

Human Resources Service Level Agreement

1. Parties to this Agreement

Coventry City Council's Human Resources Service and Coventry Schools.

Service provider and contact

Name	Title	Phone Number	E-Mail Address
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Nicole Firth	Triage Advisor	024 7683 2986	Nicole.firth@coventry.gov.uk
Sandy Kinney	Employment Policy	024 7683 1525	Sandra.kinney@coventry.gov.uk
Wilma Green	Management Info	024 7683 3120	Wilma.green@coventry.gov.uk
Philip Johnson	Data Analysis	024 7683 3268	Philip.johnson@coventry.gov.uk

Customer and contact

The School Governing Body is the customer. The normal contact point will be the Head Teacher. (If an alternative is proposed, then the person needs to be identified in writing.)

1.2 Commencement Date & Duration of Agreement

Commencing 1st April 2019 to 31st March 2020

2. SERVICE COMMITMENT

The Human Resources (HR) service is committed to providing a high quality responsive professional support and advice service to schools. We will provide comprehensive and clear advice when dealing with complex and challenging issues relating to all school employees.

In addition, we will provide employment law and employee relations casework training to all levels of employees within the school including Governors.

All development offered can be tailored to meet the individual needs of your school to enable you to make the right decision.

We fully understand the challenges faced in education today and are fully committed to working in partnership with your school to: -

- Enable you to make the right decision
- Investing in the development of strategic solutions to current and emerging school HR issues
- Creating tangible and effective support to implement strategic HR school solutions
- Ensure the best possible outcomes for pupils
- Facilitate business improvements
- Provide a service that is excellent value for money
- Deliver effective solutions by collaborating with internal stakeholders such as Legal, Payroll, Education and Skills team and the Trade Unions.

3. SCOPE OF THE WORK

1.1 How HR is structured

This Service Level Agreement (SLA) offers the complete HR service to schools and includes the following but is not exhausted to: -

- HR advisory and support service
- HR employment law updates
- Employee relations and Trades Union (TU) negotiation
- Policy and procedure reviews
- TUPE & change management (including Job Evaluation)
- HR training on employment law/staff issues
- Teachers pay and conditions guidance
- Equality and diversity guidance

1.2 What our service includes

Industrial Relations and Organisation Review

- Guidance provided of the HR Handbook on legislation and practice relating to redeployment/redundancy, Trade Union consultation, disputes, industrial relations and organisational change.
- Updates provided on a regular basis via revised HR policies and procedures.
- School termly HR Newsletter via the Coventry Learning Gateway.

- Written notification to the Trade Unions and Department for Education on any required information under the relevant legislation
- Advice on implementation of Industrial Relations Agreement between the school and recognised Trade Unions contained within the HR Handbook/Coventry Learning Gateway
- Assistance and advice on Head Teacher's proposed objectives.
- Advice on implications of change proposed changes to staff terms and condition of service, agreements relating to redeployment/redundancy.
- Advice and involvement with Trade Union consultation.
- Assistance with delivery/presentation to staff, Trade Unions, senior management teams and governors.
 - Support to staff and managing potential redeployment opportunities.
 - Management and administration of early retirements/ redundancy/redeployment.
- Specialist support for working parties.

Outline of Redeployment Activities

- HR Support for Head Teachers and School Governors dealing with restructuring issues.
- Provide Head Teachers and/or School Governors statistical information from Payroll records.
- Support the Head Teacher to undertake Trade Union consultation
- Assist in determining the criteria for nominating redeployees.
- Issuing the associated documentation to redeployees.
- HR Advisor/Triage Advisor will be assigned to the redeployee to secure suitable alternative employment if available.

Grading and Pay Structure

- Regular update of grading and salary information in respect of relevant National and Local pay structures and statutory requirements and guidance on implementation.
- Standard payroll assimilation to revised pay structures.
- Information on the Department for Education Service (DfES) requirements in respect of a whole school pay policy.
- Guidance on the application of pay agreements and Governors' discretion on such matters.
- Attendance at Governors' sub-committee to give advice on individual teach salary matters.
- Advice on the development and implementation of a whole school pay policy and provision for regular review.
- Advice on appropriate salary grading's, criteria and equal pay implications, plus Job Evaluation (JE)

- Support in respect of Trade Union and staff consultation.
- Assistance with re-grading claims including attendance at grievance hearings as necessary.
- Specialist support for working parties developing pay policy guidance for schools.
- Assist with information salary comparisons as required.
- Full JE service to assess and evaluate jobs in accordance with the City Council's job evaluation scheme.

Conditions of Service

- Regular updates to the online “HR Handbook” found on the Coventry Learning Gateway and guidance notes issued as required when significant changes in legislation occur.
- Issue copies of Coventry City Council policies and procedures (Negotiated with the Trades Unions) and information on National and Local Conditions of Service to Schools.
- Advice on applying conditions of service determined by the Local Authority.
- Referral to relevant section of conditions of service information on specific matters.
- Administrative implementation of National Pay awards.
- Interpretation and implementation of conditions of service at local (school) level as requested.
- Detailed advice on Conditions of Service as they apply to individual situations e.g. redeployment and organisational review situations.
- Practical advice on implementation of Pay structure changes.

