

DEPARTMENT FOR WORK AND PENSIONS

COLLECTIVE AGREEMENT - EMPLOYEE DEAL: PAY OFFER 2016 (AA-HEO)

1.	Introduction	Page 2.
2.	Coverage & Scope	Page 2.
3.	Consequences of exercising an 'opt out'	Page 2.
4.	Date of implementation	Page 3.
5.	Contractual changes	Page 3.
6.	Pay	Page 3.
7.	Working Patterns	Page 3-5.
8.	Flexi Time	Page 5-6.
9.	Notice of Change	Page 6.
11.	Mobility	Page 8.
12.	Part-year and Compressed Hours	Page 7.
13.	Promotions	Page 7.
14.	Hours of Work	Page 8.
15.	Operational Issues	Page 8.
16.	Working Hours	Page 8.
17.	Adherence to this Agreement	Page 8-9.
18.	Review of this Agreement	Page 9.
19.	Withdrawal from this Agreement	Page 9.
20.	Appendix One: Pay Offer	Page 11.
21.	Appendix Two: Revised Contract Clauses.....	Page 12.
22.	Appendix Three: Mobility Policy, Procedures & Advice.....	Page 13-19.
23.	Appendix Four: Part-year Working.....	Page 20-21.
24.	Appendix Five: Operations Agreement	Page 22.

Introduction

1. This document details the collective agreement between DWP and the Public and Commercial Services (PCS) / Prospect / FDA trade unions about the 'Employee Deal: Pay Offer 2016 (AA-HEO)'.

Coverage and scope

2. Unless otherwise stated below, this collective agreement incorporates new terms of employment into the contracts of employment for all employees of DWP in grades Admin Assistant (AA) to Higher Executive Officer (HEO), inclusive, employed at 01 July 2016 or joining DWP by any means on or after 01 July 2016 ("the "Relevant Employees").
3. Relevant Employees will have over two months to consider Employee Deal terms and conditions from the date the final trade union ballot ends on 22 June. If they decide not to incorporate the new terms and conditions into their contract of employment, this must be done in the approved way of using the Resource Management System by the 28 August 2016. This provision is called the 'Opt Out' and is described in paragraph 7 below, which also sets out the Opt Out impact on the employees entitlement to Employee Deal: Pay Offer 2016 (AA-HEO).
 - (a) This will also include colleagues who are long-term absent, who, if they decide to opt out, will need to ensure SSCL Ltd. receives the approved written opt out declaration by 28 August.
4. DWP will ensure that employees who are absent from work will be contacted and given access to the same information as colleagues at work in order that they receive equal opportunity to consider this opt out provision.
5. This collective agreement does not apply to the following employees, who are accordingly not Relevant Employees and will not be affected by or benefit from the contractual changes or Pay Offers this collective agreement sets out:
 - (a) Employees who are not currently employed on DWP terms and conditions because they previously transferred to DWP under TUPE or COSOP and have retained the terms and conditions of their previous employer. These employees will not be in scope for changes to terms and conditions and the pay deal set out in this collective agreement and will retain their current terms and conditions and agreed pay arrangements. They will, however, be offered the opportunity to move over to the new DWP terms and conditions; if they chose to move to DWP terms and conditions, they will need to accept the pay and contractual terms as set out within this collective agreement.
 - (b) Employees who in the future transfers in to DWP under COSOP or TUPE: for staff who are transferring in as part of a COSOP or TUPE transfer, they will be offered the terms of the Employee Deal as part of the consultation process but will not be considered as part of this collective agreement, and will therefore only have its terms incorporated into their contracts as a result of individual agreements.

(c) Employees who transfer out of DWP, whether under COSOP or TUPE, before the Date of Implementation.

6. This collective agreement also sets out terms which will apply to all employees from Grades AA to Grade 6, and new employees to the Department, whether as a result of external recruitment, promotions or lateral transfers.

Consequences of exercising an 'Opt Out'

7. Providing Relevant Employees have registered a decision in the approved way to opt out of 'Employee Deal: Pay Offer 2016 (AA-HEO)', the following will apply:

(a) They will receive a 0.25% increase in consolidated pay for each of the four years, 2016/17, 2017/18, 2018/19 and 2019/20, unless promoted.

(b) They will receive the appropriate one-off, non-consolidated payment for 2016/17 but future non-consolidated payments will be negotiated within each year's annual review.

(c) Their contractual working hours will remain those stipulated in current terms and conditions of employment. The management of such legacy contracts will still involve employees committing to a regular working pattern, as in 13a below, and any flexi time will operate in accordance with the principles at paragraphs 14 and 15 below.

(d) They will still adopt the contractual mobility clause within this agreement, but only if they joined DWP after 13 October 2013. This is because the Mobility Policy at Appendix 3 will replace the Mobility Policy dating from 2013 to the present, regardless of employees' grade and status in relation to 'Employee Deal: Pay Offer 2016 (AA-HEO)'.
(e) Their part-year or compressed hours terms will remain those stipulated in current terms and conditions of employment, although any renewal applications of part-year or compressed hours agreements made on or since 06 January 2014 will be decided, under the policy summarized at Appendix 4.

Date of Implementation

8. This agreement and the contractual changes it sets out take effect on 01 July 2016 ('Date of Implementation').

Contractual Changes

9. Subject to the Opt Out, with effect from the Date of Implementation, the clauses set out in Appendix 1 and Appendix 2 will replace equivalent terms relating to days and times of attendance; mobility; notice of change; part year and compressed hours working and pay in the contracts of employment of the Relevant Employees whether such terms are expressly agreed and set out in their Statement of Terms and

Conditions of employment or some other written agreement, or whether they were agreed orally or implied.

10. All other terms and conditions remain as previously stated. The revised terms and conditions have been agreed with the Public & Commercial Services (PCS), FDA and Prospect trade unions. It is agreed that they will be applied in accordance with the provisions outlined below, which do not create contractual obligations for either party to the agreement.

Pay

11. The pay component of this agreement is detailed in the document 'Employee Deal: Pay Offer 2016 (AA-HEO)' at Appendix 1.

Working Patterns

12. Subject to the opt out, the terms in Appendix 2 will apply to all of the Relevant Employees, including those who have agreed contractual flexible working patterns on or before 01 July 2016, and will accordingly amend the terms of such working patterns.
13. It is agreed that the following principles will be applied when assigning or managing working patterns under the contracted hours 07:45 to 20:00, Monday to Friday, and 08:45 to 17:00 on Saturday:
 - (a) DWP will set for each team a collective staffing requirement specified in terms of the numbers of people committed to be present at 08:00, 09:00, 17:00 and late and in due course 9:00 and 17:00 Saturday.
 - (b) To provide a baseline plan for achieving this staffing requirement, DWP will agree a regular working plan, for each employee, 3 months in advance and lasting for six months. The baseline plan will show each employees' total contractual hours and the start and end of each working day. Employees will subsequently be able to request variations to meet ad hoc personal commitments.
 - (c) Each employee will commit to fix either the start (e.g. 8:00 and/or 9:00 on weekdays) or the end of the day (e.g. 17:00 and/or 18:30 on weekdays, rising to 17:00 and/or 20:00 as demand requires); in due course, this will include a commitment either to be working at the start of a Saturday (9:00) or the end of a Saturday (17:00).
 - (d) Collectively, employees working patterns will need to match the team staffing requirement, reflecting customer demand. Colleagues will endeavour to achieve this match by negotiation within the team; but the employment contract will ultimately enable a manager to require a colleague to work at a specific time on a specific day. But it is agreed for any employee:

- (i) not to fix both the start and the end of the same day, unless the employee chooses to do so;
 - (ii) not to fix more than one in five consecutive working days beyond 17:00, unless the employee chooses to do so;
 - (iii) not to fix more than one Saturday in four consecutive Saturdays, unless the employee chooses to do so;
 - (iv) not to fix, before October 2017, evening work beyond 18:30 other than where it already occurs;
 - (v) not to fix Saturday work before October 2017, other than where it already occurs;
 - (vi) not to fix a working pattern of more than five days per calendar week, unless the employee chooses to do so.
- (e) In telephony teams, once the last call has been answered and after call work has been completed post-18:00, the agent may finish the working day. Regular working patterns will be to 18:30 but after the last call agents may flex-off.
- (f) Regular working patterns agreed as above (sub-paragraphs a) to e)) will ensure the team can meet business requirements. Within this collective team pattern, colleagues may swap with other members of the team.
- (g) Where Saturday working is needed, DWP will agree regular 4-weekly working patterns (which will be repeated 6 times over the 6 months). Again, the management of this will begin with employees stating their preferences including their choice of a Saturday. In setting the 4-weekly pattern, managers will accommodate the choice of non-working day for Saturday workers in the preceding or following week.
- (h) In managing regular working patterns, managers will be fully aware of and comply with the requirements of the Equality Act 2010 in respect of employees with protected characteristics (e.g. disability, religion/beliefs, age, pregnancy/maternity).
- (i) Whether or not they are covered by the Equality Act 2010, for various reasons some employees may not be in a position to work certain hours or days over the six months. In these cases, managers must work constructively with colleagues to find alternative arrangements which enable the individual to combine meeting their personal or caring responsibilities with making a contribution to the team requirements. Such alternatives will be reviewed every six months.

- (j) Employees in customer facing roles will be given a start time which includes 15 minutes preparation time – e.g. someone required to commence serving the public at 08:00 will have a start time of 07:45.

