

Fylde Service Level Agreement

(Administrative Arrangements)

Incorporating

- Employee relations
- Payroll
- Pensions
- Occupational Health
- Workforce Development
- Recruitment, Safeguarding and HR Administration
- HR Systems and Management Information
- Health and Safety
- Pay Equality and Policy

Fylde Service Level Agreement – Schedule 1

The purpose of this document is to outline the Service Level agreement between Fylde and Blackpool Council.

For Period: Five year rolling agreement.

Contact details

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Employee Relations

The Employee Relations team provide professional human resources day to day advice and support to ensure that managers can carry out people management responsibilities effectively, promoting good employment practice, developing employee relations, enhancing the work environment, and reducing the risk of potential Employment Tribunal claims. The service provides support and advice to all Fylde Council employees.

The team provide professional support, guidance, and advice to give confidence to managers in often very complicated and difficult situations. Support is provided on site (face to face) and by telephone and email dealing with issues including restructuring, redundancy, disciplinary, dismissal, grievance, complaints, capability issues, employee relations, employment law and regulations and attendance management. In complex cases an Employee Relations Advisor will work with the manager and there is no limit on the number of days where HR advice is given on any one issue.

Continuing changes in employment law, following UK and EC legislation have a significant impact on the contractual rights and conditions of service for staff and the team ensure that policies and practices at Fylde comply with this legal framework.

Services provided:

- Support the development and updating of a People Strategy
- Agreement of an action plan of proactive HR strategy development
- Advice on best employment practice, policies, and procedures
- Advice on current legal framework, including UK legislation and EC directives and Equal Pay
- Telephone helpline support during office hours (guaranteed responses within 1 working day)
- Employee relations mailbox that all staff can access, and a response will be given within 24–48-hour timeframe
- Advice on conditions of service
- The review and update of HR related strategies at Fylde
- Regular updates during the year on changes to policies and processes as well as general HR related issues
- Provision of support and advice on resourcing issues such as vacancies, honoraria conditions and staff changes
- Advice, assistance, and support on matters relating to maternity, paternity, parental leave and adoption
- Attendance at staff briefings and provision of updates for employee intranet
- Attendance and input at working group project meetings
- Advice on local and national issues e.g. pay negotiations and regional agreements
- Restructuring support, including advice and guidance on reviewing organisational structures, design of jobs and job descriptions
- Regular training days and sessions for managers on attendance, disciplinary and grievance together with managers guides. We also tailor training for the needs of the service

<ul style="list-style-type: none"> • Advice on Disciplinary, Grievance, Flexible working requests.
<ul style="list-style-type: none"> • Support with Harassment/bullying cases (Zero tolerance)
<ul style="list-style-type: none"> • Support with Attendance Management cases– including proactive support and benchmarking on receipt of Monthly Attendance figures as well as supporting with referrals to the Occupational Health Service.
<ul style="list-style-type: none"> • Advice on the Supported introduction to employment policy and Capability procedures
<ul style="list-style-type: none"> • Statutory transfers (TUPE) support
<ul style="list-style-type: none"> • Trade union networks. Links with trade unions at national, regional, county, and local levels including consultation through JCCs
<ul style="list-style-type: none"> • Advising on letters and documentation for casework and other HR issues as required
<ul style="list-style-type: none"> • Face to face support for all areas of investigatory meetings in accordance with appropriate procedures
<ul style="list-style-type: none"> • Drafting of letters and documentation on casework and other HR issues as required
<ul style="list-style-type: none"> • The advantage of face-to-face support/attendance at Hearings, Appeals and Employment Tribunals (separate HR support provided for each panel)
<ul style="list-style-type: none"> • Developing management skills through coaching, advice, and guidance
<ul style="list-style-type: none"> • Providing the opportunity for a regular discussion on all current and future HR issues within the council. Resulting in an action plan highlighting the support required.

Payroll and HR Administration

The team provide an integrated, full human resource administration and payroll service, which is cost effective, efficient, and responsive whilst maintaining robust separation of duties. The iTrent system is used to manage the data is included as part of the service.

HR administration of New Employees and Internal Transfers/Appointments:

- Provision of conditional offer letter
- Statement of written particulars to comply with day one rights.
- Pre-employment checks to comply with legislation as well as role requirements.
- Employee set up within the HR System

HR administration of Changes to Existing Employees:

- Provision of changes to contracts of employment
- Annual establishment and national fraud initiative monitoring reports

HR administration of Cessation of Employees:

- Notification of termination including links to exit interview questionnaire and pension information where applicable.
- Notification to other interested parties for management/removal of privileges to in-house systems. e.g. ICT, building services, etc.
- Information on contract end dates
- Processing of any applicable termination payments

Payroll processing:

- The ability to set up different payrolls for different groups of staff.

