

On Call Project Review Approved Recommendations

1	Self-rostering. To meet station and community needs, where appropriate, individuals commit to a four-week rota of availability, allowing stations to work more flexibly.	Complete
2	Group (bring together from more than station) personal to standby at their “home station” or at any Fire and Rescue station. Applying this to provide reliefs at operational incidents. Furthermore, Service to alert On-Call to standby at home station to increase operational cover.	Complete
3	Creation of non-fire attribute for appliances, to increase appliance availability based on skill levels, as skill is gained. For example, attend premises to gain entry on behalf of EMAS/Police.	Not Started
5	Development and creation of What’s App in the organisation to improve communications. (Group messaging facility).	In Progress
6	Increased the Service priority for the implementation of web based Fire watch which brings increased functions, which will help individuals update their availability.	In Progress
9	Pager faults and failures are an area that require improvement. Removal and replacement of the existing pager, and provision of a data device allowing “app” based mobilisation. This would improve mobilisation from existing set up due to pager failures which is delaying individuals responding.	Not Started
10	Formal recognition of the term “On-Call” within LFRS, which is linked to the “grey book” terms and conditions. Policies, procedures and guidance will be changed to reflect this change.	In Progress

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12	Hours of availability to include 24, 36 and 40 hours. With 24 and 36 hours being available to those that support appliance availability and meets need of station. These contracts will be temporary for 12 months maximum, with ability to review at month nine, and extend up to 12 months if required. The purpose of both contracts being to support the station while it recruits more Firefighters.	In Progress
14	Allow our recruitment systems to be open continuously. Provision of early, constant and maintaining engagement throughout. Supporting recruitment of stations where lost engagement is occurring.	In Progress
16	Move to an hours based formula when calculating On-Call establishment.	In Progress
18	Rewards and recognition. The Service put in place and support a formal recognition event, where employees and family members are formerly recognitions for their contributions. This event would also be hosted for employers that support On-Call firefighters.	In Progress
19	Creation of Community Charter award. The Service creates a charter symbol which is presented to business' that support the release of On-Call Firefighters into local community.	In Progress
21	Provision of Tactical Response vehicles at stations where appliance availability is low. Supporting competence, maintaining response provision, while recruiting and training is undertaken.	Complete
22	To improve the way, the Service capture the reasons why our On-Call staff leave. Current systems in place are occasionally being completed and when information is completed it is not giving useful information.	In Progress

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26	Learning and development delivery model to change from existing 24 months to 10 months, which will allow individuals to be trained quicker and increase appliance availability.	In Progress
27	Provision of development shifts for On-Call personnel. Supporting development, maintaining competence, increase interest in work, supporting move to apprenticeships.	Complete
29	Remote delivery of learning and delivery as part of initial skill acquisition. Reducing the number of days required in a more formal setting at Learning and Development.	In Progress
30	The Service should make On-Call Apprenticeships available to those contracted to work the On-Call duty system.	Not Started