



Service Level Agreement (SLA)

between

London Borough of Barnet

and

Barnet Group Limited

Human Resources & Payroll

Document Ownership:

LBB Commercial Services

Date:

April 2017

Version:

2.0Status:

Final

Change Control

Item	Reason for Change	Version	Author	Date
1	Updated to reflect pricing per payslip	1.0	Tony Spaul	21/04/2017

Contents

1. Agreement Details

- 1.1 Introduction
- 1.2 Services
- 1.3 Commencement and Duration
- 1.4 Voluntary Termination by the Parties
- 1.5 Dispute Resolution
- 1.6 Amendment

2. Charges to be Levied

- 2.1 Charges for Services
- 2.2 Optional Charged Consultancy Services
- 2.3 Employee Relations Caseworker
- 2.4 Overpayments

3. Performance Levels

- 3.1 Ongoing Services
 - 3.1.1 Hours of HR Connect Services
 - 3.1.2 Target Response and Resolution Times
- 3.2 Extensions to Services
- 3.3 Indemnities and Liability
- 3.4 Service Provider Not Responsible

4. Performance Monitoring and Reporting

- 4.1 Performance Monitoring and Reporting
- 4.2 Information to be supplied

5. General Provisions

- 5.1 Co-operation
- 5.2 Transfer of the Agreement by the Purchaser of Services
- 5.3 Restriction on the Service Provider
- 5.4 Service of Notices
- 5.5 Entire Agreement
- 5.6 Third Party Rights
- 5.7 Information and Confidentiality
- 5.8 Signatures

Appendix A - Service Charges Assumptions

Appendix B - Description of Services

Appendix C – The Purchaser of Services' Responsibilities

Appendix D - HR & Payroll Schedule

1. Agreement Details

Definitions

In this Agreement words and phrases with a first capital letter (or any derivation thereof) shall have the meanings set out below:

Agreement means this Agreement (including its Schedules);

Agreement Date means the date of this Agreement;

Authorised Officer means an officer of either party who is able to sign documentation on behalf of a party;

Business Days means a day (other than a Saturday or Sunday) on which banks are open for domestic business in the City of London;

Confidential Information means any information that ought to be considered as confidential (however it is conveyed or on whatever media it is stored) and may include information whose disclosure would, or would be likely to, prejudice the commercial interests of any person, trade secrets and know-how of either party and all Personal Data and sensitive Personal Data within the meaning of the Data Protection Act 1998;

Expiry Date means the 31st March 2019 (as amended by the parties);

Legislation means any Act of Parliament or subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, any exercise of the Royal Prerogative, and any enforceable community right within the meaning of Section 2 of the European Communities Act 1972, in each case in the United Kingdom;

Services means the whole or any part of the services to be provided by the Service Provider to the Purchaser of Services under this Agreement as defined in clause 1.2 and Appendix B.

Interpretation

In this Agreement except where the context otherwise requires:

- (a) the masculine includes the feminine and vice-versa;
- (b) the singular includes the plural and vice-versa;
- (c) a reference in this Agreement to any clause, sub-clause, paragraph, Schedule or annex is, except where it is expressly stated to the contrary, a reference to such clause, sub-clause, paragraph, Schedule or annex of this Agreement;
- (d) any reference to this Agreement or to any other document shall include any permitted variation, amendment or supplement to such document;
- (e) any reference to any enactment, order, regulation, code, guidance or other similar instrument shall be construed as a reference to the enactment, order, regulation, code, guidance or instrument (including any EU instrument) as amended, replaced, consolidated or re-enacted;
- (f) references to any documents being "in agreed form" means such documents have been initialled by or on behalf of each of the parties for the purpose of identification;
- (g) a reference to a person includes firms, partnerships and corporations and their successors and permitted assignees or transferees;
- (h) headings are for convenience of reference only;

- (i) words preceding **include, includes, including** and **included** shall be construed without limitation by the words which follow those words;
- (j) the Schedules to this Agreement form part of this Agreement; and
- (k) reference to "the parties" shall be to the parties to this Agreement.

