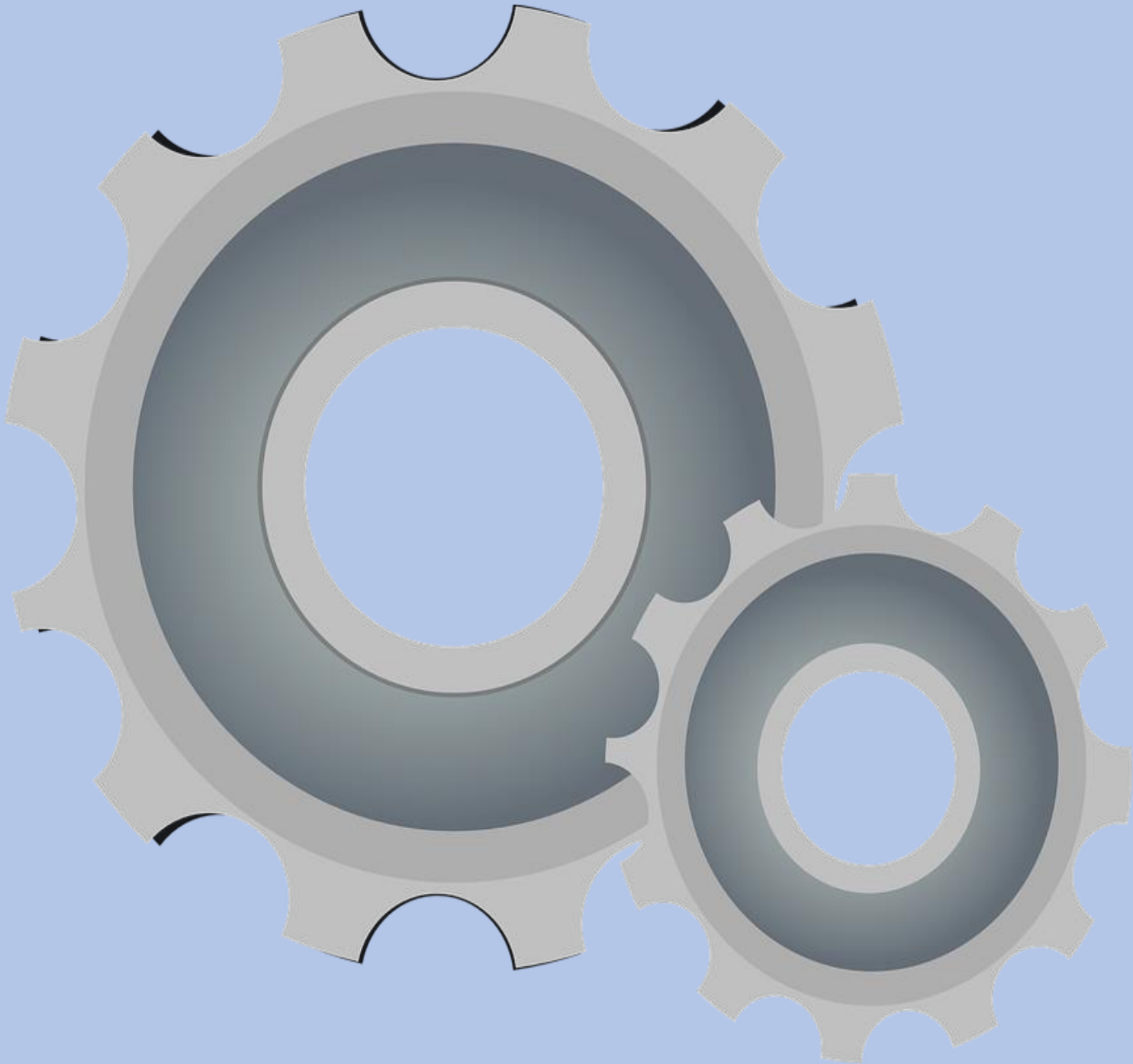


HR SERVICES TO SCHOOLS
SCHOOLS HR CONSULTANCY TEAM (SHRCT)
SERVICE LEVEL AGREEMENT 2020/21



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1. NOTICE PERIODS

The period required by either a school or the HR consultancy service to give notice to the other to cease using/providing the Schools HR consultancy service will be 4 calendar months.

2. SERVICE STANDARDS

- The service will be tailored where possible to meet the individual needs of schools
- Schools will be supported by named HR staff
- Schools will be consulted, currently through the HR steering group, about the service offer and quality

3. SERVICE DESCRIPTION

To provide an HR consultancy service which meets the needs of schools, including the provision of HR advice, support, briefing and training in the areas of: Child Protection, Employee Relations, Restructuring, People Management, Resourcing, Pay and Conditions, Management/Leadership Development.

4. COST

The cost for our service will be £70 per employee per annum for primary and special schools and a charge of £64 per employee per annum for high schools. For those schools with 150+ employees we offer a reduced rate on a tapering scale for those employees in excess of the 150.

