**Emergency Staffing Response Process- for deployment of staff to manage unforeseen acute staffing pressures:**

This document is intended to provide Governors and Prison Group Directors with clarity on the steps to take to manage a sudden reduction in staffing levels, which directly impacts on the safety and stability of the prison. The steps outlined are in an order of natural progression, however it is recognised that this may vary on a site by site basis and informed by local issues and risks such as prevalence rates in the community, staffing pressures across a group and suitability of contingency.

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| **Option** | **Decision Level / actioned by** | **Notes** |
| **Review regime level** | Governor | **Immediate** in consultation with the PGD   * Where this requires a change in recovery stage, for example back to level 3 or 4, Gold should be advised of decision making * Changes should be in line with safe systems of work, MSLs and RMPs |
| **Payment Plus (PP) for COVID related absences** | PGD | **Immediate**   * Where COVID related absences exceed 5% of TSF (bands 3-5) PP can be used to cover hours above 5% * Immediate access to PP is available * Evidence of need must be recorded |
| **PP for travel time** | PGD | **Immediate** where using staff from outside of the establishment or requiring local staff to attend on short notice and on a rest day PP can be offered for travel time, **please note the following restrictions**.   * Travel time is not payable in conjunction with PP hours worked where: * your journey time is less than 15 minutes each way; or * your PP hours have been pre-arranged for a day you are scheduled or rostered to work; * or you begin work within three hours either before your normal start time or after your normal end time. |
| **Group Detached Duty (DD) / group resources (e.g. DST and dog handlers) with no bonus payment** | PGD | **24 hours to mobilise staff**   * Guidance on cross site working should be followed * Travel and subsistence can be paid for short term deployments * This can include support from nearby prisons outside of group, but should be reported back to the Operational Resourcing and Stability Panel for central monitoring * Group Detached Duty must be authorised through the PGD, or PGD to PGD. * Executive Directors may approve the deployment of Directorate resource e.g DST * Where it is necessary to deploy group detached duty under these arrangements, inform the HMPPS Employee Relations Team |
| **72 hour Operational Stability Payment (OSP)** | Executive Director authorisation | **Immediate** where signed off by the Executive Director   * This option should be used when resourcing pressures are particularly acute and or PP hours need targeting at particular times of the day/week. * Where the staffing pressure is short term, as an interim arrangement to the introduction of a longer scheme, or where staff can only offer support for a limited period, a 72-hour bonus scheme can be considered. This may be authorised by the Executive Director. |
| **Operational Stability Payment (OSP)** | Request to Operational Resourcing and Stability Panel (ORSP) Chair  Following a decision this would be actioned by the ORSP | **Immediate following sign off**   * This option should be used when resourcing pressures are particularly acute and or PP hours need targeting at particular times of the day/week. * On a national basis use of the scheme needs to be limited and well controlled * Must be able to complete the equivalent of at least two weeks of hours (at 5 or 9 hours per week) * Hours can be worked in a shorter period but must be sufficient to meet the bonus requirement * There must be a cap on the number of people signed up and hours used (agreed with the ED) * It must not be made available to staff who cannot complete the hours on site. |
| **Group Detached Duty converted to National Detached Duty to attract bonus payments for staff** | Executive Director authorisation / request to ORSP Chair  Following a decision this would be actioned by the ORSP | **24 hours** where signed off by the Executive Director   * This option should be used when resourcing pressures are expected to be for a protracted period * Local DD would need to be undertaken for a minimum of 4 weeks to be qualify for the bonus payment * Reduces risk of multiple sites deploying for shorter periods or staff working across 2 sites simultaneously |
| **National Detached Duty** | Request to ORSP Chair  Coordination of deployment would be undertaken by the ORSP | **48 hours** to mobilise staff, this may take longer if the initial incident happens outside of office hours   * Should be deployed as a last resort given the pressure on sending sites and travel around the country * Staff would normally be deployed for 4 weeks (this may include any self-isolating requirements) * Central volunteer lists will be maintained |
| **Deployment of HQ Staff** | Executive Director authorisation / request to ORSP Chair  Coordination of deployment would be undertaken by the ORSP | **48 hours** to mobilise staff, this may take longer if the initial incident happens outside of office hours, this will be dependent on availability   * Staff could be deployed to cover short term pressures or under the National Detached Duty scheme |
| **Tornado payments** | Gold Command | Immediate if agreed by gold but only deal with immediate short-term pressure   * Tornado (Emergency Response) Payment * Payment may be made when Operation Tornado is activated by Gold Command. Officers who are asked to attend an incident (but not those on ‘early warning’) will receive the additional payment. * Where payment of Operation Tornado has been authorised by the Operations Director or Deputy Director of Custody, the following Tornado duty time will be payable: travelling time to & from home establishment to the incident establishment; in action time at the incident establishment. * Only those hours worked as agreed as part of Operation Tornado are paid. |
| **Mutual Aid** | Gold Command | Where support is required immediately and other options are not available for example at weekends, Gold will coordinate short-term emergency “mutual aid” |
| **OSP 72-hour payment** | Gold Command | By exception in the case of an operational emergency out of hours, National Gold may authorise the use of the 72-hour OSP . |

**Gold**

1. This process does not supersede or replace Gold reporting requirements
2. Gold must be kept informed in line with normal requirements
3. In exceptional circumstances Gold may utilise these options outside of process
4. The national DD register will be available to Gold to quickly access additional volunteers

**Finance**

* In all instances these measures will have some financial impact and will need to be tracked locally and or nationally depending on the level of authorisation required
* For national schemes a business case will be required and can be completed retrospectively
* Options must only be utilised where there is operational need

**Additional documents to consider**

* **Pay manual**
* **Cross site working guidance**
* **Payment Plus Guidance**
* **Operational Stability Payment Guidance**

**Process Map:**

**Executive Director authorisation/ request to OSP Chair**

**Tier 3**

**PGD authorisation**

**Tier 2**

**Group DD**

**PP for travel time**

**Tier 1**

Escalation to Executive Director and Gold

**PP for COVID related absences**

**Review regime level**

This process does not supersede or replace Gold reporting requirements

Gold must be kept informed in line with normal requirements

In exceptional circumstances Gold may utilise tier 3 options outside of process

The national DD register will be available to Gold to quickly access additional volunteers

**Tier 4**

**Short Term Mutual Aid**

**Tornado Payment /OSP**

**Gold Command**

**OSP Chair or representative coordinates arrangements, liaises between the prison and support providers and provides necessary guidance**

Decision ratified within 48 hours by OSP Chair

**Group/National Detached Duty with bonus payment**

**Deployment of HQ staff**

PGD to be informed within 24 hours

**Governor authorisation**