

London Borough of Bexley - Local Collective Agreement on Terms and Conditions of Service

1. This local agreement (“the Agreement”) is made between (1) the London Borough of Bexley of Civic Offices, Broadway, Bexleyheath, Kent DA6 7LB (“the Council”) and (2) the Trade Unions (“the Trade Unions”) recognised for collective bargaining purposes in addition to the National Agreement on Pay and Conditions of Service and other local bargaining arrangements. The Council and the Trade Unions shall together be referred to as “the Parties”.
2. The Trade Unions referred to at clause 1 above are UNISON, GMB, UNITE the Union, Association of Teachers and Lecturers (ATL), National Association of Head Teachers (NAHT), National Association of Schoolmasters and Union of Women Teachers (NASUWT), National Union of Teachers (NUT), VOICE, Association of School and College Lecturers (ASCL), Association of Educational Psychologists (AEP) and Association of Professionals in Education and Children’s Trusts (ASPECT).
3. Harmonious and mutually beneficial relationships between the Parties are maintained through reaching the Agreement.
4. The purpose of the Agreement is to develop revised terms and conditions of employment, and some flexibility to review these terms and conditions in the future, in order to help meet future service delivery requirements. Some of these terms and conditions are contractual, some non-contractual, and some practices that have been established over time. The Agreement sets out the matters upon which agreement has been reached through collective bargaining. The Parties agree that the Agreement is a Collective Agreement for the purpose of sections 178 and 179 of the Trade Union and Labour Relations (Consolidation) Act 1992. The Parties intend that the Agreement shall form a legally enforceable contract.

Scope

5. The provisions of the Agreement apply to all employees of the Council unless otherwise stated. The Governing bodies of Schools, where the Council is not the employer, will determine whether to implement these provisions within their establishment. The agreement will be subject to operational and equality monitoring.

Effective Date

6. The effective date of the Agreement will be 1 May 2011 except where otherwise stated. The terms of the agreement will be subject to review in accordance with normal review mechanisms.

Revised appraisal/performance related scheme

7. The Parties agree that:

- 7.1. a revised appraisal and performance related scheme will be developed. This single scheme will apply equally to all employees of the Council. This will apply from the 2011/2012 appraisal year onwards. The new appraisal and performance related scheme will:

- 7.1.1. extend performance related pay to all employees unless specifically excluded in 7.5 below

- 7.1.2. include more rigorous but less complex criteria for awards

7.1.3. remove the two exceptional performance points for Hay graded employees beyond point 4. Employees currently on these performance points will be subject to the Council's Salary Protection Scheme

7.1.4. review the provision of bonuses for high performers

7.2. the Council will consult the Trade Unions on the precise detail of the revised scheme which will then be presented to Members for approval

7.3 the criteria for qualifying for performance related pay or bonus under the new scheme as agreed by the Parties is attached to this agreement marked "Appendix A"

7.4. the Council will review the new appraisal and performance related pay scheme from time to time, in consultation with the Trade Unions, with any amendments being proposed to Members for approval

7.5 The revised appraisal and performance related pay scheme will not apply to employees on Teachers or Soulbury terms and conditions or fixed pay rates (i.e. non-incremental scales)

Essential Car User Allowances

8. The Parties agree that with effect from 1 May 2011 the two upper lump sum payments for essential car users will be removed and payment will be made at the lowest of the nationally set NJC Essential Car User lump sums. This will be the rate for vehicles of 451 – 999 cc for which the lump sum payment is currently £846.

Car Mileage

9.1 The Parties agree that:

9.1 with effect from 1 May 2011 the car mileage rate for both Casual and Essential designated car users will be paid at no more than the rate agreed by Her Majesties' Revenue and Customs ("HMRC") currently 45p per mile. This will be regardless of the number of miles claimed or the cubic capacity (or other measure of engine size or power) of the car

9.2 The revised mileage rate will not apply to employees on Choices or Lease Car mileage rates for whom the existing, lower rates will continue to apply

Staff Car Parking at the Council's Main Office Accommodation Sites

10. The Parties agree that:

10.1. car parking charges will be introduced at the Council's office accommodation sites from a date to be determined by the Council's Chief Executive in consultation with the Council's Chairman of General Purposes Committee. Staff car parking arrangements and charges will be reviewed from time to time, in consultation with the Trade Unions, with any proposed changes being presented to Members for approval;

10.2. free parking shall be given to all employees of the Council who:

10.2.1. have a disability that affects the employee's mobility

10.2.2. those employees graded Bexley 01 – 06 (i.e. employees currently earning less than £21,000.00 full time equivalent)

10.3. free parking shall be given to all employees who meet the Council's requirements for Essential Car User Allowance

10.4. a rate of £100 shall be charged to all employees requiring parking that do not fall in one of the exemptions referred to in clause 10.2 or 10.3 above. Part-time staff will be charged pro-rata to the rate for the full time equivalent

10.5. double this rate (i.e. £200) shall be paid by senior staff. Senior staff for this purpose will be those graded Bexley 20 (or equivalent) and above

10.6. the Council may make revisions to the staff car parking arrangements and charges from time to time, at its discretion, in consultation with the Trade Unions

Private Health Insurance for Senior Managers

11. The Council's private health insurance scheme will be withdrawn with effect from 30 April 2011. The Council will liaise with the existing provider of health insurance to facilitate those employees affected by this change to purchase ongoing suitable cover.

