

Schools HR Advisory Service

Service Level Agreement Offer and Terms to Schools 2025/2026

Contact:

Don Lan-George
Head of Schools HR Traded Services
Donald.lan-george@lbbd.gov.uk
Schoolshradvisoryteam@lbbd.gov.uk
020 8724 8755 / 07772 221 44

Schools HR Advisory Service

Introduction

We believe in the transformative power of positive and productive teams. Our dedicated and knowledgeable Service is here to help you maximise the potential of your people. Effective management of human resources is essential for fostering a healthy culture within your School, leading to increased productivity and happier staff.

We provide guidance on effectively managing staff using policies, and procedures to cultivate a positive work environment. Our service keeps you informed about changes in Employment Law and Terms and Conditions for Teaching and Support Staff. We assist in resolving workplace conflicts, aiming to minimise the risk of Employment Tribunals and lawsuits through effective Policy management and mediation.

Benefits of Using Our Service

Dedicated and Experienced Team of HR Professionals

You will have access to a dedicated Service with extensive knowledge of School casework and operational conditions. Our team is well-versed in the unique challenges and requirements of managing School Staff, ensuring you receive expert guidance tailored to your needs.

Our dedicated HR professionals are available during the hours of 8am – 5pm to assist you via phone, Microsoft Teams, email, or site visits (when necessary). They are committed to providing timely and effective support to address your HR needs.

Comprehensive HR Support

We provide comprehensive Guidance in all aspects of employee relations. This includes addressing issues such as bullying and harassment (including sexual harassment), employee conduct and capability, grievances, equality and diversity, flexible working, gender reassignment, job design and evaluations, leave of absence, organisational change, probation, safer recruitment, secondment, and sickness absence. Our support ensures that all employee-related matters are handled effectively and in compliance with relevant laws and Policies.

Expertise in Teaching and Support Staff Terms and Conditions

We possess in-depth knowledge of the terms and conditions of service for Teaching and Support Staff. This expertise allows us to provide accurate and relevant advice to ensure compliance and effective management of your staff.

Legislation Advice

We offer up-to-date advice on legislation affecting Schools, including access to the Local Authority Legal Service (if you buy in to this service). Our Guidance helps you stay compliant with current laws and regulations, minimising legal risks.

Local and National Issue Awareness

We regularly attend forums with other London Local Authorities to stay informed about Local and National issues affecting Schools. This awareness enables us to provide relevant and timely advice to LBBD Schools.

Complex Case Support

We offer assistance with troubleshooting complex cases, providing expert guidance to navigate challenging situations. Our support ensures that even the most difficult HR issues are handled professionally and effectively.

HR Data Support

We help with data collection for inspections as required by the Commissioning Director of Education or OFSTED. Our support ensures that you have accurate and comprehensive data to meet regulatory requirements and improve School operations.

Training

We offer training on various HR matters for Staff and Governors, with additional charges applying for some courses. Our training enhances employee awareness, skills, and motivation, ensuring that your Staff is well-equipped to handle their responsibilities.

Effective Relationships

We maintain strong working relationships with local Trade Unions and external agencies like the Local Government Association. These relationships enable us to advocate effectively on your behalf and ensure that your interests are represented.

Mediation Service

We provide access to trained mediators for resolving serious relationship breakdowns when other resolution attempts have failed. This chargeable service aims to restore a positive working environment through constructive dialogue and conflict resolution.

HR Manual and Policies

You will have access to the HR Manual plus all Policies, and procedures necessary for effective staff management. These resources will ensure that you have the tools

and information needed to manage your Team in compliance with best practices and legal requirements.

Council Services Liaison

We liaise with other Council Services such as Occupational Health, Payroll, HR Contract and Pay Services, Health and Safety, Governor Services, Public Health, Housing, and more. This liaison ensures that you receive comprehensive seamless support across all aspects of School operations.

Schools HR Advisory Service Offer

In order to ensure Schools, receive the best value for money, our offer includes all the fundamentals a School would require from a professional HR Advisory Service.

We feel it is essential that all Schools have regular remote and on-site support within Government regulations. We are passionate about your success, and we work tirelessly to get the right outcomes for your School.

Our offer consists of:

- Up to three hours per month* to discuss or get support with:
 - sickness absence
 - employee capability
 - employee conduct
 - recruitment activity
 - organisational change
 - general advice and guidance

*This will include any meetings/hearings with staff and resources will be allocated accordingly.

