



West Yorkshire
Fire & Rescue Service

Continuous Duty System Policy (Gold and Grey Book)

HRPOL038



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Revision and Signoff Sheet

Change Record

Date	Author	Version	Comments
28/10/2015	Chris Silson	1.0	Put into new template, no change to body text
22/05/2017	Graham Ambler	2.3	Amendment to PO numbers
24/05/2017	Graham Ambler	2.4	Addition of 3 AM's
21/10/2021	Steve Holt	2.5	Wording Amended to 1A following Executive Committee meeting
28/04/2026	T/SM Steve Briddon	4.1	Updated onto new template

Reviewers

Name	Version Approved	Position	Organisation	Date
Steve Rhodes	3.0	ACO	WYFRS	24/7/17
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GM Richard Hawley	4.1	GM ER	WYFRS	28/04/2026

Distribution

Name	Position	Organisation

Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? "Add yes or no here"

"Add issue date here"

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Page 3 of 11

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([EIA Template and Guidance](#))

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The EIA is available on request from the report author or from
diversity.inclusion@westyorksfire.gov.uk

Contents

Introduction	6
How this policy supports our values	6
Operational Response Rota	8
Standard and Minimum PO/AM Cover	9
Pay and Conditions	10
Leave	10
Lease Cars.....	10
Appendix 1 - Continuous Duty System Rota Example	11

Introduction

This policy forms part of the conditions of service and employment contract of Gold and Grey Book

Principal Officers (PO's) and Area Managers (AM's). As senior managers in an emergency service the Fire and Rescue Authority expects a high level of commitment and flexibility in relation to all aspects of employment. This includes the need, in exceptional circumstances, to work extended hours; including weekends, attend official functions and undertake other additional duties when required.

This policy is designed to ensure the sufficient provision of PO's/AMs to meet the operational and managerial requirements of West Yorkshire Fire and Rescue Service (WYFRS).

This Continuous Duty System is applicable to the following:

- Chief Fire Officer
- Deputy Chief Fire Officer
- Assistant Chief Fire Officer
- Area Manager

In order to provide effective resilience for whatever emergency incident* or other urgent demands**

WYFRS faces it is necessary that all PO's and AMs are continuously available and this is reflected in their contracts of employment. They are also required to maintain the appropriate competencies at both silver and gold command levels to meet the operational commitment.

** An "emergency incident" may require immediate and fast response by the principal officer to the scene or alternatively to another location, for example the Strategic Coordinating Group established for a major incident involving other agencies. This may be an immediate response or within set timescales.*

*** Other "urgent demands" include any major issue affecting the organisation and requiring urgent management attention, for example death or serious injury of an employee at work, a major incident, a major failure of infrastructure, a major disciplinary issue, that requires senior manager level involvement.*

How this policy supports our values

WYFRS Core Values

- **Teamwork:** We recognise everyone's strengths and contributions, working effectively as one team.
- **Integrity:** We are trustworthy, act ethically, treating each other with dignity and respect.
- **Learning:** We learn all the time; we share knowledge and experiences, celebrating success.

- **Responsibility:** We are responsible, work positively and take ownership of the work we do.
- **Communication:** We share clear information, in ways everyone understands, having open discussions.

Core Code of Ethics for Fire and Rescue Services – our five ethical principles:



- **Putting our communities first:** We put the interests of the public, the community, and service users first.
- **Integrity:** We act with integrity including being open, honest, and consistent in everything that we do.
- **Dignity and respect:** We treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias.
- **Leadership:** We are all positive role models, always demonstrating flexible and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.
- **Equality, diversity, and inclusion (EDI):** We continually recognise and promote the value of EDI, both within the FRS and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

Operational Response Rota

PO's/AMs are expected to work a minimum of 42 hours per week based around normal office hours (Monday to Friday 9am to 5pm) and at other times as deemed necessary. These are classed as 'positive hours' which are Managerial Duties that are rostered to management, supervisory and/or specialist duties appropriate to a post.

In addition, PO's/AMs are required to respond to 'emergency incidents' in accordance with Operational Procedure 1A – Mobilisation and Roles of Incident Ground Resources and 'urgent demands' as described above. Therefore, all PO's/AM's will be continuously available 'on call' (standby hours) the remainder of the time.

