

# Expert help on demand

## Human Resources Advisory Service – Intensive Intervention Packages



### Introduction

When intensive support is required by schools or other organisations within the wider education sector, the Human Resources (HR) Advisory Service can **offer a package suitable for your needs**. We work with individual settings, multi academy trusts, teaching school alliances, clusters, and collaborations. Our packages **leave you free to focus on your core business** of improving educational outcomes for children. Whatever the circumstances, **when you need extra HR support we can help**.

### What we offer

#### Priority One

- One day a week Senior HR Adviser support for 12 weeks
- Comprehensive HR Health-Check and Action Plan
- Monthly Visit from Principal HR Adviser (three months)
- Regular intelligent data sharing
- Training package for Senior Leadership Team (SLT) which may include Holding People to Account (line managers) / Developing Performance and Capability / Building Resilient teams
- Additional packages for Staff Resilience and Challenging Conversations available at additional cost

Most suitable for schools who are inadequate or where there are serious concerns in relation to staffing issues.

#### Priority 2

- Six HR Adviser days over a 12 week period
- Comprehensive HR Health Check and Action Plan
- Regular oversight from a Senior HR Adviser
- One visit from Principal HR Adviser
- Regular intelligent data sharing
- Training package for SLT on Building Resilience and Holding People to Account

Ideal for a Requires Improvement (RI) school or those who may be facing significant HR challenges. If there are specific projects around recruitment or attendance, this may be an ideal package.

#### Priority 3

- Four HR Adviser days over an 8 week period
- HR Health Check and Action Plan
- Two visits from a Senior HR Adviser
- Intelligent data sharing
- Schools may also book bespoke training according to need, or this may be delivered within the Adviser days

Perfect for Schools who are facing a specific issue for example around attendance management or where Ofsted have highlighted a specific concern.

# SmartSolutions

Providing support services to every North Yorkshire School\*



North Yorkshire  
County Council

## Benefits to your organisation

Bringing in our **intensive expert support** leaves you free to focus on your core business of **improving educational outcomes for children**.

All of our **flexible** packages will be **tailored** in line with the specific needs of your school – please see below for details.

Included in all our packages is a joint action plan – **giving you the confidence** that your HR challenges will be **resolved** in a timely manner.

## Why our HR service?

- Years of experience within the education sector
- Excellent customer care and value for money
- Expertise in child protection allegations against staff
- Tailored and flexible approach
- Working with partners i.e. Legal, Employment Support Services and Payroll, Local Authority Designated Officers (LADOs)
- Mitigation against litigation risks
- Our customer retention rates demonstrate the trust and high regard for our service.

## Pricing

Our comprehensive packages are priced as follows:

### Priority one

£4900

### Priority two

£2900

### Priority three

£1500



## What our customers think...

*“The Service is excellent, thank you for your support.”*

Outwood Academy, Ripon

*“Comprehensive clear advice has been given on a number of issues” and in relation to the individual Adviser; “real positive attitude, always willing to help and responds very quickly with clear advice.”*

Swainby & Potto Primary School

*“I have to compliment the HR Advisory Service for the outstanding professional advice I have had as a Headteacher in respect of staff under performance and absence procedures.”*

The Forest School

*“I just wanted to pass on to you my high regard for the assistance I have received during a long and difficult grievance case. He has given excellent advice and support throughout. I am very impressed!”*

Sherburn High

*“Since we converted to academy status, we have been very impressed with the HR Advisory Service that we have received from NYCC. It is reassuring to us to have high quality advice and assistance, particularly with any complex or difficult issues, but also in introducing new policies and procedures such as the new STPCD or the latest DBS process. What is also good about your service is the way you have tailored it to meet the specific needs of academies and have provided a more business-focused offer for academies. Lastly, a significant advantage to us is the fact that we have a named HR Adviser as it means that we have been able to build a good working relationship with someone who understands our particular circumstances. Thank you for providing such a good service.”*

Harrogate High School



## Get in touch

For more information or a quote, please contact your **SmartSolutions** Relationship Manager on email or their mobile. Or call Harry Rashid, Principal HR Adviser on 01609 535117, or email [haroon.rashid@northyorks.gov.uk](mailto:haroon.rashid@northyorks.gov.uk)

You can also speak to our team of office based specialist advisers on **01609 533222** or email [smartsolutions@northyorks.gov.uk](mailto:smartsolutions@northyorks.gov.uk)

All of our services and training can be booked online anytime at [www.northyorks.gov.uk/smartsolutions](http://www.northyorks.gov.uk/smartsolutions)