

Maintained School Service Level Agreement 2022



YOUR DEDICATED HR SERVICE



Dear Headteacher, Business Manager and Governors,

I would like to take this opportunity to welcome you to Shropshire HR's service level agreement (SLA) for maintained schools in 2022-23.

We know that it has been a difficult year for our network of schools and academies, and we are committed to continuing to support and work with you to ensure that you are able to focus on your education priorities.

2021 saw our service rapidly evolve to a more digital offer, utilising technology such as MS Teams to keep in touch with our customers and to keeping as close to 'business as usual' as possible. Given the current climate, it is likely that we will once again rely on this technology in 2022, although we look forward to recommencing face to face support once possible.

We look forward to continuing to work with you.

Darren Edwards
Business Partner for Development



Contents

You will find details of the services we are able to provide on the following pages:

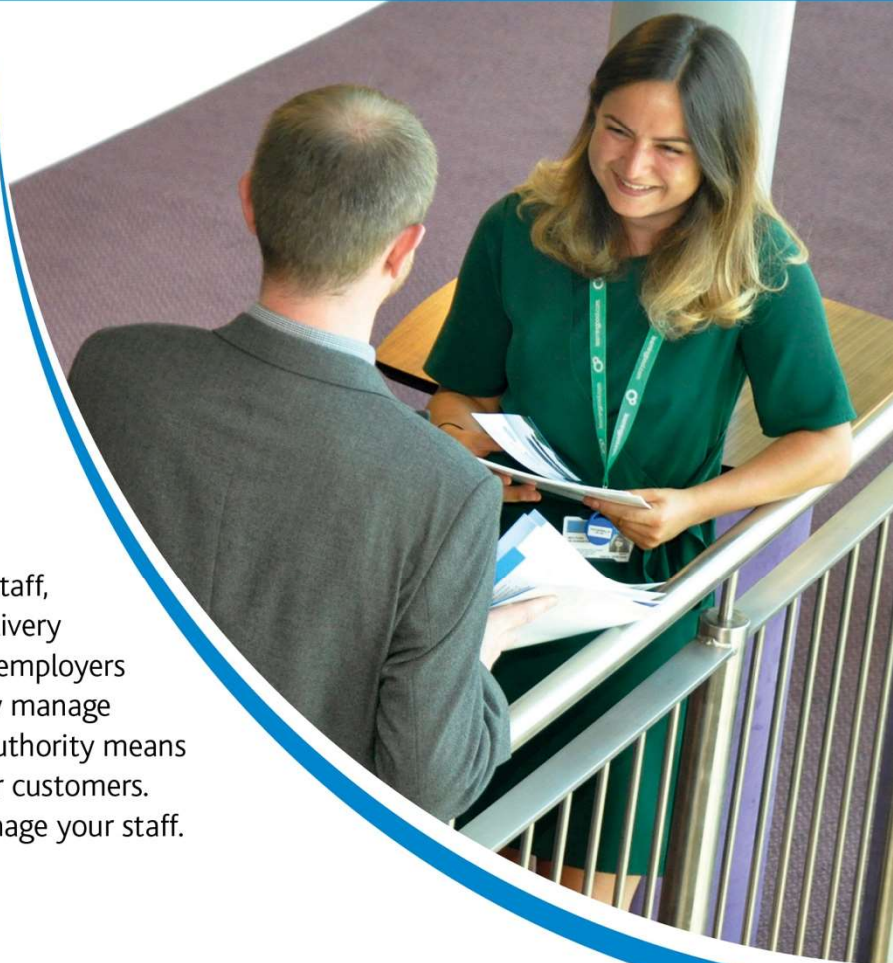
• About Shropshire HR	Page 3
• HR Advice	Page 4
• HR Training and Development	Page 7
• Recruitment, Payroll and Contracts	Page 8
• Health & Safety	Page 11
• Occupational Health	Page 13
• What we require from you...	Page 15
• Contact Details	Page 19

About Shropshire HR

We are the brand for the not for profit HR services delivered by Shropshire Council. We have provided support to organisations in both the public and private sector for over 35 years', and specialise in supporting:

- Town and Parish Councils
- Small and Medium Sized Enterprises (SMEs)
- Charities
- Schools, Academies and Colleges.

