



HR services to schools 2021–2022



Ealing

www.ealing.gov.uk

HR services to schools provides an effective solution for all your HR requirements. We offer an efficient service with transparent, upfront prices, allowing you to budget with accuracy. Additional savings on Pay As You Go (PAYG) options are available when purchasing one of our services.

We have years of expertise in the complex and demanding needs of school payroll and HR support services and make it our business to get to know your school and your requirements. Our dedicated team of professional staff have extensive experience of dealing with the changing requirements of the education sector.

In 2021-2022 we will continue to further enhance iTrent by working in partnership with MHR, the software provider.

We pride ourselves in providing a service and not just a system. Our all- encompassing services ensure your HR requirements are supported throughout the life cycle of your employees.

We will continue to focus on customer service with all HR teams carrying out regular courtesy calls and site visits when requested, to ensure service delivery is being achieved. We look forward to having the opportunity to work with you again and meeting you throughout the year.

Competitive charges and added value

Experienced pensions team dealing with all aspects of pensions administration

No hidden charges, fixed price

No licence fee

No additional charges for P60s, reports or statutory returns

No cap on volume of contracts or adjustments

Direct access to and visibility of HR Administration and Payroll system

Web based Employee Self Service and People Manager, allowing direct access to view, report and make changes to business and personal information

iTrent system support

Password resets

On the spot advice and issue resolution

System development

Free advertising on Ealing Council website if you purchase either HR Administration Options 1 or 2

Unlimited access to HR professionals

Onsite and group training sessions

Site visits for support from the various HR teams dedicated assigned HR resource

Courtesy calls

Attendance at school Business Manager Forums (SBM), Schools Information

Network Group (SING) HR

Newsletter

Compliance

Compliant with legislative terms and conditions.

Expert statutory and legislative guidance

Dedicated Contract Management

Dedicated Help Line for Schools

A professional, specialised and qualified Occupational Health Team with extensive experience of the education sector

HR services to schools 2021 – 2022

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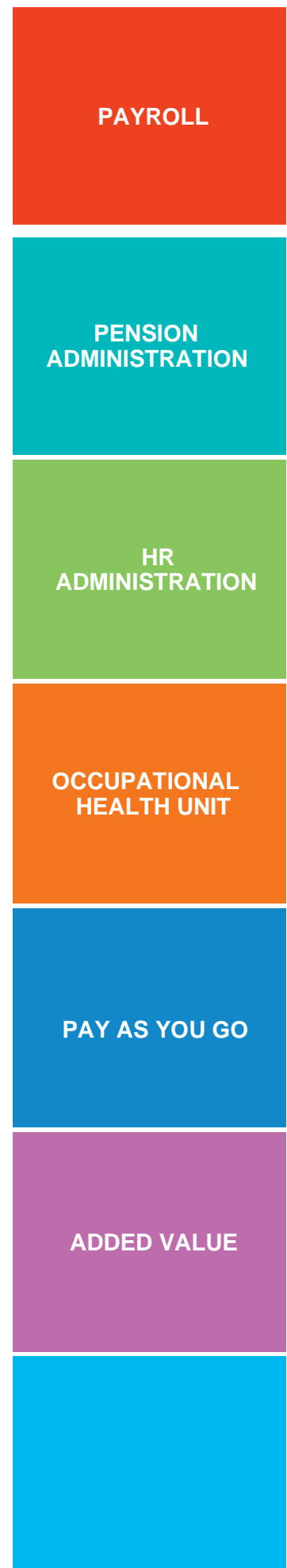
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Payroll

The payroll service offers a highly competitive and efficient solution to your payroll requirements. Enjoy accurate, online and statutory compliant management of your payroll, supported by dedicated, experienced, knowledgeable staff who will provide professional advice and assistance. We manage all aspects of payroll, PAYE, pension administration, union subscriptions and court orders via BACS with realistic closing dates for payroll variations.