Lease Cars and Choices Scheme

12. The Parties agree that:

12.1. the Council may at its discretion review, amend or remove the Council's Choices Scheme, including the provision of leased cars. This may include:

12.1.1. freezing benchmark values

12.1.2. varying the choice of leased cars available under the scheme

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12.1.2. varying the choice of leased cars available under the scheme

12.1.3. phasing out Choices as a separate element of pay

Consideration will be given to appropriate protection arrangements:

12.2. the Deputy Director (HR) will consult the Trade Unions before implementing any proposed revisions to the leased car and Choices provisions

Subsistence Allowances and Training and Development Expenses

13. The Parties agree that:

13.1. subsistence allowances for breakfast, lunch, tea and evening meals taken whilst working or training away from the office will be discontinued from 1 May 2011

13.2. training and development expenses, for example the payment of books and subsistence to employees, will be discontinued from 1 May 2011

Long Service Award Scheme

14. The Parties agree that:

14.1. the existing Long Service Award Scheme will be discontinued from 1 April 2011 and replaced with a new reward and recognition scheme. Awards will be made under the existing scheme for those employees who meet the service criteria up to and including 31 March 2011

14.2. the principles that will form the basis of a new Staff Reward and Recognition Scheme are attached to this agreement marked "Appendix B". A scheme will be developed in accordance with these principles in consultation with the Trade Unions. The Parties accept that the Council may make revisions to the final Staff Reward and Recognition Scheme from time to time, at its discretion, in consultation with the Trade Unions

Redundancy and Severance Payments

15. The Council's current Financial Terms for Redundancy and Early Termination provide a maximum of 60 weeks redundancy and severance pay at 'actual weeks' pay. This is calculated on the basis of statutory redundancy pay (up to a maximum of 30 weeks) plus an equal amount of severance pay i.e. statutory redundancy pay x2. The Parties agree that:

15.1. the benefits under the Council's Financial Terms for Redundancy and Early Termination be reduced on the following basis in redundancy cases:

15.1.1. from 1 April 2012 the severance element of benefits will be reduced by 50% - for the avoidance of doubt a multiplier of 1.5 will be applied to the number of weeks due for the purposes of statutory redundancy payments (resulting in a maximum total redundancy and severance payment of 45 weeks 'actual' pay)

15.1.2. from 1 April 2014 the severance element of benefits will be further reduced by 25% - for the avoidance of doubt a multiplier of 1.25 will be applied to the number of weeks due for the purposes of statutory redundancy payments (resulting in a maximum total redundancy and severance payment of 37.5 weeks 'actual' pay)

15.1.2. the 1.25 multiplier to apply to all new employees from 1 April 2011

We, the undersigned, agree in full to this collective agreement. The changes agreed and detailed above will, by virtue of this agreement, be incorporated into individual contracts of employment with effect from the dates stated:

Signed: _____ Date: _____
Director of Customer Service

Signed: _____ Date: _____
Deputy Director (HR)

Signed: _____ Date: _____
Branch Secretary/Regional Officer, Unison

Signed: _____ Date: _____

Branch Secretary/Regional Officer, GMB

Signed: _____ Date: _____

Regional Industrial Organiser, Unite

Signed: _____ Date: _____

Branch Secretary, ATL

Signed: _____ Date: _____

Branch Secretary, NAHT

Signed: _____ Date: _____

Branch Negotiating Officer, NASUWT

Signed: _____ Date: _____

Branch Secretary, NUT

Signed: _____ Date: _____

Regional Officer, VOICE

Signed: _____ Date: _____

Signed: Branch Secretary, ASCL

Signed: _____ Date: _____

Branch Secretary, AEP

Signed: _____ Date: _____

Branch Secretary, ASPECT

Appendix A – Performance Related Pay – Revised Performance Ratings

Performance Ratings	Increment
1. Excellent Overall performance materially exceeds requirements. The employee's performance and associated behaviours provide an excellent model for others.	Yes
2. Fully Proficient Overall performance consistently fulfils requirements. The employee is proficient in achieving not only their objectives but also the expected behaviours as defined in the High-Performance Indicators.	No
3. Performance below the required standard Performance falls below requirements either overall or in one or more respect. Improvement is required.	No

NB: Performance below the required standard: The final, detailed scheme will make clear that requirements are to be clearly defined, that sufficient time is given to master new objectives and that appropriate development and support is provided before any formal capability procedures are instigated.