Our service employs high calibre, professional staff, who are known for their exceptional service delivery and customer focus. Our mission is to support employers in Shropshire, and to enable them to effectively manage their staff. Furthermore, being part of a Local Authority means that we trade on a **not for profit** basis with our customers. Our mission is to enable you to effectively manage your staff.



Our Customers

Some of our customers include:



**Bridgnorth
Town Council**
Working with the community

 **Diocese of
Hereford**
Multi-Academy Trust



YOUR DEDICATED HR SERVICE



HR ADVICE

Our Schools HR Advice service strives to ensure that your school has access to high quality, 'all inclusive' advice and support that will underpin effective management of people issues. All our schools HR professionals have in-depth knowledge of HR best practice, employment law, pay and terms and conditions as they apply to schools. We provide robust policies, procedures and guidelines meaning schools can have confidence in the advice received from our team of experienced schools HR professionals.

Our commitment to you under our **Customer Charter** is that we will:

- Provide professional, trusted and expert advice through access to qualified and experienced HR and OD specialists.
- We will be personable, approachable, open, honest and responsive in all our dealings with you.
- Provide a service that is tailored to your needs, solution focussed and value for money.
- Ensure clear two-way communication channels where we will actively seek and act on feedback to improve our services to you.

Core Service	
1.0	Relationship Management
1.1	Provide a named HR contact who will: <ul style="list-style-type: none"> • Maintain regular contact with the school to discuss HR requirements. • Provide timely, accurate and legally sound HR advice. • Advise on pay, terms and conditions for all school staff. • Represent the school and negotiate on the school's behalf with Trade Unions. • Support your employee relations casework and provide timely advice and guidance. • Participate in Headteacher recruitment and other recruitment activity according to the needs of the school. • Work with the school to identify and develop strategies to manage HR issues. • Participate in employee relations casework, providing support to governing bodies when necessary.
1.2	Queries answered at first point of contact wherever possible and closed within agreed timescales. Service response times aim to be: <ul style="list-style-type: none"> • Routine queries to dedicated HR advice email address and telephone line to be resolved within 1 working day whenever possible. • Queries to allocated HR Officer to be resolved within 2 working days of first contact. • Complex advice queries will be subject to an agreed resolution timescale, the aim will be to resolve such queries within one working week whenever possible.

1.4	<p>Feedback or complaints regarding the Advice service can be raised with the Schools HR Advice Manager who will aim to respond within 20 working days of first contact.</p> <p>Where such matters are not resolved satisfactorily, or no response is received in the above timescale the matter should be escalated to the Council's HR & OD Manager final response.</p>
2.0	Policy Support
2.1	<p>Practical advice and guidance by telephone and email/online on the implementation of relevant HR policies and procedures inclusive of but not limited to:</p> <ul style="list-style-type: none"> • Disciplinary • Grievance • Capability • Appraisal • Managing Allegations • Harassment & Bullying • Managing Absence • Flexible Working • Redundancy • Staffing Restructure • Workforce Planning/Skills Audits • Pay Policies <p>All other relevant employment policies.</p>
2.2	Provide regular updates in relation to policy changes via MSTEams and SLG website.
2.3	Regular review of policies and procedures to ensure that they meet requirements and all relevant legal standards.
2.4	Provide access to a suite of 'model' policies that have been agreed with the relevant trade unions and notification when these policies are updated.
2.5	Facilitate working parties when necessary involving Headteachers/School Business Managers and Unions to influence and scope future policy development.
3.0	HR Advice
3.1	<p>Support/advise on casework management including:</p> <ul style="list-style-type: none"> • Absence management protocols in accordance with the relevant Absence Management Policies/Procedures, including statutory regulations relating to maternity, paternity, flexible working and all other related absences. • Support in the referral of staff to an Occupational Health and Safety Service to promote the proactive management of attendance (this is dependent on the school having a contract with an occupational health provider). • Advice on managing staff attendance and support with casework. • Advice to managers and staff on procedures for ill-health retirement. • Support with related investigations and hearings (including appeals).
3.2	Attend case specific meetings at schools or online on request with reasonable notice.
3.3	Provide advice and guidance on safer recruitment including involvement in Headteacher appointments.

