR Admin and Payroll service, who will record information/amendments relating to number of hours of cover on the HR system. The station manager will also inform the Service Delivery Support team with the changes to ensure the availability system is current. If the change is relating to the employee moving house, the employee will be responsible for updating the information on the HR system.
* When managing availability, managers should be mindful of circumstances where the employee may have a protected characteristic (e.g. disability) as defined by the Equality Act 2010. In such cases the Service has a statutory obligation to consider, and where possible, providing reasonable adjustments to help maintain the employee’s employment. For this reason, it is important to identify and understand why an employee may wish to change their hours of availability so that their request can be fully considered in light of all information. In these circumstances guidance and support should be sought from the HR team.

**6. MANAGING UNSUITABLE AVAILABILITY**

* There may be times when the availability which an on-call employee is able to offer is unsuitable and all available options have been explored. This could be following a change of circumstances or as part of their current 124a contract.
* In circumstances where it has been decided that the availability being given or offered is unsuitable, the manager must meet with the employee and explain that because the availability being given cannot be accommodated, the matter will be considered as a performance issue and referred to an area manager; which may result in a formal hearing, under Stage 3 of the Service’s Capability Policy, being held.
* The group manager for the Basic Command Unit (BCU), with involvement from the station manager, will prepare a case file including the following information in advance of the hearing:
* A summary of the situation, how it has arisen and the current position
* Evidence that availability being given or requested cannot be accommodated
* Evidence of impact on turn out times
* Evidence of current crewing levels within the station
* Evidence of crewing levels
* Details of the reasons why the original hours of availability have changed
* Details of any attempts which have been made to support the employee to work

During this process managers should liaise with the HR team for advice and support. When the report has been completed, the group manager will submit a copy of the file and any attachments to the employee and the appropriate BCU area manager. The area manager will determine if a formal Stage 3 capability hearing is appropriate, or whether alternative action should be taken. If a formal Stage 3 hearing is to take place, this will be done in line with the Capability Policy. This hearing may result in dismissal. The procedure includes a right of appeal.

**7. CLAIMS FOR ADDITIONAL HOURS WORKED**

It is recognised that on-call supervisory managers may be expected to work additional hours for the administration and management of local resources to support the effective performance and management of the station.

Details of how to make claims for payment is detailed within the On-Call Payments Procedure.

These activities may vary across stations however, some of the duties expected of on-call supervisory managers include:

* **Station administration** which is defined as any tasks associated with managing the station which may include:
* Conducting Adverse Safety Event (ASE) investigations
* Absence management
* Performance management of employees

Monitoring and reviewing of Maintenance of Knowledge mandatory learning – PDR Pro, Learn Pro, other e-learning modules / MOS completion / PPE record sign offs

Monitoring and reviewing appliance & employee availability.

* **Meetings / Seminars** which includes conducting employee appraisals and facilitating absence management meetings, attending performance meetings, conducting station audits.

* **Other duties** may include pre-training / exercise preparation.

Some of the above activities, if appropriate, may be delegated to other on-call employees but must be managed in a fair, equitable and open way. The on-call watch manager or, in their absence, the on-call crew manager will be responsible for the monitoring and delegation of such duties.

Additional admin work must be clearly captured in the detail on the claim for payment form and monitored by the LCU station manager.

**8. HEALTH, SAFETY AND WELLBEING**

* It is expected that employees will manage their own health and wellbeing to discharge their duties, ensuring that they have an adequate rest period prior to commencing their duties, so as not to jeopardise the safety of themselves, their colleagues or the public by reporting for duty when not fit to do so.
* Employees must not be available or attend for duty whilst under the influence of alcohol or substance misuse, in accordance with the **Service’s Drug & Alcohol Policy**.
* Employees 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.

On-call employees have no exemptions when responding to the fire station in a private motor vehicle.