No review, comment or approval by the Purchaser of Services under the provisions of this Agreement shall operate to exclude or limit the Service Provider's obligations or liabilities under this Agreement (or the Purchaser of Services' rights under this Agreement).

1.1 Introduction

This Agreement defines the Services that will be supplied by the London Borough of Barnet (**Service Provider**) to the Barnet Group Limited (**the Purchaser of Services**) and the charges that will be levied for them.

1.2 Services

This Agreement covers the following services to be provided by the Service Provider: **Human Resources.**

1.3 Commencement and Duration

This Agreement covers the period from **1st April 2017** to **31st March 2019** inclusive.

This Agreement is subject to an annual reviews during the third quarter of each financial year; to take effect from the 1st April of the following year, subject to any changes agreed by both parties arising from the Purchaser of Services reviewing their timetable for all support services.

1.4 Voluntary Termination by the Parties

Termination of this Agreement, either in its entirety or in part, for convenience at any time on or before the Expiry Date will be effected by either party giving written notification to the other party allowing a minimum of six (6) months written notice.

1.5 Dispute Resolution

The parties agree that Barnet Homes will be responsible for regular monitoring of performance under each SLA. Where Barnet Homes (acting reasonably) considers that there has been an unacceptable level of performance for an SLA then it will notify the relevant team providing the services to Barnet Homes comprised within the relevant SLA and liaise with them directly in order to agree measures to be put in place to address any such under-performance.

Should Barnet Homes and the relevant team providing the services to Barnet Homes comprised within the relevant SLA have a difference of opinion or dispute in relation to the relevant team's performance in respect of providing the relevant services to Barnet Homes the difference of opinion or dispute may be escalated by either party for resolution with appropriate evidence:

- 1.1.1 to the provider of services' Contract Manager through the quarterly performance review meetings, and if the Contract Manager cannot resolve the difference of opinion or dispute it should be escalated for resolution;

- 1.1.2 to the Housing Partnership Board, and if the Housing Partnership Board cannot resolve the difference of opinion or dispute it should be escalated for final resolution;
- 1.1.3 to the Council's Section 151 Officer (who in reaching any decision is to take soundings as to the final resolution in person, by email and/or telephone from those officers sitting on the Strategic Housing Board), whose decision will be final and binding.

1.6 Amendment

This Agreement is open to amendment at any time subject to agreement by both parties. Such amendments will be reflected into the body of this Agreement which will then be re-issued. The amended agreement will become effective once it has been signed by an Authorised Officer from both the Service Provider and the Purchaser of Services.

2. Charges to be levied

The tables below contain actual and indicative charges that will be levied for the Services supplied by the Service Provider to the Purchaser of Services annually.

2.1 Charges for Services

The following charges will be levied for the Services:

Payroll

These charges will be levied to cover the on-going live operation and support of the services indicated, and as defined in Appendix B, for the period of the agreement.

HR & Payroll Transactional Service	Annual (or Unit Charge if so stated) Charge (£)
Payroll-monthly pay slips	(13 Slips p.a.) £3.10 per payslip for payroll only or £9.00 per payslip for payroll and HR administration services
Charge per employee (annual)	£31.43 per employee
Special Payment	£27.32 per payment

Recruitment Services

Adverts	All costs of recruitment (including adverts)
Disclosure & Barring Service Checks	CSG charge the following administration fees for the provision of the DBS checks DBS Standard Charge =£44 E-Bulk(processing) fee = £3.35

This charge is in addition to the disclosure fee payable to the DBS as follows.

- Standard Disclosure - £26 (DBS Charge) + £18 administration + VAT (21.60)
- Enhanced Disclosure -£44 (DBS charge) + £18 administration + VAT (21.60)
- The DBS do not charge for checks for volunteers, however and administration change of £7 plus VAT will be charged
- ISA Adult First check - £6 (if required)

Human Resources (Business Partnering & Employee Relations)

2 nd Job Evaluations	£56.00 per evaluation
High level Human Resources support* (Business Partner, Employee Relations Caseworker or member of HR Senior Management Team)	£84.00 per hour

* (For bulk work exceeding 10 days, a quotation will be provided at a lower hourly rate)

