

# DURHAM COUNTY COUNCIL

Human Resources (HR)  
Advisory Service

Service Level Agreement (SLA)

# 1. Term

This agreement is for the provision of Human Resources (HR) Advisory Services (Durham County Council is the service provider for the purpose of this document), at the request of the Parish Council.

The agreement is to provide high quality and timely, strategic and operational support and a wide range of specialist advice and guidance. This demands a close working relationship between the HR Service and the Parish Council to provide a wide range of specialist advice and guidance to the Parish Council's management team.

## Duration of the Agreement

This Service Level Agreement will be renewed on an annual basis, on 1<sup>st</sup> April. A notice period of 3 months is required in writing from either party to terminate.

## 2. The Service Level

**The HR Advisory Service to be provided is defined as follows:**

Durham County Council, Human Resources have a wide range of professional and specialist resources available to provide advice and support the Council to meet the full range of HR issues that are likely to occur.

### **Appointments advice:-**

- Good practice
- Procedural and statutory requirements
- Job description/selection criteria for staff

### **Sickness absence :-**

- Application and interpretation of procedure
- Supporting the Council at formal review meetings
- Guidance on documentation produced by the Council
- Advising the Council on procedures at formal hearings including appeals

### **Contracts of Employment:-**

- Use of substantive/temporary/casual contracts
- Guidance on varying contracts
- Advice on application of national and local agreements relating to conditions of service
- Termination of employment contracts

### **Maternity/Pregnancy Rights :-**

- Advice on procedures, e.g. non-routine matters, such as potential discrimination issues
- Advice on maternity leave/pregnancy on redundancy and other procedures

### **Equality and Diversity :-**

- Development of procedures
- Guidance on specific issues, e.g. family friendly policies including job share, harassment, complaints

### **Leave of Absence :-**

- Advice on national and local conditions of service
- Advice on the leave of absence policy

### **Reducing the Staffing Establishment :-**

- Provision of a significant level of advice and guidance on:
  - procedures and statutory requirements throughout stages of process
  - attendance at formal consultation meetings
  - attendance at meetings re identification
  - attendance at appeals hearings

### **Staff Discipline (conduct) :-**

- Procedural advice and guidance :
  - prior to investigative stage on
  - investigations
  - suspensions
  - preparation or presentation of investigative findings
  - at hearings and appeals

### **Staff Discipline (Capability) :-**

- Procedural advice and guidance :
  - to the council developing programme of support.
  - on preparation and presentation of findings
  - formal stages and appeals

### **Grievance :-**

- Advice on procedure
- Including bullying and harassment
- Advice and attendance at appeals hearings

## **3. Confidential Data**

The service provider will take all reasonable precautions to safeguard information and data in their possession relating to the Parish Council. Access to such data will be restricted to authorised service provider's employees who require the information to carry out the Service or giving advice and assistance covered by this agreement.

## **4. Charges**

- 4.1 The charge per hour for the provision of HR Advisory Service defined in 2 above is £65, plus VAT.
- 4.2 An annual increase may be levied annually on 1<sup>st</sup> April but any increase will be communicated prior to implementation.

- 4.3 An invoice for charges will be issued on a quarterly basis by the service provider.

## **5. Responsibilities of the Parties**

5.1 The Parish Council will:

- adhere to high professional standards;
- wherever possible the Parish Council will identify and notify in advance significant variations in workloads and requirements for special projects or services.

5.2 The service provider will:

- adhere to high professional standards;
- produce information and advice that is timely, relevant and clear;
- assist and help solve any difficulties and problems experienced by the Parish Council that is in the remit of the service provider;
- discuss with the Parish Council any changes that may be required to the services provided;

## **6. Review**

- Meetings between representatives of the Parish Council and the service provider shall take place when deemed necessary by both parties, to review the operation of this agreement, identify any changes that may be necessary and any matters that are of concern to the parties.
- Any variations to the agreement to be in writing and signed by both parties.

**Provision of Human Resource Advisory Services  
by Durham County Council  
to West Rainton and Leamside Parish Council  
as set out in the Service Level Agreement.**

**Agreement Dated:** \_\_\_\_\_

between: Durham County Council  
County Hall  
Durham  
DH1 5UL

and:

Signed: \_\_\_\_\_

(on behalf of Durham County Council)

Name: Julie Arnett

Position: HR Business Lead (Business Development and  
Schools)

Signed: \_\_\_\_\_

(on behalf of West Rainton and Leamside Parish Council)

Name:

Position: