

DFI ROADS OPERATIONS & MAINTENANCE - NORTH

Winter Service Supervisor Interest Circular – 2023/24

This interest circular is to invite Dfl Roads staff to apply for winter service supervisor posts in Operations and Maintenance (O&M) depots.

Applicants must be able to respond to their designated depot within 30 minutes and hold at least a current B driving licence.

Applicants will be expected to operate from the depot closest to their home address where possible. Final decisions on depot allocations will be made by O&M Area Engineers.

Winter Service Locations

Woodburn (Londonderry)
Limavady (Aghanloo)
Coleraine (Northbrook)
Ballymoney
Ballykeel (Ballymena)
Larne (Kilwaughter)
Antrim (Rathmore)

Non-Dfl Roads Operations & Maintenance (O&M) Staff

Staff from non-Dfl Roads O&M business units must have their application approved by their Grade 7 (PPTO) line manager before submission. This includes the 'Fitness for Duty Application'.

RESOURCE

In order to determine the resources available for winter service, Operations and Maintenance need to know the numbers of staff who are willing to be included in winter service duty supervisor rotas. To operate within the Drivers' Hours Regulations and the Working Time Directive, it is necessary to operate an AM/PM split shift rota, commencing at 12:00 on a Monday and ending at 11:59 on the following Monday.

The frequency of periods of duty will be dependent on the number of people included in the rota. There will be a maximum of 6 supervisors per depot.

Staff will be required to attend incidents as part of a squad and carry out a winter service scouts as an individual. If necessary, selection will be made on the basis of the priority criteria listed below:

1. Dfl Roads Operations & Maintenance technical staff.
2. All Dfl Roads Road Asset Maintenance technical staff.

3. All other Dfl Roads technical staff who have emergency out-of-hours experience gained within the past 5 years.
4. All other Dfl Roads technical staff.

All staff must have successfully completed NHSS 12D T1 & T7 training on Chapter 8 Traffic Signing and hold a valid driver PIN number. Applicants must also have completed training on the WDM Enquiry App. If there are insufficient numbers of staff with the required minimum level of training to provide cover over the winter period, applicants may be invited to attend training. Selection for training will be based on the same criteria as above. Final acceptance will be dependent on successfully completing the required training. The TTM modules detailed above are essential for the role of Duty Supervisor and while O&M management are content to allow a period of time for staff to achieve this training, they will take account of staff that have not previously made sufficient effort to try and attain these modules i.e., turned down 2 invites to training and the reasons. Applicants will also be expected to attend loading shovel training.

Where a depot is oversubscribed, names will be drawn from a hat, firstly within criterion 1, then 2 etc.

DUTIES

Those volunteering and selected will be called upon to deal with winter service duties and other emergencies that may arise from time to time such as (but not limited to) cleaning up after storm damage, road traffic collisions or dealing with emergency defect repairs etc. in compliance with RSD-IP-8, RSPPG EO35 & RSPPG EO19. Staff will be required to complete any response actions that continue into the next shift and may be required to respond to incidents outside their designated geographic area. The on-call supervisors that are on duty, must be available to take and action all calls received including emergency call-outs at any time from the time that the O&M depot that they supervise from closes, 4 pm (Mon-Thurs) (3:30pm Fri) until 9 am in the morning.

The Duty Supervisor dealing with an incident response or gritting checks etc. must use a Dfl Roads' vehicle to travel to and from the locus to ensure compliance with health and safety procedures and Chapter 8 signing requirements. The driver of this vehicle must use their unique GPS PIN number to login to the vehicle's GPS prior to leaving the works depot. The fleet number of the vehicle used in the response must be included within the Dfl Roads Incident Report Form / Emergency / Unmeasured O&M Work Record where applicable. The Duty Supervisor must utilise the O&M industrial operative from the out-of-hours rota to assist with the call-out. All staff identified for call-outs will be clearly identified on the rota. If the Duty Supervisor is unable to contact the O&M operative, they must then refer to the catch-as-catch-can list, (if in place), before contacting another O&M operative from the neighbouring depot on the same shift pattern. These actions must be recorded and passed to the Deputy Area Engineer before 10am the next working day. The electronic timesheets must also be adjusted to reflect any 'no-show'.

GENERAL FITNESS

To enable this work to be completed applicants must be physically fit to complete all manual tasks required. If staff have restrictions relating to HAVS, the OHS report must determine that their Personal Exposure Limit Value equates to a trigger time of greater than 15 minutes for a typical jackhammer. All restrictions will be considered. The attached fitness for duty application must be completed fully. The Fitness for Duty application must be completed for all non-Operations and Maintenance staff and countersigned by their Grade 7 (PPTO).

PAYMENT

Staff on the winter service rota will be paid on-call allowance. Staff are expected to complete their designated shifts on the rota. Changes will only be permitted in exceptional cases. Should the situation arise whereby the staff member is unable to fulfil their on-call duties, they must arrange for suitable cover and inform the Traffic Information & Control Centre (TICC), Local Maintenance Section Office and the Operations and Maintenance Area Engineer and designated HPTO of the agreed change. The 'on-call' allowance associated with this roster change can only be claimed by the staff member who has agreed to provide cover. All overtime claims associated with 'out-of-hours' work activities must have the relevant supporting documentation, i.e. PIP reference number / vehicle fleet number.

An out-of-hours call-out commences when you receive the call and have to call the operative to respond to the incident. The WDM Enquiry App must be completed for all call-outs as soon as is reasonably practicable during the period of the call-out. A record of all actions must be completed at the depot including the completion of the electronic timesheets. The electronic timesheets must include the 'Operatives' and 'Supervisors' times. The WDM Enquiry App should also be used to identify any follow-up action for Road Asset Maintenance /Operations and Maintenance, i.e. removal of flood signs.

A member of staff (industrial or non-industrial) who **is not on on-call** and agrees to respond to an emergency call is paid from the time of receipt of the phone call and not from the time of reporting to depot.

In situations where a call has been assigned to the wrong Duty Supervisor, the Duty Supervisor must notify TICC. This simple task will not attract a 3 hour call-out bonus.

When actions are called it is essential that supervisors ensure that all aspects of health and safety are adhered to. This work cannot be undertaken from home and supervisors must therefore work from the depot during actions.

As outlined in the email dated 22/8/23 from Colin Sykes (Director, Road Asset Maintenance) to the Divisional Road Mangers and Divisional Maintenance Managers the current arrangements with regards to 3 hour minimum has temporarily been extended for this season.

During periods of annual leave, the on-call allowance will still be payable however, overtime can only be claimed outside of normal working hours. (HR Handbook, 8.08 Overtime - 8 Minimum 3 Hour Credit Rule for Call Out).

Overtime can only be claimed for the hours worked beyond the standard conditioned hours of 7.25 hrs. The same applies between the hours of 08:00 and 10:00 if overtime continues into the normal working day. The O&M Approving Officer may contact the claimant's line manager to confirm that the claimant has completed their standard conditioned hours.

MOTOR VEHICLE INSURANCE

Motor mileage allowance can be claimed for your home to office commute when an additional attendance outside normal working hours is required. All staff involved in 'out-of-hours' activities must have the relevant motor vehicle insurance to allow them to claim mileage. The motor vehicle insurance must contain a clause specifically permitting the holder to use the vehicle in connection with the business of the employing department, including commuting to and from your place of work. In situations where the staff member is operating out of their permanent work station (PWS), the travel reimbursement will be subject to tax and NIC which will be deducted from the claim and will not be grossed up by the NICS (use form PR-TCA 3.1a Payroll – Detached Duty Expenses).

All travel claims associated with 'out-of-hours' work activities must have the relevant supporting documentation, i.e. PIP reference number. Mileage is only payable between your home and the relevant O&M works depot.

COMMUNICATIONS

Staff on the winter service rota will be provided with a mobile phone. Lone Working arrangements must be complied with, where applicable. In addition to complying with the RSD-IP-8 supervisors will have to provide electronic reports to both O&M and Client Sections each working day before 09:00 associated with RSPPG E035. Potentially there is a need to co-ordinate incident responses with other Agencies and provide reports to the DfI Roads Incident Desk and Lead Communicator. Supervisors must detail each call-out on the electronic incident report form. If there are multiple call outs, one report form should be completed and e-mailed on completion of your last call out prior to going home. These reports must be e-mailed to O&M management and Client Sections as directed.

REST PERIODS

Staff who require rest periods during normal working hrs. (after winter service actions/incident response actions) will be required to take time off from their normal duties. Responsibility for informing Line Managers rests with the affected member of staff.

NON-COMPLIANCE

If the above instructions are not carried out, consideration will be given to remove you from the rota for either a single serious or multiple more minor breaches. Failure to complete the electronic timesheets as instructed on 2 occasions over the season will result in your removal from the rota.

If you wish to be considered for the winter service supervisor rota, please complete the form and return to the appropriate DfI Roads Operations & Maintenance representative below by:

4.00pm on Friday 8 September 2023.

O&M Depot(s) which are used to deliver winter service from.	Return application form to.
Woodburn, Aghanloo & Northbrook	
Ballymoney, Rathmore, Ballykeel & Kilwaughter	

ADDITIONAL GUIDANCE/RECOMMENDATIONS FOR SUPERVISORS ON AFTER HOURS INCIDENT RESPONSE & WINTER SERVICE

1. Ensure compliance with Lone Worker arrangements and complete all relevant paperwork and file accordingly.
2. Clock Cards – Ensure that all drivers use clock cards. All Dfl Rivers and DVA drivers are required to stamp two clock cards each night. One card to be retained by Winter Service Supervisor and one to take back to their respective Line Managers.
3. As well as completing the timesheets after incidents and grits the p.m. supervisor must e-mail the O&M, Rivers and DVA timesheets before 09:30a.m on a Thursday morning to the appropriate O&M administration staff as instructed by the area. If the p.m. supervisor is not available he must make prior arrangements with either the a.m. supervisor or another member of staff to complete this task. Agency drivers are entitled to a minimum 3 hour payment on each and every shift, in accordance with the conditions of the supply contract, completed timesheets should reflect this requirement.
4. Scouting reports must be entered on the Winter Service database/App immediately as this information is used by Duty Controllers and by Lead Communicators for the morning Media reports.
5. Supervisors should be familiar with the content of [IP8-Winter Service Supervisor Duties](#) and [RSPPG EO22](#).
6. Route checks to be completed during each gritting action, in accordance with paragraph 3.6 of IP8. These checks must be completed in a Departmental

vehicle to ensure compliance with Health and Safety and Chapter 8 requirements.