Payroll services include

- HM Revenue & Customs (HMRC) compliant with all legislation e.g. RTI (Real Time Information), Pensions Auto Enrolment
- Advice on benefits in kind including P11ds
- 24/7 on-line access to view report and make changes to staff payroll information in real time and ability to check employee details
- Full reconciliation and payment of statutory deductions, including year end to HMRC with set timescales
- Ability to accommodate new teachers pay reform
- Pay increments and promotions in accordance with agreed payscales and instructions from school
- Automatic application of increments for non-teaching staff
- Implementation of pay awards in accordance with national & locally agreed settlements
- Comprehensive check on taxable status of a worker
- Monthly provision of information to accountancy for general ledger and final accounts payable
- Processing of sickness and maternity pay
- Payroll Reports (pre & post pay day and additional hours)
- Expert statutory guidance
- Dedicated payroll officer
- Dedicated Pensions co-ordinator
- Year-end documents (P60, P35, P11d forms) in accordance with HMRC deadlines
- Payslips & P60 available to employees via web based Employee Self-Service
- Provision of salary information to third parties on employee request
- Emergency payment facility*
- Paper payslips*
- Payroll set-up for Schools converting to Academy status**

*Additional fees apply; please refer to EGfL for further information

** Price on Application

Benefits include

- Discounted Rates on DBS Checks (includes Standard, Enhanced and Volunteer Checks)

Pensions administration

We manage all aspects of staff pension schemes on your behalf, including administration of auto-enrolment, reporting and annual returns. We have extensive experience in managing the Local Government Pension Scheme (LGPS) and the Teachers' Pension Scheme and can provide expert support and guidance.

Pension Administration services

- Automated annual returns for LGPS and Teachers Pensions
- Automated monthly data collection report / monthly contribution reconciliation report to Teachers' Pensions
- Automated monthly report for LGPS
- Management of active, deferred and pensions in payment (LGPS)
- Administration of the Teachers' Pension Scheme, starters, leavers and year end information supplied to TPS includes Teachers Annual Return (TAR) and TP Monthly Data Collection
- Completion of all forms required by teachers' pensions
- Auto-enrolment compliance
- Communications to staff, monthly monitoring of workforce and managing all aspects of staff opting in or opting out of the pension scheme

The administration service covers all aspects of the LGPS an employee may encounter, from commencing their employment to leaving or retiring from the service together with payment of any death grant and ongoing dependent pension benefits the scheme provides.

These include but are not limited to

- Starters
- Contractual or personal changes during employment
- Leavers
- Refunds of Contribution payments
- Redundancy estimates and payments
- Flexible, ill health and early retirement estimates
- Payment of lump sum retirement grants and ongoing pension payments
- Death Grant payments
- Dependent and children's pension payments
- Applications for ill health retirement or early release of pension benefits due to ill health or on compassionate grounds before normal retirement age.

There is an experienced in-house team who will provide advice and guidance to both employees and employers on all aspects of the LGPS and Teachers Pension Scheme.

Schools using an alternative payroll provider should refer to pages 8 to 12 to ensure they are aware of their responsibilities in relation to Pensions Administration and refer to page 23-24 for additional charges for non-compliance.

Redundancy and pension benefit estimates

LGPS Redundancy and Pension Benefit

- Ealing Council will provide redundancy estimates for employees aged under age 55 or for employees of any age who are not a member of the LGPS, subject to provision of statutory data by the school. The cost of providing this service is detailed on page 24.
- Ealing Council will also provide redundancy and pension benefit estimates for employees aged 55 or over together with the associated capital cost to the employer for the early release of the pension benefit, subject to the provision of statutory data. The cost of providing this service is detailed on page 24.
- Estimate requests are limited to 20 per month per school. Requests for more than 20 estimates in a month from one school would be subject to capacity and resources within the team and will likely lead to extended timescales and additional charges. We may also contact the school so that you can prioritise the estimates that you would like us to provide first.
- Estimates to be provided within 15 working days subject to workload in the pensions team and the complexity of the estimate. Delays could occur during peak periods or where multiple schools request estimates at the same time.

Teachers Redundancy and Pension Benefit Estimates

- Ealing Council will provide estimates of both redundancy and pension benefit entitlements for all teachers, subject to the provision of statutory data. The cost of providing this service is detailed on page 24.
- Estimate requests are limited to 20 per month per school. Requests for more than 20 estimates in a month from one school would be subject to capacity and resources within the team and will likely lead to extended timescales and additional charges. We may also contact the school so that you can prioritise the estimates that you would like us to provide first.
- Estimates to be provided within 15 working days subject to workload in the pensions team and the complexity of the estimate. Delays could occur during peak periods or where multiple schools request estimates at the same time.

