




People Solutions: Our Service

We are the strategic people partner of choice, delivering a portfolio of people solutions to the education sector.



www.capita.com
www.entrust-ed.co.uk

 **Capita**

entrust
Inspiring Futures

Our ultimate objective is to help our schools improve their people capability so that our schools and multi-academy trusts can deliver better outcomes to our children.

All our solutions have been designed for the education sector and are delivered by experienced and qualified team members who are experts in the sector, with some team members being governors in schools.

We offer flexible purchasing options, from long term contracts to purchasing just hours or training from us - whatever you need we can support you either virtually or face to face. Our goal is to become part of your team with a named team member working alongside you to ensure you are kept updated with changing legislation and best practice. Building a long standing partnership.

Our cloud-based platform is fully integrated and gives you everything you need for all your complex People & Payroll operations as well as strategic people challenges. We aim to maximise efficiency, minimise risk and build resilience and agility across your school or multi academy trust.

Fast facts



In February 2023, we were awarded a new Department for Education contract to deliver a programme for culture change and promote flexible working practices in schools in England.



We are proud of our 96% retention rate, with many customers being with us for 30 years.



Last year we completed over 110 end of year returns for the Local Government Pension Scheme (LGPS) covering approximately 10,000 employees.



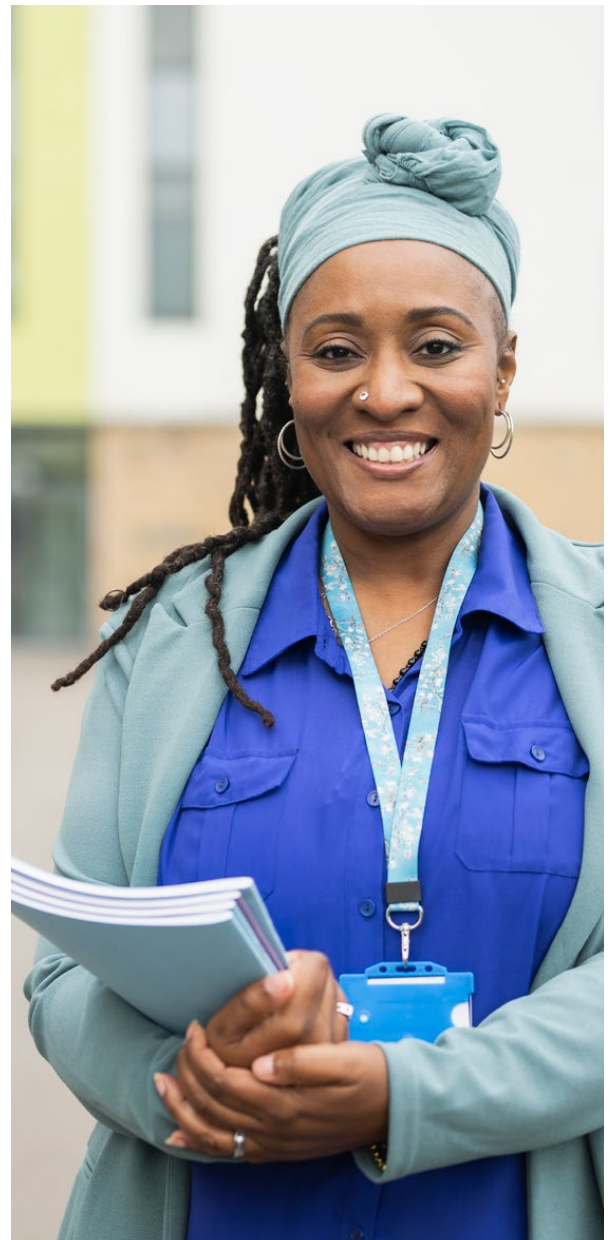
We have delivered over 24 hours of HR/ Payroll training in the last year.



We have successfully dealt with approximately 120,000 payroll and HR admin queries raised through our helpdesk in 2022/2023 tax year.



We successfully process c36,000 payslips each month.



All customers have access to the following...