3.4	Provide advice and guidance on drafting Job Descriptions and Person Specifications including benchmarking and evaluating posts against Shropshire's Job Evaluation Scheme when appropriate.
3.5	Provide advice and support in relation to the interpretation of the Teachers Pay and Conditions Document, support staff pay, terms and conditions of service and all other contractual elements.
3.6	Notification of nationally/locally negotiated changes to pay, terms and conditions of service.
3.7	Provide support with change projects, e.g. school reorganisations/restructures, TUPE transfers etc. and lead when appropriate the consultation and implementation.
3.8	Provide relevant, current and accurate information through MSTeams and Shropshire Learning Gateway, or other website as appropriate.
3.9	Provide advice on the requirements for pre-employment checks for all new starters and re-joiners in line with 'Keeping Children Safe in Education Guidance'.
3.10	Mediation Service - resolving workplace conflict between members of staff and/or management. (Subject to additional PAYG cost of £50 per hour.)
4.0	Management Information
4.1	Provide case specific management information reports with associated advice and guidance.
4.2	Provide model letter templates related to all HR casework either as part of a policy/procedure or when requested.
4.3	Archive case management information records in a secure and safe environment and in accordance with GDPR and Council Retention Schedule.

5.0	What we require from you
5.1	Be open and honest with us about your ambitions and plans so that we can make sure that the right interventions are put into place.
5.2	Involve us at the earliest possible stage of your thinking processes so that we can work with you to identify potential risks and opportunities.
5.3	When seeking advice provide all background details so that we can give accurate and complete advice.
5.4	If adopting our model Policies and Procedures do so in a timely manner in the way that is required by the school's constitution.
5.5	Respond to any requests from us for further information in a timely manner so that we can resolve issues quickly.
5.6	Feed back to the Schools HR Advice Manager if you have any thoughts about how our service could better meet your needs and requirements.

Training and Development

Online Courses*	Cost
Introduction to HR in Schools This practical course is designed to give delegates an overview of HR in a education/schools context.	£50
Managing Absence Sickness and absenteeism costs organisations money and time and can potentially decrease workplace cohesion. This course will explore how you can reduce absence, create an attendance culture, and improve workplace productivity.	£50
Essential Conversations This practical and effective one-day course is designed to help delegates develop the essential tools, knowledge, and techniques required to effectively address performance issues with staff before they can escalate further.	£95
Online Safer Recruitment (full or 2hour refresher) This training meets the requirements of Keeping Children Safe in Education and the School Staffing Regulations 2009. The refresher course meets the minimum requirements and provides an ongoing update annually. The full day course offers a more interactive and practical session.	£35 (2hour) £95 (full)
When things go wrong - managing disciplinary, grievance and capability issues This course will prepare participants to carry out robust investigations and how to differentiate between conduct and capability. It will give participants an understanding of possible causes of conflict and how to reduce the risks. It will also ensure participants are aware of potential process pitfalls and how to avoid them.	£50
Performance Management & Appraisal This course aims to cover the key skills necessary for carrying out appraisals, and to produce structured performance plans.	£50
Pay and Conditions of Employment This course will give a comprehensive overview of pay and terms and conditions of employment for school leaders, teachers and support staff.	£50



* Face to face training will be arranged as soon as current COVID restrictions allow. Costs will then be subject to increase.



