

Nottinghamshire and City of Nottingham Fire and Rescue Authority

SHIFT CHANGE IMPLEMENTATION

Report of the Chief Fire Officer and Chair of the Shift Change Review Group

Agenda No:

Date: 5 September 2008

Purpose of Report:

To update Members on the progress of shift change implementation.

CONTACT OFFICER

Name: Frank Swann

Chief Fire Officer (0115) 967 5896

Tel: (0115) 967 5896 Email: frank.swann@notts-fire.gov.uk

Media Enquiries Elisabeth Reeson

Contact: (0115) 967 5889 elisabeth.reeson@notts-fire.gov.uk

1. BACKGROUND

Nottinghamshire Fire and Rescue Service implemented revised shift patterns with effect from 1 January 2007 following the signing of a collective agreement before the Fire and Rescue Authority on 28 April 2006. To ensure that these revised patterns remained effective and continued to meet the expectations of the public, the Service and its employees, a Shift Change Review Group was established by Policy and Strategy Committee on 22 May 2006. It was agreed that the Review Group would be chaired by the lead opposition spokesperson.

2. REPORT

- 2.1 Regular meetings of the Review Group, chaired by Councillor John Cottee, have taken place and the minutes of meetings held in June 2007, September 2007, October 2007, February 2008, April 2008 and July 2008 are attached to this report as Appendix A for reference.
- 2.2 During the course of the group meetings, issues around the finer detail of implementation have been raised by both Management and the Fire Brigades Union, which are being resolved as part of the ongoing process.
- 2.3 The Review Group minutes show that the original implementation pattern is evolving to ensure that the Service remains reactive to changing demands and circumstances. As a result, a pilot initiative in the concept of 'self-rostering' has been piloted and extended to four stations and the Specialist Rescue Team. This has produced increased attendance, increased availability and reduced absence levels, all of which result in improved service and value for money.
- 2.4 If the pilot scheme remains successful then a full implementation date of 1 January 2009 is a viable target. This will ensure that the key elements of the original shift change proposals are retained, but individual employees have a flexibility to work a more personalised shift pattern. Such an approach encourages issues such as job-share, individual rostering and other elements that would assist the Service's objectives on recruiting a more diverse workforce.
- 2.5 There will be a requirement for an amended collective agreement to be signed in due course, as well as the sourcing and procurement of an IT platform to support the system. Management, Trade Unions and employees are engaged in this process.
- 2.6 The presence of the Shift Change Review Group will be essential in ensuring that the Service is able to adapt to changes in the future and is seen as a key driver to the recent and encouraging developments.

3. FINANCIAL IMPLICATIONS

There are no specific financial implications arising directly from the shift change itself, although issues such as IT platforms will require financial investment. The Fire and Rescue Authority has previously made arrangements within its budget process to support this.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

- 4.1 As any amendments or developments to the working patterns of operational staff are contractual, there are specific human resources implications that relate to any changes. Local negotiations through the Review Group are ongoing and any changes will be reflected in a revised collective agreement.
- 4.2 With regard to learning and development it is anticipated that the flexibility being developed will lead to improved access to training courses and improved attendance on nominated courses due to less pressure on operational staff.

5. EQUALITY IMPACT ASSESSMENT

The Service's Equality and Diversity Officer, Management and Trade Union are undertaking a full equality impact assessment on the shift change process. This will form the basis of any amendments made, ensuring that the Service's working patterns improve accessibility to all.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising directly from this report.

7. LEGAL IMPLICATIONS

There are no legal implications arising directly from this report.

8. RISK MANAGEMENT IMPLICATIONS

The successful transition and implementation of the new shift patterns is key to underpinning the Service's Community Safety ambitions. By effectively maintaining the revised arrangements emerging issues can be addressed and risks removed at any early stage. This ensures that the change process remains an effective and valid process.

9. RECOMMENDATIONS

Members are requested to note the contents of this report and the current developments on the working patterns of wholetime operational staff.

10. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

- Fire and Rescue Authority Report of 28 April 2006 Future Service Delivery Arrangements.
- Policy And Strategy Committee Report of 22 May 06 Task and Finish Group for Shift Change Implementation.
- Task and Finish Group Meeting Minutes from July 2006 May 2007.

