

	<b>RSD Internal Guidance</b>	<b>RIG-2018-01</b>	
<h1>Principles for Contingency Staff</h1>			
<b>Date of issue/ last review</b>	February 2020		<b>Date of next review</b> February 2022
<b>RIG owner</b>		Keith Shepherd	
<b>RIG cleared by</b>		<i>Significant change - Grade A or above; Minor change - Grade C or above</i>	
<b>RIG type</b>		Policy _____ <input type="checkbox"/> Information _____ <input checked="" type="checkbox"/> Procedure _____ <input type="checkbox"/>	
<b>Target audience</b>	RSD _____ <input checked="" type="checkbox"/> RPP _____ <input type="checkbox"/>		Policy _____ <input type="checkbox"/> Inspectors _____ <input checked="" type="checkbox"/> Admin _____ <input type="checkbox"/>
<b>Keywords</b> Contingency, Staff, Competence, Training.			
<b>Summary</b> <p>This guidance document sets out what Inspectors should be looking for to seek assurance should a Duty Holder want to use contingency staff to carry out the duties normally carried out by staff employed on a full time basis in that post.</p> <p>Contingency staff are people brought in by a duty holder either from within their own organisation or from an external supplier to deliver a service in the event of industrial action by the normal staff or other planned or unexpected changes to the service when the normal staff are not available or there are not enough of them.</p>			
<b>Original consultation</b> RSD Senior Managers RSD Team Managers			
<b>Subsequent consultation</b> (reviews only)			

**Detail**

This guidance is for the use of inspectors during a period when a duty holder wants to use contingency staff to carry out the duties carried out by staff normally employed in that post. In these circumstances, inspectors should seek evidence of affected duty holders' arrangements for ensuring that the following expectations are being met:

As a minimum:

**Legal Requirements**

- A suitable and sufficient risk assessment should be carried out in relation to using contingency staff. This should also include what level of service that can be safely delivered.
- Contingency staff must meet the same standards to the post being covered in relation to
  1. Medical fitness
  2. Psychometric assessment
  3. Alcohol and Drugs screening
- A task analysis should be carried out to identify what tasks contingency staff are required to carry out.
- A training needs analysis should be carried out to categories 2-4 above to identify what training is required in order to gain competence in the tasks identified.
- Appropriate equipment including any PPE should be provided in line with the tasks to be performed.
- Ongoing assessment of competence should be carried out as per the Duty Holders CMS. This should include regular practical refresher experience/ training to maintain competence. Consideration should also be given for additional assessments over and above those documented within the CMS during the first few months.
- Any incidents involving contingency staff should be dealt with as would be done with non-contingency staff.

**Good Practice**

Consideration should be given to:

- Categorising contingency staff as follows:
  1. Currently holds competence in the post to be covered
  2. Currently carries out safety critical tasks in another role
  3. Previously held competence in the post to be covered
  4. No previous experience in carrying out any safety critical tasks
- Utilising categories 1 & 2 on the more complex routes/areas/workstations when possible.
- Ensuring contingency staff receive the same period of training in the identified tasks as the staff who would normally carry out those tasks. This can be measured in either days or hours.
- Making an initial assessment of competence that is, as a minimum, the same as that carried out for existing staff undertaking the role as per the CMS.
- Carrying out independent safety validation of any revised training programme.
- Requiring contingency staff to carry a form of identification to prove competence in the tasks to be undertaken.
- Limiting some of the knowledge requirements e.g. Routes, Rolling stock, Panel/control areas etc.
- Restricting the working hours/travelling time of contingency staff, and rostering arrangements should consider fatigue.
- Providing briefing to staff who interface with the contingency staff to ensure that they are more diligent when dealing with less experienced staff.
- The level of supervision, monitoring and support required in relation to the numbers of inexperienced contingency staff.