SERVICES TO SCHOOLS
2017-18
Welcome to the 2017-18 brochure outlining the many services that are available to schools in Northumberland.

We are, for the majority of schools and settings in the region, a trusted partner. We have worked with many of you for a number of years and are committed to providing outstanding, specialist and professional support.

As in previous years we are mindful of budgets and I believe our services offer excellent value. We have increased the number of services available while tailoring a tiered pricing structure so you are able to be flexible depending on your requirements.

I hope you find this brochure informative and easy to use to select the services you need to support your school. If you require any further information the service leads are outlined in each section. They will be happy to discuss any specific requirements you may have.

We look forward to working with you this year and building on our theme of continual school improvement.

Dr Andrew Johnson
Director of Education and Skills
EDUCATION, GUIDANCE AND LEARNING EXPERIENCES
- Apprenticeships
- Music Service
- Careers Guidance
- Education Business Partnership

HEALTHY CHOICES
- School Meals Service
- Free School Meals Eligibility

PREMISES
- Statutory Maintenance, Testing and Inspection Service
- Reactive Repair and Cyclical (Planned) Maintenance Service
- Portable Appliance Testing
- Unforeseen Emergency Repair Fund
- Consultancy and Advice
- Buildings Development and Maintenance Plan
- Facilities Management

SCHOOL IMPROVEMENT & INFORMATION GOVERNANCE
- School Improvement
- Early Years
- Statutory Moderation and Test Monitoring
- Equalities & Schools
- Data Unit Service
- ICT and E-Learning Support
- Broadband Services
- Governance Support, Advice and Clerking

PEOPLE AND BUSINESS SUPPORT
- HR Support and OD Services
- Supply Cover Scheme
- Transactional Services
- Financial Planning, Support and Consultancy
- Legal
- Health & Safety

INFORMATION
- Useful Contacts
- Payment Collection

www.northumberland.gov.uk
http://northumberlandeducation.co.uk

The e-courier is provided weekly on the Northumberland Education website which can be accessed via http://northumberlandeducation.co.uk.

There are a wide range of useful articles shared through the e-courier with smart menus to help you select those relevant to your setting. Documents have useful links to further reading.

E-courier requests can be sent to ecourierrequests@northumberland.gov.uk
THE NORTHUMBERLAND SEND SERVICES OFFER FOR MAINSTREAM SCHOOLS 2017-2019: THE ‘SEND SUPPORT SLA’

The five SEND specialist services listed below carry out a range of non-statutory work with schools. Formerly called ‘School Action Plus,’ this work is required to meet the emerging needs of learners in mainstream schools. It enables schools to meet their SEN Support duties within the SEND Code of Practice and to produce evidence to support High Needs funding requests or EHC Plan requests.

How does the new SEND Support SLA work?
• Mainstream schools buy ‘packages’ of key services as their starting point to meet SEND requirements
• To ensure sustainability of the services and the ability to reach schools of all sizes and locations the five services are offered as a single SLA
• The SLA is bought into each March / April to be delivered in the academic year from September
• The costs are the same for all services and schools and are scaled for school size and affordability, calculated at £360 per day

To access the separate daily price you must first have the appropriate SEND Support SLA in place. The cost of additional days is different for each service [see additional service offer pages]
• It is not possible to provide SEND service SLAs on a daily rate alone in 2017-2018
• SEND specialist services for visually impaired and hearing impaired learners are provided as before without need for an SLA

<table>
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<tr>
<th>Service offer within the package</th>
<th>A. Small school package</th>
<th>B. Moderate school package</th>
<th>C. Large school package</th>
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<tr>
<td>Educational Psychology Service</td>
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<td>Speech &amp; Language Service</td>
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<td>Autism Service</td>
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<td>7 days</td>
<td>15 days</td>
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<td>Behaviour Support Service*</td>
<td>3 days</td>
<td>7 days</td>
<td>15 days</td>
</tr>
</tbody>
</table>

Cost for academies* £5,040 £10,800 £23,400
Cost for maintained schools £4,340 £10,080 £22,680

*Sensory Service for learners with hearing or visual impairments
No SLA is required in 2017-2018 to access this service in Northumberland. It is available to support children from birth to 18 years in all settings.
Please contact the team at 01670 624854.
The service can also provide specialist training upon request. Please contact the team who will work with you and advise on any applicable costs.

We have specialist Careers Advice Service for SEND. Please see Education Guidance & Learning on page 32.
QUESTIONS:

Q How do I request this SLA?
A Please email sen@northumberland.gov.uk. We will send you more details, the full SLA and ask your preferences for service delivery. We will adapt to your preferences where service capacity allows.

Q Can I move the number of days between services without changing the overall number of days in the package?
A Yes, only if service capacity will allow. When all schools have signed up to the SLA and we know the full spread of service demand we will make adjustments where possible. If demand does not allow, we will revert to the standard arrangement described above.

Q Can I buy additional days of preferred services?
A Yes. You can either buy any additional package or individual days. You must have a package which matches your school size first.

Q What if this school chose not to buy into the services? What would the local authority expect of the school?
A The SLAs are optional. Your governing body must state on your SEN Information Report what alternative arrangements you have made to seek specialist assessments, training or advice for learners with ASD, SEMH, SLCN, SPLD and Learning Difficulties. You will have to commission your own valid independent assessments to provide evidence to support High Needs funding requests or to access other higher levels of support within Northumberland. Having no clear solution to meet those needs would indicate the school is vulnerable during inspection.

Q Can I negotiate how the days are used? We may want direct work with complex cases or staff development?
A Yes. Once the SLA is bought you can agree priorities for best use of the specialist service.
Why Choose Us?
We are a team of highly experienced Educational Psychologists who work with school staff, children and families. The goal of Psychological Services is to work with schools and settings to develop their capacity to enhance wellbeing and achieve better outcomes for children and young people. We support the adults involved in the lives of children and young people and work with learners to:

- Prevent additional/special educational needs and requirements developing
- Intervene early where additional/special educational needs and requirements are identified
- Support those with on-going additional needs and requirements
- Safeguard and promote the welfare of children and vulnerable adults with whom s/he has contact

Our work can be at the individual level working directly with children and families, or at the group or whole school level to support schools in developing their policy and practice.

What are the Advantages of Using a Local Authority Psychology Team?

We have a good understanding of the needs of the schools in the different areas of Northumberland and appreciate the different challenges of working in rural and urban areas. We are all registered with the Health Care and Professionals Council (HCPC) and maintain high standards of professional practice.

Each Educational Psychologist has regular supervision with experienced senior psychologists and benefit from ongoing peer support. We highly value the opportunity to share good practice and to learn from other psychologists in our team so that our offer to schools continues to grow from a secure evidence base. On-going professional training is undertaken by all our Educational Psychologists to ensure we maintain essential high levels of competence, understand new developments in practice, are aware of any new legislation and Department for Education (DfE) requirements, as well as the standards of professional practice set out by the HCPC.

While maintaining an independent professional view, Educational Psychologists contribute to the special educational needs processes and provision across Northumberland. This means we have sound knowledge regarding the criteria and interventions recognised and regarded as good practice by the Local Authority.

As a service, we are in the strong and unique position of being able to carry out the whole range of statutory and traded educational psychology work a setting may require. We have access to the rich diversity of skills and knowledge that a team of Educational Psychologists brings and we can draw upon this resource to deliver the best possible service to the schools and settings we work with. As part of SEND Support we have ready access to other support services and we work closely in partnership with these colleagues.

We access regular child protection training delivered within the Local Authority and have very clear safeguarding procedures which link to the pathways in Northumberland.

We follow Northumberland County Council’s policy and procedures in relation to data and information storage data and adhere to the information sharing and safeguarding standards that are in place.

OUR SERVICE LEVEL AGREEMENT

Statutory Offer

All schools and settings in Northumberland are able to access statutory services from Psychological Services free of charge. This work relates solely to the advice requested by the Local Authority as part of the request for an Education and Health Care Assessment or other work requested by the Local Authority to fulfil its statutory duties.

It is strongly advised that all schools purchase Educational Psychology time to ensure that support is readily available for any issues that may arise over the academic year. Schools that do not enter into a Service Level Agreement will only be entitled to access the statutory elements of the service described above.
## OUR SERVICE LEVEL AGREEMENT

### Purchasing time from Psychological Services

Schools choosing to buy into the SEND package of support can typically expect to be able to access the following types of support from Psychological Services:

- Consultation meetings with school staff
- Individual assessment work with pupils prioritised by school
- Attendance and contribution to meetings with parents and other professionals as negotiated with school.
- Timely written feedback to school and family following work undertaken documenting actions taken by the Educational Psychologist and actions agreed by others.
- Bespoke whole school development work such as individual school training
- Support to address issues prioritised on the school development plan
- Support with referrals to other providers and signposting

Schools who buy into the SEND package of support can also choose to purchase additional time from Psychological Services if there is capacity available. This will be charged at £425 per day*.

Schools who choose not to buy into the SEND package of support can purchase time from Psychological Services if there is capacity available at £500 a day.

*A day consists of 6 hours EP time, this includes contact time in school plus any preparation and follow up work for example preparing training materials or writing reports.

In addition to the above, school staff will be able to access training events provided on a locality or county wide basis. These will be costed individually.
SPEECH & LANGUAGE SERVICE

Why Choose Us?
The Speech and Language team works with schools, academies, children, young people and their families to support those children and young people whose difficulties with speech and language are affecting their access to the curriculum and progress in learning. This work involves both direct support of a pupil as well as support for schools in their practice and approaches to meeting these needs.

We are a dedicated team made up of dually qualified teachers / speech and language therapists, a speech and language therapist and specialist support staff. Our collective teaching experience has involved primary and secondary mainstream (delivering from EYFS to A level) as well as teaching in specialist provisions.

Each member of the team has regular supervision and participates in continuous professional development to ensure their skills are maintained and developed. All Speech and Language Therapists in the team are HCPC registered, ensuring the highest standards of care and professionalism. The team are highly regarded within schools for the work they do, both in contributions towards the statutory process as well as in supporting pupils at SEN Support.

The team offer a core range of services to meet the needs of the individual and the school. Bespoke packages are also available on request.

By meeting speech and language needs, we can help you to:
- Raise attainment
- Promote inclusion
- Support health and well being
- Contribute towards your school’s graduated response
- Offer CPD training opportunities to enhance the teaching skills of your staff
- Create a communication friendly environment for all learners

We can offer:
- Attendance at pre Top Up/ Review/ EHC/ multidisciplinary meetings
- Prompt and comprehensive assessment of speech language and communication needs (including for those children with a diagnosis of ASD who require a speech and language programme)
- Written report for schools and parents following any assessment
- Provision of smart targets in consultation with school staff
- Training and support for your school staff
- Targeted intervention for individual pupils and groups of children
- Clear understanding and a shared focus on school priorities, including school information tracking, Code of Practice, OFSTED requirements and accountability
- Support for parents/carers
- Access to the half termly support group run for Teaching Assistants, providing CPD opportunities to school staff
- Regular copies of the SLC matters newsletter, providing a variety of information to schools relating to speech and language.

SLA plus packages
Schools may also choose to buy additional bespoke work at a daily rate of £300-£400 if the SEND Support Service Level Agreement has been purchased. Examples of this work might include further core work as identified above or selected school priorities such as:
- Screening/assessment of groups of children in your setting/school for speech and language needs and production of targets to meet identified needs
- Group interventions, such as phonological awareness groups, early listening and language groups, vocabulary groups
- Transition support between settings/schools
- Audit of provision for learners with speech and language needs
- Creating a communication friendly classroom
- Specific work with targeted groups

Please note: time for travel, report writing, bespoke training preparation, telephone calls and emails will be deducted from the time allocation.

Further details regarding our work with children, our training offer to schools and our offer to parents can be found on the Northumberland Education website.
LITERACY & DYSLEXIA SERVICE

Why Choose Us?
The Literacy and Dyslexia team works with schools, academies, children, young people and their families to ensure that children can become successful in all areas of written language. Much of this work will support the development of reading and writing skills in their own right but also work to promote literacy skills across the curriculum. This work can involve both direct support of a pupil as well as support for schools in their practice and approaches to meeting these needs.

We are a team of specialist staff with a wide range of qualifications (e.g. in specific learning difficulties and SEN) and experience, both from working within Northumberland and beyond, working across the whole range of educational phases, offering support to individual pupils as well as whole school training.

Each member of the team has regular supervision and participates in continuous professional development to ensure their skills are maintained and developed. The team is highly regarded within schools for the work they do, both in contributions towards the statutory process as well as in supporting pupils at SEN Support.

The team offer a core range of services to meet the needs of the individual and the school. Bespoke packages are also available on request.

We can help you to:
- Raise attainment
- Promote inclusion
- Support health and well being
- Contribute towards your school’s graduated response
- Offer CPD training opportunities to enhance the teaching skills of your staff
- Create a literacy friendly environment for all learners

We can offer:
- Attendance at pre Top Up/ Review/ EHC/ multidisciplinary meetings
- Individual pupil assessment and specialist report with recommendations to meet needs
- Interpretation of results from school based assessments along with short report and recommendations
- Small group specialist teaching
- 1:1 teaching specialist teaching
- Staff training (whole school, departmental, teacher/ TA, partnership, subject-related)
- Regular copies of the Literacy newsletter, providing a variety of information to schools relating to written language.