**9. OFF CALL BOOKINGS**

* Employees meet their contractual obligations through their Availability Contract. Off-call arrangements have been factored into this to provide flexibility and compatibility with primary employment and work/life balance. This is facilitated by use of the ‘Off Call’ (O) code, which shows when an employee is unavailable for duty. Overall management of contractual compliance is found in section 3. (see **Section 15 - On-Call Leave Arrangements**)
* ’Off Call bookings’ must not be combined with annual leave bookings in order to extend the period of leave (for example Off-Call on 24th Feb 18:00 – 00:00 hrs and annual leave 25th Feb 00:00 hrs – 00:00 hrs cannot be authorised)
* Using a mixture of codes to book a 24-hour period off call is unacceptable. Where a full 24-hour period off call is needed and the employee is contracted to be on-call, annual leave must be used.
* Maintaining the appliance availability should always be a primary consideration. Where an employee makes regular repeated changes and does not fulfil their Availability Contract (124a form) and no wellbeing issues have been identified, this may be referred to **Section 6 - Managing Unsuitable Availability.**

**10. MAINTENANCE OF SKILLS (MOS) AND OTHER TRAINING**

* All on-call employees, including wholetime personnel who are also employed on the on-call duty system, must attend a specified number of Core Training hours (as detailed in the **On-call Duty System Framework policy**) either on the scheduled Training / MOS nights at their employing station or at an alternative scheduled training event.
* Training sessions will usually take place on an evening between Monday and Thursday and are normally 2 hours in duration. To provide flexibility, these training sessions may be managed according to local arrangements and the Service MOS framework.
* Core Training Requirements are established in the MOS Framework, which is issued prior to each training quarter for all stations.
* Following attendance at any MOS session a payroll form must be completed so attendance can be accurately monitored through the payroll system. Employees should note that payment for attendance at the MOS session forms part of the annual salary, for on-call firefighters the payroll entry is only for monitoring and audit purposes. The exception being, when wholetime firefighters who are also employed on the on-call duty system attends more than 12 training sessions (up to a maximum of 24 per year), they will need to complete a separate ‘claim for payment’ form and will be paid the following month.
* Employees must attend all their scheduled MOS training sessions at their contracted station and train with their crew, however there may be exceptional circumstances where this is not possible, (e.g. working shifts in their primary employment) ‘catch up’ training sessions are permissible (see **Section 12 - Catch up training sessions**). Employees will be subject to regular monitoring by the on-call supervisory manager to ensure that all training sessions are completed. Failure to attend and/or make up training sessions may result in the employee’s line manager making enquiries into this. When an employee leaves the Service, if they have not attended all their MOS training nights then the service will recover any pre-paid salary.
* Where an employee provides availability at more than one station, then the training nights should be shared, with a suggested 1 in 4 being spent at the secondary location. Further information on employees working at more than one station is available in the **‘On-call Firefighter Working on Two Stations’** policy.
* Each role in CFRS has a minimum number of other training requirements that must be attended by personnel in that role to maintain operational competence, (e.g. Compartment Fire Behaviour Training, Incident Command training or where employees as part of their role are trained in the use of specialist appliances and skills) these are all detailed in the **Operational Breathing Apparatus and Compartment Fire Training Strategy and Assessment, Additional Skills Training and Assessment** **Strategy,** and the **Incident Command Training and Assessment policy** documents**.** Employees, who have been trained in Emergency Response Driving (ERD), are required to attend refresher training to maintain their operational competency and ensure the Service meets its Health and Safety obligations to the employee.
* All employees have a responsibility to attend the courses above to maintain their operational competency. Employees should identify to their supervisory managers, as soon as practicable, dates that they are available to attend the appropriate course. Following attendance at these courses a ‘claim for payment’ form must be completed and entered into the payroll system.

