

**CFRS**

**Policy**

**No. 11**

**Strategic Operational Manager Working Arrangements**

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| Approved By | SLT |
| Approved Date | January 2022 |
| Policy Applies To | All Gold and Grey Book CFRS managers, working on Strategic Operational Gold Rotas and Continuous Duty Systems |

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|  | Name and Job Title |
| Responsible Group Manager | Deputy Chief Fire Officer |
| Person responsible for monitoring day-to-day compliance | Deputy Chief Fire Officer |
| Person responsible for reviewing the policy | Deputy Chief Fire Officer |

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1. Introduction

1.1 Cumbria Fire and Rescue Service (CFRS) utilises Strategic Operational Manager (Gold) Incident Command Level 4 / Multi-Agency Gold rotas to provide an effective response on a 24/7 basis to Cumbria County Council (CCC), CFRS and to support regional and national resilience under the national and regional mutual aid arrangements.

1.2 The Service will maintain Strategic Gold Rotas (appendix A) to provide response to and resilience for major incidents. Strategic Area Managers will work the Level 4 / Multi Agency Gold rota, with Principal Officers working a Continuous Duty System to ensure there are always sufficient officers available to support a Strategic Coordination Group (SCG) or fulfil other strategic operational command requirements in the event of a significant incident.

1.3 Due to the limited number of Strategic Managers, they have a county wide geographical base as detailed within this Policy and contracts of employment.

1. Scope

2.1 This policy covers strategic Gold and Grey Book CFRS managers, working on Strategic Operational Gold Rotas and Continuous Duty Systems.

1. **Principles**

3.1 CFRS requires its Strategic Managers to be operationally competent to ensure the appropriate level of incident command can be maintained within the county.

3.2 Strategic Managers must maintain their competencies as Strategic Gold Commanders and may be called upon at any time to respond to major incidents locally, regionally and nationally, in line with the CFRS Incident Command Policy.

1. [Procedure](http://www.intouch.ccc/elibrary/Content/Intranet/536/671/5053/6001/41410105256.doc)
   1. Strategic Managers will respond, as appropriate, to emergency incidents, SCG meetings and all other appropriate local, regional and national incidents in accordance with the CFRS mobilising arrangements, CCC Emergency Response procedures and national mutual aid arrangements. All Strategic Managers must maintain a mobile contact unless on annual leave.

**Principal Officer Continuous Duty System (Level 4 Command)**

* 1. Principal Officers will work a continuous duty system to ensure that, unless on annual leave, they are always available. Principal Officers are therefore deemed as ‘on-duty’, in a stand-by capacity, at all times beyond normal positive hours so they can be contacted in connection with significant operational incidents and, depending on the scale and/or nature of the incident, will determine when attendance is required in accordance with section 4.4 below.

**Strategic Gold Level 4 / Multi Agency Rota**

* 1. Strategic Area Managers will cover the Strategic Gold Level 4 Rota on a 1 in 3 basis. To ensure an appropriate level of response in the event of a significant incident, one Area Manager will also always be available on 2nd call arrangements. This will ensure that, with the exception of annual leave arrangements detailed below, an Area Manager is available to support a significant incident within a defined period of time. At all times the Level 4 rota will maintain 2 Strategic Managers; One on 1st call and the other on 2nd call.
  2. On the Strategic Gold Level 4 Rota, Area Managers will be rostered for 1st or 2nd call or off duty. Off duty means Managers will work positive hours, generally Monday to Friday, but are classed as off duty for operational response. At all times (out-with annual leave) Strategic Managers must be available within the timescales detailed below:

|  |  |
| --- | --- |
| **Call** | **Response** |
| 1st | Phone and respond immediately and maintain 90-minute availability from Penrith (SCG) |
| 2nd and continuous duty officers | Phone immediately and respond according to risk but generally within a maximum timeframe of 8 hours |

* 1. 1st call Gold Managers are required to be able to mobilise immediately and should be able to attend Penrith (for a potential SCG), or the location of a significant incident, within 90 minutes and the 2nd call Gold / Continuous Duty Officers within 8 hours; this will allow for a minimumof one Strategic Manager to be available immediately to manage an operational incident and for additional strategic managers, including Principal Officers, to be available shortly afterwards.

