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|  | **Operational Stability Payment (OSP)** | | |

The introduction of this new payment replaces all previous enhanced/ bonus schemes attached to working additional hours for Payment Plus (PP) and OSG Overtime. The scheme will be used to support prisons with both chronic medium-term staffing pressures and those who experience acute resourcing and/or operational pressures over shorter time frames. It will aim to enable local managers to target additional staff resources where the operational need is greatest.

Central to the scheme are the following key principles:

* The scheme is not intended to be a business as usual resourcing mechanism, and it remains the intention of HMPPS to fully recruit to our target staffing levels.
* Use of the scheme will be sparing and it will only be used where there are chronic or acute resourcing and/or operational pressures which affect the core delivery of an establishment.
* The scheme will be exclusively authorised by the Operational Resourcing and Stability Panel (ORSP) on review of a local business case agreed by the Executive Director.
* The ORSP will include cross directorate representation from operational, HR, finance and resourcing subject matter experts.
* The ORSP will consider alternative options of support and expect any outstanding commitments to working overtime from previous schemes to be honoured. Where outstanding commitments exist, this will be reflected in the levels of overtime approved as part of the scheme.
* Incentive payments will only be made for committing to work overtime, thereby increasing available resources and operational resilience.
* Staff will only be paid the incentive on completion of the hours.
* Establishments will be able to direct the incentivised hours where the operational need is most acute, for example weekends.
* Additional overtime will be time bound and at a pre agreed level. Schemes may be as short as 72 hours in some cases, and no longer than 12 weeks.
* No extension or expansion of agreed schemes will be permitted without approval from the ORSP.
* Staff will not be eligible for the scheme where they have any remaining commitment to previous bonus or incentive schemes. Where a remaining commitment exists, this must be completed prior to joining a new scheme.

Central to the OSP are the following key principles:

* It is not intended to be a business as usual resourcing mechanism, and it remains the intention of HMPPS to fully recruit to our target staffing levels.
* Use of the OSP will be sparing and it will only be used where there are chronic or acute resourcing and/or operational pressures which affect the core delivery of an establishment.
* The scheme will be exclusively authorised by the Operational Resourcing and Stability Panel (ORSP) on review of a local business case agreed by the Executive Director. The only exception to this will be in the case of an operational emergency out of hours, whereby National Gold or an Executive Director may authorise the use of an OSP for a short 72-hour period.
* The ORSP will include cross directorate representation from operational, HR, finance and resourcing subject matter experts.
* The ORSP will consider alternative options of support and expect any outstanding commitments to working additional hours from previous schemes to be honoured. Where outstanding commitments exist, this will be reflected in the levels of PP/overtime approved as part of the scheme.
* Operational Stability Payments will only be made for committing to work additional hours for payment plus or overtime, thereby increasing available resources and operational resilience.
* Staff will only receive the payment upon completion of the agreed hours.
* Establishments will be able to direct the incentivised hours to where the operational need is most acute, for example weekends and to support the maintenance of acceptable regimes.
* Additional hours will be timebound and at a pre agreed level. The OSP may be made to cover periods as short as 72 hours in some cases, and no longer than 12 weeks.
* No extension or expansion of the use of the Operational Stability Payment will be permitted without approval from the ORSP.
* Staff will not be eligible for the payment where they have any remaining commitment to previous bonus or incentive schemes. Where a remaining commitment exists, this must be completed prior to agreeing to work additional hours for the Operational stability payment.

Details of how the Operational Stability Payment will work:

1. The ORSP will approve access to the OSP for a predetermined period between 72 hours and 12 weeks (for 8 and 12 week approvals, an additional 2 weeks will be available to staff working the hours to allow for annual leave).
2. Where the payment needs to be used as an operational emergency outside of normal business hours or for a short period-up to 72 hours this can be approved by an executive Director.
3. The number of hours made available will be limited to the deficit in hours required to run a safe and decent regime, created by temporary staffing shortfalls and/or additional significant operational challenges.
4. The number of available hours will be agreed by the Operational Resourcing and Stability Panel (ORSP), taking all relevant factors into account and any exceptional circumstances. These will include alternative options and analysis of workforce data.
5. Once the number of hours available are confirmed, these should be offered to staff along with details of the Operational Stability Payment.