Pensions administration responsibilities for non buy back schools

Auto Enrolment Requirements

- Schools using an alternative provider for their payroll provision, must ensure that all aspects of government legislation are adhered to. Failure to comply with this legislation may lead to fines by the Pensions Regulator.
- Schools should check with their payroll provider that all employees are being opted into a pension scheme if they meet the set criteria under automatic enrolment or contractual enrolment.
- Schools should ensure that their payroll provider will be monitoring the payroll on a monthly basis to ensure employees who previously did not meet the criteria for auto enrolment are opted into a pension's scheme if age or earnings triggers are met.
- Schools should confirm that their payroll provider will opt all eligible staff not currently in a pension scheme into the applicable pension scheme every 3 years under automatic re enrolment. This will also include moving any LGPS 50:50 scheme members back into the main scheme.
- The school or the payroll provider must write to all members being auto enrolled, the letter must state, that they are being auto enrolled, the date they have been brought into the pension scheme, the pension scheme they have been enrolled into, the amount of employee contributions and the amount paid by the employer.
- When you enrol any member into the pension scheme you as the employer must not mention any option of how to opt out of the pension scheme, the pension's regulator has stated that this could be seen as an inducement not to join the scheme and could leave you liable to a fine from his office.
- Schools should ensure that pension opt out forms are not being made readily available. Employees should be directed to either the LPP or TPA website, to opt out online.
- If these services are not being carried out by your payroll provider, then they must be carried out by the School

LPGS Pension Scheme

- Schools using an alternative provider for their payroll provision must ensure that the following information is submitted by the payroll provider or by an administrator employed at the school, within the required timescales. A site administrator and site users will need to be set up to access the yourfund website – www.yourfund.org.uk
- Monthly Report – schools should ensure that the monthly report, in the format supplied by the LPP, is uploaded onto the yourfund website, monthly by the end of the month. Any queries or missing leavers will be notified to the Employer by an alert system. These queries will need to be actioned by the payroll provider or the school within two weeks of receipt of the query.
- New starters – the school, or their payroll provider will need to submit via an E-Form directly to the LPP as and when a new employee or new contract commences. This should be actioned within four weeks of the employees start date.
- Leavers – the school, or their payroll provider will need to submit via an E-Form directly to the LPP including the calculation of whole time final pensionable pay and details of CARE pay, as and when an employee leaves a position within the school or leaves the school entirely. This should be actioned within two weeks of an employee's last day of service. Retirement cases should be actioned one month in advance of the last day of service.
- Contractual or personal changes – the school, or their payroll provider will need to submit via an E-Form directly to the LPP as and when the change occurs, to include changes to scheme status, contractual hours worked or weeks paid per year and changes of address or name. This should be actioned within four weeks of this change.
- Details of all unpaid leave, maternity leave and adoption leave – submitted via an E-Form directly to the LPP as and when the absence occurs. This should be at the beginning of the absence and when the member returns to work. Details of the amount of lost salary will need to be provided.
- Monthly payment schedules of all employee, employer and additional contributions paid should be submitted to named contacts at Ealing Council and the LPP by the 19th of the following month. The latest date contributions can be paid is the 19th day of the month, following the month in which the deductions were made. Where the 19th falls on a weekend or Bank Holiday, the due date becomes the last working day prior to the 19th. In accordance with the LGPS regulation (71) 2013, payment will be overdue on the 20th of the month and interest will be charged on any amount overdue immediately at base, plus 1% and compounded every three months. All AVC payments should be made directly to the AVC provider.

Pensions administration for non buy back schools

LPGS Pension Scheme continued

- The End of Year Report must be submitted in the correct format and in accordance with the specification supplied by the LPP. The report should be uploaded directly onto the yourfund website by 21st April each year.
- All errors identified following the posting of year-end information should be rectified by the payroll provider or the school and answers supplied to the LPP via yourfund. Response to queries should be submitted to the LPP no later than 31st May each year.
- Industrial Action – A report including the details of the staff member and the salary lost in respect of strike action must be submitted to the LPP the following month after the strike deduction is made.
- The school should ensure the payroll provider applies the correct contribution deductions to salaries. Re-banding should be carried out annually from 1st April on receipt of the new contribution bandings.
- The payroll provider should process refunds of contributions to employees opting out of the scheme with less than three months service in the scheme. This should only be actioned following confirmation from the LPP that the member has opted out of the pension's scheme.
- Schools must ensure that the external payroll provider is subject to annual audits of their data.
- The school and their payroll provider should respond to e mails from Ealing Council and the LPP within two weeks.

Failure to adhere to any of the above deadlines / requirements will lead to additional charges being imposed. Please see table on page 23 for details.