7. Washing vehicles following each gritting action should be carefully monitored to ensure that vehicles are clean inside and out. Supervisor to check each vehicle before drivers leave the depot.
8. Duty Controllers will issue their decisions each day through the Winter Service Database and/or the supervisors. It is the responsibility of winter service supervisors to inform the Agency contact and all other drivers on their shift, of the code each day. At week-ends and public/bank holidays, duty controllers will contact the winter service supervisors directly to inform them of the gritting code. Winter service supervisors will then pass this information to the Agency contact and to each of their other drivers on the shift, including 00 codes. This should be completed as soon as the code is known. Supervisors must also inform the Agency contact and other drivers of any subsequent updates to codes, as soon as they are known.
9. If street furniture is removed from site and brought back into the Depot while dealing with an afterhours incident response. A Daily Work Return (DWR) must be completed detailing the type and quantity of scrap metal that has been deposited in the scrap metal compound of each Depot.
10. Remember to inform the relevant O&M Depot Supervisor and/or TG staff when Industrial staff are reporting late for work after an extended incident response.
11. Ensure appropriate PPE is worn by you and the Operatives in the depot and on site.
12. Ensure completion of Daily Vehicle Safety Checks prior to leaving the depot, and the Driver's log book, Plant Fuel log book if required.

13. Ensure that you are familiar with the Road Maintenance Standards [RSPPG-E019](#) and Emergency Response Plan [RSPPG-E035](#).
14. When you receive a call from TICC, this should be regarded as an instruction to respond to the incident and undertake the necessary works.
15. Ensure that when you require assistance, you contact the appropriate on-call Operative from the rota to assist with the incident. It is essential that all volunteers are afforded the same opportunities in relation to call-outs. The Supervisor and Operative will travel together to the incident. Only in exceptional circumstances will more than one Operative be required to assist with an incident.
16. You must use a DfI Roads' vehicle to travel to the incident to ensure compliance with Health and Safety and Chapter 8 requirements.
17. If required, ensure full completion of Emergency / Unmeasured O&M Work Record for each incident. Copies to be forwarded to relevant Section Office(s) and O&M Depot PTO.
18. Ensure that you comply with the relevant Activity Safety Control (ASC) for all out-of-hours activities.
19. It is the responsibility of the Duty Supervisor to inform TICC/the Lead Communicator if major roads (classification A & B) are to be closed and of other major reportable incidents in compliance with [RSPPG-E035](#).
20. Ensure that if adequate emergency repairs/remedial works cannot be undertaken, appropriate signage is put in place to warn the travelling public of the on-going hazard.

21. Ensure that when claiming overtime for an out-of-hours call-out that you claim the time actually worked. Personnel/HRConnect will pay the minimum call-out entitlement. When submitting overtime claims for audit purposes you must provide a summary of your call-outs within the comments section, including the PIP incident report number and fleet number of the vehicle used to respond to the incident.

Please note: - *Failure to comply with the above procedures may lead to you being removed from the rota.*

RECOMMENDATIONS: -

1. Be familiar with all relevant health & safety guidance: -

Activity Safety Controls ([here](#)) including:

- Incident Response
- Winter Service
- Loading Shovel
- Bituminous Patching
- Chainsaw Use
- Vehicle / Plant / Equipment Checks
- Visiting Sites
- Gully Emptying & Jetting (Mechanical)

Safe Systems of Work ([here](#)) including:

- Noise
- Vibration
- Use of work equipment
- Lone Working

**DFI ROADS OPERATIONS & MAINTENANCE –
INTEREST CIRCULAR FOR WINTER SERVICE SUPERVISOR ROTA 2023/24**

Applicants Details

Name	
Staff No.	
Current Depot/Office Location.	
Home Address (including postcode)	
Home Telephone No.	
Closest O&M Depot (including postal address)	1. 2. 3.
Departmental mobile telephone number if held already.	
Private mobile phone for emergency contact.	

Type of licence held:

None	<input type="checkbox"/>	
Ordinary	<input type="checkbox"/>	
LGV	<input type="checkbox"/>	State Class
Other	<input type="checkbox"/>	Details

Additional Rotas

Please confirm if you form part of or intend to apply for a role in any other rota within Dfl, e.g., Lead Communicator, Client Rota.

YES NO

NOTE: If the number of volunteers exceeds the preferred complement of 6 no. Duty Supervisors, preference will be given to those who do not already form part of any other rota.

GPS PIN

GPS Unique PIN ID: YES NO

Should the applicant require a GPS unique PIN ID they should contact Operations and Maintenance Business Support:

Aaron Foster E: aaron.foster@infrastructure-ni.gov.uk

Vehicle Motor Insurance

Type of Motor Vehicle Insurance:

Class 1 Business Vehicle Insurance: YES
NO

WDM Enquiry App

Enquiry App training- YES NO

Previous Experience and Training

Please provide information of previous experience on winter and/or summer incident response including dates and whether you have successfully completed 12D T1/T7 training.

I hereby confirm that I am willing to carry out emergency/out-of-hour's duties and to have my name included on the rota. My response time to depot is within **30 minutes**. I understand and accept that I will be required to work on a split-shift rota and will be paid Availability Allowance or On-call allowance accordingly.

Signature	Date
Grade 7 Approval if applicant is Non Dfl Roads O&M staff	Date
Signature	

**Winter Service – DfI Roads Non-Operations & Maintenance
'FITNESS FOR DUTY' APPLICATION**

Applicant Name :	Payroll No :		
Main Duty	Sub Duties	Fitness for Duty	
		Yes	No
Erecting Chapter 8 Signing / Coning	Loading and unloading signs to lorry		
	Loading and unloading sandbags to lorry		
	Lifting and placing signs on site		
	Lifting and placing sandbags on site		
Temporary Bitumen Patches	Loading and unloading bucket/ bags bitumen to lorry		
	Use of tamper bar		
	Brushing/cleaning site		
Flagging / Kerbing Hazards	Removing broken / damaged kerbs		
	Removing broken / damaged flags		
	Loading spoil onto lorry body		
	Brushing/cleaning site		
Cleaning Drainage (Flooding)	Cutting Back vegetation with hand tools		
	Cleaning edges with spade		
	Clearing outlets using shovel		
	Lifting spoil with shovel		
	Clearing gully top / open manhole tops		
Assist with Drainage works	Assist with installing gully tops		
	Assist with installing manhole tops		
	Lift spoil / loss material from excavation		
	Loading spoil onto lorry body		
	Brushing/cleaning site		
Emergency works			
Oil Spills -	Filling bowser		
	Brushing detergent		
	Spreading granules / sand by hand		
	Brushing granules / sand		
R.T.C Debris -	Lifting debris		
	Sweeping carriageway		

Fallen Trees -	Cutting branches with hand saw		
	Lifting branches / fallen debris		
	Sweeping carriageway		

The above duties must be undertaken in compliance with manual handling guidelines.

I confirm that the information provided above is accurate. If my self-assessment determines that I can no longer undertake any, or all of these duties, I agree to inform my PPTO and O&M Area Engineer immediately. This may result in being removed from the rota.

Applicant Signature:

Date :

I confirm that to the best of my knowledge the information provided above by the applicant officer is correct.

Signature (PPTO) :

Date :

NICS Privacy Notice

Data Controller Name: Department for Infrastructure,
Roads Operations & Maintenance HQ
Address: County Hall, 182 Galgorm Road, Ballymena, BT42 1NR
Telephone: (028) 2565 3333
Fax: (028) 2566 2510
E-mail: operationsandmaintenance@infrastructure-ni.gov.uk

Data Protection Officer Name: Information Management Unit
Telephone: 02890540136
Email: DfIIMU@infrastructure-ni.gov.uk

Why and how are we processing your personal information?

DfI Roads Operations & Maintenance hold your personal information to enable the organisation to complete the following:-

1. Check that you have a valid driving licence to drive or operate our vehicles.
2. Check that you have relevant experience and training to be able to deliver the emergency response operations required.
3. To enable us to plan training events and to allocate you to relevant depots based on your address.
4. To enable the supervisory staff to call you out to attend emergency situations.
5. To enable the supervisory staff to complete health & safety lone worker checks on you while completing emergency response operations.
6. To enable the supervisors and other management staff to be able to contact relatives in the event of an incident/accident occurring during emergency response operations.

DfI Roads Operations & Maintenance will obtain the relevant information in the form of an application form completed by you and sent along with copies of your current licence to us via your line manager.

These records will be in hardcopy or scanned PDF files.

The forms and records may be shared with our fleet management staff and external insurance company who will review the details and upon this base their insurance premium for the organisation.

Relevant extracted data (name, address and contact numbers) from the forms will also be held on spreadsheets and in hard copy files to enable supervisory staff to make use of it to contact you to attend emergency situations.

We retain your records in line with our Retention and Disposal Schedule.

We do not transfer your data to any other countries.

What rights do I have?

- You have the right to obtain confirmation that your data is being [processed, and access to your personal data](#)
- You are entitled to have personal data [rectified if it is inaccurate or incomplete](#)
- You have a right to have personal data erased and to prevent processing, [in specific circumstances](#)
- You have the right to 'block' or suppress processing of personal data, [in specific circumstances](#)
- You have the right to data portability, [in specific circumstances](#)
- You have the right to object to the processing, [in specific circumstances](#)
- You have rights in relation to [automated decision making and profiling](#)

How do I complain if I am not happy?

If you are unhappy with how any aspect of this privacy notice, or how your personal information is being processed, please contact *Department Data Protection Officer at:*

Information Management Unit,
Department for Infrastructure HQ,
10-18 Adelaide Street,
Belfast,
BT2 8GB.

Telephone: 02890540136

Email: DfIIMU@infrastructure-ni.gov.uk

If you are still not happy, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Email: casework@ico.org.uk

<https://ico.org.uk/global/contact-us/>

WINTER SERVICE & EMERGENCY RESPONSE SUPERVISOR JOB OUTLINE

To be issued to all potential staff for information on the duties involved in the role of Winter Service & emergency Response Supervisor.

Department for Infrastructure (DfI) Roads is responsible for developing, managing and maintaining the public road network in Northern Ireland. DfI Roads Operations and Maintenance (Roads O&M) is the contractor provider unit within DfI Roads that carries out routine and responsive road maintenance work in response to its network service client requirements.

Examples of functions carried out by Roads O&M include repairs to road surface defects, surface dressing, minor road reconstruction works, kerb and flagging repairs, road drainage maintenance, verge maintenance, grass cutting, traffic sign repairs and new installations, street lighting maintenance, winter service and emergency response.

There are currently 23 operational depots based in four operational Areas across Northern Ireland with 20 used during winter service.

Roads O&M Headquarters is based in Ballymena, County Antrim.

Job Outline

This job is for the provision of Winter Service Supervisors to manage and work alongside Roads O&M and other DfI staff during the winter season to deliver gritting and emergency response services.

Supervisors will be allocated a depot to operate from when a requirement is identified and they will normally remain with that depot for the entire winter season.

Supervisors are reminded that all Government premises, yards, salt barns and vehicles are no smoking areas.

Supervisors must possess and carry at all times while on DfI Roads premises their driving licence as proof of identify.

Supervisors must carry their current valid driving licence and Sector Scheme Cards at all times while employed on winter service and emergency response activities.

The winter season is over a period of twenty-four weeks. (Normally between the second week of October and the end of March) The exact dates will be confirmed nearer the commencement of the season and in some circumstances the season may commence early or be extended if there is long term forecasts for poor weather.

Supervisors currently are required to be available for gritting actions on a rotating three shift pattern (week 1 = AM 00:01 to 12:00, Week 2 = PM 23:59 to 24:00 and week 3 = Rest Week but Supervisors can be used on catch as catch can basis) to a pre-determined rota.

Rotas will commence at 12:00 on a Monday and end at 11:59 on the following Monday to ensure staff consistency with other rotas such as the Duty Controller's Rota.

This is a call out arrangement and Supervisors will be paid an availability allowance for the

AM or PM rota shifts to ensure that they can respond to a call out within the 30 minutes set by DfI Roads Network Services.

Gritting operations are normally carried out during off peak times with the aim to have all routes on the gritted network completed by 07:30 for AM shifts and commenced after the rush hour at 18:00 hours for the PM shift. However due to weather conditions and operational requirements gritting can and does occur at any time of the day or night. In certain conditions gritting will be required during your normal working hours.

Each depot will run route familiarisation events prior to the commencement of the gritting season and all Supervisors **must** attend these. These events will cover specific arrangements for the depot, details on the routes and vehicles, H&S information, GPS operation and paperwork completion.

DfI Roads winter service Duty Controllers monitor various weather forecasts and road condition sensors and from this normally issue gritting instructions by 14:00 hrs each day. These are passed onto the Winter Service Duty Supervisors who will in turn pass the relevant information on to the rota drivers. This will enable the driver to plan to be in their respective depot by the required duty commencement time. These weather forecasts are specific to gritting operations and are more accurate than the general forecasts issued via the media. Supervisors **SHOULD NOT** base their own decisions on the media forecasts as they are not site specific and can lead to some confusion.

Due to the nature of the gritting operation and the weather conditions expected, continuous gritting operations may on occasions be required to remove snow or to compensate for rain wash off. Therefore Supervisors must be able to respond to calls rapidly at all times during the 12 hours in the AM or PM rota period and also be prepared to receive call outs at any hour of the day/night with minimum notice given.

To enable DfI Roads to provide the full winter service non Roads Operations & Maintenance Supervisors who apply for this trawl need to have approval from their PPTO grade or above to be released from normal duties to attend training, gritting and emergency response. Their PPTO needs to be made aware of the nature of the work and how it could affect the applicant's normal duties.

Specific Duties include but are not limited to:

- (i) Responding to work ordered by the Engineer or his representative. Complete scouting if required.
- (ii) Reporting to specified DfI Roads Depot at a specific time.
- (iii) Ensuring all drivers are informed of the gritting actions for their specific shifts in a timely manner.
- (iv) Checking driver identity when they report for duty. **Drivers are to produce their licence and CPC card at the commencement of each and every shift.**
- (v) Checking drivers personal Drivers Hours Records (e.g. Drivers Hours Log Book, Digital Tachograph or Analogue printouts/Charts as per either the EU Drivers Hours or NI Domestic Rules and signing off a pre-shift declaration.
- (vi) Dealing with any paperwork and data logging and GPS equipment issues.
- (vii) Dealing with any vehicle/plant defect issues reported by driver by

- contacting the duty Fleet Management Supervisor for advice/action.
- (viii) Supervising the loading and dispatch of the gritting fleet.
 - (ix) Completing gritting compliance checks as required. Route checks to be completed during each gritting action in accordance with IP8 – Winter Service Supervisor Duties. These checks must be done in a Departmental vehicle. If an electric vehicle is used for the route check the relevant paperwork must be completed. Checks must be recorded using the 'Work Quality Check Sheet'.
 - (x) Complete lone worker checks as required during shift.
 - (xi) Checking returned vehicles are washed, fuelled and left in a clean and operational condition for the next shift. Supervisor to check each vehicle before the drivers leave the depot.
 - (xii) Completing all driver timesheets.
 - (xiii) Completing shift logs.
 - (xiv) Completing vehicle/plant defect cards for any work required on gritting fleet during normal operating hours.
 - (xv) Completing winter service data base as required.
 - (xvi) Completing any formal hand over to next shift supervisor or O&M supervisor as required.
 - (xvii) Complete exception report for all incidences which affect the delivery of a salting action. Completed report to be saved in Content Manager and the link emailed to Operations Support team and relevant Area Engineer by 10 am next day.

Other duties

- (i) Any other activity that may be reasonably expected, to provide a full winter and emergency response service.
- (ii) Attending to all Non-gritting out of hour's emergency responses as required during shift.
- (iii) Supervise and assist the emergency response staff in dealing with the emergency.
- (iv) Take full and due regard to all safety notices and Activity Safety Controls and procedures and maintain a safety consciousness at all times both in relation to the public, fellow workers and themselves.
- (v) Ensure full compliance with Safe Systems of Work 24 (SSW24)
- (vi) Clock cards – Ensure clock cards are used for all drivers; internal/external.

The Following pages are for information only and relate to the Safe Operation of Winter Service Activities – Additional information will be provided at the training and route familiarisation events.

Winter Service Supervisors **MUST** also make themselves familiar with all the Planning and Implementing arrangements, the Activity Safety Controls and the Safe Systems of work, as set out in the Roads & Rivers Health & Safety Management System.

<http://nics.intranet.nigov.net/infrastructure/articles/dfi-roads-rivers-health-and-safety-management-system>

Any concerns about any emergency situations should be addressed via the Winter Service Duty Controller in the first instance.

Department for Infrastructure – Transport and Road Asset Management
Health and Safety at Work Policy Statement

1. The Department for Infrastructure (DfI) has an overarching Health and Safety Policy Statement, and in support of this DfI Transport and Road Asset Management (TRAM) Group has produced this Policy Statement which commits it to high standard of Health and Safety (H&S) management practices.
2. DfI TRAM fully accept our responsibilities for our workforce and others who may be affected by our undertakings, and will strive to eliminate accidents, lost time incidents and dangerous occurrences from our workplace.
3. While the Director of Engineering is appointed as the Director with responsibility for H&S in TRAM, members of the TRAM Management Group, Senior Managers, and the Health and Safety Policy Committee (HSPC) have specific responsibility to provide H&S leadership within the organisation as set out in HSE Guidance Note “Leading Health and Safety at Work” (INDG417).
4. As well as complying with statutory H&S obligations, our management arrangements reflect the requirements of “Managing for Health and Safety” (HSG65 – 3rd Edition) as a way of ensuring that high standards of H&S are integrated throughout our business units.
5. TRAM recognises that safe delivery of its work programmes requires competent employees, the availability of sufficient resources and the delegation of authority to take appropriate actions to safeguard work activities.
6. Affirming our employees’ right to a safe and healthy working environment, TRAM will continue to promote *Control, Communication, Co-operation and Competence* across the organisation using team meetings, management meetings, staff consultative committees and specially constituted groups.
7. TRAM Management Group is kept informed of relevant H&S management issues through regular reports, the Annual Internal H&S Audit Report, and the Annual Health and Safety Report.

Employees

8. TRAM employees must familiarise themselves with the H&S management arrangements related to their own work activities and comply with these.
9. Employees must specifically comply with the Activity Safety Controls, and other control measures put in place to ensure that working conditions are safe and healthy.
10. Prevention is integral to our management process therefore TRAM views accidents as control failures, and all employees must cooperate with any investigation.

Adoption

11. The TRAM Management Group has adopted this Policy Statement together with the associated arrangements within the Health and Safety Management System - HSG65 – 3rd Edition.

Colin Woods Date: 1st January 2023 Deputy Secretary
Review Date: 1st January 2024

1.0 Purpose

- a. To define the Driving at Work health and safety procedures.

2.0 Scope

- a. All staff, including contractors, who are required to drive a vehicle (including Dfl Roads and Rivers road-going plant machinery), ride a motorcycle or bicycle in the course of their work.

3.0 Definitions

- a. **Driving at Work** – Driving / riding for official business purposes using official vehicles, privately owned vehicles, motorcycles or bicycles including those bicycles available through a public rental scheme.

4.0 Procedures

4.1 Drivers

- a. Staff who undertake work-related driving must comply with the following requirements for driving on the public road:
 - have an valid driving licence appropriate to vehicle being driven, and meet any driver Certificate of Professional Competence (CPC) requirements
 - have an insurance policy that covers the use of the vehicle for travel for the purposes of official business
 - have a valid Vehicle Test Certificate for the vehicle, if required
 - comply with the provisions of all road traffic laws
 - observe the provisions of the Highway Code
 - do not use any vehicle, in connection with Dfl Roads and Rivers work-related driving, while unduly tired or if deemed unfit to drive through injury, illness, use of alcohol or drugs, including prescription drugs, or where a medical practitioner has advised against driving
 - inform their line manager and the Driver and Vehicle Agency if they develop a medical condition, permanent or temporary, which may affect their fitness to drive
 - comply with Departmental guidance regarding the use of communication equipment while driving including the use of mobile phones, refer to NICS Handbook ([HR - 9.21 Mobile Phones Policy](#))
 - notify their line manager immediately if they are involved in a road traffic collision while driving for work; and
 - notify their line manager immediately if they have, for any reason, had their licence suspended.

