



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Human Resources Service Level Agreement Primary Schools

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**Service level agreement for the provision of HR services to Primary  
Schools 2023-2025**

## **Purpose**

To provide LLAN representatives with a draft service level agreement for the provision of HR services to Primary Schools within Neath Port Talbot County Borough Council. This draft is provided to promote discussion so that the general requirements for HR support can be agreed, as well as specific priorities for 2023-2025.

## **Background information**

The HR team is led by the Head of People and Organisational Development, who reports directly to the Director of Strategy and Corporate Services . All key HR activities are planned and delivered in consultation with Corporate Directors and Heads of Service.

Head teachers will be aware of the financial challenges which the Council have faced over the last 10 years which has resulted in a reduction across the HR team. As a result of this, it is more important than ever that the work of the team is planned and focused on the priorities of service users to ensure that the available resources are used in a way that is most effective and where the team can add the most value.

## **Scope of services provided**

The four HR teams, set out below, provide a range of workforce related services across the Council to a number of service users and stakeholders:

- Human Resources
- Training, Learning and Development
- Occupational Health & Safety Team
- Emergency Planning Team

## **Suggested priorities for 2023-2025**

Suggested priorities are set out in the attached draft service level agreement. NAASH are asked to provide feedback in relation to the suggested priorities with a view to agreeing a programme of work for the HR team that will best support Head teachers in from 2023-2025.

## **Agreement**

Agreed at NAASH meeting on Date TBC

## **Contact**

Sheenagh Rees, Head of People and Organisational Development

Email: [s.rees5@npt.gov.uk](mailto:s.rees5@npt.gov.uk)

Telephone: 01639 763315

## **Service Level Agreement for the provision of HR services**

### **1. Service Provider**

HR Division  
Neath Port Talbot County Borough Council  
The Quays, Brunel Way, Briton Ferry, Neath SA11 2GG

Head of People and Organisational Development – Sheenagh Rees  
Tel: 01639 763315  
Email: [s.rees5@npt.gov.uk](mailto:s.rees5@npt.gov.uk)

### **2. The Client**

Head teachers and Governing Bodies of Primary Schools in Neath Port Talbot County Borough Council

### **3. Service Specification**

The services to be provided under this Agreement are outlined in Appendix 1 to this Agreement.

These services will be provided to support the Client in better managing and developing the Neath Port Talbot Primary School workforce, leading to improved outcomes for all pupils.

These services will comprise a combination of (a) responses to requests for advice and other HR support, along with (b) a pre-planned programme of work which reflects priorities determined by the Client.

The priorities for the 2023-2025 period are as follows:

#### **Employment policies:**

- Schools Grievance Procedure
- Schools Dignity at Work Procedure
- Schools Disciplinary Policy and Procedure
- Capability Policy
- Schools Pay Policy

#### **Employee relations:**

- Provision of advice and guidance in the event of any industrial action
- Support and advice in relation to Employment Tribunal cases
- Support and advice at negotiating and consultation forums, ELLL Negotiating Forum, Education JCG, Education, Health and Safety Committee

- Attendance and HR advice on policy and process at Staff Disciplinary and Dismissal Committees and Staff Disciplinary and Dismissal Appeal Committees

#### **Safeguarding:**

- Continue to utilise the electronic process for administering Disclosure and Barring Service checks, in collaboration with Powys Council, improving efficiency of safe recruitment pre-employment checks.
- Continue to provide training and guidance support to Schools to promote a culture of safe recruitment and safe employment practice.
- Attendance, support and HR advice at PASM and relevant school Governor meetings.

#### **Management of Change:**

- 2023-2025 Budget – ongoing HR support from 1<sup>st</sup> September 2023 onwards for all schools implementing staffing changes to achieve a balanced budget
- Budget – HR support to address any workforce planning actions required, together with any resultant management of change support.

#### **Workforce-related Head teacher and Governor Training**

- Specific topics and events to be in accordance with LLAN priorities and delivered as agreed by the Chair of LLAN.
- Safeguarding in Schools Training to continue to be delivered bi-annually in conjunction with the Education Safeguarding Officer during the 2023-2025 period.
- Training in relation to Sickness Absence management, the Schools Disciplinary Procedure and Redundancy Procedure to be provided annually and also on an ad-hoc basis as necessary.