- Job Evaluations as required
- Training on Sickness Absence Management (including staff briefing)
- Access to a range of training for Staff and Governors. (Additional charges apply and, in some cases, discounts may be available)
- Up to three termly meetings per academic year (if required); with the Head of Schools HR Traded Services to discuss:
 - the quality of the service being provided and any improvements to the delivery of the HR Advisory Service;
 - support with planning of resources;

We will contact you to arrange, however, please contact us if required.

We acknowledge some Schools on occasion may require supplementary support in addition to the above, in which case additional charges may apply.

Pricing

	Local Authority Schools	For Voluntary Aided, Academies, Free Schools and non LBBB maintained schools
HR Offer per employee	£119.00	£125.00
Supplementary support:		
○ Head of Schools HR Traded Services ○ Schools HR Business Partner ○ Schools Senior HR Advisor ○ Schools HR Advisor		£150.00 per hour £120.00 per hour £100.00 per hour £60.00 per hour

Ancillary Charges

	Local Authority Schools	For Voluntary Aided, Academies, Free Schools and non LBBB maintained schools
Job Evaluations (schools who do not buy in)	£100.00 per evaluation	
Mediation		£150.00 per hr
A full mediation service, facilitated by an experienced and trained mediator including: • individual pre-meetings with each party involved, • mediation session and action planning, • a review check-in after 4 weeks		£600.00

Pricing for Training

Name of course	Duration of course in hours	Cost for Schools buy in (per person)	Cost for Schools that do not buy in (per person)
Capability (Teachers or Support Staff)	4 Hours approx.	£78.00	£98.00
Disciplinary Investigation	4 Hours approx.	£78.00	£98.00
Grievance	4 Hours approx.	£78.00	£98.00
Safer Recruitment, Selection & Safeguarding	5½ Hours approx.	£78.00	£98.00
Handling Necessary Conversations	2½ Hours approx.	£78.00	£98.00
Organisational Change	4 Hours approx.	£78.00	£98.00
Support Staff Appraisals	4 Hours approx.	£78.00	£98.00
Job Design and Job Evaluation	3 Hours approx.	£78.00	£98.00
Probation	4 Hours approx.	£78.00	£98.00
Sickness Absence Management	1 hour	£78.00	£98.00
How to carry out Stage One Informal Meetings"	1 hour and 30 mins	N/A	£98.00
Bullying and Harassment	TBC	£78.00	£98.00
Menopause	TBC	£78.00	£98.00
Prevention of Sexual Harassment	TBC	£78.00	£98.00
Governors Disciplinary, Grievance & Sickness Hearings	Full day	£78.00	£98.00
HR Workshops (as and when required)	Full day	Price on request	Price on request

All training will be delivered via Microsoft Teams unless there is a special request from schools directly and additional charges will be applied.

We require a minimum of 15 participants to run any training session. If this number is not reached then we reserve the right to reschedule any scheduled dates. We will notify you if this is the case.

Cancellation Notice - Please note we will require at least 48 hours' notice should you wish to cancel attending a training session, if you do not cancel nor give the appropriate notice you will still be charged for the course (should charges apply).

Schools HR Advisory Service Level Agreement Order Form

Please complete the order form below and date, sign and return to
Schoolshradvisoryteam@lbbd.gov.uk

Name of the School	
School Business Manager Name	
Head Teacher Name	
Staff Headcount number	
Contact Tel Number	
Contact email	
Please calculate the costs. We will check accuracy and if we have any queries, we will contact you to discuss.	Please insert price
Schools HR Advisory Service HR Offer	£
Ancillary Services such as HR Training and Mediation etc., are priced on application. Contact us to discuss.	

I agree to the Service Level agreement and pricing for the above chosen service provision.

Any substantial increase in numbers (e.g., above 10%) we reserve the right to review/amend the costs. Any decrease we reserve the right to hold the price agreed.

Please complete, sign and email a scanned copy to:

Schoolshradvisoryteam@lbbd.gov.uk;

Name of Authorisor:

Date:

Signature:

Terms of Service:

Principles

- The parties will work to develop an environment of cooperation and trust, using the following Partnership Principles:
 - Be accountable to the joint responsibilities set out in this Agreement
 - Collaborate and co-operate, establish and adhere to the governance structure to ensure that service activities are delivered, and actions taken on a joint basis
 - Be open by communicating openly about major concerns, issues or opportunities relating to the services provided
 - Learn, develop and achieve potential by sharing information, experience and skills to learn from each other and develop new ways of working. Work collaboratively to identify business improvements, eliminate inefficiencies and reduce the cost of service provision
 - Adopt a positive outlook by demonstrating a positive, “can do” attitude, looking at ways to improve services
 - Please remember, we are advising based on the School’s Policy /cies, the best practice in employment, the risks associated with the advice and the decision. The decision is the School’s, except in cases when the law applies.