Flexi Time

14. Flexitime has to be operated in a way which supports good customer service. This necessarily will need to take account of levels of annual leave already agreed, sickness, training etc. It will also need to take account of the numbers of people seeking simultaneously to take flexi-time. Each team will therefore be responsible for ensuring enough people are present to run the business throughout the day, with final decisions as necessary resting with line managers.
15. Existing flexi time agreements will be reviewed, in consultation with the trade unions, on a Directorate by Directorate basis in 2016/17 to ensure they fully support the working pattern arrangements described in this agreement. All revised or new Directorate flexi time arrangements will enshrine the following principles:
- (a) Employees may attend during the flexible working period providing there is work that is required to be done and the timing is the most productive for that work. Other than in ad hoc cases agreed with the manager, flex can be accrued from 08:00 (or from 07:30 for those with a 08:00 fixed start).
 - (b) Employees will manage their times of attendance, accrual of credit / deficit and flexi leave responsibly, within their directorate's new arrangements;
 - (c) As resources will be matched against the profiled business requirement at appropriate team level, cooperation across teams will also apply to the use of flexi time;
 - (d) Employees will cooperate with colleagues to meet the business requirement at team level, especially during key pressure times for the business, e.g. post-16:00;
 - (e) Line management of flexi will provide employees with reasonable personal freedom to enable them to maintain work life balance, and meet customer service across the team;
 - (f) Employees who have committed to be present by fixing either their start time or end time will be responsible themselves for arranging for a colleague to take on their commitment before they can flex off or take unexpected leave, and they must take responsibility for informing the manager of the change – although this general expectation will not prevent employees taking leave in emergencies;
 - (g) Where employees guarantee their attendance at certain times by fixing either their start or finish time, that will generate adequate resources to meet customer demand at those times. The flex arrangements above should also

ensure that consent to work flexibly at the opposite, non-fixed end of the day will be assumed, with line managers overriding this assumption exceptionally.

- (h) Line manager consent to take half or full days of flexi leave will be applied for in the same way as with requests for half or full days of annual leave.

Notice of change

16. **Subject to the opt out**, the following principles will be applied when deciding what will amount to “reasonable notice” as set out in the Hours of Attendance clause in Appendix 2:
- (a) Consideration will be given to employees’ personal circumstances and preferences.
 - (b) A minimum of three-months’ notice is standard when notifying a change to an employee’s regular working pattern, including contractual working patterns.
 - (c) A minimum of twelve-months’ notice is standard in respect of changes to part-year working, including contractual part-year working patterns.
 - (d) Employees will be invited to indicate a preferred regular working plan three months in advance and it will operate for six months (i.e. two 6-month plans per year). Colleagues will subsequently be able to request variations to the regular working plan to meet ad hoc personal commitments.
 - (e) The trade unions will be consulted over the design of processes for managing working pattern / scheduling rotations and also consulted about any decision to extended operating hours or implementing Saturday services where they did not previously operate.
 - (f) At least six months’ notice will be given before implementing a Directorate decision to extend operating hours or implement Saturday services where they did not previously operate.

Mobility

17. Subject to the opt out, the Place of Work terms set out in Appendix 2 will be applied in accordance with the principles set out in a revised Mobility Policy, Procedures and Advice set out in Appendix 3. This contains transitional arrangements applicable to decisions taken before 01 July 2020 to close any office.

Part-year and compressed hours

18. Subject to the opt out, all part-year and compressed hour working patterns will be contractually amended so that they will be managed under the current Working Patterns Policy. The policy is set out at Appendix 4.
19. In consequence, all current part-year and compressed hours arrangements agreed before 06 January 2014 will need to have an end-date agreed using the revised criteria

by October 2016. This will be for a period of up to five years with past duration not being part of this period. Such arrangements will be reviewed every 12 months as set out in the Working Patterns Policy. All current part-year and compressed hours will need to have an end-date set. This will be for a period of up to 5 years.

Promotions

‘Employee Deal’ terms

20. Employees who did not adopt the terms and conditions changes in Appendix 2 under ‘Employee Deal: Pay Offer 2016 (AA-HEO)’ will adopt them upon accepting a permanent promotion that was advertised on or after 01 July 2016. This will be employees in grades AA to HEO who elected to opt out as set out in paragraph 3 or employees in grade SEO to Grade 6 who are not in scope of this agreement.

‘Civil Service Reform’ terms

21. Employees in all grades AA to Grade 6 will adopt the following additional changes upon accepting permanent promotion advertised on or after 01 July 2020:

- (a) Adoption of DWP’s 2013 Sick Pay Scheme (i.e. the Civil Service Reform scheme);
- (b) Adoption of a 37 hours net (42 hours gross) working week in London pay zones, pro-rata for part-time employees;
- (c) Adoption of the Civil Service Reform policy relating to legacy rights to the former 1½ days’ privilege leave.

Hours of Work (London)

22. The standard working week in the London Pay zone will be 37 hours, net (42 hours, gross). This will apply to any employee joining DWP by external recruitment or voluntary lateral transfer from another Civil Service organisation in response to an advertisement issued on 01 July 2016 or subsequently. People employed by DWP on 01 July 2016 will be exempt from this provision.

Operational Issues

23. It is currently agreed that the DWP’s operating times will be set out as below. However, DWP reserves the right to amend the timeframe over which new operating times are introduced as may be required for operational reasons. Any decision by DWP to extend this timeframe, by whatever period, will not result in a variation to the contractual terms as set out in Appendix 2.

24. The Department intends to offer a service to customers along the following lines:

- (a) from October 2016, business lines will operate from 08:00 to 18:00 (or until 20:00 in CMG, which will reduce to 19:30 from January 2017) Monday to Friday; this means

that teams will need to cover across 07.45 to 18:30, recognising that we need to provide a core service from 9am to 5pm (e.g. Jobcentres).

- (b) as demand increases, to extend the service hours, but not before October 2017; and
- (c) from 08:00 to 19:30, Monday to Friday, and 09:00 to 16:30 on Saturdays by 2019-2020; and
- (d) implementing a consistent approach across the business, according to principles outlined in Appendix 5.

Working Hours

25. No change to an employee's total working hours, only to the working pattern, unless requested by the employee, except potentially in the case of part-year working where, following full consideration of personal and business circumstances, an overriding business need necessitates DWP serving notice to end a part-year agreement;

Adherence to the Agreement

Trade unions

- 26. Support the proposition that the fairest way to arrange cover across the operational day is ideally for employees to contribute fairly and reasonably to providing team cover.
- 27. Commit to the provision of high quality public service.

DWP

- 28. DWP will promote the terms of the **collective** agreement at all levels of the business.
- 29. DWP employees and managers will be expected to adhere to the terms of this agreement.
- 30. Where disagreements arise regarding changes to working patterns, including part-year contracts, if they cannot be resolved through the normal grievance process and TU believe the decision is perverse; DWP will appoint an independent panel including a trade union representative to consider such exceptional cases. This arrangement will apply for 12 months from the date it is established, reviewable after 6 months and 11 months and extendable by agreement.

Review of this agreement

- 31. The implementation of this agreement will be reviewed annually
- 32. This agreement can be amended only by mutual agreement of the parties.

Withdrawal from the agreement

33. Either side may withdraw from this agreement by giving 6 months' written notice. The earliest this notice could be given is 01 July 2020.
34. The parties agree that any representations, comments, statements or undertakings made orally or in writing during the collective bargaining process which resulted in this agreement, but which are not expressly set out in this agreement, will not form a part of it.

Agreement signed on [enter date] by:

Signature.....

Robert Devereux

Permanent Secretary, Department for Work and Pensions

Signature.....

Charles Law

Industrial Officer, Public and Commercial Services Union

Signature.....

Geraldine O'Connell

National Secretary, Prospect

Signature.....

Mike Buckley

Secretary, FDA DWP Branch

Employee Deal: DWP Pay Offer 2016 (AA – HEO)

Contents

[Introduction](#)

[Eligibility and Scope](#)

[Summary of the Pay Offer](#)

[Review Arrangements](#)

[Consolidated Pay](#)

[Specialist Pay Arrangements](#)

[Pay Offer for those who opt out of the Employee Deal](#)

[Non-Consolidated Pay](#)

[Allowances](#)

[Further Information](#)

[Specific Circumstances](#)

Links to other tools

[Pay Scales AA-HEO 2016-2019](#)

[Specialist Pay Scales AA-HEO 2016-2019](#)

[Pay Calculator AA-HEO 2016-2019](#) 

[Allowances and Additions 2016](#)

[Frequently Asked Questions](#)

[Guide to Commonly Used Terms](#)

1. Introduction

1.1 Through the Government's 2015 Spending Review process DWP put forward a persuasive argument that we need to reform our pay structures resulting in DWP being given limited pay flexibility for the remaining four years of this parliament.

1.2 The pay flexibility was granted to support the extent of DWPs service transformation. As part of any deal on pay we are also looking at mobility and the times colleagues are

available to serve our customers and meet changing customer demand. Further information about the Employee Deal can be found on the [Employee Deal Homepage](#).

1.3 The pay flexibility enables us to start to resolve, through negotiation with our trades unions, some of the pay issues we face within the department including pay progression, reducing the length of our pay scales and addressing DWP's pay rates compared to other Civil Service departments.

1.4 Reforming our pay allows us to deliver The Department's welfare reform plans and 2020 vision.

1.5 The Employee Deal comprises of the 'Employee Deal DWP Pay Offer 2016 (AA-HEO)' and the Employee Deal contractual changes which are set out in the [proposed Collective Agreement](#).

1.6 The pay offer is applicable to those who are substantive in DWP grades AA – HEO and equivalent.

1.7 The consolidated pay offer covers a contractual period of four years which includes the settlement dates of 1 July 2016, 1 July 2017, 1 July 2018 and 1 July 2019. Throughout this letter the four years will be referred to as Year 1, Year 2, Year 3 and Year 4 respectively.

1.8 The non-consolidated pay offer covers one year only which includes the settlement date of 1 July 2016.

1.9 There is a [separate pay offer](#) for those who are substantive in grades SEO – Grade 6 (and equivalent).

2. Eligibility Criteria

2.1 To be entitled to the pay offer you must;

(a) be employed by the Department for Work and Pensions (DWP) each year of the offer on both 30 June and 1 July;

(b) have satisfactory performance. This means that:

- You will not be eligible for a consolidated pay increase whilst you are undergoing formal poor performance action and have received a Must Improve end of year performance marking.
- You will not be eligible for a non-consolidated performance payment if you have received a Must Improve performance marking for the performance year (regardless of whether or not any formal poor performance action has been commenced on RM or equivalent future system).

