LONDON FIRE BRIGADE

Travel disruption – work arrangements policy

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Owner:	**Assistant Director, People Services**
Responsible work team:	**Policy, Pay and Reward**

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1 Introduction

1.1 This policy sets out the Brigade's work arrangements for travel disruption and applies to all employees.

1.2 In the event of severe travel disruption, you will be expected to make all reasonable efforts to attend your normal place of work making use of any alternate means of transport available to you in the absence of your normal means of transport. If you then incur additional travelling expense; the additional cost will be reimbursed in accordance with extant provisions (e.g. Policy number 0514 – Expenses policy - (Including subsistence, public transport, overseas travel arrangements and professional body memberships). Staff identified as role critical and considering the use of taxis/mini cabs, must obtain the necessary authorisation from your managers at the earliest opportunity prior to your start time and before making such journeys in order to be eligible to claim reimbursement of fares.

1.3 It is recognised that during periods of severe travel disruption it may not be possible for some of you to carry out your normal duty at your primary work location. In these circumstances, you will be expected to exercise a degree of flexibility with a view to minimising the level of disruption to the Brigade's service and to protect the integrity of the business continuity arrangements (if activated during the period of the disruption). Heads of service are responsible for implementing their departmental business continuity arrangements and staff involved in a business continuity response will be expected to follow the necessary instructions and working arrangements detailed in the relevant business continuity plans. You may be required to work away from your normal place of work and possibly work at locations nearer your home. Your manager will be authorised to allow you to work from home where appropriate or agree different start and finish times during the disruption. Staff granted permission to work from home should be recorded on StARS as being on 'detached duty' (DD) with an appropriate comment made on the PARC to reflect the home working that has been undertaken on account of the travel disruption.

1.4 Severe travel disruption may be as a result of a number of factors which could include severe weather conditions, public transport strikes, loss of electrical power, terrorist incidents or other civic emergencies.

1.5 This policy should be applied in line with the Brigade's values:

- Service – We put the public first.
- Courage – We step up to the challenge.
- Learning – We listen so that we can improve.
- Teamwork – We work together and include everyone.
- Equity – We treat everyone fairly according to their needs.
- Integrity – We act with honesty.

2 Travel

2.1 During periods of severe travel disruption where it is not reasonably possible for you to use any means of transport to get to work, the following arrangements will apply:

2.2 If you live within 3 miles of their normal place of work you will be expected to walk unless:

(a) You cannot reasonably do so on grounds of ill health, injury or disability;

(b) weather or other conditions are so bad as to place you at serious risk if you attempt to walk to work especially in the light of the Police, the Highways Agency and the Meteorological Office (Met Office) advising against undertaking any form of travel unless in emergency situations.

2.3 If you live beyond 3 miles of your normal place of work, but within 3 miles of any Brigade workplace, you are required to contact your line manager at the earliest opportunity for them to determine whether you will, for the duration of the disruption be expected to work at an alternate Brigade work location or work from home if appropriate to your role. If this is agreed, the duties undertaken at the alternative workplace will be as that determined by your manager. It should however be noted that not all local offices/premises/fire stations will have the capacity or the capability by way of available desks, PC's, etc to cope with an influx of staff, albeit on a temporary basis, arriving to work at these sites. Therefore, if you may need to walk to your nearest alternate Brigade location and are unsure of the facilities available then you are advised to seek the necessary guidance when speaking to your manager. If you are unable to contact your line manager for whatever reason, you are advised to inform an appropriate member of staff and/or work colleague as necessary.

2.4 If you are seeking exemption from the expectation to walk to work on the basis of paragraph 2.2 (a) above, you should do so in advance, from your head of service/assistant commissioner.

2.5 Where the Police, the Highways Agency and/or the Met Office have advised against travelling due to the severity of the weather and you live beyond 3 miles of your normal place of work or any Brigade workplace and are unable, as a consequence, to get to an alternate work location, you will be required to notify your manager on the first and on each subsequent day of non-attendance. Where appropriate, the manager may agree to you working from home.

2.6 The granting of paid/unpaid special leave in respect of inability to get to work will be communicated to staff at the time.

3 Reimbursement of additional expenses incurred

3.1 The provisions relating to the claiming of additional travel and subsistence costs are contained in Policy number 0514 – Expenses policy - (Including subsistence, public transport, overseas travel arrangements and professional body memberships) detailing how the Brigade will reimburse net additional expenditure you incur getting to work on days of severe travel disruption.

