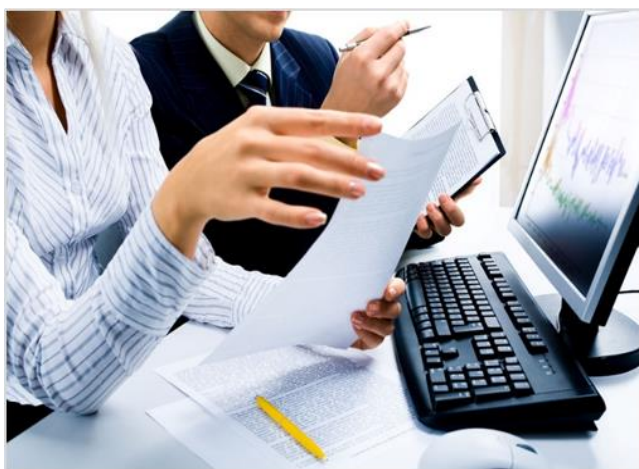


Recruitment, Payroll & Contracts



Service Level Agreement 2016/17

Introduction from Service Lead

Dear Headteacher, Chair of Governors and School Business Manager

Welcome to the Service Schedule for Payroll, Recruitment and Contracts which contains all of the information you will need about our service.

We are committed to consistently improving our systems and processes to provide our customers with the most efficient, reliable and easy to use Payroll and HR service.

We pride ourselves on an outstanding and quality service. In acknowledgement of this we have recently been given a 'good' Audit rating, the highest category awarded by the Audit Industry and one which recognises that we consistently apply sound systems of control.

During the Schools Conference we were able to share with you an overview of the current and forthcoming HR & Payroll system developments.

Our aim is to continually develop our HR & Payroll systems in collaboration with our customers in order to foster great working relationships and to ensure the most effective tools are in place for you to be achieving your goals.

We look forward to continuing to work with you.

Julie Arrowsmith

Employment Services Manager

Description of our service

The Employment Services team exists to ensure that your school benefits from a dedicated team of professionals providing accurate advice and support on all aspects of our service, adhering to statutory requirements and accurately managing information.

Our aim is to:

- Provide an end to end Recruitment process
- Ensure payments are made on time and accurately
- Ensure payments are processed in accordance with statutory and contractual regulations

- Provide an efficient Contract Management service
- Provide a comprehensive Pensions Administration service
- Provide an outstanding and quality service, through commitment to excellence and continuous improvement.



Employment Services Accreditation

The Payroll Quality Partnership (PQP) is a quality accreditation from the Chartered Institute of Payroll Professionals (CIPP). It is awarded to organisations of all industry sectors who demonstrate best practice in the development of payroll people.

Our obligations and requirements

What we will do for you:

Ref.	
P1.0	Statutory Services
P1.1	Pay employee's on their contractual monthly pay day.
P1.2	Make BACS payments directly into employee's bank account.
P1.3*	Issue fully itemised and confidential electronic payslips.
P1.4	Assess and pay statutory and occupational sick, maternity, paternity and adoption pay with statutory record keeping and issue forms in relation to statutory payments as prescribed by legislation (e.g. SSP1L).
P1.5	Deduct pension scheme contributions including added years, additional voluntary contributions and pay to the respective bodies within set deadlines (See Appendices A and B for detailed tasks in relation to pension schemes).
P1.6	Create additional pension schemes third party payees as required by the customer.
P1.7	Deduct Income Tax, National Insurance Contributions and Attachment of Earnings Orders made by various statutory bodies in accordance with legislation and regulations made under such statutes.
P1.8	Submit HMRC Real Time Information in a timely manner on a monthly basis and year-end documentation including electronic P60's. In addition P11D's and produce P45's for employee's who leave employment.

P1.9	Apply nationally agreed pay awards and any associated arrears including ensuring that minimum wage hourly rates (where selected) are increased in line with annual and age related increases.
P1.10*	Apply locally agreed pay awards allowing one pay increase per year.
P1.11	Manage electronic year end filing and reconcile year-end tax returns.
P1.12	Provide information, on request to various government agencies, including the HMRC and Child Support Agency.
P1.13	Maintain audit trails for inspection by internal, external and HMRC auditors.
P1.14	Compile data and complete the annual Schools Workforce Census.
P2.0	Transactional
P2.1*	Process permanent and temporary contractual changes and non-contractual variations received electronically, e.g. starters, leavers, changes, timesheets, overtime and mileage claims within set deadlines.
P2.2	Deduct, record and pay voluntary deductions. Make timely payments in relation to voluntary deductions such as union subscriptions and credit union.
P2.3*	Calculate emergency payments outside the monthly pay process.
P2.4	Recall incorrect BACS transmissions and communicate with the customer's bank where necessary.
P2.5	Process increments as per relevant conditions of service.
P2.6*	Calculate net overpayments.
P2.7	Support on auto enrolment, re-enrolment and associated administration (see Appendix C for detailed tasks in relation to auto enrolment).
P2.8*	Administer Salary Sacrifice Schemes.
P2.9*	Support and administer one restructure and up to 20 employees through TUPE transfers.
P2.10	Pay or recover outstanding leave.
P2.11	Calculate and pay travel allowances and expenses.
P2.12	Administer caretaker's lettings.
P2.13	Administer Long Service Awards for qualifying staff where applicable
P2.14	Administer the Teachers Annual Service Return (see Appendix D)
P2.15	Administer the advertising of vacancies (including Principal/Headships) in local and national media and on Shropshire Council's opportunities list.
P2.16*	Ensure pre-employment checks for all new starters and re-joiners are undertaken, in line with 'Keeping Children Safe in Education Guidance'. This excludes the certificate cost that the DBS charge (currently £44 for an enhanced check).