The following incentive payments will be payable to staff as part of the OSP:

Bands 3-5 working PP

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|  | **5 hours/week** | **9 Hours/week** |
| **Operational Stability Payment for 12 (14) weeks** | £800 | £1500 |
| **Operational Stability Payment for 8 (10) weeks** | £500 | £1000 |
| **Operational Stability Payment for 4 weeks** | £250 | £500 |
| **Operational Stability Payment for 2 weeks** | £125 | £250 |

1. A one-off Operational Stability Payment will also be available for Band 3-5 staff agreeing to work an additional 5 or 9 hours over a 72-hour period to address an urgent operational need, or forecasted pressure, for example Christmas or Boxing Day:

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| The Operational Stability Payment for completing 5 additional hours over a 72- hour period is £60 |
| The Operational Stability Payment for completing 9 additional hours over a 72- hour period is £100 |

Band 2 OSGs working overtime

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| --- | --- | --- |
|  | **5 hours/week** | **9 Hours/week** |
| **Incentive Payment for 12 (14) weeks** | £500 | £900 |
| **Incentive Payment for 8 (10) weeks** | £300 | £600 |
| **Incentive Payment for 4 weeks** | £150 | £300 |
| **Incentive Payment for 2 weeks** | £75 | £150 |

1. To qualify for the Operational Stability Payment, staff must complete all of the additional hours they have agreed to undertake within the agreed timeframe. The hours may be completed over an additional 2 weeks on the 8 and 12-week periods to allow for annual leave. No leave will be taken into account on a 4-week, 2-week or 72-hour period. It is expected that staff will complete their hours within the defined periods.
2. The hours worked must be in line with the operational need and any special requirements should be clearly communicated to staff at the point of sign up. For example, this may include a prerequisite to work a percentage of additional hours at weekends, or a particular part of the week where shortfalls are highest. This may include some hours being worked on a rest weekend.
3. Staff who are currently on sickness monitoring and restricted duties will not be eligible for the payment.
4. In line with usual Payment Plus arrangements, payment for additional hours only applies to the completion of activities that are aligned to prison officer grades.
5. If an officer has not completed all of the agreed hours, they will only be eligible for the lower Payment. For example: If a member of staff agrees to work an average of 9 hours per week over the period, but the actual hours worked averages less than 9 hrs per week, they will only receive the lower payment (£800 for 5 hours per week over a 12-week period). If the average hours worked is less than 5 hours per week, staff will not be eligible for any Payment.
6. The only exception to this point applies where staff have made themselves available to work all hours as operationally required, but the business did not need them to work. To avoid this scenario prisons must ensure that they do not contract more staff to work for the OSP than the additional hours available.
7. In line with normal Payment Plus and overtime arrangements staff can only claim for any additional hours worked after completing the hours.
8. Staff may volunteer to work for an Operational Stability Payment at other prisons, but only where the prison approved to use it cannot find enough volunteers locally, where this does not create pressures in the volunteers’ home establishment (such as reducing the availability of PP volunteers required to support their regime), and where additional costs (such as travel, subsistence and accommodation) are proportionate to the business requirement and not more expensive than the alternative resourcing mechanisms (such as detached duty). Decisions on cross-prison volunteering need to be ratified by the Prison Group Director.
9. Current arrangements on Payment Plus outlined in NTS 43/2014 <https://intranet.noms.gsi.gov.uk/__data/assets/word_doc/0019/311815/NTS_43-2014_-_Payment_Plus.doc> apply in relation to the taking of leave/TOIL and the completion of additional hours for payment.

Guidance on identifying volunteers

1. Prisons should ensure that:

* all available members of staff are aware of the proposal and seek volunteers. An example notice is attached at annex A, but you may choose your own method of communication.
* members of staff on rest days, training etc are informed so that as far as possible all in scope staff have the opportunity to volunteer.
* a deadline for staff to volunteer is provided, which allows sufficient time locally to identify and agree who will be working.
* where the demand for hours is greater than the number of hours available, in the first instance the number of hours made available to each individual should be reduced to 5. If having done this the demand for hours still exceeds the amount available, a local selection process will need to take place to ensure fairness. It is recommended that you do this in conjunction with your local POA representatives and record the outcome.