5. OTHER HR SERVICES

Schools can view the full range of HR Services available to them through the services to schools link on the EGfL – www.egfl.org.uk/hr

6. Detailed Schools HR Consultancy Service Components

Service Area	Key Activity	Service Provided	Dependency
<p>(a) Management of Employee Relations, Casework, Policy Development and advice on Terms and Conditions of Employment</p>	<p>Provision of written and face to face advice to schools on casework (e.g. Disciplinary, Capability, Grievance, Absence, Performance Management, Redundancy)</p> <p>Support and advice to schools on liaison with Trade Unions & Professional Associations</p> <p>Manage TU facility agreement for staff in schools</p> <p>Provision of model HR policy and procedure documents for schools and advice on HR policies drafted by schools</p> <p>Support and Advice on Employment Tribunals and Settlement Agreements</p>	<p>Advice and guidance will be fit for purpose, reflect best practice, statutory requirements and be in the best interests of schools</p> <p>SHRCT will maintain effective working relations with TU representatives who represent staff in schools</p> <p>Budget will be managed in line with policy on TU Facilities</p> <p>To provide policies and procedures which reflect best practice, statutory requirements & meet business needs</p> <p>To provide HR support and advice on avoiding and defending employment tribunals. Advice on the terms of settlement agreements and liaison with employee representatives</p>	<p>Information provided to SHRCT about cases must be accurate and complete</p> <p>Schools observe TU facility agreement</p> <p>Authority for funding rests with schools forum</p> <p>Liaison and consultation with trade unions as necessary</p> <p>School has sought and not acted contrary to advice given by the Local Authority</p>

6. Detailed Schools HR Consultancy Service Components

Service Area	Key Activity	Service Provided	Dependency
	<p>Access to an ACAS trained mediator within the team.</p> <p>Advice about the terms & conditions and pay of staff.</p> <p>Networking -</p>	<p>Mediation</p> <p>Application and interpretation of employment conditions and national and local pay matters</p> <p>Members of the team will attend regional and where appropriate national forums to update their own knowledge and keep abreast of developments relevant to schools</p>	<p>.Agreement by parties to participate in process</p>
<p>(b) Regular HR Health Checks</p>	<p>Advice about compliance and resilience on HR policies and indicators</p>	<p>A visit to each school will be offered annually by a member of the team to ascertain the extent to which the school complies with a range of HR indicators and requirements and has adopted/reviewed key HR policies. HR induction meeting for new head teachers</p>	<p>The visit will be made if a school requests that it be made.</p>

6. Detailed Schools HR Consultancy Service Components

Service Area	Key Activity	Service Provided	Dependency
<p>(c) Consulting Schools about HR and service priorities</p>	<p>To administer and co-ordinate the HR steering group as a forum for consulting and informing head teacher representatives and undertake project work/tasks to meet the priorities of the forum and legislative changes</p>	<p>Face to face discussions about topical HR issues, undertake research and project work, implementing policy and agreeing service priorities</p>	<p>Head teacher representatives attend the meetings and feedback to/from quadrants</p>
<p>(d) Child Protection</p>	<p>HR advice provided to schools and service partners on child protection casework and guidance on child protection issues involving staff</p> <p>Work in partnership with other agencies (e.g. Social Care, Police, Local Authority Designated Officer)</p> <p>Support schools to refer cases as necessary to the Disclosure and Barring Service (DBS) and DfE/TRA or any successor bodies</p> <p>Provision of accredited Safer Recruitment Training and Safer</p>	<p>Written and verbal advice and guidance will be fit for purpose. HR staff will keep abreast of latest requirements & developments</p> <p>Collaborate with partners to ensure the safety of children. Attendance at Strategy meetings</p> <p>To report as required by statute. To advise schools on cases where they have the discretion to refer or not</p> <p>Full day face to face SR training and half day SR refresher training</p>	<p>SHRC need to be contacted or informed about CP cases.</p> <p>Written general guidance will be shared with other child protection professionals</p>

6. Detailed Schools HR Consultancy Service Components

Service Area	Key Activity	Service Provided	Dependency
	Recruitment refresher training for Schools	delivered by qualified and experienced staff	
(e)Resourcing and Restructuring	<p>Provision of written and face to face advice and guidance to schools on resourcing and restructuring issues (e.g. recruitment redeployment, TUPE, redundancy)</p> <p>Provision of Job Evaluation service using GLPC scheme</p> <p>Administration of apprenticeship levy scheme</p>	<p>Advice and guidance will be fit for purpose, reflect best practice, statutory requirements and be in the best interests of schools</p> <p>Posts will be evaluated by trained staff within 15 working days of receipt</p>	<p>Information provided by schools must be accurate and complete</p> <p>Comprehensive details about duties of post provided by school</p> <p>Schools must complete necessary forms/documents to access levy funds</p>
(f)Briefing and Training on HR issues for heads, governors and other school staff	<p>Training and briefing on HR/people management issues provided in line with identified need of schools</p> <p>Collaboration with service partners on management development programme for schools</p>	<p>Consult with schools to identify need and then deliver timely and effective training/briefing</p> <p>Collaborate with partners with the aim of ensuring programme meets identified needs</p>	<p>Schools identifying needs and SHRC having the capacity to design and deliver</p> <p>Timely meetings and information sharing with service partners</p>

