

**East Kent Joint
Arrangements Committee**

**East Kent HR Shared
Service**

Service Level Agreement

1 INTRODUCTION

1.1 Objective of the Agreement

The purpose of this Service Level Agreement is to clearly identify the services offered by the Human Resources (HR) Shared Service to the East Kent Joint Arrangements Committee (EK JAC) on behalf of the East Kent partner authorities (Canterbury City Council, Dover District Council, Shepway District Council and Thanet District Council).

The agreement sets out:

- The services HR is to provide to the East Kent authorities
- The overall standard which HR is to achieve in the provision of its services
- The link between KCC and the partner authorities for the provision on payroll

1.2 Objectives of the service

The Human Resources Shared Service aims to:

- Provide reliable, accurate and responsive HR services to the partner authorities and existing, future and past employees.
- Provide a service which is business focussed, provides best value and supports continuous improvement.
- Provide a service which is accessible to all, clear and consistent
- Enable managers to manage their staff effectively and in accordance with their delegated powers and statutory responsibilities.

1.3 Service access

The Human Resources Shared Service will:

- Be accessible within the times set out in section 3.1 of this SLA.
- Be accessible through a single point of contact on a dedicated telephone number.
- Provide bookable dedicated time with an Employee Relations Adviser in each of the partner authorities for a minimum of 2 days per week.
- Ensure availability of a senior professional for escalation of complex issues and queries during the times set out in section 1.3 of this SLA.
- Ensure self service accessibility 24/7

1.4 Complaints

Complaints relating to the service provided will be logged and acknowledged. The complaint will be dealt with under the HR Shared Services Complaints Procedure.

1.5 Confidentiality and security

Personal files and all employee data will remain confidential and secure and maintained in accordance with the Data Protection Act. Information will only be released to authorised individuals.

Users of the HR/Payroll system are responsible for keeping their passwords confidential and changed frequently.

Managers are responsible for notifying the HR Shared Service without delay, in accordance with published deadlines, of all staff changes, leavers etc. so that relevant updates can be made.

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2 SERVICES

Service	Description
Strategic HR Advice	Provide advice on Policy Development, Workforce Strategies and other key issues. Attend management team meetings and committee meetings in each of the partner authorities.
Professional HR Advice and information	Case management and day to day ad hoc queries.
Learning and Development	Provide Corporate and Bespoke Training Service.
Recruitment	Provide a complete recruitment service from advertising to appoint. Advise Managers and respond to queries. Manage the Advertising Agency contract.
Pre-employment checks	Requesting of employment references, pre-employment health screening, Criminal Record Bureau checks and other checks as relevant to the type of position.
Appointment of new employees	Production of offer letters and employment contracts and set up of personnel records – both manual file and computerised (HR/Payroll system).
Contractual amendments/changes	Production of contract variations and amendments to personnel record – both manual file and computerised (HR/Payroll system)
Maintenance of employee records	Update employee records in accordance with authorised instructions.
Input to Development and implementation of corporate/ directorate policies	Contribute to corporate/directorate policies to ensure that requirements and input from HR Shared Services is taken into account. Provide feedback regarding the implication and issues regarding implementation.
Sickness and Absence management	Provide management reports and support for managers on sickness absence. Input sickness absence where self service is not available. Input all other absence (not sickness) in accordance with authorised instruction for areas where self service is not available.
Other payments to employees	
Support to Restructuring/ Change management	Provide administrative support and HR advice to restructuring and change management to ensure that all HR issues are properly addressed.
Personnel Administration	
Termination/Leavers	
Advice and information	Respond to day to day ad hoc queries for factual advice regarding terms and conditions.
Consultation Forums	Provide administrative support and attendance to advise at the various staff consultation forums in each authority
Compensation and Benefits	Pensions advice and administration including costs for early retirement, exercise of discretions, request for early release of benefits, JE administration, salary sacrifice and other staff benefit schemes
Health and Safety	Provide technical and administrative support.
Payroll	See separate SLA for payroll

3 SERVICE LEVELS AND PERFORMANCE STANDARDS

3.1 SERVICE HOURS

Service Element	Availability and Service Hours
Customer Services	08:30 – 17:30 Monday to Friday, (excluding English Bank Holidays and statutory days).
Strategic HR	Additionally will attend evening committee meetings as required.

