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# NYHR Key Updates January 2018



## NYHR Advisory service

The NYHR Advisory service operates as a hotline with desk based staff available to take queries during office hours. It is your point of contact for queries relating to the interpretation of HR policies, procedures and statutory staffing related documents, including terms and conditions, and allegations against staff investigations. Contact the team on [01609 798343](tel:01609798343) or alternatively by email at: [NYHR@northyorks.gov.uk](mailto:NYHR@northyorks.gov.uk). We also have a Live Chat facility available at <http://cyps.northyorks.gov.uk/hrpages>.

All Schools and Academies also have a team of Advisers who are your key contacts for casework and HR Support who work flexibly across the County. All HR Advisers and Senior HR Advisers are managed by our Principal Advisers, [Mairi Reed](#), [Harry Rashid](#) and [Julie Boucher](#). The HR Advisory Service is overseen by [Penny Yeadon](#) as Head of HR.



## Exciting News – HR Team

We are delighted to announce that the School's HR Team has been re-named as North Yorkshire HR (NYHR).

This change was an essential move to represent the fact that we are now working with the wider education sector. Our team is expanding and we are welcoming many new clients who have chosen us to be their HR supplier of choice. We enjoy effective working relationships with our clients and work in partnership to help you achieve your goals. We continue to strive for excellence as NYHR.

If you would like to contact the HR Advisory team in future please now email [NYHR@northyorks.gov.uk](mailto:NYHR@northyorks.gov.uk) or alternatively call us on [01609 798343](tel:01609798343) or by using the live chat service. Any emails previously sent to [schoolshradvisory@northyorks.gov.uk](mailto:schoolshradvisory@northyorks.gov.uk) are automatically forwarded to the new email account. There is no change to the email addresses of individual team members.

## NYHR Staffing Changes

We have a few changes to staffing arrangements within the team:

In terms of Senior Advisers, **Gemma Dawson** is expected to start maternity leave at the end of March. **Sarah Cooke** who is already a Senior Adviser within the team will be taking on the majority of Senior support for the North and plans are in place for Gemma and Sarah to work together to ensure a smooth transition for customers.

In terms of HR Advisers, we expect **Tracy Graham** back from maternity leave in April so she will resume responsibility for the majority of the Central schools and **Nicola Brown**, HR Adviser for the South is expected to start maternity leave in April too. **Meg Anderson** has been covering Tracy's maternity leave and will assume responsibility for Nicola's schools when she takes her leave. Again, we will ensure a smooth transition of support.

There must be something in the water but we do love children in NYHR!

We have also welcomed a new HR Advisor (Advisory) into the team, **Paul Bradford**. Paul has joined the team who staff the Advisory hotline and live chat and will provide support on attendance management for schools on the Coastal patch. Paul joins us, having recently retired from Suffolk Constabulary.

## Awards update – more for the Trophy Cabinet!

We are really delighted to let you know that we enjoyed success at NYCC's Innovation Awards held on 7th December. We won the Chief Executive's Choice – Commercial Award, in recognition of how our school's HR team have adapted their approach to delivering services in a competitive marketplace. Schools have a choice of who to trade with, including private sector providers with more resources and aggressive marketing strategies. Our retention of maintained schools remains at 99%, but investment in the team has allowed us to grow our portfolio to independent, multi-academy trusts, Early Years and standalone Academies, whilst expanding beyond our traditional county boundaries to attract clients in York, Wakefield, Redcar and Goole.



This has not gone unnoticed externally either. We were prominent in being shortlisted for two national awards at the prestigious Personnel Today awards ceremony in London in November. Whilst not securing the win, we were the only public sector nomination up for the HR Team of the Year award, which is a great achievement, and a measure of the progress we have made.



## Policy Updates

To help you keep up to date with HR policies we will include a feature in each newsletter to outline the policies that are expected to be published during the following term so you can schedule them for discussion and adoption at a future Governing Body meeting. A number of policies are currently under review and will be shared with Professional Association colleagues over the next two consultation meetings:

- Attendance Management Policy –subject to consultation this may be published as early as February. Maternity Policy – expected to be published in April / May
- Flexible Working Policy – expected to be published in April / May
- Alcohol Policy – expected to be published in April / May
- Code of Conduct – expected to be published in April / May

## NJC Pay Award

Just as a reminder, the detail on the NJC pay award, as previously published in the red bag week commencing 11<sup>th</sup> December 2017 is available [here](#).