Bonus Payments

A bonus payment may be awarded where overall performance fulfils job requirements and, in addition, the employee has demonstrated exceptional performance for the benefit of the Council or its residents in the appraisal year.

Appendix B – Summary of the basis of a Staff Reward and Recognition Scheme

This is an 'in principle' description of our intended Recognition Scheme and was agreed by Management Board in Spring 2010. Further work will take place to ensure effective implementation of the Scheme from April 2012. Our approach to implementation will include further consultation with Management Board, Management Teams and trade unions.

1. Elements of our approach

1.1 It is suggested that our approach and the individual elements are branded the Special Thanks and Recognition Scheme (STARS) to reflect the current branding of the staff magazine. It is hoped that the first three elements of our arrangements will encourage a rounded approach to recognising excellence and in that way meet the motivational needs of all staff.

1.2 Managers would ensure that thanks and acknowledgement are given to staff via 1:1's and appraisals. Face to face thanks is encouraged and can be supplemented by email or written thanks to staff for work especially well done or for extra effort.

1.3 Senior managers and Members often observe staff delivering excellence in relation to our customer service standards. To help them give feedback a 'Thank you' card for senior managers and Members to distribute directly to members of staff have been developed. This does not remove the opportunity for senior managers or Members to telephone, email or write a letter expressing thanks or giving feedback to staff. These have been developed to reflect the Customer Service Standards brand.

1.4 To formally and publicly recognise excellence it is proposed that an annual awards event be established. This will provide a mechanism for the Council to formally thank staff and teams who have fully embraced the Council's values and 'gone the extra mile' in delivering their services.

1.5 There will be 10 awards, 5 related to the Council's core values:

- excellence in demonstrating open and accessible services
- excellence in demonstrating partnership working
- excellence in demonstrating innovation
- excellence in demonstrating leadership
- excellence in demonstrating listening and responding to staff or customer feedback
- excellence in delivering customer service
- suggestion of the year
- 'going the extra mile'
- trainee of the year award
- team of the year award

1.6 In addition to these specific awards the event will be used to celebrate individual achievement of qualifications in the previous year and replace the current event.

2. The Reward and Recognition Awards Process

2.1 The scheme is open to all staff with nominations coming from colleagues, managers and external partners. It is suggested that the event is held in September with nominations being asked from between June and the end of July. The nomination form will be accessed via an online or electronic form and will ask nominating person to give examples of how the person has met the criteria as described in the guidance. Appendix 2 gives details.

2.2 To encourage nominations the Internal Communication team will promote the scheme through the managers' core briefing note, STARS and via a poster campaign.

2.3 Once nominations are received, the nominee's line manager will be approached for further testimonial statements to support and validate the nomination.

2.4 For 'Suggestion of the year' award the suggestion scheme panel who review staff suggestions will make a recommendation.

2.5 For the award of 'Team of the Year' staff from across the organisation will be asked to vote for their preferred team. Once nominations are received each team will be asked to submit a short statement indicating why they should win. These will be posted on the intranet and individuals will be able to vote online for their choice.

2.6 The other nominations will be collated and considered by a Peer Panel made up of volunteers from the Space and Change Champions who will consider the nominations and make recommendations for receipt of an award. This panel will be chaired by the Head of Organisational Development and Internal Communication.

2.7 The final list of people/teams to receive awards will then be presented to Management Board for approval.

2.8 It is suggested that all those nominated are invited to the event and receive a lapel badge in recognition of their commendation. This reward has been pitched as modest deliberately. Management Board may feel it appropriate that those in receipt of an award are offered access to an external development opportunity funded through their Department training budget.

2.9 Those who receive an award will receive a certificate and a lapel badge indicating the specific award they have received.

2.10 Invitations to the event will be sent to all the nominees/teams plus one guest, the nominee's line manager, the person(s) who made the nomination and cabinet members.

2.11 In addition to this all those who have achieved qualifications during the previous year will be invited to gain recognition of their personal achievement. Whilst they would not get a separate award the event provides an opportunity to celebrate that success.

3. The Annual Awards ceremony

3.1 It is suggested that the ceremony is held in a Council venue with tea, juice and light refreshments provided. Each nominee will receive a lapel pin indicating their commendation and each recipient of an

award will receive a lapel pin indicating the specific award they have achieved, plus a framed certificate signed by the Leader of the Council and the Chief Executive. The lapel pin will be designed to mirror the STARS brand and the 'Thank you' card for senior managers and members.

3.2 It is suggested that the event also incorporates the opportunity for those involved to receive a presentation by a guest speaker with a focus on 'Making a difference'. There will also be an official photographer in attendance for individual and group photographs.