Recruitment, Payroll and Contracts

We are a vastly experienced provider of payroll, recruitment and contract services, with a detailed knowledge and understanding of the education market. Our team exists to ensure that your school benefits from a dedicated team of professionals providing accurate advice and support on all aspects of our service.

Our packages are available to purchase individually or as a full-service package.

Our range of services include:

Payroll Bureau

We pride ourselves on providing a fully comprehensive payroll package that gives you peace of mind. This includes:

- Payment of salaries on specified pay date
- Yearend reconciliation and online submissions to the HMRC
- Maintenance of staff records for PAYE
- Accurate operation of absence, maternity, adoption and paternity schemes
- Administration for salary sacrifice schemes
- Production of P45s and P60s
- Payments to third parties

Pension Administration

A specialist pensions administration service:

- Expert skills and knowledge on LGPS and Teachers Pension Schemes
- Provision of year end reporting
- Administration to support complex employer pensions responsibilities

Recruitment and Contracts

Our service provides our customers with an end to end service, from ensuring that all relevant pre-employment checks are made, to helping you to manage contractual changes for your staff.

- Producing contracts of employment
- Producing variations to contracts as required
- Information on teachers and support staff pay and conditions
- Information and written confirmation of entitlements for maternity, paternity and adoption leave
- Pre-employment checks
- DBS (CRB) and barred list checks
- Using online DBS checks we can provide results within days of submission
- Recruitment advertising

Why choose us?

Enjoy accurate, online and statutory compliant management of your businesses payroll function – supported by customer focussed HR specialists.

Ref.	
1.0	Core Service
1.1	Pay employees on their contractual monthly pay day.
1.2	Make BACS payments directly into employee's bank account.
1.3	Issue fully itemised and confidential electronic payslips and P60's.
1.4	Assess and pay statutory and occupational sick, maternity, paternity and adoption pay with statutory record keeping and issue forms in relation to statutory payments as prescribed by legislation (e.g. SSP1L).
1.5	Deduct pension scheme contributions including added years, additional voluntary contributions and pay to the respective bodies within set deadlines (See Appendices A and B for detailed tasks in relation to pension schemes).
1.6	Create additional pension schemes third party payees as required by the customer.
1.7	Deduct Income Tax, National Insurance Contributions and Attachment of Earnings Orders made by various statutory bodies in accordance with legislation and regulations made under such statutes.
1.8	Submit HMRC Real Time Information in a timely manner on a monthly basis and year-end documentation. In addition, P11D's and produce P45's for employee's who leave employment.
1.9	Apply nationally agreed pay awards and any associated arrears including ensuring that minimum wage and apprentice hourly rates (where selected) are increased in line with annual and age-related increases.
1.10	Apply locally agreed pay awards allowing one pay increase per year.
1.11	Manage electronic year end filing and reconcile year-end tax returns.
1.12	Provide information, on request to various government agencies, including the HMRC and Child Support Agency.
1.13	Maintain audit trails for inspection by internal, external and HMRC auditors.
2.0	Transactional
2.1	Process permanent and temporary contractual changes and non-contractual variations received electronically, e.g. starters, leavers, changes, timesheets, overtime and mileage claims within set deadlines.
2.2	Deduct, record and pay voluntary deductions. Make timely payments in relation to voluntary deductions such as union subscriptions and credit union.
2.3	Calculate emergency payments outside the monthly pay process.
2.4	Recall incorrect BACS transmissions and communicate with the customer's bank where necessary.
2.5	Process increments as per relevant conditions of service.
2.6	Calculate net overpayments.
2.7	Support on auto enrolment, re-enrolment and associated administration (see Appendix C for detailed tasks in relation to auto enrolment).
2.8	Administer Salary Sacrifice Schemes.