(c) not have chosen to Opt Out in accordance with paragraphs 3 and 7 of the [proposed Collective Agreement](#). If you have chosen to Opt Out, separate arrangements will apply in accordance with paragraphs 3.2 and Section 15 below;

(d) not have been expressly excluded from the scope of the [proposed Collective Agreement](#) in accordance with paragraph 5 of that agreement.

2.2 The need to be employed by DWP should be taken to mean employed by DWP within the DWP bargaining group as set out in paragraph 3.1.

2.3 Entitlement to the pay offer will also be subject to the [Specific Circumstances](#) set out in paragraph 19. If you belong to a particular group of employees not covered within the basic pay offer, for example you are in receipt of TDA or mark time pay; the [Specific Circumstances](#) will give guidance on the pay arrangements that apply to you.

2.4 Your entitlement will also be subject to the further detail contained in this offer letter.

3 Scope for the Employee Deal Pay Offer

3.1 You are in scope if you are part of the DWP bargaining group that incorporates substantive Grade AA (and equivalents) through to HEO (and equivalents), including employees on temporary or fixed term contracts, employees within the Child Maintenance Group, including those previously on Commission Executive terms and conditions, who have transferred onto DWP terms and conditions and employees on a DWP HEO(D) Fast Stream scheme.

3.2 Separate arrangements will apply to employees who chose to opt out of the Employee Deal. If you chose to opt out you have not given consent to the contractual changes to your contract of employment as set out in the [proposed Collective Agreement](#) and separate pay offer arrangements apply as detailed within this offer and set out in [Section 15](#).

3.3 A [separate pay offer](#) is applicable to employees who are substantive in DWP grades SEO-G6 (and equivalents).

3.4 Separate arrangements apply to employees who are not currently employed on DWP Terms and Conditions.

- If you are matched to DWP grades AA-HEO and you are not currently employed on DWP Terms and Conditions, you have not given consent to the contractual changes to your contract of employment as set out in the proposed Collective Agreement and separate arrangements apply [see Not on DWP Terms and Conditions](#).
- If you are matched to DWP grades SEO-G6 and you are not currently employed on DWP Terms and Conditions, a [separate pay offer](#) is applicable.

3.5 Summer intern programme employees are not in scope for any DWP Pay Award.

4 Summary of the Pay Offer – Principles Underpinning the Offer

4.1 The pay flexibility will be used to reform pay structures for grades AA-HEO (and equivalents) by:

- a) Moving towards a [spot rate](#) for each grade and pay zone
- b) Moving towards two pay zones (National and London)
- c) Complying with HM Treasury criteria
- d) Providing a four year consolidated pay offer

4.2 The impact on an individual's salary over the four years will be dependent on their grade, position on pay scale and pay zone.

4.3 No individual will receive less than 1.1% each year over four years (excluding those on the DWP Fast Stream pay scale maximum) subject to satisfactory performance and other criteria set out within this offer.

4.4 No individual will receive more than 5% each year over four years unless linked to statutory increases.

4.5 The majority of employees will reach a spot rate by Year 4. By year 4 all pay scales will have significantly reduced or reached a spot rate.

4.6 Non-consolidated lump sum payments based on end of year performance markings will provide lump sums to the majority of employees in Year 1.

4.7 For employees who opt out of the Employee Deal different pay arrangements will apply and these are set out in Section 15.

5 Review Arrangements

5.1 Each year, as part of annual pay negotiations, we will review the consolidated increases set out as part of the four year pay offer, taking in to account:

- Statutory requirements, which will include reviewing current and forecast statutory National Living Wage rates.
- Other external and economic factors.

5.2 The non-consolidated pay offer and allowances will continue to be negotiated on an annual basis.

6 What does the pay offer mean to you?

6.1 The pay offer is explained in more detail in the rest of this letter.

6.2 [Pay Scales for AA-HEO](#) (and equivalents) are provided on the Pay Award Homepage.

6.3 Where individuals opt out of the Employee Deal [the separate pay scales for AA-HEO \(and equivalents\)](#) will apply.

6.4 By entering some basic details about your current salary, substantive grade and location, the [Pay Calculator for AA-HEO's](#) (and equivalents) will give you an indication of the consolidated pay increase you may be entitled to over the four year period.

6.5 Further tools are available on the [Pay Award Homepage](#) including [Commonly Used Terms](#) and [FAQs](#).

7 Pay Zones

7.1 Over the four year period we will move towards two pay zones per grade, National and London.

7.2 The Inner and Outer London pay scales will move towards a single London spot rate per grade. Where a pay scale does not reach a spot rate, the pay scale maxima for each grade will be fully aligned by Year 4.

7.3 The National and Specified Location (SLPZ) pay scales will move towards a single National pay zone. After the Year 4 award has been implemented, the National pay scale maximum (or spot rate) will become the maximum for the single National pay zone.

7.4 Individuals on currently on the SLPZ pay scale should read [Section 19.1](#).

8 Pay Scale Minima

8.1 The [Pay Scales for AA-HEO \(and equivalents\)](#) show the pay scale minima over the four year period.

8.2 Those on the pay scale minimum will receive the highest increases over the four year period.

8.3 Individuals on the pay scale minimum will receive increases of between 1.1% and 5% in each of the four years unless linked to statutory uplifts.

9 Pay Scale Maxima

9.1 The [Pay Scales for AA-HEO \(and equivalents\)](#) show the Pay Scale maxima over the four year period.

9.2 Individuals on the pay scale maximum will receive increases of between 1.1% and 3.9% in each of the four years.

9.3 This excludes the AA pay scale maxima and the DWP Fast Stream maximum

9.4 Individuals on the AA pay scale maxima will receive increases of between 1.9% and 5.9% in each of the four years linked to projected statutory uplifts.

9.5 Individuals on the DWP Fast Stream pay scale should read [Section 14](#).

10 Salaries Between the Pay Scale Minima and Maxima

10.1 Those between their pay scale minimum and maximum will receive a fixed cash value increase. The fixed cash amount will be lower than the increase to pay scale minimum but higher than the increase to pay scale maximum which will move individuals towards their pay scale maximum.

10.2 Individuals on SLPZ pay zone will receive a 1.1% increase instead of a fixed cash value increase. Individuals currently on the SLPZ pay scale should read Section 19.1.

10.3 Increases are capped to the pay scale maximum each year. Individuals may receive less than the below increase value if their salary is close to the pay scale maximum that year. When an individual reaches their pay scale maximum their salary will increase in line with increases to the pay scale maximum [see section 9](#).

10.4 Individuals may receive more than the increase value where the pay scale minimum increases to a higher value than the individual's salary that year. When an individual's salary is at the pay scale minimum, their salary will increase in line with increases to the pay scale minimum [see section 8](#).

10.5 The table below provides the Full Time Equivalent (FTE) fixed cash value increase or % increase that individuals will receive in each year, where they are between the minimum and maximum of the generalist pay scale or any specialist pay scales that does not have a pay lead. Subject to above sections 10.3 and 10.4.

Annual (FTE) increases for salaries between the generalist minimum and maximum 2016-2019				
	AA	AO	EO	HEO
National	£403	£589	£794	£1,155
SLPZ	1.1%	1.1%	1.1%	1.1%
Outer London	£675	£873	£1,058	£1,269
Inner London	£375	£723	£997	£1,324

11 Statutory Uplifts

11.1 Individuals will continue to receive at least the statutory National Minimum Wage and the statutory National Living Wage.

11.2 DWP will apply the statutory National Living Wage to all colleagues, regardless of age over the four year period.

11.3 The pay scale increases taking place with effect from 1 July in each of the four years take in to account the projected annual increase to the statutory National Living Wage due the following April. This ensures a benefit of 9 months additional payment at the projected statutory National Living Wage rate each year.

11.4 Individuals with a salary at or close to the statutory National Living Wage rate for that year may receive a salary increase which exceeds 5%.

12 Must Improve / Formal Poor Performance Action

12.1 You are not eligible for the pay award if you have received a Must Improve end of year performance marking that year and you are undergoing formal poor performance action (e.g. if you have received a Must Improve for the 2015-16 performance year and are undergoing formal poor performance, you are not eligible for the Year 1 (2016) pay award).

12.2 Your salary will remain at the existing level even if this means that you remain below the new pay scale minimum. Checks will be put in place to ensure that no employees fall below national minimum wage or statutory national living wage; we do not envisage that this situation is likely to arise because DWP salaries are all above that level.

12.3 Should your performance subsequently improve and formal poor performance action has ceased on RM, you will then become eligible for the pay uplift.

13 Specialist Pay Arrangements

13.1 The [Pay Scales for AA-HEO](#) (and equivalents) show the Specialist Pay Scale minima and maxima over the four year period.

13.2 Specialist pay scales will move towards a London and a National spot rate per grade, based on the same principles as set out for the Generalist pay scales Sections 7 - 9.

13.3 Specialist pay scales maxima will maintain the same pay lead (where applicable), in percentage terms, over the equivalent Generalist pay scale maxima/spot rate in each of the four years.

13.4 Those between their pay scale minimum and maximum will receive [a fixed cash value increase](#). Subject to 13.5 and 13.6 below.

13.5 Increases are capped to the pay scale maximum each year. Individuals may receive less than the increase value if their salary is close to the pay scale maximum that year. When an individual reaches their pay scale maximum their salary will increase in line with increases to the pay scale maximum [see section 9](#).

13.6 Individuals may receive more than the fixed cash value increase where the pay scale minimum increases to a higher value than the individual's salary that year. When an individual's salary is at the pay scale minimum, their salary will increase in line with increases to the pay scale minimum [see section 8](#)

13.7 For specialist pay scales that do not have a pay lead, [see section 10](#). These include Accountants (HEO), Research Officers (HEO), Higher Statistical Officers (HEO) and Statistical Officers (EO). They will still remain on their specialist pay scales.

14 DWP Fast Stream Pay Arrangements

14.1 The pay scale minimum will increase to £28,000 in Year 1. This rate is subject to Cabinet Office criteria and will be reviewed in each of the four years.