- The ability to handle all existing conditions of service affecting pay (e.g. Rates of pay, hours of work, incremental points etc.).
- Automatic calculation of gross pay, net pay, and on-costs
- Ability to process additional payments, either as fixed allowances or variables (e.g. Overtime, enhanced pay etc.)
- Automatic part month adjustments for starters and leavers
- Costing file to allow Fylde Council to upload to their financial system.
- Business Continuity and contingency back-up procedures in case of system failure
- Fully automated retrospection facility for application of back dated pay awards
- Recovery of outstanding advances when staff leave.
- Processing of pay for employees with multiple employments.
- Dedicated payroll mailbox that staff can access, and a response will be given within a 24-48 hour timeframe

Adjustments to Contractual Pay

Adjustments to contractual pay will be made in the following circumstances:

- On the publication of nationally agreed pay awards
- On the application of incremental progression under relevant conditions of service
- On receipt of a suitably authorised instruction or timesheet from Fylde Council.

Sickness Administration and Related Issues

Subject to the prompt reporting of both absences and initial exclusions from SSP, the payroll service offers a comprehensive sickness administration facility.

This facility covers the recording, calculation, and payment of both statutory and occupational entitlements to sick pay, maternity, paternity pay and shared parental leave, together with the interaction between the entitlements.

For members of the Local Government Pension Scheme (LGPS) on reduced pay the service will ensure the accurate calculation of assumed pensionable pay, as well as calculating and deducting the correct pension contributions in accordance with the regulations.

Monthly management reports on sickness absence to support the monitoring of absence.

Statutory Compliance

The iTrent system offers compliance with all statutory obligations affecting pay, subject to notification of National Insurance Number and provision of either P45 or the HMRC starter checklist from a new starter.

Income Tax

- Deduction of tax by reference to current tax tables
- Updating tax codes in line with instruction from HMRC on individual notification or annual uplift
- Provision of P45 for leavers
- Issue of P60 at year end
- Period end and year end reporting
- Issues of P11d at year end where applicable
- Submission of real time information to HMRC following each payroll cycle.

National Insurance Contributions (NICs)

- Deductions of NICs by reference to current tables
- Updating NICs in line with budget changes
- Period end and year end reporting

Pensions

- Calculation and deduction of employee and employer pension contributions, additional contributions, AVCs in line with the provision of the Local Government Pension Scheme
- The submission of monthly data files and year-end reports were required.

Attachment of Earnings Orders

- The comprehensive administration of Orders as issued by Courts of Law Child Benefit Agency and other Local Authorities
- Retention of records for the Statutory period

Costing

The payroll system offers a comprehensive interface, ensuring that gross pay plus on-costs (i.e. employer's NICs and pensions costs) are accurately recorded. Features include:

- The ability to cost each employment to a home cost centre.
- The ability to cost each employment over a range of percentages (maximum of six)
- The ability to cost different elements of pay to a different cost centre.

Voluntary Deductions from Pay

The payroll system offers comprehensive facilities in respect of voluntary deductions from pay. Bodies for whom deductions can be made include:

- Trade Unions
- Health plans such as Medicash and BHSF
- Give As You Earn
- Childcare vouchers (existing employee contracts only)
- Blackpool, Fylde, and Wyre Credit Union
- Other charities as required.

Outputs

The Payroll and Administration service offers comprehensive outputs:

Outputs for each payroll

- Confidential pay slips for staff via iTrent ESS.
- Costing transactions
- Bank transfer details, for payroll control purposes

Monthly outputs

- Payment after reconciliation of monthly deductions to respective agencies
- Submission of contribution data for Local Government Pension Scheme to the pension fund to enable monthly direct debit collection.

Annual outputs

- P60 (year-end statements of pay, tax and NIC's)
- Copies of pay slips/P60s or P11d will be subject to a charge of £15.00.

Overpayments

Overpayments resulting from errors within the Payroll and HR Administration Section will be the responsibility of Payroll who will process the correction of pay and pursue recovery if a current employee and pass details to the relevant person within Fylde Council if the employee has left employment.