HR administration

Our team of experienced HR administrators within the education sector will oversee your staffing and administration requirements. Your school will have a dedicated administrator as your point of contact for all your queries and a generic email address is provided and monitored by the team with a guaranteed response to your enquiries within 24 hours – Monday to Friday (excluding bank holidays) unless further investigation is required, where we aim to respond within 5 working days.

Likewise, we provide a dedicated phone number for enquiries on terms and conditions and/or contract queries to all staff, 9am to 5pm - Monday to Friday (excluding bank holidays).

All work instructions, from start to finish, are logged onto Dynamics, our customer relationship management system and emails are sent directly from Dynamics to the primary contact (SBM/school administrator) which captures the history of the instruction.

Regular HR newsletters are distributed to keep relevant school staff informed of changes to terms and conditions, legislation, policy and processes.

HR administration full service

- Production and distribution of formal employment contracts (new starter, additional posts and change of posts, e.g. as and when required to permanent)
- Change of grades / hours for Headteacher / SBMs / Administrators with iTrent People Manager access (who cannot access their own record)
- Issue of maternity letters to confirm maternity start date
- Ealing Council's terms and conditions compliance for all staff e.g. pay, hours, working weeks
Right to Work in the UK documentation is received, checked and recorded on iTrent to prove Home Office "statutory excuse"
- Continual monitoring of right to work expires to ensure continued "statutory excuse"
Pre-employment and safeguarding documents are reviewed and recorded on the employees iTrent electronic record
- New starters, additional posts and change of posts are set up on iTrent and all documents attached to the iTrent record
- Employees attached to the correct terms and conditions relevant to the post
- New starter teacher allowances paid within their respective range e.g. TLRs, SENs
- Working pattern set up against each employee / post which ensures correct annual leave entitlement (if applicable), sickness and maternity pay
- Undertake prohibition checks on relevant staff members
- Applications for Certificate of Sponsorships submitted (subject to terms and conditions) and processed
- Renewals for Certificate of Sponsorship processed

Please note that pre-employment medical screening is not included as part of the HR Administration package. This service is provided by Occupational Health.

HR administration

Benefits include

- Free advertising on the Ealing Council website
- No HR fee for advice
- Discounted rates on DBS checks (includes, standard, enhanced and volunteer checks)

HR Administration – reduced service

- Right to work and safeguarding documents are not checked or monitored and are only attached to iTrent if they are sent to HR Administration as part of the original starter pack
- No continual monitoring of right to work documents / expires which provides “statutory excuse”
Applications for Certificate of Sponsorships submitted (subject to terms and conditions) and processed
- Renewals for Certificate of Sponsorship processed

Occupational Health Unit (OHU)

We have a team of highly qualified, experienced occupational health practitioners with medical secretarial support to provide an effective and comprehensive range of occupational health services to reduce absence and promote and support an early return to work, enhancing performance and productivity and to prevent litigation where necessary.

Schools choosing not to buy into the Council's Occupational Health Service will need to ensure that they meet the minimum legal requirements by some other way and to comply with similar standards. Under statutory obligations the Local Authority has a monitoring role for schools in ensuring that these schools comply with the minimum standards.

We provide services to protect health at work, assess and advise on fitness for work and to ensure health issues are effectively managed.

Whether you need an independent medical opinion, assistance with any work related ill health or statutory duties such as health surveillance and risk assessment, we provide guaranteed response times to ensure you get the help you need quickly and easily.

We work effectively alongside your HR Advisory Service and Health and Safety provider in order to provide cohesive guidance.

The Occupational Health service charge is based on a reduced headcount to exclude Clerk of Governors and exam invigilators. The charge includes GP or hospital reports up to £80 and nurse led vaccination services on site where numbers permit.

Vaccines are chargeable (price on application)

Benefits include

- Adjusted headcount for charging purposes – clerk to governors and exam invigilators
- Unlimited access to Senior and Specialist Occupational Health Nurse Advisors
- Unlimited access to Occupational Health Physician
- Occupational Health Help Line and dedicated email with 24-48 hour response time
- Inclusive funding of ill health retirement applications, including statutory external assessment by Independent Occupational Health Physician (one per employee)
- Working closely alongside Ealing Council's, or schools own other HR services to facilitate full case management, including Health & Safety
- Written guidance notes on all health-related policies and processes
- Absence Management Reporting and prompts for long term absence where Ealing's payroll service is purchased
- Access to consultant physiotherapist via an Occupational Health referral

Occupational Health Unit (OHU)