Frank Swann Councillor John Cottee

CHIEF FIRE OFFICER CHAIR OF THE SHIFT CHANGE REVIEW GROUP



Monday 25 June 2007 Fire & Rescue Service HQ

Present: Councillor John Cottee Chair

Frank Swann
Steve Ainley
Phil Coates
Andy Cairney

Chief Fire Officer
Fire Brigades Union
Fire Brigades Union
Fire Brigades Union

Mark Healy Industrial Relations Officer

Lea-Anne Abbiss Notes

Apologies: Councillor Brian Grocock Fire & Rescue Authority

John Buckley Area Manager

In Attendance: David Horton Assistant Chief Fire Officer

Vic McMillen Group Manager

Chris Clark Watch Manager (Items 7 & 8 only)

			Action
1		APOLOGIES Apologies were received from Councillor Brian Grocock and John Buckley.	
2		PREVIOUS MINUTES The minutes of the meeting held on Monday 14 May 2007 had previously been agreed at a specific ratification meeting on Monday 21 May 2007, prior to presentation to the Fire & Rescue Authority.	
3	3(4)	MATTERS ARISING Sickness Absence – clarification from management that when an individual returns from a period of sickness, which coincides with their leave, it needs to be re-plotted in the normal manner. At the moment all watches have leave spaces available across the remainder of the year. If problems encountered, then Crewing should be contacted.	

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	Brigade Orders – specific document referenced is now available electronically, but has not been published on the Intranet until clarification and confirmation by this Group as to its location. Agreed it would be included as an appendix to E16.	3(4.2)	
Mgmt	Leave Availability – removal of courses released over 400 shifts, which has provided additional leave spaces. There is now enough leave to cater for all leave allocation. That said however, there is a problem of some of these days not being utilised. This is likely to present issues at the end of the year. Effect will be monitored. Suggestion from FBU around raising awareness with Watch Managers to be taken forward.	3(4.3)	
	Amber Call – this specific matter has now been resolved within the latest update of MIS.	3(4.6)	
FBU	Performance – FBU have been asked to make contact directly with Chris Clark to arrange meeting – Steve Ainley in discussion.	3(4.7)	
DH	<u>Multiple Detachments</u> – should start to be decreasing due to acting up process and outcomes of supervisory manager assessment centre. Will continue to be monitored. Discussion around a joint approach to getting people to act up and also of concerns raised by the FBU regarding those people who have not been put through process. Dave Horton outlined that he has been in contact with the Station Managers responsible and this is being addressed. Additionally, regarding those staff in the RDS, more awareness raising of the requirements of the agreement is to be done. Dave to respond to Steve Ainley via letter to confirm all details.	3(7)	
FBU Mgmt	Core Crewing – Steve Ainley and Dave Horton have met to discuss this issue. Dave has additionally responded to a letter received from Steve regarding the same subject. In light of the issues raised and also the recent events in Hertfordshire, both issues will form part of a review to take place as a matter of priority. Richard Melanaphy has been asked to pull together a review group and the FBU were invited by Management to engage with the review group on this issue. Concerns were raised by the FBU regarding interim arrangements between now and any recommendations arising from the review group. It was agreed that in the interim the FBU would identify the particular areas of concern in order for a risk critical analysis to be undertaken. The matter will then go through Uniformed Panel as an interim measure.	4.1	
	Process for Removal of Beds – the Property Strategy Group has met. A protocol has been established and the TUs will be consulted.	4.2	
FS	Bank Holiday Rostering — Management offered clarity that where individuals are rostered off for a bank holiday they can utilise any leave they have. If they have no leave left within this year they can work an additional shift, or draw forward a days leave from next year. This process will be resolved within the process of revising the leave system for 2008. The FBU felt this was not a satisfactory solution and Frank Swann undertook to examine the issue further and report back.	6.2	