4 Notification requirement

4.1 The requirement to notify line managers of the inability to commute in situations of extreme travel disruption to any Brigade location will apply to all staff no matter where you live and the distance from your home to the nearest Brigade location and whether you have a prior exemption from walking as described in paragraphs 2.2(a) and 2.4.

4.2 On all days of severe travel disruption, you, including if you work on the shift duty pattern, while keeping your line manager informed, will be expected to continue until midday to get to your normal place of duty or an alternative Brigade location unless exempted in accordance with provisions detailed at paragraph 2.2 above or your manager has agreed alternative working arrangements for you, such as working at home.

4.3 If you are rostered to work a night duty, you will be required to contact your line manager during the course of the day or as soon as is practical including between night shifts and then as directed. Given that weather conditions can improve as well as deteriorate during the course of a day, it is essential that if you are due to commence a night shift then you maintain contact with

your managers in order that the best course of action can be determined for both the organisation and you with a view to minimising the disruption to service delivery.

4.4 The provision to stay overnight at a Brigade or other location will be considered on an individual case by case basis with due regard given to the circumstances of the case(s) being presented. Any decision for you to stay overnight will be made by the duty assistant commissioner for operational and control staff and by the head of service for FRS staff. Initial requests for staying overnight will be made to the line manager.

5 Operational staff

5.1 In addition to the provisions detailed above, operational staff on duty, in between shifts or due to commence a shift and who are unable to attend for duty, are advised to discuss their circumstances with their sub/station officer in the first instance (or appropriate role within the line management chain as necessary) who will in turn contact the Control Operational Resourcing and Events (CORE) team with a view to ensuring that disruption to ridership numbers is kept to a minimum across the Brigade. Senior officers on the flexible duty system (FDS) are required to keep their line managers and the CORE team updated about any difficulties they may encounter in attending for duty and/or providing cover.

5.2 It is essential that you make every effort to attend for duty and as such, must ensure that you are in contact with your managers on a regular basis or as instructed, in order to ensure minimum disruption to service delivery requirements. Only in exceptional circumstances will the provisions detailed in paragraph 2.6 above be considered.

5.3 There will be no entitlement to payment in respect of any off duty time spent at a station before the change of watch immediately preceding the commencement of a spell of severe travel disruption or after the change of watch immediately following the end of the travel disruption.

6 Control staff

6.1 In addition to the provisions detailed above which will apply to control staff, it must be noted that control staff either on duty, in between shifts or due to commence a shift and who are unable to attend for duty, are advised to discuss their circumstances with the on duty control commander in the first instance. The control commander will determine appropriate contingency arrangements in order to maintain target staffing within control thereby ensuring that disruption to mobilising is kept to a minimum.

7 Help and support

7.1 Please contact the HR Helpdesk on extension 89100 option 3 or by email to: IT.HR@london-fire.gov.uk.

7.2 This policy may also be available on request in other alternative accessible formats as set out in Policy number 290 – Guidance note on translation and interpretation. Please contact Communications on extension 30753 and by email to communications.team@london-fire.gov.uk to discuss your needs and options.

7.3 The Brigade invites your engagement so that it can learn so if you have a suggestion that can improve this policy then please submit your idea via the Staff Suggestion Scheme on Hotwire as set out in Policy number 887 – Staff suggestion scheme. Any changes do need to go through the agreed engagement, consultation, negotiation or governance requirements

Document history

Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

EIA	28/10/26	SDIA	L – 30/04/26	HSWIA	01/05/26	RA	N/A

Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
Page 6	Equality impact assessment date updated.	24/04/2024
Page 5, para 7.3	Staff Suggestion scheme access details added.	20/05/2024
Throughout	RMC replaced with Control Operational Resourcing and Events (CORE) team.	17/07/2025
Page 6 Throughout	SDIA and HSWIA updated. PN514 policy title and hyperlink updated.	01/05/2026
Page 3, Para 3.1 & paras 3.2–3.5	Deletion of information throughout section 3 due to rationalising of expenses information to PN 514 Expenses Policy.	24/09/2026
Throughout	Reviewed as current.	29/10/2026

Subject list

You can find this policy under the following subjects.

Transport	Travel
Weather	

Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	**FOIA exemption**	**Security marking classification**