6. Detailed Schools HR Consultancy Service Components

Service Area	Key Activity	Service Provided	Dependency
	<p>Designing, developing and delivering training/briefing materials</p> <p>Provision of HR briefing as required/requested</p> <p>To provide an HR input to school's forums (e.g. Twilight briefing to HTs as requested/required, Schools Consultative Group, SBM, SING, New Heads meetings)</p> <p>To offer GB's and School SMT's briefings/training on HR issues up to a maximum of 6 hours per school per year</p>	<p>Training/briefing material will be fit for purpose and will be up to date and tailored to suit audience</p> <p>Information provided for schools covering topical and contemporary HR issues</p> <p>To consult groups/forums on agenda and items for discussion. To ensure that briefings/updates are informative, relevant and timely</p> <p>Training/Briefing material will be fit for purpose, tailored to suit the audience and delivered at school if required either during the school day or evening. This can also be delivered to a group or cluster of schools</p>	<p>Minimum numbers. If the number subscribing to a course is less than 6 we will normally postpone course and reschedule</p> <p>Subject to requests from school for the bespoke briefing/training to be provided</p>

6. Detailed Schools HR Consultancy Service Components

Service Area	Key Activity	Service Provided	Dependency
<p>(g)Leadership Recruitment</p>	<p>HR representative available to advise GB on head teacher recruitment</p> <p>Work in partnership with colleagues in ELP to support and enhance leadership recruitment</p> <p>Provide written guidance and advice for leadership appointments</p>	<p>Information/advice provided will be accurate, timely, pragmatic and fit for purpose</p> <p>Collaboration on devising strategies to improve recruitment/retention of leadership staff</p> <p>Written guidance and advice will be fit for purpose. HR staff will keep updated on latest techniques and developments in recruitment</p>	<p>GB contacting SHRC for support and confirm dates for recruitment planning meeting</p> <p>Timely information provided by ELP staff</p>

7. Other Pay as You Use Services

Employee Assistance Programme	To liaise on behalf of schools for an Employee Assistance Programme which, through a helpline, gives confidential advice to school staff on a wide range of personal matters	Re-tendered in Autumn 2018. Provider Workplace Options Price £4.95 plus VAT per employee per annum.
Investigations	In exceptional circumstances to undertake an investigation for the school, charged at the rates shown in 7 below	These will only be undertaken if the SHRC team have capacity and can undertake work without a conflict of interest and without compromising regular service
Administration and advice on the operation of insurance schemes for long term sickness, maternity and legal support on employment matters	Separate rates and rules for participation in these schemes will be published	

8. Developments for 2020/21

Organise half day workshops for Heads and other managers in schools over the course of the SLA period. Content and audience to be agreed through the HR steering group.

Continue to review the HR content on the EgFL and update/revise as necessary to ensure content is fit for purpose

Develop a termly HR newsletter arising out of matters discussed at the HR Steering group and HR issues of general interest for circulation to schools buying the service

Attend ELP committees on Recruitment & Retention and Safeguarding to represent HR and the schools we support

9. Schedule of Charges for schools buying Ad-Hoc consultancy from the Schools HR Consultancy Team.

Please note that schools buying into the regular annual service will take priority in the event that demand for the service outstrips capacity. Consultancy Rates are as follows:

	Hourly Rate	Full Day Rate	Hourly Rate after 6pm
HR Leading Practitioner	£125	£600	£140
Head of Service	£150	£750	£160
Daily cost of Training for Schools not buying our service - £260 per delegate per day or £130 per half day			

10. Complaints Procedure

Schools with a concern or complaint about the HR consultancy service should first try and deal with it informally with their HR Leading Practitioner

1st Contact – HR Leading Practitioner 2nd Contact – Head of Service 3rd Contact – Director Core HR

The officers to contact in this hierarchy are:

	1st Contact – HR Leading Practitioner	2nd Contact – Head of Service	3rd Contact – Director Core HR
HR Consultancy Services	<p>Chris Prowse – 020 8825 9261 cprowse@ealing.gov.uk</p> <p>Maria Stock – 020 8825 8190 stockm@ealing.gov.uk</p> <p>Sangeeta Jerath – 020 8825 8767 jeraths@ealing.gov.uk</p>	<p>Mark Nelson – 020 8825 9478 mnelson@ealing.gov.uk</p>	<p>Liz Chiles 020 8825 9345 chilesl@ealing.gov.uk</p>