4.6 Once strategic management of an incident is established, the 1st call manager will manage any incident for the first 8 hours, with immediate phone support available from a Principal Officer and they will then be replaced by a new Gold Manager for the next 12 hours. After that, managers, if required, will resume duty based on 12 on, 12 off principle and the rota will continue until there is no longer a requirement. For serious and prolonged protracted incidents, Strategic managers should consider the use of, recall to duty, mutual aid arrangements and / or national resilience support.

4.7 North West Fire Control is to be kept informed at all times of who are the relevant 1st and 2nd call managers, and the Gartan Strategic Manager rotas must be updated.

1. [Annual Leave & Public Holiday (PH) Entitlement](http://www.intouch.ccc/elibrary/Content/Intranet/536/671/5053/6001/41410105256.doc)
   1. Annual leave will run from 1 January to 31 December for all personnel and leave must be taken during the year. In exceptional cases leave may, with the approval of line managers, be carried forward into the next year. This will not be deemed to apply in normal maternity leave or long-term sickness absence circumstances where arrangements should be discussed with the CFO. Personnel on modified duties, where possible, will take this leave in their period of modified duties before returning to full operational duties.
   2. The leave entitlement of an employee who joins or leaves the Service, or attains five years continuous service, is proportionate to the employee’s service in that year.
   3. Leave entitlement and Public Holiday entitlement for Managers on this rota system is:

* a combined total of 41 days for Principal Officers
* a combined total of 40 days for Areas Managers

Leave includes Scale A, B, Long Service (LS) and PH. All other arrangements are in accordance with contracts of employment.

* 1. The entitlement can be taken in any combination of full days. If leave is taken on a ‘1st call period, alternate Manager Cover (cover swap) must be secured before approval. Leave does not need to be pre-programmed or taken in specific blocks but is subject to prior approval by line managers and the exigencies of the Service.
  2. When leave is requested on 2nd call period, alternate Manager Cover (cover swap) should be sought, however leave can be approved without a cover swap if there are 2 Principal Officers available. In these circumstances one of the Principal Officers will fulfil the Area Manager 2nd call responsibilities.
  3. The rostering of annual leave will be determined locally. In normal circumstances, to ensure operational resilience only 2 Strategic Managers should be on leave at any one time, extended to 3 in exceptionalcircumstances. On all occasions there must be a minimum of 1 Principal Officer and 1 Area Manager available.
  4. If there is a service requirement to work significant additional hours (beyond the contracted 42 hours) Strategic Managers will be entitled to take up to 12 days ‘time in lieu’ each year in addition to annual leave. These lieu days can be taken to a maximum of 2 days per month providing this is agreed in advance with their line manager.

1. Public Holiday Working
   1. Strategic Managers who are rostered to work on Public Holidays will be allowed to provide standby cover from an appropriate base and will record 8.4 positive hours. In addition, any positive hours worked on a Public Holiday will be credited as plain time hours.
   2. Strategic Managers who are not rostered as 1st call on Public Holidays will normally take the day as it falls. As a minimum requirement, there must be 1 Principal Officer and 1st call Area Manager on call on a Public Holiday. Where excess hours have been previously accrued within the current or previous rota cycle, they may be taken back on a Public Holiday.
   3. Public Holiday entitlement is included in the total annual leave allowance in 5.3 above. Where an individual is on sick leave on a Public Holiday the day is deemed to have been taken and will be deducted from the annual leave total unless a doctor’s fit note is produced.

**Appendix A**

Strategic Level 4 / Multi Agency Gold Rota arrangements – **1st Call Duties** (2nd Call Duties)

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| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Mon** | **Tues** | **Wed** | **Thurs** | **Fri** | **Sat** | **Sun** |
| **Week 1** | AM1 (AM3) | AM1 (AM3) | AM1 (AM3) | AM1 (AM3) | AM1 (AM3) | AM1 (AM3) | AM1 (AM3) |
| **Week 2** | AM2 (AM1) | AM2 (AM1) | AM2 (AM1) | AM2 (AM1) | AM2 (AM1) | AM2 (AM1) | AM2 (AM1) |
| **Week 3** | AM3 (AM2) | AM3 (AM2) | AM3 (AM2) | AM3 (AM2) | AM3 (AM2) | AM3 (AM2) | AM3 (AM2) |
| **Cont. Duty** | PO | PO | PO | PO | PO | PO | PO |

Key:

PO – Principal Officers

AM1 – Area Manager 1

AM2 – Area Manager 2

AM3 – Area Manager 3