- b. Cyclists using bicycles for business use must ensure that they comply with the Highway Code, Rules for Cyclists (59 to 82) when using any bicycle including those bicycles available through a public rental scheme.

4.2 Vehicles

- a. All official vehicles must be maintained in accordance with manufacturers scheduled servicing requirements, be roadworthy and, where appropriate, have a current Driver and Vehicle Agency test certificate.
- b. All official vehicles provided for work-related driving must meet the requirements of the Provision and Use of Work Equipment Regulations and all other relevant legislation that applies to fleet vehicles.

4.3 Journeys

- a. Line Management / staff to ensure that any work-related driving is necessary and that the journey cannot, within reason, be made by public transport or that the business need could not be met through the use of telephone or video conference facilities.
- b. Unreasonable demands, in terms of time and distance, should not be placed upon staff who undertake work-related driving.
- c. Staff should avoid undertaking journeys when there are warnings about adverse weather conditions, unless instructed for operational reasons.
- d. Staff should take account of the height (bridges, cables) and length (level crossings) of official vehicles, where applicable, when considering route planning restrictions.

5.0 Leadership and Culture

- a. The Deputy Secretary will assume ownership of the Driving at Work Arrangement and any review shall be led by the Director of Engineering, and Chair of the Health and Safety Policy Committee (C-HSPC).
- b. The Director of Engineering (as Director with responsibility for Health and Safety), will lead health and safety policy development and initiatives that will promote a positive organisational health and safety culture.
- c. C-HSPC will support the Director of Engineering in developing health and safety leadership focused policies.
- d. Directors and senior management have responsibility for implementing and promoting a positive organisational health and safety culture.
- e. All staff are encouraged to follow best practice and demonstrate good examples of personal leadership by identifying potential sources of harm relevant to Driving at Work Arrangement.
- f. Roads and Rivers welcomes feedback on matters related to health and safety, and any suggestions should be discussed with Line Management and if necessary forwarded to the Health & Safety Advice and Audit Team using the [Change Request Form](#); and
- g. Near miss reports can be sent direct, in confidence, to Health & Safety Advice and Audit Team.

6.0 Responsibility

- a. Directors and senior management have responsibility for the implementation and compliance with this arrangement.

- b. Line management are to ensure staff under their control are competent, and are adequately supervised to comply with this arrangement; and
- c. Staff are required to comply with all relevant health and safety obligations.

7.0 Documentation

- a. DfI Roads and Rivers Managing for Health and Safety as contained in the Health and Safety Management System.
- b. Activity Risk Assessments.
- c. Activity Safety Control's (ASC's) relevant to the work activity.
- d. COSHH Risk Assessments.
- e. COSHH Safety Control's (CSC's) relevant to the work activity.

8.0 References

- a. Managing for Health and Safety - HSG65 3rd Edition.
- b. Health and Safety at Work (NI) Order 1978.
- c. Management of Health and Safety at Work Regulations (NI) 2000.
- d. Highway Code NI.
- e. Road Traffic (NI) Order 2007.
- f. Motor Vehicle (Construction and Use) Regulations (NI) 1999.
- g. NICS Handbook ([HR - 9.21 Mobile Phones Policy](#))

Activity Safety Controls

(To be integrated with the methods for doing the work)

ASC details the hazards and associated control
measures identified through the Activity Risk

Assessment

Roads & Rivers

Activity: WINTER SERVICE

The key tasks for this activity include; Salt Deliveries, Loading and Unloading, Travel within depot, Travel on public roads, Spreading salt / grit, Snow Clearance, Checking & Inspecting work on highways, Washing vehicles.

Hazard	Control Measures	Comply		
		Y	N	NA
Manual Handling	Comply with the Lifting & Handling Materials & Equipment ASC.			
Chemicals & Substances	Comply with all relevant COSHH Safety Controls (CSC).			
	Wear appropriate gloves when handling chemicals and substances as detailed in COSHH Risk Assessment.			
	Refer to COSHH Risk Assessments for lubricants and de-icing agents etc. for first aid and emergency response arrangements.			
Road Traffic Whilst Travelling	Carry out Plant / Vehicle & Equipment pre-use checks.			
	Comply with Highway Code and driver licensing requirements.			
	Drive with due care and attention, especially in hazardous conditions.			
	Evenly distribute load and ensure that vehicle is not over-loaded.			
	Secure all hopper inspection ladders.			
	Use flashing amber beacons when spreading salt and/or ploughing snow.			
	Keep reversing to a minimum.			
	Audible reversing alarms.			
	U-Turns are not permitted.—Turn where it is safe to do so.			
	Do not operate a mobile phone or RT while driving.			
	Do not drive if you are taking medication that warns against driving.			
	Do not drive / operate machinery if you are unfit to do so due to a medical condition or through taking any substances that may impair your ability.			
	If using a trailer (towed spreader), check that the jockey wheel is raised and the number plate, breakaway cable and lighting plug are attached (if fitted) before starting to drive.			
Traffic	Wear high visibility clothing. (With sleeves & trousers / leggings during hours of darkness).			
Slips, Trips & Falls	Keep the working area and vehicles tidy & free from obstructions / salt spillages.			
	Check under-foot conditions and if possible avoid walking on fluids, ice & other debris.			
	Avoid walking on salt piles due to danger of sinking into granular material.			
	Do not travel on the body or rear of moving vehicles.			
	Use raised access platforms (where provided) when washing vehicles.			
	Ensure adequate lighting of loading areas and vehicle wash areas.			
	Use access ladders, handgrips and steps when climbing on or off vehicles.			
Violence & Aggression	Report all violent attacks / aggressive incidents to supervisor for record / action.			

	Use of “anti-bandit” windscreens on vehicles as deemed appropriate by management.			
	Keep vehicle doors locked / windows closed whilst travelling on highways unless safe to do otherwise.			
Ejection Of Particles	Equipment & accessories are correctly fitted & guards are in correct position.			
	Relevant PPE to be used in accordance with DA09 .			
	Keep unauthorised people out of risk area.			
Moving Parts / Entrapment	Keep body parts such as fingers and hands away from moving parts (spinner and belt rollers etc) including hinged equipment e.g. bonnets, tilted cabs, crib and vehicle doors.			
	Turn off / Stop all moving parts before attempting to clear blockages or ice build-ups.			
Attachments	When removing snowploughs, ensure that both plough blade and mounting frame are lowered to ground and stable before disconnecting hydraulic hoses.			
Loading Materials	Keep people well clear of the working / loading area.			
	Keep off / well clear of the vehicle body during loading operation.			
	Evenly distribute load and ensure that vehicle is not over-loaded. All salt above the hopper grill and on the sides of the Gritter body should be removed before leaving the loading area.			
	Ensure hopper grills are in place and do not enter the vehicle hopper.			
	If dusty atmosphere stay in cab and keep windows closed			
	If there is a need to be out in the dusty atmosphere a FFP3 dusk mask must be worn			
Salt Pile Collapse	Knock down high vertical faces of salt piles to prevent collapse.			
	Keep people well away from faces of salt piles.			
Depot Traffic	Adhere to traffic management systems and local rules within depots.			
	Keep reversing to a minimum.			
	Use flashing amber beacons.			
	Audible reversing alarms.			
	Wear high visibility clothing.			
Operating Snow Blower	Carry out plant / equipment pre-use checks.			
	Vehicle and blower to be turned off, keys removed, and blades at a standstill before performing maintenance tasks.			
	Ensure chute is in locked position and blower securing strap connected when travelling long distances.			
	Do not stand in front of blower or attempt to clear blockages while cutting blades are running.			
	Ensure loader mounted blower is secured to hitch lock of loading shovel.			
	Keep loader mounted blower level (not tilted) at all times during use to prevent engine damage.			
	Snow exiting chute to be directed to safe area away from people.			
	Ensure snow blower is lowered to ground / onto trolley and stable before disconnecting hydraulic hoses.			
	Depressurise hydraulic system before removing hoses.			
Salt Deliveries				
Use / Mis-use	No DfI Roads and Rivers personnel in barn during salt deliveries.			
	No unauthorised passengers in DfI Roads and Rivers plant, vehicles or			

Of Plant, Vehicles & Equipment	equipment.			
	Plant, vehicles and equipment to be used for DfI Roads and Rivers undertakings only.			
	Operatives to be transported in vehicles in accordance with manufactures and training instructions only e.g. do not travel in MEWP basket, do not stand on vehicle steps etc			
	Plant, vehicles and equipment must be parked safely, secured where possible and locked when unattended or unsupervised by the driver.			
	Where there is a need to have the vehicle running it may be necessary to have a second key to lock the vehicle.			
	The private use of these items at work, home or elsewhere is prohibited.			
	Authorisation is required in advance to take items home or elsewhere – SSW08 .			
	Be aware of any protrusions from vehicles such as wing mirrors, steps & open doors			
Freezing Weather Conditions	Use radiotelephones / mobile phones to report breakdowns or other problems.			
	Inform supervisor of breakdowns immediately & stay with vehicle at all times.			
	If possible, keep engine running and use vehicle heater for warmth.			
	Carry an emergency foil blanket, spare warm clothing, a warm drink and food.			
Battery Explosion	Only trained and competent people should attempt to jump-start vehicles.			
	Comply with guidance provided by DfI Roads and Rivers / HSE and manufacturers of vehicles & booster packs when jump-starting vehicles.			
	Ensure battery charging and jump-starting is carried out in well-ventilated areas.			
	Wear gloves and goggles when jump-starting vehicles.			
Fatigue	For routine winter service, such as precautionary gritting a maximum of 14 hours duty time (10 hours driving) in any 24 hour period.			
	Continuous driving periods are not to exceed 5 hours, after which a minimum 30 minute break must be taken before starting another driving period.			
	Minimum daily rest period of 10 consecutive hours must be observed.			
	During emergencies, Drivers Hours Regulations may be relaxed under emergency legislation (minimum daily rest period of 10 consecutive hours must be observed).			
	During extreme weather events, Drivers Hours Regulations may be suspended with approval from DOE. During these events driver safety must not be jeopardised. Refer to Note 3.			
Bacterial Infection	PPE – Gloves and overalls.			
	Wash hands and forearms before eating, drinking or smoking.			
	Avoid touching nose, mouth or eyes while working.			
	Remove wet or contaminated clothing as soon as possible.			
	Cover all existing cuts and abrasions before work starts.			
	Clean and cover any cuts and abrasions as soon as they happen.			
	Clean all tools and equipment after use.			
Report any unusual symptoms to your line manager and doctor and				