Appendix C - Nomination form

Recommendation for Nomination Special Thanks and Recognition (STAR) Awards

Name of nominee: _____

Job Title: _____

Department: _____

Contact details: _____

Which award would you like this person to be considered for (Important: Please read guidance notes carefully to support your nomination):

- Excellence in demonstrating open and accessible services
- Excellence in demonstrating partnership working
- Excellence in demonstrating innovation
- Excellence in demonstrating leadership
- Excellence in demonstrating listening and responding to staff or customer feedback
- Excellence in delivering customer service
- Going the Extra Mile
- Trainee of the year award
- Team of the Year award

Name of person nominating: _____

Reason for nomination:

Address: _____

Contact Telephone Number: _____

Relationship to nominee (if any): _____

Appendix D - Evidence & Criteria for Selection

Excellence in demonstrating open & accessible services

This award is for a team or individual who have made a significant contribution to service/operational improvement in the field of accessibility and openness.

- Team or individual who consider their audience when shaping their services and ensure they are open and accessible.
- Team or individual who provide innovative ways for residents to access their services.
- Team or individual whose services and ways of working are continually improved, and open and accessible approaches adopted.
- Team or individual who develop services that are cost efficient and make the most of the use of web-based activities.
- Results demonstrate that the team or individual achieves or exceeds their aims and objectives and feedback supports this

Excellence in demonstrating partnership working

This award is for a team or individual who has demonstrated a service or operational improvement as a direct result of partnership working

- Team or individual who actively identify, establish and are involved in value- adding partnerships.
- Team or individual whose services use partnership work to maximise resources (financial and other).
- Team or individual develop strategies and plans with input from partners to ensure best value is gained and engagement is kept at a high level.

Excellence in demonstrating innovation

This award is for a team or individual who has improved a service or made significant savings due to innovation

- Team or individual who challenge the status quo, encourage and support learning, innovation and improvement activities
- Team or individual who provide innovative improvement ideas and are actively involved in their development and implementation
- Team or individual whose services and ways of working are continually improved, and innovative approaches adopted
- Results demonstrate that the team or individual achieves or exceeds their aims and objectives and feedback supports this

Excellence in demonstrating leadership

This award is for an individual who has demonstrated outstanding leadership skills

- The Council's mission and values are clearly demonstrated throughout the work of the department or individual
- The Council's mission and values are clearly communicated into effective strategies and work plans
- Others are inspired, involved and empowered by this individual or team
- Results demonstrate that the team or individual achieves or exceeds their aims and objectives and feedback supports this

Excellence in demonstrating listening and responding to staff or customer feedback

This award is for an individual or team who has encouraged and encompassed feedback leading to an improvement for service users

- Team or individual reinforce a customer-focused environment
- Team or individual strategies and plans take account of customer feedback
- Team or individual take advantage of every opportunity to gain feedback and use it to provide excellent customer service
- Use of customer feedback is written into processes to ensure excellent customer service is achieved
- Feedback demonstrates strategies for excellent customer service are working

Excellence in delivering customer service

This award is for an individual or team who consistently delivered excellent Customer Service

- Team or individual reinforce a customer-focused environment
- Team or individual strategies and plans take account of customer needs and expectations
- Team or individual take advantage of every opportunity to gain the skills and knowledge to provide excellent customer service
- Resources and partnerships are used to add value to Customers
- Ways of working are planned around providing excellent customer service
- Feedback demonstrates strategies for excellent customer service are working

Suggestion of the year

This award is for an individual or team whose suggestion has resulted in efficiencies, improved customer service, removal of duplication or waste

- Team or individual who made a suggestion that has been implemented and that has resulted in a significant change in customer service, removal of duplication or waste

Going the extra mile

This award is for an individual or team who have demonstrated excellence, exceeded expectations and truly gone the extra mile

- Team or individual who demonstrate extraordinary behaviour well beyond the scope of his/her daily role and responsibilities.
- An act that had a significant positive impact relative to their team, partners, staff or members of the community.
- Team or individual who contribute a significant amount of extra time/effort to ensure the success of a project.

Trainee of the year award

This award is for a trainee who has achieved, excelled and exceeded expectations

- Individuals who seek out and take opportunities to develop their skills with formal or informal training
- Individuals who encompass the Council's mission and values in their work
- Individuals who have made a difference to their team

Team of the Year

This award is for a team who has demonstrated exceptional teamwork resulting in excellent service delivery or customer service

- Teams reinforce a customer-focused environment and demonstrate best use of their resources
- Teams strategies and plans take account of customer needs and ensure they all work together towards a common goal
- Teams who ensure they keep each other informed and updated and have clear expectations of what is required of them as individuals and a team
- Teams who encourage feedback and ensure it is used to make their team working more effective