

Service Level Agreement

Schools' Salaries and Contracts Unit and County Payroll Service

Addysg

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CONTENTS

1 The Agreement

1.1 The Agreement

2 Schools' Salaries and Contracts Unit

2.1 Outline of the service provided

2.2 Methods of Provision

2.3 Services Details

3 County Payroll Service

3.1 Outline of the service provided

3.2 Methods of Provision

3.3 Services Details

4 General

4.1 Confidentiality

4.2 Solving Disputes

4.3 Duration of the Agreement

4.4 Terminating the Agreement

4.5 Cost of the Agreement

1 The Agreement

1.1 The Agreement

This is a Service Level Agreement (SLA) between the Schools' Salaries and Contracts Unit and individual schools to provide advice and support to Governing Bodies and Headteachers relating to their salary and contracts responsibilities as set out in relevant legislation.

It covers all employees working in schools who are not part of any contract for services provided by an independent contractor or the Education Department's Catering and Cleaning Service.

Where the service is required for staff employed to work in services where the funding is included in a separate allocation e.g. school meals service, cleaning or grounds maintenance, an additional charge will be made for providing the service for relevant staff if employed by the school.

2 Schools' Salaries and Contracts Unit

2.1 Outline of the service provided

- Interpret statutory requirements and provide guidelines in areas such as Conditions of Service, pay structure, creating and changing contracts, appointment procedures, recruitment and other contractual matters pertaining to teachers and support staff.
- Provide advice and support as necessary in relation to benefits, retirement, ill-health and redundancy, including advising individuals and schools and administering the relevant procedures.
- Co-ordinate the maternity leave schemes and administer elements of the Insurance Scheme for Staff Absences.
- Process all salary claim forms presented by teachers and support staff before they are passed to be paid by the County's Payroll Service.
- Undertake all necessary checks on staff including checks on criminal background, medical checks and enquiries regarding the Education Workforce Council.
- Create, maintain and distribute lists of supply teachers and assistants.

2.2 Methods of Provision

The service is provided by the Education Department through the Schools' Salaries and Contracts Unit, and County's Payroll Service.

2.3 Schools' Salaries and Contracts Unit Service Details

	Service	Standards	Timetable	Responsibilities of the Education Department	Responsibilities of the School
2.3.1.	Interpret statutory requirements and provide guidelines in areas such as conditions of service, pay structure and other contractual matters pertaining to teachers and support staff.	In accordance with School Teachers Pay and Conditions (Wales) Document and Local Government Working Conditions (Green Book)	As soon as possible. Dependent on the enquiry.	Respond to enquiries from schools by referencing relevant documents.	Contact the Schools' Salaries and Contracts Unit with any enquiry.
2.3.2	Provide advice and support as necessary in relation to benefits, retirement, ill-health and redundancy, including advising individuals and schools and administering the relevant procedures.	In accordance with Guidance and National Regulations	As soon as possible. Dependent on the enquiry.	Provide benefits figures to individuals. Process teacher retirement requests on paper or on-line through 'Teachers' Pensions'	Refer individuals to the Schools' Salaries and Contracts Unit for details regarding their benefits.
2.3.3	Supervise the maternity leave scheme and administer elements of the Insurance Scheme for Staff Absences.				Ensure accuracy of Staff Absence Forms Provide Education Department with correct information regarding staff included in Absence Insurance Scheme
2.3.4	Process all salary claim forms presented by teachers and support staff before they are passed to be paid by the County's Payroll Service.		Within specific time frame.	Process claims by relevant date noted by County's Payroll Service.	Ensure accuracy of school staff Salary Claim Forms and that they are sent to the Schools' Salaries and Contracts Unit immediately at the end of each month.
2.3.5	Undertake all necessary checks on staff including checks on criminal background, medical checks and enquiries regarding the Education Workforce Council.	In accordance with Guidance and National Regulations		Check that all requirements such as DBS, registration with EWC and satisfactory references have been met before processing pay.	Conform with current policy requirements in this area. Do not allow anyone to work at the school until all the relevant requirements such as DBS, registration with EWC and satisfactory references are in place.
2.3.6	Create, maintain and distribute lists of supply teachers.	Ensure list is up-to-date.	Daily	Update list when new applications are received. Ensure that all requirements such as DBS, registration with EWC and satisfactory references have been met before including new staff on the list.	Ensure that the County's supply list is used when seeking supply teachers.

3 County's Payroll Service

3.1 Outline of the service provided

The County's Payroll Service shall provide a comprehensive payroll service ensuring accurate pay records are maintained for all employees employed directly by the school.

3.2 Methods of Provision

The service is provided by the County's Payroll Service.

3.3 County's Payroll Services Details

3.3.1 Standards of Service

The County's Payroll Service will try and ensure that contingency plans and arrangements have been established in order to pay salaries to all staff where, for any reason, the usual resources are not available. Arrangements for recovery have been established in the event of an exceptional emergency relating to the Council's I.T. equipment.