**11. ‘CATCH UP’ TRAINING SESSIONS**

* As detailed in **Section 11** above it may not always be possible for an employee to attend their contracted station for their scheduled MOS training session. Therefore, there is a facility available to catch up or pre-empt training sessions that has or will be missed, it is important to note that the hours **must** be spent on training activities set out in the core training requirements which the employee has not already completed in the year and are to be role related. Catch up sessions **do not** include any training courses which are part of the core training requirements, covering wholetime shifts or any other station maintenance or administration duties.

The options for ‘catch up’ training sessions are:

• Attend a catch up on their station arranged by local management.

• Attend another on-call station’s training night

• Attend a Local Command Unit (LCU) based additional training session

• Arrange to undertake the training missed with a crew on a wholetime station.

* In addition, consolidation sessions are built into the quarterly training planners to enable critical training to be re-run to ensure as many employees as possible receive the training required.
* When processing a ‘claim for payment’ form for a catch-up session(s), it must be highlighted both on the form and on the availability system as a ‘catch-up’ session (This should be counter signed by the manager implementing the training). The report number of the original session that was caught up must be entered so that it is recognised that the session has been completed.

**Management of Non-Attendance at Training nights**

* There may be several reasons causing an employee not to attend training nights; employees are encouraged to discuss any problems with attendance with their line manager in the first instance. Where employees do not undertake the required training within the flexibilities offered above, their line manager may make enquiries into the reasons for the non-attendance.
* An employee will not be required to ‘catch up’ their training sessions if they are absent due to urgent domestic reasons, parental/adoption/paternity/maternity leave or sickness. If a number of consecutive training nights have been missed due to absence, the on-call watch manager, in discussion with the station manager, will define the re-training through a skills gap analysis to be completed before the employee can go back on the run, with an assessment before and after the training.
* For any absences of between 28 days and 3 months, the station manager has the discretion to determine the requirement for retraining. For absences of over 3 months, retraining will be mandatory. This training will be delivered in a formal plan and will be agreed with the employee and station manager.
* Repeated non-attendance without a reasonable reason and where the matter becomes an issue of capability, conduct or absence, the relevant policy will be applied. In this case, managers are encouraged to seek advice from the HR team.

**12.**  **RESPONDING TO INCIDENTS ON TRAINING (MAINTENANCE OF SKILLS) NIGHTS**

* If an on-call unit responds to an incident during the training period, the appropriate number of personnel will ride the appliance(s) the crew should be established at the start of the drill night, to avoid delays in mobilising, names, along with the incident number and times will be marked in the ‘description’ section on the ‘Training night attendance’ Gartan Payroll form. Details of the MOS training session will also be entered.
* The personnel that did not ride the appliance(s) remain ‘booked on’ to the training report as normal.
* No additional payment for a turnout fee will be claimed, the exception being; when the appliance(s) returns from the incident after the training night has concluded, then an additional ‘claim for payment’ form for the extra time outside of normal training night hours. This will need to be completed by the officer in charge. Details of the incident will need to be entered into the ‘description’ section along with the details of the MOS that has been missed. The time attended will be the ‘end time’ of the MOS training session.
* To ensure maintenance of competence, it is the responsibility of both the individual who responded to the incident and the On-call supervisory managers to ensure that the MOS core training is caught up as soon as is reasonable practical. This must be planned and be in accordance with the Core Training requirements in the MOS framework.

**13. COURSE / MEDICAL CANCELLATIONS OR FAILING TO ATTEND**

* Individuals should make every effort to attend courses and Occupational Health/Service Medical appointments that they are booked onto. The service appreciates that there may be occasions when personal circumstances may not allow for this.
* Individuals should contact the relevant person if they cannot attend a course or an OH or medical appointment as soon as possible.
* It is not acceptable to miss a course or appointment without good reason. Where multiple courses or appointments are missed the issue may be dealt with as a matter or conduct or capability, using the relevant procedure. Should repeated non-attendance at Occupational Health appointments occur, an individual may be removed from operational duties. In some circumstances this could affect their pay.

