



Post-transfer Pack
Info and Navigation



DAY 1
JUNE 2021

Welcome to the Line Managers Pack (Part 2), which supersedes Part 1.

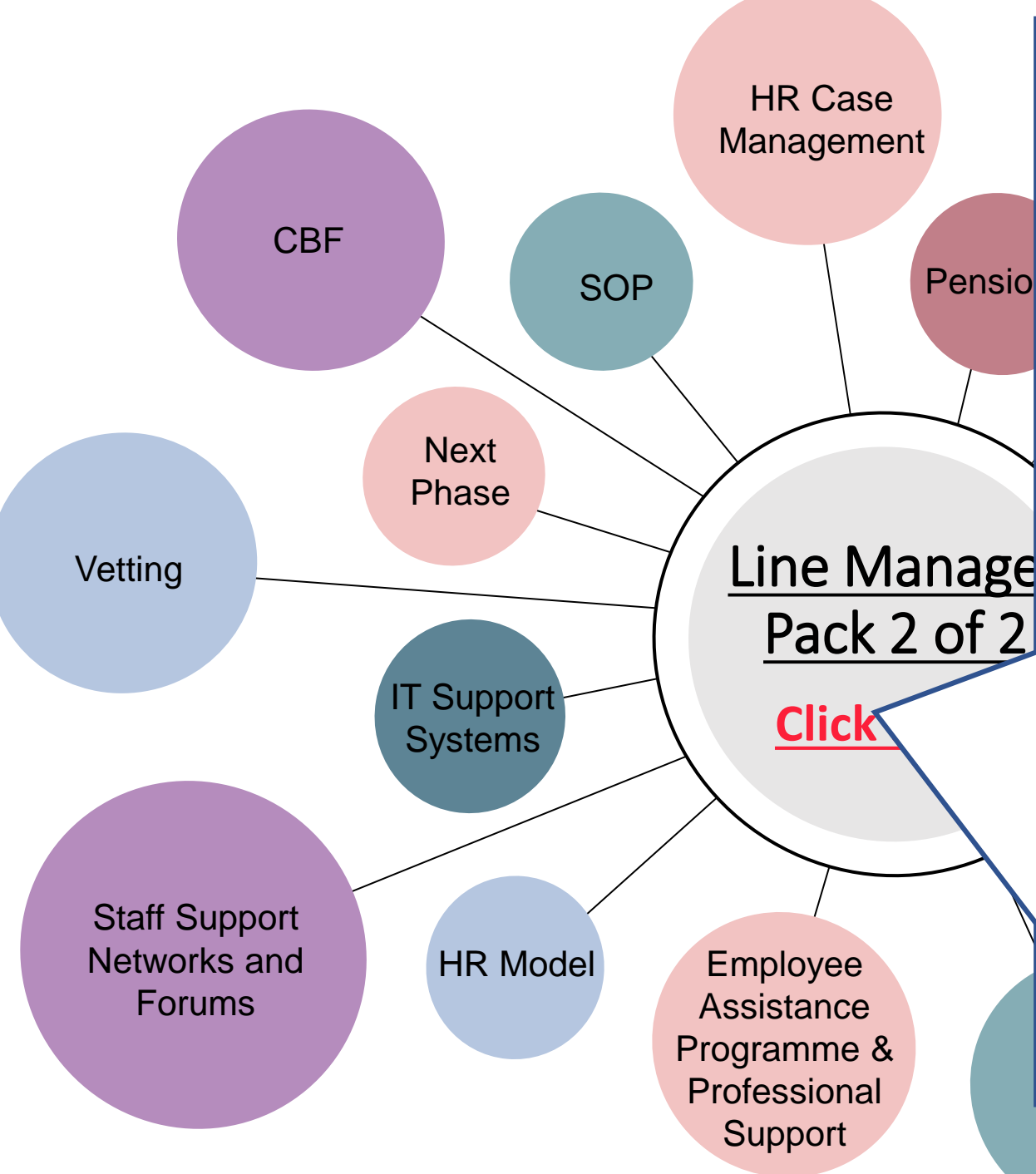
It has been designed specifically for transferring line managers and provides important updates as well as a checklist of activities you need to do **up to 8 weeks after transfer**.

Please utilise the resources in this pack and **complete the actions in the To Do List**, ensuring your team has completed any post-transfer tasks they need to do. There is information specific to where you and your staff have transferred in to the Probations Service from (CRC or Parent Org/Supply Chain) to help you navigate what the changes mean for you.

**WELCOMING
YOU**

This pack is interactive so click on any of the words in the bubbles to you to the relevant pages.

