



LGRC
LOCAL GOVERNMENT RESOURCE CENTRE
Excellence in Council Management

Proposal to

Swaffam Town Council

**For providing HR and Governance
support services**

July 2021

LGRC Associates Ltd

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1. Local Government Resource Centre (LGRC)

LGRC was set up in 2014 by a team of experienced local council sector specialists who are committed to promoting best practice in Town, Parish and Community Councils, helping them to initiate change, make improvements to their approach and deliver community services to the highest standards within generally tight budgets and resource constraints. We provide skilled resources to councils to facilitate their specific objectives in a range of areas.

Our vision is to provide support to Town, Parish and Community Councils to achieve excellence in all aspects of internal management and the delivery of a full (and expanding) range of council functions.

The focus of LGRC's services is therefore on:

- **Consultancy** to support councils in applying best practice across a range of areas, whether relating to strategic planning, decision making, financial and budget management, staffing and HR matters, delivering council services as efficiently as possible, meeting regulatory or legal compliance requirements, or successfully taking on new responsibilities.
- **Training** needs analysis, course design, and training delivery, to ensure that council staff can operate effectively and efficiently and that risks are contained across all areas of a council's responsibilities.
- **Locum and temporary staffing services**, to meet a specific short-term staffing need, whether this is for an interim clerk, deputy clerk, RFO, or other member of staff.
- **Outsourcing and shared services**, to achieve maximum delivery capacity and efficiencies across the full range of council services and internal management tasks.

Our client councils cover a wide range of types, sizes, and locations and we find that each council's needs, style, and culture are unique. There is therefore invariably a tailored element to the work we carry out and how this is delivered.

In recent years LGRC has undertaken consultancy work for over 100 Town and Larger Parish Councils including Strategic Planning, Governance, Council Training, Community Governance Reviews and Asset Transfers, New Council Creation. Our work with Councils on Staffing and Organisational Reviews has been among our most sought after services

Set out overleaf is a summary of recent LGRC assignments which demonstrates the range and type of work that we typically undertake.

Summary of Recent LGRC Assignments	
Client Council	Assignment
Abingdon Town Council	<i>Staffing and Organisation Review</i>
Barnstable TC	<i>Strategic Plan Development / Heritage Lottery Fund Project Application</i>
Berwick-upon-Tweed TC	<i>Job Evaluation</i>
Birmingham City Council	<i>Sutton Coldfield TC New Town Council and Interim Clerk</i>
Biggleswade Town Council	<i>Locum Town Clerk and Deputy Town Clerk</i>
Bloxham PC	<i>All Council Training</i>
Bridport TC	<i>Staffing Review</i>
Burntwood TC	<i>Job Evaluation</i>
Calne TC	<i>Governance Review</i>
Chipping Norton Town Council	<i>Consultancy Support and Locum Staff</i>
Corfe Mullen Town Council	<i>Town Clerk Recruitment</i>
Crowborough TC	<i>Business Plan & Staffing Review</i>
Cullompton TC	<i>Cullompton TC Locum & Strategic Review</i>
Didcot TC	<i>Locum Services</i>
Duston PC	<i>Locum Services</i>
East Devon District Council	<i>Cranbrook TC New Town Council Set Up and Locum</i>
Ely City Council	<i>Staffing Review</i>
Fremington PC	<i>Strategic review / staffing review</i>
Greenham TC	<i>Governance Health Check</i>
Higham Ferrers TC	<i>Staffing Review</i>
Hythe TC	<i>Town Clerk Recruitment</i>
Honiton TC	<i>Locum Clerk and Deputy Clerk</i>
Langport TC	<i>Review of Operations</i>
Laverstock & Ford Parish Council	<i>Review of Staffing Governance and Operations</i>
Ledbury TC	<i>Review of Staffing and Operations</i>
Leighton Linlade TC	<i>All Council Training</i>
Melksham Town Council	<i>Locum Clerk and Deputy Clerk</i>
Mildenhall TC	<i>Locum Clerk</i>
Penzance TC	<i>Investigation</i>
Petersfield TC	<i>Grounds Maintenance Tender</i>
Portland TC	<i>Staffing Review and Council Strategy</i>
Ross-on-Wye TC	<i>Staffing Review/Job Evaluation</i>
Shaftesbury TC	<i>Interim Clerk Support; Strategic Plan & Corporate Constitution</i>
Shrewsbury TC	<i>Service and Staffing Review</i>
Stanley TC	<i>All Council Training</i>
Sturminster Newton TC	<i>Governance Review</i>
Stroud TC	<i>Asset Transfer Evaluation</i>
Uppingham TC	<i>Governance Health Check</i>
Watlington PC	<i>All Council Training</i>
Welwyn PC	<i>IT Review</i>
West Dorset District Council	<i>Devolution of Assets to Town Councils</i>
West Hill PC	<i>New Council Setup</i>
Weston-Super-Mare TC	<i>IT Training</i>
Weymouth Town Council	<i>New council Set up, Town Clerk Recruitment</i>
Wilton TC	<i>Strategic Plan</i>
Wokingham Without PC	<i>Staffing Review, Council Training, Strategic Plan development</i>
Wroughton PC	<i>Job Evaluation</i>