SLA plus packages
Schools may also choose to buy in additional bespoke work at a daily rate of £300-£400 if the SEND Support Service Level Agreement has been purchased. Examples of this work might involve further core work as identified above or school selected priorities such as:

- Creating a dyslexia friendly classroom
- Assessment for examination access arrangements
- Audit of whole school approaches to the teaching of written language

- Specific work with targeted groups
- Training in delivering interventions

Please note: time for travel, report writing, bespoke training preparation, resource preparation, telephone calls and emails will be deducted from the time allocation.

Further details regarding this offer to schools, including information about training available can be found on the Northumberland Education website.

CONTACT DETAILS
Judith Dodds, SEND Manager for Communications 01670 623384
judith.dodds@northumberland.gov.uk

10 SERVICES TO SCHOOLS
The service
In 2017-18 our package of services includes:

Core Offer
- EAL Assessment
- EAL plan and target setting
- Welcome Pack
- Parents booklet (translated into the family home language)
- EAL teacher available to attend initial Welcome interviews
- Termly newsletter
- Telephone advice
- Regional and national support
- Access to other support services to complement a plan for a pupil where a multidisciplinary approach is required
- Training - Working with Advanced Bilinguals or Training for Teaching Assistants
- Recommendations for resources

Additional Offer at extra cost
- 1:1 and small group support for new arrivals
- 1:1 and small group support for EAL learners at intermediate and advanced stages of English language acquisition
- Working with advanced bilinguals to raise attainment
- CPD Developing an EAL specialism
- The Education System in England - A Talk for Parents of EAL pupils with an interpreter
- Addressing the needs of Roma pupils in School
- Advice on EAL Policies, Procedures and Systems in School
- Bespoke Training

Basis of charge:
The cost of the SLA covers the period 1st September 2017 to 31st August 2018.
EAL Core package £300 per day
Additional offer determined at daily rate of £300
AUTISM SERVICE

Why choose us?
Our aim is to provide high quality, tailored support, guidance and training to help schools to successfully include children with ASD / Social communication difficulties.

The Autism Service is committed to providing schools and settings with timely access to the services that they require. We are able to work in partnership with staff to provide support that will enable schools and settings to meet two key priorities:

• Targeting and personalising programmes of support that will enable schools and settings to fulfil early intervention and prevention priorities
• Meeting the needs of children with SEND displaying challenges linked to underlying social communication difficulties

The team has experience of working across a range of educational settings at all key stages.

Our Offer
Our service works with staff to develop capacity and capability through consultancy, modelling, coaching and training; aiding schools in managing the complex needs of children and young people with ASD / Social communication difficulties. All of our work is informed by sound professional knowledge that draws on current best practice guidance, local and national initiatives and statutory requirements.

We support staff in the development of individual and group programmes for children and young people, with a spectrum of needs and requirements. We liaise with parents; keeping them up to date with every aspect of our work.

We rigorously monitor and evaluate our work ensuring that targets identified, and the support provided, enables the best possible outcomes for children and young people.

Types of Support Available:
• Attendance at pre Top up / EHC meetings
• Provide reports to include High Funding SEND applications
• Support to create school action plans to improve autism support within school or setting based on evidence collected
• Attendance at EHA / multidisciplinary meetings as deemed appropriate by school
• Provide individual pupil reports that contain recommended actions to meet the targeted needs of the pupil
• Modelling and coaching staff re: delivery of effective strategies and approaches
• Learning walks with an autism friendly focus
• Individual casework which will always include:
  • a review of interventions currently in place
  • a classroom observation
  • an initial meeting with school staff and parent/carers
  • a report outlining our input and suitable recommendations
  • Support to write individual pupil risk assessments (as required)
  • Support to write individual plans (as required)

• Whole School Training. Training packages available include:
  • Autism awareness training bespoke to age phase
  • How to write an effective social story
  • An introduction to the sensory processing for children with autism/social communication needs
  • Differentiation: strategies for teaching children on the autistic spectrum
  • Supporting positive behaviour for children with autism/social communication difficulties.
  • Understanding a ‘Theory of Mind’
  • Lego Therapy
  • Social/friendship/self esteem tailored to include children and young people with autism/social communication needs

Basis of charge
• Pay As You Go: Maintained Schools and Academies who have purchased the SEND Support Service Level Agreement
  Schools or academies who feel that they may require more than the designated days of support outlined in the SEND Support Service Level Agreement can choose to purchase additional days of support outlined above at a subsidised rate.
  Subsidised Daily Rate:
  £400
  (7 hours 30 minutes per day)

• Pay As You Go: Schools and Settings that have not purchased the SEND Support Service Level Agreement
  Schools who do not wish purchase the SEND Support Service Level Agreement can purchase chosen components from the support package outlined above at a non subsidised daily rate.
  Non-subsidised Daily Rate:
  £450
  (7 hours 30 minutes per day)
  NB: Time for travel, report writing, telephone calls and emails will be deducted from the time allocation.

How the cost will be collected:
Invoices for the support provided on a Pay as You Go option will be raised and sent out to schools and settings at the end of each month or term as agreed with the Service Manager prior to delivery of the service.
BEHAVIOUR SUPPORT SERVICE

Why Choose Us?
Our aim is to provide high quality, tailored support, guidance and training to help them develop, maintain, monitor and promote high standards of behaviour management within school.

The Behaviour Support Service is committed to providing schools with timely access to the services that they require. We are able to work in partnership with staff to provide support that will enable schools to meet two key priorities:

- targeting and personalising programmes of support that will enable schools to fulfil early intervention and prevention priorities linked to behaviour
- meeting the needs of children displaying inappropriate behaviour due to underlying social, emotional and mental health difficulties

The team has experience of working across a range of educational settings at all key stages.

Our Offer
Our services extend beyond in-class support to working with staff to develop capacity and capability through consultancy, modelling, coaching and training; aiding schools in managing complex and challenging behaviour. All of our work is informed by sound professional knowledge that draws on current best practice guidance, local and national initiatives and statutory requirements.

We support staff in the development of individual and group behaviour programmes for children and young people, with a variety of needs and requirements. We liaise with parents; keeping them up to date with every aspect of our work.

We rigorously monitor and evaluate our work ensuring that targets identified, and the support provided, enables the best possible outcomes for children and young people.

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OUR SERVICE LEVEL AGREEMENT

Costed Offer

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<tr>
<th>Type of support available:</th>
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<tr>
<td>Attendance at pre Top up / EHC meetings</td>
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<tr>
<td>Provide reports to include High Funding SEND applications</td>
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<tr>
<td>Review of behaviour policies and whole school behaviour systems</td>
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<tr>
<td>Learning walks with a behaviour focus</td>
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<tr>
<td>Support to create school action plans for behaviour based on the evidence collected</td>
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<tr>
<td>Attendance at EHA / multidisciplinary meetings as deemed appropriate by school</td>
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<td>Provide individual pupil reports that contain recommended actions to meet the targeted needs of the pupil</td>
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<td>- a report outlining our input and suitable recommendations</td>
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<td>- Support to write individual behaviour plans (as required)</td>
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<tr>
<td>Whole School Training. Training packages available include:</td>
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<tr>
<td>- The Importance of the environment on behaviour management</td>
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<td>- The Importance of effective communication in behaviour management</td>
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<tr>
<td>- How emotional health and wellbeing impacts on behaviour and learning</td>
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<tr>
<td>- Peer mentoring/ Buddy training</td>
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<td>- Inclusive practice for children displaying Social and emotional / ADHD traits</td>
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</tbody>
</table>

Basis of charge

- **Pay As You Go: Maintained Schools and Academies who have purchased the SEND Support Service Level Agreement.** Schools or academies who feel that they may require more than the designated days of support outlined in the SEND Support Service Level Agreement can choose to purchase additional days of support outlined above at a subsidised rate.

  **Subsidised Daily Rate:** £400 (7 hours 30 minutes per day)

- **Pay As You Go: Schools and Settings that have not purchased the SEND Support Service Level Agreement**

  Schools who do not wish purchase the SEND Support Service Level Agreement can purchase chosen components from the support package outlined above at a non subsidised daily rate.

  **Non-subsidised Daily Rate:** £450 (7 hours 30 minutes per day)

*NB: Time for travel, report writing, telephone calls and emails will be deducted from the time allocation.*
**How the cost will be collected**

Invoices for the support provided on a Pay as You Go option will be raised and sent out to schools and settings at the end of each month or term as agreed with the Service Manager prior to delivery of the service.

**CONTACT DETAILS**
Fiona Tarn, Service Manager, Behaviour Support Service 01670 624802
asd.behaviourservices@northumberland.gov.uk
WHAT IS THE LOCAL OFFER?

Every local authority has a Local Offer. The Local Offer tells you what support is available for children and young people with special educational needs (SEN) and/or disabilities. It includes information about education, health and care provision. It has information about training, employment and independent living for young people with special educational needs and/or disabilities.

You can find the Local Offer for Northumberland at www.northumberland.gov.uk/SENDLocal-offer.aspx

Who is the Local Offer for?
The SEND Local Offer is for children and young people with SEN and/or disabilities from birth to 25 years, their parents and carers, practitioners and professionals.

How will the Local Offer help me?
The Local Offer should:
• make it easier to find out what you need to know
• give you information about what is available and
• tell you where you can get further information

What does the Local Offer include?
The Local Offer includes information on:
• how children and young people’s needs are identified and assessed
• the special educational, health and social care provision for children and young people with SEN or disabilities
• opportunities for training and employment
• support for independent living
• how provision is funded
• leisure activities and support groups
• advice and support
• arrangements for travel to and from school and other settings
• help to resolve disagreements
• services provided outside our area

The Local Offer website has useful interactive SEND guidebooks, local directories, SEND Jargon buster and calendar of SEND events.

How can I get involved?
The local authority involves children and young people with SEN and disabilities, and parents and carers in preparing and reviewing the Local Offer. If you would like to be involved, or make some comments, you can find out more on the Local Offer website. Parents and carers who want to be more involved in developing and reviewing the Local Offer can also contact In It Together, the Parent Carer Forum for Northumberland on 07729 192 909 or info@in-it-together.org.uk. Their website can be found at www.in-it-together.org.uk

Where can I find the Local Offer website?
http://www.northumberland.gov.uk/SEND-Local-offer.aspx

CONTACT DETAILS
Alan Carrick Commissioner for SEND 01670 623557 alan.carrick@northumberland.gov.uk
Inclusion support is available to all education settings through this service level agreement (SLA) which provides a level of service in addition to that which the local authority has a statutory duty to provide.

The SLA is delivered through 3 well-established and familiar teams: Education Welfare, Inclusion (incorporating EOTAS) and Schools’ Safeguarding and Wellbeing.

These teams fulfil Northumberland local authority’s statutory duties to ensure that all pupils receive their entitlement to good quality full-time education in inclusive settings where they are safe to learn. Predominantly this means providing individual support for vulnerable learners who are at risk of underachieving academically and is usually delivered through their education setting [school, academy, independent, alternative provider]. It therefore also involves providing challenge and guidance to the settings themselves and when appropriate the quality assurance of standards.

We share a core purpose with other services and agencies which support vulnerable learners - and in some cases their families - to improve education outcomes, promote social mobility and therefore influence life chances. Those services and agencies include Children’s Social Care, the LSCB, SEND services, Northumberland Adolescent Services, schools/settings and health services.

As a group of teams our shared objectives are to:
- Promote and raise the education achievement of Looked After Children
- Ensure that children are taught in environments in which they are safe to learn
- Ensure that vulnerable learners receive their entitlement to full-time education
- Tackle under-achievement to address social disadvantage
- Reduce health inequalities to raise achievement

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**SLA OFFER:**

1. **Core packages**
   - Education Welfare
   - Safeguarding
   - PSHE
   - Inclusion with EOTAS

2. **Support packages at an additional cost**
   - Integrated services
   - Education welfare
   - Safeguarding
   - Inclusion with EOTAS

3. **Pay As You Go**

   We do not charge for statutory work and phone calls
EDUCATION WELFARE

Why Choose Us?
The Education Welfare team works with academies, schools, alternative providers, children, young people and their families, together with partner agencies and other professionals to have a positive impact on attendance and welfare issues. Work is undertaken on behalf of children in partnership with their parents, schools and other professionals to enable each pupil the maximum opportunity to benefit from their educational entitlement. Work is also undertaken at a whole school level to support schools in their policy and practice towards improving attendance.

From our work across Northumberland’s schools, we understand the complex nature of the causes of absence in a county with both urban and rural aspects. All members of the team are appropriately qualified and experienced with specialist knowledge in a variety of relevant fields, including child protection.

Our focus is firmly on supporting schools with their attendance priorities (in the context of reducing non-school attendance and ensuring that associated child protection procedures are followed). Our team is able to act as a ‘bridge’ to other appropriate services and professionals to meet the needs of those vulnerable children and families who may not meet the minimum thresholds for other statutory agencies. We work collaboratively with schools creating a vital safety net for our most vulnerable children and young people.

