



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Community Safety Committee

SUSTAINABILITY OF ON-CALL PROJECT

Report of the Chief Fire Officer

Date: 20 April 2018

Purpose of Report:

To update Members on the current actions and developments being undertaken to support and develop the on-call duty system

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1. BACKGROUND

- 1.1 The Chief Fire Officer has highlighted, through the Sustainability Strategy 2020, that greater investment and support for the on-call duty system (on-call) is required within the Service, as a greater emphasis is placed upon this duty system for operational response and delivery of core services to communities.
- 1.2 The on-call review was conducted between 2015 and 2017 which saw a focus on recruitment and resulted in over sixty additional personnel being recruited to the retained duty system (RDS). Whilst the on-call review project delivered a small net increase in the number of on-call firefighters, recruitment and retention still remain challenging. For example in 2017/18, 37 RDS personnel joined Nottinghamshire Fire and Rescue Service (NFRS) and 28 personnel left. However, overall availability at most on-call stations has improved as reported to Members in the service delivery performance reports.
- 1.3 From May 2017, the on-call review has been closed and moved to the sustainability of on-call (SoOC) project which aims to be fundamentally different to the on-call review through adopting a risk-based approach to the organisational development of the on-call (RDS).
- 1.4 The continued development and success of the on-call within the Service is of paramount importance and, for this to be maintained and realised, the on-call require a new focus and level of support. This requires a level of investment in the on-call, which was identified by the Chief Fire Officer in the 'Sustainability Strategy for 2020' and can now be fully realised following changes to Service Delivery agreed by the Authority at the February meeting.
- 1.5 In addition to initiating a new project, NFRS has the ambition to invest in the future of its on-call staff as highlighted but with a refreshed ambition and focus from the Strategic Leadership Team to ensure that on-call staff are fundamental to the Service's future sustainability.
- 1.6 Since the introduction of SoOC there has been an increase in appliance availability over the past 12 months. This new focus on performance and availability has seen the average availability of 86% in 2017, rise to 91% in January 2018 for RDS appliances.

2. REPORT

- 2.1 The SoOC project aims to adopt a risk-based approach to the organisational development of the on-call
- 2.2 A Project Board was established which formed participation from:
 - Service Delivery Response Group Manager (Chair);
 - Head of Service Risk, Resilience and Assurance;
 - Learning and Development Group Manager;

- FBU Executive Member;
- Human Resources Station Manager;
- Shaping our Future Team Group Manager;
- RDS Support Watch Manager.

2.3 The Project Board has engaged with a 'Working Group', which consists of personnel from the on-call, as a 'task and finish' group and for generating future concepts.

2.4 Since its inception, the SoOC project has developed a number of areas to further enhance the delivery of the on-call:

- Developed a 'fact sheet' for each on-call station to enhance recruitment information and enable greater engagement and awareness with communities. It is proposed that these fact sheets could be utilised by Members to assist with raising awareness in their communities (draft attached to this document at Appendix A);
- Development of a new approach to initial training to provide greater accessibility and flexibility for trainee on-call firefighters to account of their primary employment commitments;
- Revised the 'certificate of availability' to enable greater flexibility and management of personnel;
- Development of a standardised training schedule for on-call personnel to assist with the maintenance of competence, which is complimented by new eLearning modules;
- Engaged in the recruitment of dedicated On-Call Support Officer roles;
- Developed a 'News in Brief' document to increase effective communication with on-call personnel;
- Engaged nationally with the National Fire Chiefs' Council On-Call Group to share best practice.

2.5 The SoOC group is continuing their work for continuous improvement of the On-Call. Future areas of work include:

- A continued focus on recruitment and retention of personnel;
- A full review of pay and contracts to ensure that the Service offers flexible and attractive packages to employees;
- A review of operational activity and skills for on-call personnel;
- Further development of training packages and support for on-call stations;
- Recruitment and development of two further Crew Manager On-Call Support roles.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report. Each element outlined in this report will be reported through appropriate internal governance processes that will detail implications relevant to each initiative.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

The recruitment, retention and engagement of on-call personnel will be affected by the actions outlined in this report. Each element outlined in this report will be reported through appropriate internal governance processes that will detail implications relevant to each initiative.

5. EQUALITIES IMPLICATIONS

An equality impact assessment has not been undertaken because of the nature of this update report. Any future changes to terms and conditions or policy will be subject an equality impact assessment.

6. CRIME AND DISORDER IMPLICATIONS

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

7. LEGAL IMPLICATIONS

There are no direct legal implications arising from this report at the present time. Human resources advisors will maintain a close watch on developments within human resources or EU law, as long as they are applicable, particularly in relation to part time workers' regulations and working time directives.

8. RISK MANAGEMENT IMPLICATIONS

Failure to appropriately support and develop the on-call may lead to an organisational risk in terms of the sustainability and performance of this duty system. The actions outlined in this report, and the continued work of the SoOC group, will aim to mitigate these risks.

9. COLLABORATION IMPLICATIONS

The SoOC group is exploring all opportunities to collaborate with other Fire and Rescue Services, both in the delivery of work streams arising from the project and in the sharing of concepts, ideas and best practice.

10. RECOMMENDATIONS

That Members note the current work being undertaken by the Sustainability of On-Call Group.

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

None.

John Buckley
CHIEF FIRE OFFICER

On-call station

Information sheet



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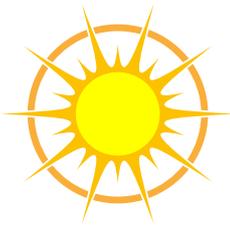
you'll need to get to the station within **approximately 5 minutes**

Station

is an on-call fire station staffed by firefighters who are available to respond to emergencies when their pager alerts.

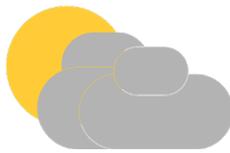
Training night: Monday 2-3 hours

On an **average weekly basis** how often are we needed?



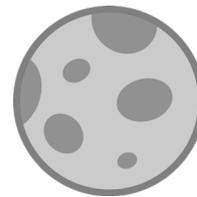
Daytime

4



Evening

2



Overnight

1

On average how long am I likely to be called out for? Approximately 1 hour

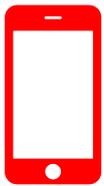
How much on average could I earn as an on-call firefighter?



6500

Earnings vary depending on the hours of cover you provide and how busy the station is, but for Station station the average earnings over the past 12 months were £6,500 per annum, which is paid monthly.

Contact us



Human Resources
XXXXX XXXXX

Station address

Fire Station, Some Road, Nottingham,
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