

# SCHOOLS HR PROFESSIONAL SERVICES SERVICE LEVEL AGREEMENT 2025 - 26 ALL EDUCATIONAL ESTABLISHMENTS

## WHAT CAN EDUCATIONAL ESTABLISHMENTS EXPECT?

Access to a comprehensive, responsive specialist HR service built on experience and a holistic understanding of the specific demands faced by educational establishments from all phases/sectors. The SLA is enhanced by the provision of access to Occupational Health and EAP which supports employee engagement and absence management. Bolt-Ons supplement the core traded SLA package providing additional resource/support.

## WHY CHOOSE SCHOOLS HR PROFESSIONAL SERVICES?

With 85% or more of the school budget being spent on your workforce, it is essential that the right structures, people, policies and procedures are in place to deliver to your priorities. Choosing our specialist HR service will empower Headteachers, Leadership, Governors and School Business Managers to carry out their statutory responsibilities, safeguarded by effective, up to date employment practices and access to supportive and practical HR advice.

## AIM

*To optimise the day to day running in your school by the provision of bespoke HR solutions.*

## LINKS

Schools HR Professional Services actively influence and participate in national consultations to ensure the views and needs of our educational establishments are represented in relation to the workforce. When supporting schools on individual staff matters, we will work closely with the following RBG services as appropriate:

<b>LADO</b>	<b>OCCUPATIONAL HEALTH EAP</b> <i>Included in Schools HR SLA</i>	<b>RBG LEGAL SERVICES SLA</b> <i>Separate SLA available</i>
Advice and support in matters relating to safeguarding allegations against staff.	Absence Management Health Surveillance Physiotherapy – first six sessions of a referral General Health Promotions  Ill Health Retirement referrals* Specialist Referrals/assessments* Physiotherapy - beyond the initial six sessions* Vaccinations*  <i>(*additional costs apply for these services – see Bolt-on service section)</i>	<p><b>Access to legal advice for educational establishments is not included in the Schools HR Professional Services SLA; this is available to educational establishments via the Legal Services SLA.</b></p> <p><b>Note:</b> <b>EMPLOYMENT TRIBUNAL CLAIMS COSTS ARISING</b></p> <ul style="list-style-type: none"> <li>•Educational establishments are advised that any costs associated with or arising out of an Employment Tribunal claim/other claim (including legal, counsel and awards) are the sole responsibility of the school/educational establishment.</li> <li>•TUPE: RBG have no liability for losses in relation to terms and conditions of employment claims in respect of the period after the date of transfer to the new employer.</li> </ul> <p><i>Schools HR Professional Services benefit from access to in-house advice from legal services which is used to help further mitigate against any risks associated with employment relations issues.</i></p>

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<b>PAYROLL</b> <i>Separate SLA available</i>	<b>HEALTH &amp; SAFETY</b> <i>Separate SLA available</i>	<b>GOVERNOR SUPPORT SERVICES</b> <i>Separate SLA available</i>
<b>FINANCE PENSIONS</b>		
Professional expertise/knowledge of teachers' pay and conditions of service, Royal Greenwich pay and grading structure and relevant pensions information		
<b>RECRUITMENT</b>	<b>WORKFORCE DEVELOPMENT</b>	<b>SCHOOL IMPROVEMENT, ECT AND APPRENTICESHIPS</b>

Well established links are maintained with national, regional and local employer associations, trade unions and professional bodies, education networks, school leaders, governing bodies, diocese and other relevant agencies (LGA, DBS and DfE). Partnership working supports the delivery of excellent services, driving efficiencies for the educational establishments we support.

**CORE TRADED SLA PACKAGE INCLUDES ADVICE AND GUIDANCE ON:**

<b>Workforce Planning</b>	<b>Policies/Procedures</b> <i>Ratified with Trade Unions following consultation at RBG level</i>	<b>Employee Support</b>	<b>Pay and Conditions</b>
<b>Contracts of Employment</b>	Absence Management	Annual Leave	Pay Policy
<b>Job Evaluation</b>	Appraisal	Equal Opportunities and Diversity	Support Staff Pay <i>Green Book</i>
<b>Model Job Descriptions</b>	Capability	Industrial Action	Teachers' Pay <i>Burgundy Book</i>
<b>Reorganisations</b>	Code of Conduct	Occupational Health Services EAP	Term Time Working
<b>Resignations Notice Periods</b>	Disciplinary	Parental Leave	TUPE
<b>Safer Recruitment</b>	Grievance	Special Leave	
<b>*Recruitment &amp; Selection (*Bolt On)</b>			
<b>Single Central Record</b>	HR Audit (Annual)		
<b>Staffing Structures</b>	Managing Allegations against Staff		
<b>Suspension from Duty</b>	Respect at Work Smoke free Schools Whistleblowing		

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## THE SCHOOLS HR PROFESSIONAL SERVICES TEAM

Consists of experienced, dedicated Principal HR Advisers with specialist knowledge of school HR casework and a thorough understanding of the framework and statutory HR related duties under which educational establishments operate.