Disciplinary, Capability (Competence & Ill Health) and Grievance

- Provide effective and responsive advice on HR employment relation matters.
- Enable and support Teachers and Support staff to make informed decision on employment matters.
- Monitor long-term and frequent absences.
- HR Handbook provided to schools containing model HR procedures and access to the Coventry Learning Gateway HR webpage.
- Quarterly newsletter to Head Teachers and School Business Managers.
- Attendance/Assistance at Governors’ Sub-Committee for any hearing, which may lead to dismissal including advice on suspension.
- Arranging for special medical referrals and liaison with the Occupational Health and Counselling Unit.
- Advice on and issue of letter of termination.
- Advice to schools on sickness issues.
- Advice on individual cases.
- Assistance with investigation/procedural advice.
- Advice on appropriate procedure and action to be taken.

- Liaison with trade unions (Teaching and Support Staff).
- Liaison with support agencies including Safeguarding.
- Support and advice for presenting officer and/or Chair of the hearing.
- Advice/issue of appropriate letters.
- Assistance with the consequences of disciplinary action.
- Advice and assistance with Appeal hearings.
- Advice and assistance in relation to Employment Tribunals on LA supported matters.

Employee Support

- Referral to Occupational Health Counselling and Support Services.
- Basic advice on contracts and conditions of employment.
- Individual advice and/or support as required, particularly during periods of reorganisation and during sickness absence.
- Advice on HR procedural matters such as complaints against named employees, grievances.
- Liaison with the employee's Trade Union representative.
- Personal advice on conditions of service.
- Personal advice on training/development matters.

Equal Opportunities

- City Council's Equal Opportunities Policy and specific measures, e.g. Job Share, Career Break contained within the HR Handbook/Coventry Learning Gateway.
- Provide updates on equality legislation, practice and advice contained within HR Handbook.
- Advice on good practice in respect of equal opportunities across the full range of HR functions.
- Advice on job descriptions, grading's and person specifications to assist a school in complying with equal pay legislation and the job evaluation scheme.
- Support school on equal opportunities issues relating to employment including consultation/liaison with Trade Unions, disputes and grievances.
- Support in dealing with claims of discrimination in employment matters and equal pay and attendance at Employment Tribunals.
- Assist school management in provision of appropriate guidance for staff in equal opportunities.

Management Information

- In addition to the statutory returns submitted on behalf of the Local Authority, the Management Information team will also provide Establishment register reports to schools as part of the service under the SLA.

2. PERFORMANCE TRACKING & REPORTING

2.1 Quality & Performance

The HR advisory and support service teams are strategic, proactive and able to assist schools on an unlimited basis with their service improvement, project work, casework, provision of job evaluation processes, development/management of pay and reward policy, management of industrial relations framework and statistical management information for the HR system, HR policy development and change agendas. Schools will be provided with professional HR advice and the direct support necessary for dealing with complex and difficult HR matters relating to school employees and/or supply staff.

- HR service has a service policy of constant review and development in order to improve the quality and the cost effectiveness of its current services as well as offering new or extended facilities to provide better value to its customers.
- HR service is externally and internally audited on a regular basis
- The quality and performance of the service will be assessed in accordance with the standards laid down in the Service Specific Protocols & Procedures and Business Process Maps, and are regularly monitored by our quality auditor for timeliness, accuracy and adherence to specification.
- Feedback will be sought regularly from customers on the quality & performance of the service and suggestions for improvement will be welcomed.
- Human Resources will ensure that it keeps abreast of market place service and system developments.

2.2 Performance Measures

Human Resources monitors aspects of its performance quantitatively. These measures are based on the following targets:

Communication with Customers

- We aim for an immediate response
- Acknowledge all customer correspondence within 1 working day
- Respond to/resolve all written enquiries or complaints within 5 working days
- Answer all telephone calls within 20 seconds
- Respond to voicemails left if unavailable within 1 working day

Quality of Service

- Process all statutory and procedural documentation on or before due dates.
- Provide a secure HR environment, compliant with all statutory requirements.
- Accurately process all statutory and procedural documentation in accordance with rules and regulations.
- Provide all reports on or before deadlines.
- Implement Audit recommendations to agreed deadlines.
- If there are any causes for concern by either party regarding compliance with this agreement this will be subject to immediate discussion with a view to reach a solution acceptable to both parties.

3. CUSTOMER DUTIES AND RESPONSIBILITIES

The school will be responsible for the following: -

- Ensuring that information provided to Human Resources is accurate and up to date.
- That information is received by agreed deadlines.
- Advising of terms and conditions of employment and any changes.
- Ensure statutory compliance

4. CHARGES

4.1 Payment Details

- The Council's Sundry Debtor Section will invoice once a year to cover April - March.

4.2 Standard Charges

School	Cost
All	£69 per employee - Fixed