3.2 SERVICE CONTACT

The performance measures are:

Measure	Target
Respond to Emails	Within 3 working day
Respond to written correspondence	Within 10 working days
Resolve calls at first contact	80% of all calls
Customer Satisfaction	Good or better

Notes:

HR Shared Services will periodically carry out random checks in order to measure the target. As a minimum these will be:

- An annual customer survey will take place and customers will be asked to score the service as follows:
- Mystery shopping every 6 months

The results of customer surveys will be shared with the parties to this agreement.

Score	Definition
1	Poor
2	Satisfactory
3	Good
4	Excellent

3.3 SERVICE STANDARDS

3.3.1 Strategic HR Advice

Service	Activity	Target
Policy Development (including Terms and Conditions)	Consult on all policy changes to provide relevant Senior Management with HR input. Either to (a) Advise generally on impact on employees (risk management) or (b) Prepare specific HR policies to reflect proposed changes.	Agree on a project by project basis by negotiation
Management Information and Reporting	Provide statutory and non statutory information and returns to external bodies (e.g. Central Government) and to East Kent authorities (e.g. performance information).	Externally as required and internally on a project by project basis
Compensation and	Provide strategic advice on compensation and	Agree on a project by

Service	Activity	Target
Benefits	benefits packages to secure staff engagement and recruit and retain the best quality staff for the East Kent Authorities.	project basis by negotiation
Workforce Strategy (including Succession Planning and Development, Talent Management)	Provide strategic advice on the development of individual authority Workforce Development Strategies and work on an overarching East Kent Workforce Strategy.	Agree on a project by project basis by negotiation
Organisational Development	Provide support in implementing new organisational strategic plans and in continuous learning, organisational transformation, cultural change and quality initiatives.	Agree on a project by project basis by negotiation
External Representation	As required, by negotiation.	Agree on a project by project basis by negotiation
Supporting Equality and Diversity requirements	Provide strategic HR advice to the East Kent Organisations.	Agree on a project by project basis by negotiation

3.3.2 Professional Employee Relations Advice and information

Service	Activity	Target
Provide information	Provide relevant information to employee or Line manager as requested.	2 days
Advice	Respond to requests for advice that require factual information pertaining to terms and conditions, contracts of employment.	2 days
	Respond to queries from LGPS on current and previously employed staff (non delegated budget).	1 month
	Escalate queries and request for information as applicable.	1 day
Subject Access	Respond to requests for Personal and non personal information (under Data Protection or Freedom of Information Act), including release of data e.g. how much was paid in bonuses, overtime to senior staff etc.	40 days for Data Protection 20 working days Freedom of Information
Case Work	Provide professional advice (e.g. disciplinary, grievance, TUPE, policy).	Initial advice – 1 day Detailed advice – to be negotiated on a case by case basis

3.3.3 Learning and Development

Service	Activity	Target
Corporate Training	Corporate Training Plan developed and agreed.	28 February
	Deliver in-house training.	By negotiation within agreed timescales
	Source trainer, venue and agree programme for external training (Managers agree requirements).	By negotiation within agreed timescales
Bespoke Training	Source trainer, venue and agree programme for external training (Managers agree requirements).	By negotiation and within agreed timescales
Training Undertaking Agreements	Prepare standard agreement and obtain signature from employee.	Prior to commencement of training course/ professional study
Strategic Training Advice	Provide advice in field of training and development to support the strategic direction of each business.	By negotiation and within agreed timescales

Service	Activity	Target
Management Conference	Support the organisation and delivery of managers conferences as appropriate	By negotiation and within agreed timescales.

3.3.4 Recruitment

Service	Activity	Target
Preparation of adverts	Advice on preparation of adverts, preparing drafts for line manage approval	3 days
Placement of adverts	Provide advice on appropriate placement of adverts	
	Process approved adverts.	1 day
	Forward adverts for external media to advertising agency	1 day (adverts received by deadline)
	Notify Recruiting Manager during the initial consultation period of publication date and closing date	1 day
Recruitment management system	Update and maintain applicant details within the recruitment database	1 day
	Produce monthly reports of level of activity and diversity reports	By end of following month
Response Handling	Send 'regret' notification to candidates not shortlisted for interview	5 days
Interviews	Notify candidates of interview arrangements: - by email/writing (if receive 10 working days notice) - in writing (if receive 7-9 working days notice) - by telephone/email (if 5-6 working days notice)	2 days 2 days 2 days
	Send 'regret' letters to candidates not appointed	5 days

