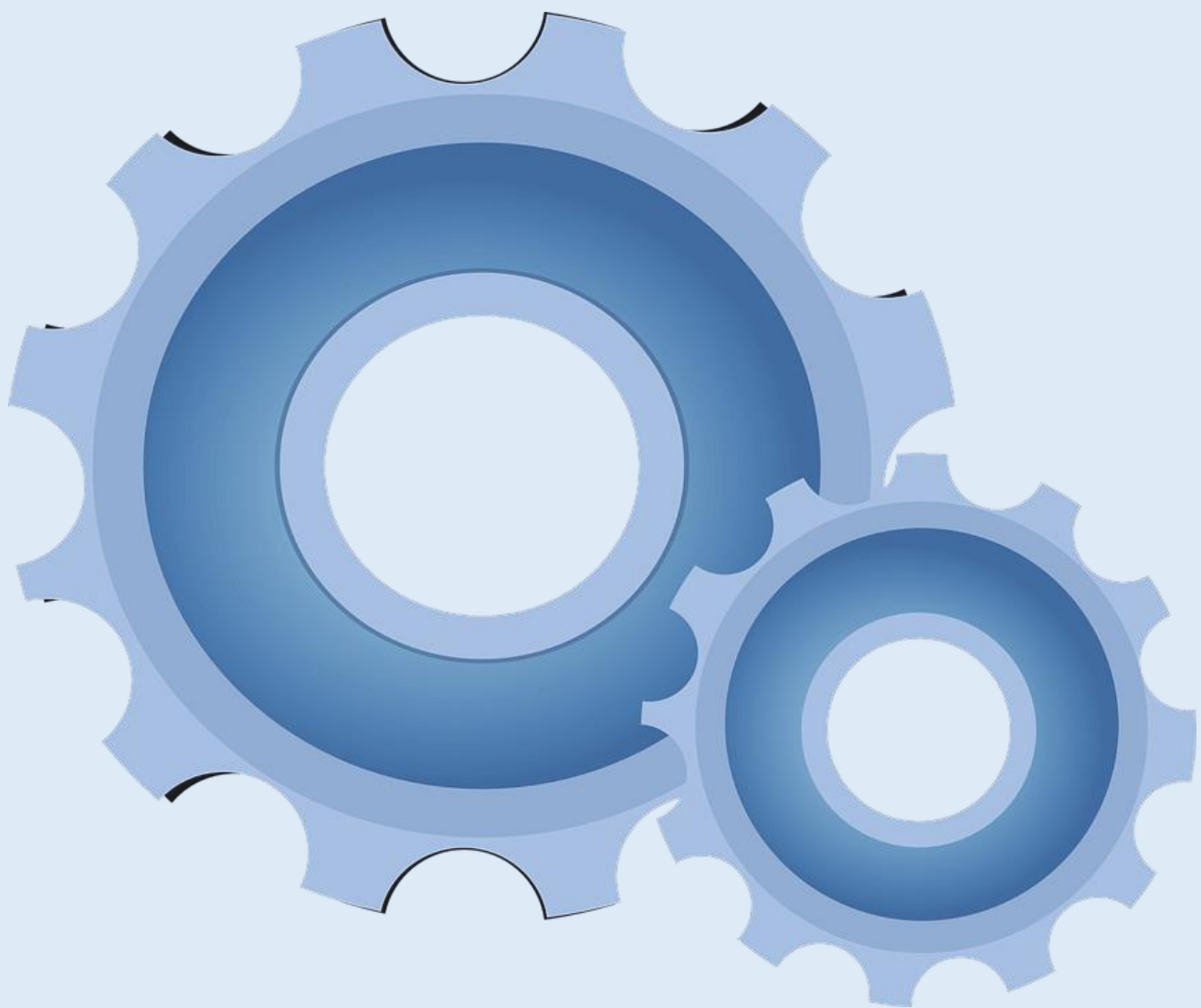


HR services to schools
Schools HR Consultancy Team (SHRCT)
Service level agreement 2021/22



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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 four 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 able to directly influence our priorities, currently through the HR steering group, and the service offer

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 £72 per employee per annum for primary and special schools and a charge of £66 per employee per annum for high schools. For those schools with 150+ employees we offer a reduced rate on a tapering scale.

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 at www.egfl.org.uk/HR

6. Detailed Schools HR Consultancy Service Components

Management of Employee Relations, Casework, Policy Development and advice on Terms and Conditions of Employment

Key Activity

- Provision of written, face to face and online advice to schools on casework (e.g. Disciplinary, Capability, Grievance, Absence, Performance Management, Redundancy)
- Support and advice to schools on liaison with Trade Unions & Professional Associations
- Manage TU facility agreement for staff in schools
- Providing HR Support to schools through the national pandemic
- Provision of model HR policy and procedure documents for schools and advice on HR policies drafted by schools
- Support and Advice on Employment Tribunals and Settlement Agreements
- Access to an ACAS trained mediator within the team
- Advice about the terms & conditions and pay of staff
- Networking

Service Provided

- Advice and guidance will be fit for purpose, reflect best practice, statutory requirements and be in the best interests of schools
- SHRCT will maintain effective working relations with TU representatives who represent staff in schools
- Budget will be managed in line with policy on TU Facilities
- Providing written guidance for schools on staffing issues arising out of the pandemic
- Supporting with individual casework
- To provide policies and procedures which reflect best practice, statutory requirements & meet business needs
- To provide HR support and advice on avoiding and defending employment tribunals
- Advice on the terms of settlement agreements and liaison with employee representatives
- Mediation
- Application and interpretation of national and local employment conditions and pay matters
- Members of the team will attend regional and where appropriate national forums to update their own knowledge and keep abreast of HR developments relevant to schools