[Click here to return to the home page.](#)



As manager you will take the lead and play a key part in the transfer, particularly in supporting your teams at a local level.

It's important that you as a line manager lead your teams by example, here are some reminders:

Each team member is different

Understand the motivations and concerns of your team to help you recognise when they need additional support.

Adjust your approach

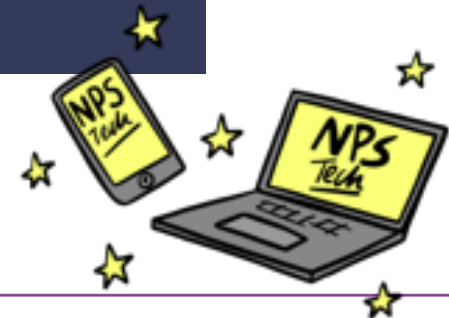
Change will be received differently by members of your team. Some may find it unsettling, so you can adjust your approach and allow your team time to process changes at their own pace.

Communication is key

Offer regular advice and assistance, and give sufficient information about what the changes mean for your team

Listen to your team

Provide opportunities to discuss any concerns and consider how you can overcome these together



What you need to know

Where to go for support

MyHub

myHub is a 'One-Stop-Shop' for all **HR guidance and information** and all **HR processes and forms** transacted through SSCL, including recruitment. Ensure you use myHub as it holds the most up to date information. MyHub has links to find a form, job aids, SOP login, how to contact SSCL, the recruitment portal and pay deadlines.

All staff are covered by the main HMPPS staff management policies: Conduct and Discipline, Grievance, Poor Performance, Sickness Absence and Performance Management policies (transitional arrangements apply). Other policies will also apply to all staff e.g. Outside Activities. However, for staff who have transferred from **Parent Organisations or Supply Chains**, it is important to check whether Probation Service or legacy terms apply and you will need to check the link in the 'Where to go for support' box to find out which ones apply.

Probation Service Policies can be accessed [here](#).

MyHub can be accessed from the intranet or [here](#)

Legacy policies can be accessed [here](#)

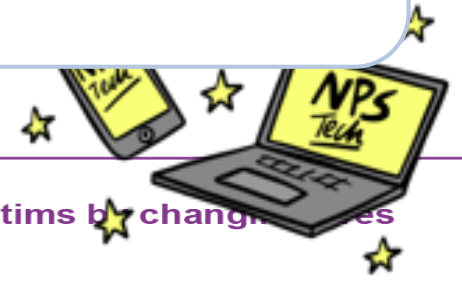
Equip

EQuIP is a portal for NPS organisational processes. A "single source of the truth" for all related **documents, instructions and guidance**. If you need information on organisation processes on Day 1, this is where you go.

You will have access to EQuIP as soon as you have received your MOJ laptop using the Applications>Probation or Applications>HMPPS and selecting HMPPS EQuIP **or** from any internet enabled device by going to the [EQuIP portal](#).

There are weekly Equip MS Teams briefings which will guide you through the system and its functionality. These last around 1 hour.

If you have a question regarding EQuIP please email [EQuIP admin](#)



Qualifications and Apprenticeships

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[Straight to To Do List](#)

What you need to know

Some roles in the Probation Service have a statutory requirement for the job holder to have completed the Probation officer qualification. If you are unsure which roles these are please email [NPS Qualifications](#)

Probation Qualification

What you need to do

- ❑ If you have a member of staff who is in a role which requires the probation officer qualification, and does not have it, you need to email [NPS Qualifications](#)

What your team needs to do

- ❑ Inform you if they do not have the probation officer qualification, and they are in a role that requires it.

Where to go for support

Please contact [NPS Qualifications](#) for information.

[Welcome Hub](#)

As a line manager, supporting an apprentice is a pivotal part of your role. If you have transferred with an apprentice, you will need to familiarise yourself with how we support apprentices in the Probation Service and ensure that apprentices have time to study and focus on their apprenticeship. They remain with their existing training providers and will be able to access the learning platforms on MoJ IT.

Apprenticeships

- ❑ Attend enrolment and progress reviews with the Talent Coach.
- ❑ Provide learner with evidence that supports their apprenticeship and include progress updates in reviews.
- ❑ Follow organisational policy and practice around apprenticeships.
- ❑ Ensure apprentice achieves their 20% off the job learning and records all evidence of learning.
- ❑ Be aware of any specific or special requirements for your apprentice.

- ❑ No direct actions for your team.



Please find more information here [Apprenticeships | Ministry of Justice HQ](#)

[Welcome Hub](#)

Employee Assistance Programme & Professional Support

People Asset Management (PAM) provide support services to HMPPS staff through the EAP and Structured Professional Support (SPS) contracts.

