

Staff Deployment Guidance

This Guidance covers the deployment of staff in business critical situations such as an emergency or a surge in service provision.

It focuses on management of staff and assumes that managers have identified through their business continuity planning those jobs that are deemed as critical or non-critical.

For the purposes of this Guidance:

- **Service delivery:** includes the provision of additional services to meet the needs of the emergency or surge in service provision
- **Critical jobs:** are those jobs identified in business continuity plans as being critical to maintaining a service.

Activation of the Staff Deployment Guidance will be initiated by a member of the council's management board. It should be borne in mind that this is a corporate responsibility rather than that of an individual service.

Impact upon staffing levels

Staff are expected to undertake alternative work that is reasonably asked, as directed by their line management and work flexibly to meet the needs of the organisation and their contractual obligations.

It is recognised that to maintain or enhance service delivery, the council may need to make temporary changes to working patterns/duties as well as work location. In line with existing practice, managers should, wherever possible, discuss in advance any potential changes with employees. Managers should give reasonable consideration to personal circumstances. However, employees are also expected to make all reasonable attempts to be flexible during this time.

All critical services must have business continuity plans in place. It is the responsibility of the relevant service managers to maintain appropriate staffing levels and to ensure that service critical employees are aware of their responsibilities.

Deployed staff will be given details of their temporary working arrangements, for example:

- Location of work place
- A brief of the different tasks/work to support critical services
- Additional payments (if working unsocial hours etc).
- Ability to take TOIL or flexi time

Risk assessment

Under health and safety, relevant risk assessments must be carried out prior to deployment of staff to ensure different environments or circumstances such as inclement weather are taken into consideration. The risk assessments must be carried out by the manager of the affected service prior to deployment. Existing risk assessments for these jobs and activities should take into consideration the new environments and modified activities.

Release for training

As a category 1 responder (as defined by the Civil Contingencies Act 2004) the council has a corporate responsibility to provide certain additional functions during the emergency response and recovery phases. Managers must release employees for training who have either volunteered or have been identified as non-critical to undertake these functions. This training is to be regarded/recorded as work time.

Sources of staffing

Where increased demands for staff or a specific resource are identified, deployment will commence. Potential sources that could be utilised are as follows:

Internal deployment

It may be appropriate to seek employees to volunteer to work in other service/work areas. In such circumstances the employee's manager must confirm that the employee is not in a critical role.

If possible, deployment should be voluntary. However, there will be circumstances where managers request staff (ensuring it is a fair and equitable basis) to be deployed. In such situations they will retain their normal pay.

Employees will be recompensed for increased mileage and subsistence in accordance with the travel and subsistence guidance.

Agency and relief staff

Relief and/or agency staff may be utilised to enhance essential services as appropriate. This should be arranged through agreed channels such as via Hoople Recruitment. It should also be recognised that there may be availability issues for such staff.

Absence from work

Normal procedures should be followed if an employee is unable to attend their deployed place of work.

Where employees are reluctant to undertake different work, managers need to ascertain the concerns or reasons behind this. They should contact the specialist services to see how their concerns can be reasonably addressed.

Managers should consider and communicate the arrangements that would apply to disabled employees where a reasonable adjustment has been made for undertaking work if deployed.

Treatment of leave

Where possible, pre-booked leave will be honoured. However, there may be occasions when pre-booked leave (either annual or flexitime) or non-working days may need to be postponed to meet organisational requirements.

Arrangements for reimbursement of additional hours

Employees may be asked to work additional and possibly unsocial hours or to work their contracted hours outside their normal working day to sustain either service delivery of critical services or those additional functions required during an emergency. Any additional hours worked should be reimbursed as appropriate to terms and conditions and may include:

- TOIL/flexi time
- additional hours payment
- payment enhancements
- unsocial hours payments.

If reimbursement is to take the form of payment, the below should be followed:

Emergency Response:

<u>Function/Role</u>	<u>Hourly Rate</u>	<u>Enhancement for all posts</u>
Rest Centre Manager	£10.44	Bank Holiday – double time and
Rest Centre Supervisor	£9.03	minimum payment of 2 hours
Rest Centre Staff	£8.55	
Loggist	£8.55	
Emergency Information Line Supervisor	£9.03	
Emergency Information Line Operator	£8.55	

The hourly rate can only be claimed outside of the employees normal working hours.

Please note that the above rates of pay are not representative of the employees normal pay scale but are paid as a recognition of their support. The above rates of pay are equivalent to Herefordshire Council pay grades of HC4 to HC6.

For the above posts a one off call out allowance (per incident) of £50 will be paid.

Staff will also be entitled to claim for mileage incurred.

Staff (such as Social Care/Emergency Planners) who undertake night shift(s) to ensure service provision or to support the Emergency Response Centre representing their service area/directorate will be recompensed under their normal Terms and Conditions.

Deployment:

If staff are being deployed, employees can expect to be paid in accordance with the Standard Terms and Conditions of Employment.

Employees will receive a £10 per day Deployment Fee in line with standby allowances.

Staff will also be entitled to claim for any additional mileage travelled to their new work location. For example, if their usual journey from home to Plough Lane is 3 miles and the journey to their new work location is 7 miles, they would be entitled to claim for the additional 4 miles.

Additional working hours must be subject to the need to comply with the requirements of Working Time Regulations to ensure appropriate length of daytime working hours, night shifts and rest breaks.

Document control

Version	Date issued	Description of change	Pages affected	Reason
3.0	June 17	New issue	All	New/reviewed document
4.0	Jan 18	Clarity added to pay scales following Employment Panel comments	3	Consultation with Employment Panel