

Appendix 2: Access to HR service

Level	Method	What this covers
1	Intranet help / support	<ul style="list-style-type: none"> ○ Policy support ○ Guidance – standard queries ○ Access to policy documentation ○ Access to information ○ FAQs
2	Enhanced Helpdesk	<ul style="list-style-type: none"> ○ Telephone queries ○ Queries from Managers ○ Queries from employees ○ Payroll queries ○ Policy advice – provision for queries
3	1 st level of support	<ul style="list-style-type: none"> ○ Support for Managers / employees
4	2 nd level of support	<ul style="list-style-type: none"> ○ Escalation of issues previously not resolved ○ Serious issues impacting on service delivery ○ Complex employee relations issues ○ Individual case work support for Managers
5	Strategic Support	<ul style="list-style-type: none"> ○ Strategic issues / resolutions ○ HR policy framework ○ Council wide employee relations issues ○ Council wide issues / support ○ Change Management ○ Complex case work support for HoS, Directors, CEX ○ Strategic Performance Improvement