	inform them that your work is likely to bring you into contact with bacterial infection.			
Animal Bites	Treat animals with respect – don't approach them suddenly.			
	Animals can act unpredictably so avoid stroking or petting unfamiliar ones.			
	Avoid contact with any wild or stray animals as they can be aggressive and there's a chance they could carry infections.			
	Following a bite, apply first aid measures, inform your line manager and seek medical advice / treatment from your doctor.			
Insect Bites / Stings	Check working area for signs of nests and avoid disturbing if you come across one.			
	Remain calm and don't wave your arms or try to swat insects that fly near to you.			
	Cover exposed skin – long sleeved high visibility clothing and gloves			
	Notify your line manager if you are allergic to insect bites / stings and ensure you carry your own supply of medication.			
	Report any allergic reactions to your doctor.			
Fire & Explosion	In the event of fire, stop the vehicle at a safe place, exit the vehicle, keep clear and keep others clear and contact the emergency services.			

Notes:

1. Activity Safety Control sheets are to be used to guide managers when preparing personal development plans or operator competence requirements.
2. Supplementary information and guidance is provided in the DfI Roads Pocket Health & Safety Book and DfI Rivers Pocket Health & Safety Book.
3. During periods of suspension of Drivers Hours Regulations, dynamic risk assessments should be carried out to ensure driver safety.

Associated Assessments (e.g. Manual Handling, COSHH or activity specific)	Safety Equipment List
Lifting & Handling Materials and Equipment Plant / Vehicles / Equipment Pre-use Checks Loading Shovel Lone Worker Contact Procedures & Checklist (SSW02) DfI Roads and Rivers, HSE & Manufacturer's Guidance On Jump Starting Small Plant Use	High Visibility Clothing (Class 3 jacket / coverall with sleeves, Class 1 leggings) Safety Boots FFP3 Dust Mask Gloves (Rigger & "Hycron" Coated) Grade 1 Goggles First Aid Kit Torch Emergency Foil Blanket

During a compliance inspection indicate yes, no or not applicable in the "Comply" column above to confirm status of hazard control measures and attach to Job Safety Sheet (Reference PA04 – Implementing Risk Control System and Activity Safety Controls).

Line Manager **Date**

1.0 Purpose

- a. To define the procedures for authorising Lone Working activities.

2.0 Scope

- a. This procedure should be implemented for all relevant Roads and Rivers Staff that fall into the definition of 'Lone Worker' (3.0a).
- b. The objective of this procedure is to manage the potential risk to staff whilst working alone, having become incapacitated as a result of an accident, from remaining unattended without assistance for a prolonged period.
- c. The safety of staff whilst carrying out the particular work activity is addressed in Activity Risk Assessment and managed through the introduction of control measures (Activity Safety Controls). It is therefore important to note that this aspect does not fall within the scope or remit of the Lone Working procedure.

3.0 Definitions

- a. **Lone Worker** - those who **work** by themselves without close or direct supervision or regular contact with NICS employees, professional peers or Roads and Rivers contracted parties, who through consideration of the nature, location or timing of the work is considered by their Line Management to be vulnerable (e.g. staff at risk of violence, or staff using machinery, equipment or substances, or individuals with medical conditions that could put them at particular risk while working alone). Guidance to assist line management in assessing the vulnerability of staff working alone has been included in Appendix B of this document.
- b. **Young Worker** – any employee less than 18 years of age.

4.0 Procedures

4.1 Authorisation

- a. Activity Safety Controls specify areas of work where lone working is not permitted.
- b. Young workers are not permitted to carry out lone working operations.
- c. Where individuals are considered to be vulnerable, following an assessment involving the line manager and individual, by virtue of lone working activities, or personal capability, the Lone Worker Checklist ([Appendix A](#)) is to be completed before lone working is authorised.
- d. Staff are to inform their line management of any circumstances that could affect their health and safety when working alone.
- e. The Lone Worker Checklist is to be reviewed annually or when working patterns alter significantly.

4.2 Lone Working

- a. Where a Lone Worker considers that their health and safety is compromised by a lone work activity or when in a particular location they are to go to a place of safety and contact their line management for further instructions.
- b. Line management to consider whether lone working may continue and whether the Activity Safety Controls need to be enhanced before lone working continues.

4.3 Contact Arrangements

- a. Contact arrangements between the Lone Worker (3.0a) and line management are to be recorded on the checklist. This should take account of the nature, location, timing of the work and vehicle details, where appropriate.
- b. The contact arrangements will include who is to be contacted, how they will be contacted and the interval between contacts.
- c. Where regular contact between the Lone Worker and line management is considered the norm, additional contact arrangements are not necessary. The expected level of contact should be recorded on the Lone Worker Checklist.
- d. Where regular contact is not the norm, maximum intervals between contact are as follows –

During normal working hours activities 4 hourly intervals plus at finishing time

Operating a Mobile Elevating Work Platform 2 hourly intervals plus at finishing time

During outside working hours activities 2 hourly intervals plus at finishing time

- e. If the Lone Worker (3.0a) fails to report back at the stated intervals the line manager will try to locate the worker and if unsuccessful they will inform the police of the nature, location, timing of the work and vehicle details, where appropriate, for the Lone Worker.
- f. Business Units will record the daily whereabouts of Lone Workers (3.0a).
- g. Where a local solution for contact is not possible, lone working is not to be authorised.

5.0 Leadership and Culture

- a. The Deputy Secretary will assume ownership of the Lone Worker Arrangement and any review shall be led by the Director of Engineering, and Chair of the Health and Safety Policy Committee (C-HSPC).
- b. The Director of Engineering (as Director with responsibility for Health and Safety), will lead health and safety policy development and initiatives that will promote a positive organisational health and safety culture.
- c. C-HSPC will support the Director of Engineering in developing Health and Safety leadership focused policies.
- d. Directors and senior management have responsibility for implementing and promoting a positive organisational health and safety culture.
- e. All staff are encouraged to follow best practice and demonstrate good examples of personal leadership by identifying potential sources of harm relevant to Health and Safety Competence Arrangement.
- f. Roads and Rivers welcomes feedback on matters related to health and safety, and any suggestions should be discussed with Line Management and if necessary forwarded to the Health & Safety Advice and Audit Team using the [Change Request Form](#); and
- g. Near miss reports can be sent direct, in confidence, to Health & Safety Advice and Audit Team.

6.0 Responsibility

- a. Lone Workers and their line management are to comply with this procedure.

7.0 Documentation

- a. Lone Worker Checklist ([Appendix A](#))
- b. Activity Safety Control Sheets

8.0 References

- a. Managing for Health and Safety - HSG65 3rd Edition.
- b. Health and Safety at Work (NI) Order 1978.
- c. Management of Health and Safety at Work Regulations (NI) 2000.
- d. Working Alone in Safety – HSE – INDG73 (rev)

Appendix A

Lone Worker Checklist

Lone Work Activities	
Location(s)	
Lone Worker Name	Staff No
1	Is the worker fit to work alone? (Consider relevant medical details etc) <input type="checkbox"/> Yes <input type="checkbox"/> No
2	Can one person safely handle the plant, substances and equipment involved in the work? <input type="checkbox"/> Yes <input type="checkbox"/> No
3	Is it possible to enter and exit the work location safely? <input type="checkbox"/> Yes <input type="checkbox"/> No
4	Can the lone worker and line management maintain contact? <input type="checkbox"/> Yes <input type="checkbox"/> No
If the answer to any of the above questions is "No", lone working must not be permitted.	
Is the workplace free of any conditions that may affect the safety of the lone worker? If "No" detail any controls that need put in place. <input type="checkbox"/> Yes <input type="checkbox"/> No	
If there are any specific circumstances that could affect the safety of expectant or nursing mothers working alone, detail any controls that need put in place.	
Lone Worker Declaration a. I have been through this assessment with line management and I agree with the outcome. b. I undertake to inform my line management of any circumstances that could affect my health and safety when working alone! Name Signature Date ¹	
Supervisor/Line Management Declaration I am satisfied that lone working on the above work activity *can/cannot proceed and I have advised the lone worker to carry a means of identification. * delete as appropriate Name Signature Date ²	
Contact Arrangements and details of the lone worker ^{3,4,5}	

- 1 If a lone worker considers that their health and safety is compromised by a lone work activity or when in a particular location they are to go to a place of safety and contact line management for further instruction.
- 2 This checklist is valid for one year unless working patterns alter significantly.
- 3 This may include mode of transport, vehicles details and telephone contact numbers.
- 4 If a lone worker is unable to contact line management, Coleraine County Hall (RT Room) should be used as the single contact point, Telephone 0300 200 7899.
- 5 In the event of an emergency contact the emergency services by dialling 999

Appendix B

The below scenarios, and listed factors, have been compiled to assist line managers when assessing the vulnerability of staff working alone.

Scenario 1 – A member of Rivers staff carrying out watercourse inspections

As the sites are typically remote in nature and often involve staff traversing uneven terrain and negotiating boundary features, these staff are deemed to be at particular risk (of falling etc.) and therefore are categorised as lone workers under the definition contained in paragraph 3.0a. Staff carrying out this activity must generally comply with the requirements of this policy.

Scenario 2 – A member of Roads staff visiting a site to view completed works

A member of Roads staff travelling from home to a site where there is reported failure of newly laid surface dressing. This would involve the staff member parking safely and viewing the defective surface treatment. This staff member would not be deemed to be at 'particular risk' and therefore would not be identified as a lone worker (under 3.0a.).