Each officer has regular supervision and individual case reviews with an experienced senior officer and the benefit of peer support. On-going professional training is undertaken to ensure officers maintain essential high levels of competence and understanding of new developments in practice, legislation and Department for Education (DfE) requirements.

The Education Welfare SLA is designed to offer a core range of services to meet the needs of the individual school. We are also able to develop bespoke support packages of support on request.

During the course of the year, circumstances in relation to children and young people’s patterns of attendance can and do change markedly for a wide variety of reasons. It is strongly advised that all academies purchase Education Welfare Officer time to ensure that they are covered for any attendance issues that may arise over the academic year.

Academies that do not enter into a Service Level Agreement with the Education Welfare team will only be entitled to access the statutory elements of the service which are:

1. The prosecution of parents for failing to ensure regular school attendance - schools and academies are expected to evidence that they have fulfilled their statutory duties in relation to resolving the irregular school attendance prior to the case being referred to the Education Welfare team

2. The quality assurance and issuing of penalty notices (in accordance with the Northumberland County Council Penalty Notice Protocol and code of conduct)

For academies and independent schools who do enter into a Service Level Agreement with the Education Welfare team the following services will be provided.

Please note, this core package is delivered at no cost to maintained schools as part of their statutory entitlement.

<table>
<thead>
<tr>
<th>CORE: EDUCATION WELFARE</th>
</tr>
</thead>
</table>

| Academies who purchase the core package will be allocated a dedicated Education Welfare Officer to support with improving a wide range of aspects which affect whole school/academy attendance. The Education Welfare team can bring a range of benefits and experience to academies, including skilled staff who work across professional boundaries and are represented at a number of inter-agency meetings and forums including Local Safeguarding Children’s Board sub-groups; Youth Offending Team (YOT) multi-agency risk assessment conference (MARAC) and the Pupil Placement Panel. |
| Support from your dedicated Education Welfare Officer will include: |
| Case management: Utilising the fast track and time-focused case management model with flexibility to select the most appropriate and effective interventions to improve the attendance of individual pupils. |
| Case work: Assessment and intervention following a referral can include: |
| • Investigations |
| • Home visits and writing letters/action plans |
| • Academy-based meetings to enable effective monitoring and signposting or making referrals to other agencies |
| • Attending meetings such as internal attendance panels |
| • Working with other agencies including the early help assessment |
| • Child in Need (CIN) or Child Protection (CP) procedures |

1 term or 13 days
£3,200
Daily rate £350

20 SERVICES TO SCHOOLS
### CORE: EDUCATION WELFARE

- Advocating and negotiating support
- Maintaining case files
- Preparing relevant documentation to support legal action and engaging in regular supervision where case files are quality assured

**Staffing for service provision dedicated EWO time:** access to Education Welfare Management and a named EWO with their wide range of relevant and specialised qualifications, experience, knowledge and skills enabling them to deliver a service appropriately focused on the needs of academies, and of children, young people and their parents/carers, in relation to those issues that impact on school attendance.

**Early Identification and Review:** discussion on an agreed and regular basis between the Education Welfare team and academy staff regarding pupils with emerging attendance issues – including potential/persistent absence - offering advice and agreeing actions for the academy and Education Welfare team. This includes reviewing attendance certificates, identifying developing patterns of absence, updating progress of cases in meetings, by telephone, email and written reports.

**Examples of Support and Advice:**
- Registration legislation advice
- Strategies to reduce absence rates due to ‘leave of absence’ requests during term time and parentally condoned absence
- Develop/review policies regarding pupils who are unable to attend school due to medical needs
- Support, advice and guidance in relation to looked after children
- Support, advice and guidance in relation to traveller attendance
- Support, advice and guidance to schools for pupils who are at risk of criminal/ASB or who are involved with Northumberland Youth Offending Service
- Independent intermediary support to facilitate safeguarding and management of home-school relationships
- Support, advice and guidance for children at risk of or known to be sexually exploited
- Support with referrals to other providers, for example alternative education providers

### ADDITIONAL SUPPORT: EDUCATION WELFARE

**Education Welfare Audit**
An Education Welfare Officer will conduct an audit of current school practices in relation to school attendance to include Ofsted preparation, guidance on accurate completion of registers and correct use of codes, tracking children missing from education. An action plan will be produced. £350

**Understanding and Applying DfE guidance on School Attendance**
Half day workshops for attendance officers and business managers to gain a better understanding of the day to day operational work which supports good attendance at school. Schools are encouraged to buy this training for their education partnerships to attend in small groups. £250 per ½ day session

**Induction for newly appointed attendance officers**
One to one or small group half day session to introduce attendance officers to their new role, ensuring that they have knowledge and understanding of current legislation and statutory guidance, and good practice strategies for improving school attendance. £250 per ½ day session

**Early Intervention and Preventative Approaches**
A bespoke package of support for individual schools/settings which might include facilitating attendance assemblies, attendance sweeps, attending transition, parent/carer meetings and pupil meetings, supporting schools in raising the attendance agenda, introducing strategies to tackle lateness. Cost on application – depending on number of days of involvement required

**Support, Training, Guidance and Advice**
Support, advice and guidance to teaching and non-teaching staff in relation to registration and attendance issues; as well as sharing and disseminating good practice. The team also provides an attendance training programme. There will be regular updates on changes to legislation and government policy, as well as support on how to implement good practice and prepare effectively for Ofsted inspections. Cost on application – depending on number of days of involvement required
### ADDITIONAL SUPPORT: EDUCATION WELFARE
Support the school/academy/alternative provider in developing evidence based practice through the effective use of attendance data to analyse attendance trends at registration group, year group, whole school/academy levels to inform appropriate actions and interventions.

£350

### PAY AS YOU GO: EDUCATION WELFARE
There is the option to buy EWO time as required to resolve matters of individual pupil attendance when schools’ systems have not brought about the desired change. This work will be charged by the hour but there will be no charge for prosecution as these elements of the service are statutory. However, in order for the Education Welfare Team to pick up cases at this point, the school/academy would need to evidence that they had undertaken all measures to improve school attendance including home visits and documented meetings.

£350 per day

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**CONTACT DETAILS**
Angela Cunningham, Education Welfare Team Manager 01670 623367 angela.cunningham@northumberland.gov.uk
SAFEGUARDING & WELLBEING

Why Choose Us?
The Schools' Safeguarding and Wellbeing team supports schools to create environments where vulnerable pupils are safe to learn and to effectively monitor safeguarding standards. This team is responsible for implementing and monitoring the section 175 safeguarding standards audit, provides advice and is responsive to safeguarding episodes including investigation of safeguarding complaints received via Ofsted.

This award winning team has worked effectively with Public Health for 5 years to support their objectives to reduce health inequalities and improve achievement, and works in partnership with Northumberland’s local safeguarding children board (LSCB) to deliver on key priorities relating to schools and safeguarding standards, child sexual exploitation, domestic violence, drug education, Prevent, anti-bullying, forced marriage and female genital mutilation.

The team is currently commissioned by Public Health to support delivery of their strategic targets through schools e.g. obesity, smoking, teenage pregnancy, social and emotional health and wellbeing.

The Local Authority discharges its duties relating to sex education and the curriculum through this team provided free of charge as part of 0-19 Integrated Health Service (Public Health).

For schools, academies, independent schools and alternative providers

CORE: SAFEGUARDING

Schools, academies and alternative providers who purchase this package will benefit from the following during the academic year, which includes statutory training for Designated Safeguarding Leads (DSLs)

- An assisted review of your safeguarding standards audit (Section 175) and action plan
- A termly face to face Designated Safeguarding Lead (DSL) school-based briefing to ensure that your school is meeting the requirements of statutory guidance Keeping Children Safe in Education (KCSIE)
- Two places at ½ day Designated Safeguarding Lead (DSL) training
- ½ day training the trainer course for DSLs to prepare them to deliver whole staff training in your setting each year (induction and start of term), with access to appropriate resources through membership of an online community. Please note to qualify for this we must have evidence that the DSL has kept their training current by attending face to face every two years
- Governor training on the education achievement of looked after children, plus one additional governor training session on a chosen theme e.g. child protection, Prevent, domestic violence

£1,500

CORE: PERSONAL, SOCIAL AND HEALTH EDUCATION (PSHE)

This package is for schools, academies, independent schools and alternative providers who want to enhance their PSHE curriculum development and involves:

- Delivering high quality PSHE – two ½ day training sessions for school staff (whole school or pastoral team), preparing them to deliver the school’s PSHE curriculum with examples of best practice, links to the Ofsted framework and demonstration of practical resources
- An agreed number of parent workshops regarding PSHE delivery addressing topics such as child sexual exploitation, drug education and body image
- Implementing Operation Encompass: what to do when you have received a notification – a school based ½ day training event for staff

£1,000

For schools, academies, independent schools and alternative providers

ADDITIONAL SUPPORT: SAFEGUARDING

Achieving a culture of safeguarding: school leadership

Bespoke support and guidance to help you to meet Ofsted requirements and the standards of the Local Safeguarding Children Board LSCB. The support will be offered continuously throughout the academic year for a maximum of 5 full days. The agreed package of support might include:

- Information, guidance and advice on safeguarding matters from experienced and skilled staff
- Support to build relationships with other partner agencies
- Advice on safeguarding matters e.g. safer recruitment, single central records, child sexual exploitation, domestic violence, anti-bullying
- Supervision, support and training for staff in family/welfare roles

£1,000
## ADDITIONAL SUPPORT: SAFEGUARDING

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Safeguarding learning walk</strong></td>
<td>£500</td>
</tr>
<tr>
<td>A review of your safeguarding standards audit (Section 175) and action plan</td>
<td></td>
</tr>
<tr>
<td><strong>Themed governor training programme</strong></td>
<td>£150 per twilight session</td>
</tr>
<tr>
<td>Bespoke support to meet the safeguarding training needs of your governing body. The menu of themes available includes:</td>
<td></td>
</tr>
<tr>
<td>• Safeguarding standards audit S175</td>
<td></td>
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<tr>
<td>• PSHE and SMSC</td>
<td></td>
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<tr>
<td>• Safeguarding</td>
<td></td>
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<tr>
<td>• Child Protection</td>
<td></td>
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<tr>
<td>• Prevent</td>
<td></td>
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<tr>
<td>• Domestic abuse and sexual violence</td>
<td></td>
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<tr>
<td>• Female Genital Mutilation</td>
<td></td>
</tr>
<tr>
<td><strong>Induction training for new Designated Safeguarding Leads</strong></td>
<td>Price and location TBA</td>
</tr>
<tr>
<td>1 full day of training for new DSLs</td>
<td></td>
</tr>
</tbody>
</table>

**For schools, academies, independent schools and alternative providers**

**PAY AS YOU GO: SAFEGUARDING AND WELLBEING**

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is the option to buy Safeguarding and Wellbeing time as required to respond to emerging needs or unexpected events.</td>
<td>£350 per day</td>
</tr>
<tr>
<td>This work will be charged by the hour and might be in response to:</td>
<td></td>
</tr>
<tr>
<td>• Ofsted inspection</td>
<td></td>
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<tr>
<td>• Advice on managing allegations against staff</td>
<td></td>
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<tr>
<td>• Supervision for DSLs</td>
<td></td>
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<tr>
<td>• Staff training on a chosen safeguarding theme</td>
<td></td>
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<tr>
<td>• Advice and guidance to school leadership, including governors, on child protection and complex case issues</td>
<td></td>
</tr>
</tbody>
</table>
INCLUSION WITH EOTAS

Why Choose Us?
The Schools’ Safeguarding and Wellbeing team supports schools to create environments where vulnerable pupils are safe to learn and to effectively monitor safeguarding standards. This team is responsible for implementing and monitoring the section 175 safeguarding standards audit, provides advice and is responsive to safeguarding episodes including investigation of safeguarding complaints received via Ofsted. All members of the Inclusion with Education Other Than At School (EOTAS) team are experienced and skilled professionals who have worked within education settings in Northumberland for many years. The team are supportive and have an excellent reputation with schools and partner agencies for the work they do, both statutory and non-statutory.

The EOTAS inclusion team provides support in addition to the statutory work regarding pupils who have been permanently excluded by providing a support service to broker alternative education provision for pupils at risk of permanent exclusion, and the quality assurance of alternative provision.

For schools, academies and alternative providers

**NB We will support the transition of pupils who have been permanently excluded from their alternative provision back into school/academy free of charge.**

### CORE: INCLUSION WITH EOTAS (EDUCATION OTHER THAN AT SCHOOL)

**Inclusion support early help offer: avoiding exclusion and poor attendance**
This is a bespoke programme of support agreed between you and the team to provide early intervention for pupils with emerging needs which might impact on attendance or place them at risk of exclusion.