Implementation support

Our dedicated implementation team are experts in HR and/or payroll implementations for large multi-academy trusts and single schools. We apply an established project management approach, ensuring a safe and controlled delivery through governance and risk management. Quality assurance is integral to the successful delivery of a successful, seamless transition and we work to the standards set out in the ISAE 3402 controls framework. We employ robust controls to ensure that standards of quality are met and monitored. We have achieved a 100% success rate by applying this approach.

Complementary services

To support you with the management of your people, our people team will provide you with the below;

- Secure log in to our AskHR portal which has been designed and built by our inhouse IT team
- Access to live chat, giving you the ability to contact our team members when you are navigating the AskHR portal
- Instant access to factsheets and modelled templates via our Education portal AskHR
- Termly newsletters which provide you with key updates on people topics
- Annual employment law sessions to ensure you are fully briefed on employment law changes
- Invitation to our network sessions and user group sessions
- Discounted education specific training sessions to help you with your people management responsibilities
- Access to our DBS (Disclosure & Barring Service) platform to undertake DBS checks, digital ID checks and right to work
- Social media checks to support you with your recruitment decisions

Academy conversions and growing multi-academy trust support

Converting to an academy or joining a multi-academy trust can offer schools many benefits. From collaboration with other schools in the trust, access to resources and sharing best practice. Our People Solutions team are here to support individual schools with conversions plus supporting multi-academy trusts with their growth plans.

We have considerable experience of working with multi-academy trusts across the country and across local authority boundaries. We work with trusts and senior leaders in a strategic manner to ensure they are working effectively and with capacity to grow. In partnership with senior teams, we can develop and support a People Strategy that is specific to your trust and aligned with your vision, culture, and values.

In order for a MAT to have the ability to grow, your central team and shared services need to be effective. We can work with your senior leaders to restructure your teams and streamline your processes so that they are fit for purpose in a growing organisation. Our People Solutions team will support you through change management processes from consultation with your boards through to consultation with your staff. One example being a review of your recruitment process to ensure this is embedded consistently across the trust, using resources effectively.

Our team have extensive knowledge and experience in TUPE and can support your organisation to manage this process when new schools come on board. Before that point, our People Partners can support you to look at your due diligence and what a new school may bring to your organisation. We understand the impact that absence has on MAT's, and we can work with you to develop effective strategies and procedures to reduce and manage the impact of this. We will work with leaders to develop effective processes to manage absence informally, training line managers and ensuring that there is a consistent approach across the MAT.

As your trust grows, we will work strategically with you to ensure your HR policies are fit for purpose. Working with your senior leaders we will update your policies and assist you in developing consultation with the recognised trade unions through joint negotiating committees to make any changes that are needed.

Succession planning is key for all organisations, and we will support you to look at your senior roles and develop appropriate CPD to ensure there is an internal growth plan for all key roles. We offer an extensive training schedule and can tailor bespoke training to suit the needs of your schools and people.

Our Ask HR system allows your senior leaders to have access to people data which will enable you to make informed decisions with regards to your strategic people plans. We have built a solution which enables you to have a centralised view of all your people data within each school. This allows you to report at either school level or trust level thus giving you insightful dashboards which are simple and easy to interpret.

Our team, your team

We have been working with schools for our 30 years.

Our people solutions team have over 120 years combined service working in the education sector, advising schools and multi academy trusts on everything people. We are located across the UK (United Kingdom) so we can offer virtual and onsite support to meet the needs of our customers.

- Qualified CIPD and CIPP team members
- Mental health first aider
- ACAS trained mediators
- Safer Recruitment trained



People Partner Service

Whether it is day to day support, a second opinion, or assistance with a complex employment law case, our team of education experts can help you with these challenges and with our flexible purchasing options you choose how and when you engage with us.



HR advice and support

We provide day-to-day HR advice dealing with a full range of HR advice and support, including;

- Recruitment, contract changes, maternity, and paternity
- Disciplinary, grievance, appeal, investigations, mediation, and conflict resolution
- Managing performance, objective setting, succession planning and career development
- Support with absence management
- TUPE advice including converting academies into multi-academy trusts from inception to transfer completion
- Access to model policies and employment law updates
- Occupational health with access to occupational health doctors and therapists as appropriate

Strategic HR support

We develop flexible strategies to drive employee engagement and staff contribution in line with school's strategic vision, including;

- Supporting the growth of multi-academy trusts by developing a pro-active approach to 3/5-year people plan to include the development of TURA's and succession planning
- Development of people policies including building strong relationships with TU's
- Reward and retention policies
- Management of investigations
- Access to trained mediators

Organisational change and development

To ensure your trust performs at the highest level we support you with making sure your employees are in the right roles delivering to your strategic vision.