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What you need to know

Employee Assistance Programme (EAP) services can offer you counselling, support and information including signposting to external sources of support.

This support can relate to a wide range of issues including Trauma; Bereavement; Bullying and harassment; Retirement; Work life balance and many more.

You and your staff can self-refer for confidential counselling, up to a maximum of six sessions in any 12-month period – the telephone helpline is open for you to do this 24 hours a day, 365 days a year.

Structured Professional Support takes the form of centrally funded individual or group sessions at either HMPPS or supplier premises and is delivered by qualified People Asset Management personnel.

Structured Professional Support is **not** counselling. Counselling is available for dealing with professional and general work-related issues through the Employee Assistance Programme.

In the probation service, all PSOs, POs, SPOs and VLOs should attend 2 sessions a year. Moreover, staff delivering accredited sexual offending programmes are expected to attend a minimum of two Structured Professional Support Sessions per year.

What you need to do

- ❑ Visit the [PAM assist website](#) or call the 24-hour EAP Helpline number: 0800 019 8988.
- ❑ Visit [MyHub](#) for guidance for the full services offered.
- ❑ Ensure your team understands the full range of services offered and can access PAM assist website.

- ❑ Line managers can make referrals for SPS sessions via PAM's secure portal called OHIO or by telephone by calling **01925 596 245**.
- ❑ All NPS line managers will have accounts auto created on PAM's portal, OHIO, and received activation emails in order to book SPS sessions for their staff.

What your team needs to do

- ❑ Visit [the PAM assist website](#) or call the 24-hour EAP Helpline number: 0800 019 8988.
- ❑ Visit [MyHub](#) for guidance for the full services offered.

Where to go for support

Log on to the [PAM assist website](#) using these credentials:
Username: HMPPS
Password: HMPPS1

For more information or to discuss bookings you can contact PAM directly on the number above or email Wellbeing.CS@pamwellbeing.co.uk

<https://ohiosystems.co.uk/Login.aspx>



Employee Assistance Programme (EAP)

Structured Professional Support (SPS)

Staff Networks and Forums

Networks are a place for celebrating diversity, a trusted space for discussing issues of concern that you may feel are hard to raise elsewhere, offering a listening ear, providing peer support and giving a collective voice on issues. Most importantly, our networks are here to support you and allow you to bring your whole self to work.

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What you need to know

The MOJ has a number of staff networks that you can be part of when you join the Probation Service. You can view them all [here](#).

HMPPS Staff Networks

HMPPS has the following networks available for staff to join:

DAWN – Disability, Advocacy Wellbeing Network

PiPP – Pride in Prison and Probation

RISE – Racial Inclusion and Striving for Equality

Staff forums are similar to networks but provide a safer, confidential space for staff of particular groups to get together with no governance or reporting requirements of the chairs. You can also join these forums:

MINT – Support forum run for and by trans, non-binary and intersex staff

Safe Space – support forum for domestic abuse victims

Mental Health Allies (MHAs) offer confidential support, raise awareness of mental health and challenge the stigma surrounding mental ill health. Allies' support to managers can include providing them with a greater understanding of mental ill health; benefits of workplace adjustments; sources of information and professional support that may be relevant to the individual's circumstances. Each Probation Region within the Probation Service will have a Single Point of Contact (SPOC), working with a team of mental health allies to support managers and staff.

What you need to do

- Advertise the networks and forums to your staff.

What your team needs to do

- Join the networks, if they feel they would benefit.

Where to go for support

You can contact the networks for more information:

DAWN_HMPPS@justice.gov.uk

PiPP_HMPPS@justice.gov.uk

RISE_HMPPS@justice.gov.uk

The Mental Health Allies [intranet page](#) contains more information and guidance.

If you are interested in becoming a mental health ally, please email mentalhealthallies@justice.gov.uk



Staff Networks

Staff Forums

Mental Health Allies



What you need to know

You will receive an email to your Justice account on the 28th June with information about how to log in. You are responsible for managing all processes relating to your team including **absence, expense approvals and ensuring there is up to date information about your employees** on the Single Operating Platform (SOP).

Your bank details are being migrated from your current employer at the end of June. To avoid being paid incorrectly, **please do not change or amend your bank details until the 7th July**.

Payslips will now be electronic only and that there's a change of pay date to the last working day of the month.

Staff may see the incorrect line manager on SOP because of inaccuracies in the data, so a temporary line manager has been assigned to ensure there is management cover for all staff on our system. This is just a temporary approach for system purposes, and line managers remain unchanged unless you or your staff have been told otherwise.