2.9	Support and administer one restructure and up to 20 employees through TUPE transfers.
2.10	Pay or recover outstanding leave.
2.11	Calculate and pay travel allowances and expenses.
2.12	Administer caretaker's lettings.
2.13	Provide information for Long Service Awards for qualifying staff where applicable.
2.14	Administer the Teachers Annual Service Return (see Appendix D). ⁱ
2.15	Administer the advertising of vacancies (including Principal/Headships) in local and national media and on Shropshire Council's opportunities list.
2.16	Ensure pre-employment checks for all new starters, re-joiners and any other applicable role changes are undertaken, in line with 'Keeping Children Safe in Education Guidance'. This excludes the certificate cost that the DBS charge (currently £44 for an enhanced check).
2.17	Provide recruitment administrative support for new Principal/Head Teacher appointments.
2.18	Produce and issue contracts of employment and written statements of particulars, contract changes and leavers paperwork including updating all relevant systems.
2.19	Manage electronic employee personal files and redirect upon an employee's transfer from the organisation.
2.20	Maintain accurate post information within the HR and Payroll system for Academy establishment lists.
2.21	Provide assistance with assessment of self-employed status.
3.0	Management of Information
3.1	Produce costing files and/or reports for uploading to customers' chosen finance system.
3.2	Transfer automated information in relation to the relevant pension scheme(s) members including the Local Government Pension Scheme (LGPS) and Teachers' Pension Scheme (TPS) on a monthly and annual basis adhering to statutory obligations (see Appendices A and B for detailed tasks in relation to transfer of information to pension funds).
3.3	Provide agreed standard reports for third parties, BACS, expenditure, projected end dates, sickness absence, sickness triggers and establishment lists.
3.4	Provide information to other third parties at the request and authorisation of the employee concerned adhering to the Data Protection Act 1998.
3.5	Provide an annual timetable detailing pay dates and deadlines for agreement with customer.
3.6	Assist with the collection of data under Freedom of Information (FOI) requests.
4.0	Support Services
4.1	Advise on procedures, conditions of service and new legislation.
4.2	Provide access to a nominated advice line.
4.3	Provide access to an online HR and payroll system 365 days a year, including submission and processing of mileage claims with online authorisation. This will be subject to occasional planned downtime for scheduled maintenance work and system improvements.
4.4	Respond to all queries relating to employee's pay/payroll information in a timely manner.
4.5	Provide access to a designated contact, knowledgeable in terms and conditions of employment and service needs.
4.6	Aid and support with Devolved Input training and input of non-sickness absences.
4.7	Provide training on self-serve processes and support on general legislative and statutory changes.
4.8	Archive records in a secure and safe environment.



Health and Safety

Annual support service and pay-as-you-go provision

The Health and Safety Team provides a range of statutory duties on behalf of Shropshire Council which are available to Shropshire local authority-maintained schools as a core service. Further enhanced services are available through a 'pay as you use' service.

The Health and Safety Team are committed to providing a high quality, comprehensive health and safety service to schools to ensure they are complying with all aspects of Health and Safety Legislation.

Why choose us?

We can help you to reduce risk and improve the wellbeing of your employees, ensuring that your business is legally compliant and your staff are sufficiently skilled.