Term of the Agreement:

This SLA shall remain in force for 12 months starting on the Commencement Date of 1st April – 31st March (the “Initial Term”). Unless a new agreement is signed by the parties, this Agreement will automatically renew for additional periods of the same duration as the Initial Term (each a “Renewal Term”), unless either party provides written notice of its intention not to renew at least 90 days prior to the expiration of either the Initial Term or a Renewal Term. London Borough of Barking and Dagenham reserves the right to terminate any service provided under this SLA if there is a serious failure on the part of the School to meet its obligations and responsibilities as set out in this document that cannot be resolved through the dispute resolution process.

Some Schools may have multi-year agreements, the above will apply in the same way, except for the notice period, which will be 120 days in the first year.

Obligations

- The Provider will deliver the agreed services within the agreed timeframes, standards and costs, and in accordance with the Policies and corporate commitments of the Customer and the Local Authority.
- Both parties agree to act in good faith and in a reasonable and timely manner regarding the operation of the Agreement.
- The parties agree to meet the costs, for material of rework required as a result of their respective actions/errors following senior level consultation where appropriate.
- Parties are to notify the other party promptly of any issues, concerns or complaints regarding any matter under or in the Agreement. The parties will use every

endeavor to resolve, by a process of consultation, any differences or issues arising between them.

Service Overview

Our Schools HR Advisory Service provides a professional, specialist employment advice service to enable Schools to lead, manage and develop a workforce equipped to deliver quality education to their pupils. Solution focused, we will work with you to achieve your desired outcomes, support you with effective management and resolution of individual cases, identifying options with risks, whilst ensuring you comply with employment legislation and ACAS/statutory employment guidance.

Service Aims

Our offer aims to deliver comprehensive advice, guidance and support within working hours to Head Teachers and Chair of Governors on a range of employment issues including:

- Disciplinary action including advice/support throughout the whole process
- Grievances/disputes resolution including Bullying, Harassment, Sexual Harassment (Prevention), fairness and dignity
- Managing Attendance (including long and short-term sickness)
- Performance and Capability issues
- Attendance and advice at formal casework meetings/hearings
- Safeguarding/Managing allegations, alongside the Local Authority Designated Officer
- Effective working relationships at both Local and Regional Levels with Trade Unions and other external agencies such as LGE, DCS etc.
- Family leave and flexible working
- Advice on correspondences
- Pay Policy, Appraisal and Pay Progression
- Interpretation and application of all HR Policies and Procedures to assist Headteachers and Governors in effective staff management
- Knowledge of Teachers / Support Staff Terms and Conditions of Employment
- Mediation of employee disputes to help resolve issues before they escalate (chargeable)
- Training available (depending on training maybe chargeable)

*Training can be offered via on-line platforms with a max of 20 delegates and a min of 10.

Service Delivery

We pride ourselves on providing a personalised, professional services to Headteachers and Governing Bodies by:

- Proving value for money, quality service 52 weeks per year
- Understanding the current education landscape and the needs of Schools
- Being experts in Teachers/Support staff Terms and Conditions
- Working in a joined-up way with other key HR services, such as Occupational Health, Safeguarding, Health & Safety, Payroll Services and HR Contract and Pay Services
- Providing a named HR Business Partner contact for your School who will be able to support you with more complex HR issues
- Additional assistance and support for HR related data - collection/inspections as required by DCS/OFSTED
- Delivering professional advice and guidance on the actions needed to achieve your desired outcomes
- Tailored advice in line with School Policies and legal requirements
- Ensuring our Schools HR Advisory Service are all CIPD (Chartered Institute of Personnel and Development) (Chartered Institute of Personnel and Development) qualified.

Responsibilities

We ask Schools to:

- Comply with Employment Legislation
- Treat us with dignity and respect
- Give reasonable notice for attendance at face-to-face meetings
- Give us feedback about how we are doing and what we can do to improve

Quality Assurance

Our team is fully CIPD qualified and continuously updated through HR support networks, the CIPD website, and other HR resources and publications.

The service is led by a highly experienced Local Authority Head of Service with over 30 years of experience in the HR field, holding CIPD qualifications for the same duration. With experience across four London Local Authorities, Cambridge Education, and consultancy work, our team brings a wealth of knowledge to provide you with a balanced and supportive service.