As a line manager, you can pull your staff back in to your hierarchy using SOPHR149 (found on [myHub](#)).

From 7th July, you can claim overtime and expenses on SOP (if you have transferred under the NA). If you did not transfer under the NA, then you have to claim your overtime, some allowances and expenses by a manual workaround. This will be a form submission to SSCL and this will be circulated to managers shortly. Excess fares will be claimed via SOP.

All your and your staff's information (including open sick and resignation information) should have been transferred.

What you need to do

- Log on to SOP to "Take a tour" to learn how to use the system.
- To avoid being paid incorrectly, **do not change or amend bank details until 7th July**.
- Check your hierarchy on 28th June and pull your correct line reports using a SOPHR149 form.
- Check any open staff absences or resignations you had at the point of transfer are on SOP. If not, please contact SSCL.
- Check your details are correct on Employee Self Service.
- If you need to restore someone's Temporary Cover allowance, you can do that by completing the form [here](#).
- You will not be able to do any pay related actions until the **7th July**.

What your team needs to do

- To avoid being paid incorrectly, staff must not change or amend bank details until 7th July.
- Check their details on Employee Self Service are correct.

Where to go for support

[Guidance on SOP Manager responsibilities](#)

[Her Majesty's Prison and Probation Service | Pay, pensions and expenses / Staff pay pensions and expenses \(sscl.com\)](#)

[SOP Job Aids \('How to Guides'\) on myHub](#)

*The Job Aids reflect an earlier version of SOP but the information is the same.

If you have any queries please email the Contact Centre on MoJ-hr-enquiries@gov.sscl.com

If you experience any issues accessing your SOP account please contact the SOP IT team on 0845 241 5351.

What you need to know

If you need professional HR advice, guidance or support for employee issues after you have transferred, the Civil Service HR Casework team are here to help.

Case Managers can provide professional advice covering issues such as attendance, poor performance, conduct and discipline, grievances or appeals and legal employment issues.

After you have contacted the Civil Service HR Casework team, a case manager will either offer immediate advice and guidance or refer your case to a dedicated HR case manager for ongoing support (by phone, email or face-to-face).

If you have any staff transferred with an open HR case, you will be contacted by a Civil Service HR Case Manager. You will manage your staff on the legacy (old CRC/PO/SC) policy until the open case is closed.

From transfer, all staff are covered by the main HMPPS staff management policies:

- Conduct and Discipline
- Grievance
- Poor Performance
- Sickness Absence
- Performance Management

What you need to do

- ❑ If you have a member of staff who transferred with an open case, you will be contacted by a HR Case Manager, who will support you with your case post transfer. You will need to find the applicable legacy policy based on the organisation your team member has transferred from (link in 'Where to go for support').
- ❑ If you transferred with an open case, and are not contacted by an HR Case Manager by July 16th please contact them via the details in 'Where to go for support'.
- ❑ If you need to open a new HR case, please email the **HMPPS casework email** or phone the HR casework managers' advice line on 0345 010 8010 (option 2 for HMPPS employees).

What your team needs to do

- ❑ No action for your team.

Where to go for support

"Who we are" video: [MoJ HR Casework = Who we are](#)

Email the **HMPPS casework email** or phone the HR casework managers' advice line on 0345 010 8010 (option 2 for HMPPS employees).

Policies are found [here](#)



What you need to know

The Competency Based Framework is a simple process for staff to move through the pay points in their pay band. To progress up their pay band, staff will need to choose a competence level at the start of the competence year and record examples during that year that demonstrate all five (or six) of the Probation Service competence areas.

Everyone's competence examples will be different. Staff are expected to record examples of tasks and activities they already carry out. CBF will not move staff down their pay band and staff will only be able to progress one step per year if they satisfy the CBF.

Staff joining on Probation Service Terms and Conditions will have twelve months to work within the process before it is used to determine their pay progression. During that time, they'll receive automatic pay progression.

The CBF will impact **all** staff's pay for the first time on 31 March 2023.

What you need to do

- ❑ Hold an 'opening conversation' with each of your eligible staff members by 31st August. There will be briefings to support you with this.
- ❑ Agree a level of competence for each staff member, and discuss potential examples of their work that they could record during the year to evidence their competence.
- ❑ Update SOP with your staff members' agreed competence level by 31st August.
- ❑ During the year, discuss your staff members' CBF examples.
- ❑ At the end of the year a decision needs to be made about your staff member's competence and SOP needs to be updated by 28th February.