**14.** **ON-CALL LEAVE ARRANGEMENTS**

* Employees have an entitlement of four weeks paid annual leave rising to five weeks for those with more than 5 years continuous service on the on-call duty system at the start of the leave year.
* The annual leave year runs from 1st January to 31st December.
* Annual leave must be authorised by the employee’s direct manager for all leave periods. This should be 7 days in advance of leave being taken.
* Supervisory managers must ensure a fair annual leave system is established at each on-call station and evenly spread across the calendar year to ensure that enough appropriately qualified employees on duty at any one time to maintain appliance availability prior to authorising leave requests.
* To provide resilience, leave will only be approved, provided at the time of booking, availability is up to date for all employees for the leave period requested and that there are sufficient employees available to maintain appliance availability.
* For welfare purposes the service recommends that 25% of leave is taken within each quarter to allow for a good work life balance for employees.
* Leave periods may be cancelled by agreement between the authorising manager and the employee.
* Annual leave reports are available from the availability system and should be produced monthly to monitor all employees.
* During all public holiday periods, on-call supervisory managers are to ensure the appliance availability is maintained.
* Leave not taken during the leave year shall be forfeited except in exceptional circumstances, such as long-term sickness. With the approval of the station manager, the carried over leave can be taken during the first three months of the following leave year.
* Where employees have made inappropriate or mis-coded bookings on the availability system, leave may be entered retrospectively by the station management team following discussion with affected employees.

**16. Sickness ABSENCE**

* When reporting sick the employee and the on-call supervisory manager will follow the **Absence and Wellbeing procedure** and guidance which details actions for all employees.
* The on-call supervisory line manager is responsible for the recording, monitoring, and reviewing of any sickness absences and must ensure that HR and availability systems are updated accordingly.
* On return to on-call duties, the return-to-work interview will be carried out by the line manager.

**17. Other leave**

As detailed in **‘Time off work’ procedure.**

Which covers areas such as:

* Urgent domestic reasons
* Compassionate leave
* Family leave
* Foster care
* Career break
* Personal medical / dental appointments
* Hospital appointments and medical screening
* Volunteer reserve forces
* Court appearance
* Jury service
* School governors
* Study leave and examinations etc.

**18. PUBLIC HOLIDAY GUIDANCE**

* Annual leave payments are payable in 12 equal monthly instalments. For employees who have taken their full leave entitlement and have accrued an additional day of leave by responding on a Public Holiday, will receive an additional payment for this.
* In instances where the full leave entitlement has not been taken, no additional payment for working a Public Holiday will be made.

# Appendix 1 – On-call Duty System Payments

**Annual retainer fee**

Payable in 12 equal monthly instalments. The annual retainer for an employee providing full cover (which is defined as cover of at least 120 hours per week) is 10% of the appropriate annual basic pay. Where an employee provides cover for less than 120 hours per week they will receive 75% of the annual retainer of an employee providing full cover.

**Disturbance payment**

An employee who is called out to an incident and reports promptly to the station shall receive the disturbance payment set out in the Grey Book.

**Attendance fee**

An employee who has been called out to an emergency incident but does not form part of the crew shall receive a minimum of half an hour’s pay.

**Turnout fee**

An employee who has been called out to an emergency incident and forms part of the crew shall receive a minimum of one hour’s pay. Where the employee remains on duty for more than one hour and fifteen minutes, they shall receive two hours’ pay. Where the employee remains on duty for more than two hours they shall then be paid for complete periods of fifteen minutes.

**Payment for work activity**

All work activity shall be paid at the appropriate basic hourly rate set out in circulars issued by the NJC. These include maintenance of skills (training nights) training courses and any other work activities that are undertaken.

**Annual leave payment**

Annual leave payments will be paid as part of the monthly salary. This payment is based on an employee’s earnings in the previous 52 weeks which considers the employees annual leave allowance.