3.3.5 Pre-employment checks

Service	Activity	Target
Employment references	Send reference request (x 2) for successful candidate.	2 days
	Send copy of received reference to Line Manager.	2 days
	Chase up non return of references (one chase per reference)	2 weeks after request
	Notify Line Manager of non-receipt of reference	10 days after 2 nd request
	Send copy of chase up to Line Manager when received	5 days
	Send copy to Line Manager if the reference request is declined and provide advice on next steps.	5 days
ID checks	Ensure ID is obtained for all successful candidates and that appropriate checks are undertaken to ensure new recruit is eligible to work in the UK.	Before candidate commences work
CRB	Send CRB letter and form to employee as appropriate (where post requires a CRB check)	2 days
	Maintain a 'checking process' to chase employees if the form is not received; notify Line Manager.	10 days after first request. Then ongoing.

	Notify Manager of outcome of the checks	1 day
	Notify Line Manager of 'positive' checks	Day notification received
CRB Renewals	Maintain 3 yearly renewal process.	3 months in advance

3.3.6 Appointment of new employees

Service	Activity	Target
Offer letter	Undertake check to ensure candidate has been offered the salary in line with the pay policy of the appropriate authority. Send initial offer letter.	2 days
Contract of employment	Produce and despatch full contract of employment in accordance with relevant terms and conditions (include employee validation report)	4 weeks
	Verify any previous Local Authority Service or related employment	15 days
Personnel record	Enter new employee's record in HR/Payroll system, including Tax, NI and bank details.	By payroll deadline
Probationary reports	Send Probationary report to Manager	One month in advance
	Chase up non-return -one chase per employee	5 days overdue
	Notify Senior Manager if report not received	15 days overdue
	Send letter to employee confirming outcome of probationary period	3 days
Induction and Personal Development	Send email link advising Line Manager of Induction Pack and Personal Development information.	5 days before employee commences

3.3.7 Contractual amendments/changes

Service	Activity	Target
Monitoring of fixed term contracts	Produce report to advise Line Manager of action required for the termination/renewal of: <ul style="list-style-type: none"> - secondments and acting ups - temporary contracts - fixed term contracts - career breaks Send email notification to Manager HR Shared Service.	5 months before expiry
Contract variations	Produce contract variation letters in accordance with authorised instruction (eg. regrading, change in contractual hours)	10 days
Record update	Update HR/Payroll system record (extend or terminate)	By next payroll deadline

3.3.8 Maintenance of employee records

Service	Activity	Target
Validation and quality control	Undertake checking of data input on a sample or 100% basis commensurate with the level of risk associate with possible input errors. -	?
File maintenance	Update employees file with all relevant documentation	2 days

Employee's reaching retirement age	Maintain a system of identifying 7 months in advance those employees reaching age 65 or those reaching the age of 60 who would qualify for immediate payment of pension under the rule of 85 transitional provisions.	Rolling 7 months
	Send letter advising of retirement date including intentions form and Leavers Notification form/Life Time Allowance declaration.	
	Request pensions estimate as applicable.	
	End employment if Leavers Form received and send appropriate notification to LGPS	By appropriate pay period
	Send letter extending employment for a 1 year fixed period on receipt of appropriate authorisation.	
	Provide statistics for review of number of letters issued/agreements to continue working or refusals	
	Run a quarterly validation report to send to Line Managers to confirm information is current and up-to-date and advise of any amendments.	Monthly

3.3.9 Input to development and implementation of corporate/directorate policies

Service	Activity	Target
Development	Identify implications for HR Shared Services and advise Corporate/directorate lead.	Throughout the project
	Participate in working groups to represent HR Shared Services.	Throughout the project
Implementation	Incorporate any changes to policies and practices into HR Shared Services.	In accordance with project timescale
	HR Shared Services team fully briefed and trained in new procedures.	In accordance with project timescale
	Update HR Shared Services procedures and processes.	In accordance with project timescale

3.3.10 Sickness and Absence management

Service	Activity	Target
Sickness Absence		
Open ended sickness	Alert to manager	Monthly
Absence Trigger Reports to relevant Manager	Level 1 – Informal meeting with Manager.	1 day from Trigger
	Level 2 – Formal meeting with Manager, HR and referral to Occupational Health.	1 day from Trigger

