HUMBERSIDE FIRE AND RESCUE SERVICE

Emergency Response

Recall to Duty and Mutual Aid Deployment Policy

Owner	**Area Manager, Emergency Response and Training**
Responsible Person	**Head of Districts**
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1. INTRODUCTION

Humberside Fire and Rescue Service (HFRS) have strategies and plans in place to deliver its core public safety functions to the communities it serves. The scope of these functions is largely determined by the Fire and Rescue Services Act 2004. The public have an expectation that the Service will continue to deliver these functions in all but the most extreme circumstances. To do this, the Service must have robust Operational Resilience and Business Continuity (BC) arrangements in place. This is also a statutory duty placed upon the Fire Authority under the Civil Contingencies Act (CCA) 2004.

This policy is not applicable to officers conditioned to the Flexi Duty System (FDS).

Core Code of Ethics

HFRS has adopted the Core Code of Ethics for Fire and Rescue Services. The Service is committed to the ethical principles of the Code and strives to apply them in all we do, therefore, those principles are reflected in this Policy.

National Guidance

Any National Guidance which has been adopted by HFRS, will be reflected in this Policy.

2. EQUALITY, DIVERSITY AND INCLUSION

HFRS has a legal responsibility under the Equality Act 2010, and a commitment, to ensure it does not discriminate either directly or indirectly in any of its functions and services or in its treatment of staff, in relation to race, sex, disability, sexual orientation, age, pregnancy and maternity, religion and belief, gender reassignment or marriage and civil partnership. It also has a duty to make reasonable adjustments for disabled applicants, employees and service users.

3. AIM AND OBJECTIVES

Recall to Duty (RTD) is a provision that is part of the Scheme and Conditions of Service for Grey Book staff members. RTD is the process of requesting the attendance of off duty staff members to return to work.

RTD will only be utilised as a short-term response to a defined serious or major incident, or at times of spate conditions. It will not be used to maintain long term resilience capability or to provide short term cover for staffing shortfalls created by other events , e.g. sickness absence, special leave etc.

Consequently, RTD will result in the respective staff member(s) being actively engaged in operational activities for the duration of recall, unless prescribed otherwise at the time of RTD initiation.

This policy outlines the principles and procedures for recalling operational personnel

to duty in exceptional circumstances, ensuring compliance with the 7th Edition of the Grey Book and maintaining operational resilience. This policy applies to all uniformed operational staff employed under Grey Book terms and conditions, with the exception to those conditioned to FDS.

This policy secondarily relates to the process and payments aligned to National deployments for the purposes of mutual aid.

4. ASSOCIATED DOCUMENTS

- Equality Impact Assessment
- Legal references
  - The Civil Contingencies Act (CCA) 2004
  - The Fire and Rescue Services Act 2004
    - Sections 13/16 of the Fire and Rescue Services Act 2004
  - Health and Safety at Work Act 1974
  - Working Time Regulations 1998
- National Guidance
  - Compliant with Business Continuity Standard ISO 22301:2012
  - Fire and Rescue National Framework for England 2018
  - National Joint Council for Local Authority Fire and Rescue Services Scheme of Conditions of Service (Grey Book) 7th Edition
  - National Coordination and Advisory Framework (NCAF), 7th edition, March 2026
- Operational Resilience and High Demand Policy
- National Resilience Policy
- Operational Welfare Policy
- Flexible Duty System (FDS) Policy.
- Service Business Continuity Plans
- Incident Support Teams and Combined Crewing PDG
- Safe to Ride Policy
- Fatigue Policy
- HFRS Health and Safety Policy
- Management of Occupational Road Risk Policy

5. ALL STAFF

RTD is voluntary and can be undertaken by off duty staff members who are adequately trained to contribute to fire engine or control room crewing arrangements, in accordance with the Safe to Ride Policy. Approval to ‘stand up/down’ the recall to duty arrangements will be given by the duty Area Manager.

Staff members wishing to be considered for RTD must opt in by completing their personal contact details in the availability system and provide a mobile telephone number and email address. Staff who have opted in will be highlighted as ‘available for RTD’ on the availability system, enabling the Service to assess the likely number of staff at any one time who are available for RTD.

All RTD undertaken must be recorded within the availability system and the payment approved by the relevant line manager following completion of the Recall to Duty period.

Any staff members who are eligible, available and willing to undertake RTD must confirm this by responding to the request, which will ordinarily be sent to individuals via text message, telephone call email, or other electronic alerting and/or notification systems.

Requests for RTD will be done wherever possible, by giving as much notice as is practicable. This is to assist any staff members that are willing to respond to make any necessary personal arrangements; depending on the circumstances, this could be at very short notice and required immediately.

Staff members who undertake RTD must have a minimum period of time free from all other employment/duties, prior to the start and after completion of an RTD, an in accordance with the Fatigue Policy.

For all other non-FDS staff, this will vary depending upon the role and working arrangements. This will be managed taking into account the Fatigue Policy. However, RTD must not involve a continuous work period of greater than 24hrs collectively, and with sufficient post RTD rest period of 11hrs prior to commencing normal work arrangements.