14.2 Existing employees on or above the DWP Fast Stream pay scale minimum will receive a 2.7% increase in each of the four years, capped to the pay scale maximum.

14.3 The guaranteed minimum will increase by 2.7% in each of the four years.

14.4 The pay scale maximum will increase by 1% in each of the four years.

15 Pay Offer for those who opt out of the Employee Deal

15.1 Employees who opt out of the Employee Deal will receive a 0.25% increase to consolidated base pay over each of the four years (subject to 15.2 below). Where individuals have opted out of the Employee Deal legacy pay scales based on 2015 rates plus 0.25% for AA-HEO (and equivalents) will apply.

15.2 Individuals will continue to receive at least the statutory National Minimum Wage and statutory National Living Wage. Any uplifts to pay scales to meet our statutory requirement will be made from the date of the change to the statutory pay rate.

15.3 The value of the non-consolidated increase will be reviewed as part of the arrangements in [5.1](#).

15.4 You will be eligible for a non-consolidated payment as set out in [Section 16](#).

15.5 You will be covered by the change to allowances as set out in [Section 17](#).

16 Non-Consolidated Pay Offer

16.1 The non-consolidated pay offer covers Year 1 only. Future non-consolidated pay offers will be negotiated on an annual basis.

16.2 Over the next four years, the overall non-consolidated pot will reduce as funding is moved across to the consolidated pot. By Year 4 the non-consolidated pot will have reduced to approximately 0.4% of pay bill.

16.3 You will be eligible for a non-consolidated payment in recognition of your individual contribution if you attain an 'Exceeded' or 'Achieved' rating under People Performance and were in post on 31 March 2016 and 1 July 2016.

16.4 If you have a "Must Improve" rating you will not receive an end of year performance award, regardless of whether formal poor performance action has commenced.

16.5 An end of year non-consolidated payment will be paid to all qualifying employees regardless of salary.

16.6 Individual performance awards will be:

- determined on the basis of the performance marking achieved for the 2015/16 performance year
- paid at the level appropriate to the grade in which you have been assessed, unless otherwise stated.
- paid as a non-consolidated, non-pensionable, non-superannuable lump sum; and
- subject to tax and National Insurance.

16.7 In the following circumstances the non-consolidated payment will be pro-rated to reflect the number of days in service and/or working pattern:

- if you have not been in post for the whole of the reporting year 1 April 2015 to 31 March 2016.
- if you have not worked full-time for the whole of the performance year; or
- if you work part-time and/or part-year.

16.8 If you do not have 60 days actual performance you will not have your performance assessed and will not be entitled to an end of year award. Exceptions to this are where;

- the absence is due to maternity (including maternity-related illness during pregnancy), paternity, adoption or disability related sickness absence; or

- no performance rating is due because you are currently surplus but have more than 60 days service during the performance year;

16.9 In these circumstances an employee's performance marking will be mapped across from previous year's marking e.g. 2015 exceeded = 2016 exceeded.

16.10 For OGD transfers see [Specific Circumstances](#) .

16.11 The non-consolidated payment values for Year 1 are shown in the table below.

Year 1 (2016) Non-Consolidated Values				
	AA	AO	EO	HEO
Exceeded	£550	£625	£750	£800
Achieved	£450	£500	£500	£500

17 Allowances

17.1 Most [allowance rates](#) will be increased by 1% in year 1. The new rates are reflected in the allowances table.

17.2 As part of this year's pay negotiations, Extended Working Hours Allowance (EWHA) will cease in July 2019. Only staff who hold reserved rights and have claimed the allowance between 1 October 2014 and 31 March 2016 will be eligible to claim until July 2019.

18 Further Information

18.1 To help clarify any questions or concerns you may have, we have outlined answers to the most [frequently asked questions](#).

18.2 Further information about the Employee Deal can be found on the [Employee Deal Homepage](#).

18.3 We have included a guide to [commonly used terms](#) that have been used throughout this letter.

18.4 Once you have read this letter, if you still have any remaining questions, please speak to your line manager. If they are unable to answer your query they will either direct you to Employee Shared Services or liaise with the ESS / HR Casework team in line with the [Service Delivery Model](#).

18.5 The DWP Pay Team will not be able to respond to queries directly but we will communicate through the Pay Award pages on the intranet. We will regularly review and update our Q&A in response to any common issues that are raised.

19 Specific Circumstances

19.1 Specified Location Pay Zone (SLPZ)

This section (19.1) does not apply to those who opt out of the Employee Deal.

Individuals on SLPZ pay zone will receive at least a 1.1% consolidated increase each year.

Once the corresponding National pay scale minimum has increased to the same level as the SLPZ pay scale minimum, the SLPZ minimum will increase at the same rate as the National minimum, rather than by 1.1%. This will ensure that both the National and the SLPZ pay scale minimum have aligned at the end of the four year period.

Following implementation of the Year 4 award, the National pay scale maximum (or spot rate) will become the maximum for the Single National Pay Zone. Individuals whose salary is above the Single National Pay Zone maximum (or spot rate) following implementation of the Year 4 award will retain their salary on a personal pay point above the maximum.

19.2 Part-Time and Part-Year Employees

If you work less than full time conditioned hours and/or a part year work pattern then your increased pay will be adjusted to reflect the hours that you are contracted to work. The pay award will first be applied to your full time equivalent (FTE) salary and then the new rate of pay will be pro-rated to account for the average number of weekly hours that you are contracted to work.

19.3 Employees in Receipt of Mark Time Pay

Any consolidated pay increase will erode any mark time pay in place. Mark time pay will not be eroded by non-consolidated individual performance awards.

19.4 Treatment of Employees Above the Maximum

If your salary on 30 June was already above the pay scale maxima but below the new maxima of your pay scale effective from 1 July that year, you will receive the balance up to the new pay scale maxima.

If your salary on 30 June remains above the new maxima of your pay scale effective from 1 July that year, you will see no change in your salary.

For Example: If your salary on 30 June 2016 is above the 2015 pay scale max but below the 2016 pay scale max, you will receive an increase up to the 2016 pay scale max effective 1 July 2016.

19.5 Unpaid Non-Attendance

If you are on carers leave, long-term sick absence, unauthorised absence or special leave without pay including maternity, paternity, or adoption leave on 1 July of that year, you will qualify for the pay award subject to having a satisfactory performance level.

You will be progressed through the pay award to the point on your pay scale as if you had remained at work, but will receive no actual payment until your return to work.

If you have opted out of the Employee Deal the 2015 pay scale will be used to calculate your progression through the pay awards over the four year period.

19.6 Leavers - Resigned / Retired / End of Fixed Term Contract

If you were in post on the DWP [qualifying dates](#) and have subsequently left, you will receive any arrears and pay or non-consolidated payment that are due.

19.7 New Entrants On or After 1 July

If you are a new entrant to DWP on or after 1 July, you will not be eligible for the pay award in that year. The exception to this is if you are on the previous year's pay scale minimum (because the pay award has not been implemented when you started) you will be uplifted to the new scale minimum if it has increased.

There are different arrangements in place for those transferring in from OGD's – please see the section on [OGD transfers](#).

19.8 Flexible Starting Pay

If you were employed on Flexible Starting Pay and took up post on or after 1 July you will see no change in salary unless:

- your pay is lower than the new scale minima for that year (because you were employed before the pay award was implemented and remain on the previous years scale minima); or
- your contract specifies a particular position on the pay scale and pay has to be adjusted to preserve that.

19.9 Promoted Between 1 July and the Pay Award Implementation Date

Your pay on promotion will start when you begin your new role. Starting pay on promotion will be recalculated to take account of any change in salary between 1 July (the date the pay award is payable from) and the date of promotion.

The payroll system will automatically check the records of employees who have been promoted between these two dates and re-calculate the salary. It will first apply the pay award increase to the lower grade and then secondly, re-apply starting pay on promotion terms to the increased salary. Any arrears will be identified and paid.

Non-consolidated payments will be paid at the level appropriate to the grade in which you were assessed.

19.10 Promoted to SEO on or before 1 July

If you are promoted to SEO on or before 1 July, you will not be eligible to the AA-HEO consolidated pay offer for that year. A [separate pay offer](#) is applicable to those in grades SEO-Grade 6.

19.11 Temporary Duties Addition (TDA)

If you are on TDA you will first have the pay award applied to your substantive salary. Your TDA rate will then be recalculated using the 2016 pay rates giving you the better of the new band minimum or substantive salary plus 10%.

If you have opted out of the employee deal and you are on TDA to grade AO – HEO (or equivalent) your TDA rate will continue to be calculated using the 2015 pay scales.

Any non-consolidated payment will be based on your substantive grade on the 31 March 2016 unless you have been assessed in the higher grade because you have worked for 183 days or more in that grade.

19.12 Overtime Worked Since 1 July

The payroll system will automatically check the overtime records of employees and will pay any arrears due following an increase to basic salary if the award is implemented after 1 July.

19.13 OGD Transfers / Loans in to DWP

If you transfer either permanently or on loan, into DWP on or after 1 April from another government department, you will not have automatic entitlement to the DWP pay award for that year.

In these circumstances, DWP payroll will contact your previous department to establish if you are entitled to the DWP pay award or the exporting department's pay award.

If you are entitled to the DWP pay award it will be calculated and implemented separately from the main pay award but will be effective from 1 July of that year.

Where an OGD transfer has taken place, the overall civil service performance and reckonable attendance during the performance year should be taken into account when calculating any entitlement to a DWP non-consolidated award. Please see [Performance Policy](#) for further information.

Different arrangements apply to employees who transferred in to DWP through other methods such as TUPE or COSOP transfers. Please see [Section 19.17](#).

19.14 Transfers / Loans out to Other Government Departments (OGD)

If you transfer either permanently or on loan to an OGD after 1 July 2016, your new payroll will be notified of any arrears that may be due to you up to your date of transfer. This includes any non-consolidated payment.