Additional costs will apply when additional work is required to process an overpayment that occurs due to late or incorrect information being passed to Payroll from the Fylde Council. In such cases the recovery of the debt will be the responsibility of Fylde Council.

Special Payments

Where an underpayment has arisen because of erroneous/late information being passed from Fylde Council to Human Resources or Payroll, or the failure to inform of relevant changes, special payments will be made on request, but the Council reserves the right to charge an administration fee of £30 per payment. This charge will be subject to review should third party costs associated with processing increase during the term of this SLA.

Mortgage and Loan Information

All information required from banks or building societies for mortgage applications, loans or finance agreements will be provided by Payroll on production of the employee's written consent.

Car Mileage and Expenses

Car Mileage and Expense payments will be input into iTrent to enable all car mileage and expenses to be paid with the employee's salary.

Year-end information regarding all taxable mileage and expenses is produced and provided to both the Inland Revenue and the employee via a P11D return in accordance with statutory requirements.

Accident Insurance Claims

Payroll will provide salary details as requested by Legal Services at Fylde Council in connection with an employee's accident claim.

The employee's contract of employment and their sickness record are checked to establish their sickness entitlement and any absences the employee has already had in the preceding twelve months.

General Responses for Information

General responses will be provided for requests for information from:

- The Department of Work and Pensions
- Child Maintenance Service (CMS) monthly confirmation Form
- Jury Service Forms
- Mortgage Enquiry Forms

- Financial Enquiry Forms
- HM Revenue & Customs

Pensions

Guidance on issues relating to the Local Government Pension Scheme is included as part of the package offered.

- The application of all relevant occupational pension schemes, including payment of contributions, annual reconciliation, and year-end reporting as required.
- Signpost to advice on policy and procedures
- Guidance and information to employees on aspects of the Pension Scheme
- Respond to enquiries from the pension scheme administrators.
- Provision of relevant starters and leaver information to the pension scheme administrators
- Work with HR and managers to provide relevant information in the event of redundancies or restructures.
- Assistance with the administration of the Shared Cost AVC scheme
- Assistance with verifying annual FRS17 data.
- Work with Fylde Council to ensure that their LGPS Employer Discretions policy statement is regularly updated and published.

Occupational Health

The Occupational Health team is available to provide advice and recommendations regarding rehabilitation back to work for employees following ill health and recommended adjustments to assist employees return or remain at work.

The team also assists you to maintain your statutory responsibility with regards to health surveillance.

Access to Physiotherapy, psychological support, wellbeing information and a 24hr telephone helpline and counselling via a 3rd party provider are part of the service to provide a healthier, happier workforce

Services provided:

- Advice regarding adjustments, recommendations, and onward referrals to therapists to assist employees remain in work and avoid absence
- Advice regarding rehabilitation back to work following absence and fitness to work as part of Attendance Management
- As part of any referral to the department an appointment will be arranged with either the Occupational Health Nurse Adviser or Physician as appropriate. Following the consultation, a management report will be provided (with employee consent) with recommendations. GP/Specialist reports are only requested if further information is essential.
- Upon receipt of a Health Needs Assessment upon Employment Form, advice regarding adjustments/adaptations recommended for an individual prior to commencement of employment or change of job role will be given. This is to accommodate any reasonable adjustments under the disability provision of the Equality Act 2010

<ul style="list-style-type: none"> Where hazards of a job have been identified, for example, noise, vibrating tools, dust and chemicals, etc. Health Surveillance will be carried out as per the regulations and feedback will be provided to the manager and the individual. Health surveillance will commence upon employment, throughout employment and upon leaving employment
<ul style="list-style-type: none"> Access to Therapists, as part of any referral process, access to counselling, physiotherapy and psychological support can be arranged as appropriate (costings would be advised as applicable)
<ul style="list-style-type: none"> Employee Assistance Programme (EAP) – is a 24hr helpline which is available to provide information on any issue causing concern (i.e. Legal, finance, caring issues, debt, etc). This is a completely confidential service provided by an external independent company to the Council and is available to all employees and their partners and dependents (between the ages of 16 - 24 years old in full-time education living in the same household address as the employee). Contact can be made: <ol style="list-style-type: none"> By Phone: 0800 028 0199 (or add prefix 0044 to call from outside UK – stating they are a UK based employee, calls will be charged) Access to Mincom is arranged via scheduling a consultation using the email address or contact facility on the webpage. By email support@healthassured.co.uk By web: www.healthassuredeap.com Using the generic Username: Blackpool and Password: Council Use the contact facility to arrange a call. By App - Download “My healthy advantage” app via Google play or Apple store using the code MHA051861 Here you can access “live chat” facility or request a call back
<ul style="list-style-type: none"> EAP – managers’ consultation line. If a line manager is unsure of how to deal with a situation or just needs a little support. A manager’s consultation line is also available. Contact the confidential telephone line on 0800 028 0199 and request a manager’s consultation.
<ul style="list-style-type: none"> The Occupational Health team are also available to assist with enquiries with regards to Fit Notes, Stress (Pressure) Management and have several resources available to assist. For on-going complex cases meetings to discuss recommendations can be arranged
<ul style="list-style-type: none"> Access to counselling services – Telephone and face to face counselling services are available through the Employee Assistance Programme (available as part of the Occupational Health Package). There is no need for an Occupational Health referral for purely counselling reasons, if deemed clinically appropriate, employees can be offered up to 6 counselling sessions per event.