Schools/academies can engage the services of a dedicated Inclusion Support Worker (ISW) for an agreed contract period with a discount for long term involvement, for example:
- ISW working with your attendance lead for one day per week for three terms
- ISW working in your school and/or partnership as a parent support partner for two days per week for one term

Examples of support provided during this contract might include:
- Support with authoring and leading on Early Help Assessment (EHA)
- Developing inclusive practices for teaching and non-teaching staff
- Working with learners on a 1:1 or small group basis
- Providing support to families and school where attendance is decreasing but an Education Welfare Officer is not yet involved
- Providing support, advice and guidance when a child is at risk of exclusion
- Supporting young people into and out of Alternative Provision
- Transition support for children who have moved into the authority from out of county, or are between schools/settings

**£350 per day**

### ADDITIONAL SUPPORT: INCLUSION WITH EOTAS

**Quality assurance of Alternative Provision - teaching and learning focus**
This package will have a teaching and learning focus based on:
- Individual pupil progress
- Quality of teaching and learning
- Ensuring learners are in the correct setting to meet their needs
- Support for the setting to identify learners who are able to return to school

A report and action plan will be produced following each visit with follow up visits and support arranged as necessary.

**£350 per day**
### Alternative Inclusion Support
This is a package of 10 hours of support available for the school, the learner and parents when a child is placed in Alternative Provision. (This does not include where a child is permanently excluded). The package will provide you with a dedicated social inclusion worker who will:

- Support with the brokering of an alternative package of education for vulnerable learners using quality assured providers
- Liaise with the parties involved once the placement is secured
- Act as the link between home, school and the alternative provider and will support with meetings, sharing of information and providing updates to parties involved
- Support with transition into and out of alternative provision
- Arrange for some 1:1 support for the learner both in the alternative setting and in the home school

*NB Visits to the provider by the school to quality assure progress and the overall provision will remain the responsibility of the school to meet the expectations of Ofsted.*

**£500 per day**

### Inclusion for All
This training course comprises two half day workshops which will provide you with strategies to develop inclusive practice within your school/setting and will be delivered by a qualified teacher. The course will explore strategies for managing low level behaviour, connecting with children and supporting children with social and emotional needs.

**£750**

### Inclusion Health Check
The two day inclusion health check will provide an assisted review of inclusion policies and procedures. The review will look at current practices within the school/setting and provide advice and guidance on the development of inclusive practice. A report will be produced with recommendations and an action plan. Additional time can be purchased to support implementation of the recommendations.

**£650**

### 6 week Family Support/Parenting Programme for Teens
A bespoke parenting programme developed specifically to support parents of teenagers. The programme is designed to help parents stay connected with their child through understanding their world and developing communication skills.

The course comprises 1 x 2 hour session every week for 6 weeks.

**£600**

### 6 week Family Support/Parenting Programme for Pre-Teens
This course is aimed at parents whose children attend First/Primary schools to support to help develop, build and secure their relationship with their children. The sessions will include group discussions and practical tasks to enable parents to build on their strengths and give them time to implement identified changes.

The course comprises 1 x 2 hour session every week for 6 weeks.

**£600**

### Conference: Promoting Inclusive Practice in your School
A conference for schools, academies and alternative providers delivered jointly by our inclusion teams – education welfare, safeguarding and wellbeing, inclusion with EOTAS, education support for looked after children (ESLAC).

There will be three separate conference throughout the year aimed at three different audiences:

- A training event for NQTs
- A training event for SENCOs
- A training event for teachers

*Promoting inclusive practice in your school* is a one day training event to improve understanding, share information and develop an inclusive approach within your school community. Themes explored will include:

- An introduction to safeguarding
- Children missing from education
- Commissioning alternative education provision
- Meeting the education needs of looked after children

Cost and dates to be confirmed
Support for Parents
An ISW will work with your school for a set number of days during the academic year (to be negotiated). The package will include:

- Individual and group support for parents
- Establishing Early Help Assessment where appropriate and acting as lead professional
- Delivering training for identified parenting needs
- Establishing drop-in sessions to encourage parents to become involved in their child’s learning
- Engage hard to reach parents

TBA based on daily rate

PAY AS YOU GO: INCLUSION WITH EOTAS

There is the option to buy Inclusion with EOTAS time as required to respond to emerging needs or unexpected events.

This work will be charged by the hour and might involve:

- Providing information, advice and guidance to enable individuals to access a full and varied curriculum and to make appropriate choices regarding their own learning, behaviour and attendance
- Supporting individual learners through coaching and mentoring
- Supporting schools and settings to identify and assess individual needs
- Identifying training needs within schools/settings, deliver training, set up support groups, work with parent groups

£350 per day

Pricing policy
Costs are calculated on a daily rate of £350, where one day is 7 hours and one half day is 3.5 hours. Customers will benefit from discounted rates by purchasing packages of support in advance, or in negotiation with the team managers as indicated against each package to which this applies.

CONTACT DETAILS
Janice Woods, Inclusion Team Manager 01670 623412
janice.woods@northumberland.gov.uk
x174455_NCC_213x297_1-5_p12_sw.indd 27
28/02/2017 16:47
PREPARING FOR THE CHANGES AHEAD

Does your Academy have a payroll bill of more than £3 million? The government are introducing big changes with the apprenticeship levy in April which will affect you.

We can offer Academies a FREE advisory service to help you understand how the changes will affect you.

We can provide advice and guidance on:

- Apprenticeship reforms and how this will affect your Academy
- Individual organisation & training needs analysis
- Recruitment of new apprentices & using apprenticeships to train your existing workforce
- Understanding how to use your digital account

If you are under the payroll threshold for the levy, there will still be changes you may be unaware of.

To find out what the reforms mean to you, give us a call on 01670 622119 or email us at apprenticeships@northumberland.gov.uk to arrange a free consultation either by phone or face-to-face

Learning & Skills Service, Northumbria House, Manor Walks, Cramlington, NE23 6UR
MUSIC SERVICE

Music Partnership North (Northumberland) is the music education hub in Northumberland.

Our vision
“Music Partnership North is committed to enriching the lives of all children and young people through engagement and participation in quality music activities; enabling progression to excellence through a variety of musical pathways.”

Our aims are:
• To provide a range of musical activities for all children and young people, including those in challenging circumstances
• To support and develop progression routes for all students, enabling them to fulfil their potential
• To work with local communities and educational establishments to support and enrich opportunities
• To provide continuing professional development and training to both school based and Music Partnership North staff
• To be committed to the support of musical activities in early years settings
• To support the aims of The Importance of Music, A National Plan For Music Education, ensuring every child aged five to 18 years has:
  • The opportunity to sing and learn a musical instrument
  • The opportunity to perform as part of an ensemble or choir
  • The opportunity to progress and improve their talent

What does Music Partnership North do?

Musical activities and tuition
We provide a wide range of musical activities for children and young people to enjoy in and out of school. This includes instrument tuition in small groups and whole class situations, music workshops and a large number of ensembles and bands in a mix of styles and genres and for a range of ability. Tutors work across the county with experience of different styles of music and instrument specialisms.

No matter what your ability or tastes, from traditional Northumbrian to rock and pop, we should be able to cater for you.

Curriculum support
A key part of our work involves working with schools and early years providers to support them as they develop, plan and deliver their music curriculum. With the launch of The Importance of Music, A National Plan For Music Education (NPME), schools can decide their own curriculum.

We also support schools in designing and developing their curriculum and school music policy.

Service level agreement with schools
The service level agreement outlines the support schools have in achieving the aims of the NPME. Schools can access the music education grant through this agreement. For more information, please contact your designated link officer.

All schools are entitled to £1000 from the Music Education Grant to access the core delivery in SLA 1.
### SLA 1 - CORE DELIVERY PACKAGE

#### DELIVERY OFFER 1  
**FIRST ACCESS – WHOLE CLASS ENSEMBLE/VOCAL TUITION (WCET)**

**What you will receive:**
- One hour per week for 30 weeks [10 weeks per term]
- Instruments hired for the duration of the project
- CPD for school staff working alongside the tutor in the classroom
- Opportunities to link with curriculum music and/or cross-curricular projects
- Evaluation tools to measure impact of the programme on children’s health and wellbeing
- Opportunities to link with other projects and schools for combined performances and events
- School membership of Music Mark

#### DELIVERY OFFER 2  
**FIRST ACCESS – WCET WITH DISCOVER ARTS AWARD**

**What you will receive:**
- A comprehensive First Access project, as above
- A portfolio booklet for each student up to 30 students
- Tailored sessions within the First Access lessons to focus on Arts Award Discover
- Assessment and internal moderation of the portfolios by an Arts Award Advisor
- Certificate for each student passing the award
- Support for developing Arts Award within your school through the MPN leadership team

#### DELIVERY OFFER 3  
**FIRST ACCESS – WCET WITH PROGRESSION TUITION AND ARTS AWARD**

**What you will receive:**
- A comprehensive First Access project (as above delivery offer 1)
- Arts Award support and delivery at Discover level, (as above delivery offer 2)
- 30 minutes of progression tuition with the same MPN tutor

#### DELIVERY OFFER 4  
**ENSEMBLES, CHOIRS AND CLUBS**

**What you will receive:**
- One hour (or more) per week for 30 weeks [10 weeks per term] of tuition from a MPN tutor
- £10 per term per instrument for hire of instruments, if required
- Ensemble type will be arranged in discussion with your designated link officer
- Opportunities to link with other projects and schools for combined performances and events
- School membership of Music Mark

### SLA 2 - TEACHING AND LEARNING

#### DELIVERY OFFER 5  
**CURRICULUM SUPPORT – CLASSROOM SUPPORT**

**What you will receive:**
- Weekly delivery for 30 weeks [10 weeks per term] of specialist music delivery to support curriculum music development
- Opportunity for professional development for key staff working alongside the MPN tutor
- Unlimited support & guidance for curriculum development via phone or email

#### DELIVERY OFFER 6  
**MUSIC CURRICULUM AND LEARNING SUPPORT**

**What you will receive:**
- A designated support consultant to the school
- An annual review visit from the support consultant
- 3 school-based sessions per year
- A report to head and governors summarising music activities in the school
- Telephone and email support
- Charanga training and support if purchased

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**30 SERVICES TO SCHOOLS**
DELIVERY OFFER 7  MUSIC CURRICULUM AND LEARNING SUPPORT – SMALL SCHOOL
This package is designed specifically for small schools with less than 100 children on the roll. You will receive all of the above but with 2 school-based sessions per year.

DELIVERY OFFER 8  MUSIC TEACHING AND LEARNING – PLANNING PROGRESSION
What you will receive:
• Guidance and support in music curriculum planning and delivery within your school
• Planning music teaching across the school to ensure the clear progression of skills
• Music within a creative curriculum
• School membership of Music Mark and guidance on suitable resources
• 3 one hour school visits

DELIVERY OFFER 9  MUSIC TEACHING AND LEARNING – SINGING SUPPORT
What you will receive:
• Guidance and support in creating a singing school ethos
• Delivery support in preparation of singing events such as school concerts & performances
• Music within a creative curriculum
• School membership of Music Mark and guidance on suitable resources
• Three one hour school visits [either in a delivery or support role]

DELIVERY OFFER 10  CHARANGA ONLINE MUSIC RESOURCE
All staff will receive a login

<table>
<thead>
<tr>
<th>Delivery Offer</th>
<th>Class Number</th>
<th>Discounted Cost using £1000 Grant</th>
<th>Actual Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. First Access - Whole class ensemble/vocal tuition (WCET)</td>
<td>1 class</td>
<td>£450</td>
<td>£1,450</td>
</tr>
<tr>
<td></td>
<td>2 classes</td>
<td>£1,800</td>
<td>£2,800</td>
</tr>
<tr>
<td>2. First Access - WCET with Arts Award</td>
<td>1 class</td>
<td>£750</td>
<td>£1,750</td>
</tr>
<tr>
<td></td>
<td>2 classes</td>
<td>£2,100</td>
<td>£3,100</td>
</tr>
<tr>
<td>3. First Access - WCET with progression tuition and Arts Award</td>
<td>1 class</td>
<td>£1,000</td>
<td>£2,000</td>
</tr>
<tr>
<td></td>
<td>2 classes</td>
<td>£2,600</td>
<td>£3,600</td>
</tr>
<tr>
<td>4. Ensembles, Choirs and Clubs</td>
<td>1 class</td>
<td>£450</td>
<td>£1,450</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Delivery Offer</th>
<th>Class Number</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Curriculum Support – classroom support</td>
<td>1 hour</td>
<td>£1,700</td>
</tr>
<tr>
<td></td>
<td>2 hours</td>
<td>£3,200</td>
</tr>
<tr>
<td>6. Music Curriculum and Learning Support</td>
<td>with Charanga</td>
<td>£840</td>
</tr>
<tr>
<td></td>
<td>without Charanga</td>
<td>£680</td>
</tr>
<tr>
<td>7. Music Curriculum and Learning Support – small school</td>
<td>with Charanga</td>
<td>£640</td>
</tr>
<tr>
<td></td>
<td>without Charanga</td>
<td>£480</td>
</tr>
<tr>
<td>8. Music Teaching and Learning – planning progression</td>
<td>3 x 1hr sessions</td>
<td>£120</td>
</tr>
<tr>
<td>9. Music Teaching and Learning – singing support</td>
<td>3 x 1hr sessions</td>
<td>£120</td>
</tr>
<tr>
<td>10. Charanga online music resource</td>
<td>with training session</td>
<td>£300</td>
</tr>
<tr>
<td></td>
<td>license only</td>
<td>£160</td>
</tr>
</tbody>
</table>

All bookings for the above SLA offer CAN ONLY be made direct with Music Partnership North

CONTACT DETAILS
Jacqueline Craig, Acting Lead Officer 01670 624040
jacqueline.craig@northumberland.gov.uk
CAREERS GUIDANCE

Why Choose Us?
Northumberland County Council Career Guidance Team are committed to supporting all our children’s futures. We want to help young people explore their career aspirations and make informed decisions about their next steps. The team provides a variety of tools to help pupils prepare; whether that is subject choices, higher education, apprenticeships or other routes to further learning and work.