Pensions

Administration of Pension Scheme	nil)	
Annual Statements	nil)	included in contributions
Individual Advice Sessions	nil)	

2.2 Optional Charged Consultancy Services

If the optional consultancy services shown below are utilised by the Purchaser of Services then the following unit charges shall apply:

Consultancy Service	Unit Charge (£)
HR Consultancy (Business Partner, Employee Relations Caseworker or member of HR Senior Management Team)	£84.00 per hour (or £553 per day)

* For bulk work exceeding 10 days, a quotation will be provided

2.3 Employee Relations Caseworker

These charges will be levied at the rates indicated if the services shown below are utilised by Barnet Group Limited:

Employee Relations Officer* (Business Partner or Employee Relations)	£84.00 per hour (or £553 per day)
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* For bulk work exceeding 10 days, a quotation will be provided

2.4 Overpayments

The Service Provider shall provide an accurate and comprehensive pay and reward service to the purchaser of services under this agreement, during the same service hours as the Customer Contact Centre. The service provider will deliver quality and accurate advice and guidance through trained advisors with access to the Knowledge Base and employee data to employees, managers, and relevant 3rd parties through the Customer Contact Centre on all pay and reward services including but not limited to pay calculations, statutory sick entitlement, maternity pay periods, taxation queries, overpayment resolution, management of tax codes and NI categories

In the event of an overpayment, the HR team will make the initial written contact with any individual who has been overpaid. They will notify the Purchaser of Services' HR and Finance in all cases and send copies of all relevant documentation. If as a result of a Service Provider or payroll office error, an overpayment arises that is not collectible, six months after

identification of the error, the Service Provider will indemnify the Purchaser of Services in respect of this debt.

3. Performance Levels

The table below indicates the minimum performance criteria expected of the Service Provider when delivering the Services. These minimum performance criteria are in addition to any that may be contained in the general description of the Services as contained in Appendix B. Through open and honest dialogue both parties to this Agreement will work jointly towards identifying efficiencies in line with agreed efficiency targets.

Performance levels will be reviewed at the quarterly meetings between the parties as set out in clause 4 and may be considered when deciding on any extensions to the Services as set out in clause 3.2.

3.1.1 Hours of Services

Services (with the exception of the Employee Relations Caseworker) will be provided over the hours of 8.30 am – 5.30 pm Monday- Thursday and Friday 8.30 am – 5.00 pm, excluding Bank and Public Holidays.

3.1.2 Target Response and Resolution Times

Description	Resolution	Target
Payroll	Subject to all Purchaser of Services responsibilities being met, all staff to be paid on the contracted date.	100%
	Subject to all Purchaser of Services responsibilities being met, all staff receive their correct contractual pay including relevant elements of pay	95%
	Payroll queries raised through Purchaser of Services, Human Resources team and/or Finance Services team responded to within the same Business Day.	98%
	All other Payroll queries responded to within two Business Days of request.	100%
	Special payments processed within five Business Days of request.	100%
	Reconciliation to be carried between net pay and amount credited by bacs	100%
	Provision of HR Connect service to payroll and in addition named contact and back-up contact for liaison on the Purchaser of Services payroll.	100%
	Obtain prior authorisation to proceed with monthly and interim pay runs in line with agreed procedure.	100%
	Pension retirement estimates of the Purchaser of Services staff within five business days.	100%
		100%

Description	Resolution	Target
Recruitment	<p>DBS Checks (formally CRB) DBS Check requests forwarded to the Criminal Records Bureau within 24 hours of receipt</p>	
Employee Relations	<p>Complete second assessment of individual grade/job application within five Business Days of referral (individual JDs) on receipt of all relevant information from Purchaser of Services.</p> <p>Complete second assessment of batched grade/job applications within Five Business Days of referral on receipt of all relevant information from Barnet Group Limited (maximum of ten per batch).</p> <p>Respond to requests for high-level advice on the same day (urgent cases only)</p> <p>Provide support in complex/serious disciplinary and grievance cases (non-urgent cases) within three Business Days.</p>	<p>99%</p> <p>100%</p> <p>99%</p> <p>100%</p>
Employee Relations Caseworker	Respond to a request for advice/support within Three Business Days of receiving a request (unless the Employee Assistance officer is on long term absence. Where possible advanced warning of absence will be given to the Purchaser of Services HR department.)	99%

3.2 Extensions to Services

Extensions to the duration and/or availability of the Services indicated above will be provided where the Purchaser of Services requests and the Service Provider agrees to provide. In order to facilitate the arrangement of such extensions, requests should be submitted to the appropriate section at least ten (10) Business Days in advance of the requirement.