Workforce Development

To support Fylde by providing access to Learning and Development opportunities and record keeping for training undertaken by our team for your employees.

Services provided:

- Support for Training Needs Analysis leading to a Council training plan
- Face to face learning and development on a wide range of subjects, some of this learning and development is free of charge, with the rest being provided at a discounted cost

- Communication of all learning and development opportunities to Fylde via nominated managers and we welcome Fylde Council employees to participate in the development opportunities

- Information on Learning and Development opportunities via iTrent

- Free access to iPool (on-line training system) which includes:
 - An introduction to self-development
 - Basic autism awareness (Aug 2017)
 - COVID 19 Psychological first aid
 - Customer service (Oct 2021)
 - Data protection & GDPR (Aug 23)
 - Disability awareness (July 23)
 - Effective minute taking (March 21)
 - Emotional intelligence
 - E&D awareness (Feb 22)
 - E&D for managers (Not working)
 - Fire Safety (Apr 23)
 - Health and safety for elected members (Nov 22)
 - ICT (2017)
 - IPA employee guide
 - IPA manager guide
 - Infection control (Feb 21)
 - Intermediate skills for working with autism (Aug 2017)
 - Introduction to local government
 - Leadership styles and theories
 - Life transitions (July 2020)
 - Manual handling (March 21)
 - Mental health awareness
 - Personal safety (Jan 23)
 - Prevent act awareness (pre-launch)
 - Prevent (September 2022)
 - Remote working (Aug 20)
 - Remote working for managers (Aug 20)
 - Risk management and fraud prevention
 - Safeguarding adults
 - Safeguarding children
 - Safer working practices (July 23)
 - Suicide prevention x2 (Externally hosted)
 - Support for employees at risk
 - Climate change (July 23)
 - MCA DOLS
 - Time management
 - Work related pressure (Stress tool)
 - Working in a political environment (2018)
 - DSE (May 2022)

We continue to add new learning and development to the iPool system regularly and can provide bespoke iPool training courses to Fylde, but development would be at an additional cost.

- The team will record all training booked through organisational workforce development for Fylde employees

Recruitment and Safeguarding

The recruitment and selection of staff is fundamental to the success of the organisation. We understand the pressures facing our clients to ensure they employ the right person the first time and so will act responsively when advising on the recruitment and selection of employees.

Recruiters will be made aware of the range, strength and limitations of recruitment methods and selection techniques enabling informed choices to be made.

Services provided:

- Provision of advice, guidance, and support regarding recruitment and selection methods, including the advertising of posts
- Provision of Greater.jobs online recruitment portal to advertise unlimited vacancies, including associated greater.jobs social media accounts
- Advice in relation to fair recruitment and selection, job specific filter questions, shortlisting matrices, interview tips and guidance
- Advice and guidance on meeting pre-employment checks in line with current legislation and the associated risks/consequences of not doing so
- Provision of a safeguarding panel to advise on positive DBS cases as and when required
- Support when negotiating and commissioning recruitment and selection services with agreed external agencies

HR Systems and Management Information

The HR Systems & Information team is responsible for managing, maintaining, and developing the iTrent HR System. Developments and upgrades that are implemented to the system as part of technological improvements are included. Bespoke development work would be charged at the system operators' rates.