Factors for consideration when assessing the 'vulnerability' of staff working alone, may include:

- Site location / degree of remoteness
- Any known public objection to the particular project/scheme, which could result in incidents of violence and/or aggression directed at staff.
- Site characteristics – access arrangements, ground conditions, terrain and topography.
- The requirement for use of plant associated with the work activity
- Road geometry / visibility / cross sectional characteristics
- Staff with pre-existing medical conditions which would put them at particular risk of working alone
- Staff taking medication which could put them at particular risk if working alone
- The potential risk to expectant or nursing mothers

Please note that this is only based on 'typical' examples and that line management should assess each case taking account of the factors and circumstances of the particular situation.

If staff working alone are classed as vulnerable, as a minimum contact should be maintained at the frequency outlined in 4.3 above.

2023/24 - Winter Service – Frequently Asked Questions (FAQs)

Winter Service Frost Patrols (Scouting)

Q.1 If a frost patrol is called immediately after a gritting action and the drivers are held in the depot, is the Departmental van to be used or is a private vehicle to be used for the patrol?

A.1 If a Duty Supervisor is already in their assigned Depot a Departmental vehicle must be used.

Q.2 If I am new to Winter Service, and volunteer as a Duty Supervisor, will O&M pay me overtime to familiarise myself with the frost patrol route?

A.2 You will have a mentor assigned to you by the O&M Area Engineer for your first scouting action and gritting action for training and familiarisation purposes.

Agency Drivers (Manpower)

Q.3 Are Agency drivers obliged to attend gritting actions during their working day?

A.3 Yes, Agency drivers need to be available for duty throughout their shift period. This is clearly defined in the application form. If they fail to report the WS Supervisor must complete an exception report and forward it to the O&M SPTO by 10am the next day.

Q.4 Does their application form they completed mean they must be available to be used 12 AM – 12 PM and 12 PM – 12 AM? I understand that some drivers have other jobs 9AM – 5PM and cannot commence early PM actions or late AM actions?

A.4 Unfortunately, in some depots O&M are not able to deliver this service without some assistance from external drivers. It should be noted that the number of daytime actions is minimal.

Q.5 Can the Winter Service Duty Supervisor use other drivers when a driver from the Rota is not available?

A.5 Yes, the Winter Service Duty Supervisor can utilise other trained drivers to ensure that the salting action is delivered. The Winter Service Duty Supervisor must consider the hours already worked by the driver(s) identified to cover these shifts to ensure that adequate rest periods are provided. An exception report must be completed for anyone who fails to report for duty. This should be sent to the Area Engineer for Departmental drivers, and Area Engineer & Patrick Caithness for Agency drivers.

[Type text]

Payment Allowances

Q.6. If a Winter Service Supervisor, who works flexi-time, is asked to attend an early PM action during the working day, when are they entitled to overtime from?

A.6 Overtime/ flexi. The following are examples of how staff who work flexi-time should claim overtime. If a member of staff who works flexi is requested to work overtime on a weekday between the hours of 16:00 and 18:00 and is still at work, they should claim overtime for the hours worked beyond the standard conditioned hours of 7.25 hrs. The same applies between the hours of 08:00 and 10:00 if overtime continues into the normal working day.

Q.7 As a Winter Service Supervisor, who works flexi-time, is asked to attend a call-out after finishing work for the day, when are they entitled to claim overtime from?

A.7 For weekday call-outs e.g. call-out at 18:45. If member of staff leaves work (on flexi-time) at 16:00, receives a call-out and commences overtime from 18:45 they should claim from 18:45 and not retrospectively from 16:00. The system calculates entitlement to minimum call-out rules/ call-out bonus.

Q.8 What happens if I receive a call-out within the 10 hour continuous rest period?

A.8 To meet the requirements of the Drivers Hours Regulations we must plan to give staff a 10 hour continuous rest in each 24 hour period. If a period of overtime/ call-out occurs which could potentially prevent this 10 hour continuous rest period, line manager/ supervisor should allow the employee the appropriate time at the start of the working day as a rest period. The line manager/ supervisor must then record this rest period on the hardcopy timesheet along with a note to admin input staff to code the time on the timesheet on HRConnect as working' using function activity Snow Clearance B5020B

Q.9 Can the O&M Approving Officer request access to my flexi sheets to validate overtime claims?

A.9 The O&M Approving Officer should contact the claimant's line manager to confirm that the claimant has completed their standard conditioned hours as per Question 6 above for the period in question.

Q.10 Who do I send my overtime claim to?

A.10 All claims in the first instance must be submitted to your line manager for approval, however, the line manager should only approve the claim if he/she is aware of the detail of the work being claimed for. If the claim contains Winter Service standby allowances and Winter Service (call outs and gritting only) overtime, it should be reassigned to the O&M Deputy Area Engineer (HPTO) via the HR Connect portal for validation.

[Type text]

If the claim contains an element of Winter Service scouting, the claimant's line manager should first forward the claim via HR Connect to the relevant Duty Controller for validation of the associated time claimed. This is done by selecting the reassign button and inserting the name of the relevant Duty Controller for the period of overtime being claimed. HR Connect will allow the Duty Controller to document their approval of the responsive Winter Service work in the comments box prior to the online transfer to the O&M Deputy Area Engineer (HPTO) for their overall approval. It is the responsibility of the claimant to identify the relevant Duty Controller on the claim.

Q.11 Can I volunteer as a Duty Supervisor if I form part of another rota, i.e., Duty Controller, Lead Communicator?

A.11 Yes, you can volunteer for both roles provided there are no conflicts in duty periods. If the number of volunteers exceeds the preferred complement of 6 no. Duty Supervisors, preference will be given to those who do not already form part of any other rota.

Q.12 If a driver/ Winter Service Supervisor is asked to attend an early action during the normal working day, is it compulsory for them to attend, as in previous years this was an O&M role during the normal day?

A.12 It is compulsory for drivers/Winter Service Supervisors to attend as O&M may not be able to deliver this service without this additional support. O&M Depot Managers will support the commencement of an early action, but the Duty Supervisor must liaise with Depot Management to satisfy themselves that the support is available and attend the Depot as soon as possible thereafter.

Q.13 If a driver/Winter Service Supervisor is asked to attend an action during the day, and they are on Annual leave do they receive a call out bonus?

A.13 If a driver/Winter Service Supervisor has been asked to report to work before 4pm, whilst on annual leave, they will get reimbursed for the loss of annual leave and only get paid overtime from 4pm forward. A call-out bonus cannot be claimed in this instance.

Q.14 If a driver/Winter Service Supervisor is asked to attend an action during the day, and they are on Annual Leave, how do claim back these hours?

A.14 This can be claimed back on the HR Connect portal. If it is a WS Supervisor and they have been informed of the call and are organising staff to be in the depot before 4pm whilst they are on annual leave, then again, they get reimbursed for loss in annual leave and are only paid overtime from 4pm forward. The time before 4pm is considered as normal working time which has been reimbursed on their annual or flexi leave entitlement, therefore overtime is not applicable. It is easier if they claim it as flexi because to change the annual leave on the HR Connect system is more cumbersome. This arrangement must be agreed by their line manager and fully documented.

[Type text]

Additional Duties

Q.15 As a Duty Supervisor I have been asked to assist with hand-salting. Is this a reasonable work request?

A.15 Yes, this is considered as a reasonable work request as it is covered under basic manual handling training. This applies to both Dfl Roads Industrial/Non- Industrial members of staff - (Duty Supervisors/O&M Drivers).

Attendance - Clocking In/Out of O&M Depots

Q.16 Is it required for all drivers, regardless of grade, to clock in/out, and should these times be used on O&M timesheets?

A.16 Yes, all drivers are required to clock in/out regardless of their grade, as stated on the Winter Service application form. This is consistent across all O&M depots. All times must be accurately recorded on the Winter Service (WS) timesheets to facilitate the processing of overtime payments. The WS timesheets must include the times for the WS Supervisor and the driver/operative.

Q.17 In case of an immediate action following a patrol or an after-hours call-out, should the Winter Service Supervisor manually write the times on the clock card?

A.17 No, the driver/operative must use the clocking facility within the depot to record their start and finish times. The Winter Service Supervisor should not handwrite the times. If the overtime is related to a call-out, the WS Supervisor should adjust these times on the WS timesheets to take into account the individual's commute times. The call-out time starts from the time the operative was contacted by the WS Supervisor and ends when they return home.

Q.18 If a WS Driver is on the catch-as-catch-can rota, or has been requested to cover another WS Driver at short notice, receives a call from the Duty Supervisor on a weekend or bank holiday to report to the depot at a certain time, are they entitled to claim overtime from the time they leave their home address?

A.18 Winter Service Drivers on the catch-as-catch-can rota are not paid the weekly on-call allowance and as such, if called upon, are eligible to claim a call-out if they are asked to assist with Winter Service driving duties. The call-out commences from the time they were first contacted and ends when they return home.

If the driver on the weekly rota is not available, and a replacement driver is required at short notice, the driver who covers the duty is eligible to claim this as a call-out. The call-out commences from the time they were first contacted and ends when they return home. The driver who was unable to fulfil their duty is not eligible to claim the on-call allowance for this duty period. An exception report detailing these actions must be completed by the Duty Supervisor and forwarded to the O&M Area Engineer.

[Type text]

Report Times

Q.19 Can you provide more information on the adjusted reporting times for planned gritting actions?

A.19 A review of the reporting times for planned gritting actions found inconsistencies and to address this, the reporting times were adjusted to take into account the number of routes delivered from each of the O&M depots.

For depots with 5 or less gritting routes the Duty Supervisor is required to report 45 minutes in advance of the planned action start time, while the drivers, including the shovel driver, are required to report 30 minutes in advance.

For depots with 6 to 9 gritting routes, the Duty Supervisor is required to report 45 mins in advance of the planned action start time along with the shovel driver, while the drivers are required to report 30 minutes in advance.

For depots with 10 or more gritting routes, the Duty Supervisor is required to report 1 hour in advance of the planned action start time, while the drivers, including the shovel driver, are required to report 45 minutes in advance.

Vehicle Checks

Q.20 How much time is allowed for the Driver Operator Daily Visual Safety Checks?

A.20 There is no specified timeframe for the completion of the Daily Vehicle Safety Checks. *“By law, every employer must make sure that work equipment is maintained in an efficient state, in efficient working order and in good repair.”* HSENI.