You will be allocated a Principal HR Adviser who will get to know your educational establishment and tailor their approach accordingly. Schools HR Professional Services work in partnership with you to identify areas of concern and achieve positive resolutions.

You will have access to advice from HR Professionals by telephone, email, virtual meeting or visit as appropriate. In addition, you will receive a termly visit and a comprehensive annual HR Audit (*subject to educational establishment agreement*). This will identify areas of best practice and risk. A full report will be provided setting out clear recommendations which HR will review and discuss with you at your next termly visit or earlier as required.

### Services include:

<b>PAY AND CONDITIONS OF SERVICE</b>	<b>CAPABILITY DISCIPLINARY GRIEVANCE CASEWORK</b>	<b>ATTENDANCE MANAGEMENT CASEWORK</b>
<p>Advice and guidance on the interpretation and implementation of national and local government decisions and regulations.</p> <p>Provision of local and national information on employment issues e.g. salaries/benefits.</p> <p>Advice on other matters relating to pay and conditions of employment for all categories of staff.</p> <p>Provision of the interpretation and writing of statements of terms and conditions of service.</p> <p>Contracts of employment <i>available at additional cost – see Bolt On</i></p>	<p>Telephone advice and support on the implementation of the school's capability, discipline and grievance procedures.</p> <p>Attendance by a member of the HR team to advise and support Governors, Headteachers/Leadership at all formal hearings/meetings, including hearings where dismissal is a potential outcome, subject to availability by prior agreement.</p> <p>Advice and support throughout the process of investigation by prior agreement.</p>	<p>Telephone advice and support on the implementation of the school's attendance management procedures.</p> <p>Access to Royal Greenwich Occupational Health Provider and EAP.</p> <p>Advice on OH referral and guidance on how to proceed following receipt of OH reports.</p> <p>Attendance at formal review meetings, subject to availability by prior agreement.</p> <p>Provision of ill health retirement benefit calculations.</p> <p>Ill health retirement assessment/certificate accessed via Occupational Health <b>at additional cost.</b></p> <p>Advice and support on implementing robust and effective absence monitoring systems.</p>
<b>EMPLOYEE RELATIONS</b>	<b>SCHOOLS' HR WEBSITE</b>	<b>EMPLOYEE DATA</b> <i>(conditional on buying into RBG Payroll SLA)</i>
<p>Telephone advice and support on all employee relations issues.</p> <p>Advice and support on consultation processes e.g. when redundancy is appropriate together with attendance at meetings as required.</p> <p>Advice on timescales, statutory and</p>	<p>Access includes:</p> <ul style="list-style-type: none"> <li>➤ employment updates</li> <li>➤ RBG model policies and procedures and associated letters</li> <li>➤ forms and guidance notes</li> <li>➤ information relating to national</li> </ul>	<p>Detailed employee data provided on request and monthly absence reports (see Bolt On in relation to TUPE)</p>

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<p>procedural requirements and preparation of documentation. Attendance at other hearings as appropriate and subject to availability by prior agreement. Where required, liaison and negotiations with employee representatives around settlement agreements, including drafting of agreements (see Bolt On)</p>	<p>and local terms and conditions.</p>	
<p><b>NATIONAL/LOCAL CONDITIONS OF SERVICE</b></p>	<p><b>DISMISSAL OF STAFF</b></p>	<p><b>PRE-EMPLOYMENT SAFEGUARDING CHECKS</b></p>
<p>Notification of national pay awards and new conditions of service arising from the national negotiating machinery, and of any local agreements, for both teaching and support staff.</p>	<p>The Director of Children’s Services (DCS) has the right to attend any hearing that could end in dismissal of staff employed by the Local Authority.</p>	<p>Basic checks to support safer recruitment of staff i.e. Enhanced DBS Checks, Barred List</p> <p><i>Administered via Recruitment Service – additional charges apply.</i></p> <p>Pre-employment health checks</p> <p><i>Administered via Occupational Health</i></p>
<p><b>SCHOOL WORKFORCE CENSUS</b></p>	<p><b>INDUSTRIAL ACTION</b></p>	
<p>Royal Greenwich submits the statutory return on behalf of maintained schools.</p> <p>Workshops/Training delivered for new SBMs/Office Managers.</p> <p><i>Schools HR Professional Services reserve the right to levy an additional charge for those schools generating substantial errors and queries.</i></p> <p><b>£10 per error/query may be charged</b></p>	<p>Written information will be provided on statutory advice.</p> <p>Where data is available, we will collate and provide information to corporate and external regional bodies on the effects of industrial action.</p>	