We are able to draw on a strong team of skilled and often nationally recognised practitioners with backgrounds in Town, Parish, and Community Councils. They are supported by experts in specific disciplines such as Human Resources, Finance & Accounting, Economic Development and Community Engagement and with experience in principal council activities. LGRC is a centre of competence for the Local Council Sector, ensuring that relevant skills can be brought to bear when needed to address council plans and problems.

Our approach is to offer a flexible response to a specific business requirement by having a nominated manager who is accountable to the client for delivery of the agreed outcomes and who can deploy the appropriate resources to address the specific problem in hand. LGRC offers value for money solutions to provide services which meet the councils needs with particular reference to best practice standards with the Local Council Sector

2. Client Requirements

3.

Swaffam Town Council is seeking Professional support for Human Resources and Governance

Human Resources

This would include a review of HR policies and procedures, employment contracts, and updating /creation as required. This would include a review/creation of an employee handbook in line with current best practice and in compliance with employment law. Once the reviews have been conducted and implemented the Council wishes to enter a contract for ongoing HR services including, as required advice and support for HR matters including disciplinary and grievance. We have also quoted for ongoing support for the Human Resource and Governance Committee

Governance

The Council Requires a review of all its governance policies and procedures and creation/ updating according to needs.

LGRC Approach

LGRC has a proven and comprehensive approach for undertaking reviews of HR and Governance policies of councils, developed by nationally recognized practitioners and drawing on best practice methodology.

We are sector based and aim to provide a quality bespoke service based on our direct involvement in the Local Council Sector. We do not attempt to serve a mass market but are Local Council specialists. We do not attempt to lock clients into a multiyear homogeneous agreement as is used by mass market commercial HR outsourcers serving all sectors. Instead, we offer a bespoke service based on Local Council needs including, if the council prefers, attendance as needed at HR and Governance committees.

We would conduct an initial assessment of all current **HR** policies and procedures and discuss with the council any required review of staffing structures, contracts, and role evaluations. Once this has been conducted, we would agree with the Council a specific list of work to be undertaken council to create, update policies and procedures or to report on any issues arising.

Following this we would establish an outsourced HR support contract at a monthly fee providing an agreed level of advice and support according to the Council's needs.

We have an established checklist of all relevant **governance** processes and policies appropriate to different sizes of Town and Parish Council and we would undertake a review aimed at ensuring that all essential and appropriate discretionary processes, were identified and that we had identified where current policies required updating. Once again, we would agree with the Council a work plan to establish a complete Governance structure.

4. Timeframes and Workloads

We estimate that the initial workload to review HR and Governance policies and processes would take approximately 4 days. The workload thereafter will depend on the requirement for drafting / updating. Prior to commencing work, we would agree the range and scope of work to be done and the time estimate for completing it. All policies will be tailored with specific reference to the practical realities that exist within Swaffam Town Council

5. Profile of consultant who would undertake the assignment

Samantha Haywood has a Diploma in Personnel Management and has experience as a personnel and finance manager in several commercial settings including the building services, and hospitality industries. She is also a CiLCA qualified Clerk. She has undertaken a number of assignments for LGRC including as a successful Locum and specializes in conducting HR and Governance reviews in a number of settings. She is currently completing a similar assignment at Sheringham Town Council.

As the principal HR consultant at LGRC, Samantha would be the lead consultant and client contact on this assignment. She will be able to draw on specific expertise within the LGRC professional community if she needs further support

6. Fee Quotation

LGRC's fee quotation for this work is based on a Daily rate of £400 per day plus VAT and Employers National Insurance at cost. The fee for the initial assessment work will therefore be £1600 plus costs. which would be due on commencement.

Thereafter agreed work done to draft and update procedures would be chargeable at the above daily rate and would be invoiced monthly.

Any expenses for travel to the Council, including mileage, if required, are chargeable at cost. At this stage, we anticipate that much of this work can be carried out remotely.

The monthly fee for providing ongoing HR support to the council will depend on the Council's requirements and on whether the Council is seeking broad brush support or whether it is seeking an outsourced HR manager. Monthly fees vary from £150 to £350 per month with optional, as required elements, depending on the level of requirements. We would envisage agreeing an initial 12-month contract based on the Council's view of its requirements to establish real needs. This would be renewable and revisable according to needs.

7. Progression

We will be very happy to discuss any aspect of the project and further refine the approach as necessary. Please contact Nick Randle on nick.randle@lgrc.com or 01404 45973. LGRC will take action to implement the proposal on receipt of a Council purchase order.