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Chiefs Council

Learning from COVID-19: Future opportunities for the On-call model

Joe Hassell, NFCC On-call Lead

Reminder of Key Challenges

The current national On-call pay model of rewarding individuals by volume of calls is at odds with the our vision to prevent emergencies from happening.

Research suggest Recruitment & Retention are key issues.

Recruitment:

- Having to find suitable, available, fit people within close proximity to fire stations
- Extensive training requirements

Retention:

- Unrealistic expectations of the role
- Inflexible contracts & work/life balance
- Lack of reward (pay & recognition)



Opportunity 1: Rural Growth

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Escape to the country: how Covid is driving an exodus from Britain's cities



Sarah Marsh
@stoumarsh
Sat 26 Sep 2020 07:00 BST

176

- 126% increase in buyers looking at village locations
- 32% Brits interested in moving to rural area
- 26% Londoners now want to work outside of London
- Liverpool residents searching for village property increased by 275%
- Edinburgh up 205%
- Birmingham up 186%



Opportunity 2: Career Changes

Redundancies at record levels

More than 395,000 workers were made redundant in the three months to November 2020



Source: Office for National Statistics

BBC

- Unemployment likely to reach 2.6m
- 5 x increase in young people being made redundant from previous year
- 53% workers plan to make career changes in next 12 months
- 1 in 10 want a job where they work from home
- 9% want to retrain or learn new skills (15% in 25-34 age group)



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Opportunity 3: Rise in Volunteering

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Covid: Firefighters trained to help give vaccine in Basingstoke

1 February



Coronavirus pandemic



- 750,000 signed up for NHS volunteering app in first 3 weeks
- 250,000 signed up to Volunteer centres
- Additional 3 million people in 'good neighbour' groups



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Opportunity 4: Health Alignment



‘Fit for Future’ Objective 1
‘FRS have evidence based, high quality and consistent risk management plans that encompass all aspects of Service deployment and delivery, addressing issues of local risk, ensuring they are resilient to national risks and threats including terrorism.’



Opportunity 5: Office Space

Evening Standard

CULTURE INSIDER THE ESCAPIST THE REVELLER COMMENT TECH ES BEST ES MAG

NEWS > POLITICS

Turn empty office space into homes in response to coronavirus crisis, says Sir Ed Davey



- Retail space shrinking
- Office/shop space being converted to living space
- Thousands of homes being built in rural areas



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And finally...

Using the survey that went to all FRS, here is some good practice that may be adopted in the future:

- **Virtual Open Days** – can be linked to websites and stations social media pages to increase awareness and accessibility
- **Split/varied drill nights** – a move away from a rigid, set weekly drill night will increase flexibility that new joiners will be looking for
- **Blended/distance learning** – ‘Virtual’ drill nights that can be accessed anytime
- **Social Aspect** – With many entertainment venues restricted/closed, the local fire station is a great way for people who are new to the area to meet new people (backed up by research).