Our programmes are tailored in conjunction with our schools to provide the latest information and support to pupils. Services include one on one interviews to establish each individual’s strengths, interests and personality, barriers to progression, and presentations on Post 16 Options and Parents Evenings.

The Education Act 2011 places schools under a duty to secure access to independent careers guidance for their pupils. Guidance must impartial and promote the best interests of the pupils to whom it is given. Guidance should include all post 16 options available including continuing in school, college and other provider’s study programmes, internships, traineeships and apprenticeships. Options for pupils can change and the young people’s routes to success are increasingly complex, The guidance team are skilled in staying abreast of those changes and the realistic options available to our young people.

Inspectors judge the effectiveness of leadership and management by examining the impact of the curriculum including careers advice and support on pupils’ outcomes. Schools, for example, can only be judged outstanding for ‘personal development, behaviour and welfare’ if:

- Schools provide high quality, impartial careers guidance which helps pupils to make informed choices about which courses suit their academic needs and aspirations
- Pupils are prepared for the next stage of their education, employment, self-employment or training
- Pupils understand how their education equips them with the behaviours and attitudes necessary for success in their next stage of education, training or employment and for their adult life

They can only be judged outstanding for ‘pupils’ outcomes’ if:

- Pupils are exceptionally well prepared for the next stage of their education, training or employment and have attained relevant qualifications. Compared with the national average for all pupils, higher proportions of pupils and of disadvantaged pupils, progress onto a range of higher and further education establishments, apprenticeships, employment or training and these destinations strongly support their career plans.

Commitments and Benefits
To ensure a high standard all IAG Advisers are:

- qualified to at least QCF Level 6 in Career Guidance and benefit from ongoing professional development
- All follow safeguarding guidelines and received safeguarding training.
- Are experienced in delivering individualised, impartial careers, information, advice and guidance to young people and their parents/careers
- Are knowledgeable about local, regional and national opportunities with access to a wealth of up to date information
- Have current DBS clearance
- Receive regular performance management and supervision
- Have extensive knowledge of post 16 options as well as links across a network of specialist organisations and currently working towards Matrix Standard

Benefits for students:

- Be aware of education, training, the world of work, and career opportunities
- Be able to make informed choices about the opportunities available to them
- Be able to identify strengths and weaknesses
- Be able to sustain engagement in their post 16 choices
- Know where to access further information and support

Benefits to schools:

- Structured Information, Advice and Guidance
- Provides evidence of good practice for Ofsted
- Meets statutory duty requirements for impartial, independent IAG
- Help towards meeting standard 8 of Gatsby Benchmarks
- Team of advisers

Prior to guidance interviews advisers require:

- Information on students being interviewed- current academic level, any safeguarding issues, completion of a ‘Choices Form’ for each student
- Provision of an appropriate confidential meeting space for 1:1 [minimum 50 minute appointments, maximum 6 appointments per day]
- IT facilities with access to the internet [computer or school laptop]
- Classroom teacher presence for group work, dependent on group size
- Support to ensure students make their appointment slot

The services that are available for you to purchase are both cost effective and to a high standard and will support the statutory duty to access independent and impartial careers advice and guidance as well as Gatsby Benchmark 8.
## TYPES OF PACKAGE

<table>
<thead>
<tr>
<th>Activity Type</th>
<th>Package A</th>
<th>Package B</th>
<th>Package C</th>
</tr>
</thead>
<tbody>
<tr>
<td>One to One careers guidance interviews</td>
<td>40 days</td>
<td>20 days</td>
<td>10 days</td>
</tr>
<tr>
<td>Group work sessions to explore options and opportunities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Events in schools e.g careers days, parents evenings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attendance at A level/GCSE results days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost</td>
<td>£6,160 per package</td>
<td>£3,080 per package</td>
<td>£1,540 per package</td>
</tr>
</tbody>
</table>

Activity Menus will be developed with schools appropriate to your needs and can include other tailored work within your days allowance. Here are some examples of how you can use your package.

### Option A:

<table>
<thead>
<tr>
<th>YEAR GROUP</th>
<th>ACTIVITY</th>
<th>DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 9</td>
<td>Presentation on Decision Making re Option Choices</td>
<td>0.5</td>
</tr>
<tr>
<td>Year 10</td>
<td>Presentation on Post 16 Options</td>
<td>2.5</td>
</tr>
<tr>
<td>Year 11</td>
<td>1:1 Interviews</td>
<td>26</td>
</tr>
<tr>
<td>Year 12</td>
<td>Options Post 18 Presentation 1:1 Interviews</td>
<td>3</td>
</tr>
<tr>
<td>Year 13</td>
<td>1:1 Interviews</td>
<td>3</td>
</tr>
<tr>
<td>Yr 11, 12, 13 Leavers</td>
<td>SEN Reviews</td>
<td>1</td>
</tr>
<tr>
<td>Yr 9, Yr 11, Year 12</td>
<td>Parents evening</td>
<td>2</td>
</tr>
<tr>
<td>Yr 11 and Year 13</td>
<td>Results Days</td>
<td>2</td>
</tr>
<tr>
<td><strong>TOTAL DAYS</strong></td>
<td></td>
<td><strong>40</strong></td>
</tr>
</tbody>
</table>

### Option B:

<table>
<thead>
<tr>
<th>YEAR GROUP</th>
<th>ACTIVITY</th>
<th>DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 9</td>
<td>Presentation on Post 16 Options</td>
<td>0.5</td>
</tr>
<tr>
<td>Year 11</td>
<td>1:1 Interviews</td>
<td>12</td>
</tr>
<tr>
<td>Year 12</td>
<td>Options Post 18 Presentation 1:1 Interviews</td>
<td>2</td>
</tr>
<tr>
<td>Year 13</td>
<td>1:1 Interviews</td>
<td>2</td>
</tr>
<tr>
<td>Yr 9, Yr 11</td>
<td>Parents evening</td>
<td>1.5</td>
</tr>
<tr>
<td>Year 11 and Year 13</td>
<td>Results Days</td>
<td>1</td>
</tr>
<tr>
<td>Year 11, 12, 13 Leavers</td>
<td>SEN Reviews</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTAL DAYS</strong></td>
<td></td>
<td><strong>20</strong></td>
</tr>
</tbody>
</table>

### Option C:

<table>
<thead>
<tr>
<th>YEAR GROUP</th>
<th>ACTIVITY</th>
<th>DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 9, 10 and 11</td>
<td>Presentation on Post 16 Options</td>
<td>0.5</td>
</tr>
<tr>
<td>Year 11</td>
<td>1:1 Interviews</td>
<td>2</td>
</tr>
<tr>
<td>Year 12, 13, 14</td>
<td>1:1 Interviews</td>
<td>2</td>
</tr>
<tr>
<td>Year 11, 12, 13, 14 Leavers</td>
<td>SEN Reviews</td>
<td>3.5</td>
</tr>
<tr>
<td>Yr 9, Yr 11, 6th Form</td>
<td>Parents evening &amp; Presentation to parents</td>
<td>2</td>
</tr>
<tr>
<td><strong>TOTAL DAYS</strong></td>
<td></td>
<td><strong>10</strong></td>
</tr>
</tbody>
</table>

### CONTACT DETAILS

Lindsey Taggart, IAG Lead Advisor 01670 620006  
lindsey.taggart@northumberland.gov.uk
EDUCATION BUSINESS PARTNERSHIP

Why Choose Us?

Northumberland’s Education Business Partnership has extensive experience in bringing together schools, businesses and business professionals to offer an effective range of work related learning activities that support children and young people to develop employability and enterprise skills and help them make plans for their future.

These interventions raise achievement and aspiration, support progression and decision making, and develop employability skills to help young people to be ‘work ready’. The activities on offer can support the enhancement of the National Curriculum with emphasis upon work related learning and enterprise education.

The EBP is involved with a wide range of professionals know as Business Ambassadors. They are trained to work with pupils on EBP activities to help prepare them to be ‘work ready’, to give them a better understanding of the world of work and to raise job awareness. The partnership also has Apprentice Ambassadors who are real life apprentices who will share their personal career journey to enable pupils to gain a better understanding of the routes into and the reality of apprenticeships.

<table>
<thead>
<tr>
<th>Services Description</th>
<th>Primary</th>
<th>Middle Schools, Secondary, High Schools, Academies, Special Schools</th>
<th>Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Ambassadors &amp; Apprentice Ambassadors to support curriculum activity (in particular STEM &amp; STEAM)</td>
<td>✓</td>
<td>✓</td>
<td>£185 per half day session + £1 per pupil</td>
</tr>
<tr>
<td>Professional Development Placements [PDPs] in industry</td>
<td>✓</td>
<td>✓</td>
<td>POA</td>
</tr>
<tr>
<td>Work Related Learning and Enterprise Activity Workshops</td>
<td>✓</td>
<td>✓</td>
<td>£185 per half day session + £1 per pupil</td>
</tr>
<tr>
<td>Arrangement of Pupil Visits to Industry</td>
<td>✓</td>
<td>✓</td>
<td>£350 per day + £1 per pupil</td>
</tr>
<tr>
<td>Facilitation of Industry involvement in School Topics</td>
<td>✓</td>
<td>✓</td>
<td>£350 per day + £1 per pupil</td>
</tr>
<tr>
<td>Build A Business Projects</td>
<td>✓</td>
<td>✓</td>
<td>£185 per half day session + £1 per pupil</td>
</tr>
<tr>
<td>Apprentice Ambassadors</td>
<td>✓</td>
<td>✓</td>
<td>£185 per half day session + £1 per pupil</td>
</tr>
<tr>
<td>Career Speed Dating Events</td>
<td>✓</td>
<td>✓</td>
<td>£250 per day + £1 per pupil</td>
</tr>
<tr>
<td>Services</td>
<td>Description</td>
<td>Primary</td>
<td>Middle Schools, Secondary, High Schools, Academies, Special Schools</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------</td>
<td>---------------------------------------------------------------------</td>
</tr>
<tr>
<td>Assessment Centre</td>
<td>This newly developed event introduces pupils to assessment centre activities, supported by employers. Many employers now use assessment centres in their recruitment and selection process, and increasingly, successful candidates need more than good interview skills. Activities will typically include verbal and numerical reasoning tests, a personality questionnaire, an interactive activity possibly involving team work, lunch with the employers, an individual or group mock interview, feedback and debrief with the employers. Activities can be tailored if something specific is required</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Sector Tour Bus</td>
<td>Bespoke site visits arranged to help young people ‘rule-in or rule-out’ potential career choices within a specific sector</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Student Visits</td>
<td>Bespoke employer visits mapped to GCSE, A5, A2, BTEC qualifications</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Employability Skills Development Workshops</td>
<td>For young people who need to develop their employability skills and attributes. Team-work and leadership, communication and presentation skills, CV writing and mock interview practice – all supported by employers and Business Ambassadors. There will be an opportunity for young people to meet Apprentice Ambassadors</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Mock Interview Training</td>
<td>Prepare your young people well for the challenge and rigour or interviews. We set up interview training where we use our network of employers to support simulated interview sessions for pupils</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Support for Careers Fairs, Conference Planning and Facilitation</td>
<td>Co-ordination and facilitation of special conferences determined by the school but which need the involvement of industry. For example Women into Enterprise, Key Skills, management training</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

Individual proposals will be produced for all events. We welcome enquiries for other bespoke events and workshops, and we have a good source of employer information to support your enterprise education.
The School Improvement Service Level Agreement (SLA) is designed to provide a wide range of services to support the strategic role of headteachers, senior leaders and governing bodies.

Our aims are to:
- Maintain and Develop an effective partnership with you
- Strengthen your self-evaluation
- Help you to clarify your priorities for improvement
- Commission solutions
- Encourage effective networking

And most importantly, support the achievements and educational experience of children and young people in Northumberland.

