



## Human Resources Advice, Support and Training

Our Human Resources Service is dedicated to working in partnership with headteachers, school leaders and governing bodies to provide comprehensive and bespoke support to meet the requirements of your school.

We provide a responsive and flexible range of HR services to all schools including academies irrespective of their governance arrangements. Our services are underpinned by an extensive knowledge of the workings and requirements of the education sector. In circumstances where your school needs a joint approach we will dovetail our support together with the Education Improvement Service, Occupational Health, Governor Services, Finance, Health and Safety and Legal Services in order to ensure your school receives the best possible support in all of our work with you.

### What we offer

- An effective HR service that meets the day to day and strategic needs of your school.
- Dedicated professional named HR Business Partners will work with you to ensure that you have the confidence and necessary support to address the challenges you face.
- A team of HR professionals with a wealth and depth of experience to provide high quality, solution focused support within a timescale agreed with you.
- Comprehensive up to date knowledge of education law, employment law and HR best practice.
- Written policies, guidance and toolkit documents specifically designed to meet the ever changing and complex challenges faced by schools.

### Our pledge

We will provide you with a professional, high quality HR service delivered by named HR Business Partners who will build excellent working relationships with you so that our support is flexible, responsive to your needs and offers excellent value for money. We will respond to your telephone calls and emails within one working day where possible and to written enquiries within five working days.

- Comprehensive practical support and guidance on all employee relations matters including appraisal/competency, grievance, disciplinary, safer working, recruitment, absence, redundancy and performance related pay issues.
- Advisory support to headteachers and/or the governing body or trust at all formal hearings and appeals at no extra cost.
- Professional support to produce letters confirming decisions taken at formal meetings/hearings and appeals at no extra cost.
- On-site support to manage HR related investigations or access to HR consultants who can undertake complex investigations on behalf of the school.
- A range of bespoke training opportunities specifically for you as a headteacher, school leader, governor or trust board member.
- Expert job evaluation analysis to ensure that all posts in your school comply with Single Status pay structures and equal pay legislation.
- The purchase of one of our annual packages gives you exclusive access to the Nottinghamshire Schools Staff Absence Insurance scheme.

You can take advantage of either of our two levels of service; **Standard or Enhanced**.

Details of both packages are summarised in this document and we are happy to discuss any additional requirements with you.

The Enhanced level of service will provide your school with an increased number of on-site visits and face to face meetings ensuring a greater level of bespoke support. Full details of packages with prices can be accessed via our interactive ordering system (IOS).

## Training

### General

Access to a full range of HR related training opportunities for headteachers, senior leaders, business managers, governors and trust board members at a reduced price.

### Safeguarding Training

The HR service also provides 'Whole School Safeguarding Training' and 'Designated Person Training' for staff in schools on a pay as you go basis. We have a team of experienced trainers offering training to ensure that schools are compliant with legislation, standards and processes in safeguarding to fulfil Ofsted requirements. The training is updated frequently in line with all legislative changes and new developments in safeguarding.

For more information please contact: safeguarding.training@nottscc.gov.uk or 0115 977 2347.

## Details of Packages

Information on costing is available via our interactive order system (IOS).

| Package   | Standard          | Enhanced          | Add. charges |
|---|-------------------|-------------------|--------------|
| Per capita rate based on headcount staff numbers per school (as at November 2016 payroll).  | See IOS for costs | See IOS for costs |              |
| <b>Advice and Support</b><br>Professional, efficient telephone and email advice for day to day HR queries including access to dedicated HR duty team.   | ✓                 | ✓                 |              |
| Advice tailored to specific circumstances for all employment issues including discipline, safer working, performance (capability), ill health and attendance, appraisal, performance related pay, grievance and harassment.                   | ✓                 | ✓                 |              |
| Financial assistance towards the cost of specialist support arising from the application of the employment processes.*  | ✓<br>£11,275 cap  | ✓<br>£22,550 cap  |              |
| Specialist advice and support on local and national conditions of service for all school based staff.   | ✓                 | ✓                 |              |
| Advice and support for a school restructure including TUPE, redundancies and evaluation of grades for school support staff.   | ✓                 | ✓                 |              |
| Support to governing body to manage the long term absence of school leaders including headteacher.  | ✓                 | ✓                 |              |
| HR alerts, updates and guidance relating to new and impending changes to employment law and associated policy development and its application in the schools context - including negotiation and consultation with the relevant trade unions. | ✓                 | ✓                 |              |
| Access to our comprehensive HR Schools Portal and email advice service keeping you updated on all new and revised policies, guidance, toolkits and training opportunities.  | ✓                 | ✓                 |              |
| Professional advice to the governing body/trust to manage all matters relating to employment, policies and procedures, formal hearings and appeals.   | ✓                 | ✓                 |              |
| Advice on statutory compliance, for example equality requirements and single central record.  | ✓                 | ✓                 |              |