What your team needs to do

- ❑ **Read** the [CBF guide](#).
- ❑ **Identify** their competence level and think about potential competence examples they could record during the year.
- ❑ **Agree** these with their manager during the **opening conversation**.

Where to go for support

Download the CBF Guide and the CBF Record on the [SSCL MyHub](#).

Read our FAQs on the [SSCL MyHub](#).

Watch the CBF Launch Event and our briefing for managers on [MyLearning](#).

Download our [guide to updating SOP](#).



What you need to know

Expenses and Overtime: If you claim expenses, you **need to wait until the 7th July** before you claim them, if you transferred under the national agreement. For staff not covered by the national agreement, you will need to submit a manual form to claim your expenses, overtime and some allowances. Expenses can be claimed at any time during the month. Overtime needs to be claimed by a certain day each month. You can find the deadlines on [myhub](#). Please note that these change slightly each month.

Pay dates and payments: Your current employer will continue to pay you up to and including the 25th June. The NPS will be paying you an 'advance' to cover the 5 days between the 26th and 30th June. This will be paid at your substantive pay amount. This will be paid into your bank on the last working day of June, but **you will not receive a payslip from the probation service in June**. This is because **the payment is done as an 'advance'** not through payroll.

Pay: Most staff are being paid by an advance in June. In July, you will receive two payments and payslips. One will cover 26th to 30th June 2021 and the other will cover July 2021. The June 'advance' (which you will receive from the Probation Service on 30th June 2021) will be deducted from the payslip you receive in July which covers 26th to 30th June 2021. Any balance left to be paid to you will be paid on 30th July. You will receive another payment on 30th July covering your normal pay for July 2021. Staff not receiving a June Advance will receive their 26 – 30 June and July pay together at the end of July. From August onwards, pay will be as normal, through the Probation Service payroll at the end of each month.

What you need to do

- Check your bank details are recorded correctly on SOP after 7th July.
- Wait to claim your expenses on SOP until **after 7th July**.

What your team needs to do

- Check their bank details on SOP are correct after 7th July.
- Wait to claim their expenses on SOP until after 7th July.

Where to go for support

[Additional Pay, Pension and Expenses information](#)

[How you'll be paid in June – Welcome Hub \(hmppsintranet.org.uk\)](#)



What you need to know

What you need to do

Where to go for support

Mileage Compensation Buyout – CRC staff who are covered by the National Agreement may be eligible for a mileage buy-out if:

- On transfer you were in a post designated as attracting essential car user status (with no end date) – you will receive a one-off compensation payment of £1,000.
- If you are currently eligible to claim mileage at the casual user rate of **65p per mile** and have claimed a **minimum of 350 miles** in the past 12 months – you will receive a one-off compensation payment of £410; or,
- If you are currently eligible to claim mileage at the casual user rate of **52p per mile up to and including 64p per mile**, and have claimed a **minimum of 350 miles** in the past 12 months – you will receive a one-off compensation payment of £150.

We will work out whether you meet any of the above criteria using data that your CRC organisation has returned to us with your mileage claims and whether you attract essential car user status. The compensation payment will be made in July's payroll and appear on your payslip in July. If you do not receive a compensation payment on 30th July and believe you are entitled to a compensation payment, then you will be able to submit an appeal to be considered for a mileage buy-out. Appeals guidance and forms will be posted on the Welcome Hub on 30th July 2021.

Hardship Advance: Anyone can request £50 as a hardship advance for July or August pay. The £50 hardship advance will be recovered over 2 months in 2 x £25 instalments. If an advance is requested for July, this will be recovered in August and September. If an advance is requested in August, this will be recovered in September and October. To request a hardship advance staff will contact line managers and line managers must return requests by 7th July to RewardNPS@justice.gov.uk with details of name, NPS employee number and month the advance as requested for (July OR August). Staff can also request a letter with confirmation of their NPS salary, the document and guidance for line managers to complete the letter is on the manager's section of the Welcome Hub.

- Return hardship advance requests by 7th July to RewardNPS@justice.gov.uk

What your team needs to do

- Apply for a hardship advances, if needed.

[Additional Pay, Pension and Expenses information](#)

Hardship Letter can be found in the Pay tab [here](#).

Travel and Benefits

MoJ HR Services manage business critical HR contracts for staff across MoJ, including HMPPS. All the guidance is kept on myHub: <https://hmpps.myhub.sscl.com/>

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Business Travel: All travel and accommodation bookings for work purposes are made via the DigiTS portal. From the DigiTS homepage, you access the "Travel Provider" which will take you to the booking tool, called tRIPS.

