

Schools Human Resources

Service Level Agreement 2017-18



<http://schools.southwark.gov.uk/schoolshr>

Our services

You may spend 80% or more of your school budget on your workforce. With school budgets coming under increasing pressure it is essential that you have the right structures, people, policies and procedures in place to deliver your school improvement priorities. We can support you to achieve excellence with creative and effective human resources practice.

The schools human resources service has been working in partnership with schools across the borough for many years. Our team of qualified and experienced human resources professionals are here to help you manage your most valuable resources – your school workforce.

Workforce planning	Policies and procedures	Employee Support	Pay and conditions
Contracts of employment	Absence management	Alcohol and drugs	Pay policy
Job evaluation	Appraisal	Annual leave	Support staff pay
Model job descriptions	Capability	Equal opportunities and diversity	Teachers' pay
Recruitment and induction	Code of conduct	Managing industrial action	Term time working
References	Disciplinary	Occupational health services	TUPE
Reorganisations	Grievance	Parental leave	Using self employed consultants
Resignations and notice periods	HR Audits	Redeployment	
Single central record	Managing allegations against staff	Special leave	
Staffing structures	Respect at work		
Suspension from duty	Smoke free schools		
Using agency workers and contractors	Safeguarding children		
	Whistleblowing		

Get in touch

<http://schools.southwark.gov.uk/schoolshr/contact-us>

Benefits of our service

We have a genuine commitment to delivering the best outcomes for children and understand the pressures facing schools and the challenge of achieving outstanding leadership and management in a changeable environment. We offer advice, guidance and hands on support to maximise the effectiveness of your leadership teams and whole school workforce.

We actively influence and participate in national consultations impacting on the education workforce to ensure the needs of our schools are represented.

We work closely with authority colleagues and have well established links to national, regional and local employer associations, trade unions and professional bodies, education networks, school leaders and other agencies and work in partnership to deliver excellent services that save you both time and money.

We highly recommend our traded service as set out below to all schools to ensure you benefit from the full range of support available to help you maximise the effectiveness of your workforce.

We're there when you need us and offer incredible value for money. I look forward to welcoming you into our service.

Julie Chow, Head of Schools Human Resources
February 2017

Julie.chow@southwark.gov.uk 020 7525 0050

Statutory services

The local authority is the employer for all staff working in community schools and responsible for setting their terms and conditions of employment. In recognition of this, we offer a limited amount of free of charge support to any community schools that do not currently have a trading agreement with us.

- Collective consultation on our recommended policy and procedures with constituent trade unions
- Recommended human resources model policies and procedures.
- Attendance at formal hearings which may result in dismissal to represent the Director of Education.
- Issuing dismissal notices on behalf of the Director of Education to confirm Governing Body decisions.
- Providing estimates of benefits for potential redundancy severance and premature or efficiency retirement.
- Redeployment support for displaced employees.
- Support with the staffing implications relating to school closures, amalgamations, federations and/or academy conversion.
- Attendance at strategy meetings relating to allegations against employees.
- Annual audit of HR practice at the school.
- New head teacher induction.
- Workforce equalities monitoring.

Traded service

We highly recommend our traded service to all schools, whether maintained, academies, free schools or independent. Our business partners and advisers are experts in education human resources and tailor their support to suit your school and your priorities.

Investing in our traded service saves you work and time and provides you with the support you need to meet your legislative obligations and achieve the most from your workforce.

Key features

- Advice, guidance and hands on support from the whole team
- An allocated business partner and adviser who will get to know you and your school
- All the tools and templates you may need to maximise the effectiveness of your workforce
- Regular updates on changes in legislation and human resources practice
- Regular visits to your school, telephone and email contact.
- All year round service – Monday to Friday from 8:30am to 5:00pm.
- Access to our specialist human resources website 24/7
- A comprehensive range of up to date and compliant model policies and procedures which have been consulted on with constituent trade unions.
- Job evaluation service
- Access to online disclosure and barring checks
- Legal advice through the council's legal services for complex human resources issues.
- Discounted training offers throughout the year.
- Fully indemnified.

Trading schools will receive the following support in relation to specific human resources issues:

Appointing school leaders

Supporting governing bodies with recruitment campaigns for head teacher vacancies.

- Advice and guidance on setting the appropriate pay range.
- Collaborative working with school improvement colleagues to ensure your job description and person specification reflects the needs of your school.
- Advice on suitable recruitment media and advertisement content.
- Advice on the content of applicant information packs.
- Advice on appropriate selection processes.
- Advice and guidance on offers of appointment and pre-employment checks.

Appraisal

- Provision of a model teachers' appraisal policy and advice on its application to your school.
- Advising schools on the legal requirements for teacher appraisal.
- Providing advice to school leaders to encourage, challenge and support teachers' improvement.
- Supporting school leaders to address concerns arising during the appraisal process.
- Liaising with school improvement colleagues to provide specialist advice to address serious concerns.
- Providing advice on support plans to address performance concerns.

Absence Management

- Provision of a model absence management procedure and advice on its application to your school.
- Supporting school leadership teams with the management of sickness and other absence.
- Assisting school leaders to develop strategies to improve attendance.
- Advice on occupational health referrals.
- Processing ill health retirement applications for support staff.
- Providing redeployment support for displaced staff.
- Attendance at formal meetings under absence procedures and advice on appropriate documentation to record outcomes.