Ref.	Core Service
P1	Duty Officer System The Health and Safety Team provide a telephone helpdesk service between 8.30 and 17.00 during normal working hours. This service provides assistance with simple and complex queries.
P2	School Specialists for Health and Safety The Health and Safety Team have a dedicated resource specialising in school specific health and safety issues.
P3	Accident Reporting / Investigation Initial monitoring of accident report forms to help identify corrective measures, if necessary. Further investigations can be carried out in conjunction with the school. Report any RIDDOR reportable incidents/accidents on behalf of the School, together with the provision of advice, guidance and support on dealing with HSE investigations.
P4	Provision and updating of Council (School Specific) Health and Safety Policies and Procedure Provision of school specific policies, procedures and risk assessments via the Shropshire Learning Gateway. These include an example of a health and safety policy for personalisation by schools, risk assessments for caretakers, guidance regarding play equipment etc.
P5	Training – required under Health and Safety Legislation Access to mandatory core skills training courses that are required for schools to fulfil their health and safety obligations under the Health and Safety at Work Act 1974 etc. Courses include Asbestos Awareness, COSHH & PPE, Evac + Chair, Fire Safety, Fire Warden, Health & Safety Awareness, Ladder Safety, Lone Working & Personal Safety, Moving & Handling of Loads and Risk Assessment. NB. Courses can be provided off-site and/or on-site. A minimum of 6 attendees are required to access on-site courses and a maximum of 20. A £50.00 charge will be applied to deliver courses on site. Mileage charge of 0.45p per mile is applied. Fire Extinguisher refills are charged at £20.

P6	Self-Monitoring Health and Safety Checklist Access to the self-monitoring checklist for schools to assess their current health and safety performance. This service includes monitoring of completed forms and where required provides advice on issues raised.
P7	Auditing Auditing of health and safety management systems within schools carried out on a 5 yearly rotation basis <i>(or at the request of the school where extra support is required - an additional cost may be incurred for this service)</i> . Full feedback report provided with recommendations.
P8	Cardinus-Workstation Plus Access to an e-learning workstation training and risk assessment package. 2 licences per school are provided. Any further licences will be chargeable.
P9	Management of Fire Safety Provision of advice and guidance documentation on the management of fire safety in schools.
P10	Crime Prevention Support Providing the school with all the current draft documentation for Safer Schools, including the highly successful parent/carers survey. Attending Safer School Group meetings and chairing the meeting. Liaison and invite the Police to attend the Safer School Group meetings. Updating the school's 'Safer School' certificate. Providing the pupils that are part of the Safer School Group with a certificate. Assistance with Safer School publicity including updating the Safer School publicity slide for your school. Also, providing supporting notes for your web site. Providing security/safety advice – e mail updates, telephone guidance. Providing a survey for perimeter school signs. Assistance with security guarding requirements.
P11	Communication of health and safety information Provision of a fully accessible information service via the Shropshire Learning Gateway is available. This includes up-to-date policies, guidance notes, school specific procedures, risk assessments, templates for use by schools and relevant information alerts from external bodies (such as HSE and Health Protection).
P12	Bulletin A termly Health and Safety Bulletin will be provided to highlight changes in legislation and topical issues.
P13	Health and Safety Workshops Access for up to three School staff to one annual health and safety workshop which provides advice and guidance on topical issues and networking. (Dates will be advertised through the Health and Safety Bulletin and places will require booking via the Health and Safety Team).
P14	Head teacher's Induction An opportunity for a Head teacher to have some dedicated time at the School with a Health and Safety Officer to discuss their role in managing health and safety.



Occupational Health

Annual support service and pay-as-you-go provision

Our Occupational Health team are dedicated to maintaining the health and wellbeing of your employees. By delivering pragmatic, expert advice, we can assist you in ensuring the health and wellbeing of your employees.

All our team are highly qualified health professionals and are members of their respective professional bodies; the Nursing and Midwifery Council, the General Medical Council, and the Faculty of Occupational Health.

Why choose us?

Our proactive approach to the wellbeing of your employees can result in significant savings by improving attendance, morale and performance.