19.15 Returning to DWP Following Loan to an OGD

If you return to DWP before the 1 July you may be entitled to the DWP pay award for that year. If you return on or after the 1 July, you will receive the pay award of the Department whose salary rate is the most favourable for that year. If you have already received the OGD pay award and your new DWP salary is found to be more favourable you will receive the balance.

If you have opted out of the Employee Deal, separate pay arrangements will apply as set out in Section 15. The Employee Deal pay scales will not be used when carrying out a pay comparison between the OGD and DWP.

Your entitlement to a performance related non-consolidated award should be specified in your loan agreement.

19.16 **Secondment**

If you are on secondment you will have retained DWP Terms and Conditions and will be eligible for DWP's pay award providing you meet all of the eligibility criteria.

If you opt out of the Employee Deal, separate pay arrangements will apply as set out in Section 15.

If you are in receipt of Secondment Allowance, the amount you receive will be eroded by any consolidated pay award.

If you have a qualifying performance marking for the relevant year, you will also receive a non-consolidated payment.

19.17 **Employees not on DWP Terms and Conditions (e.g. TUPE or COSOP transferee's who have retained Terms and Conditions).**

Individuals who have retained Terms and Conditions will have the opportunity to opt in to the DWP Employee Deal.

If you opt in to the DWP Employee Deal you will give consent to voluntarily move to adopt all of DWP's terms and conditions including the contractual changes as set out in the collective agreement and are therefore eligible for the above Employee Deal: DWP Pay Offer 2016 (AA – HEO).

If you choose to retain your existing terms and conditions separate pay arrangements will apply as follows:

Consolidated Pay Offer

- If you have contractual pay progression this will still apply subject to your pay scale maximum.
- Staff who do not have contractual pay progression, will receive a 1% increase in each of the four years, subject to their pay scale maximum.

Non-Consolidated Pay Offer

- If you have a protected performance related non-consolidated payment, this will apply.
- Staff who do not have a protected performance related non-consolidated payment will receive the relevant DWP non-consolidated pay awards for their grades subject to achieving an Exceeded or Achieved performance marking.

Pay Scales (AA-HEO)

Content

This page provides payscales for employees in grades AA – HEO in both Generalist and Specialist Roles. The payscales are split in to two sections:

Employee Deal Pay Scales AA-HEO

The Employee Deal Pay Scales apply to staff who are in scope for the Employee Deal pay offer for Grades AA-HEO and equivalent.

1. [Generalist Pay Scales 2016-2019](#)
2. [Specialist Pay Scales 2016-2019](#)

These pay scales do not apply to employees who opt out of the Employee Deal. Employees who opt out of the Employee Deal should refer to pay scales 2014-2016.

Pay Scales 2014-2016

This section provides both previous pay scales for 2014 and 2015, and the 2016 pay scales for grades AA – HEO who opt out of the Employee Deal

3. [Generalist 2014-2016](#)
4. [Specialist 2014-2016](#)

1. Employee Deal Generalist Pay Scales 2016-2019 (AA-HEO)

Grade / Pay Zone	2016		2017		2018		2019	
	Min	Max	Min	Max	Min	Max	Min	Max
AA								
National	£16,772	£16,772	£17,758	£17,758	£18,745	£18,745	£19,732	£19,732
SLPZ	£17,976	£17,976	£18,174	£18,174	£18,745	£18,745	£19,732	£19,732
Outer London	£18,960	£18,960	£19,635	£19,635	£20,310	£20,310	£20,984	£20,984
Inner London	£19,860	£19,860	£20,235	£20,235	£20,610	£20,610	£20,984	£20,984
	2016		2017		2018		2019	
AO								
National	£17,598	£19,734	£18,478	£19,983	£19,402	£20,232	£20,499	£20,499
SLPZ	£19,058	£21,904	£19,267	£22,145	£19,479	£22,388	£20,499	£22,635
Outer London	£20,375	£22,767	£21,394	£23,344	£22,464	£23,921	£23,587	£24,498
Inner London	£21,725	£22,936	£22,649	£23,457	£23,574	£23,978	£24,498	£24,498
	2016		2017		2018		2019	
EO								
National	£23,310	£25,646	£24,476	£26,061	£25,699	£26,477	£26,892	£26,892
SLPZ	£23,446	£27,879	£24,476	£28,185	£25,699	£28,496	£26,892	£28,809

Outer London	£24,680	£28,820	£25,914	£29,580	£27,210	£30,340	£28,570	£31,099
Inner London	£26,177	£29,743	£27,485	£30,195	£28,860	£30,647	£30,303	£31,099
	2016		2017		2018		2019	
HEO	Min	Max	Min	Max	Min	Max	Min	Max
National	£26,959	£31,635	£28,307	£32,239	£29,722	£32,844	£31,208	£33,448
SLPZ	£27,950	£33,545	£28,307	£33,914	£29,722	£34,288	£31,208	£34,665
Outer London	£29,600	£34,775	£31,079	£35,865	£32,633	£36,955	£34,265	£38,045
Inner London	£30,886	£35,694	£32,430	£36,478	£34,052	£37,262	£35,754	£38,045
	2016		2017		2018		2019	
SGB1	Min	Max	Min	Max	Min	Max	Min	Max
National	£17,598	£18,403	£18,478	£19,095	£19,402	£19,788	£20,499	£20,499
Outer London	£20,375	£21,331	£21,394	£22,398	£22,464	£23,452	£23,587	£24,498
Inner London	£21,725	£22,126	£22,649	£22,917	£23,574	£23,708	£24,498	£24,498
	2016		2017		2018		2019	
SGB2	Min	Max	Min	Max	Min	Max	Min	Max
National	£16,772	£16,772	£17,758	£17,758	£18,745	£18,745	£19,732	£19,732
Outer London	£18,960	£18,960	£19,635	£19,635	£20,310	£20,310	£20,984	£20,984
Inner London	£19,860	£19,860	£20,235	£20,235	£20,610	£20,610	£20,984	£20,984

2. Employee Deal Specialist Pay Scales 2016-2019 (AA-HEO)

Fast Stream	Min*	Guaranteed Min	Max
2016	£28,000	£33,668	£39,522
2017	£28,000	£34,578	£39,918
2018	£28,000	£35,512	£40,318
2019	£28,000	£36,471	£40,722

* Fast Stream pay scale minimum in line with Cabinet Office guidance and subject to review each year.

Note: Rate irrespective of workplace – Includes HEO (D) Economic Assistant, Assistant Statistician, Social Research, Operational grades.

For those Fast Stream schemes that use the Fast Stream DWP guaranteed minimum this is awarded after successfully passing the gated review after two years on the scheme.

Accountancy Group	2016		2017		2018		2019	
Accountant Fully Qualified HEO	Min	Max	Min	Max	Min	Max	Min	Max
National	£26,959	£31,635	£28,307	£32,239	£29,722	£32,844	£31,208	£33,448

SLPZ	£27,950	£33,545	£28,307	£33,914	£29,722	£34,288	£31,208	£34,665
Outer London	£29,600	£34,775	£31,080	£35,865	£32,634	£36,955	£34,266	£38,045
Inner London	£30,886	£35,694	£32,431	£36,478	£34,052	£37,262	£35,755	£38,045
Analyst Group	2016		2017		2018		2019	
Statistical Officer EO	Min	Max	Min	Max	Min	Max	Min	Max
National	£23,310	£25,646	£24,476	£26,061	£25,699	£26,477	£26,892	£26,892
SLPZ	£23,446	£27,879	£24,476	£28,185	£25,699	£28,496	£26,892	£28,809
Outer London	£24,681	£28,820	£25,915	£29,580	£27,210	£30,340	£28,571	£31,099
Inner London	£26,177	£29,743	£27,485	£30,195	£28,860	£30,647	£30,303	£31,099
	2016		2017		2018		2019	
Higher Statistical Officer HEO	Min	Max	Min	Max	Min	Max	Min	Max
National	£26,959	£31,635	£28,307	£32,239	£29,722	£32,844	£31,208	£33,448
SLPZ	£27,950	£33,545	£28,307	£33,914	£29,722	£34,288	£31,208	£34,665
Outer London	£29,600	£34,775	£31,080	£35,865	£32,634	£36,955	£34,266	£38,045
Inner London	£30,886	£35,694	£32,430	£36,478	£34,052	£37,262	£35,755	£38,045
	2016		2017		2018		2019	
Scientific Officer EO	Min	Max	Min	Max	Min	Max	Min	Max
National	£23,310	£30,769	£24,476	£31,267	£25,700	£31,766	£26,985	£32,264
SLPZ	£24,446	£32,954	£24,715	£33,317	£25,700	£33,683	£26,985	£34,054
Outer London	£25,573	£33,491	£26,852	£34,267	£28,194	£35,043	£29,604	£35,818
Inner London	£26,749	£34,256	£28,087	£34,777	£29,491	£35,298	£30,966	£35,818
	2016		2017		2018		2019	
Scientific Officer HEO	Min	Max	Min	Max	Min	Max	Min	Max
National	£26,959	£35,937	£28,307	£36,623	£29,723	£37,310	£31,209	£37,996
SLPZ	£27,950	£37,928	£28,307	£38,345	£29,723	£38,767	£31,209	£39,194
Outer London	£29,600	£39,032	£31,080	£40,163	£32,634	£41,295	£34,266	£42,426
Inner London	£30,886	£39,804	£32,431	£40,678	£34,052	£41,552	£35,755	£42,426
	2016		2017		2018		2019	
Research Officer HEO	Min	Max	Min	Max	Min	Max	Min	Max
National	£26,959	£31,635	£28,307	£32,239	£29,722	£32,844	£31,208	£33,448
SLPZ	£27,922	£33,512	£28,307	£33,847	£29,722	£34,186	£31,208	£34,528
Outer London	£29,600	£34,775	£31,080	£35,865	£32,634	£36,955	£34,266	£38,045
Inner London	£30,886	£35,694	£32,430	£36,478	£34,052	£37,262	£35,754	£38,045