- Provide modern policies, procedures, and frameworks such as pay, performance and capability management that support your school or trusts ambitions
- Extensive experience of successful MAT development and working proactively with staff and trade unions to achieve this
- Ensuring your school or trust has the right skills and capabilities aligned to broader strategic and learning objectives



Management development and training

We offer a suite of tailored staff development programs designed to better prepare staff for management challenges within a school environment. Training for teaching and non-teaching staff include:

- Performance management
- Appraisals
- Managing difficult conversations
- Mental health first aid training
- Training for school business managers and governors on key HR matters
- Disciplinary and investigation training
- Safe Recruitment training

TUPE expertise

As the chosen supplier for the management of TUPE for all maintained schools for Staffordshire County Council, we have the knowledge and expertise to guide you through the complete process:

- Moving a school into a trust
- Transferring staff in or out of a contractor relationship
- Legal, economic, and social implications of a transfer and any material changes to staff T's & C's
- Support with staff consultation meetings

Governor training and support

Our experienced team is aware of the challenges facing governing bodies now and in the future. We can offer twilight session if required on the below:

- Support to discharge statutory responsibilities and operate an effective and efficient governing body
- Training and support in general HR, employment law, and TUPE transfer
- Advice on setting financial priorities through the school development plan
- Coaching and support for new chairs and deputies provided governors with experience across phases

Senior leadership coaching

Investment in your leadership team is critical to the success of your trust. Our coaching team will work in partnership with you to ensure your senior leadership team have the right strategic skills to lead successfully. We can offer:

- 1-2-1 coaching for aspiring and existing members of the senior leadership team
- Review meetings to ensure goals are still relevant, assess progress and re-shape to ensure achievement of leadership development
- Plan and implement strategies for whole school development
- Support succession planning and career development

Recruitment support

Our assessment centre package is tailored to each school so that you can source the best. We can offer:

- Safer recruitment training for all panel members
- Support with identifying the key competencies needed for the role ensuring they are tailored to the current headteacher standards and strategic vision of the trust
- Define people specifications and core competencies needed for your roles
- Advise and arrange tailored advertising solutions
- Support with shortlisting through to suggesting recruitment day agendas and logistics
- First stage interview filtering services
- Post recruitment support including obtaining references, pre-employment checks and issuing contracts

Wellbeing

The need for schools and multi-academy trusts to support the wellbeing of their teachers and support staff is critical to the success of any school. We can support you with promoting and achieving a healthy work environment. Our wellbeing services include the following;

- Developing and implementing wellbeing strategies
- Tailored staff surveys and analysis of trends
- Exit interviews to understand why employee leave
- Training mental health first aiders within a school to ensure ongoing support
- Mental health awareness training
- Our partner Medigold can offer occupational health support and employee assistance programmes
- Mediation Service

Legal Support Service via Irwin Mitchell (NEW)

Irwin Mitchell are one of the top employment law teams in the country. They have a team of dedicated education lawyers who are working in partnership with us to support us with up-to-date employment law changes, managing complex cases where legal advice is required and upskilling our team.

This gives you the peace of mind that our service is compliant and that we are committed to delivering continuous development to our team to minimise any risk with regards to our service.



People Support Service

Our People Support team offers outsourced HR administration, payroll and pension services to schools and multi-academy trusts using the iTrent platform. Our service is customer led, listening to our customers through regular network events and user group sessions to shape our service to meet the needs of our schools.