The Service Provider will formally advise the Purchaser of Services of rates for extensions to Services. The actual price to be charged for any particular extension will be subject to confirmation at the time the request is made.

3.3 Indemnities and Liability

In the event of Pay & Data Services failing to submit the mid month BACS file on time, which results in the Purchaser of Services' staff incurring bank charges the Pay & Reward Team will reimburse these individuals, provided:

The Pay & Reward Team and where applicable the Service Provider's insurers are satisfied that the bank charge is legitimate (Evidence of the charge would have to be submitted with any such claim).

Where Pay & Data Services negligence results in the late submission of tax returns on the Purchaser of Services' behalf, the Service Provider will meet any penalty charges up to a maximum of £15,000. (Inland Revenue 2009/10 charge for late tax returns was £100 per 50 employees for each month outstanding)

3.4 Service Provider Not Responsible

The Service Provider shall not be responsible for or obliged to indemnify the Purchaser of Services for:

- 3.4.1** any matter referred to in clause 3.3 above which arises as a direct result of the Service Provider acting on the instruction of the Purchaser of Services, or
- 3.4.2** any injury, loss, damage, cost and expense caused by the negligence or wilful misconduct of the Purchaser of Services or by the breach by the Purchaser of Services of its obligations under this Agreement.

4. Performance Monitoring and Reporting

4.1 Performance Monitoring and Reporting

The performance of this Agreement will be monitored at quarterly SLA performance review meetings attended by the Purchaser of Services' contract manager / HR Managers, and the Service Provider's Head of HR Service Delivery or other suitably designated representative. Unless agreed by both parties, quarterly monitoring meetings will also be attended by the Service Provider's Pay & Data Manager and the Purchaser of Services HR Manager (Operations) and any other Service Provider/the Purchaser of Services officers as appropriate. The quarterly meeting will highlight any areas where performance has fallen outside the agreed service criteria and agree any actions that are to be taken by either party.

Regular performance reports on payroll errors, special payments, overpayments, and any other reports requested by the purchaser of services are to be presented upon request or at quarterly meetings. Where practical, these reports will include date of occurrence, date of response and date of resolution). Regular performance reports on response / resolution rates on calls and emails through HR Connect.

At the same meetings the Service Provider will also provide details (date, description of work and time spent) of work undertaken by the Employee Assistance Officer and Employee Relation Officers. Date and job title of all job evaluations undertaken by the Service Provider on behalf of the Purchaser of Services will also be presented.

4.2 Information to be supplied

In order to allow the quarterly performance review meetings to be conducted on a meaningful basis, the Service Provider's Human Resources Services and the Purchaser of Services' Human Resources will review details of the actual performance of each of the Services address issues whenever they arise.

5. General Provisions

5.1 Co-operation

Each party shall co-operate with the other and relevant third party contractors in good faith with the intent that there shall be a seamless interface between the provision of the Services and the Purchaser of Services' other operations and services.

5.2 Transfer of the Agreement by the Purchaser of Services

The rights and obligations of the Purchaser of Services under this Agreement shall not be assigned, novated or otherwise transferred (whether by virtue of any Legislation or any scheme pursuant to any Legislation or otherwise) to any person.

5.3 Restriction on the Service Provider

The Service Provider shall not assign, underlet, charge, sell, bargain or otherwise deal in any way with the benefit of this Agreement in whole or in part except with the prior written consent of the Purchaser of Services (which the Purchaser of Services may in its absolute discretion refuse).