P2.17	Provide recruitment administrative support for new Principal/Head Teacher appointments.
P2.18	Produce and issue contracts of employment and written statements of particulars, contract changes and leavers paperwork including updating all relevant systems.
P2.19	Manage electronic employee personal files and redirect upon an employee's transfer from the organisation.
P2.20	Maintain accurate post information within the HR and Payroll system for school establishment lists.
P3.0	Management of Information
P3.1	Produce costing files and/or reports for uploading to customers' chosen finance system.
P3.2	Transfer automated information in relation to the relevant pension scheme(s) members including the Local Government Pension Scheme (LGPS) and Teachers' Pension Scheme (TPS) on a monthly and annual basis adhering to statutory obligations (see Appendices A and B for detailed tasks in relation to transfer of information to pension funds).
P3.3*	Provide agreed standard reports for third parties, BACS, expenditure, projected end dates, sickness absence, sickness triggers and establishment lists. (Academies only)
P3.4	Provide information to other third parties at the request and authorisation of the employee concerned adhering to the Data Protection Act 1998.
P3.5	Provide an annual timetable detailing pay dates and deadlines for agreement with customer.
P3.6	Assist with the collection of data under Freedom of Information (FOI) requests.
P3.7	Provide regular Management Information reports with associated advice and guidance to Schools including but not limited to monthly establishment lists, sickness trigger reports, Casual Staff holiday reports and provide advice and guidance associated with these reports. (Maintained schools only)
P4.0	Support Services
P4.1	Advise on procedures, conditions of service and new legislation.
P4.2	Provide access to a nominated advice line.
P4.3	Provide access to an online HR and payroll system 365 days a year, including submission and processing of mileage claims with online authorisation. This will be subject to occasional planned downtime for scheduled maintenance work and system improvements.
P4.4	Respond to all queries relating to employee's pay/payroll information in a timely manner.

P4.5	Provide access to a designated contact, knowledgeable in terms and conditions of employment and service needs.
P4.6*	Provide assistance and support with Devolved Input training and input of non-sickness absences.
P4.7*	Provide training on self-serve processes and support on general legislative and statutory changes.
P4.8	Archive records in a secure and safe environment.
P4.9	Provide a fully backed-up system off site.
P4.10	Commit to continuous improvement through the collation of customer feedback via annual surveys and analysis of findings.
P4.11	Provide access to payroll advice, information and FAQs through the Shropshire Learning Gateway.
P4.12	Offer membership of a customer user group.
P4.13	Provide assistance with assessment of self-employed status.

***May be subject to an additional charge (see Additional Services)**

What we require from you...

Ref.		Date required (if applicable)
C1	Ensure that sufficient sums are deposited into a nominated bank account at all times to allow payments to be made.	
C2	Ensure that employee's bank accounts have a BACS facility to enable payments to be made.	
C3	Provide information on new starters, leavers and changes to an employee's contract electronically via the online HR and payroll system in accordance with our deadlines and in the agreed format.	
C4	Provide payment amendments in accordance with our deadlines and in the agreed format for the relevant payroll cycle. In instances of deadlines being missed (late data); these will be processed in the next pay cycle, unless the customer requests an emergency payment.	
C5	Notify the provider promptly of any change to the employee's pay date, at least 30 working days prior to the intended date of implementation of the change of pay date.	

C6	Agree for Employment Services to act as bureau on behalf of customer in relation to their bank and HMRC.	
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Key Performance Indicators (KPIs)

Ref	Description of KPI	Target	Tolerances
1.0	SERVICE DELIVERY TIME		
1.1	Queries answered at first point of contact (by telephone/email) closed within agreed timescales with customer	100%	R = < 85% A = 85% - <89% G = >= 90%

Days/times during which Services are to be available

Monday – Friday	8.30am - 5.00pm
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Contact information

For more information	
Contact name	Julie Arrowsmith
Role	Employment Services Manager
Telephone	01743 252780
Email	julie.arrowsmith@shropshire.gov.uk
Contact name	Abbie Fitch
Role	Lead Officer- Payroll, Control and Reconciliation
Telephone	01743 252190
Email	abbie.fitch@shropshire.gov.uk

Charging and enquiries

For details on the various packages available for this service, including pay-as-you use options, or if you have any queries or issues regarding your service arrangements please contact us on the above contact details.