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4	POSITION (STATUS) REPORT All updates covered under matters arising above. Additionally the CFO and Chair are currently engaged on a round of station visits and all comments received are being taken on board.	
5	FA REPORTING (OUTCOMES)	
	Report taken to Fire & Rescue Authority on 1 June 2007 and was accepted.	
6	AMBER CALL	
	Item raised by the FBU, who had previously raised concerns around amber calls being moved without an individual's knowledge and highlighted a specific instance to the Group, though stressed there were more. The FBU were concerned that if amber calls were moved without knowledge, an individual may not then know they were on amber call and hence this may conflict with the robustness of Management in dealing with people who don't respond to amber call. Vic McMillen has raised the issue with Crewing and it is part of the agreement that records are kept with Crewing and Watch Managers of where people's amber calls are plotted. FBU to provide Vic with as much information as possible on the specific case and Vic will follow-up. The wider issue will also be looked at and Management will come back to the Group.	FBU Mgmt
7	ACTING UP AGREEMENT (Impact of Amber & Detachments) Item raised by the FBU and followed on from the discussion around amber call above. Concerns highlighted around the importance that anyone in development who is likely to be called upon should have been through the appropriate process, and the FBU felt Management needed a way of identifying this. Management agreed to take the issue away to explore. This lead in to further discussion around amber call and the FBU flagged up that they felt the plotting of amber call on rota days was still happening and gave specific examples. Chris Clark provided an update on detachments and the reasons these are taking place. This lead in to a discussion around the length of notice required and the potential to vary this notice if required.	Mgmt
8	DOCUMENTATION SENT TO WATCH MANAGERS Item raised by the FBU and concerns highlighted regarding paperwork which is being issued to Watch (and Crew) Managers, on the basis of it having been agreed with the FBU. The FBU asked where such an agreement had been reached. Vic updated that the guidance documents had been sent out for Watch Managers to discuss with watches prior to visits by Crewing. The documents do clearly say they are for guidance. FBU will feed back	FBU

	their concerns formally and the documents will be reviewed, with a view to re-issue. In terms of discussions with Watch Managers, both Management and the FBU accepted it should be twin-tracked. Management also accepted the general point made by the FBU.	Mgmt
9	ANY OTHER BUSINESS TU Leave – the importance of all leave being booked through Mark Healy (and not direct with Crewing) with as much notice as possible was re-emphasised.	
10	DATE OF NEXT MEETING Dates to be canvassed for the first or second week in September,	



Monday 17 September 2007 Fire & Rescue Service HQ

Chair

Present: Councillor John Cottee

Frank Swann

John Buckley

Steve Ainley

Phil Coates

Andy Cairney

Mark Healy

Chief Fire Officer

Area Manager

Fire Brigades Union

Fire Brigades Union

Industrial Relations Officer

Lea-Anne Abbiss Notes

Apologies : Councillor Brian Grocock Fire & Rescue Authority

In Attendance: David Horton Assistant Chief Fire Officer

			Action
1		APOLOGIES	
		Apologies were received from Councillor Brian Grocock.	
2		PREVIOUS MINUTES	
		The minutes of the meeting held on Monday 25 June 2007 were considered and agreed as an accurate record.	
3		MATTERS ARISING	
	3(4.7)	<u>Performance</u> – agreed lack of clarity around action item outlined in last set of minutes.	
	3(7)	Multiple Detachments – issue now dealt with.	
	6	Amber Call – issue yet to be resolved. John Buckley to pursue with Vic McMillen on his return from leave.	JB
4		POSITION (STATUS) REPORT	
		Six month review report circulated and will be appended to the minutes for future reference. Management were conscious that as the report had only been presented today, the FBU may need time to consider its contents.	