\*Applies to Nottinghamshire maintained schools only buying the HR Service. Capped at this amount unless in exceptional circumstances by agreement and only applies where HR support and advice has been sought and followed. Assistance is provided against employment tribunal remedy costs though claims will not be valid where HR advice has not been sought and followed.

Academy schools and all other non-Nottinghamshire maintained schools – The financial assistance to defend cases and insurance cover for the award of compensation or remedy costs in employment tribunal or court proceedings is not applicable. The school should consider arranging your own separate insurance cover for these purposes.

| Package   | Standard                            | Enhanced   | Add. charges |
|---|-------------------------------------|--|--------------|
| Advice and support on all safer working policies, procedures and toolkits including recruitment to head teacher level.  | ✓                                   | ✓  |              |
| Exclusive access to a range of additional salary sacrifice employee benefits e.g. child care vouchers. Available to academies if separately negotiated with the provider.   | ✓                                   | ✓  |              |
| Access to the Nottinghamshire Schools Staff Absence Insurance scheme. Charges apply - see separate entry in the brochure for details.**   | ✓                                   | ✓  | ✓            |
| Access to whole school safeguarding training and Designated Person training (charges apply – based on numbers trained).   | ✓                                   | ✓  | ✓            |
| Newly appointed head teachers receive a free personalised introductory briefing/meeting with their named HR Business Partner as part of their induction during their first term.  | ✓<br>2 hour session                 | ✓<br>3 hour session                                      |              |
| Ongoing HR advisory support and on-site visits to resolve casework issues. Consultancy to support your school to manage more complex casework and other identified school priorities.   | ✓ See IOS for number of hours incl. | ✓ See IOS for number of hours incl.                      |              |
| Consultancy to support your school to manage more complex casework and other identified school priorities.  | See IOS for costs                   | See IOS for costs (reduced preferential rates)           |              |
| Access to our popular range of HR related training and briefing events for head teachers, school leaders and governors. E.g. PRP – Handling Pay appeals/ Changes to School Teachers’ Pay and Conditions document, Safer Recruitment and Absence Management. | ✓                                   | ✓ (reduced preferential rates)                           |              |
| Attendance of a HR Business Partner at formal hearings and appeals to provide advice and support to the head teacher/governing body/trust at:   | ✓ Dismissal hearings/ appeals only  | ✓ All hearings/ appeals irrespective of procedural stage |              |
| Face to face on-site support for all health related casework.   |                                     | ✓  |              |
| Support for home visits to staff in welfare capacity.   |                                     | ✓  | ✓            |
| Expert advice on job design and job evaluation to ensure future equality proofing of your pay structure.  |                                     | ✓  |              |

\*\* Schools must purchase one of our annual HR Advisory and Support packages to gain access to the Staff Absence Scheme.

The Standard and Enhanced options are annual packages available to all Nottinghamshire schools. Schools are required to give 6 months’ notice in order to cease use of the service. Preferential rates are available for those schools prepared to commit to a long-term contract (minimum of two years). Please contact the service direct for further information.

## Benefits to your school

We have received very positive feedback from our recent customer survey. We would like to share some of this with you:

- ▶ **Customer service** - 90 % respondents rated the service **excellent or good**.
- ▶ **HR advice and support** - 90 % respondents rated the service **excellent or good**.
- ▶ **Resolution of issues** - 87% respondents rated the service **excellent or good**.
- ▶ **Value for money** - 86 % respondents rated the service **excellent or good**.
- ▶ **Head Teacher and Senior Leaders' Training and Briefings** - 77% respondents rated these as **excellent or good**.

## Further information

Your named Business Partners are contactable by telephone (office and mobile) and email. Both packages include access to the HR Duty Desk which is available between 8.30am-5pm, Monday to Thursday, 8.30am-4.30pm on Friday.

The HR Duty Desk (0115 977 4433) guarantees that support is always available during normal working hours.



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