1. The number of staff agreeing to complete 5 hours and the number of staff agreeing to complete 9 hours, must be reported to the Operational Resourcing and Stability Panel ([Helen.Smith9@justice.gov.uk](mailto:Helen.Smith9@justice.gov.uk) who will monitor usage.
2. To claim for the Operational Stability Payment, line mangers/hub managers must complete a **SOPHR118** listing all qualifying individuals. The form should be completed, with final sign off by the Governor, before submitting to SSCL. Please copy [helen.smith9@justice.gov.uk](mailto:helen.smith9@justice.gov.uk). into the submission.

Annex A

**Operational Stability Payment (OSP) for PP Volunteers**

In order to maintain acceptable regime levels and stability within HMP XXX , approval has been given for staff at B3-5 to access an Operational Stability Payment (OSP). The duties carried out to qualify for the payment must be activities that are aligned to prison officer grades.

* The details of the Operational stability Payment and conditions for eligibility are below:
* Any operational band 3-5 at HMP **XXXX** who would like to volunteer for Payment Plus of either 5 or 9 hours per week should apply to **XXXX** (person in your establishment). Limited to the maximum hour’s available, eligible staff will receive a payment at the end of the XXX weeks agreed (xxx weeks if leave is taken) **in addition** to any Payment Plus.
* The Payment is **(insert payment details depending on period of time).** The payment will be made at the end of the period once all of the additional hours have been worked. The payment will be subject to tax and national insurance.
* A condition of the payment includes a requirement to work xx (number of hours) of the hours on xxx (insert weekends or other time that some of the PP hours must be worked). *Delete this paragraph if not required*.
* If you would like to volunteer please inform **XXXX** by **XXXX.**
* Where more members of staff volunteer than are required, in the first instance the amount of hours made available to each individual will be reduced to 5.
* Please only volunteer if you are able to work as you will only receive the Payment if you actually work the additional hours agreed.

Governor

Annex B

**Operational Stability Payment (OSP) for OSG Overtime Volunteers**

In order to maintain acceptable regime levels and stability within HMP XXX , approval has been given for B2 OSGs to access an Operational Stability Payment (OSP). The duties carried out to qualify for the payment must be activities that are aligned to Operational Support Grades.

* The details of the Operational Stability Payment and conditions for eligibility are below:
* Any B2 OSG at HMP **XXXX** who would like to volunteer for overtime of either 5 or 9 hours per week should apply to **XXXX** (person in your establishment). Limited to the maximum hour’s available, eligible staff will receive a payment at the end of the XXX weeks agreed (xxx weeks if leave is taken) **in addition** to any overtime.
* The Payment is **(insert payment details depending on period of time).** The payment will be made at the end of the period once all of the additional hours have been worked. The payment will be subject to tax and national insurance.
* A condition of the payment includes a requirement to work xx (number of hours) of the hours on xxx (insert weekends or other time that some of the PP hours must be worked). *Delete this paragraph if not required*.
* If you would like to volunteer please inform **XXXX** by **XXXX.**
* Where more members of staff volunteer than are required, in the first instance the amount of hours made available to each individual will be reduced to 5.
* Please only volunteer if you are able to work as you will only receive the Payment if you actually work the additional hours agreed.

Governor

Annex C

**Q and A**

**Q**. I am an officer working in an establishment that does not have approval for the Operational Stability Payment, Can I volunteer to sign up and receive the Incentive payment?

**A.** No. Only staff working in sites approved by the Operational Resourcing and Stability Panel to access the OSP will be eligible.

**Q.** How many weeks will I be signing up to?

**A.** It could be anywhere between 72 hours and 12 weeks. The hours may be completed over 2 weeks longer if above 8 weeks in length to allow for annual leave. No leave will be taken into account on periods of 4 weeks or less.