Return to Work Interview	Reminder to relevant Manager.	2 days of notification
Absence Statistics	Monthly Statistical Analysis to Chief Officers and members.	1 week after month end Standard Report

3.3.11 Other payments to employees

Service	Activity	Target
Notify employees	Produce letter to employee (if requested) to confirm payments i.e. / cash award.	5 days
Monitoring	Notify Manager of any changes to Travel Allowance or Loss of Earning entitlements (eg. change of job, salary, address)	Monthly

3.3.12 Support to Restructuring/change management

Service	Activity	Target
Planning phase	Meet with managers to discuss detail of the restructure/change and the project plan	
Project Plan	Produce timetable of actions for HR Services in liaison with Admin Support	10 days
Update of employee record	Produce contract variation letters	10 days
	Undertake necessary changes in HR/Payroll system – move record to new position (nb. changes in Hierarchies and positions to be managed by Customer and Administration Team Leader	10 days (subject to volumes)

3.3.13 Personnel Administration

Service	Activity	Target
Annual Leave	Set annual leave triggers.	As required
	Set leave entitlement and notify each employee.	Day of leave year
Other leave	Send letter of entitlement to employee and input to HR/Payroll system in accordance with authorised instructions received (eg. Jury Service)	5 days
Maternity/Paternity and Adoption	Produce and send letters and packs	5 days
	Update HR/Payroll system record and undertake appropriate calculations (manual if required) and ensure application of Statutory maternity, adoption and paternity pay benefits as applicable.	By relevant payroll deadline
	Send SMP1 to employee if appropriate	2 days
	Update HR/Payroll system record when notified of employees return	By payroll deadline
	Check with Line Manager that employee returned for 13 weeks and process payment.	13 weeks after employees return
	Follow termination process (where employee not returning) and take action to reclaim monies, if appropriate.	By payroll deadline

3.3.14 Terminations/leavers

Service	Activity	Target
Resignations	Send resignation acceptance letter to employee and departure management details	5 days
Redundancy/ Retirement/ Ill health	Produce and send letter to employee if requested including Leavers Notification Form including Life Time Allowance declaration.	10 days
	Carry out appropriate checks on final redundancy payment to be made.	3 days
Death in Service	Send letter and appropriate forms to next of kin (in liaison with Business Support)	1 day
Retirements/redundancies where LGPS comes into immediate payment	Carry out all necessary pensions administration associated with retirements where a pension comes into payment including advance notification, obtaining estimates, obtaining decisions on added years compensation PILON's etc.	

3.3.15 Advice and information

Service	Activity	Target
Provide information	Provide relevant information to employee or Line manager as requested	2 days
Advice	Respond to requests for advice that require factual information pertaining to terms and conditions, contracts of employment	2 days
	Respond to queries from LGPS and Teachers Pensions Scheme on current and previously employed staff (non delegated budget)	1 month
	Escalate queries and request for information as applicable	1 day
Subject Access	Respond to requests to Personal information (under Data Protection or Freedom of Information Act)	40 days for Data Protection 20 working days Freedom of Information

3.3.16 Consultation Forums (officer forums only)

Service	Activity	Target
Administrative support to staff consultative forums	Arrange meetings, Prepare and distribute agenda's and Take minutes	Annual programme and one off 1 week prior to the meeting Send out within one week of the meeting taking place

Professional advice to staff consultative forums		
Attendance at staff consultative forums		

3.3.17 Compensation and Benefits

Service	Activity	Target
Research and development of pay and reward packages		
Pensions advice and administration		
JE Administration		
Support for pay negotiations		
Administration and roll out of salary sacrifice schemes		

3.3.18 Health and Safety

Service	Activity	Target
Health and Safety Training	Provide East Kent authorities with available courses and advice on suitability/content.	By 28 February
	Provide Health and Safety training.	As required by negotiation
Risk/HSE/DSE Assessments	Maintain and update the record of all assessments.	Ongoing
	Undertake specific assessments on request.	2 days
Investigate Accident Reports	Undertake specific investigations on receipt of an accident report.	2 days
Equipment Checks	Arrange and/or undertake checks of all safety and electrical equipment.	Annually
Risk Register and Health and Safety Policy	Maintain an up-to-date risk register and Health and Safety Policy and communicate key legislative and policy changes to the East Kent Authorities.	Ongoing
Liaison with HSE	As required on behalf of the East Kent Authorities.	