

Service level agreement for the provision of the HR service in relation to Maximising Attendance of Staff in Schools (The Sickness Taskforce)

Purpose

To provide NAASH and LLAN representatives with a service level agreement for the provision of HR services to Primary, Secondary and Special Schools within Neath Port Talbot County Borough Council.

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.

In March 2016, a HR Officer was appointed to the 'Schools Sickness Taskforce'. This HR Officer developed the procedure for managing sickness absence in schools, based on the policy and procedure already available. A Training programme was also developed which started to be rolled out to schools in July 2016 and ran until January 2017.

The programme has been reviewed annually in LLAN and NAASH to report on progress and savings. The programme has been deemed to be worthwhile and has made savings in some years.

There is one HR Officer dedicated to supporting the Schools Sickness Taskforce, funded by the schools.

Agreement

Agreed at NAASH meeting on Date TBC

Agreed at LLAN meeting on Date TBC

Contact

Sheenagh Rees, Head of People and Organisational Development

Email: s.rees5@npt.gov.uk

SERVICE LEVEL AGREEMENT
FOR THE PROVISION OF
HUMAN RESOURCE SERVICES
IN RELATION TO MAXIMISING ATTENDANCE OF STAFF IN SCHOOLS
(THE SICKNESS TASKFORCE)

Service level agreement for the provision of the HR service in relation to Maximising Attendance of Staff in Schools (The Sickness Taskforce)

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

2. The Client

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

3. Service Specification

The services to be provided under this Agreement in relation to Maximising Attendance of Staff in Schools are outlined below:

- Provide Training to Headteachers and Chairs of Governors in relation to the process and procedure for Maximising Attendance of Staff in Schools.
- Monitor long term absences within Schools and prompt and advise Headteachers and Governors on the Maximising Attendance at Work Policy for Schools, as appropriate.
- Advise and assist in implementation of early intervention and support strategies.
- Advise and accompany Headteachers and Governors at formal meetings.
- Provide advice and attendance at OHU Case Conferences and Ill Health Retirement procedures
- Advise on sickness absence communication and correspondence.
- Ensuring Policy and Procedure are legally compliant and reviewed when necessary.
- Advise Headteachers and Governors on the application of terms and conditions in relation to Sickness Absence in schools.

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..

5. Monitoring arrangements

- (i) Summary details of the service provided by the HR Officer as part of the Sickness Taskforce will be reported to and 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 in the Autumn term, to consider its operation and to agree any changes required about any aspect of this Agreement. The current funding arrangement is in place until 31st August 2024.

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

The HR Officer allocated to the Schools Sickness Taskforce is currently Kirsty Thomas – k.thomas@npt.gov.uk, 01639 763705. Should this change, all parties will be notified as soon as is practicable. In the event of the HR Officer allocated to the Schools Sickness Taskforce being unavailable, for whatever reason, an appropriate substitute HR colleague will provide the service or response required within reasonable timescales.