Recruitment administration and pre-employment checks

Our People Support team can support your school and multi academy trust with the management of recruitment administration and pre-employment checks via a central dedicated team. For DBS we are a specialised and experienced registered body holder. We have our own DBS platform which enables us to support you with the daily administrative tasks of managing DBS checks. Our services include;

- Advert placements onto preferred recruitment sites
- Standard and enhanced DBS checks managed via our own portal
- Digital ID checks which give you the ability to check the candidates ID digitally, eliminating the need to manually locate and supply hard copies of documents
- Digital right to work in the UK can be requested alongside a DBS application or on its own
- Social media checks to support with Keeping Children in Education legislation
- A dedicated, knowledgeable team who can support you via our helpdesk and AskHR portal

HR administration

We provide a fully managed HR administration service to ensure your contracts of employment and letters are legally and legislatively compliant. We want you to focus on running your school / multi-academy trust. As we are the experts, we will ensure that your contracts and letters are legally compliant and up to date with the support of our People Partner team and our partnership with Irwin Mitchell (employment solicitors), so you do not have to. Services include instant access to:

- Contracts of employment in line with national terms and conditions or trusts own templates
- Contractual variations
- Leaver letters
- Maternity/adoption/maternity support leave entitlement letters
- Annual salary statements
- You can choose to attach these to the individuals record, with an e-signature in the payroll platform or have them uploaded to the portal



Single central record

Our single central record service allows you to capture the correct information to produce your single central record for all individuals – staff, volunteers, and contractors. The service includes the following:

- Maintain relevant single central record user defined fields within the HR/Payroll platform
- Consolidates and reports on all relevant checks including for example DBS, references, qualifications

Payroll services

We can provide payroll services to meet your requirements and needs. Services available are:

Premium integrated payroll/HR administration service offering a full end to end processing for the employee life cycle, including a full suite of HR administration documentation;

- o Payment of salary and allowances
- o Maintenance and processing of all absence schemes
- o Temporary payments
- o Deductions, statutory and voluntary
- o BACs processing for salaries and all 3rd party payments
- o RTi submissions

Essential Payroll Service – full end to end processing for the employee life cycle;

- o Payment of salary and allowances
- o Maintenance and processing of all absence schemes
- o Temporary payments
- o Deductions, statutory and voluntary
- o BACs processing for salaries and all 3rd party payments
- o RTi submissions

Basic Payroll Bureau – BACs processing of your payroll data

- o BACs processing for salaries and all 3rd party payments
- o RTi submissions



Pension administration

Our dedicated pensions team deliver a full pension service to our schools and liaise directly with over 23 LGPS pension schemes and Teachers Pension.

We manage the whole auto enrolment process and support you through the auto enrolment staging process to ensure full compliance. We will also submit the following documentation to pension administrators (understanding that requirements can vary) but will include:

Local Government Pension Scheme

- iConnect file
- Monthly file (if different from iConnect format)
- New starter spreadsheets
- Leaver spreadsheets
- Individual leaver forms (as specified)
- Annual end of year certificate
- Response to Queries from the pension
- Payments to providers via BACS

Teachers

- Monthly Data Collection (MDC)
- MCR
- Monthly Contributions Breakdown
- Annual End of Year Certificate
- Payments to TP via BACS

Data insight and reporting

You will have access to workforce reports to support your monitoring and statutory responsibilities including, amongst others:

- Pre and post payroll reports, broken down at cost centre level
- Permanent details report, including fixed term end dates
- Starters and leavers
- Years of service
- Absence history at organisation or individual level
- Absence tolerances
- Payroll audit reports
- Payroll analytics
- Gender pay gap
- Alerts e.g., probation, end of fixed term contracts, incremental increases



Our modular solution

We are aware of the change in schools IT strategy whereby all processes and systems are aligned. We have expanded our scope of services to compliment the HR and Payroll service delivery. To this end there are additional modules that can be utilised in conjunction with our core service. These include;

Recruitment

Management of the end to end recruitment process:

- Raising job requisitions
- Posting on job boards
- Early application screening
- Shortlisting, scoring matrix
- Interview management
- Offer of employment

On-boarding

Working in tandem with the recruitment module, the on-boarding module will progress your successful candidate through the steps to become your employee. Features of the on-boarding module include:

- Pre-employment checks, e.g. right to work, DBS, digital checks
- Collection of employee details, e.g. bank details, health declaration
- Reference requests

Utilising the above two modules allows for the automatic transfer of information to the HR/Payroll record, completing the on-boarding process. At each stage relevant notifications can be sent to key stakeholders to inform them of progress.

