

Flexibility Payment in Fraud Investigation Service (January 2025 Variation for Mass Market)

Flexibility Payment

The role for which you have applied is eligible for the Flexibility Payment.

The Flexibility Payment is paid to staff, in eligible roles in the Fraud Investigation Service (FIS) and Risk and Intelligence Service (RIS), in return for the level of attendance, contactability and flexibility required by those roles.

The job description of the role for which you have applied sets out the level of payment you can expect.

What Flexibility Payment buys

The Flexibility Payment comprises three levels, each of which provides a different type and quantity of flexibility and additional attendance:

- Level 1a buys flexibility and contactability
- Level 1b buys on-call coverage
- Level 2 buys the flexibility and contactability of 1a, the on-call coverage of 1b, plus a specified number of additional hours.

At Level 1a (whether on its own or in combination with other elements) and Level 2, all standard hours – and additional hours where applicable – are flexible to be worked at any time as needed by the business, including at nighttime, weekends, and public holidays.

Definitions and examples

Flexibility: 75+ changes of duty per year with no upper limit. A change of duty will usually be a change of, or deviation from, planned attendance with fewer than seven days' notice, to meet operational demand or a management instigated request. For example:

- you plan to work from 8am to 4pm. At 2pm, you're asked to help a colleague on static surveillance and actually finish working at 9pm
- you plan to work between 12pm and 8pm. Your manager asks you to vary your attendance so that you can start work the following day at 6am
- you are at home and off duty, and plan to work the following day between 10am and 6pm. You receive a message asking you to start work at 7am (three hours sooner than planned).

Contactability: you must be accessible, either directly or via a pre-agreed channel, to receive notice of a change of duty. You need not necessarily keep your work phone permanently turned on or at your side, but you're expected to acknowledge receipt of the notification within a reasonable timeframe. For example:

- you are at home and off duty. At 8pm, your manager contacts you to confirm that you're required to attend at 6am the following day. It would be reasonable to respond,

acknowledging the change, within two to three hours or at the point you go to bed for the night

- you are at home and off duty. At 10pm, your manager contacts you to change your planned attendance time of 9am the following day to 2pm. It would be reasonable to respond, acknowledging the change, by 8am the following day, 10 hours later but respecting that you may have been asleep and cannot reasonably be expected to have retrieved the message
- you have worked until 11pm. You are at home and off duty. You plan to work the following day from 10am to 7pm. At 7am, your manager contacts you to say you are required to work from 4pm to midnight. It would be reasonable to respond, acknowledging the message, within two to three hours and before 10am.

On-call: On-call regularly and routinely requires you to be immediately contactable at all hours during specified off-duty periods including weekends and public holidays. Whilst you are on call, you must be immediately contactable, able to provide advice and immediately available to work or attend a given location if necessary.

At grades AO to SO, you are required to be on-call 1 week in 4.

Additional hours:

Level 2 requires you to work 275 hours in the year, in addition to your standard hours. If you are in a specialist role eligible for a bespoke hours package you are required to work 90 hours in the year, in addition to your standard hours. All hours – standard and additional – are flexible to be worked at any time as needed by the business.

Roles where Flexibility Payment eligibility is dependent on successful completion of training

FIS roles where Criminal Justice Foundation training is required:

- You will not receive Flexibility Payments until you successfully complete Phase 4 of Foundation Training. This usually happens around five to six months from when you take up duty*. You will then become eligible for Level 1a and expected to deliver the attendance required by this level.
- When you have successfully completed Phase 4 of Foundation Training, you will undertake a formal Training and Assessment Period (TAP). This usually lasts for about six months*. You will receive payment at Level 1a and deliver the attendance required by this level whilst you complete your TAP.
- After you successfully complete TAP, the nature of your work and role duties mean it is likely you will have to deliver other attendance in addition to that secured by Level 1a. For example,
 - You may become eligible for Level 1b in addition to Level 1a and expected to deliver the attendance required by both levels;
 - You may become eligible for Level 2 (your Level 1a payments will stop) and expected to deliver all the attendance required by this level;
 - When you successfully complete TAP, your manager will confirm whether additional Flexibility Payment eligibility will apply (whether at Level 1a + 1b, or Level 2). You will receive advance notice of your eligibility start date so you have time to prepare (for e.g. if you have caring responsibilities).

* Timescales are estimates and not guaranteed. They will vary depending on course availability and when you are ready to complete TAP. We will confirm your course dates when you take up duty.

More information about the Flexibility Payment:

- table one sets out the payment rates for each level, together with the requirements for that level
- table two sets out the reckonable values of the Flexibility Payment rates for pension purposes.

If you have any questions about the role for which you have applied, please contact the vacancy holder.

Table one: Flexibility Payment levels, attendance requirements and payment rates

FP Level	What it buys	Applicable grades	Payment rates		
			O	HO	Pay area
1a	Flexibility and contactability – 75+ changes per year	AO to SO	£3,900	£4,700	n/a
1b	On call (including associated on call contactability) 1 week in 4	AO to SO	£1,900		n/a
2	Flexibility and contactability – 75+ changes per year (as Level 1a) plus - On call (including associated on call contactability) 1 week in 4 (as Level 1b); - and 275 additional hours	O to SO	£10,100	£12,100	National
			£11,700	£13,700	London

Table two: Flexibility Payment – reckonable and non-reckonable values

FP level	Payment breakdown	O		HO	
1a	reckonable	£2,400		£2,900	
	non-reckonable	£1,500		£1,800	
	TOTAL	£3,900		£4,700	
1b	reckonable	£0		£0	
	non-reckonable	£1,900		£1,900	
	TOTAL	£1,900		£1,900	
FP level	Payment breakdown	O		HO	
		National	London	National	London
2	reckonable	£2,400	£2,400	£2,900	£2,900
	non-reckonable	£7,700	£9,300	£9,200	£10,800

	TOTAL	£10,100	£11,700	£12,100	£13,700
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