5.4 Service of Notices

Any notice required to be given to the Purchaser of Services under this Agreement shall be in writing and may be served:

- 5.4.1** by delivering the notice by hand to the Head of HR Service Delivery at the address shown below:

Address: North London Business Park, Oakleigh Road South, London. N11 1NP

in which case the notice shall be deemed to have been served at the time it is so delivered provided a receipt is obtained, or

- 5.4.2** by posting the notice in a pre-paid envelope sent recorded delivery addressed to the Purchaser of Services and marked clearly for the attention of the [Contract Manager] at the address shown above, in which case the notice shall be deemed to have been duly served when a signature acknowledging its receipt has been obtained,

Any notice required to be given to the Service Provider under this Agreement shall be in writing and may be served:

- 5.4.3** by delivering the notice by hand to the Service Provider at its registered office in which case the notice shall be deemed to have been duly served at the time it is so delivered, or

- 5.4.4** by posting the notice in a pre-paid enveloped sent recorded delivery addressed to the Service Provider at its registered office in which case the notice shall be deemed to have been duly served the day following posting.

5.5 Entire Agreement

Except where expressly provided in this Agreement, this Agreement constitutes the entire agreement between the parties in connection with its subject matter and supersedes all prior

representations, communications, negotiations and understandings concerning the subject matter of this Agreement.

Each of the parties acknowledges that:

5.5.1 It does not enter into this Agreement on the basis of and does not rely, and has not relied, upon any statement or representation (whether negligent or innocent) or warranty or other provision (in any case whether oral, written, express or implied) made or agreed to by any person (whether a party to this Agreement or not) except those expressly repeated or referred to in this Agreement and the only remedy or remedies available in respect of any misrepresentation or untrue statement made to it shall be any remedy available under this Agreement, and

5.5.2 this clause shall not apply to any statement, representation or warranty made fraudulently, or to any provisions of this Agreement which was induced by fraud, for which the remedies available shall be all those available under the law governing this Agreement.

5.6 Third Party Rights

No term of this Agreement is enforceable under the Contracts (Rights of Third Parties) Act 1999 by a person who is not a party to this Agreement.

5.7 Information and Confidentiality

The parties shall keep confidential all Confidential Information received by one party from the other party relating to this Agreement and shall use all reasonable endeavours to prevent their employees and agents from making any disclosure to any person of any such Confidential Information.

This duty of confidentiality, shall not apply to:

5.7.1 any disclosure of information that is reasonably required by any person engaged in the performance of their obligations under this Agreement for the performance of those obligations,

5.7.2 any matter which a party can demonstrate is already or becomes generally available and in the public domain otherwise than as a result of a breach of this clause 5.7 (Information and Confidentiality),

5.7.3 any disclosure to enable a determination to be made under the dispute resolution procedure,

5.7.4 any disclosure which is required pursuant to any statutory, legal (including any order of a court of competent jurisdiction) or Parliamentary obligation placed upon the party making the disclosure or the rules of any stock exchange or governmental or regulatory authority having the force of law or if not having the force of law, compliance with which is in accordance with the general practice of persons subject to the stock exchange or governmental or regulatory authority concerned,

5.7.5 any disclosure of information which is already lawfully in the possession of the receiving party, prior to its disclosure by the disclosing party,

5.7.6 any disclosure for the purpose of:

- (a) the examination and certification of the Purchaser of Services or the Service Provider's accounts,
- (b) complying with a proper request from either party's insurance adviser, or insurer on placing or renewing any insurance policies, or
- (c) (without prejudice to the generality of clause 5.7) compliance with the Freedom of Information Act 2000 and/or the Environmental Information Regulations 2004.

Where disclosure is permitted under clause 5.7 other than under clauses 5.7.2, 5.7.4, or 5.7.5, the party providing the information shall procure that the recipient of the information shall be subject to the same obligation of confidentiality as that contained in this Agreement.

For the purposes of:

- 5.7.7** the examination and certification of the Purchaser of Services' accounts,
- 5.7.8** the Local Government Finance Act 1982 (and any other Legislation relating to the inspection, examination and auditing of the Purchaser of Services' accounts), and
- 5.7.9** an examination pursuant to the Local Government Act 1999 of the economy, efficiency and effectiveness of which the Purchaser of Services has performed its functions,

the auditors may examine such documents as he or it may reasonably require which are owned, held or otherwise within the control of the Service Provider and may require the Service Provider to produce such oral or written explanations as he or it considers necessary.