Additional Services

Additional services will be billed at point of delivery. The following services will be available on request:

Ref.	Service	Cost per hour (unless otherwise stated)
A1.0	Statutory Services	
A1.1	Fully itemised paper payslips (electronic payslips included as part of core service) (Ref P1.3)	Price will be calculated upon request
A1.2	Additional Pay Increases (Ref P1.10)	Price will be calculated upon request
A2.0	Transactional Services	
A2.1	Process permanent and temporary contractual changes and non-contractual variations received in paper format, e.g. starters, leavers, changes, timesheets, overtime and mileage claims (Variations received electronically are included as part of core service) (Ref P2.1)	Price will be calculated upon request
A2.2	Emergency payments outside the monthly pay process (Ref. P2.3)	Price will be calculated upon request
A2.3	Calculation of net overpayment (Ref. P2.6)	Price will be calculated upon request
A2.4	Salary Sacrifice Schemes (Ref P2.8)	Price will be calculated upon request
A2.5	Restructures and TUPE transfers (above the agreed Schedule number) (Ref P2.9)	Price will be calculated upon request
A2.6	Redundancy Calculations	Price will be calculated upon request
A2.7	Provide an end to end e-recruitment management system, enabling the ability to process, track and report on recruitment campaigns	Price will be calculated upon request
A2.16	Recruitment of supply teachers, outside of Shropshire Schools Supply Service (currently	Price will be calculated upon request

Ref.	Service	Cost per hour (unless otherwise stated)
	contracted to Protocol) – Maintained schools only	
A3.0	Management of Information	
A3.1	Ad hoc Reports (Ref. P3.3)	Price will be calculated upon request
A4.0	Support Services	
A4.1	Onsite process and system training (Ref. P4.6 & P4.7)	Price will be calculated upon request

Appendix A - Teachers Pension deductions and payments (P1.5/P3.2)

Tasks undertaken in relation to the transfer of information to pension schemes (Teachers' Pension)

Type	When completed	Frequency of completion
Paying over of employer and employer contributions	By 7 th of the month following the pay period end date i.e. July payment due on 7 th August.	Every month
Reconciliation of payments	The reconciliation into bandings of the payments made to Teacher's pensions. Due by 7 th of the month following the pay period end date.	Every month
End of Year Certificate	Support in the completion of the end of year certificate to allow this to be audited.	Annually

Appendix B – Local Government Pension Scheme deductions and payments (P1.5/P3.2)

Tasks undertaken in relation to the transfer of information to pension schemes (Local Government Pension Scheme)

Type	When completed	Frequency of completion
Starter Details	All relevant detail of new starters passed to Pensions team.	Monthly
Leaver Details	All relevant detail of leavers passed to Pensions team.	Monthly
Changes details	All relevant changes to employee details passed to Pensions team.	Monthly
Year End reconciliation	Balancing and reconciliation of payments made to pension fund.	Annually

FRS17	Pensionable pay and contributions for Actuarial valuation.	Annually
Employee contribution interfaces	Production of information to LGPS scheme for member contributions.	Annually

Appendix C– Auto Enrolment (P2.7)

Additional services currently provided within auto enrolment:
Support customers in their decision making;
Provide advice based on knowledge and experience;
Provide sample letters for customers to review/amend and use (if required);
Provide reports to confirm which category each employee is in, report includes personal details/addresses etc that may be used as a mail merge;
Provide guidance on auto enrolment rules;
Opt all employee's who become eligible into relevant scheme;
Administer all opt outs from employee's;
Record history of all changes in categories and categorisation at staging date for all current and new employee's;
Determine any changes in category for employee's and inform employer that a change in category has occurred whilst maintaining correct information in system;
Support re-enrolment processes at employers 3 year anniversary date.

Appendix D - Teachers Pension (P2.14/P6.2)

Tasks undertaken in relation to the transfer of information to pension schemes (Teachers' Pension)

Type	When completed	Frequency of completion
Pension form TR6	When an employee starts	As and when employees start
Pension form TR8	When an employee leaves	As and when employee leaves
Pension form TR28	When missing service is identified on a employee's teachers' pension record	As and when identified
Other Pension forms	As and when other forms are received from TP requesting various information in relation to starters, leavers and scheme members	As and when received
Teachers Annual Return	Completion of the Teachers Annual (Salary) return according to the deadline stated by the Teachers Pensions	Annually