Services include

- Sickness absence
 - Long and short-term sickness absence support through management referral
 - Return to work guidance and support
 - Guidance on reasonable adjustment requirements under the Equality Act
 - Medical capability guidance
 - Medical redeployment and ill health retirement guidance and support
 - Ill health retirement applications and statutory external assessment (one per employee)
 - Referral to specialist consultants / assessors when required*
 - Referral to consultant physiotherapist
- Pre-employment screening
 - Screening via electronic medical questionnaire submitted directly to the Occupational Health Unit to maintain confidentiality
 - Recommendations on fitness for work / limitations
 - Recommendations on specialist equipment/restrictions/additional training requirements
- Support with workplace assessments
- Access to specialist DSE assessors and provision of a written report with recommendations
- Bi-Monthly physiotherapy advisory service
- Risk Assessment support
- Pensions applications due to ill health, pension appeals, pension reviews and deferred pension applications
- Health surveillance where required for specific groups of staff or when an exposure to a substance occurs e.g. asbestos
- Immunisations, where available, to all employees who are at risk of contracting a work related disease during the course of their work. Available onsite where numbers allow*

* Additional fee applies

Please note that pre-employment medical screening is not included as part of the HR Administration package. This service is provided by Occupational Health.

Occupational Health have the right to refuse appointments without additional funding where the employee has failed to attend two appointments.

Additional appointments are charged at £100

Pay as you Go

The Pay as You Go Services detailed below, can be purchased on a standalone, discounted basis.

If an HR service is not purchased, the pricing tables referred to as "Standalone" are the applicable costs.

Online Disclosure & Barring Services (DBS) checks & Update

- Provision of an online DBS processing service allowing Schools to process their own DBS checks
- 24/7 online tracking
- Error free processing
- No paper forms
- No postal costs
- No set up charge
- Most of all DBS checks are processed and completed within 7 working days

Certificate of Sponsorship

- We will submit the application or renewal on the school's behalf and monitor progress
- If the HR Administration service is purchased, then the discounted price of £45 for administration will be applied
- If the HR Administration service is not purchased, then the price of £255 for administration will be applied.

Please note the cost of the actual Certificate of Sponsorship of £255, plus the Home Office charge of £3,199 (if applicable), applies under all circumstances.

Advertising Ealing Council's Website

- If you buy into the HR Administration service then advertising on the Ealing Council website is free of charge.
- If you do not buy into HR Administration, then the standalone prices will be applied.
- If you do not buy into HR Administration Services but are part of Ealing Learning Partnership (ELP) then there is a cost per advert which is detailed in the costing section.

Pay as you go

Enhanced Vetting on New Appointments

Provision of full background check service covering the following:

- Identity and residence
- Employment history
- Verification of references
- Professional memberships and qualifications
- Check of credit history (when required)
- Council's HR and Payroll
- Check of public records

The Audit & Investigation team provides an enhanced vetting process for targeted posts in the Council.

The enhanced vetting process will be complete within two weeks

Emergency Payment Facility

- We offer a same day / emergency payment facility to address unforeseen payment requirements.

HMRC Compliance Advice Service

Ealing provides a full HM Revenue & Customs compliance advice and checking service for all its schools, which includes, but is not limited to:

- Employment status checks for all individuals not in receipt of a contract of employment
- Limited company vetting / IR35
- Advice on Benefits in Kind including P11ds

Payslips

- All payslips are available online and all employees have iTrent accounts enabling them to access their details 24/7.

Added value

iTrent - HR Administration & Payroll System

Employee Self Service

Employee Self Service allowing staff to:

- view and print payslips and P60s
- make on-line expense claims
- update personal information such as address, bank details and next of kin
- book absence, i.e. annual leave, medical appointments
- view work pattern and sickness absence details

People Manager

Allowing the schools nominated staff to:

- View employee records
- Visibility of full establishment
- Ability to change hours and grades
- Produce letters to reflect changes
- Approve expense claims
- Approve absence
- Record sickness absence
- Retrieve management information and run reports (absence, structure, people)
- Upload all employee records and documentation to individual iTrent employee records

iTrent Support Team

Our iTrent Support Team manage:

- Password resets
- Assistance and advice on system functionality
- Bespoke report writing and regular production of Management Information from the system, such as the Annual Teachers Salary Statements
- Adherence to Data Protection Legislation
- System maintenance and software upgrade implementation

Added value

Contract Management

Contracts Management are responsible for procuring HR services on behalf of schools, regularly reviewing and monitoring Service Level Agreements, including the performance of each contract to ensure the service is delivered to meet your school's needs.

iTrent Training

Our teams are available to meet all of your training requirements, either at your school or Perceval House, either individual one to one training, or as a group.