The process of undertaking Daily Vehicle Safety Checks aims to ensure that the Department is compliant within this law. It should be noted that the requirement to undertake Daily Vehicle Safety Checks also forms part of the Driver Certificate of Professional Competence (CPC) training which is required to drive a lorry, bus or coach.

Attending College

Q.21 Can a driver attending college leave to assist with a salting action?

A.21 No, the driver must remain in college to complete their studies. Drivers who have been granted day release by the Department to complete further studies through the Assistance to Study Scheme/Staff Development Programme, will be expected to arrange shift cover for the period that they are in college. These staff cannot leave their place of study unless instructed to do so by the Winter Service Duty Supervisor and agreed by the Area Engineer.

[Type text]

Shift Patterns

Q.22 If a Duty Supervisor is unable to fulfil their shift, can they claim the on-call allowance if another Duty Supervisor deals with any call-outs/salting actions?

A.22 No, the Duty Supervisor responding to the call-outs/salting actions must claim the on-call allowance for the period being covered.

From:

To:

Cc:

Subject: FW: RE: Staff in Confidence - Northern Division Expression of Interest 2023-24

Date: 11 August 2023 12:04:07

Expression of Interest 2023-24

TRAWL FOR DUTY CONTROLLERS – NORTHERN DIVISION WINTER SEASON 2023-24

Expressions of interest are sought to fill Duty Controller (DC) rotas for the two geographical areas in Northern Division:

- (a) Northern West – Coleraine, Limavady & Londonderry
- (b) Northern East – Ballymoney, Ballymena, Antrim & Larne

The criteria for selection will broadly be as follows:

1. Section Engineers
2. Assistant Section Engineers
3. Network Services SPTO's / HPTO's with previous relevant Duty Controller experience
4. SPTO's / HPTO's from other business units with previous Duty Controller experience
5. Network Services SPTO's / HPTO's with previous winter service experience
6. SPTO's / HPTO's from other business units with winter service experience

DC rota for Northern will be compiled using this tiered system.

For clarification, please take Network Services to mean Client.

The role of DC holds a considerable responsibility, and it is therefore appropriate for SPTO'S / HPTO'S grades to apply.

Any new Duty Controllers need to be shadowed by an experienced Duty Controller and it may not be possible to include more than a couple of new Duty Controllers in any given season.

DC duties are specified within the current DfI Roads Emergency Response Plan (page 6).

<https://www.infrastructure-ni.gov.uk/sites/default/files/publications/infrastructure/emergency-response-plan-part-2-winter-service-plan-rsppg-e035v9.pdf>

Winter Service Database Training, Met Office Training & DTN Roadmaster Training will be provided, including refresher training. Staff should also be familiar with the current Winter Service Policy & Procedure Guide: RSPPG_E022

<https://www.infrastructure-ni.gov.uk/publications/winter-service-rsppg-e022>

To ensure compliance with the driving regulations, DCs are required to have their initial decision for the pm and am action completed by mid-day and the data base populated accordingly. DC's must ensure they are available or have alternative arrangements in place during their duty

period to comply with this requirement.

Applying for inclusion in the DC rota Northern does not guarantee success, interested staff should also consider applying for WS Duty Supervisor role as an alternative.

Expressions of interest must be provided to me, Northern Network Maintenance Manager, by reply e-mail no later than **5pm Wednesday 23 August 2023**.

Payment will be in accordance with current pay and condition guidelines. Please note that the minimum 3 hour call out will not apply to the DC role, as physical call outs are not required. A meeting with all DCs will occur before the commencement of the Winter Service season to any concerns or queries any individual may have.

Many thanks.

Regards,

Network Maintenance Manager | Department for Infrastructure | Northern Division | County Hall | Castlerock Road | Coleraine | BT51 3HS

If you are interested in volunteering for this role please e-mail DfI Rivers Business Support DFIRiversBusinessSupportBranch@infrastructure-ni.gov.uk by Friday 30th September 2022.

Gary Quinn
Director of Rivers Operations

ANNEX

Roles and Responsibilities of Dfl Rivers Flooding Officer.

(a) Flood Reporting

The Flooding Officer (FO) is the single point of contact between the Lead Communicator (LC), or in an escalated event the Flooding Spokesperson and the five Dfl Rivers Duty Officers. The Duty Officer prepares a summary of the incidents and passes this through to the Flooding Officer, who in turn will summarise all inputs and forward to Dfl Lead Communicator, Emergency Planning Unit and, senior management. The FO is responsible for compiling and issuing the LC with a NI wide report which will include details in relation to Dfl Rivers preparations made in advance of flooding as a result of a weather warning, and providing the LC with a detailed flood report covering 'newsworthy' issues.

If there is information to report the FO will make an initial phone call to LC followed by email update to LC. Updates are required by 10.30pm and again at 06:15am for out of hours flooding. Unfolding events within this period may necessitate further updates.

(b) Flood response co-ordination

- Generally the only staff on-call are the five Duty Officers and the Flooding Officer, and they are responsible for responding to reports of flooding across Northern Ireland.
- The FO will monitor the weather, forecasts, river states and tidal conditions and will be in contact with the Duty Officer to discuss any developing situations.
- The FO will provide support, if required, to the Duty Officer / Area Engineer e.g. If a deteriorating situation merits, the FO will also provide assistance to the Area Engineer, or a deputy, to make urgent contact with as many personnel as possible from other Business Units and request them to come to the Flood Control Centre, or a location as directed, to assist for the period of the ongoing emergency. This would include any available Administrative staff that could be used for call handling or other administrative duties.
- In the event that Dfl Rivers personnel are first to identify a rescue situation immediate contact will be made with the emergency services. The Duty Officer will advise the Flooding Officer of all flooding incidents where there is a rescue situation.

In addition to the support the FO provides to the LC and Dfl Rivers operations staff the continued role of the Flooding Officer is considered essential to enable Dfl to adequately perform the responsibilities of Lead Government Department (LGD) for flooding.

This responsibility requires DfI Rivers to carry out key roles in relation to, amongst other tasks, communications, co-ordination and the provision of expertise to other organisations. The role of the FO is vital in collating information on the current situation 'on the ground' to enable Rivers emergency planning staff to inform multi agency partners and the emergency services in relation to the details of the developing emergency. This is vital so they can respond effectively and, subject to sufficient warning, pre-deploy resources to enable the overall response from Government to be timely and effective. DfI Rivers have fulfilled this role on a number of occasions in recent years and are now relied upon to provide this information and guidance.

In addition DfI Rivers are also improving our proactive communications during emergencies and this relies on accurate information, provided by the FO on what is happening regionally to ensure specific targeted media messages are issued. This is particularly important in NI as we develop bespoke, targeted media messages rather than rely on generic warnings and alerts from a flood forecasting centre that may not be specific enough in terms of detail or guidance for the public.

From:
To: [All DfI Staff](#)
Subject: September 2022 - TICC PTO - Opportunity Notice
Date: 21 September 2022 11:59:17
Attachments: [September 2022 - TICC PTO - Opportunity Notice - Final Version for issue.docx](#)

FAO ALL ROADS AND RIVERS PTOs

Please see attached Expression of Interest for the role of Traffic Control Operator in Traffic Information and Control Centre (TICC), Roads Eastern Division. Please note that this opportunity is open to Roads and Rivers **substantive** PTOs.

Completed forms should be returned on or before **Wednesday 5th October 2022 at 12pm**

to An email with line manager approval should
also be attached to the completed application.

Regards

DfI Roads and Rivers Corporate Support Unit

EXPRESSION OF INTEREST OPPORTUNITY NOTICE

PTO TRAFFIC CONTROL OPERATOR, TRAFFIC INFORMATION AND CONTROL CENTRE, AIRPORT ROAD, BELFAST – EASTERN DIVISION

PTO Traffic Control Operator (TCO) vacancies have been identified in our Traffic Information and Control Centre (TICC) which has responsibility for:

- the effective management of the urban road network through coordination of traffic signals by a central computer;
- the effective management of the motorway network through the use of the traffic control facilities and electronic signing provided by the motorway control system;
- the provision of traffic and travel information to the public and the media;
- the design, installation and maintenance of traffic signals; and
- the management of incidents on the network in collaboration with PSNI and other bodies in accordance with the Service Level Agreement.

ROLES AND RESPONSIBILITIES

PTO TCOs normally report to the Higher Professional and Technical Officer (HPTO) with TICC. The main duties and responsibilities of the post include:

- using a Closed Circuit Television (CCTV) network to monitor traffic flows on both the urban and motorway road networks;
- using real time computer systems to affect the efficient movement and control of traffic together with the enhancement of road safety both on the urban and motorway networks;
- managing incidents on the network in collaboration with PSNI and other statutory bodies in accordance with the Service Level Agreement;
- providing reliable and timely traffic and travel information to the public and news outlets by updating the website, answering queries and using social media;
- operating data management and reporting systems;
- liaising with DfI Roads ITS Maintenance Contractors regarding fault reporting and fault clearance;
- liaising with TICC staff involved in on-site operations;
- assisting with traffic surveys/observations particularly during AM and PM peak flow period;
- actioning DfI Roads communications in respect of emergencies or incidents to which TICC has been alerted;
- answering all calls and queries in an efficient, timely and courteous manner and provide follow-up where necessary;
- liaising with third parties to report, escalate, update or close any incidents;
- accurately recording all incidents and required follow up in the logbook;

- maintaining TICC's suite of operational procedures;
- testing and adapting to new systems as they are deployed;
- collating and updating information from the Divisions in the Dfl's Winter Service database;
- logging Dfl Roads faults on the PIP system, and passing appropriate faults to Divisional duty staff;
- redirecting all non Dfl Roads faults; and
- any other additional duties deemed to be required by management.

LOCATION

The post will be based at the TICC building, Airport Road, Belfast. Due to the roles and responsibilities of the post hybrid working cannot be facilitated.

WORKING PATTERN

TICC is opened 24/7, and operates a rota of 19 shifts per week. Successful candidates will be expected to work on a rota basis, which will include Saturdays, Sundays and Overnight including on Bank and Public Holidays (Exceptions may be Easter Sunday and Christmas Day when other arrangements may be put in place, such as home working).

