

East of England LGA Employers' Services

Here at the East of England LGA we are able to offer support services on a wide range of employer, human resources and organisational development topics.

Get in touch

We have a highly experienced and knowledgeable team so if you have a current or future requirement then please get in touch with us.

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Employers' Services



Improving the East



The primary role of East of England LGA Employers' Services is to support relations between local authorities and workers or trades unions within the East of England.

We work on general issues with the trades unions, including issuing advice on topics such as change management, bullying and harassment and domestic violence. We also work jointly with them on specific issues for local authorities to ease relations in a particular place.

Our work is directed through regional groups such as the Local Government Employers Panel, the Regional Joint Council and Heads of HR Network. We also act as a conduit between the national Local Government Association, other regional employers and local authorities in the region.

Our support is designed to ensure our member authorities:

- > **have access to a comprehensive range of employer information, advice and support**
- > **can develop an effective, flexible and productive workforce able to meet the challenges ahead**
- > **have an affordable and flexible pay, reward and conditions system**
- > **have the support they need to deal with issues when they occur.**

Our offer, outlined in this leaflet, is a combination of both support through the local authority subscription, and paid for services through our Talent Bank. The support is targeted at elected members leading on people issues, chief executives and heads of HR.

Employer Advice

We offer a range of employer information and advice, ranging from assisting elected members with chief executive recruitment and appraisal through to strategic advice and dissemination of national circulars on terms and conditions.

We can provide:

- > **Strategic HR advice on restructures, mergers and transformation**
- > **Support with senior recruitment, senior exits and HR projects**
- > **Investigations and mediation**
- > **Coaching and mentoring**
- > **Research, policy and guidance**
- > **Collation of issues and escalation across regions and nationally as required**
- > **Collation of opinions and submission of responses to consultations on codes of practice and employment legislation**
- > **HR surgeries**
- > **Helpdesk for employment law and national terms and conditions enquiries**
- > **Resolution of disputes**

Our experienced team have been helping elected members, managers and HR staff for a number of years, and our deep understanding of the context of local government means we can appreciate the implications of any issues raised.

Troubleshooting

We want to support things going right in our member authorities, but we also offer a range of support when things don't go quite according to plan.

Our support is delivered at the relevant scale for the issue and includes:

- > **Dispute resolution through Joint Informal Secretarial visits**
- > **Working with authorities, trades unions and ACAS to help with senior exits**
- > **Investigations, mediations and learning reviews**
- > **Individual outplacement support**

We have a team of experienced mediators and investigators who have conducted over 100 assignments for our councils and have been well regarded by the people they have worked with. Here is what people say about them:

- > **"He was easy to work with / pragmatic and realistic - quite easy to develop trusted working relationship."**
- > **"Her strengths were her attention to detail, her conscientious working ethic, her interview skills, and her efficiency."**
- > **"She grasped the task in hand very quickly. Her manner and approach with the HR Management team and employee involved was excellent. I would have no hesitation in requesting her services again in the future."**
- > **"I found her to be very thorough, efficient, responsive to requests and calm in her approach."**
- > **"I found him to be very calm, collective and thorough in his approach to his interviewing skills."**

Pay

We work with our local authorities to ensure that they have an affordable and flexible pay, reward and conditions system. As part of our offer:

- > **We act as intermediary support to facilitate national pay negotiations, and we ensure that all relevant information is disseminated from national to local, and local to national in a timely and comprehensive manner.**
- > **We offer advice on pay and reward strategy, undertake job evaluation, assist with appeals and with the development of appropriate pay systems and paylines.**
- > **We are part of the collaborative ePaycheck system to help authorities benchmark their pay levels.**
- > **We can help with equal pay audits and improvement implementation plans to support local authorities work towards more positive and transparent reward management systems.**
- > **Where individual support is required, we can also help on specific research and pay reviews for chief executives and senior teams.**

Development

We support the development of elected members and staff at all levels, from individual interventions to bespoke programmes delivered both in-house and regionally:

- > **We encourage and support a coaching culture within local government and administer a coaching pool which is open to all our member authorities and their partners. Through this:**
 - We are helping organisations to build internal coaching capacity through the provision of accredited courses, as well as enabling people to access trained and experienced coaches from other local authorities and partner organisations.
 - We provide coaching and mentoring in relation to chief executive appraisals and to new heads of HR.
 - We can also source external coaches where further capacity is required.
- > **We offer bespoke training for elected members, managers and officers on a variety of issues such as:**
 - Leadership and Management
 - Personal development
 - Networked Councillor
 - Appeals training for members
 - Employment law
 - Job evaluation
 - Practical people management
- > **We also provide other forms of support including:**
 - The development and introduction of competency frameworks and appraisal systems
 - Help with major transformation projects and culture change
 - Encouragement and support to the take up the Member Charter