Audit Group	2016		2017		2018		2019	
Auditor MIIA HEO	Min	Max	Min	Max	Min	Max	Min	Max
National	£33,537	£38,338	£35,214	£39,070	£36,975	£39,803	£38,824	£40,535
SLPZ	£34,546	£40,501	£35,214	£40,947	£36,975	£41,397	£38,824	£41,852
Outer London	£36,367	£41,675	£38,186	£42,864	£40,095	£44,054	£42,100	£45,243
Inner London	£37,470	£42,447	£39,343	£43,379	£41,310	£44,311	£43,376	£45,243
	2016		2017		2018		2019	
Auditor PIIA HEO	Min	Max	Min	Max	Min	Max	Min	Max
National	£32,262	£36,834	£33,875	£37,538	£35,569	£38,242	£37,347	£38,945
SLPZ	£33,293	£38,919	£33,875	£39,347	£35,569	£39,780	£37,347	£40,217
Outer London	£35,107	£39,987	£36,863	£41,023	£38,706	£42,059	£40,641	£43,095
Inner London	£36,199	£40,744	£38,009	£41,528	£39,910	£42,312	£41,905	£43,095
Communication Group	2016		2017		2018		2019	
Assistant Information Officer EO	Min	Max	Min	Max	Min	Max	Min	Max
National	£25,930	£30,769	£27,227	£31,267	£28,588	£31,766	£30,017	£32,264
SLPZ	£27,328	£32,954	£27,628	£33,317	£28,588	£33,683	£30,017	£34,054
Outer London	£28,602	£33,491	£30,033	£34,267	£31,534	£35,043	£33,111	£35,818
Inner London	£29,784	£34,256	£31,273	£34,777	£32,837	£35,298	£34,478	£35,818
	2016		2017		2018		2019	
Information Officer HEO	Min	Max	Min	Max	Min	Max	Min	Max
National	£31,427	£35,937	£32,998	£36,623	£34,648	£37,310	£36,381	£37,996
SLPZ	£32,393	£37,817	£32,998	£38,233	£34,648	£38,653	£36,381	£39,079
Outer London	£34,173	£39,032	£35,881	£40,163	£37,675	£41,295	£39,559	£42,426
Inner London	£35,296	£39,804	£37,061	£40,678	£38,914	£41,552	£40,860	£42,426
	2016		2017		2018		2019	
Assistant Librarian EO	Min	Max	Min	Max	Min	Max	Min	Max
National	£25,930	£30,769	£27,227	£31,267	£28,588	£31,766	£30,017	£32,264
SLPZ	£27,328	£32,954	£27,628	£33,317	£28,588	£33,683	£30,017	£34,054
Outer London	£28,602	£33,491	£30,033	£34,267	£31,534	£35,043	£33,111	£35,818
Inner London	£29,784	£34,256	£31,273	£34,777	£32,837	£35,298	£34,478	£35,818
	2016		2017		2018		2019	
Librarian HEO	Min	Max	Min	Max	Min	Max	Min	Max

National	£29,038	£35,937	£30,490	£36,623	£32,015	£37,310	£33,615	£37,996
SLPZ	£30,052	£37,928	£30,490	£38,345	£32,015	£38,767	£33,615	£39,194
Outer London	£31,773	£39,032	£33,362	£40,163	£35,030	£41,295	£36,782	£42,426
Inner London	£32,902	£39,804	£34,547	£40,678	£36,275	£41,552	£38,088	£42,426
Information Technology Group	2016		2017		2018		2019	
IT Specialist HEO	Min	Max	Min	Max	Min	Max	Min	Max
National	£30,885	£36,835	£32,430	£37,439	£34,052	£38,044	£35,754	£38,648
Medical/ Psychology Group	2016		2017		2018		2019	
Trainee Graduate Psychologist EO	Min	Max	Min	Max	Min	Max	Min	Max
National	£23,625	£25,646	£24,714	£26,061	£25,803	£26,477	£26,892	£26,892
SLPZ	£24,755	£27,879	£25,027	£28,185	£25,803	£28,496	£26,892	£28,809
Outer London	£26,240	£28,820	£27,552	£29,580	£28,930	£30,340	£30,376	£31,099
Inner London	£27,519	£29,743	£28,712	£30,195	£29,906	£30,647	£31,099	£31,099
	2016		2017		2018		2019	
Higher Psychologist HEO	Min	Max	Min	Max	Min	Max	Min	Max
National	£28,944	£33,220	£30,391	£33,855	£31,910	£34,490	£33,506	£35,124
SLPZ	£29,961	£34,925	£30,391	£35,310	£31,910	£35,698	£33,506	£36,091
Outer London	£31,731	£36,159	£33,318	£37,278	£34,984	£38,397	£36,733	£39,516
Inner London	£33,091	£37,074	£34,746	£37,888	£36,483	£38,702	£38,307	£39,516

3. Generalist Pay Scales: 2014-2016

* Note- AA National pay scale min was £15,530 from 1 July 2015 to 30 March 2016

This section provides both previous pay scales for 2014 and 2015, and the 2016 pay scales for grades AA – HEO who opt out of the Employee Deal.

Grade / Pay Zone	2014		2015		2016	
	Min	Max	Min	Max	Min	Max
AA						
National	£15,150	£15,700	£15,785 *	£15,860	£15,825	£15,900
SLPZ	£17,240	£17,600	£17,675	£17,780	£17,720	£17,825
Outer London	£17,800	£18,100	£18,245	£18,285	£18,291	£18,331
Inner London	£18,990	£19,290	£19,465	£19,485	£19,514	£19,534
	2014		2015		2016	
AO						
National	£16,590	£19,290	£16,760	£19,485	£16,802	£19,534
SLPZ	£18,660	£21,450	£18,850	£21,665	£18,898	£21,720
Outer London	£19,210	£21,970	£19,405	£22,190	£19,454	£22,246
Inner London	£20,590	£22,190	£20,800	£22,415	£20,852	£22,472
	2014		2015		2016	
EO						
National	£21,980	£24,980	£22,200	£25,230	£22,256	£25,294
SLPZ	£22,960	£27,300	£23,190	£27,575	£23,248	£27,644
Outer London	£23,270	£27,780	£23,505	£28,060	£23,564	£28,131
Inner London	£24,680	£29,000	£24,930	£29,290	£24,993	£29,364
	2014		2015		2016	
HEO						
National	£25,420	£30,720	£25,675	£31,030	£25,740	£31,108
SLPZ	£27,370	£32,850	£27,645	£33,180	£27,715	£33,263
Outer London	£27,910	£33,350	£28,190	£33,685	£28,261	£33,770
Inner London	£29,120	£34,560	£29,415	£34,910	£29,489	£34,998
	2014		2015		2016	
SGB1						
National	£16,590	£17,530	£16,760	£17,710	£16,802	£17,755
Outer London	£19,210	£20,110	£19,405	£20,315	£19,454	£20,366
Inner London	£20,590	£21,120	£20,800	£21,335	£20,852	£21,389
	2014		2015		2016	
SGB2						
National	£15,480	£15,770	£15,870	£15,930	£15,910	£15,970
Outer London	£18,100	£18,160	£18,245	£18,285	£18,291	£18,331
Inner London	£18,990	£19,180	£19,465	£19,485	£19,514	£19,534

4. Specialist Pay Scales: 2014-2016

DWP Fast Stream	Min	Guaranteed Min	Max
2014	£27,830	£32,457	£38,740
2015	£27,990	£32,782	£39,130
2016	£28,000	£33,668	£39,228

Note: Rate irrespective of workplace – Includes HEO (D) Economic Assistant, Assistant Statistician, Social Research, Operational grades.

For those Fast Stream schemes that use the Fast Stream DWP guaranteed minimum this is awarded after successfully passing the gated review after two years on the scheme.

Accountancy Group	2014		2015		2016	
Accountant Fully Qualified HEO	Min	Max	Min	Max	Min	Max
National	£25,420	£30,720	£25,675	£31,030	£25,740	£31,108
SLPZ	£27,370	£32,850	£27,645	£33,180	£27,715	£33,263
Outer London	£27,910	£33,350	£28,190	£33,685	£28,261	£33,770
Inner London	£29,120	£34,560	£29,415	£34,910	£29,489	£34,998
Analyst Group	2014		2015		2016	
Statistical Officer EO	Min	Max	Min	Max	Min	Max
National	£21,980	£24,980	£22,200	£25,230	£22,256	£25,294
SLPZ	£22,960	£27,300	£23,190	£27,575	£23,248	£27,644
Outer London	£23,270	£27,780	£23,505	£28,060	£23,564	£28,131
Inner London	£24,680	£29,000	£24,930	£29,290	£24,993	£29,364
Higher Statistical Officer HEO	2014		2015		2016	
Higher Statistical Officer HEO	Min	Max	Min	Max	Min	Max
National	£25,420	£30,720	£25,675	£31,030	£25,740	£31,108
SLPZ	£27,370	£32,850	£27,645	£33,180	£27,715	£33,263
Outer London	£27,910	£33,350	£28,190	£33,685	£28,261	£33,770
Inner London	£29,120	£34,560	£29,415	£34,910	£29,489	£34,998
Higher Statistical Officer HEO	2014		2015		2016	