Performance management

This module gives you the ability to set objective either globally or individually to track progress throughout the year. Key features of this module include:

- Objectives can be classified by type, status and priority for each position held
- Control the performance review lifecycle
- Performance review ratings can be applied to each objective
- Standard forms for completion as part of the review cycle
- Reminders/alerts can be scheduled throughout the performance management life cycle
- Strategic reporting

At each stage relevant notifications can be sent to key stakeholders to inform them of progress.

Learning

This module allows for the creation and management of learning activities and events for in-person training. Key features of this module include:

- Create activity pre-requisites and outcomes
- Attach outcomes to the employee record
- Creation of learning events e.g. people, resources, venue, joining instructions
- Management of bookings
- Creation of waiting lists
- Employee and manager lead
- Learning evaluation
- Certifications

At each stage relevant notifications can be sent to key stakeholders to inform them of progress.

Learning management system

This module allows for the creation and management of learning activities and events for online training. Key features of this module include:

- Hold training material, e.g. documents, videos, e-learning for both internal and external
- Enrol groups of staff/individuals onto learning courses
- Creation of learning plans
- Employee and manager lead
- Learning evaluation
- Out of the box reports and dashboards both for the employee and the organisation
- Creation of customised reports
- Certifications

At each stage relevant notifications can be sent to key stakeholders to inform them of progress.

Development

This module allows for the creation and management of development plans. Key features of this module include:

- Creation of CPD plans
- Creation of development plans
- Qualifications can be aligned in line with national qualification frameworks
- Membership of professional bodies
- Enter skills or on completion of a learning event the skill and skill level will automatically update
- Talent profile for L&D team and senior leaders

At each stage relevant notifications can be sent to key stakeholders to inform them of progress.



Integrations

We are aware that integrating with other 3rd party systems is critical to ensure businesses can run effectively, with peace of mind that data is being transferred securely, accurately and in a timely manner. We partner with Midland HR who have a dedicated expert integrations team, whose sole purpose is to ensure all integrations are built following best practise guidelines and are supported and monitored as per the agreement. The delivery team utilise the approach best suited to the individual circumstances for our customers. They make extensive use of Microsoft's leading Integration Platform as a Service – cloud-based Azure Logic Apps, to build and maintain the integrations.

The key benefits that you can expect to receive from building integrations are:

- Accuracy and compliance – For example, if you need to input data into your MIS platform, you will not want an administrator to key rows of data. This is much better suited as an integration direct into iTrent
- Secure integration – using a globally-trusted framework to provide the integration means your data is safe as it passes through your key business systems, every time - i.e., no more sending data over email or keeping it in workbooks and compromising GDPR
- Frequency to suit – integrations can allow for real time updates, helping keep business critical systems updated when needed most
- Cost savings – employees can focus on their day jobs, rather than having to pick up tasks that an integration can handle far more efficiently
- Improved data management – allowing for not only better-quality data, but higher quality reports / dashboards for your school or multi-academy trust
- Maintained and monitored - ensuring any changes to 3rd party systems are updated within your integration solution

We believe your HR/Payroll system should be seen as the golden record for employee data as well as the sole source of truth.

We are currently able to offer integrations with the following MIS system;

- Arbor
- Bromcom

We are currently able to offer integrations with the following finance systems

- Access
- PS financials

Examples of some of the things we have done



Partnered with Cumbria County Council and have designed and delivered leadership and engagement training to support school effectiveness. Trained over sixty headteachers and deputy head teachers.



Supporting a MAT in the Northwest of England with their growth plans – for which we have designed and delivered a 'People Strategy'



Worked with several MATs (Multi Academy Trusts) on the development of their TURA (Trade Union Recognition Agreement) and consultation with Trade Unions on Policy Development Work.



In consultation with a MAT in Kent, we developed a streamlined Trust wide process for recruitment focusing on centralisation of functions. Consulted with the MAT's inhouse HR lead, CFO and the CEO to ensure roles and responsibilities were clear. Trained thirty-seven managers in the accredited safer recruitment training.



Worked with a MAT to analyse Sickness Absence data and process, developed and implemented a new policy and procedure and trained line managers resulting in cost savings for the Trust.



Contact us

For more information on our People Solutions service please call 0333 300 1900 or email information@entrust-ed.co.uk