

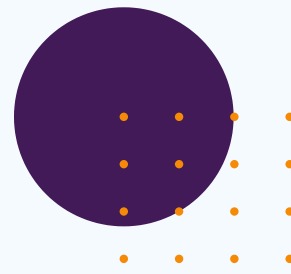


# **BRANCH GUIDE : SERVICE LEVEL AGREEMENTS**

**A guide by:**

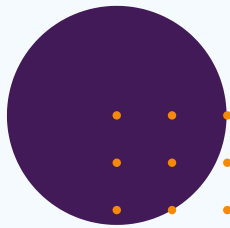


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# INTRODUCTION



As a result of new rules around Trade union subscription collection, a project team was set up in the region in 2017 to support Regional Organisers contacting employers to negotiate new service level agreements on behalf of the union ensuring compliance with the government's proposals in the Trade Union Act. The new rules applied only to public sector employers. From the 10th March 2018, new DOCAS agreements had to be in place to ensure a "reasonable fee" is being paid wherever employers deduct union subs directly from staff wages.

Most UNISON members work for approximately 300 large employers of which the region approached and delivered in securing Service Level Agreements with these employers. Going forward, as a result of DOCAS join online being introduced by the union, a new SLA agreement template is now available which incorporates a section for employers to complete giving information that will allow UNISON to send details of any member who has joined via this method and wishes for their subscription to be deducted via their wages."

# REVIEWING SERVICE LEVEL AGREEMENTS

UNISON have identified trends through the National Retention Strategy that have shown DOCAS members tend to remain in membership for longer than Direct Debit. Around 95% of joiners now join online of which UNISON now give an option for members to pay via DOCAS online.

**It is therefore vital that branches working with their Regional organiser urgently reach DOCAS online agreements with all major recognised employers to ensure that new joiners pay via DOCAS wherever possible.**

Branches will need to review current Service level agreements already in place due to many outsourcing/ Tupe processes taking place since the Service Level agreement was agreed.

Branches as part of Branch Good Practice should keep records of TUPES and outsourcing that have taken place to share with the region to enable negotiations with Regional Organisers to set up Service Level agreements.

**Due to potential legal challenges to the service level agreements branch activists must not negotiate with the employer or sign these agreements. This has to be completed by a Regional Organiser.**

The logo for UNISON North West features the word "UNISON" in a bold, purple, sans-serif font. A green, stylized graphic of three curved lines arches over the letters "I" and "S". Below "UNISON", the words "North West" are written in a purple, italicized serif font.

UNISON  
*North West*



# SLA REGION CHECKLIST



Employer name:	
Payroll Provider name (where applicable):	
Employer email address to send notification:	
Date to send email notification:	
Frequency to send email notification (ie: weekly/monthly):	



Where it is identified that a school or other employer comes under the jurisdiction of the LEA/authority but the payroll is not with the authority, the authority will agree to forward the file to the appropriate payroll provider and will share details of the payroll provider with UNISON.



Please be aware, with employees who are employed by a Health Trust as Bank staff that they cannot JOIN UNISON ON LINE to have subscriptions deducted via DOCAS and must choose DIRECT DEBIT as the option, this is due to the nature of their role not being permanent and has implications with Payroll not collecting subscriptions and their membership therefore being lapsed. If in doubt ask/give a Direct Debit paper application to complete.



Regional Organisers will need to check twice yearly with Employers to ensure that the Payroll Provision/Provider has not been changed by the Employer and a new contract awarded to another Provider to enable UNISON to amend its records accordingly.



# CHECKLIST CONTINUED

## Things to note



Email containing information grid should be sent to [unisononlineapplications@unison.co.uk](mailto:unisononlineapplications@unison.co.uk) If there is no grid on the e-mail, IMPS will return it to the region for completion.



IMPS Team will confirm with the region, and employer that they have been set up. They will also advise the employer of the email address that emails are sent from, and of the password to use to open attachment.



The online application process updates overnight so DMJOL will be available for new joiners the day after we set the employer up on RMS.



The employer will receive an email at the frequency that they've requested. However, if no JOL applicants opt to pay via DOCAS that month, no email will be sent.



You need to contact the employer just after the first email is sent to the payroll department. This is to ensure the employer was expecting the email and has processed the UNISON Members via this new process.



You must get Employer authority to set up DMJOL. If the employer acts as a payroll provider for other employers, you cannot set them up for DMJOL unless you have that employer's permission.





# CHECKLIST CONTINUED



Please ensure that when DOCAS reports are received from IMPS that they are rigorously checked to prevent members from being lapsed !



We can only send the email notification of DMJOL members to one recipient. We cannot copy others in.



The attachment containing online joiner details is sent as a pdf file. Currently, we cannot send it in any other format.



On joining, the applicant types their name in an additional box which is equivalent to an online signature.



If a JOL applicant opts to pay Political Fund, they will not get the option to pay via DOCAS



The information sent to the employer is below. We can only include NI number and DoB if the applicant provides them. Those applicants that do not provide this information are emailed and are asked to provide it via My\_details ASAP.

Unison membership number	Name	NI number	DOB	Payment Band	Signature	Date of Signification
21937135	Paul Test	PL552366J		E18	Paul Test	19/04/2023



# EXAMPLE SERVICE LEVEL AGREEMENT

Regional organisers can contact the North West BERT Team to request copies of current Service level agreements and Template for New Service Level agreements

## UNISON DOCAS SERVICE LEVEL AGREEMENT

**EMPLOYER:** *(insert employers name)*

**Date:** *(insert date)*

### 2.1.6 ON-LINE JOINERS (DOCAS) :

The employer will deduct the appropriate subscription amount specified in section 5 for those members who have joined UNISON on line via our national website by electronically signing to confirm deductions through the online form. UNISON will notify payroll sections electronically in respect of members who wish to have their subscriptions deducted via their salaries. Our national team will send you a password protected file to process to commence deductions. Where it is identified that a school or other employer comes under the jurisdiction of the LEA/authority but the payroll is not with the authority, the authority will agree to forward the file to the appropriate payroll provider, and will share details of the payroll provider with UNISON.

Please complete the information below to allow us to electronically send through the file to the correct email address etc



Employer name:	
Payroll Provider:	
Employer email address to send notification:	
Date to send email notification:	
Frequency to send email notification (ie: weekly/monthly):	