Scientific Officer - EO	Min	Max	Min	Max	Min	Max
National	£21,980	£29,970	£22,200	£30,270	£22,256	£30,346
SLPZ	£23,940	£32,270	£24,180	£32,595	£24,241	£32,677
Outer London	£24,110	£32,390	£24,355	£32,715	£24,416	£32,797
Inner London	£25,220	£33,400	£25,475	£33,735	£25,539	£33,820
	2014		2015		2016	
Scientific Officer – HEO	Min	Max	Min	Max	Min	Max
National	£25,420	£34,900	£25,675	£35,250	£25,740	£35,339
SLPZ	£27,370	£37,140	£27,645	£37,515	£27,715	£37,609
Outer London	£27,910	£37,520	£28,190	£37,900	£28,261	£37,995
Inner London	£29,120	£38,540	£29,415	£38,930	£29,489	£39,028
	2014		2015		2016	
Research Officer HEO	Min	Max	Min	Max	Min	Max
National	£25,420	£30,720	£25,675	£31,030	£25,740	£31,108
SLPZ	£27,370	£32,850	£27,645	£33,180	£27,715	£33,263
Outer London	£27,910	£33,350	£28,190	£33,685	£28,261	£33,770
Inner London	£29,120	£34,560	£29,415	£34,910	£29,489	£34,998
Audit Group	2014		2015		2016	
Auditor MIIA – HEO	Min	Max	Min	Max	Min	Max
National	£31,620	£37,230	£31,940	£37,605	£32,020	£37,700
SLPZ	£33,830	£39,660	£34,170	£40,060	£34,256	£40,161
Outer London	£34,290	£40,080	£34,635	£40,485	£34,722	£40,587
Inner London	£35,330	£41,100	£35,685	£41,515	£35,775	£41,619
	2014		2015		2016	
Auditor PIIA – HEO	Min	Max	Min	Max	Min	Max
National	£30,420	£35,770	£30,725	£36,130	£30,802	£36,221
SLPZ	£32,600	£38,110	£32,930	£38,495	£33,013	£38,592
Outer London	£33,100	£38,560	£33,435	£38,950	£33,519	£39,048
Inner London	£34,130	£39,560	£34,475	£39,960	£34,562	£40,060
Communication Group	2014		2015		2016	
Assistant Information Officer EO	Min	Max	Min	Max	Min	Max
National	£24,450	£29,970	£24,695	£30,270	£24,757	£30,346
SLPZ	£26,760	£32,270	£27,030	£32,595	£27,098	£32,677

Outer London	£26,970	£32,390	£27,240	£32,715	£27,309	£32,797
Inner London	£28,080	£33,400	£28,365	£33,735	£28,436	£33,820
	2014		2015		2016	
Information Officer HEO	Min	Max	Min	Max	Min	Max
National	£29,630	£34,900	£29,930	£35,250	£30,005	£35,339
SLPZ	£31,720	£37,030	£32,040	£37,405	£32,121	£37,499
Outer London	£32,220	£37,520	£32,545	£37,900	£32,627	£37,995
Inner London	£33,280	£38,540	£33,615	£38,930	£33,700	£39,028
	2014		2015		2016	
Assistant Librarian – EO	Min	Max	Min	Max	Min	Max
National	£24,450	£29,970	£24,695	£30,270	£24,757	£30,346
SLPZ	£26,760	£32,270	£27,030	£32,595	£27,098	£32,677
Outer London	£26,970	£32,390	£27,240	£32,715	£27,309	£32,797
Inner London	£28,080	£33,400	£28,365	£33,735	£28,436	£33,820
	2014		2015		2016	
Librarian – HEO	Min	Max	Min	Max	Min	Max
National	£27,380	£34,900	£27,655	£35,250	£27,724	£35,339
SLPZ	£29,430	£37,140	£29,725	£37,515	£29,800	£37,609
Outer London	£29,960	£37,520	£30,260	£37,900	£30,336	£37,995
Inner London	£31,020	£38,540	£31,335	£38,930	£31,414	£39,028
	2014		2015		2016	
Information Technology Group						
IT Specialist – HEO	Min	Max	Min	Max	Min	Max
National	£29,120	£35,870	£29,415	£36,230	£29,489	£36,321
	2014		2015		2016	
Medical/Psychology Group						
	2014		2015		2016	
Trainee Graduate Psychologist – EO	Min	Max	Min	Max	Min	Max
National	£22,310	£24,980	£22,535	£25,230	£22,592	£25,294
SLPZ	£24,240	£27,300	£24,485	£27,575	£24,547	£27,644
Outer London	£24,740	£27,780	£24,990	£28,060	£25,053	£28,131
Inner London	£26,060	£29,000	£26,325	£29,290	£26,391	£29,364
	2014		2015		2016	

Higher Psychologist – HEO	Min	Max	Min	Max	Min	Max
National	£27,290	£32,260	£27,565	£32,585	£27,634	£32,667
SLPZ	£29,340	£34,200	£29,635	£34,545	£29,710	£34,632
Outer London	£29,920	£34,690	£30,220	£35,040	£30,296	£35,128
Inner London	£31,200	£35,900	£31,515	£36,260	£31,594	£36,351

Hours of Attendance

The contracted working hours for the Department are 07:45 hours to 20:00 hours, Monday to Friday, and 08:45 hours to 17:00 hours on Saturday.

Your days, hours and times of attendance is called your working pattern and within these contracted working hours will be as notified to you by your manager from time to time. In order to meet business needs, you may be reasonably required to work different working patterns but no more than your contracted weekly hours.

Where a specific working pattern which is not subject to change from time to time by your manager has been contractually agreed, the Department reserves the right to make changes to this by giving you reasonable notice. We will do this only when it is necessary to meet business requirements.

If we agree now, or in the future, that your working pattern will include your working for part of the year or compressing your hours into fewer than the standard days, this will be for a period not exceeding 5 years after which you may reapply for the same, or apply for a new, working pattern. If we need to change a part-year or compressed hours working pattern, we will give you reasonable notice of the change. We will do this only when it is necessary to meet business requirements.

In all cases, changes will be made only after consulting you and with reasonable notice. Your personal circumstances and needs will be taken into account by the Department. You should be aware, however, that these will not always prevail over business needs.

Further information on working patterns can be found on the Department's intranet.

Place of Work

Subject to the post and location being reasonable, you can be required to transfer permanently to any Civil Service post in the UK. You may also be required to serve away from home for periods of detached duty. Your personal circumstances will be taken into account. You can find the full contractual mobility policy in the 2016 document specifically titled 'Mobility Policy' on the Department's intranet site.

Mobility policy (contractual)

All employees can be permanently posted to any Civil Service post in the UK providing both the post and location are reasonable. In all cases the employee's personal circumstances must be taken fully into account in the individual application of the policy to ensure decisions are fair, reasonable, lawful, safe and transparent.

Mobility procedures (non-contractual)

Applicability

1. The mobility policy applies to the following, subject to the transitional arrangement described in paragraph 4:
 - All employees in grades AA to HEO;
 - All employees currently in grades SEO to Grade 6 who joined DWP (in any grade) after 14 October 2013;
 - Any employee who accepted the mobility policy, having joined DWP after 14 October 2013 from another employer under TUPE regulations, or from another government department under COSoP guidance – refer to Civil Service HR Casework on 0845 600 1405 for advice.

Employees at risk of redundancy

2. The mobility policy must be considered and, where appropriate, applied to avoid redundancies. Redundancy and redundancy avoidance are always decided at a senior level and must be discussed with the Departmental trade union team. Therefore, the use of mobility in redundancy avoidance situations will always be the subject of consultation under the normal Employee Relations policy [\[LINK\]](#). Refer to DWP's policy on [managing redundancy](#) [\[LINK\]](#)

Office closures

3. The mobility policy must be considered and, where appropriate, applied to manage office closures, which might also avoid redundancies. Office closures are unusual and always decided at senior level within a formal planning and decision-making process. Office closures are also always discussed with the Departmental trade union team. Therefore, the use of mobility in office closure decisions must be the subject of consultation under the [Employee Relations Framework](#) [\[LINK\]](#) and subject to 6 months' notice of implementing a decision to close a site.
4. For employees who accepted the terms of 'Employee Deal: pay Offer 2016 (AA-HEO), transitional arrangements apply to any decision taken before 01 July 2020 to close an

office. In respect of these decisions, employees can choose to have their case dealt with under their legacy Mobility Policy (i.e. the policy that applied to them prior to 01 July 2016).

Individual application of the policy

5. When recruited to DWP employees are posted to a specific location. Any temporary or permanent compulsory transfer will take account of the employee's personal circumstances including caring responsibilities and/or disability and/or domestic or financial difficulties, so that it would not result in hardship or significant detriment in their personal case. In all cases, managers must decide whether a move under the mobility policy is reasonable. What is a reasonable move for one employee may not be reasonable for another. Managers must consider all moves on a case by case basis, taking account of all the business drivers and employee's personal circumstances. Managers must identify the issues in each situation to ensure decisions are fair, reasonable, lawful, safe and transparent.
6. In all cases, any compulsory permanent transfer will be subject to:
 - Support at [public expense](#) [[link to expenses policy](#)]
 - Suitability of the post
 - Reasonable daily travelling distance, decided on the facts of each case to and from home to office, when a compulsory transfer is expected to be within daily travel
 - Reasonable notice of not less than 3 months unless varied by agreement with the employee

Managers are responsible for determining, on the basis of common-sense reasonableness, whether any inconvenience is proportionate to achieve a strong business need. Hardship or significant detriment must be avoided.

7. In all cases reasonable daily travelling distance from home to office will depend on the facts of each case judged by whichever available and reasonable mode of transport provides an easily achievable real-time radius of travel in a range of approximately 60 minutes for all part-time employees and employees in Band A (AA) and Band B (AO) and approximately 90 minutes for full-time employees in Bands C to G (EO to G6) and their equivalents. Reasonable daily travel distances will be normally defined by these time ranges. Although they are not a fixed cap, any unusual exceptions must be demonstrably reasonable. See Advice [Question 4](#) [[LINK](#)] on reasonable travelling time.

Meeting the employee

8. Before the meeting the manager must have a clear picture of the business justification for the move. They must prepare by considering or researching the issues detailed in Advice [Question 2](#) [[LINK](#)].
9. At the meeting the manager must consider:
 - Whether the move would be reasonable taking account of the employee's individual circumstances – see Advice [Question 3](#);

- Commuting issues – see Advice [Question 4](#);
- Issues relating to the employee’s working pattern – see Advice [Question 5](#);
- Issues that arise in relation to DWP’s diversity and equality policy – see Advice [Question 6](#);
- Working Time Regulations - see Advice [Question 7](#);
- Financial support available – see the [Expenses Policy](#) in particular Excess Fares and Relocation Expenses.

10. At the end of the meeting the manager should either inform the employee of the decision, or if further consideration or research is required, set a date to meet them again to do this. The manager must record in writing the reasons for deciding whether or not to move the employee using the mobility policy, clearly communicating and explaining these reasons to the employee. This should be confirmed in writing within 5 working days.