The shift pattern for a TCO is likely to consist of 3 x 8 hour shifts per week-day (Mon – Fri) and 2 x 12 hour shifts on Saturday and Sunday.

When a TCO is working but is not on Control Duty, they will be required to undertake other duties within TICC some of which may include augmenting or supporting other TCOs on duty, particularly through peak traffic flow periods, during major events or emergency incidents.

It is unlikely that TCOs will be required to be on Control Duty for more than 6 consecutive days.

This post will attract a night duty allowance and a shift disturbance allowance in accordance with Section 8.24 of the HR Handbook.

EXPRESSIONS OF INTEREST INVITED

Expressions of interest are invited from staff who are currently at the substantive PTO grade within Roads and Rivers.

These posts need to be covered on a full time basis. Staff currently working alternative working patterns are welcome to apply for this role but, should the successful candidates have such a working pattern, they will need to ensure full time hours can be covered. Line manager approval is required when submitting your expression of interest.

The closing date for applications is 12 noon on Wednesday 5th October 2022

START DATE

The successful candidates will be expected to take up post as soon as possible.

SELECTION PROCESS

The selection process will initially involve a written application and a paper sift. It is therefore important that applicants provide evidence which demonstrates that they meet the selection criteria set out below giving examples and dates. If you do not provide sufficient detail to demonstrate that you meet the Selection Criteria, the selection panel will reject your application.

The selection panel will consist of

The selection panel will not make assumptions about the skills and experience gained from the title of the applicant's post or the nature of the work area.

The written information provided by applicants in their application form in response to Selection Criteria 1 will be scored out of 30 by the selection panel and a minimum score of 15 must be achieved in each. If a candidate fails to achieve the minimum score in this Selection Criteria their application will be rejected. Selection Criterion 4 will be on a pass or fail basis.

Following the paper sift, the panel **may** decide to invite the highest scoring candidates to have a structured conversation to discuss the skills, knowledge and experience they would bring to the role. This conversation will use the same Selection Criteria as set out below. Again, the evidence presented will be scored, with the highest scoring candidates offered the TCO post.

SELECTION CRITERIA

Applicants will be assessed against the following selection criteria, which must be evidenced in the application form:

1. Demonstrate evidence of making effective decisions in a civil engineering environment (Competency Area: *Making Effective Decisions*).

AND

2. Demonstrate evidence of delivering a quality service for customers, dealing with competing customer priorities and staff resource pressures (Competency Area: *Managing a Quality Service*).

AND

3. Demonstrate evidence of an ability to collaborate with others to work within a team to deliver required objectives (*Competency Area: Collaborating and Partnering*)

AND

4. Access to a form of transport to enable the postholder to undertake the full range of duties and responsibilities of the PTO TCO.

Further information on the NICS competency framework can be obtained by accessing:

<https://irecruit-ext.hrconnect.nigov.net/pages/content.aspx?Page=NICS-Competency-Framework>

CONTACT FOR FURTHER INFORMATION

Further information about the post can be obtained from Roy Gordon.

APPLICATIONS

Applications must be made using the appropriate form, a copy of which is attached at **Annex A**. Completed applications, accompanied by line manager approval, should be e-mailed to **not later than the closing date.**

Applications received after this time will not be accepted.

**DfI ROADS EASTERN TRAFFIC INFORMATION CONTROL CENTRE
PTO EXPRESSION OF INTEREST APPLICATION FORM**

Name: _____

Grade: _____

Current Post: _____

The selection process will involve a written application. It is therefore important that applicants indicate fully how and to what extent the experience and competence requirements are met giving dates and examples.

The examples/evidence you provide in this form must relate to your own experience/performance.

The total marks awarded will be out of 70 with a pass mark of 42.

Forms to be completed in Times New Roman Font Size 12

PLEASE NOTE THAT THE FORMAT OF THIS APPLICATION FORM MUST NOT BE AMENDED IN ANY WAY. FOR EXAMPLE, THE SELECTION CRITERIA HAVE BEEN SPECIFICALLY PLACED ON EACH PAGE TO ALLOW APPLICANTS AN EQUAL AMOUNT OF SPACE IN WHICH TO PROVIDE THEIR EXAMPLES. THEREFORE, THE SPACE FROM THE TOP OF EACH PAGE TO THE BOTTOM LINE OF ALL FIVE SELECTION CRITERIA MUST NOT BE AMENDED.

Name: _____

Date: _____

1. Making Effective Decisions

Effectiveness in this area is about being objective, using sound judgement, evidence and knowledge to provide accurate, expert and professional advice. For all staff, it means showing clarity of thought, setting priorities, analysing and using evidence to evaluate options before arriving at well reasoned, justifiable decisions. Demonstrate evidence of making effective decisions in a civil engineering environment (Competency Area: Making Effective Decisions).(30 Marks) (Pass mark 15)

2. Managing a Quality Service

Effectiveness in this area is about being organised to deliver service objectives and striving to improve the quality of service, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality and efficient service, applying programme and project management approaches appropriately and effectively to support service delivery. Demonstrate evidence of delivering a quality service for customers, dealing with competing customer priorities and staff resource pressures (Competency Area: *Managing a Quality Service*). (20 marks)

3. Collaborating and Partnering

People skilled in this area create and maintain positive, professional and trusting working relationships with a wide range of people within and outside the NICS, to help to achieve business objectives and goals. At all levels, it requires working collaboratively, sharing information and building supportive, responsive relationships with colleagues and stakeholders, whilst having the confidence to challenge assumptions. Demonstrate evidence of an ability to collaborate with others to work within a team to deliver required objectives (Competency Area: *Collaborating and Partnering*) (20 marks)

4. Access to a form of transport to enable the postholder to undertake the full range of duties and responsibilities of the PTO TCO. (pass/fail)

Please email the completed application form to
Unit, e-mail address:
October 2022.

DfI Roads and Rivers Corporate Support
no later than 12pm on Wednesday 5th

EMERGENCY CALL-OUT OVERTIME PAYMENTS – CALCULATION

SPTO, HPTO & PTO GRADES

Monday to Friday

Payment is made for 1 hour more than actually worked with a minimum payment of at least 3 hours i.e.

Called-out for 1¼ hrs - PAID 3 hrs

Called-out for 2½ hrs - PAID 3½ hrs

The minimum 3 hours credit does not apply if a call-out starts/ finishes within 3 hours of normal start or stop time. Assuming normal hours of 09.00 – 17.00, if the call-out lasts, for example from 18.00 to 18.30 we only pay from 17.00 to 18.30 and if the call-out lasts from 6.30 to 7.30 we only pay from 6.30 to 9.00.

Saturday

As for Mon - Fri but with Saturday premium for hours actually worked.

Called-out for 1¼ hours - PAID 3 hrs plus 1¼ hrs Saturday premium (i.e. times ½)

Called-out for 2½ hours - PAID 3½ hrs plus 2½ hrs Saturday premium

The rules concerning proximity to normal start/ stop times similarly apply

Sunday

As for Mon - Fri but with Sunday premium for hours actually worked. Payment is made for 1 extra hour or made up to a minimum of 3 hours at double time

Called-out for 1¼ hours - PAID 1¼ hrs plus 1¼ hrs Sunday premium (i.e. times 1) and 1¼ hrs (times 2) = 3hrs at double time

Called-out for 2½ hours - PAID 2 ½ hrs plus 2½ hrs Sunday premium and 1 hr (times 2) = 3½ hrs at double time

The rules concerning proximity to normal start/ stop times similarly apply

Late night premium

In addition a late night premium may be payable

For hours worked between 20.00 and 23.00 - an additional rate of 25% (with a minimum of 30 minutes)

For hours worked between 23.00 and 06.00 - an additional rate of 33%

There is no limit on the number of emergency call-outs during a spell of on-call duty. However two or more call-outs during such a spell of duty would not entitle an officer to greater credit than if the attendance had been continuous (i.e. as if no break had occurred from the beginning of the first call-out to the end of the second)

EMERGENCY CALL-OUT OVERTIME PAYMENTS – CALCULATION

TG1 AND TG2 GRADES

A similar basis of calculation of emergency call-out overtime applies to TG1 & TG2 Grades but reflects their basic entitlement to 'time and a half' for Monday to Friday, 'time and a half' for Saturday (with Saturday premium making it double time in total), and plain time for Sunday (with Sunday premium similarly making it double time in total).

Monday to Friday

Payment is made for 1 hour more than actually worked with a minimum payment of at least 3 hours i.e.

Called-out for 1¼ hrs - PAID 3 hrs (at time and a half)

Called-out for 2½ hrs - PAID 3½ hrs (at time and a half)

The minimum 3 hours credit does not apply if a call-out starts/ finishes within 3 hours of normal start or stop time. Assuming normal hours of 09.00 – 17.00, if the call-out lasts, for example from 18.00 to 18.30 we only pay from 17.00 to 18.30 and if the call-out lasts from 6.30 to 7.30 we only pay from 6.30 to 9.00.

Saturday

As for Mon - Fri but with Saturday premium for hours actually worked.

Called-out for 1¼ hours - PAID 3 hrs (at time and a half) plus 1¼ hrs Saturday premium (i.e. times ½)

Called-out for 2½ hours - PAID 3½ hrs (at time and a half) plus 2½ hrs Saturday premium

The rules concerning proximity to normal start/ stop times similarly apply

Sunday

As for Mon - Fri but with Sunday premium for hours actually worked. Payment is made for 1 extra hour or made up to a minimum of 3 hours at double time

Called-out for 1¼ hours - PAID 1¼ hrs plus 1¼ hrs Sunday premium (i.e. times 1) and 1¾ hrs (times 2) = 3hrs at double time

Called-out for 2½ hours - PAID 2½ hrs plus 2½ hrs Sunday premium and 1 hr (times 2) = 3½ hrs at double time

The rules concerning proximity to normal start/ stop times similarly apply

Late night premium

In addition a late night premium may be payable

For hours worked between 20.00 and 23.00 - an additional rate of 25% (with a minimum of 30 minutes)

For hours worked between 23.00 and 06.00 - an additional rate of 33%

There is no limit on the number of emergency call-outs within a set period. . However two or more call-outs during such a spell of duty would not entitle an officer to greater credit than if the attendance had been continuous (i.e. as if no break had occurred from the beginning of the first call-out to the end of the second)