Dependency

- Information provided to SHRCT about cases must be accurate and complete
- Schools observe TU facility agreement
- Authority for funding rests with schools' forum
- Liaison and consultation with trade unions as necessary
- School has sought and not acted contrary to advice given by the Local Authority
- Agreement by parties to participate in process

Regular HR Health Checks

Key Activity

Advice provided on request about compliance and resilience of HR policies and indicators

Service Provided

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

Dependency

The visit will be made if requested by a school

Consulting Schools about HR and service priorities

Key activity

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

Service provided

Face to face discussions about topical HR issues, undertake research and project work, implementing policy and agreeing service priorities

Dependency

Head teacher representatives attend the meetings and feedback to/from quadrants

Child Protection

Key activity

- HR advice provided to schools and service partners on child protection casework and guidance on child protection issues involving staff
- Work in partnership with other agencies (e.g. Social Care, Police, Local Authority Designated Officer)
- Support schools to refer cases as necessary to the Disclosure and Barring Service (DBS) and DfE/TRA or any successor bodies
- Provision of accredited safer recruitment training and safer recruitment refresher training for schools

Service provided

- Written and verbal advice and guidance will be fit for purpose, HR staff will keep abreast of latest requirements and developments
- Collaborate with partners to ensure the safety of children
- Attendance at Strategy meetings
- To report as required by statute and to advise schools on cases where they have the discretion to refer or not
- Full day face to face SR training and half day SR refresher training delivered by qualified and experienced staff

Dependency

- SHRC need to be contacted or informed about CP cases
- Written general guidance will be shared with other child protection professionals

Resourcing and Restructuring

Key activity

- Provision of written and face to face advice and guidance to schools on resourcing and restructuring issues (e.g. recruitment redeployment, TUPE, redundancy)
- Provision of Job Evaluation service using GLPC scheme
- Administration of apprenticeship levy scheme

Service provided

- Advice and guidance will be fit for purpose, reflect best practice, statutory requirements and be in the best interests of schools
- Posts will be evaluated by trained staff within 15 working days of receipt

Dependency

- Information provided by schools must be accurate and complete
- Comprehensive details about duties of post provided by school
- Schools must complete necessary forms/documents to access levy funds

Briefing and Training on HR issues for heads, governors, and other school staff

Key activity

- Training and briefing on HR/people management issues provided in line with identified need of schools
- Collaboration with service partners on management development programme for schools
- Designing, developing, and delivering training/briefing materials
- Provision of HR briefing as required/requested
- 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)
- To provide an HR input into the ELP Board and committees (Rec & Ret and Safeguarding & Wellbeing committee)
- To offer GB's and School SMT's briefings/training on HR issues up to a maximum of six hours per school per year

Service provided

- Consult with schools to identify need and then deliver timely and effective training/briefing
- Collaborate with partners with the aim of ensuring programme meets identified needs
- Training/briefing material will be fit for purpose and will be up to date and tailored to suit audience
- Information provided for schools covering topical and contemporary HR issues
- To consult groups/forums on agenda and items for discussion and to ensure that briefings/updates are informative, relevant, and timely
- To support on workforce issues that affect schools
- 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 and this can also be delivered to a group or cluster of schools

Dependency

- Schools identifying needs and SHRC having the capacity to design and deliver
- Timely meetings and information sharing with service partners
- Minimum numbers, if the number subscribing to a course is less than six we will normally postpone course and reschedule
- Subject to requests from school for the bespoke briefing/training to be provided

Leadership Recruitment

Key activity

- HR representative available to advise GB on head teacher recruitment
- Work in partnership with colleagues in ELP to support and enhance leadership recruitment
- Provide written guidance and advice for leadership appointments

Service provided

- Information/advice provided will be accurate, timely, pragmatic, and fit for purpose
- Collaboration on devising strategies to improve recruitment/retention of leadership staff
- Written guidance and advice will be fit for purpose
- HR staff will keep updated on latest techniques and developments in recruitment

Dependency

- GB contacting SHRC for support and confirm dates for recruitment planning meeting
- Timely information provided by ELP staff

7. 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
- Provider is Workplace Options
- 2020-21 price £4.95 plus VAT per employee per annum (awaiting confirmation of prices for 2021-22)

Investigations

- In exceptional circumstances to undertake an investigation for the school
- 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. Pay as you use charges

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

HR Leading Practitioner

Hourly rate £125, full day rate £600, hourly rate after 6pm £140

Head of Service

Hourly rate £150, full day rate £750, hourly rate after 6pm £160

Daily cost of training for schools not buying our service - £280 per delegate per day or £140 per half day

9. Developments for 2021/22

- Continue to 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 EGfL and update/revise as necessary to ensure content is fit for purpose
- Issue 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
- To work with the HR steering group to agree a programme of work to address equalities issues within the schools' workforce
- To survey schools on the quality and effectiveness of support provided by the team

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

The officers to contact in this hierarchy are:

1st Contact – HR Leading Practitioner

Chris Prowse 020 8825 9261 cprowse@ealing.gov.uk

Maria Stock 020 8825 8190 stockm@ealing.gov.uk

Sangeeta Jerath 020 8825 8767 jeraths@ealing.gov.uk

2nd Contact – Head of Service

Mark Nelson 020 8825 9478 mnelson@ealing.gov.uk

3rd Contact – Director HR & OD

Liz Chiles 020 8825 9345, chilesl@ealing.gov.uk