Implementing the decision

11. Managers should recognise that for most employees the main barrier to them moving location is the personal commitments that have built around their normal working times. Some of these might relate to caring responsibilities and will be a high priority for the employee. Any increased travelling time, for example, could affect these commitments if it is not managed well.

12. In addition to considering whether such personal responsibilities make the move reasonable or not, managers must discuss with the employee how much notice they will need of being posted to the new location. Notice of less than 3 months may be given but only with the agreement of the employee. Discuss whether the business could accommodate a short, phased approach if this would help the employee manage the change. Decide what is reasonable balancing the employee’s need and the business demands.

Disagreements

12. If the employee disagrees with the decision, they should be referred to the [Grievance Policy](#).

Mobility Advice (non-contractual)

Q1 When should the mobility policy be applied?

A1 The usual route for employees moving posts is through responding to an advertised vacancy. However, an employee may be asked to move to meet a particular business or development need, or in light of the business restructuring. The mobility policy should be invoked to move employees without their agreement only as a last resort and only when all reasonable alternatives have been explored. It must be a proportionate response to meet a justified business need.

Q2 What should a manager consider before meeting the employee about a proposed mobility move?

A2 The manager should prepare:

- Details of all the options that have been considered for meeting the business need without invoking the mobility policy and why these were discounted;
- A copy of the mobility policy and this guidance;
- Details of the new role, including grade, duties and whether it is temporary or permanent. If temporary, consideration should be given to whether any changes from the current post, workplace and other terms and conditions could be deemed reasonable on a temporary basis;
- Details of the timescale in which the move will need to be made (reasonable notice of an intended move must be given to the employee);
- Details of any potential financial support, notably the Excess Fares Policy, which would help the employee make the move;
- Details of any possible flexibilities in terms of working pattern;
- Awareness of any reasonable adjustments which have been made for the employee;
- Understanding of whether the employee has the relevant skills to perform the new role, or if not, the capacity to acquire them in a reasonable period of time and with appropriate support;
- Awareness of whether the employee has any qualifications or specialist skills that they currently use and whether they will continue to use these in their new role. If not what impact would this have on the employee, who may have made a personal and financial investment in following a particular career path;
- Details of any allowances or other additions to basic salary that the employee receives and whether they will continue to receive these in their new role.

Q3 What factors should a manager consider when deciding whether a move is reasonable?

A manager must always consider all of the business and personal circumstances, including:

- Alternatives – all reasonable alternatives to avoid moving the employee without their consent;

- Carers - the obligations of employees with primary responsibility for caring for dependents such as pre-teenage children, an infirm elderly relative or a disabled person. Always sensitively discuss the potential impact of the change on the employee meeting these responsibilities and how flexible they can be before deciding whether the move is reasonable;
- Domestic circumstances - any other personal or domestic circumstances that the employee raises, which could be affected by the proposed move, such as their children's school or a lack of amenities at the new location;
- Health - any health problems (not amounting to a disability) that the employee has, whether the proposed move would make these worse and if so, what can be done to minimise the ill effects;
- Personal finance - identify whether the employee is the secondary wage earner in their household. They are less likely to be able to move to another location if their current workplace has been chosen to complement that of the household's primary wage earner. This does not necessarily mean that the move would be unreasonable for the employee but should be taken into account as part of the wider picture. Identify any other significant additional costs or losses which may impact on the reasonableness of the transfer.
- Relocation - if the employee would have to move house to perform the new role, consider the implications for them and their family (such as house price differentials), and any financial support that may be available to assist them (see below);
- Commuting issues – see question 4.

Q4 What must a manager take into account when decide whether the employee's daily commute to their new office is reasonable?

Previously DWP precisely restricted home to office travel to 60 minutes for clerical staff and 90 minutes for executive / management grades. These produced definite outcomes but could result in unreasonable outcomes – i.e. 59 minutes was reasonable but 61 minutes was not.

Daily home to office travel of approximately 60 minutes and 90 minutes should still be considered as normal reasonable travel ranges but not as unreasonable fixed limits, for administrative and management grades respectively. Decisions will depend on the facts of each case. Mobility decisions based upon daily journeys to work of approximately 60/90 minutes duration should be normal practice with exceptions only made providing they are demonstrably reasonable and adhere to the requirement (applicable to all aspects of mobility) to avoid hardship for the employee.

In addition to the duration of journey, managers must always consider the complexity of the journey – recognising that an hour's travel involving multiple public transport connections is more onerous than travel direct. Managers should also compare the amount of time the employee would spend travelling to their total working hours. This is especially important in the case of part-time employees so their normal reasonable travel range should be in the range of approximately 60 minutes to ensure that the time they will spend travelling to and from work is not disproportionate to the time they will spend at work.

In cases of disagreement, grievance appeal managers may need to experience the journey at the time the employee would experience it in order to make a fair and reasonable decision based upon all the evidence.

Employees' health and safety is of paramount importance and must be taken into account. This might be relevant in the case of employees scheduled to work later hours (especially in the dark winter months) who are dependent on public transport to get to remote locations.

Q5 What issues should be considered in relation to the employee's working pattern?

A5 A mobility move should not have an impact on the employee's working pattern, unless, exceptionally, the move involves a job change and the new role has specific requirements. Managers should compare the preferred hours of work and working pattern of the new role. If these are different to the employee's current working pattern, discuss options with the employee, always having regard to the employee's contract of employment and the [Working Hours and Working Patterns Working policy](#).

Q6 What issues should be considered in relation to diversity and equality?

A6 Discuss with the employee whether they have a disability which may make it more difficult for them to take the new job. Consider reasonable adjustments that may have to be made, such as disabled access to the new premises or allowing the employee to work from home. Identify any other protected characteristics the employee has on which the proposed move could have a negative impact. Besides disability, the protected characteristics are:

- gender
- pregnancy and maternity
- age
- religion or belief
- race
- gender reassignment
- sexual orientation

- marriage and civil partnerships

Q7 What issues should be considered in relation to the Working Time Regulations?

A7 The Working Time Regulations 1998 (as amended) must be considered in any assessment to ensure that the employee would not have less than 11 hours' rest in any 24-hours period. Legal advice may be required before a decision can be made. Contact Employee Services on 0845 600 1405.

Q8 What financial support should be given to employees subject to mobility policy change?

A8 Information about help available to employees who are required to move home due to work or who incur additional expense travelling to work each day following a mobility move are explained in the [Expenses Policy](#).

Excerpt from procedures:

9. Applications for part- year working patterns

In considering requests for any non-standard working pattern, managers must always consider DWP's commitment to support employees who are current and primary carers for pre-teenage children, the infirm elderly and the disabled. As part-year working is a tool linked strongly to school term times. An employee's current role as a primary carer of pre-teenage children will be particularly relevant when deciding requests for part-year contracts, both at initial application and renewal application stages.

Due to the impact part-year working can have on the business in peak absence periods each year; managers should seek advice from an HR expert and pay particular attention to factors such as:

- **Personal** - the employee's reason for the request and the consequences of a refusal, strongly emphasising the need to support current primary carers of pre-teenage children, the infirm elderly and the disabled
- **Cumulative** - the combined effect of all part-time working locally and how this might be managed effectively
- **Peak absences** - The timing of the part- year absence and its potential consequence at peak leave periods (especially in Easter, August & ~~at~~ Christmas)
- **Demands** - expected service demand during the requested absence period
- **Performance** - service delivery data during the requested absence period
- **Impact** – including the impact or potential impact on colleagues
- **Alternatives** - reasonable alternatives available on a voluntary basis - for example whether employees using part-year for non-caring reasons can change their dates or increase their hours.

Managers should not treat minor adjustments to existing part-year working patterns as contractual change if they do not alter the overall contracted hours or days this is providing they are to take account of school term changes.

Excerpt from the guide 'How to Manage Working Patterns':

11. Time Limiting

- **Mandatory** – a time limit of between 1 – 5 years, as determined by the manager within the Directorate's arrangements, **must** be applied and notified in writing to the employee in all **compressed hours** and **part-year** working agreements. The reason for applying a limit of below 5 years is likely to be related to the employee's personal circumstances (e.g. child leaving school) but, exceptionally, might be business related, such as a known re-organisation.

This mandatory, contractual requirement applies to all employees in grades AA to HEO unless they (a) opted out of Employee Deal 2016 and (b) their current contractual working pattern pre-dates 6 January 2014. It also applies to all staff in grades SEO to Grade 6 whose current part-year or compressed hours working patterns were agreed on or after 6 January 2014. Such working patterns agreed for SEOs to Grade 6 which pre-date 6 January 2014 are not subject to this time limit.

Agreement of Operations Cover Provisions

1. DWP will introduce a consistent framework to cover all employees who have contact with customers and those in support functions.

Cover and Scheduling Arrangements

2. DWP will allow employees to confirm or request a change to their preferences in cover arrangements in advance
3. Where individual circumstances require a change to published working times (i.e. because of last minute annual leave), those changes must conform to locally agreed flexibilities
4. DWP will provide employees with the opportunity to arrange a 'swap' to working days in a given week
5. The working day for employees who have contact with customers will include up to 15 minutes preparation time at the beginning of the day, and up to 30 minutes 'close down' time at the end of the day
6. The working day will also include up to:
 - a. 30 minutes reading time per week
 - b. 1 hour reading time following an absence of one week or more, to be taken at the start of the day, changed by mutual agreement.
7. DWP will provide sufficient time out of schedules/rotas to enable employees to partake in team meetings, performance management discussions etc

Paid Break Arrangements

8. In addition to any paid or unpaid breaks, employees will receive no more than a total of 30 minutes paid break daily, e.g. 2 x 15 minute breaks, but will have local flexibility to take them as suits business needs. Ad hoc breaks are in addition to the above.
9. Employees may smoke during breaks that are available to all. Any additional smoking breaks will be taken in their own time
10. As operating hours increase, DWP will operate bandwidths for meal breaks to accommodate a meal break later in the day.