The SLA core package provides:

<table>
<thead>
<tr>
<th>Telephone Support and Advice</th>
<th>Data Unit Service [See page 47 for further information]</th>
<th>Challenge and Support from your School Improvement Partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>This service provides immediate advice and guidance via your dedicated School Support Officer.</td>
<td>The Data Unit will provide schools in the SLA with a comprehensive set of performance data to support self-evaluation. They also coordinate the statutory moderation and reporting procedures.</td>
<td>Your SIP will provide 3 days of support and challenge, working with you to evaluate the quality of provision, build leadership capacity and support you in achieving identified priorities.</td>
</tr>
<tr>
<td>Delivering and Commissioning PD Services</td>
<td>Adviser Support during OFSTED inspection and on-going information regarding the OFSTED inspection framework</td>
<td>Governor Training and Development</td>
</tr>
<tr>
<td>We maintain an extensive database of providers and have a detailed knowledge of the expertise across schools in Northumberland.</td>
<td>An LA officer will support during inspection. In addition we will provide on-going intelligence about the pattern and themes of inspections.</td>
<td>This service provides a broad range of training opportunities for governors and termly update meetings for Chairs/Vice Chairs of governing bodies.</td>
</tr>
</tbody>
</table>

**CORE PACKAGE**

<table>
<thead>
<tr>
<th>1. Headteacher appraisal. This service helps governors meet their statutory responsibility and provides full support from your School Adviser to review the headteacher’s performance objectives, provide guidance on new objectives for the coming year and write up the appraisal document on the governor’s behalf.</th>
<th><strong>£450</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Bespoke school improvement packages for any school judged less than good by Ofsted or SIP. This service offers a range of external support to move schools towards ‘good’. The bespoke programme is arranged via the schools associated LA Commissioner.</td>
<td>Price on application</td>
</tr>
<tr>
<td>3. Support for self-evaluation - assisted review. This service will support your own self-evaluation processes by assisting the school to carry-out an intensive review against the current Ofsted framework. The service provides external verification of your own self-evaluation and a report making judgements and outlining clear recommendations for improvement. The service will be delivered by LA advisers and school senior leaders. We include a planning meeting before the review takes place.</td>
<td><strong>£500 per team member per day</strong></td>
</tr>
<tr>
<td>Service Description</td>
<td>Cost</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>4. Support for Headteacher recruitment. This service is designed to support</td>
<td>£1,600</td>
</tr>
<tr>
<td>governing bodies with the process of exploring leadership arrangements and</td>
<td></td>
</tr>
<tr>
<td>recruiting a new headteacher</td>
<td></td>
</tr>
<tr>
<td>5. NQT induction support – The Appropriate Body. This service ensures you have</td>
<td>£250 per NQT</td>
</tr>
<tr>
<td>access to information, support and guidance in the induction of Newly Qualified</td>
<td>up to a max of £1,250 per school</td>
</tr>
<tr>
<td>teachers including face to face sessions for NQTs and induction tutors. It is a</td>
<td></td>
</tr>
<tr>
<td>requirement of induction that you have an agreement with an Appropriate Body</td>
<td></td>
</tr>
<tr>
<td>6. Induction programme for new headteachers and Acting headteachers. This service</td>
<td>£750</td>
</tr>
<tr>
<td>is designed to induct newly appointed headteachers and acting headteachers</td>
<td></td>
</tr>
<tr>
<td>through a combination of LA face to face sessions, workshops led by experienced</td>
<td></td>
</tr>
<tr>
<td>school leaders, an individual mentor and ongoing telephone support</td>
<td></td>
</tr>
<tr>
<td>7. Pupil Premium Review. Pupil Premium Health Check: Includes a website check and</td>
<td>£400</td>
</tr>
<tr>
<td>a review of current strategies and how the school is evaluating their impact.</td>
<td>£1,200</td>
</tr>
<tr>
<td>Outcomes will include a new Pupil Premium Strategy Statement</td>
<td>£1,600</td>
</tr>
<tr>
<td>Pupil Premium “Lite” Review: (2½ days over 3-4 weeks and one follow up visit after</td>
<td></td>
</tr>
<tr>
<td>2-6 months). The “Lite” Pupil Premium Review provides external validation for</td>
<td></td>
</tr>
<tr>
<td>schools in terms of: website compliance, analysis of impact of existing strategies</td>
<td></td>
</tr>
<tr>
<td>and suggestions for future spending. Full Pupil Premium Review: (4 days split</td>
<td></td>
</tr>
<tr>
<td>over at least 2 terms)</td>
<td></td>
</tr>
<tr>
<td>The full pupil premium review includes all of the “Lite” review plus 3 further</td>
<td></td>
</tr>
<tr>
<td>half day visits to help schools monitor the effectiveness of their Pupil Premium</td>
<td></td>
</tr>
<tr>
<td>Strategy Statement</td>
<td></td>
</tr>
</tbody>
</table>

**CONTACT DETAILS**

David Street, Commissioner for Primary and Early Years Education 01670 622744
david.street@northumberland.gov.uk

40 SERVICES TO SCHOOLS
EARLY YEARS
1st September 2017 to 31st August 2018

The practice
The Early Years Service Level Agreement (For Schools) is designed to provide a wide range of services that support the strategic role of headteachers, senior leaders and teachers/practitioners. This SLA is delivered by the Northumberland Education and Skills Early Years Team supported by a wider group of networks both regional and national.

Our aims are to:
- maintain and develop an effective partnership with you
- encourage effective networking
- strengthen your self-evaluation
- ensure you get value for money
- help you to clarify your priorities for improvement
- offer solutions
- support quality improvement
- And most importantly, to support you to improve the achievement and learning experiences of young children.

The service
In 2017-18 our core package of ‘essential’ Early Years support services includes:

1. Support and challenge from a dedicated Early Years Consultant and the wider team
   Your EY consultant will facilitate an onsite visit to support and challenge, working with you to evaluate the quality of provision, build leadership capacity and support you in achieving identified priorities

2. Free access to 20 professional development training sessions and reduced costs for access to additional training
   The programme includes:
   A) EYFS Learning and Development Core Training
   B) EYFS CPD
   C) Statutory Safeguarding, First Aid and Welfare Requirements

3. Telephone support, partnership development and advice as necessary
   This service provides advice and guidance as necessary at no cost including the facilitation of links with other providers

4. Developing the scope and range of your educational childcare
   Including taking community powers, extending provision for 2 year olds and 3–4 year olds with working parents, offering extending hours and stretched entitlement and business modelling

In addition, schools can extend and tailor their level of support by selecting additional services from the following list. We encourage schools (where possible) to select the services they require at the time of setting their budget for the year ahead.

Pricing structure

**EARLY YEARS CORE PACKAGE**

<table>
<thead>
<tr>
<th>Services at further cost - £350 per day</th>
<th>£550</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Consultant time - Support for a specific in school issue or development need. Priced by the day to include a visit, preparation and follow up time.</td>
<td></td>
</tr>
<tr>
<td>Additional support could include:</td>
<td></td>
</tr>
<tr>
<td>- Preparation for Ofsted inspection</td>
<td></td>
</tr>
<tr>
<td>- Post Ofsted support</td>
<td></td>
</tr>
<tr>
<td>- Support in data analysis, self-evaluation and improvement planning</td>
<td></td>
</tr>
<tr>
<td>- Additional moderation</td>
<td></td>
</tr>
<tr>
<td>- Leading improvement in Teaching and Learning</td>
<td></td>
</tr>
<tr>
<td>- Supporting NQT’s and those new to Early Years</td>
<td></td>
</tr>
<tr>
<td>- Supporting strategic direction for Early Years</td>
<td></td>
</tr>
<tr>
<td>- Building partnerships with other providers to support transition</td>
<td></td>
</tr>
<tr>
<td>- Support in working with other agencies including health and social care</td>
<td></td>
</tr>
</tbody>
</table>

Contact Katie Watson (Early Years Advisor) on katie.watson@northumberland.gov.uk for further details.
Booking

To book a place on any course within the Early Years Professional Development Programme 2017-18 please contact Lesley Kelly (earlyyearstraining@northumberland.gov.uk). The programme will be published on the Northumberland schools website July 2017.

Schools in EY SLA are entitled to book up to 20 half day courses within the Early Years Professional Development Programme. If schools wish to purchase above this number it will be £25 per additional half day course thereafter. Non SLA members will be charged a rate of £50 per half day course.
STATUTORY MODERATION AND TEST MONITORING

If you are an academy or free school, your funding agreement requires you to comply with statutory moderation and monitoring requirements for end of key stage national curriculum assessments. This includes moderation of teacher assessment (TA) and external monitoring of national curriculum tests.

You must have provision in place for:

- The Phonics Screening Check
- KS1 teacher assessments
- KS2 Writing teacher assessments
- KS1 and KS2 testing arrangements

Signing up to this SLA will engage Northumberland LA with the responsibility for monitoring and moderating the above in line with the statutory guidance listed in the ARA for 2017.

<table>
<thead>
<tr>
<th>CORE PACKAGE (INCLUDING INVOLVEMENT IN ALL THE MONITORING CYCLES LISTED BELOW)</th>
<th>£400 plus £1 per pupil*</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phonics Screening Check</strong>- The phonics screening check is subject to external monitoring visits to ensure that the assessments are being administered appropriately. LAs conduct monitoring visits to 10% of schools in their area each year.</td>
<td></td>
</tr>
<tr>
<td><strong>Moderation of Key Stage 1 Teacher Assessments</strong> - All publicly-funded schools are required to be involved in a formal Key Stage 1 moderation process at least once every four years. <strong>Please note - If an academy or Free School chooses to go to an alternative local authority, it must submit teacher assessment levels for reading, writing, speaking and listening, mathematics and science to the moderating local authority and the local geographical authority for all children at the end of Key Stage 1. Only the local geographical local authority will submit the Key Stage 1 teacher assessment data to the Department on their behalf.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Moderation of Key Stage 2 Teacher Writing Assessments</strong> - All publicly-funded schools are required to be involved in a formal Key Stage 2 writing teacher assessment moderation process at least once every four years, and this should be seen as one part of the continuous moderation process.</td>
<td></td>
</tr>
<tr>
<td><strong>Monitoring KS1 and KS2 Testing</strong> - The Key Stage 2 tests are subject to external monitoring visits to ensure the assessments are administered appropriately. Each year LAs must conduct monitoring visits to 10% of the schools in their area.</td>
<td></td>
</tr>
</tbody>
</table>

*Schools with only one key stage will be charged at 50%.

Schools can request additional moderation of teacher assessments outside of the programmes listed above at a cost of £400 per moderation day.
EQUALITIES & SCHOOLS

Why Choose Us?
This well established team supports all schools to meet the statutory obligations set out in the PSED (Public Sector Equality Duty) and those of the Equality Act 2010. The work of the team is responsive and innovative, and has been recognised nationally by Stonewall, and locally by Northumberland County Council as the provider of the Outstanding Diversity Project of 2016.

As legislation and policy changes, schools are kept up to date with practical guidance and support to ensure that they remain compliant with the law and that their good practice is evident to Ofsted when demonstrating that they promote Spiritual Moral Social and Cultural aspects of learning through the curriculum and keep children safe from harassment and discrimination, extremism and radicalisation.

Schools can access support to develop specific and measurable objectives that aim to diminish differences in outcome for children with protected characteristics in order to promote equality of opportunity. There is also access to training and curriculum support to help your school to foster good relations and help pupils to demonstrate their wider understanding of equality in UK and global contexts.

Services all schools can access at no charge:
- Telephone advice regarding equality, diversity and discrimination in schools, colleges and settings
- Provision of a current, compliant model equality policy
- Online resources and guides to topics such as discriminatory incidents, GRT pupils, Transgender inclusion
- Supporting refugee pupils
- Collation of all school based racist incidents
- A single point of contact to act as liaison between schools Education Welfare Officers and families managing the attendance of Traveller children in education
- Updating schools about DfE guidance relating to children with protected characteristics via the Northumberland Education web site.

Brokering support from our equality partners and commissioned services which include:
- **Stonewall Education Champions**
  Current advice, training and resources to promote LGBT inclusion and eliminate homophobic, biphobic and transphobic bullying in schools
- **Trinity Youth**
  A youth initiative in SE Northumberland which has the remit to support secondary aged LGBT pupils through group work, in school, offering staff training and an online, moderated support network
- **Northumbria Police**
  Support to address community tensions and work with young people in the pre-criminal space to divert radicalisation and extremism. Referring known offences to the youth and criminal justice systems. Advice on hate crime and extremist activity, and referrals into Channel and Special Branch as appropriate.
- **Show Racism the Red Card**
  Free anti-racist workshops in schools for around 1500 pupils annually have been commissioned by the service. Schools book directly with the charity
- **Safetyworks**
  A visit to the interactive centre in Newcastle upon Tyne to learn in real settings about fire, open water and road safety, first aid, custody, CSE and hate crime [other workshops are available]
Core offer [Statutory Compliance]
One day of support to refresh a school's published equality information and set bespoke objectives and success criteria reflecting the most significant equality challenges the school faces.
Following a face to face meeting, these are returned ready for publication on the school web site. The package includes advice about implementation of the objectives.

Cost
Small school (5-99 learners) £150
Moderate size school (106-299 learners) £250
Large school (300+ learners) £350

Vulnerable learner support
Learners with protected characteristics (gender variance, black and minority ethnic children, perpetrators and targets of discrimination or hate crime, sexual orientation) often require extra support in school.
Six sessions of support can be used flexibly over an academic year, or as a regular, weekly programme of intervention.
The six sessions can support an individual pupil or can be designed to meet the needs of a small group, parents, staff and children who would like to develop their skills as equality allies or supporters.

