

Extract from HIWFRS Service and Command System:

Second Line Availability (SLA) is the redeployment of station-based personnel to undertake training, exercises or community safety activities.

To Request SLA - direct staff to the Intranet form

SLA may be cancelled in times of Critical Threat Level, see [Response to a change in Threat Level](#)

Resources should book (or be booked) Status 39 - Unavailable Second Line

Each day up to three appliances and their crews could be placed on Second Line Availability (SLA) with a one hour call-back facility. These appliances (or the equivalent crew numbers) may be removed from the operational fleet every day (excluding non-active bank holidays) between the following times:

09:00 until 17:30

18:00 until 22:00.

Regardless of the activity undertaken, all personnel, and their respective appliances, WILL be re-available for front-line duties anywhere within the county boundary within one hour of receiving the "Call Back" from Fire Control. see [Appliances on Telephone Contact](#)

Please note that this will be the point at which the appliance and its crew are made available – not necessarily back at Home Station (travel time will not be included as part of the one-hour call back).

The 'Call Back' procedure will only be instigated by Fire Control in the event of major resilience issues within the operational fleet. The Call Back order can be delivered through any of the following communications:

- If the appliance is at SHQ (e.g for Tact Vent, CAFS training etc) The number is xxxxxxxxxx - this is the Academy Support Department

- Appliance Radio

- Individual mobile number

It will remain the responsibility of the appliance OIC to ensure that all of their crew (complete with appliance) are made operationally ready within one hour from time of Call Back.

It is the responsibility of the Duty Control Manager to check the SLA rota at the beginning of each shift to confirm which appliances will be unavailable. This rota can be found on SharePoint or under the SLA calendar.

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RESOURCE AVAILABILITY WHILST AT SLDC (SERVICE LEARNING AND DEVELOPMENT CENTRE)

Certain courses will require WDS Newport or Ryde to be off the run.

Control will resource cover (Portsmouth or Southampton Stations) and request ferry booking via the portal.

Updated HSBO Jan 25