Please note, there is no charge for these services



HR Services to Schools Service Pricing

All HR services are offered on a 12 month commitment basis to remain competitive and offer value for money

	Annual price per person
Payroll – Option 1 If purchased with HR Recruitment and Administration Services	£36.50
Payroll – Option 2 When taken as a Standalone option	£39.00
HR Administration – Option 1 (Full service, pre-employment check chasing and uploading included)	£44.50
HR Administration – Option 2 (Pre-employment check chasing and uploading not included)	£34.00
Occupational Health Unit	£42.50
Pensions Administration <i>Please note, this charge is compulsory for all schools</i>	£11.00

Pensions administration for non buy back schools –additional charge for non compliance

Local Government Pension Scheme – Non teaching staff		
No.	Item	Charge
1	Pensions (LGPS) monthly payment of contributions and schedules	Interest will be charged on any amount overdue at bank base rate plus 1%
2	Pensions (LGPS) late monthly report submitted onto yourfund website	£267.00
3	Late year end returns (LGPS) (the March monthly report)	£539.50
4	Delayed response to LPP end of year queries (per query)	£26.50
5	Delayed response to e mails from the LPP / Ealing Council	£26.50
6	Pensions (LGPS) late submission of starters and leaver e-forms onto the yourfund website, per case. Due within 2 weeks of starting or leaving	£26.50

Teacher's Pension Scheme		
No.	Item	Charge
1	Pensions (TPS) monthly payment of contributions and schedules	£267.00
2	Pensions (TPS) late monthly data collection report (MDC)	£267.00
3	Pensions (TPS) late submission of auto enrolment spreadsheet	£216.00
4	Non-audited data (Pensions)	£539.50
5	Delayed response to end of year queries (per query)	£26.50
6	Delayed response to e-mails from the LPP / Ealing Council	£26.50

Redundancy and pension benefit estimate charges

LGPS (non-teaching staff) Redundancy and Pension Benefit Estimates	
Estimate request	Ealing Council Cost (price per estimate)
Redundancy estimate only Employees not in the pension scheme or employees under age 55	£21.50
Redundancy and pension benefit entitlements plus capital cost to the employer for early release of pension benefits	£43.00
Pension estimates on the grounds of flexible retirement or employers consent	£21.50

Teachers Redundancy and Pension Benefit Estimates	
Estimate request	Ealing Council Cost (price per estimate)
Redundancy estimate only Employees not in the pension scheme or employees under age 55	£21.50
Redundancy and pension benefit entitlements	£43.00

DBS and List 99		
Item	Discounted price <i>(please note this price only applies if Payroll, HR Administration or Occupational Health is purchased)</i>	Standalone
DBS enhanced check	£51.50	£72.00
DBS volunteer check	£11.50	£20.50
List 99	£10.50	£15.50
Section 128 checks	£7.00	£12.50

Advertising on Ealing Council's website		
Item	Discounted price	Standalone
Schools who buy HR Administration	free	-
Schools who only buy-in to Ealing Learning Provision (ELP), but not HR Administration	£95.00	
Advertising on Council website	-	£174.50 per advert

Certificate of Sponsorship		
If HR Administration is purchased, this fee applies	If HR Administration is not purchased, this fee applies	Cost of Home Office Certificate for 3 years <i>Inc. ISC charge</i>
Administration charge £45.00	Administration for Certificate of Sponsorship £255.00	£3,199.00

Enhanced Vetting	
Item	Optional
Enhanced vetting on new appointments	£211.50 per applicant

Emergency Payment Facility	
Item	Per Payment
Immediate payments	£25.50

HMRC Compliance Advice Service	
Item	Per Payment
Employment status checks Limited company vetting / IR35 Advice on Benefits in Kind inc P11ds	£26.50

Andrew Scully

HR Business Partner and Head of HR Operational Services
scullya@ealing.gov.uk

Julie Pickett

HR Recruitment & Administration Manager
pickettju@ealing.gov.uk

Lara Balogun

iTrent Systems and Payroll
Manager balogunl@ealing.gov.uk

Sandra Wilkins

Occupational Health Manager wilkinssa@ealing.gov.uk

Jenny Connett

Pensions Manager
jennconn@ealing.gov.uk

Michelle Voutt

Compliance and Reconciliation Officer
Invoice queries and HMRC status checks
michvoutt@ealing.gov.uk