Cost
Six 2-hour sessions
Small school (5-99 learners) £200
Moderate size school (106-299 learners) £400
Large school (300+ learners) £600

Staff and governor CPD
Examples of the equality based training packages we currently offer. We are open to requests and develop this as needed, to reflect priorities and changing circumstances.
- Responding to discrimination and identity-based bullying in schools
- Homophobia, biphobia and transphobia: Challenging and promoting LGBT inclusion
- Making equality objectives specific and measurable
- Tolerance and mutual respect in school
- British values in the curriculum
- Making good equality practice visible
- Specific and measurable equality objectives workshop (Max 15 people)
- Transgender awareness; making school a trans-inclusive environment
- Developing learners as equality champions
- Cultural competence
- The language of equality; What’s right what’s wrong?
- Global themes (rights, migration, poverty)
- Managing transition for pupils with protected characteristics
- Disability accessibility: audits and action plans
- Integrating Refugee and Asylum Seeker children in school
- Supporting Gypsy and Traveller pupils in school
- Teaching about the Holocaust

Cost per twilight session
Small school (5-99 learners) £50
Moderate size school (106-299 learners) £75
Large school (300+ learners) £100

School Support
£800 (or £200 per session up to half a day in school)
4 sessions of support in schools for staff, parents, governors or pupils to better understand the legislative context and the duties and requirements upon schools with regard to lesbian gay, bisexual or trans inclusion, extremism and radicalisation, hate crime, racism, sex discrimination, equality or migration and asylum.
DATA UNIT SERVICE

Why Choose Us?
The Data Unit Service reduces the burden of transforming data into valuable management information. Our team provide your school with dedicated capacity to produce information you need in order to support evidence based decision making and assist with school improvement.

The service includes:

- Collection, processing and analysis of statutory collections (not including Moderation)
- Primary or Secondary NCC Analysis Pack (sent in early September) – including electronic reports relating to:
  - Disadvantaged groups
  - Absence and Exclusions
  - Vulnerable Groups
  - SEND
- Absence / Exclusion data and analysis
- Spring, Summer and Autumn Census support
- Termly meetings - applicable to Key Stage
- Access to 360 data platform - secure data transfer
- Telephone / E-mail support - particularly during Ofsted inspection
- Pre-Ofsted inspection data training
- Guidance relating to changes to education performance measures

NEW:
The DfE Primary RAISE on Line Summary Reports will cease to exist in their current format in April of this year. The Data Unit NCC Analysis Packs have been developed to help schools provide evidence in a similar format and will continue to be updated to reflect the changes happening within Education performance measures.

The Data Unit will supply each school with their own individual analysis pack to include:

- Contextual Information - Including the School and Local Authority Profiles
- Early Years Foundation Stage - summaries at pupil, school, LA and National Levels

Also available:

- Bespoke analysis available - price on application
- Tailored training packages available - price on application
- School visit to advise and support data management
- LA, national and partnership performance for accurate benchmarking
- Assessment data for new admission groups and pupils joining during the school year (the latter is by request)

Costs

£550.00 + £1.00 per student

If you have purchased the school improvement core package at £1,950 + £1.25pp, all these services will be included.

If you wish to purchase data unit services separately, the services and costs are:

CONTACT DETAILS

Dionne Illingworth, Business Improvement Manager 01670 622591
dionne.illingworth@northumberland.gov.uk

£550.00 + £1.00 per student

- Year 1 Phonics - pupil, school and Local Authority Level, national levels also included
- Key Stage 1 - attainment and progress reports, at local authority, and national level including vulnerable groups
- Key Stage 2 - attainment and progress reports at local authority and national level, including vulnerable groups
- Key Stage 4 - analysis of the main attainment and progress indicators at pupil, school, Local Authority and National level, including vulnerable groups. The reports include Progress 8 and Attainment 8 and all other headline measures
- Key Stage 5 - candidate and school level reports using new headline measures

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ICT AND E-LEARNING SUPPORT

ICT SLA 1

Curriculum training, guidance and support
ICT SLA 1 provides training, support and guidance on teaching computing and using ICT across the curriculum.

Each school in ICT SLA 1 has a designated consultant who meets with the school to plan each year’s training and support. Through this meeting the school has the ability to direct and coordinate the consultant input to the school’s own priorities, as well as reviewing progress and discussing areas of potential development. It is important that schools identify their key development needs and arrange to meet with their consultant to plan their dedicated support.

Each school’s support is unique, but generally focuses on four key areas:

- Teaching Computing
- Using ICT across the curriculum to raise standards
- The leadership and management of ICT
- E-safety and security

The Service Level Agreement
ICT SLA 1 offers unlimited access to centre based and regional ICT training courses and information on these is provided through CPD booklets to schools and the NGfL website http://ngfl.northumberland.gov.uk.

Schools in ICT SLA 1 receive the following support and resources:

- A designated support consultant
- Up to three school based sessions per year planned with school and delivered through a variety of session types involving staff, pupils, governors and parents, and as twilights or training days. This includes:
  - An optional annual review visit from the designated support consultant where the headteacher, member of the Senior Leadership Team or Coordinator, may wish to review the school situation, identify needs and targets, then plan further support and training at a whole school or individual staff level, for the remaining year.
  - A wide range of school based training and support packages to select from, plus the option to commission their own support focus. These can be discussed with all staff prior to the review and planning meeting and used as the basis for whole school CPD in e-learning and ICT throughout the year.

- Guidance and support in developing the teaching of computing including:
  - Ensuring progression in computing focusing on the CAS progression pathways
  - Planning teaching computing across the school focusing on the Barefoot Computing materials
  - Assessment of ICT capability
  - Local e-learning hubs with 1/2 termly twilight sessions focusing on partnership agreed themes
  - Whole school, area and partnership training days by arrangement with schools
  - ICT conference and best practice showcase
  - Guidance on the strategic leadership of ICT
  - Telephone and email support
  - ICT/SEN assessments of pupils. Schools requiring assessments of pupils with disabilities and additional needs can request them FREE through SLA 1 or will need to purchase an assessment externally (typically these cost £250 - £450 for a written report)
Core ICT and computing packages

Fundamental to ICT SLA 1 are the ICT & e-learning courses we offer each year. These cover a wide range of subjects from programming and control to using ICT in Early Years.

Some core components for this year include:
- Teaching Computing with Ozobots – includes free Ozobot worth £55
- Build your own computer controlled devices – robots and fairgrounds with the Crumble controller – includes 2 free controllers worth £50
- Getting the best from School360
- Using School360 in the Early Years Foundation Stage
- Making the most of iPads
- Barefoot computing – a complete course of lessons and teaching materials for computing for key stages 1 & 2

ICT SLA 2

School360 online learning platform

ICT SLA 2 provides access to Northumberland’s online learning Environment School360.

School360 is a unique platform developed collaboratively by the Local Authority, ShooFly Publishing and schools in Northumberland. It contains many unique features, requested by Northumberland schools, such as the Avatar / behaviour rewards system, or the Early Years / Forest school interface and is constantly developing in response to requests from schools.

School360 provides tools and resources for Heads, teachers, governors, parents and pupils including:
- Online registration with live link to SIMs
- Behaviour rewards system
- Email, Calendar and unlimited online file storage
- Parent mobile phone app
- Lunch registers and Kitchen staff login
- Online learning resources
- Access to third party online learning resources and tools including:
  - Britannica
  - The full package of Just to easy resources including J2E, JIT, J2Code, J2Data
  - Frog Learning
  - Interactive Resources

The Service Level Agreement

ICT SLA 2 provides each school with its own School360 learning platform. This includes the set up of the platform, liaison with Information Services for the integration with SIMs to provide current staff and pupil lists.

Optional additional packages including: Online Registration into SIMs and Parent App for communication are also available on request.

Phone and email support is provided in basic set up and dealing with any issues. For full training and guidance in using School360 with staff and pupils, schools need to be in SLA 1 our curriculum, training, guidance and support SLA.

SLA 2 Core packages

Because School360 offers so many resources and tools for the classroom, each school approaches its use in its own unique way. Many schools find the avatar, behaviour, rewards and house point system a good way to ‘hook in’ pupils and staff.

Others are quickly excited by the fantastic teaching and learning tools in the J2E suite from painting and simple text work in Early Years and Key Stage 1, to sophisticated desk top publishing and blogging in key stages 2 and 3. J2E offers it all.

Online calendars, shared docs and email are often a popular way in for staff and leadership teams. Shared folders with working documents and policies can be an efficient way to introduce the online learning environment to staff and governors. School360 offers a governor log in to facilitate this.

The new Early Years interface has been incredibly popular with schools. It provides a simple initial, picture colour/shape login for pupils and then a bespoke early years set of activities and tools.

School360 allows pupils to access its resources from home as well as school. Britannica provides fantastic, safe and reliable resources for home working.

Cost

£850

Alongside courses we also work closely in school with staff and pupils. To support schools in the management and organization of iPads, we provide FREE Lightspeed Mobile Device Manager licences and the team will work with the school to co-ordinate setting up your equipment.

The ICT Courses booklet provides details on courses, dates and venues.
Google Classroom allows teachers to set, monitor and mark assignments, whilst also providing pupils with tools for creating documents and slide shows online.

Built into School360 are child protection and e-safety tools, allowing pupils and staff to report issues and concerns and for staff with designated responsibilities to monitor, track and report concerns.

School360 offers so many brilliant ways for staff and pupils to work but key to all of it is, planning with support, what you want to use School360 for and what you want the pupils to experience and achieve.

Cost
£500 + £1.20 per pupil

ICT SLA 3

e-safety in your school – how we can help
The Education Department, in conjunction with NSCB and Northumbria Police, implemented its ‘Integrated Approach to e-safety’ with schools in 2010. This continues to structure the core of our activities, though over time it has been enhanced and developed to meet new challenges and threats such as the Prevent agenda, and new guidance and regulations.

Our aims are to ensure Northumberland schools and academies have:

- Well trained staff
- A safe network for children to use
- Network usage monitored, logged and reviewed
- Clear procedures for dealing with incidents should they occur
- Support and technical guidance in investigating incidents

The Service Level Agreement
Online Safety is largely addressed through the Curriculum ICT teams’ SLA 3 and provides the following support and resources:

- CEOP training for Staff and Governors, as required
- Support for schools in running training and awareness raising sessions for parents
- Network monitoring and custom website blocking software - through the provision of Futures Cloud
- Mobile Device Management software to enable remote control of safety settings, and remote wiping should a device be lost or stolen
- Automated weekly network reports to Senior Leadership Teams in schools. We would recommend this be a standing item on any weekly management meeting
- Half termly network monitoring reports to each school, reviewed by the ICT team
- Half termly e-safety updates and guidance
- Auditable logs should an e-safety incident occur, including screen captures for evidence
- The setting up of 2 Console Users for each school, to allow direct access to the logs
- Individual visits, guidance and support in dealing with an e-safety or data protection incident
- Forensic capability to analyse and inspect computer equipment
- A phased cycle of external e-safety & security auditor reports
- Guidance materials - for example our current ‘Online Safety and Security in Schools’ guide

Services in more detail - monitoring the curriculum network
The revised DfE guidance from 5th September 2016 places an increased emphasis and requirement on schools to closely monitor network activity and log inappropriate activity. To meet this requirement the Local Authority provides Futures Cloud monitoring software FREE to all schools in ICT SLA 3.
Key Features of Futures Cloud:
- Captures and alerts teachers to any harmful digital content, activity or behaviour
- Sophisticated reporting module that utilises an intuitive user interface ensuring instantaneous identification of potentially harmful digital activity
- Dedicated radicalisation module developed with multi-agency support and updated on an ongoing basis
- Profiles trends and behaviours helping staff to form successful safeguarding strategies based on real knowledge
- Advanced incident management means that staff can identify and focus on more vulnerable children and learners
- Supports institutions compliance with the Prevent duty
- Encourages and shapes responsible behaviour in the digital world

E-safety Incidents and our response
Thankfully serious e-safety incidents within the County are rare, but should they occur we can provide support and technical guidance in dealing with them. With ‘low’ level incidents, pupil deliberately or accidentally accessing inappropriate materials, we quickly respond to these, offering advice in dealing with parents and also in blocking sites for schools. Where more serious incidents occur, we have a clear procedure and flowchart responding to them and provide help in dealing with the police and outside bodies.

Cost
£450 + £1 per pupil (max £950) including Futures Cloud which if bought independently costs £500 + £2 per pupil (Secondary) £250 + £2 per pupil (Primary).
This SLA runs from 1st September 2017 to 31st August 2018.

CONTACT DETAILS
Richard Taylor, Adviser (e-learning & ICT) 01670 624705
richard.taylor@northumberland.gov.uk
John Devlin, ICT/SEN & e-safety Consultant 01670 624712
john.devlin@northumberland.gov.uk
Sue Wild, ICT Consultant 01670 624715
sue.wild@northumberland.gov.uk
Jen Harris, ICT Consultant 01670 620438
jennifer.harris@northumberland.gov.uk
Julie Keenlyside, ICT & Resources assistant 01670 624713
Julie.keenlyside@northumberland.gov.uk


**BROADBAND SERVICES**

**Northumberland Schools Broadband Service SLA 2017 - 2019**

**Northumberland Schools Broadband January 2016**

This document contains an overview and information on the changes to the schools’ broadband service and the new charges for April 2016 to March 2017.