		Action
	John Buckley outlined that whilst the majority of the stats in the document were based on figures to the end of June, some were up to the end of August where available.	
	Amber Call	
	The report identifies how much amber call has been deployed, and less has been used that could have been the case. In part this is due to the number of long-term sick individuals in the pool being low and also that the establishment is slightly above standard.	
	<u>Attendance</u>	
	Sickness is down 10% compared to the same six months last time, which demonstrates the effectiveness of the Service's different approaches to drive down sickness.	
	Confidence Levels	
	The figures in the report demonstrate there has been a strong and consistent improvement in this area.	
	<u>Performance</u>	
	This is a qualitative aspect to the report and identifies what crews and watches have been doing in terms of business plans and team charters. A report will be taken to SMT outlining the first six months within the business planning cycle.	
	Flexible Working	
	Feedback from the Community Safety Team at Central has been positive. It is also noted that sickness within the team continues to remain extremely low in comparison with the core ridership.	
	Leave Availability	
	Removal of courses and clearer guidance to supervisory managers has meant there is now ample provision within the core crewing.	
	Continuity	
	A report has been submitted to the CFO from District Administrators raising concerns about continuity, highlighting two main factors – shift starts times and the issues of CM/WM deficiencies resulting in regular detachments to ensure operational cover.	
	Recommendations	
	These were for consideration by the Group as outlined in the report. Additionally however, management wished to table an addition to the fourth recommendation. Namely, that they would like to propose to expand flexible working arrangements to two stations, with a view to getting it up and running by the beginning of the New Year.	

		Action
	Subject to detail being discussed with the FBU the concept of introducing self-rostering is around maintaining some elements of the existing shir pattern which are good; a result of management listening to what employees have raised and also considering continuity factors; the success of flexible arrangements in the Community Safety Team Management outlined they felt it was important to introduce as a pilot and if successful, cascade it out on an incremental basis. Following consideration of this, the FBU indicated they were not adverse to looking at the recommendation and would take to Brigade Committee, with a view to securing endorsement for them to begin discussions with management to look at the detail. In this light and subject to Brigade Committee endorsement, it was agreed to plan out a series of regular management/FBU meetings between now and Christmas. It was also agreed by both management and the FBU that it was important to set out boundaries and look at exactly what it is envisaged would be dealt with. In terms of the recommendations in the six month report therefore, one and two were agreed, with a change to recommendation two to say "The current trigger to transfer an employee to the pool is 10 working days. This should be increased to 28 consecutive days for 2008." Recommendations three and four would be covered as part of the meetings to be held between now and Christmas.	t t t t t t t t t t t t t t t t t t t
5	FA REPORTING (OUTCOMES) Notes of June, September and October meetings to be taken to Fire 8 Rescue Authority in December 2007.	k
6	AMBER CALL FBU item. In light of the outcomes of this meeting and meetings coming up in the near future, this item was deferred at this stage, though the FBU highlighted a further instance of someone being called in incorrectly. FBU to discuss with John Buckley outside of meeting.	J
7	ANY OTHER BUSINESS Use of Auxiliary Crewing – FBU item. The FBU flagged up the occurrence of a retained pump coming off the run to cover a wholetime pump. FBU to pass details to John Buckley who will investigate.	FBU/JB
8	DATE OF NEXT MEETING Agreed for Wednesday 17 October 2007, 12:00, CFO's Office (to commence immediately after Uniformed Panel, with lunch).	



Wednesday 17 October 2007 Fire & Rescue Service HQ

Chair

Present: Councillor John Cottee

Councillor Brian Grocock Fire & Rescue Authority

Frank Swann
John Buckley
Steve Ainley
Phil Coates
Andy Cairney
Bob Mould

Chief Fire Officer
Area Manager
Fire Brigades Union
Fire Brigades Union
Fire Brigades Union
Fire Brigades Union

Mark Healy Industrial Relations Officer

Jo Cooper Notes

Apologies: None

In Attendance: David Horton Assistant Chief Fire Officer

			Action
1		APOLOGIES	
		No apologies were received.	
2		PREVIOUS MINUTES	
		The minutes of the meeting held on Monday 17 September 2007 were considered and agreed as an accurate record.	
3		MATTERS ARISING	
	7	<u>Use of Auxiliary Crewing</u> – FBU item. John Buckley investigated this after the last meeting, PC is still unhappy with the outcome, DH will address this.	DH/ JB
	4	<u>Six Month Review report</u> – FBU item. After considering the report PC has some concerns, but felt it was more appropriate to raise these in the negotiations which were taking place on a more regular basis.	PC

		Action
4	PROGRESS ON NEGOTIATIONS	
	The recommendation was taken by the FBU to Brigade Committee as discussed at the previous meeting and a Joint Statement was published in the form of a Staff Briefing Paper formalising the outcome. A schedule of meetings commenced a week or so ago for negotiations to take place. An external facilitator has been agreed to and the work is ongoing with a presentation of potential options being given after this meeting.	
5	ANY OTHER BUSINESS	
	<u>Date of Next Meeting</u> – It was agreed that the date for the next meeting would be left open to allow for current negotiations between Management and the FBU, however as current arrangements would remain in place during the pilot this group was still vital.	
6	DATE OF NEXT MEETING	
	To be confirmed at a later date.	