In order for this system to be sustainable over a protracted period and ensure a reasonable degree of work life balance, each of the 3 PO's and 3 AM's will be designated as either 1st, 2nd, or 3rd priority call on a day-to-day rotational basis, using a six-week cycle (as per the example shown in Appendix 1), including during leave periods.

Under normal circumstances, 3 PO's and 3 AM's must be available for 1st, 2nd and 3rd call as follows:

- 1st Call PO/AM – 1st Call will be broken down into 2 levels of availability, 1A and 1B:
 - 1A provides Immediate Emergency Response (IER) and is the first contact point for an 'emergency incident' or 'urgent demand' and able to attend either FSHQ or SDC within one hour. When nominated as 1st Call the PO/AM must remain immediately available and cannot take any leave of any duration when 1st Call. The primary purpose of this cover is to provide operational response to emergency incidents and remain Incident Commander or other designated role (e.g. Senior Advisor) as appropriate and required.
 - 1B also provides IER cover and is contactable by telephone and is able to respond within 2 hours. Their primary purpose, following consultation with 1A, is to enable either 1A or 1B to be available for Strategic/Gold Command purposes e.g. attendance at Strategic Coordinating Group for multi-agency major incidents, or Fire and Rescue Service specific Gold Command, whilst the other PO/AM 1st Call remains at/attends the incident as appropriate.
- 2nd Call PO/AM - Provides IER at all times and is expected to respond as soon as possible as determined by operational needs, other duties and personal circumstances, but in all circumstances within 8 hours. Short leave (see below) can be taken when 2nd Call and it is permissible to move outside West Yorkshire so long as the officer is contactable and the 8-hour response is maintained.
- 3rd Call PO/AM - Provides IER at all times and is expected to respond as soon as possible but in all circumstances within 24 hours, as determined by operational needs and other duties. All leave (see below) can be taken when 3rd Call, and it is permissible to move outside West Yorkshire so long as the 24-hour response is maintained. Short leave (see below) can be taken when 3rd Call, and it is permissible to move outside West Yorkshire so long as the officer is contactable and the 24hr response is maintained. In exceptional

circumstances this 24hr response can be extended or the 3rd Call PO/AM can book unavailable, with the express permission of the Chief Fire Officer.

The PO/AM Operational Response Rota, and any requests for changes, will be organised and managed by the Senior Secretary.

Standard and Minimum PO/AM Cover

Under normal circumstances the standard cover required will be 1 PO and 1 AM on 1st Call, 1 PO and 1 AM on 2nd Call and 1 PO and AM on 3rd Call. Leave (except short leave) can only be taken when on 3rd Call (as below).

In exceptional circumstances this can be reduced and adjusted by allowing contingency arrangements.

E.g. 1 PO and 1 AM 1st Call, 2 AM's 2nd Call, 2 PO's 3rd Call and other variations and vice versa. However, the minimum number of 1 PO as 1st Call must be maintained.

Pay and Conditions

The commitment required of the continuous duty system is beyond that normally required in the Gold and Grey Book and also the Working Time Directive. The pay and conditions are based on Gold and Grey Book with all pay pensionable. Further information can be found in the Authority's 'Pay Policy Statement'.

Leave

Due to the limited number of PO's/AM's providing operational cover, all officers on the Continuous Duty System may be required to return to duty within 48 hours whilst on leave including. In exceptional circumstances, leave may be cancelled or the maximum attendance time for recall reduced to 12 hours. If an Officer is required to return to work, all reasonable uninsured costs associated with this return, including flights, cancellation fees etc. will be reimbursed by the Authority.

Short Leave (less than 8 hours) may be taken by all PO's/AM's when 2nd or 3rd Call PO.

PO/AM leave requests will be organised and managed by the Senior Secretary.

Lease Cars

Due to the requirement to be on continuous duty the Fire and Rescue Authority will facilitate the provision of an emergency vehicle for use when the officer is providing strategic operational cover. Officers are therefore required to participate in the authorised car lease scheme

Page 11 of 11

	PO3	3	3	3	3	3	3	3	3	3	3	3	3	1A	1A	1A	1A	1A	1A	1A	1B	1B	1B	1B	1B	1B	1B	2	2	2	2	2	2
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