

# CAPITA

## Providing first class services to the education sector

How Capita is helping the education sector across England maximise its investment in people through frontline HR advice and administration support



“The result was a huge improvement in attendance amongst our workers and a change in the culture with regard to absenteeism. We have been able to maintain the improvements although, as in all institutions I am sure, we have not yet reached a ‘perfect’ situation, we are much more comfortable with the way things are now. Our knowledge of the law and what we can/can’t reasonably do has also improved greatly, as has our confidence. The support given by HR/Payroll was invaluable.”

Lynn Hawkins  
Head Teacher  
Maytree School

### Background

Capita is the fastest growing provider of HR and Payroll services in the UK with over 20 years’ experience of working in the education sector. This case study demonstrates how Capita is working with a number of schools and Academies across the country to maximise their investment in people to deliver positive educational outcomes.

### High sickness and absence levels

In 2008 teachers in England accrued 2.75 million days of absence due to sickness. Like many of our clients Maytree Infant and Nursery School approached Capita for advice and guidance with regards to the management of sickness absence.

To support Maytree, Capita’s experienced HR Consultants worked closely with staff members to introduce a variety of services, all of which the Chartered Institute of Personnel and Development reported in 2010 as the most effective methods for managing short term absence. This included:

- The introduction of a simple but effective sickness absence recording system
- Delivering practical training for the school’s management team
- Supporting managers at initial meetings with employees who had attained an unacceptable level of attendance.

This embedded the knowledge that they had obtained and ensured that they were proficient in going forward without ‘face to face’ HR support.

## Complex disciplinary

Whilst it is rare for Head Teachers to be faced with serious allegations relating to a teacher, Capita ensures that each case is treated sensitively providing as much guidance and support as the Head Teacher or Investigating Officer requires. We believe it is our job to guide the decision makers along a thorough yet timely process to ensure decision makers are aware of:

- Best practice
- Employment law
- The school's local policy
- Safeguarding requirements (where applicable).

If we take one particular example, a Head Teacher from one of our client schools asked Capita's HR team to guide him through the management of an allegation of inappropriate and unprofessional conduct. In the first instance we contacted the Local Authority Designated Officer to ensure the safeguarding requirements had been satisfied and to seek advice on regarding the procedures for interviewing and taking statements from children, should this have been necessary. Due to the potential severity of the case, Capita supported the Head Teacher in making a number of initial decisions, for example, whether suspension was necessary, who the key witnesses were and an appropriate timeline for the investigation.

Capita's HR Team established a clear timeline with milestones. We also helped develop the relevant letters, kept the employee fully informed throughout every stage of the process, liaised with the Trade Union representative, provided guidance on areas of investigation and ensured that the investigation report was thorough so a decision could be made as to whether to progress to disciplinary.

## Redundancy

We recognise that redundancy is a very difficult situation to manage. Capita's HR team always works in partnership with our clients to ensure that both affected and unaffected employees feel they are receiving clear and accurate communication. We believe this is key to a smooth redundancy process.

Whilst we plan timelines and milestone in line with employment law and best practice, we understand from experience the importance of being flexible and treating each potential redundancy situation as individual. Our flexible approach means we can tailor the process to best manage unforeseen circumstances and differing personalities effectively.

We can provide advice at all stages of the process from planning, announcements and consultation to decision meetings and appeal processes. Our priority is to ensure you are given expert advice and guidance in order to be able to make informed decision throughout a difficult time.

## Transition and implementation of Capita's HR Administration service

During the transition and implementation of a HR Service it is always our priority to ensure minimal disruption to the school. Holy Rood Catholic Junior School decided to transfer their provision for HR administration from a local authority to Capita. In this particular example we introduced the Head Teacher to a number of other contacts already receiving our HR administration service to ensure that they had the opportunity to ask questions from a current client.

The transition of the employee information was simple and we provided clear guidance on all the information we required. One-to-one training was provided to the schools' support team which introduced them to the new processes, forms and information available to them.

Due to the smooth and speedy implementation the school asked Capita to broaden the services it provides to Holy Rood, including online pre-employment health screening, e-bulk CRB processing and a tailor-made electronic sickness absence reporting facility.

We are available on a daily basis providing advice and guidance regarding employee terms and conditions, recruitment, teachers' pensions and CRB/ ISA.

## Bullying and harassment

Managing a grievance where a member of staff has made a serious allegation against a colleague can be difficult and very sensitive. In these situations Capita HR teams are always on hand to offer balanced advice and guidance.

In a recent case of alleged bullying and harassment Capita's HR team was asked to provide advice and guidance to the Head Teacher. We always ensure that we look after the interests of our client, even if difficult advice has to be given. In this particular case the HR Consultant quickly ascertained that the Head Teacher could not conduct an impartial investigation due to a separate ongoing issue with the complainant. In this case we advised that an independent Investigation Officer was brought in.

While an independent Investigation Officer was brought in to investigate the grievance, Capita's HR team still ensured that there was good communication between all parties, that letters and reporting was up to date and key milestones were met.

### Contact us:

Capita offers a wide range of HR and Payroll services for the education sector, including:

- Management of your HR and Payroll transactions
- Professional HR advice and intervention
- Management of sensitive HR cases
- Educating managers with an appreciation of HR legislation and practice
- Access to off the shelf knowledge and templates
- Project based intervention that develops your talent pool.

**Please get in touch with us to find out more about our services and how they can help you:**

**Email:** [education.HRservices@capita.co.uk](mailto:education.HRservices@capita.co.uk)

**Website:** [www.capitahrsolutions.co.uk](http://www.capitahrsolutions.co.uk)