Car Hire: can be used for business travel where a 'pool' vehicle or public transport is not available. This is booked through Enterprise. All bookings must be made through the online booking portal Enterprise Travel Direct (ETD). You can access the portal here: <https://ETD.enterprise.co.uk>.

Xexec: The service provided by Xexec includes: **Discounts** gives employees access to discounts and offers and a one-to-one telephone concierge service.

Free Gifts - There are sign up windows throughout the year that will allow you to select either a monthly free beverage, or a quarterly free audio/e-book, or a free quarterly movie rental.

Reward My Staff - Line managers can nominate staff and select from a catalogue of Recognition Award Gifts up to the value of £100.

Edenred: The Edenred service provides staff with discounts, the Cycle to work scheme, the Payroll giving scheme (a way to support your favourite charities) and Compliments Select e-Codes. Within your first few weeks you will be emailed log in details by Edenred so you can access their portal.

What you need to do

- To register for the portal, go to <https://travel.crowncommercial.gov.uk/> and enter your work email address.
- To register for Enterprise, you need to complete the **Enterprise registration form**.

- To register with Xexec, use your work email address at www.mojemployeeerwards.com
- If you haven't received your log in details for Edenred after your first six weeks then contact HRRequests@justice.gov.uk.

What your team needs to do

- Register for the portals.



Where to go for support

- Business Travel:** More information can be found in the [DigiTS user guide](#). Details on what to do if no bookings are available within policy can be found [here](#)
- Car Hire:** For special requirements or any other queries, please contact Enterprise Rental Support Team on **0344 335 0218** or by emailing ukadr@ehi.com Full details and guidance on Car Hire is available on myHub [here](#)
- Xexec:** If you encounter any issues, please call 0208 2016483 or email contactus@xexec.com or for HR Services contact HRRequests@justice.gov.uk
- Edenred:** . If you still haven't received your log in details after your first six weeks, then contact HRRequests@justice.gov.uk.

Business Travel and Car Hire

Xexec and Edenred

What you need to know

All transferring staff will need to complete Essential Civil Service Learning. This comprises a number of different modules and you will find this in your Required Learning tab in MyLearning when you move to an internal account. We are hoping this should be within 2-4 weeks of transfer.

Additionally there are differing post transition learning pathways for different roles. These pathways outline what learning you will need to do after 26th June. Your regions will advise you when these learning activities need to be completed.

MyLearning Account: Continue to access the myLearning platform as and when needed, using the current employer's email address, e.g., @sodexo.com. If you need to register for a new account, use your parent organisation's supplier name (e.g., Purple Futures, MTC , etc). Do not select "Other". Communications will be provided to staff after transfer when accounts have been merged and, at that point, myLearning will be accessed using the new justice email accounts.

Temporary/Agency Workers: Temporary workers have the same access to training as internal staff. As a line manager, you have to set up a mylearning account for them as this is not done automatically (because they are not on SOP). There is a form on [myHub](#), which needs sending to SSCL.

What you need to do

- ❑ Ensure you and your team have completed the essential Civil Service Learning Modules.
- ❑ Check out the learning pathway on the Welcome Hub for your role (and your teams roles) and ensure all training is completed.

What your team needs to do

- ❑ Ensure the Essential Civil Service Learning modules are completed.
- ❑ Ensure all role specific training is completed.



Preventing victim

Where to go for support

[Your post transition learning – Welcome Hub \(hmppsintranet.org.uk\)](#)

If you have any queries or have an old account that has not been matched, email training-services-delegate-management@gov.sscl.com.

To set up a new myLearning account, [Enter your username and password \(kineodns.com\)](#)

What you need to know

It's important that everyone completes their additional information via the online portal. There is help available from SSCL for staff who are struggling to complete their information on the portal.

Line managers may be involved in cases for individuals where information has been identified during the security vetting process.

Physical document checks will need to happen to authenticate the previously emailed documents or to validate documents being used for vetting if they haven't been emailed. These checks will be conducted by VCP's although may require some support from line managers.

What you need to do

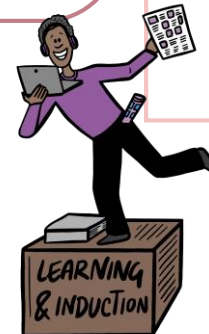
- Encourage your team to use the online portal to complete their additional information (guidance on the Welcome Hub).
- Assist the VCPs if they have questions during the physical document checks.

What your team needs to do

- Ensure they have used the online portal to complete their additional information.