5.8 Signatures

This agreement at issue has been entered into by both the Service Provider and the Purchaser of Services as attested to by:-

Name: **Troy Henshall**



Chief Executive
On behalf of Barnet Group Limited
Date:

Name: Anisa Darr



Director of Finance
Date:

Appendix A

Service Charges Assumptions

The service charges quoted in clause 2 have taken into consideration the following assumptions:

- The costs for provision of existing services, which in previous years have been directly funded by the HRA, have been proportionally included to reflect the Purchaser of Services and the Housing Services use.
- New services are assumed to be the Purchaser of Services' funded.

Appendix B

Description of Services

The sections below define the services that will be provided by the Service Provider to the Purchaser of Services under the terms of this Agreement either on a per-payslip or hourly basis as outlined in section 2. above.

B.1 Account Management

The Service Provider will assign a Team Management level member of staff to act as the prime point of contact with the Purchaser of Services on all matters related to Human Resources. It is proposed that the Head of HR Service Delivery be appointed the Accounts Manager for this Agreement. The Accounts Manager will be responsible for ensuring that all appropriate actions are taken within the Service Provider to, where possible, achieve a satisfactory resolution of all HR performance issues. In particular the Accounts Manager will:

- act as a point of contact so that the Purchaser of Services can raise their concerns and discuss pressing issues related to HR services
- monitor service delivery performance and ensure that priorities are raised and escalated where required
- provide agreed regular reporting material to the Purchaser of Services regarding services performance, etc.
- attend regular meetings at Service Head level to:-
 - a) discuss progress statements at summary or detail level on the performance of current operational systems.
 - b) brief the Purchaser of Services HR Managers on current and future HR services or initiatives or discuss proposed HR service developments within the Service Provider
 - c) discuss at summary or detail level progress on current projects within the SLA
 - d) report on new HR trends
 - e) note any new the Purchaser of Services HR needs and requirements and assist where possible
 - f) review the Service Provider's services delivery against the commitments given in the SLA
 - g) confirm any problem resolution/remedial action plan

B.2 Payroll

The Service Provider will provide, either directly or through its established third party providers, the following services on a per-payslip charge-out basis as outlined in section 2. above:

- Produce BACS files for submission to the Purchaser of Services bank in time for pay due dates.
- Issue fully itemised the Purchaser of Services badged pay slips that clear states additional hours, reasons for any over or underpayment to the Purchaser of Services staff via the courier service.
- Administer and process Inland Revenue and other statutory regulations, such as the deduction of income tax, national insurance and pension contributions

- **Process other contractual and statutory deductions and payments such as attachment of earnings orders, Tax Credits, etc**
- Process voluntary deductions such as 'give as you earn' donations and Trade Union subscriptions
- Process occupational and statutory sickness, maternity, paternity and adoption payments and administer the necessary documentation
- Upon instruction, apply bulk pay awards and annual increments, spot salaries, any the Purchaser of Services rates for mileage payments
- Provide agreed regular management information on staff pay, other costs and deductions, including copies of Employers and Employee Pension contribution figures that are sent to the Service Provider's Treasury Management and NI (class 1a) deductions.
- Supply employee pay information to legislative agencies and departments, such as banks and building societies for mortgage references, Inland Revenue, Contributions/Benefits Agency, Pensions, Child Support Agency and solicitors for third party claims
- Produce end of year statutory returns.
- System failures that threaten end of year statutory returns will be notified to the Purchaser of Services management before staff notification.
- Provide advice to the Purchaser of Services staff on all payroll queries
- Provide initial contact through HR Connect and then dedicated payroll contacts
- Pay & Data Services will seek authorisation from named individuals within the Purchaser of Services to proceed with monthly pay run four Business Days before the pay date (the Purchaser of Services will respond within 24 hours to either confirm that pay run is able to proceed or to identify discrepancies. The Purchaser of Services failing to respond or responding late will mean the pay run will not proceed).
- Pay & Data Services will seek timely authorisation from named individuals within the Purchaser of Services to proceed with interim pay runs by 12.00 noon on the Wednesday before the interim payroll. The Purchaser of Services to authorise payments by 2.00 p.m. the same day. If timely authorisation is not received from the Purchaser of Services, the payroll file will not be released for payment.
- Ensure that GL posting document is posted on a timely basis and so far as reasonably practicable, ensure all entries properly reflect the accounting substance of the transaction.