Friday 22 February 2008 Fire & Rescue Service HQ

Chair

Present: Councillor John Cottee

Councillor Brian Grocock Fire & Rescue Authority

Frank Swann
Chief Fire Officer
Steve Ainley
Fire Brigades Union
Fire Brigades Union
Bob Mould
Fire Brigades Union
Fire Brigades Union
Industrial Relations Officer

Jo Cooper Notes

Apologies : John Buckley Area Manager

Phil Coates Fire Brigades Union

In Attendance: Bryn Coleman Station Manager

Kev Shuttlewood Station Manager Jon Scott Station Manager

			Action
1		APOLOGIES	
		John Buckley and Phil Coates tendered apologies.	
2		PREVIOUS MINUTES The minutes of the meeting held on Wednesday 17 October 2007 were considered and agreed as an accurate record.	
3	(3)	MATTERS ARISING Use of Auxiliary Crewing – AC will take this up with DH outside of the meeting.	AC
4		SHIFT CHANGE UPDATE Cllr Cottee asked both Management and FBU to move forward with the pilot after the 3 month trial.	

		Action
5	PILOT UPDATE/ SHIFT TRIALPROGRESS	
	<u>Self Rostering Pilot Paper</u> – JS, KS and BC presented a paper (circulated). AC pointed out that the pilot's aim was not to cover all 'off watch training' as described in the Introduction.	
	It is hoped the differences between how the pilot schemes are running at each Station. Sickness cover at West Bridgford was highlighted as an area for discussion as they work as close to the agreement which leaves a large number of shifts not covered once each person has covered their allocation of Amber shifts.	
6	EQUALITY IMPACT ASSESSMENT	
	<u>Full EIA on Self Rostering</u> – FS asked that the FBU be involved in this undertaking, SA also asked for interested parties to be allowed to contribute.	FS
7	SPECIALIST RESCUE TEAM	
	Relocation of Team – AC asked that the FBU be involved in this process as agreed in an Authority paper with regard to the phased approach some 12 months ago.	AC/BC
	Hours Allocated – There was an issue with hours accrued when on a course only being 10, opposed to a shift of 12 hours. Watch Based training may aid with this as may the recent Learning & Development Review, of which the outcomes will be known shortly.	
8	COMMUNITY SAFETY TEAM	
	Recording System – FBU raised concerns regarding the allocation of leave. AC to liaise with John Buckley on this.	AC/JB
9	ANY OTHER BUSINESS	
	Moving Forward – a meeting will be arranged in the next few weeks to discuss moving forward with the pilot as the initial 3 month pilot comes to an end between Management and FBU, both in agreement.	
10	DATE OF NEXT MEETING	
	To be confirmed at a later date.	



SHIFT CHANGE REVIEW GROUP

Tuesday 29 April 2008 Fire & Rescue Service HQ

Present: Councillor John Cottee Chair

Frank Swann Chief Fire Officer
Steve Ainley Fire Brigades Union
Phil Coates Fire Brigades Union
Andy Cairney Fire Brigades Union

Lea-Anne Abbiss Notes

Apologies : Councillor Brian Grocock Fire & Rescue Authority

John Buckley Area Manager
Bob Mould Fire Brigades Union

Mark Healy Industrial Relations Officer

		Action
1	APOLOGIES	
	Apologies were received from Councillor Brian Grocock, John Buckley, Bob Mould and Mark Healy.	
2	PREVIOUS MINUTES The minutes of the meeting held on Friday 22 February 2008 were considered and agreed as an accurate record.	
3	MATTERS ARISING	
	There were no matters arising.	
4	Visits have been undertaken to Mansfield and Stockhill, with one or two issues raised. Further visits are taking place today. Mansfield and West Bridgford to work towards a start date of 01/06/08, with Stockhill potentially 10/06/08. Next phase will be to produce a collective agreement and look at IT software solutions. Only real issue in terms of feedback from the visits was around IT (see later item). This phase will take place over the next three months, with the collective agreement being worked up to outline the principles and allow flexibility.	

