



HR ONE NEWSLETTER

Thinking aHEAD

Welcome to the autumn term edition of 'Thinking aHEAD', the HR ONE newsletter dedicated to the Education sector. This edition includes updates about developments in Social Media— 'Snapchat'; changes to services and policies that will affect your schools, such as the introduction of an Employee Assistance Programme and new HR policies. It also highlights some key dates for your diary for payroll deadlines and feedback from recent events we have held.....

Social Media – Back in the spotlight...for a limited time only!

Just as managers and HR professionals have finally got abreast of the pitfalls of social media and have become experts in "Tweeting" & "Poking", as well as able to summarise a business activity in less than 140 characters, we are now faced with a more complex form of communicating – 'SNAPCHAT'.

Snapchat was developed in 2011 and following popularity in the USA it is becoming widely used in the UK as an app that allows users to send text, videos and images known as "snaps" to a group of recipients. These stay on the device for a limited period of time of up to 10 seconds before they are deleted from the device and the Snapchat servers. This poses a number of concerns for all services that support vulnerable adults and children as the difference between Snapchat, or the more common media such as Facebook and Twitter, is that if someone has something that they are concerned with, then the "evidence" is deleted before the opportunity to report it arises.

As managers there are a few simple actions that you can take to protect your staff:

- **Understand what Snapchat is.** It is difficult to address an issue when you don't know anything about it in the first place.
- **Speak to your staff.** Talk to them about the pitfalls and expectations when dealing with social media
- **Policy.** Ensure that the policy that your area has adopted is still fit for purpose in light of the changing face of social media.

..... this message will self destruct in 10 seconds!!!

Policies

HR ONE has been reviewing and updating a number of key policies for use by our customers. These were released to schools in early December for them to be adopted by local governing bodies.

The policies which will be published are:

- Capability Policy
- Disciplinary Policy (replaces the Conduct Policy)
- Grievance Policy
- Managing Sickness Absence Policy (replaces the Maximising Attendance & Managing Sickness Absence Policy)

All policies have been subject to trade union and professional association consultation.

SIMS update

The School Teachers' Pay and Conditions changes, effective from September 2013, removes a mandatory pay structure for teachers, and gives schools the option of setting their own pay scales (within defined minimum and maximum points). Consequently, variations from school to school will begin to develop.

Currently when a SIMS update is sent out, the information stored in local SIMS systems is over-written and replaced by the new information. The general update is unable to be tailored for each school, and so HR ONE and ScoMIS will no longer be providing automatic updates in the future. The update released to schools at the end of October will therefore be the final automatic update which schools and academies will receive from ScoMIS.

ScoMIS will continue to support SIMS Personnel users through both the service desk 01392 385300 and their website www.devon.gov.uk/scomis

HR ONE can provide advice on the application of pay for school based staff via 01392 385555.

The team at HR ONE would like to wish all of our customers a happy & restful holiday season. We thank you for your goodwill and loyalty throughout the past year and look forward to working with you next year.

If there is anything in particular that you would like to hear about in future newsletters, or any feedback you would like to pass on to us about this newsletter, please contact *the HR ONE Editorial Team*

Tel: 01392 385555 Email: hronedevon@devon.gov.uk





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‘Service in Focus’ – In every edition we will be highlighting a specific service or product that may be of interest to you. This time, we wanted to tell you a bit more about Mediation ...

Have you experienced conflict in the workplace?

Dealing with workplace conflict and internal grievances can be a costly process in terms of management time, sickness, staff turnover and a potential loss of productivity both from those involved and the wider team.

Mediation is a quick, voluntary and informal way to resolve conflict away from formal HR processes and because it is carried out in one day, it is less costly than managing a formal grievance or defending an Employment Tribunal Claim. This approach is encouraged by organisations such as ACAS, and Employment Tribunals are increasingly questioning employers as to whether Mediation has been considered/offered/attempted.

HR ONE can provide impartial, nationally accredited mediators who can help to overcome conflict or a dispute by enabling the people involved to talk about their situation, exchange their views and concerns and come up with ideas about how to move the situation forward.

One client fed back that in his experience it was *‘an excellent service with fantastic people’*, whilst another stated that it was *‘a very helpful day. I feel that we have achieved a very positive outcome from what has been a difficult time for so long’*.

For further information, please contact HR ONE on 01392 385555 or email: mediation@devon.gov.uk



Employee Assistance Programme

HR ONE’s Occupational Health team currently arrange counselling for schools and academies. In response to increasing demand for support for staff at a time of significant change we are enhancing this provision with an Employee Assistance Programme (EAP) from April 2014.

An EAP is a strategic and cost-effective workplace programme that is designed to support employees to identify and resolve personal concerns that may affect job performance. The support services offered by an EAP will generally consist of access to a 24 hour helpline to provide advice on; health, relationship, family, financial, alcohol, legal, emotional, stress, or other personal issues; as well as access to short-term psychological services, such as counselling.

Whilst we will continue to provide counselling for schools and academies who choose to use the service on a pay as you go basis, customers will have the option to subscribe to the EAP on a per employee cost instead. This will allow you to offer support to all employees at a fixed annual cost. We will contact you in January providing further detail and information on how you could access the provision for your employees.

HR ONE offer a full range of Human Resources services – from recruitment, statutory employment checks and advertising, to payroll and managing HR issues in employment, through to redundancy and restructuring. We also offer a suite of complementary services such as occupational health, psychometric testing, temporary staffing, training and health and safety advice. Please see our website for more information—www.hrone.co.uk

Events

HR ONE held its Academy Forum in July and saw over 30 delegates from 24 academies attend to hear presentations about the impact of changes to Teachers Pay & Conditions and the Disclosure and Barring Service (DBS) in addition to updates from other services within HR ONE, such as Payroll.

Thank you to all of those who attended. We received excellent feedback from the event with 87% of delegates rating the full range of presentations as very useful and relevant.

We received feedback to suggest it would be beneficial to invite some of our partner organisations to join the session to also provide updates.

Consequently we invited ScoMIS and Peninsula Pensions to join us at our Maintained School’s Forums on 11 and 22 November, and will also invite them to provide updates at our next Academy Forum. We received excellent feedback from the 76 delegates who attended and will be making the School’s Forum an annual event.

December Nursery Voucher Deadlines

The December pay run will have earlier deadlines because of Christmas and so the Payroll Compliance team will require your nursery voucher schedules one week earlier than normal.

The final day for acceptance of deductions for December is 29 November. Please contact your voucher provider as soon as possible to make sure your schedule is available before this date. Late schedules will result in a double deduction in January. The deadline for January deductions is 6 January 2014.

Your partner in business