## Reducing sickness levels - Prevention is better than cure!

We know how hard it can be to deal with long term sickness. NYHR assists many schools across York and North Yorkshire to manage and support staff with a wide variety of conditions which can result in a long term absence from work. We advise on all aspects of the policy and the process as well as supporting at sickness review meetings with staff. Across schools in North Yorkshire last year, stress, depression, anxiety and other mental health conditions accounted for over a quarter of all sickness - at 26% it was the highest single category recorded for reason for absence.

### **Top Tips for School Leaders: Mental Health and Workplace Stress**

To help leaders in school deal with these conditions more proactively we have produced a short guide to managing cases involving mental health and work related stress. With both areas there is much that can be done to prevent staff going off sick in the first place or to enable you to act quickly to try and avoid a prolonged and severe illness. See the 'Top Tip' Sheets by following the links below:

- [Workplace Stress](#)
- [Other Mental Health](#)

Look out for more 'Top Tips' covering other types of long term sickness absence coming soon.

### **Making the most of “employee assistance”**

When we think about what our employee assistance programme has to offer we probably think about counselling, but actually it offers much, much more than you may have realised. Here are 4 things you probably didn't know that staff can find through the Health Assured service:

- Support on financial problems and consumer issues
- Legal advice
- Support to improve diet and exercise
- Help to improve your sleep

## General Data Protection Regulation (GDPR)

We are sure you will be aware that the 20 year old Data Protection legislation is being updated in response to the digital age. The General Data Protection Regulation will come into force supplemented by the new Data Protection Bill, currently going through the House of Lords, on 25 May 2018.

HR data is just one small part of the data covered by GDPR – please see details below for briefings and guidance available from Veritau which we strongly encourage you to consider. A couple of specific elements which relate to staffing are summarised below:

One notable change is the requirement for organisations that process data to have a Data Protection Officer who needs to be someone with the professional qualities and expert knowledge of data protection law and practice and an in-depth understanding of the GDPR. The role cannot be carried out by the person who is the designated Data Controller or Data Processor. Ideally this will be a dedicated role but may be added to an existing role where there is no conflict of interest and the existing role has sufficient seniority or influence. The Data Protection Officer does not need to be employed directly by the school and the role can be shared between several schools or can be outsourced to an individual or organisation.

A further key change is the “right to be forgotten” – previously an individual had to convince the employer why their data should be deleted; there will be a shift of onus onto the employer to say why it cannot be deleted and why it will be retained. From an HR perspective an example may be applications during a recruitment process.

Please note, HR data:

- Needs to be kept up to date and destroyed in line with the retention schedule
- Needs to be stored and shared securely
- Staff files for children's workforce must be retained as per the Goddard enquiry

Training and support available/proposed:

- Template Job Descriptions will be revised to include a statement that all staff are required to comply with GDPR
- Contracts of employment and Written Statement of Terms & Conditions will be revised to include a GDPR clause
- NYCC retention schedule or school specific Data Protection Policy and/including Retention Policy
- Advice and guidance from Veritau; Schools' ICT; NYHR; and the on-line data protection training will be updated
- Bespoke support available through NY Education Services (NYES); Veritau offer of full audit visit (3 days); Workshop/focus group meetings with senior managers/Governors (1 day); and briefing session for school managers and Governors (choice of dates available – or run your own session)

Further information is available online, e.g. Information Commissioner (ICO) website.

## Apprenticeships Update – Teaching Apprenticeship in the pipeline and Management Standards recently approved

Since the introduction of the government's apprenticeship levy in May 2017, detailed updates on the new National Apprenticeship arrangements have been posted to the 'red bag'. Issue 5 released on 24th November covers procuring and commissioning arrangements for the apprenticeship training and assessment providers.

Of particular interest to schools though, is the inclusion of details about a Post Graduate Teaching Apprenticeship. A route for graduates who would like to get into teaching is now available for applications from September 2018. This is a school-led initial teacher training (ITT) route developed by a group of schools, coordinated by the Teaching Schools Council. It combines paid work with on and off-the-job training and upon successful completion, apprentice teachers will be awarded Qualified Teacher Status (QTS).

Apprentice teachers will have to meet the same statutory requirements for entry as all other ITT programmes and successful completion will be assessed against the Teachers' Standards. Locally Maintained and Voluntary Controlled Schools will be able to use their apprenticeship levy paid to NYCC to support the training of new, high quality teachers. As such, these schools will need to make arrangements for this via NYCC. Academies, Trusts and Voluntary Aided Schools can make their own arrangements – either by using their own levy if they have an annual pay bill over £3 million, or by accessing co-investment (where the Government pays 90% of the cost of training and assessment up to the funding band).

Please note that only accredited initial training providers and School Direct lead schools that have successfully applied to the [register of apprenticeship training providers](#) can offer the teaching apprenticeship.