**Q.** If I volunteer how much will I get paid?

**A.** You will receive the usual hourly PP/overtime rate plus the Operational Stability Payment. The additional incentive payment received will be dependent on the hours worked, as follows:

Bands 3-5

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|  | **5 hours/week** | **9 Hours/week** |
| **Incentive Payment for 12 (14) weeks** | £800 | £1500 |
| **Incentive Payment for 8 (10) weeks** | £500 | £1000 |
| **Incentive Payment for 4 weeks** | £250 | £500 |
| **Incentive Payment for 2 weeks** | £125 | £250 |

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| The incentive payment for completing 5 additional hours over a 72- hour period is £60 |
| The incentive payment for completing 9 additional hours over a 72- hour period is £100 |

B2 OSGs

|  |  |  |
| --- | --- | --- |
|  | **5 hours/week** | **9 Hours/week** |
| **Incentive Payment for 12 (14) weeks** | £500 | £900 |
| **Incentive Payment for 8 (10) weeks** | £300 | £600 |
| **Incentive Payment for 4 weeks** | £150 | £300 |
| **Incentive Payment for 2 weeks** | £75 | £150 |

**Q.** If I volunteer to work for the OSP, am I guaranteed to be accepted?

**A.** No. Each establishment will have a limited amount of hours available. Every effort will be made to ensure fairness. Where more volunteers are available than required; local variations will be agreed between the Governor and the PGD.

**Q.** I am a Custodial Manager in a participating site, can I volunteer to work for the Operational Stability Payment?

**A.** Yes. It is open to Band 3 Officers, Band 4 Operational grades and Custodial Managers working PP. All of these grades will be expected to cover critical front line duties.

**Q.** When will I be paid my Operational Stability Payment?

**A.** Incentives will be paid at the end of the completed period, and only if all hours requested have been completed when required.

**Q**. What happens if I volunteer in good faith but am sick and unable to report for duty on the day I have volunteered to work?

**A**. All PP and overtime hours within the scheme must be worked. If you are sick on a day that you have committed to PP/overtime, these hours will need to be undertaken on an agreed date during the approved period.

**Q.** Do I have to work either 5 or 9 Hours per week, or can I carry hours over.

**A.** The hours worked will be based on an average over the period agreed. Every effort will be made to accommodate requests; however the operational requirements of the establishment will take priority.

**Q**. I have taken part in previous schemes, am I still eligible for the OSP?

**A**. Staff will not be eligible for the OSP where they have any remaining commitment to previous bonus or incentive schemes. Where a remaining commitment exists, this must be completed first. If all previous scheme hours have been honoured you will be eligible for the OSP.

**Q**. Are the rules of Payment Plus being changed to accommodate this scheme?

**A.** No. The general rules set out within PSI 24/2008 and NTS 43/2014 Apply. However, there are conditions attached to receiving the Operational Stability Payment, including that the prison will determine when the hours need to be worked.

**Q.** Can I choose what work I do during my PP/overtime shifts?

**A.** No. PP/overtime Hours will be detailed by the people hub to provide appropriate cover to meet operational needs and requirements.

**Q**. Can I choose when I work the additional hours?

**A**. No, you will be required to work the hours as set out by the Governor at the time you volunteer. You will be clear when you will be required to work at the outset.

**Q.** If I do not want to take part in the 12 week scheme, can I still work additional hours for Payment Plus/overtime on an ad-hoc basis

**A**. Yes, but you will not be eligible for the OSP and priority may be given to staff approved for the OSP to ensure they are able to complete the hours they have agreed to.

**Q.** Can the hours worked on a bedwatch or constant watch be used to count towards the OSP?

**A**. Yes, if the Governor requires you to cover a bedwatch/constant watch for the home site, they may be included in the hours worked towards the OSP..

**Q**. What if I am unable to work the agreed hours as I am absent for more than a few days and cannot make the hours up?

**A**. You will receive a pro rata payment

**Q**. If I am working for an OSP in my home establishment, can I join another neighbouring site as well?

**A.** No this would not be possible as the minimum hours that could be signed up at each establishment is 5. In the interests of staff welfare we would not offer incentives for staff to routinely work 10 or more additional hours per week.

Q. If I am on detached duty and the prison is approved for the OSP can I join the scheme at the DD prison?

A. Yes, detached duty staff may join OSP schemes at the DD prison whilst deployed there if there are sufficient hours available.