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<b>BOLT ON SERVICE COSTS (subject to availability)</b>		
Designed to meet the HR requirements of educational establishments.		
<b>BOLT SERVICE</b>	<b>ON SLA EDUCATIONAL ESTABLISHMENTS</b>	<b>NON-SLA EDUCATIONAL ESTABLISHMENTS</b>
<b>Headteacher/ Leadership Recruitment</b>	Recruitment/School Improvement Service offer a comprehensive package that supports the attraction and selection campaigns for Headteacher/Leadership recruitment. <i>Further information is available via your Principal HR Adviser or the Recruitment Team.</i> <b>Cost: £5,500 + VAT</b> <i>Excluding cost of advert placement</i>	£7,000 + VAT <i>Excluding cost of advert placement</i>
<b>Workshops</b>	Half day workshop on model procedures. <b>Cost: £60 per delegate</b>	£120 per delegate
<b>Bespoke training</b>	Provision of training to suit specific school needs i.e. policy workshops for Senior Leaders and Governing Bodies <b>Cost: £110 per hour or £330 per half day</b>	£120 per hour or £400 per half day
<b>Occupational Health – additional costs charged to schools</b>	Ill Health Retirement referrals* <b>Cost: £465</b> Dyslexia Assessment* - <b>Cost: £611.80</b> Neurodiversity Workplace Assessment* - <b>Cost: £750</b> Remote Workstation Assessment* - <b>Cost: £115</b> Physiotherapy - beyond the initial six sessions Vaccinations Late cancellations and ‘Did Not Attend’ (DNAs) Incomplete online Health Assessment Questionnaires (HAQs) or Paper Health Assessment Questionnaires may be recharged Appointments requiring a home visit Local targeted health promotion events.  *costs quoted correct as at 16/02/2023. Please obtain current costs for all of the above from the OH provider when booking.	Not available.
<b>Workplace Mediation</b>	A voluntary and confidential process for resolving workplace differences and disputes between colleagues through the assistance of trained and accredited mediators <b>Cost: £550</b>	£625
<b>HR Consultancy</b>	<b>Cost: £90 per hour or £480 per day</b>	£120 per hour or £800 per day
<b>Compilation of Data – TUPE Transfers</b>	(conditional on buying into Payroll SLA) <b>Cost: £55 per employee</b>	Not available
<b>Contracts</b>	➤ Issuing employment contracts is the school’s responsibility. <b>Cost: £65 per draft contract.</b>  ➤ Additional specialist advice on the development of	Not available

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	new or tailoring of existing employment contracts will be charged at the following additional cost: <b>Cost: £65 per contract.</b>	
<b>Settlement Agreements</b>	The school/educational establishment has sole responsibility for the payment of legal fees and processing of the special payment.	<b>£325</b> for the completion of a settlement agreement. The school/educational establishment has sole responsibility for the payment of legal fees and processing of the special payment.
<b>Schools Workforce Census Support</b>	<b>Included in SLA with exception for errors/queries</b> <b>Cost: £10 per error/ query may be charged</b>	<b>£700</b>
<b>Job Evaluation for School Support staff under The Greater London Provincial Council Scheme by Panel of three trained HR Professionals</b>	<b>Included in SLA</b>	<b>£120 for each post</b>

## OPTIONAL CHARGED SERVICES

### E-Learning via Workforce Development:

Access to the full learning hub platform, which hosts suite of HR related e-learning modules in personal development and leadership and management.

Annual licence: **£10 per person**

## COSTS FOR OPTED OUT EDUCATIONAL ESTABLISHMENTS

Where the above do not apply charges will be applied to educational establishments for any obligatory work undertaken at a standard consultancy rate of **£120** per hour.

We will redirect costs to educational establishments where we are required to undertake work on behalf of an educational establishment not using our traded service as directed by the Children's Services Directorate i.e. school being placed in special measures.

## PRICING

Our traded service is charged annually.

- 1 April – Maintained Schools
- 1 September – Non-Maintained/Academies

## CHARGING CALCULATIONS

Charges are based on the number of staff in your establishment for each year of this agreement determined by the headcount recorded on iTrent as at the most recent workforce census (November 2024). Calculations are **not** based on FTE.