		Action
5	VISITS TO NEWARK & WEST BRIDGFORD Councillor Cottee and the CFO have recently visited both stations and this was positively received. Again, main issue to come up was that of IT. Additional issue raised was that of continuity and the ability to plan. The FBU also highlighted the need to sort how training courses are allocated and plotted. CFO updated on the recommendations from the recent review of Learning and Development and how training will be delivered in two different ways in the future.	
6	The 'vision' for IT is that there will be 11 crewing systems all using the same IT framework, but then plotting is individualised. Central crewing will be able to read across all the systems – within this will be the ability to read across training programmes as well, along with linking in to use of day duties competence staff. FBU flagged up the concern of ensuring that those day duty staff who haven't been operational for a while, should shadow initially. This lead in to a discussion around a shortage of JOs. Plotting currently being undertaken, some people will be promoted and put in place; others still need to do certain elements. CFO to chase up.	FS
7	ANY OTHER BUSINESS Compulsory Transfers to Community Safety Team – issue raised by the FBU. CFO updated that a review of the CST is currently taking place, linking in to the impact of self-rostering etc.	
9	DATE OF NEXT MEETING To be confirmed at a later date.	



SHIFT CHANGE REVIEW GROUP

Tuesday 15 July 2008 Fire & Rescue Service HQ

Chair

Councillor John Cottee Present:

Frank Swann

Chief Fire Officer John Buckley Assistant Chief Fire Officer

Steve Ainley Fire Brigades Union Phil Coates Fire Brigades Union

Industrial Relations Officer Mark Healy

Notes Jo Cooper

Apologies: Councillor Brian Grocock

Andy Cairney **Bob Mould**

Fire & Rescue Authority Fire Brigades Union Fire Brigades Union

		Action
1	APOLOGIES Apologies were received from Councillor Brian Grocock, Bob Mould and Andy Cairney.	
2	PREVIOUS MINUTES The minutes of the meeting held on Tuesday 29 April 2008 were considered and agreed as an accurate record.	
3	MATTERS ARISING There were no matters arising.	
4	SELF-ROSTERING PILOT: UPDATE JB handed out a brief update on where the organisation was in terms of shift change. There had been a positive response so far, Mansfield and Stockhill had moved to self rostering throughout June 2008, to join Newark, West Bridgford and the Specialist Rescue Team. As far an IT software is concerned, one company has already given a demonstration which those staff doing self rostering were invited to and extremely positive about, another is scheduled for next month. The procurement of this should not hold back any progress as the software will need to be interfaced with our existing systems.	

		Action
4	Some clarity was sought by the FBU on certain aspects as far as the interim agreement was concerned. It was agreed once this had been clarified a joint statement on where we were on the pilot be released. Management expressed a view that full roll out of self rostering be 1 January 2009.	
5	CONCESSIONS FOR GLOBAL CREWING PERSONNEL PC and SA asked that the pressure put on the global crewing by the addition of Mansfield and Stockhill to the self rostering pilot by relieved as soon as possible; they suggested a complete move to the self rostering system. SA highlighted some actions which needed to be taken in partnership which would enable Management to issue a proposed date earlier than that of 1 January 2009, including PDR completion, Training Plan and Annual Leave Planning for next year. Management were clear a collective agreement for self rostering be in place before any date was confirmed and that once all of these elements were in place, an agreement for an earlier date may be achieved.	
6	ANY OTHER BUSINESS Informing Authority Members – it was agreed by the Chair that the minutes will continue to be circulated with an update report to full Fire and Rescue Authority.	
7	DATE OF NEXT MEETING Monday 11 August, 14:00, Birch Room, Fire Service HQ.	