NOTE: This is to ensure adequate rest periods are taken. It is the staff members responsibility not to respond to the RTD request if this timeframe is or is likely to be breached. The availability system will record all information.

Staff members are to take account of their own working time and activity levels. If they feel that they will not have received sufficient rest before the commencement of RTD then they must not accept the request. Staff members must ensure that they take account of Health and Safety Policies and Management of Road Risk Policy, in relation to fatigue and personal responsibilities for health and safety.

6. SERVICE CONTROL

Requests for RTD will be managed and administered by Service Control.

Service Control will consider RTD as soon as possible when a serious or major incident occurs, or at times of spate conditions, when many appliances, specialists and officers are required and/or committed.

Early contact must be made with the duty Area Manager to consider and request approval for RTD. In addition, Service Control will consider the availability of Incident Support Teams and Combined Crewing within the On Call system, in accordance with the Incident Support Team and Combined Crewing Policy Delivery Guidance.

Once authorisation has been received, Service Control will enact the process of messaging all individuals noted as RTD volunteers.

Service Control will send initial messages to all staff that are recorded as RTD staff. Allocation of staff to RTD will be made wherever possible, in a fair and equitable way, this being after assessing the initial circumstances, the time critical nature and skill set needs in conjunction with the duty Area Manager.

Service Control will respond to staff members to confirm the RTD offered. It is expected that staff members that have been selected for RTD would be required to work no longer than 8 hours at a time, however, this can be extended depending on the work undertaken e.g. standby duties, welfare arrangements and fatigue.

Service control should make a clear distinction when messaging for volunteers between RTD within service or for a Mutual Aid deployment, so that staff are aware of the associated payments (see sections 7 & 8).

Control staff may also be recalled to duty during spate, spike or major incident conditions when the control room is overwhelmed, or when the incident support room has been activated. In accordance with section 3 (Aim and Objectives), RTD must not be used to cover short-term sickness absence or other business-as-usual staffing absences within the control function.

7. PAYMENTS

All payments for RTD within the HFRS boundary shall be at double time (this is not enhanced twice on Public Holidays).

Staff members that are RTD shall be paid from the time they are required to attend a rendezvous point for deployment e.g. designated fire station/SHQ/other location, until actively stood down. This is not inclusive of travel in either direction. Although, where appropriate, mileage claims will be accepted via normal protocols.

Staff members that are RTD shall be paid a minimum of 3 hours. Where the period of recall exceeds 3 hours, payment shall be made for complete periods of 15 minutes.

Staff members that are RTD and are subsequently ‘stood down’ prior to commencement of the RTD shall be paid 3 hours.

See section 8 for payments when carrying out Mutual Aid deployments

8. MUTUAL AID DEPLOYMENTS

Mutual aid is assistance provided by one Fire and Rescue Authority to another where additional operational capacity or specialist capability is required. Under Sections 13 and 16 of the Fire and Rescue Services Act 2004, this may include the provision of additional resources in support of significant, serious or catastrophic incidents, together with specialist resources, national assets or officers.

The National Coordination and Advisory Framework (NCAF) provides the national structure for the coordination, mobilisation and deployment of resources in support of major or complex incidents.

Mutual aid deployments are separate from HFRS's internal Recall to Duty (RTD) arrangements detailed elsewhere within this policy. Mutual aid deployments will be managed and remunerated in accordance with the applicable NCAF arrangements and relevant national mutual assistance charging arrangements.

Deployment and Rendezvous

Personnel undertaking a mutual aid deployment will be required to report to the designated **in-service Rendezvous Point (RVP)** at the stated reporting time. Personnel are responsible for any travel costs incurred in travelling to and from the designated in-service RVP.

For pay purposes, the deployment period will commence from the stated reporting time at the designated in-service RVP. Any time subsequently spent at the RVP awaiting deployment will form part of the deployment period.

The deployment period will end once personnel have returned to the designated in-service RVP and have been provided with reasonable time to manage, return or prepare their equipment and Personal Protective Equipment (PPE), as appropriate.

Payment Arrangements

Personnel will receive payment at **not less than plain time (flat rate)** for the duration of the deployment period.

Where personnel undertake active working beyond their contractual hours of **42 hours per week**, those additional active working hours will be paid at the applicable overtime rate in accordance with the HFRS overtime arrangements.

For the purposes of this section, **active working** includes travel undertaken as part of the deployment between HFRS and the receiving/host Service; operational duties undertaken within the receiving/host Service; and other work duties undertaken as part of the mutual aid deployment. Periods during which personnel are stood down from active duties, including designated rest periods or overnight accommodation, will not constitute active working for the purposes of calculating overtime. Such periods will remain part of the deployment period and will be remunerated at plain time.

Summary of Payment

For clarity, personnel undertaking a mutual aid deployment will receive:
Contractual hours at plain time.

Additional hours during stand-down/rest periods at plain time.
Additional active working hours above contractual hours at the applicable overtime rate. The arrangements above are intended to ensure that mutual aid deployments are treated separately from normal HFRS Recall to Duty arrangements

and that personnel are appropriately remunerated for both active working and periods during which they remain deployed but stood down.

If you require any further information relating to this policy delivery guidance, please contact Emergency Response