Where to go for support

Guidance for online portal [Vetting – Welcome Hub \(hmppsintranet.org.uk\)](#)



What you need to know

What you need to do

Where to go for support

Heads of HR & HR Community

Heads of HR and the HR Community provide strategic support on HR strategies, engagement, workforce planning, capability development, and work closely with Senior Management to ensure a high performing environment within their area.

- ❑ Line managers will need to be skilled in managing their staff properly and need to have the capacity and capability to do this. Line managers are supported by the other elements of the HR Operating Model.
- ❑ Ensure you are upskilled on HR tasks such as performance management, sick and absence and occupational health.

For day-to-day queries or one-off advice, the service provides a Manager's Advice Line on **0345 010 8010** where a fully qualified Civil Service HR Case Manager will be able to help you.

For guidance on 'How to Complete Your HR Tasks' [HR - HMPPS Intranet \(gsi.gov.uk\)](#)

HR Case Management

HR Case Management provides professional HR advice, guidance or support for employee issues, such as attendance, poor performance, conduct, discipline and grievances or appeals and legal employment issues, such as an employment tribunal.

This service is part of the HR provision for the MoJ and you will be assigned a dedicate case manager for all long term or complicated case, who will assist you with resolving the matter by providing guidance and support throughout each case.

What your team needs to do

- ❑ No specific action required, but staff will need to be familiar with the support model.

Shared Services Connect (SSCL)

SSCL provide transactional HR, Finance and Procurement support for the MoJ and the relationship is managed by People Group. SSCL provide services through the Single Operating Platform (SOP) and myHub.

The MoJ Shared Service offer includes:

- HR Services including Payroll Administration and Absence Management
- Recruitment including Security Clearance and Recruitment Management
- Finance and Procurement including Staff Expenses, Payroll Accounting, Financial Business Activity and Purchase to Pay

What you need to know

We understand pensions can be a tricky topic to navigate.

There is no new information or activities for you to post transfer that haven't been covered in the pre transfer Line Managers pack.

If you are a current eligible member of the Local Government Pension Scheme (LGPS), you will remain as a member under the Greater Manchester Pension Fund (GMPF) on transfer.

For those of you who transfer from a Parent Organisation or Supply Chain who are not currently in a public sector pension scheme, you will be enrolled into either the LGPS or CSPA and you will receive confirmation of the pension you are a member of after joining Probation Service.

However we wanted to reiterate the links to the welcome Hub and support/resources for more information if needed.

What you need to do

No Action Required.

What your team needs to do

No Action Required.

Where to go for support

Information on Welcome Hub [Understanding how your pension will change – Welcome Hub \(hmpsintranet.org.uk\)](https://hmpsintranet.org.uk)

Link to LGPS My Pension Portal Page and registration [My Pension support - GMPF](#)

Link to CSPA Pension Portal Registration Page (you will need a membership number and the employer code is: CSPA1) <https://members.civilservicepensionscheme.org.uk>

The rules and details of the schemes can be found here: [Scheme regulations \(lgpsregs.org\) https://www.civilservicepensionscheme.org.uk/](https://www.civilservicepensionscheme.org.uk)

You can access your LGPS and MyCSP (for Alpha pensions) pension information. If you have already registered there is no need to re-register.

Next phase of the change

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What you need to know

After the 26th June 2021 the Probation Service will continue evolving **towards achieving our organisational structures** that were outlined in the Target Operating Model (TOM). Whilst most people will stay doing the same role they are doing today, some people will experience a change.

Part of the next phase of change will involve ensuring we have the right number of people compared to available posts across our new organisation. To do this, we will be reviewing the size and shape of our new workforce against the target staff numbers that we need to deliver our services effectively. **Learn more about this [here](#).**

It is important to note that if applicable, this process will **apply equally to all Probation Service staff**, whether they are existing NPS staff or transferring in from a CRC, PO or SC organisation.

What you need to do

- ❑ You should ensure you have read [this information](#) on the Welcome Hub.
- ❑ You should support and reassure your team, ensuring that they understand that we need everyone's skills and experience to make our new organisation a success.

What your team needs to do

- ❑ You should encourage your teams to read this information to understand what is coming next.

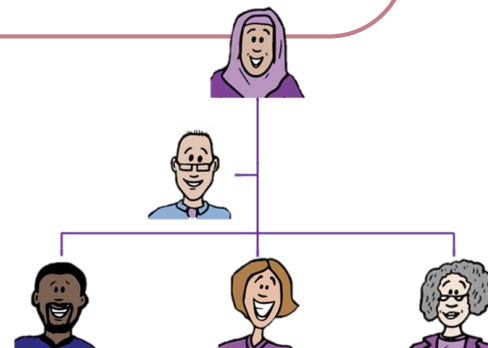
Where to go for support

You should read [these Welcome Hub pages](#) for an overview of the next phase of change.