Services provided:

- Responds to various statutory surveys, FOI, and SAR requests
- Access to system dashboards containing a suite of real-time or date parameter reports on people, absence, and structure
- Creation and maintenance of HR reports to enable effective people management and ensure compliance with legislation

Provision of HR and Payroll Systems

The SLA provides Fylde employees and Managers with access to the following systems:

- iTrent – the end-to-end HR and Payroll system incorporating:
 - Manager Self-Serve (MSS): Allowing managers to view, manage and report on staff information, absence, and establishment changes.

- Employee Self-Serve and expenses (ESS): Employee access to view payslip and P60 information, as well as manage their own expense submission and employee profile and associated data.
- Finance Control roles: Ability to manage cost codes and a financial approval role for establishment changes
- iRecruit – the end-to-end recruitment process applicant tracking system which enables Managers to advertise, shortlist, appoint and monitor the process of pre-employment checks. It also provides the full suite of associated candidate correspondence and manager guidance at each stage of the process.
- Greater Jobs - an online advertising portal jointly owned by Blackpool and AGMA which has in a typical 12-month period 2.6 million users. Fylde have a dedicated landing page and can place an unlimited number of adverts at no additional cost.
- iPool – an eLearning platform with a Fylde landing page and bespoke Fylde courses for essential/mandatory training. Courses are created by Blackpool Council in consultation with Fylde employees.

Services provided:

- Procurement/implementation and maintenance of systems
- Provision of system licenses
- System administration including access, security, support and training for users.
- Management and resolution of software/system issues.
- Continuous improvement and system development

Health and Safety

To support Fylde Council by providing access to comprehensive and professional Health and Safety related advice, support and guidance including information and monitoring to help ensure that the Council remains compliant with current health and safety legislation and best practice.

The service is provided by a fully qualified team of health and safety professionals with a wide range of experience. All members of the Health and Safety team are members of professional bodies, including the Institute of Occupational Safety and Health (IOSH) and therefore meet the requirements of 'Competent Person' as defined in the Management of Health and Safety at Work Regulations 1992.

Services provided:

- Provide advice on the implementation and operational management of Health and Safety management systems
- Provide significant contribution to the planning and delivery of the annual health and safety work plan
- Support the implementation of existing policies and procedures
- Develop future corporate arrangements and provide guidance and support during the production of local section arrangements
- Carry out regular reviews of all documentation
- Liaise with the Authority's Staff on the coordination of Health and Safety training
- Provide free of charge access to Health and Safety training delivered internally at Blackpool, by the Health and Safety Team covering topics such as:

<ul style="list-style-type: none"> - Risk Assessment - Manual Handling - Fire Risk Assessment - Fire Awareness - Fire Warden - Work at Height - COSHH - Accident investigation - EVAC
<ul style="list-style-type: none"> • Access to online e-learning modules as they are developed, presently available: <ul style="list-style-type: none"> - You and Your Workstation - Fire Awareness - Personal Safety
<ul style="list-style-type: none"> • Carry out accident / incident reporting to external bodies in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) regarding reportable occurrences
<ul style="list-style-type: none"> • Carry out accident / incident investigation on reasonable request
<ul style="list-style-type: none"> • Support and guidance on fire procedures and the execution of fire drills
<ul style="list-style-type: none"> • Provide advice and support with regards to public events
<ul style="list-style-type: none"> • Participate in the Authority's risk management groups on request
<ul style="list-style-type: none"> • Deliver on agreed plan of health and safety audits and/or monitoring exercises
<ul style="list-style-type: none"> • Compile an annual health and safety report
<ul style="list-style-type: none"> • Provide cover in an 'emergency' where health and safety expertise is required outside of the Response Times and whenever reasonably possible
<ul style="list-style-type: none"> • Contribute advice to Fylde Council risk management and where applicable agree a joint risk management protocol
<ul style="list-style-type: none"> • Monitor and maintain: <ul style="list-style-type: none"> - Health and safety management framework - Health and safety corporate arrangements - Corporate health and safety training provision
<ul style="list-style-type: none"> • Liaise with: <ul style="list-style-type: none"> - Health and Safety Executive - Fire Service - Trade Unions - Elected members

Equalities advice and guidance

To support Fylde Council by providing access to comprehensive and professional workforce equality related advice, support and guidance.

Services provided:

- Professional advice and support on the full range of statutory workforce equality and diversity issues. This includes Equality Impact Assessments and guidance on protected characteristics.
- Provision of access to staff equality monitoring data via iTrent. This information will facilitate

up to date statistic reporting for workforce planning purposes
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| <ul style="list-style-type: none">• Support for Gender Pay Gap reporting |
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