Other Apprenticeship Standards recently approved for delivery which are likely to be of interest to schools are Team Leader / Supervisor (Level 3) and Operations / Departmental Manager (Level 5).

The former has been developed for employees in first line management roles whose key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems and building internal and external working relationships.

The latter is a higher level qualification directed towards employees who manage teams and / or projects to achieve operational or departmental goals and objectives as part of the school's strategy.

If you are interested in these new or any other apprenticeships, please contact NYHR at [NYHR@northyorks.gov.uk](mailto:NYHR@northyorks.gov.uk) or call 01609 798343. The team will direct enquiries to NYCC's Corporate Workforce Development Team as appropriate. Government guidance on the broader apprenticeship reforms can be accessed [here](#).

## Good to Know

Below is an example of a question asked of our hotline on a frequent basis:

### Training Days and Part-Time Staff

*"I have a part-time teacher who works 3 set days per week. Our training days all fall on a non-work day; are they required to attend?"*

#### **Teachers**

A full-time teacher is paid to work 195 days per annum; 190 pupil contact days and 5 training days, totalling 39 weeks (pro-rata for part-time working). The working patterns of part-time teachers vary as do the days on which training days fall. If a training day falls on a non-working day for a teacher, they are not obligated to attend.

#### Example:

Where 4 training days fall on a Monday and the other on a Friday:

- A 0.5 FTE teacher may work on Monday, Tuesday and Wednesday morning. Another 0.5 FTE teacher may work the other half of the week. Each is paid to work on 97.5 days (i.e. 50% of 195).
- The teacher working the front half of the week will work 4 training days and 93.5 pupil days. The teacher who works the back half of the week will work 1 training day and 96.5 pupil days.
- For the latter teacher, the Head may feel it's important they attend at least 2 training days. The Head could pay for an additional day by mutual agreement. Or, they could ask the front end teacher to work 3 training days and swap one training day to work on a Friday, to allow the other teacher to attend an additional day. This would need to be by mutual agreement and no additional payment would be involved as the total number of days worked by both teachers would not change.

#### **Support Staff**

The same principles apply to support staff; they work 39 weeks of term-time including 5 training days.

#### Example:

Where training days fall on a Monday or Friday but a staff member works 20 hours over 3 days (Tuesday, Wednesday and Thursday):

- They will use up all their annual paid hours on their working days. Contractually they can be required to attend pro-rata training days of 20 hours. These would need to be worked as mutually agreed and paid additionally, or again, by swapping for working days in that week or over the course of the term/year. It is recommended that this is clarified and agreed at the start of each academic year.

## NYHR Training

Our training courses provide practical tools and guidance to develop the skills, knowledge and confidence essential in managing staff. All our training courses are delivered in small groups creating an opportunity to interact with colleagues, gain practical strategies and reflect on current practice.

All of our courses can be booked online through your North Yorkshire Education Services account: [www.nyeducationsservices.co.uk](http://www.nyeducationsservices.co.uk).

The training portal is now live!

It includes:

- Featured articles,
- Featured Service,
- Latest news,
- Customers can view the full training catalogue prior to logging in,
- Useful search function at the top right of the page to search all content.

The link to the portal is <http://nyestraining.co.uk/>.

After browsing events you will then be signposted to login/sign up as normal in order to book onto them.

Course Title:	Course Date:	Course Time:	Course Venue:	Course Code:
Coaching Conversations for Managers	18/01/2018 & 01/02/2018	09:00 - 16:30	County Hall, Northallerton	HR-0118-T002
How to succeed with common HR issues	23/01/2018	09:30 - 15:30	Evolution Business Centre, Northallerton	HR-0118-T003
Appraisal Training for Support Staff	31/01/2018	09:30 - 12:30	Ripon Spa Hotel, Ripon	HR-0617-T004
Coaching Conversations for Managers	20/02/2018 & 06/03/2018	09:00 - 16:30	The Regen Centre, Riccall	HR-0218-T001
Safer Recruitment	20/02/2018	09:30 - 16:00	Evolution Business Centre, Northallerton	NYS-0218-T002
Challenging Conversations and Managing Conflict	22/02/2018	09:30 - 12:30	Ripon Spa Hotel, Ripon	HR-0218-T002
Building Resilience and Managing stress	08/03/2018	09:30 - 12:30	Ripon Spa Hotel, Ripon	HR-0318-T002
Holding People to Account: Developing Performance & Capability	24/04/2018	09:30 - 15:30	Ripon Spa Hotel, Ripon	HR-0418-T002