Capability

- Provision of a model capability procedure and advice on its application to your school.
- Supporting school leaders with the transition to formal capability procedures when informal interventions have failed.
- Assisting school leaders to develop support plans to address poor performance, health and/or attendance.
- Providing guidance on monitoring and review.
- Preparing school leaders for informal guidance meetings.
- Attendance at formal meetings under the capability procedure and advice on appropriate documentation to record outcomes.

Disciplinary

- Provision of a model disciplinary procedure and advice on its application to your school.
- Preparing school leaders for informal guidance meetings and advising on appropriate outcomes.
- Advise schools on the appropriateness of suspension or reallocation of duties.
- Preparing school leaders for suspension meetings.
- Supporting schools to investigate alleged misconduct and produce reports and other documentation arising from the investigation process.
- Advising schools on recommendations arising from investigations.
- Preparing investigating officers for formal hearings.
- Attendance at formal hearings to advise the hearing panel and providing advice on appropriate documentation to record outcomes.

Grievance

- Provision of a model grievance procedure and advice on its application to your school.
- Advice on potential resolutions.
- Supporting schools to address grievances and prepare for fact-finding meetings.
- Sourcing mediation services on behalf of schools to facilitate resolution.
- Attendance at formal hearings to advise the chair and providing advice on appropriate documentation to record outcomes.

Pay and conditions of service

- Provide advice and guidance on the application of national conditions of service and employment legislation in your school.
- Provision of a model pay policy and advice on its application to your school.
- Provision of model statements of particulars of employment and guidance on their use.
- Supporting schools to manage changes to conditions of service.
- Attending formal meetings to implement changes to conditions of service.
- Facilitate legal advice on behalf of schools and advising on its application.
- Support schools to manage changes covered by the Transfer of Undertakings (Protection of Employment) Regulations.

Reorganisations and restructuring

- Provision of a model reorganisation procedure and advice on its application to your school.
- Advice on appropriate staffing structures and job descriptions.
- Provision of model job descriptions for a range of school posts and advice on tailoring these to meet the needs of your school.
- Facilitating job evaluation for new posts.
- Attending formal meetings to support consultation on changes to staffing requirements.
- Providing model documentation to confirm the outcomes of consultation and impact on staff affected.
- Providing estimates of benefits for redundancy severance.
- Attendance at committee hearings and appeal hearings and advice on appropriate documentation to record outcomes.
- Supporting displaced staff with redeployment.

General performance standards

We aim to deliver excellence in the services we provide and will work closely with schools to ensure we are supporting you in the most appropriate and effective way.

To ensure we are able to deliver a responsive service, we ask that you consult with us when setting dates for meetings you would like us to attend. We also ask that wherever possible you provide us with 48 hours' notice should meetings subsequently be cancelled.

You may contact the team by telephone or email or visit us at the council's Tooley Street offices. All human resources business partners and advisers have both an office number and mobile number. If your allocated business partner or adviser is not available, any member of the team will be happy to help you. We will respond to telephone messages and emails within 3 working days.

The team are committed to continuing professional development and work of the team is regularly monitored and quality assured. We undertake an annual customer satisfaction survey and welcome your views and suggestions about our service.

It is however appreciated that occasionally problems may occur and these are usually best resolved through discussion with the person concerned. If however you remain unsatisfied with any aspect of the service, your concerns may be escalated to the head of schools human resources. If this does not resolve your concern, it may be further escalated to the Head of 0-19 Standards.

Prices

Our full traded service is charged at a rate of £95 per staff member, as determined by the headcount disclosed in the last workforce census.

We often go beyond the remit of our SLA at no additional cost to ensure we are delivering the best possible outcomes for our schools. As a traded service, we must however ensure we are covering our costs and will agree charges with you for any work required beyond our SLA in advance. To enquire about any additional services, please contact Julie Chow, Head of Schools Human Resources (contact details overleaf).

Our charge rate for consultancy services starts at £500 per day or part thereof.

Southwark schools that do not have an agreement with us for our services may arrange online Disclosure and Barring Service applications through the team. For each check processed we will charge a £5 administrative fee. We will also charge schools the full cost of each application at the current rate determined by the DBS at the time.

Terms of agreement

This agreement covers the period 1 April 2017 to 31 March 2018 inclusive.

Our charges are calculated with reference to your staff numbers (head count) as per the most recent school workforce census. **The charge for this period will be £95 per staff member.** This will be invoiced in full at the commencement of the agreement and subject to the council's usual terms of payment.

Should you notify us of your wish to terminate this agreement during the agreement period, no refunds will be provided. We will contact you towards the end of this agreement with details of our charges for 2018/19 should you wish to renew.

This agreement covers services to the named school only. All documents and other materials provided by the team, including all information on our website, is © schools human resources and in signing this agreement you agree not to share or disseminate our materials in full or in part without the express written permission of the head of schools human resources. The schools human resources team will not accept any liability for actions arising in response to materials obtained by or from third parties.

Schools in collaborations or formal federations under the direction of one school leader, such as an executive head teacher arrangement, will be considered as one named school for the purposes of this agreement and costs will be calculated with reference to the total staff numbers across all schools in the collaboration or federation.

Name of school(s):

We confirm our agreement for the provision of schools human resources services as detailed in the attached service level agreement in accordance with the terms set out above.

Signed: Head Teacher

Signed: Chair of Governors

Date:

Please return your signed agreement to:

Lisa Sertic, Human Resources Administrator, Schools Human Resources, Southwark Council, Children's & Adults' Services, PO Box 64529, London SE1P 5LX

Scanned copies will be accepted by email to lisa.sertic@southwark.gov.uk

To avoid any disruption to your services, agreements must be received no later than 31 March 2017.