The payroll service is defined as a service which ensures that all employees receive their salaries accurately and on time conforming to statute and government regulations.

3.3.2 Timetable

In compliance with the payroll timetable that is published before the beginning of each financial year pay days will be as follows:

With the exception of kitchen staff, cleaners, caretakers and mid-day supervisors the pay day for school staff is the 25th of every calendar month. The only exception to this arrangement will be in December when the date will be the 23rd December. If the pay day happens to fall on a weekend the pay day will be last banking day which falls before the weekend.

The pay day for the staff listed as exceptions above is the 27th of every month – if the pay day happens to fall on a weekend or bank holiday the pay day will be last banking day which falls before the weekend or bank holiday.

3.3.3 Responsibilities – County's Payroll Service

After receiving the relevant information from the Schools' Salaries and Contracts Unit, the County's Payroll Service shall ensure:

- that data is entered by the relevant payroll date provided it is received by the scheduled deadlines.
- that all employees are paid correctly and on time into their nominated bank accounts.
- electronic itemised payslips will be provided for each employee every pay day through the self-service portal. Employees can choose to have their payslips in Welsh or English.
- that statutory deductions from pay in relation to Tax, National Insurance and Student Loans are correctly made in accordance with legislation.
- that the correct employer and employee pension contribution rates are operated in accordance with Pension Regulations, the pension deductions made and the totals remitted to the Pension scheme Administrators by the due dates.
- that deductions in accordance with any Court Orders, C.S.A. Orders etc. are made correctly and remit the deductions by the due date.
- administer statutory sick pay (SSP), statutory maternity pay (SMP), statutory paternity pay (SPP), and statutory adoption pay (SAP) or other similar statutory payment in accordance with statutory requirements based on information provided. Calculate and advise employees of their entitlement to these payments. Also ensure that the appropriate recovery of SMP etc. is made from the monthly National Insurance payment.

- all pay and records of occupational sick pay (OSP), occupational maternity pay (OMP), occupational paternity pay (OPP) and occupational adoption pay (OAP) are maintained in accordance with the relevant conditions of service and the correct payments are made.
- all pay awards, increments and changes to other miscellaneous payments are implemented in accordance with national agreements as soon as practically possible and without undue delay.
- all authorised voluntary deductions from pay are correctly made and remitted to the relevant bodies.
- all monthly and annual returns are completed correctly and in line with Statutory deadlines including:
 - P14 (HMRC end of year summary)
 - P35 (Employer's annual statement of PAYE details)
 - P11D and P9D (returns of expenses and benefits)
- monthly and annual contribution returns to Local Government and Teachers pension funds.

The County's Payroll Service and Schools' Salaries and Contracts Unit will deal with, and answer, all enquiries in respect of employees from the Department for Work and Pensions.

The County's Payroll Service and Schools' Salaries and Contracts Unit will deal with all enquiries for information from:

- Solicitors
- Accountants
- Insurance companies etc.

Despite this no information will be released without prior agreement in writing by the employee.

3.3.4 Compliance

The County's Payroll Service will ensure:

- that records are maintained in order to comply with statutory and regulatory requirements.
- that all changes to central and local government legislation are actioned as required.

3.3.5 Monitoring and Reporting of the Service

Auditing

Regular auditing of the arrangements and systems relating to administering the payroll will be conducted in order to ensure compliance with statute.

Reporting

The County's Payroll Service will ensure they have the reporting facilities in place to extract data from the payroll system as required.

4.0 General

4.1 Confidentiality

The Schools' Salaries and Contracts Unit will ensure that all data is stored securely and that the confidentiality of information is assured. The Schools' Salaries and Contracts Unit will comply fully with data protection legislation.

4.2 Solving Disputes

The Schools' Salaries and Contracts Unit will deal with every enquiry as efficiently as possible and in a courteous and agreeable manner. Staff will not tolerate abusive behaviour or offensive language by the enquirer and they will end the conversation immediately if this occurs.

Any complaint or comments about the services should be referred in writing to the Schools' Salaries and Contracts Unit Leader as soon as possible. The Leader, through discussion, will attempt to solve any differences of opinion on the content or implementation of this agreement. If the differences cannot be solved through discussion, the matter will be referred to the Senior Manager Education Resources Service for a decision.

4.3 Duration of the Agreement

A three year agreement is offered from 1 April 2020 until 31 March 2023.

4.4 Terminating the Agreement

Three months' written notice will be provided by either party before terminating the agreement.

4.5 Cost of the Agreement

The cost of the agreement on offer will correspond to the school's allocation through formula for Salaries and Contracts.

Where the service is required for staff employed to work in services where the funding is included in a separate allocation e.g. school meals service, cleaning or grounds maintenance, an additional charge will be made for providing the service for relevant staff if employed by the school.