*Schools that buy into RBG Payroll Services: Headcount will be taken from iTrent on Workforce Census Day to calculate charges.*

*Schools who do not buy into RBG Payroll Services will be required to provide a copy/screenshot of the latest Schools Workforce Census (November 2024)*

**Please note minimum charge applied.**

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**MINIMUM CHARGE APPLIES PER SCHOOL: £2,450**

**FIXED RATE OF £82 PER STAFF MEMBER**

*i.e. a school with 30 members of staff will be charged £2,460 (30 x £82 = £2,460)*

**OPT OUT CLAUSE – EDUCATIONAL ESTABLISHMENTS**

Educational establishments who wish to opt out of the SLA *prior* to the cessation of the 12 month period may do so by providing 3 months' notice in writing. Services will still be charged for the full 12 month term of the agreement.

**AUTOMATIC RENEWAL**

Automatic Renewal will apply to schools who bought into the SLA for the previous year, namely 2024 / 2025. Schools Direct Services sets out the process to complete your review before 30th June 2025. Please note that the SLA will automatically be triggered for schools seeking advice from Schools HR Professional Services w.e.f 1st April 2025 for maintained schools; 1st September for non-maintained/academies.

**TERMINATION CLAUSE – SCHOOLS HR PROFESSIONAL SERVICES**

Schools HR Professional Services reserve the right to terminate the SLA in the event that there is a breakdown in professional relationship due to the school's failure to accept/adhere to advice given, professional boundaries are not observed or where the actions of school leaders place the service at risk of reputational damage. Services will be terminated with immediate effect and a three month pro rata charge will be applied from the date of termination.

**EDUCATIONAL ESTABLISHMENT RESPONSIBILITIES**

To ensure legal compliance, commitment and adherence to statutory and service standards are met it is the specific responsibility of educational establishments to undertake the following:

- Provide all relevant information and staffing data to assist in the provision of HR advice.
- Ensure all relevant facts are provided when dealing with a staffing or employment issue.
- Specify any school based time limits or constraints which must be reasonable and appropriate to the circumstances.
- Provide a timely update of any change in circumstances that may affect/impact on the advice or work Schools HR Professional Services are undertaking on your behalf.
- Undertake not to withhold or misrepresent any relevant information which would hinder the HR support/advice provided.
- Provide as much advance notice as possible when requesting the attendance of a HR representative at a hearing/governing body meeting. This includes consultation with HR to agree a mutually convenient date/time and provision of all documents required for the meeting at least **one week** in advance.
- Provide as much notice as possible for 'one off' consultancy that may be required.
- Provision of any other information requested to enable Royal Greenwich to exercise its duty as an employer or to comply with statutory requirements or its strategic functions defined by current or future regulations.

In subscribing to our service, you are appointing Schools HR Professional Services as the **sole HR advisory service** and agree not to seek advice from other HR agencies when engaging our services for casework. Schools that require external HR support e.g. from Diocesan HR agree to notify Schools HR Professional Services of their involvement whereupon a joint decision will be made on which HR service will act as advisor in relation to the specific casework.

**SERVICE STANDARDS**



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Our commitment to service standards include:

- Telephone help/support line during office hours for our service related areas.
- Fully trained and qualified staff to deliver the service, providing effective and professional advice.
- A courteous and helpful response at all times, both in person (by appointment) or by telephone.
- Acknowledgements to written and email correspondence within 2 working days.
- Response to telephone calls within 1 working day.
- Quality assurance assessed by use of evaluation feedback forms following casework and training courses
- Access to a formal complaints procedure.

## **OFFICE HOURS**

<b>Monday to Thursday</b>	9 am – 5 pm	<b>Friday</b>	9 am – 4.30 pm
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## **COMPLAINTS**

Where it is considered that the standard of service received is less than satisfactory, it is the responsibility of the educational establishment to evidence and report to the HR Manager without delay in order that an internal review can be undertaken.

## **SCHOOLS HR PROFESSIONAL SERVICES LEADERSHIP CONTACT INFORMATION**

Samantha Dyer HR Manager Telephone: 020 8921 5358 Email: <a href="mailto:samantha.dyer@royalgreenwich.gov.uk">samantha.dyer@royalgreenwich.gov.uk</a>	Stephanie Mills Head of HR Telephone: 020 8921 8895 Email: <a href="mailto:stephanie.mills@royalgreenwich.gov.uk">stephanie.mills@royalgreenwich.gov.uk</a>
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## **POSTAL ADDRESS**

Schools' HR Professional Services  
Finance and Legal Services Directorate, Floor 3, The Woolwich Centre, 35 Wellington Street, London SE18 6HQ