Monitoring and Evaluation

Monitoring to facilitate the effective operation of the Agreement is the responsibility of both parties and at a minimum is to include:

- Meetings between both parties on request by either party to discuss whole of agreement service delivery issues, improvement processes, performance and costs.

- We offer the opportunity for you to give feedback on our service via our online surveys.

Performance

Performance will be monitored against the key performance standards:

- We will be available 52 weeks a year on normal weekdays
- You can expect immediate responses on many issues, but where this is not always possible, responses to e-mails and telephone calls will be provided within 3 working days at the latest
- We will ensure that we maintain the highest level of HR knowledge and expertise
- We will provide you with options and associated risks to help you make the right decisions
- We will provide regular updates on current HR matters affecting Schools
- We will ensure that model HR Policies, procedures and guidance are current and reflect best practice, ACAS (Advisory Conciliation & Arbitration Service) guidance, employment legislation and relevant case law
- We will maintain and continually develop positive employment relations with local recognised Trade Unions

Issue Management

Parties are to notify the other party promptly of any issues, concerns or complaints regarding any matter under or in the Agreement. The parties will use every endeavour to resolve, by a process of consultation, any differences or issues arising between them. However, in order to provide a formal mechanism for the resolution of issues that may arise in relation to the provision of services, complaints should be made in writing to the Head of Schools HR Traded Services (donald.ian-george@lbbd.gov.uk) in the first instance, who will investigate and provide an initial response to your complaint within five working days.

If you are not satisfied with this response, then please email the Director of Workforce Change (gail.clark@lbbd.gov.uk)

General Data Protection Regulation (GDPR)

The Schools HR Advisory Service strongly adhere to the requirements of the Data Protection Act (DPA) (and General Data Protection Regulation (GDPR)). Please see **Appendix 1** Data Sharing Schedule.

The Service (known as data processors) who have access to any personal data held by LBBd are fully aware of and abide by their duties under the General Data Protection Regulation. All staff have been fully trained in and receive regular updates on their duties under GDPR and will always follow council procedures to protect your data. All personal data belonging to School personnel is securely stored and regularly updated

in accordance with GDPR.

Intellectual Property

Both parties should not use any shared Intellectual Property Rights for any purpose other than the performance of its obligations.

Disclaimer:

The Schools HR Advisory Service is an optional HR service provider. Your School has the option to use our services or those of other external HR providers.

Our employees are employed by the London Borough of Barking and Dagenham (LBBD), but they do not represent LBBD as a legal entity in the employment of your staff. Consequently, LBBD accepts no liability for Employment Tribunal claims because of advice provided by the Schools HR Advisory Service. This SLA is separate and distinct from any legal relationship LBBD has with maintained schools in the Borough. As such, save for when LBBD can and/or should be named as a respondent as set out in statute, we require cooperation from your School in having LBBD dismissed as a respondent.

We have a complaints procedure in place to address concerns related to our Service Level Agreement (SLA). Here are the key points from the disclaimer:

1. **Optional Service:** The Schools HR Advisory Service is an optional HR service provider, and schools can choose to use our services or those of other external HR providers.
2. **Employment:** Employees of the Schools HR Advisory Service are employed by the London Borough of Barking and Dagenham (LBBD).
3. **Representation:** These employees do not represent LBBD as a legal entity, i.e., as the Employer.
4. **Liability:** LBBD holds no liability for employment claims and should not be named as a respondent in any Employment Tribunals, solely due to service provision.
5. **Complaints Procedure:** There is a complaints procedure in place to address concerns related to the Service Level Agreement (SLA).

In this context, Service Level Agreement (SLA), is a formal document that outlines the specific services provided by the Schools HR Advisory Service, the expected level of service, and the responsibilities of both the service provider and the School. It typically includes details such as:

Scope of Services, what services are included and any limitations:

- **Performance Standards:** The quality and performance metrics that the service provider commits to.
- **Responsibilities:** The obligations of both the service provider and the School.

- Response Times: How quickly the service provider will respond to requests or issues.
- Monitoring and Reporting: How service performance will be tracked and reported.
- Dispute Resolution: Procedures for handling any disputes or complaints.

The SLA ensures that both parties have a clear understanding of expectations and can hold each other accountable.

