



HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

On-Call Reviews & Peer Support

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On-Call/Retained duty System Reviews

- Probably the most common request.
- Rarely see the outcomes
- Will benefit from peer support (formal or informal)



- Is there Strategic Support?
- What do you want your On-Call staff to deliver?



- Resourcing – Lone Officer
- How involved are your On-Call staff?
- How involved is the whole organisation?
- How much are you willing to change?



- Help avoid common mistakes
- Provide constructive challenge
- Unconscious cultural bias
- Better use of resources
- National Network





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