

Melanie Wathen  
Clerk to Marchwood Parish Council  
Marchwood Village Hall,  
Village Centre,  
Marchwood,  
SO40 4SX

Tuesday, 02 October 2012

Dear Melanie,

### **Human Resources (HR) Services**

I hope that you have found being a member of LCHR has been of benefit to the Council over the past year? It is membership renewal time and this letter explains the basis upon which Hampshire Association of Local Councils ("Hampshire ALC"), 121a Winchester Road, Chandlers Ford, Hampshire, will provide HR services to Marchwood Parish Council ("the Council"), Marchwood Village Hall, Village Centre, Marchwood, SO40 4SX.

### **Commencement and termination**

The provision of HR services shall commence on 3<sup>rd</sup> October 2012 ("Commencement Date") and shall continue until 2<sup>nd</sup> October 2013 ("Termination Date") subject to prior termination by either Hampshire ALC or the Council. The Council may terminate the provision of HR services by giving reasonable notice in writing at any time. If the Council cancels the provision of HR services within seven days after the Commencement Date, the Council shall receive a full refund of any charges or expenses paid. If the Council wishes to cancel the provision of HR services more than 7 days after the Commencement Date the Council should note that no refund shall be made and any charges and expenses outstanding shall remain due and payable to Hampshire ALC.

### **The Services**

Hampshire ALC shall provide HR services as specified below to the Council on a freelance basis:

#### **Level one: compliance**

- **Desktop HR assistance service**

The Council can obtain HR advice regarding specific situations they face as an employer. Hampshire ALC will accept request for advice by telephone, email and



letter from the Clerk or appropriate member of the Council, and will respond by telephone or email. The purpose of the desktop HR assistance service is to allow the Council to obtain a check or second opinion on HR issues. The purpose is not to offer in-depth help on complex issues or to provide follow up or ongoing advice on a particular situation.

The desktop HR advice query service is subject to a fair usage policy. The Council can contact Hampshire ALC by telephone, email or letter 10 times between the Commencement Date and the Termination Date. The Council may contact Hampshire ALC in excess of this allowance but Hampshire ALC will charge the Council £5 per response. The Council accepts that it will be liable to pay for usage of the desktop HR advice query service in excess of the fair usage limit.

- **Employment contract template and template HR policies**

The Council can obtain an employment contract template and the following HR policies: discipline, grievance, equality and diversity, health and safety, anti bullying and harassment, computer use, email, internet and telephone, sickness absence, holiday, other leave, homeworking, expenses, data protection, family friendly and recruitment.

- **e-newsletters**

The Council will receive at least two newsletters by email between the Commencement Date and Termination Date giving the Council information about recent and future changes to employment legislation.

The Council are advised that whilst every care will be taken in compiling HR advice, Hampshire ALC cannot be held responsible for any errors or omissions. In addition to this, any advice given by Hampshire ALC to the Council is not intended to be a substitute for specific legal advice.

Hampshire ALC may be able to provide the Council with additional HR consultancy and administrative support for projects and lengthy or complex issues. These services are not included as part of this agreement. Information about these additional services, including charges and expenses is published on Hampshire ALC website ([www.hamshire-alc.gov.uk](http://www.hamshire-alc.gov.uk)).

### **People responsible**

The HR services as described in this letter will normally be provided by Louise Channell. At various points one or other of her colleagues may assist. We may also use third parties.

### **Charges and expenses**



The Council shall pay Hampshire ALC the fee of £100 per annum. Hampshire ALC will add VAT to the charge at rate that applies on the Commencement Date. At present VAT is 20%. The fee is calculated in accordance with the charges published on the Hampshire ALC website ([www.hamshire-alc.gov.uk](http://www.hamshire-alc.gov.uk)).

The Council shall be responsible for all travel, subsistence and other disbursements incurred by Hampshire ALC in the provision of the HR services and such sums shall be reimbursed by the Council.

Hampshire ALC shall submit VAT invoices in respect of the HR services provided. Such invoices shall be addressed to the Council, marked for the attention of the Clerk and sent to the Council at Marchwood Village Hall, Village Centre, Marchwood, SO40 4SX.

The Council shall pay Hampshire ALC by cheque posted to Hampshire ALC at the above address within 30 days of receipt of any such invoice.

### **Confidentiality**

In the course of the provision of the HR services, Hampshire ALC is likely to have access to secret or confidential information (whether recorded in writing or on computer disk or in any other manner) regarding the affairs of the Council, its employees and electorate. For example details of the Council's employees and of the remuneration and other benefits paid to them, financial information, password and security information.

During the provision of the HR services and after the cessation of such provision Hampshire ALC shall not use (save for the benefit of the Council) and shall not disclose, divulge or communicate directly or indirectly to any third party any such confidential information without the Council's prior written consent.

### **Raising queries or concerns**

Hampshire ALC endeavour to give the Council a high quality of service in all respects. However if the Council has any queries or concerns about our service, please discuss them with Louise Channell first. If that does not resolve the problem to the Council's satisfaction, or the Council would prefer not to talk to her, please refer the matter to Steven Lugg at the Hampshire ALC address above and request that the matter be dealt with in accordance with the Hampshire ALC complaints procedure. A copy of this can be found on the Hampshire ALC website ([www.hampshire-alc.gov.uk](http://www.hampshire-alc.gov.uk)).

### **Conclusion**



Your continuing instructions will amount to your acceptance of these terms of business, but to complete our records please sign and date a copy of this letter and return it to me. Please feel free to contact me if I can be of help or assistance.

Yours sincerely,

Louise Channell  
Hampshire Association of Local Councils  
Email: [louise.channell@hants.gov.uk](mailto:louise.channell@hants.gov.uk)  
Tel: 02380 263 438

For and on behalf of Marchwood Parish Council:

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_