Ref.	Core Service
1	Unlimited medical review Review of all new appointments on request, by medical questionnaire, or medical consultation if necessary. Clearance not undertaken on posts already commenced.
2	Unlimited access to telephone advice line We provide a confidential advisory service to all managers and employees
3	Unlimited management referrals Sickness absence management should be undertaken when the health of an employee becomes a matter of concern. Referrals undertaken in line with sickness absence policy.
4	Provision of high-quality management Occupational Health reports
5	Advice and assistance with any rehabilitation measures in return to work cases
6	Occupational Health advice at case conferences on request
7	Maintenance and secure storage of Medical Records
8	Liaison with other health professionals We will liaise with other professionals i.e. GP or Consultant to support the employer in managing a referral
9	Access to confidential counselling services (additional charge applies)
10	Provision of early intervention support to managers and employees
11	Gather and prepare medical information for retirement Grounds of permanent incapacity in accordance with LGPS

PAYG Services	Additional Cost
Writing to the GP or Specialist for medical reports is only required in some circumstances, e.g. for ill health retirements or the management of difficult cases. The cost will be invoiced directly to the School.	Cost to be provided on request. This can range from £40-£400 depending on what is charged by the GP practice or Specialist.
Ill Health retirement referral undertaken by the Council's Occupational Health Physician including deferred benefits request.	£250.00 per employee if our own OHP Price on application if external OHP required as OHP vary in price due case complexity.
Access to the EPS (Educational Psychology Service) The employee will contact the service directly and confidentially. No names will be disclosed under any circumstances. (P11)	£83 per hour. Learning and Skills will pay the first £48 and your School will be charged a 'top up' £35 for this service.
Physiotherapy – Co-ordination and management of referrals to the physiotherapy service.	£50 for initial visit, £30 for follow up
The provision of wellbeing sessions as mutually agreed.	£250 per session.
Provision of Health Surveillance by OHA as follows: <ul style="list-style-type: none"> • Hand Arm Vibration, initial and annual screen. • Hand Arm Vibration, clinical assessment by OHP • Spirometry (lung function test) • Audiometric screening • Skin assessment • Food Handlers skin assessment 	Price per appointment. £35 £185 £35 £35 £35 £35
Vaccinations <ul style="list-style-type: none"> • Hepatitis B • Seasonal Flu 	£145 per course £10.50 per vaccine
If employee fails to provide reasonable notice (24 hours) for not attending for an appointment.	£40 for Non-Attendance at Medical Appointments.

What we require from you...

Ref.	HR Advice
HR1	Be open and honest with us about your ambitions and plans so that we can make sure that the right interventions are put into place.
HR2	Involve us at the earliest possible stage of your thinking processes so that we can work with you to identify potential pitfalls and opportunities.
HR3	When seeking advice provide all background details so that we can give accurate and complete advice.
HR4	If adopting our model Policies and Procedures do so in a timely manner in the way that is required by the school's constitution.
HR5	Respond to any requests from us for further information in a timely manner so that we can resolve issues quickly.
HR6	Feed back to the Business Partner for Development if you have any thoughts about how our service could better meet your needs and requirements.
HR7	Send all relevant information and paperwork relating to starters, leavers, contract changes and absence management to the team.
HR8	Immediate contact where suspension is being considered.
Ref.	Recruitment, Payroll & Contracts
RP1	tbc
Ref.	Health & Safety
HS1	The organisation has adopted Shropshire Council's Health and Safety Policy and has access to Shropshire Council's intranet.
HS2	Accidents forms are submitted to the Health and Safety Team within 48 hours after the accident.
HS3	Any serious accident involving significant injury or lost time is communicated to the Health and Safety Team by the quickest practicable means.
HS4	The organisation will provide the Health and Safety Team with full and accurate information to ensure appropriate and timely advice and monitoring can be provided.
HS5	The School will submit their annual Self-Monitoring Check list and associated Action Plan for monitoring purposes.



Key to Success

We believe that the key to success is working in partnership with our customers, recognising their needs and aspirations, and delivering bespoke solutions on their behalf. We've built a team and a way of thinking which means we can approach our customers' challenges on an individual basis. No two organisations are the same, so we'll never offer a 'one size fits all' solution.

We would appreciate the opportunity to hear from you, and to see how we can work in partnership with you to deliver a high quality and value for money service.

Contact Details

For more information contact us on the below details:

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