Appendix 1 - Data Sharing Schedule

Data Sharing between School and Service Provider

DEFINITIONS

1. *Agreed Purposes: to provide advice in relation to all data sharing related matters.*
2. *Controller, processor, data subject, personal data, personal data breach, processing and appropriate technical and organisational measures: as set out in the UK Data Protection Legislation in force at the time.*
3. *Data Discloser: a party that discloses Shared Personal Data to the other party.*
4. *UK Data Protection Legislation: all applicable data protection and Privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended.*
5. *Data Protection Legislation: the UK Data Protection Legislation and any other European Union legislation which has effect in UK law relating to personal data and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of Personal Data (including, without limitation, the privacy of electronic communications); and the guidance and codes of practice issued by the relevant data protection or supervisory authority and applicable to a party.*
6. *Permitted Recipients: the parties to this agreement, the employees of each party, and any third parties engaged to perform obligations in connection with this agreement.*
7. *Shared Personal Data: the personal data to be shared between the parties under clause 1.1 of this agreement. Shared Personal Data shall relate to all matters which concern the employer / employee relationship, including the terms and conditions and the sensitive personal data of individual employees relevant to their employment and shared for the purpose of obtaining human resources advice and guidance.*

DATA PROTECTION

1. *Shared Personal Data: This clause sets out the framework for the sharing of personal data between the parties as controllers. Each party acknowledges that one party (referred to in this clause as the Data Discloser) will regularly disclose to the other party Shared Personal Data collected by the Data Discloser for the Agreed Purposes.*
2. *Effect of non-compliance with UK Data Protection Legislation: Each party shall comply with all the obligations imposed on a controller under the UK Data Protection Legislation, and any material breach of the UK*

Data Protection Legislation by one party shall, if not remedied within 30 days of written notice from the other party, give grounds to the other party to terminate this agreement with immediate effect.

3. *Particular obligations relating to data sharing: Each party shall:*
 - a. *ensure that it has all necessary notices and consents in place to enable lawful transfer of the Shared Personal Data to the Permitted Recipients for the Agreed Purposes;*
 - b. *give full information to any data subject whose personal data may be processed under this agreement of the nature such processing. This includes giving notice that, on the termination of this agreement, personal data relating to them may be retained by or, as the case may be, transferred to one or more of the Permitted Recipients, their successors and assignees;*
 - c. *process the Shared Personal Data only for the Agreed Purposes;*
 - e. *not disclose or allow access to the Shared Personal Data to*
 - f. *anyone other than the Permitted Recipients; ensure that all Permitted Recipients are subject to written contractual obligations concerning the Shared Personal Data (including obligations of confidentiality) which are no less onerous than those imposed by this agreement;*
 - g. *ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the other party, to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.*
 - h. *not transfer any personal data received from the Data Discloser outside the EEA (European Economic Area) unless the transferor:*
 - i. *complies with the provisions of Articles 26 of the GDPR (in the event the third party is a joint controller); and*
 - ii. *ensures that (i) the transfer is to a country approved by the European Commission as providing adequate protection pursuant to Article 45 of the GDPR; or (ii) there are appropriate safeguards in place pursuant to Article 46 GDPR; or (iii) Binding corporate rules are in place or (iv) one of the derogations for specific situations in Article 49 GDPR applies to the transfer.*
4. *Mutual assistance: Each party shall assist the other in complying with all applicable requirements of the UK Data Protection Legislation. In particular, each party shall:*
 - a. *consult with the other party about any notices given to data subjects in relation to the Shared Personal Data;*
 - b. *promptly inform the other party about the receipt of any data subject access request;*

- c. provide the other party with reasonable assistance in complying with any data subject access request;*
- d. not disclose or release any Shared Personal Data in response to a data subject access request without first consulting the other party wherever possible;*
- e. assist the other party, at the cost of the other party, in responding to any request from a data subject and in ensuring compliance with its obligations under the UK Data Protection Legislation with respect to security, personal data breach notifications, data protection impact assessments and consultations with supervisory authorities or regulators;*
- f. notify the other party without undue delay on becoming aware of any breach of the UK Data Protection Legislation;*
- g. at the written direction of the Data Discloser, delete or return Shared Personal Data and copies thereof to the Data Discloser on termination of this agreement unless required by law to store the personal data;*
- h. use compatible technology for the processing of Shared Personal Data to ensure that there is no lack of accuracy resulting from personal data transfers;*
- i. maintain complete and accurate records and information to demonstrate its compliance with this Schedule; and provide the other party with contact details of at least one employee as a point of contact and a responsible manager for all issues arising out of the UK Data Protection Legislation, including the joint training of relevant staff, the procedures to be followed in the event of a data security breach, and the regular review of the parties' compliance with the UK Data Protection Legislation.*