B.3 Human Resources Services

The Service Provider can provide either directly or through suitably qualified third party the following services on an hourly-rate chargeout basis as outlined in section 2. above:

- Provide access to LBB Employment Law Seminars
- Provide access to HR team internal updates and briefings
- Provide assistance with large restructures in terms of advice on management structures, ring-fence arrangements and 2nd evaluations
- Provide higher level support in complex/serious disciplinary and grievance cases
- Place adverts for Barnet Group Limited posts through the Council's advertising agency arrangements
- Provide updates to national terms and conditions, including pay awards and car mileage rates
- Job evaluation and DBS umbrella checking services
- Provide a second grader for job evaluations
- Provide changes in LBB employment policies
- Provide advice and support on Employee Relations issues
- Provide advice and support on Equalities in employment issues

B.4 Pensions

The Service Provider will provide either directly or through its established third party provider the following services:

- Administer the Local Government Pension Scheme on behalf of the Purchaser of Services in accordance with the prescribed regulations
- Calculate all pension contributions and benefits payable according to the payroll

- information held as part of this agreement
- Provide the Purchaser of Services with a guide and/or supplementary guidance on their responsibilities and duties in the administration of the Local Government Pension Scheme
- Dispatch annual statements of benefits to all the Purchaser of Services staff contributing to the scheme
- Provide advice to the Purchaser of Services staff on all pension queries
- Provide a pension contact for the Purchaser of Services managers and staff.
- Liaise with Pension Actuaries and the Purchaser of Services Auditors on valuations, admissions and audits/reviews.

B.5

Appendix C

The Purchaser of Services' Responsibilities

In order to facilitate the successful delivery of the Services covered by the Agreement, the Purchaser of Services undertake to: -

- C.1 receive the charges and make payment for the Services as specified in this Agreement on a monthly basis upon receipt of the Service Provider's invoice
- C.2 provide such access as may reasonably be deemed necessary to any plans, information, staff etc. as are required to allow the Services to be delivered by the Service Provider
- C.3 provide a named officer(s) to act as the contact point for the Purchaser of Services with respect to the provision of the various services covered by this Agreement, including the initial reporting of any HR related problems or service requests
- C.4 take all reasonable measures to ensure that the requirements of all relevant legislation are complied with
- C.5 in writing authorise Payroll to apply bulk pay awards and annual increments.

- C.6 provide accurate and timely information, including payroll and any costing information to facilitate financial reports according to the prescribed deadlines
- C.7 submit staff absence returns to enable calculation of sick and maternity pay (including original MAT B1 forms), unpaid leave and jury service in accordance with Payroll schedules
- C.8 forward details of staff leaving in accordance with Payroll schedules
- C.9 notifies the Service Provider of all staff retiring a month in advance on agreed forms.
- C.10 use agreed forms to advise of mileage, overtime and other allowances payable

the Purchaser of Services will:

- C.11 enter all permanent change information to staff pay and employee details and any other inputs necessary for the provision of the Services in accordance with the agreed production run schedules. Provide all necessary paperwork to payroll by document deadlines. (Payroll data supplied late may jeopardise the processing of payroll in time for pay day.)
- C.12 adopt the published pensions policy of the London Borough of Barnet
- C.13 provide access for the Service Provider into the Purchaser of Services commissioned courses for Housing, subject to an appropriate charge
- C.14 ensures all payments information is provided to pensions to ensure all individuals pensions are calculated accurately
- C.15 use an independent Medical Officer qualified in Occupational Health medicine in determining ill-health retirement
- C.16 will ensure that Payroll is correctly advised of any new in-house Payroll rules/ parameters in time for setting up the Payroll. Amendments should be notified in writing at least one month prior to the first pay day affected.

Appendix D

HR & Payroll Schedule (Barnet Group)

To be confirmed under separate cover