#### **Maximising Attendance at Work**

- Ongoing support from the HR team and the Occupational Health Unit to support Head teachers and Governing Bodies to manage and reduce the incidence of sickness absence in the school workforce.
- Specific Long Term Absence Management Support, funded by schools to be agreed via a separate Service Level Agreement

#### **Recruitment and Resourcing**

- Advice in relation to the Council's Safe Recruitment Policy
- Advice in relation to the recruitment process
- Advice on employment contracts

#### **4. Response Arrangements**

- (i) Matters requiring an urgent response will be given priority over other requests for advice or support, with an initial response made at the earliest opportunity;
- (ii) Responses to non-urgent matters will be made as soon as reasonably practical having regard to the nature, scope and complexity of the matter to be addressed;
- (iii) In all cases, the impact or potential impact of the issue concerned will be clarified by the Head teacher so that the urgency of response required can be properly assessed;
- (iv) The HR service described in this Agreement will typically be available from 8.45 a.m. to 5.00 p.m. Monday to Thursday, and 8.45 to 4.30 Fridays, but every effort will be made to provide any additional service required at other times, with reasonable notice, particularly in relation to the annual cycle of budget-related staffing changes.

#### **5. Monitoring arrangements**

- (i) Summary details of the service provided by the HR team will be monitored by the Service Provider and will be discussed with the Client as part of agreed annual review procedures;
- (ii) Any concerns arising on the part of the Client or Service Provider regarding the operation of this Agreement should be highlighted as soon as possible so that the matter causing concern can be addressed at the earliest opportunity.

#### **6. Review Procedure**

This Agreement will be reviewed every 2 years to consider its operation and to agree any changes required about any aspect of this Agreement.

#### **7. Procedure for Dispute Resolution**

The parties to this Agreement will undertake to use their best endeavours to resolve any dispute arising, in the first instance, by mutual consultation. Exceptionally, if the matter still cannot be resolved, the parties will engage a third party agreeable to both sides to arbitrate, the resultant decision being binding on both parties.

## **8. HR Service Contact details**

HR Officer c2@npt.gov.uk contacts for schools are provided below:-

Carla Banham  
[c.banham@npt.gov.uk](mailto:c.banham@npt.gov.uk) 01639 763568

Maureen Treharne (Mon/Tue/Wed)  
[m.treharne@npt.gov.uk](mailto:m.treharne@npt.gov.uk) 01639 686268

Jodie Barnett  
[j.barnett1@npt.gov.uk](mailto:j.barnett1@npt.gov.uk) 01639 763563

Dayna James  
[d.james3@npt.gov.uk](mailto:d.james3@npt.gov.uk) 01639 686961

Kirsty Thomas (Sickness Taskforce)  
[k.thomas@npt.gov.uk](mailto:k.thomas@npt.gov.uk) 01639 763705

Chris Walsh  
[c.walsh@npt.gov.uk](mailto:c.walsh@npt.gov.uk) 01639 763408

Stephanie Evans HR Manager  
[s.evans2@npt.gov.uk](mailto:s.evans2@npt.gov.uk)

In the event of a designated member of the HR team being unavailable, for whatever reason, an appropriate substitute HR colleague will provide the service or response required.

In addition to the above, there is a generic e-mail that schools can use to ask for general advice and support – **hr.education@npt.gov.uk** which is staffed during working hours.

## **9. Period of Agreement**

1<sup>st</sup> September 2023 to 31<sup>st</sup> March 2025

### **HR Services**

The Human Resources Division is a resource for the provision of specialist HR advice and support, including putting in place the necessary employment framework, e.g. employment policies, procedures, advice and training, to support Head teachers to maximise the performance for their employees. HR also directly assists with the most difficult aspects of managing people.

The HR Manager and HR Officers will provide professional HR advice and support in the following areas of workforce related activity, always having regard to agreed priorities:

1. Recruitment and selection
2. HR advice in relation to safeguarding in employment, including child protection processes
3. HR advice in relation to employment contracts
4. Employment legislation and conditions of service for teachers and support staff, including contractual documentation, the Local Government Pension Scheme and the Teacher Pension Scheme.
5. Maximising attendance at work
6. Discipline, Grievance, Dignity at Work, Capability and Performance Management processes
7. Employee relations, including support in relation to trade union and teaching association consultation and negotiations
8. Equality of opportunity in employment
9. Termination of employment
10. Occupational Health Unit support, including health surveillance, health monitoring, safety critical and statutory medicals, lifestyle screening health promotion, pre-placement screening, immunisations, work station assessments and maximising attendance at work advice referral service.
11. Health and Safety support in accordance with the BSI OHSAS 18001 Safety Management System.
12. iTrent HR Database
13. Provision of employment related training

A small core team of HR staff will provide the above services, supplemented with support from the wider HR team as necessary.

The service is not open-ended and an ongoing dialogue between LLAN and the Head of People and Organisational Development will enable the HR team to prioritise and plan the HR work programme to ensure that the resources available to Primary Schools can be used to best effect.