You should direct any questions about this topic to your region or future team who will be managing this phase locally.

Regions will be sharing their future organisation structures with staff. People who are aligned to the MOJ can see their team structures in the induction packs [here](#).

People who are aligned to Health and Safety, Business Strategy and Change or Contract Management can see their structures [here](#).



What you need to know

For National Agreement staff:

Annual Leave: All CRC staff retain their annual leave entitlement, if this exceeds the NPS entitlements. This applies during the transitional period only i.e. up to and including 28 February 2022. From 1 March 2022, they will receive the Probation Service Annual Leave entitlements.

For staff not covered by the National Agreement:

Generally, things won't change for your staff, including the following:

- Contractual weekly hours
- Salary & Pay Allowances
- Expenses rates
- Annual Leave Entitlement
- Special and Family Leave
- Career Breaks
- Notice Periods
- Contractual Work Location
- Redundancy Pay
- Reward and Recognition

You can find all the legacy policies for anyone in your team not covered by the NA [here](#). This intranet page will have all the information you need to work out which policy applies to you or your staff. Although most legacy policy entitlements remain the same, the NPS procedures may apply. There will be another consultation post transfer with the aim of harmonising remaining policies (this will be in negotiation with recognised Trade Unions).

Some things will change:

- **You will move to the following NPS/HMPPS policies on transfer:** Conduct and Discipline, Grievance, Poor Performance, Sickness Absence, Performance Management, Outside Activities.
- Your pension will transfer to LGPS or Civil Service pension.
- Applying for leave.
- Reporting sick leave and the management of Sick Leave.
- How you claim your expenses - You will transfer on your existing expenses rates but will follow the HMPPS/NPS processes for approval and claiming expenses.

The NPS systems and ways of working mean you may see the following changes:

- Your Pay date will be the end of the month.
- You will use the NPS Salary Sacrifice schemes (e.g. cycle to work scheme or childcare vouchers).
- You will have access to the MOJ Employee Assistance Programme and will use the MOJ Occupational Health services.



Week 1

28 June

Weeks 2-4

5 – 18 July

Ongoing

Qualifications:

- If you have a member of staff who is in a role which requires the probation officer qualification, and does not have it, you need to email [NPS Qualifications](#)

SOP

- To avoid being paid incorrectly, do not change bank details in June.
- Check your hierarchy on 28th June and move staff using a SOPHR149 Form.
- Check any open staff absences or resignations you had at the point of transfer are on SOP. If not, please contact SSCL.
- Check your details are correct on Employee Self Service.

HR Case Management

- If you transferred with an open case or a member of staff on a live warning, you will be contacted by a HR Case Manager, who will support you with your case by 16th July

Travel and Benefits

- To register for the portal, <https://travel.crowncommercial.gov.uk> and enter your work email address.
- To register for Enterprise, you need to complete the **Enterprise registration form**.
- To register with Xexec, use your work email address at www.mojemployeeewards.com
- If you haven't received your log in details for Edenred after your first six weeks, then contact [HR Requests](#).

Employee Assistance Programme

- Ensure your team understands the full range of services offered and can access PAM assist website.

Staff Networks and Forums

- Advertise the networks and forums to your staff.

Pay

- Check your bank details are recorded correctly on SOP after 7th July.
- Wait to claim your expenses on SOP until the 7th July.
- For the first three months, there's the option of a mid-month advance date **for those whose pay date has changed**, please advertise this to your staff.
- Return hardship advance requests by 7th July.

Apprenticeships

- If you have transferred with an apprentice continue to support them over their apprenticeship.
- Attend enrolment and progress reviews with the Talent Coach.
- Provide learner with evidence that supports their apprenticeship and include progress updates in reviews.
- Follow organisational policy and practice around apprenticeships.
- Ensure apprentice achieves their 20% off the job learning and records all evidence of learning.
- Be aware of any specific or special requirements for your apprentice.



Weeks 5-7

19 July – 8 Aug

L&D

- Ensure the Essential Civil Service Learning modules are completed.
- Ensure all role specific training is completed.

Week 8+

9 Aug onwards

CBF

- Hold an 'opening conversation' with each of your staff members by 31st August.
- Agree a level of competence for each staff member, and discuss potential examples of their work that they could record during the year to evidence their competence
- Update SOP with your staff members' agreed competence level by 31st August.
- During the year, discuss your staff members' CBF examples.
- At the end of the year, make a decision on your staff members' competence and update SOP by 28th February.

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