**Summary - key points**

- Northumberland County Council have been out to tender for a new Broadband contract for the next three years.
- Over the coming months all schools will have their internet connection transferred to the new BT service, with First, Primary, Middle & Special schools upgraded to BT Superfast Broadband.
- **First, Primary, Middle & Special School charges will be reduced from £3995 per annum to £2,750 a saving of £1,245 per annum in 2016.**
- Small schools, currently on 8mb Rate Adaptive circuits and which are charged £2,100, will be upgraded and have the new charges phased in over three years and will not pay the full rate until 2018. Charges will be £2,250 in 2016, gradually phasing in the increased costs, whilst having their connections upgraded to Superfast broadband.
- High Schools currently pay £11,000 per annum. The new charge will be reduced to £8,850 saving £2,150 per annum.
- Monitoring, Filtering and support services are all included in overall cost alongside new services such as traffic shaping to allow schools to prioritise the services on their Internet connection.
- In order to maintain and manage the joint schools network we intend to make the Broadband SLA a 3 year agreement. This will enable us to contract with both BT and other providers, for example Lightspeed for filtering, with some consistency. Schools wishing to withdraw from the SLA must give notice of at least 1 year (in the second year) to enable us to restructure and recost our provision for remaining schools.
- It is important to appreciate that this is a shared service with cost savings to schools made through the collective acquisition of multiple circuits and support services. Schools who opt out not only impact on the number of BT connections required, but also on the shared cost of central services such as filtering. Hence the need to add stability to the contracts through a 3 year agreement. The charges quoted in the Broadband SLA are based on current schools maintaining their NCC Broadband connection.

**Context**

The current Northumberland schools’ broadband network is made up of a range of connections provided by either BT, Satellite or the Council’s own Northnet infrastructure.

Northnet was set up by the Council at a time when connectivity options from commercial providers in Northumberland was very limited and it has provided the majority of schools with high quality connections. Its provision though is restricted, largely to schools in urban areas, where its Skypilot technology can link back to the corporate wide area network.

Around 45 of our smaller, more rural, schools have been by far the most difficult to provide with high quality Broadband connections. These are often too isolated, or far from their exchange, to connect to the NorthNet network and the only alternative has been BT 8mb rate adaptive circuits. These utilise the standard copper technology of the old exchanges and invariably provide schools with connections which are often less than 2mb. Due to the inadequacy of these connections the Council also piloted satellite links in 3 schools sites, though with mixed results, with difficulties including time lag on connection, response and additional costs.

Fortunately our options have changed significantly in recent months with the investment from Northumberland County Council through iNorthumberland, the government and BT in upgrading telephone exchanges around the County.

Information services went out to tender last year and agreed a contract which will enable all schools to have BT Superfast Broadband. We are now commencing the roll out of this major infrastructure project and schools should expected to be contacted initially by a member of Information Services and then BT to arrange your transition to the new Superfast Broadband Network.

**Current charges and costs**

Current broadband provision is structured around the three types of connection mentioned above and priced according to connection type. These connections and charges currently are:

- High School 800mb connections £11,000;
- Northnet 10mb+ connections £3,950;
- BT 8mb rate adaptive circuits £2,100.

These charges are based on a number of elements which make up the Broadband Service and not simply the line connection costs.
The overall charge to a school is made up of two components. Line costs and Service costs. These include:

**Line costs**
- BT line annual line rental costs or NorthNet Skypilot costs to connect the school.

**Service costs**
- Backhaul infrastructure charges to connect between schools and back to NCC for filtering and secure connections
- Local filtering control of individual school filters, additional resources to support authentication of mobile devices
- Internet Service Provision
- Manage internet filtering and monitoring through Lightspeed Rocket technology
- Management and support for the service

**New BT Superfast Broadband cost breakdown and total charges for 2016 / 2017**

**High Schools £8850 in 2016**
First, Middle, Primary and Special schools £2,750 in 2016
Schools transitioning from 8mb Rate adaptive circuits £2,250 in 2016 (phased to match the above charge by 2018).

2016 transition costs To cover migration from current circuits to new BT connection. We need to maintain elements of the old NorthNet network until the final schools are moved off and onto the new BT system. The charges quoted above are for 2016 and we anticipate further savings in 2017 & 2018 which will be reflected in further reductions in charges.

Charges will not rise over the three year period and any additional savings will be passed on to schools.

**SLA services**
The Broadband SLA provides schools with the following services:
- Curriculum broadband connectivity via secure Northumberland network
- Internet Service Provision through an approved DfE schools broadband provider
- Filtered Internet access to Becta agreed standards. Schools requiring websites blocking or unblocking should contact the email below to make requests
  - e-safetyinschools@northumberland.gov.uk
- High schools management of their own filtering services
  - Global schools filtering to IWF standards and also individual school filters when requested i.e. having YouTube unblocked just for your school
- Technical support for Broadband connectivity issues. Schools should report any technical issues to the Information Services Helpdesk to make requests
  - IS_ServiceDesk@northumberland.gov.uk

**SLA issues and notice to terminate services**
Providing Broadband connectivity to schools through an optional SLA, raises a number of issues:

**a. Secure admin services are currently provided on a closed network to all schools via the admin connection. If a school was to opt out and no longer be connected on the secure network there are implications for Information Services on future provision and security of services. There may be costs and staffing implications for Information Services if a number of schools need supporting with ‘unique systems’**
b. If schools opt out of the centralised service they would need to organise their own services including secure email systems and web hosting. Secure access to e-business has also been raised as an issue. There will be cost and capacity issues for schools in dealing with this, as well as security issues if schools opted for cheap web based ‘free’ solutions without regard for data protection.

c. If a school opts out and seeks internet connectivity from elsewhere then they need to ensure that services provide filtering and also report logs, should an incident occur. Filtering is essential and schools owe a common law duty of care to take reasonable steps to ensure its pupils and staff are safe from foreseeable harm and that technical measures such as filtering and monitoring are in place to safeguard children, young people and staff.

d. Perhaps the greatest issues centre around impact of individual schools opting out on the overall costs for those that remain and the management of transfer of services from NCC to a school. Current models are based on economies of scale with all schools buying in. If some schools opt out costs could potentially alter for others.

e. Transfer of services from NCC is not a simple transaction. NCC have contracts with BT and for NorthNet maintenance which would need to be terminated. Schools cannot just ‘adopt’ and take on charges for a current line. BT require schools to ‘novate’ the line from one owner to another. This in effect means that schools would have to pay line installation charges before adopting a connection and managing themselves. BT also require 60 days lead in before a transfer can take place.

f. Because of commitments to BT and NorthNet maintenance NCC Information Services would require 12 months notice in order to terminate services from them. This is necessary in order to cease current services and contracts and also for the school to arrange ‘installation’ of its own new services. If you are contemplating leaving the County system it is essential that you notify either Joanne Southern or Richard Taylor as soon as possible to arrange to discuss the implications of this.

g. Internet services from other providers may not be filtered and Heads and Governors would need to ensure that services into school meet DfE criteria.

If you have any queries regarding your broadband connection, charges or filtering, please see contact details below.

CONTACT DETAILS
Richard Taylor e-learning & ICT Adviser 01670 624705
richard.taylor@northumberland.gov.uk
or Joanne Southern Information Services 01670 623246
joanne.southern@northumberland.gov.uk

54 SERVICES TO SCHOOLS
GOVERNANCE SUPPORT, ADVICE AND CLERKING

GOVERNANCE AND CLERKING

Why Choose Us?

The School Support Adviser (SSA) allocated to the school will act as a Clerk to the Governing Body and will be accountable to the Governing Body, working effectively with the Chair of the Governors, the Head Teacher and other Governors.

The Governance & Clerking Service is available to governing bodies by means of a Gold, Silver or Bronze service that can be complemented by an additional service purchase scheme. Nationally trained clerks to governing bodies to provide high quality, professional governance & clerking services to support effective governing bodies. The SSA allocated to the school will act as Clerk to the Governing Body; will be accountable to the Governing Body, working effectively with the Chair of Governors, the Head Teacher and other governors. The Clerk will be responsible for advising the Governing Body on constitutional matters, duties and powers and will work within the current legislative framework. He/she will secure the continuity of governing body business and observe confidentiality requirements. The Clerk and school support team will also be responsible for strategic functions on behalf of the Governing Body.

The service will:

• Identify and recommend authority governors and give advice on parent and staff governor elections
• Undertake appointment checks and offer induction information and training to new Governors
• Maintain a database of names, addresses and category of governing body members, and their term of office

• Provide advice on and assist with the preparation of new and revised Instruments of Government and provide advice on the constitution of the Governing Body including changes of category, trust status and federations
• Maintain a permanent record on behalf of the Governing Body as required by legislation
• Provide advice and support with the resolution of complaints against the school under the school’s complaints procedure

The SLA will run from 1st September 2017 for 12 months through to 31st August 2018.

The cost of the SLA is made up of a flat rate element plus a per Governor charge. Schools can buy into the SLA at bronze, silver or gold levels which represent excellent value for money. Schools can also purchase additional services individually and commission bespoke packages.

We will charge 5/12 of the cost based on the buy in level from the previous year and a further 7/12 based on the buy in level for the new year. Schools will be committed to continuing the SLA until the following August and to paying for that from their 2018/19 budget.
Service Level Agreement Summary

The Bronze level of service is based on attendance at three meetings of the Governing Body of no more than three hours in duration, including any pre-meeting time spent with the Head Teacher/Chair of Governors.

Northumberland has invested in training a group of clerks, who have completed or are undertaking a national clerks training programme and are able to offer impartial advice on legal and procedural issues as well as the opportunity to share good practice.

The Silver level of service includes the entire bronze package, and in addition the clerk will take notes at the termly governing body meetings to prepare minutes, including indicating who is responsible for any agreed action. Draft minutes and action points will be sent to the Head Teacher and Chair of Governors on completion.

The Gold level of service includes the entire silver package and in addition will include attendance at and clerking of up to three additional meetings of either the full Governing Body or any Committee including those called specifically to consider the permanent or fixed term exclusion of pupils or committee meetings called to consider complaints against the school. The service level agreement covers three additional meetings in an academic year, of no more than two hours in duration.

Governance & Clerking Service SLA

Charges

<table>
<thead>
<tr>
<th>BRONZE LEVEL SLA</th>
<th>£525 plus £90 per governorship</th>
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<tbody>
<tr>
<td>SILVER LEVEL SLA</td>
<td>£780 plus £90 per governorship</td>
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<tr>
<td>GOLD LEVEL SLA</td>
<td>£1,300 plus £130 per governorship</td>
</tr>
<tr>
<td>ADDITIONAL CLERKING SERVICES</td>
<td>£ By arrangement based on £275 per meeting of up to two hours (excluding agenda/minutes) £375 per meeting of up to two hours (including agenda/minutes) £55 for each additional hour</td>
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<tr>
<td>SUPPORT FOR COMPLEX COMPLAINTS</td>
<td>From £55 per hour depending on the role undertaken.</td>
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<tr>
<td>REVIEWS OF GOVERNANCE</td>
<td>Training from £275 per session Full Review from £1,000 (Meetings, reports &amp; Action Plan)</td>
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<tr>
<td>GOVERNOR DBS CHECKS</td>
<td>£25 per disclosure if not in SLA</td>
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<tr>
<td>BRIEFING SESSIONS</td>
<td>£40 per session (included in Silver &amp; Gold)</td>
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<tr>
<td>AD-HOC REQUESTS</td>
<td>From £55 per hour</td>
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GOVERNANCE ADVICE

Why Choose Us?

The service will be provided by a dedicated school support adviser who will be responsible for advising the Governing Body and/or their representative on constitutional matters, duties and powers and will work within the broad current legislative framework.

The Governor Advice SLA is available to governing bodies that have chosen not to participate in the traditional Governance & Clerking Service. It has been designed to assist governing bodies in meeting their strategic responsibilities and will be delivered by staff with a good understanding of the legal and procedural matters relating to school governing bodies.

The school support team will undertake the following strategic functions on behalf of the Governing Body:

**Strategic Services**

- Maintain a permanent record on behalf of the Governing Body as required by legislation to apply to all documentation provided by the school
- Operate a retrieval service for archived documentation
- Identify and appoint authority governors and give advice on parent and staff governor elections
- Ensure that the appropriate checks have been carried out on all new appointees and re-appointees in accordance with school policy and statutory requirements and initiate a welcome pack and letter for newly appointed governors, including details of terms of office and a copy of the school’s Instrument of Government
- Construct and maintain a database of names, addresses and category of governing body members, and their term of office from information provided by the school
- Provide advice on and assist with the preparation of new and revised Instruments of Government and provide advice on the constitution of the Governing Body including changes of category, trust status and federations as requested
- Provide advice and support with the resolution of complaints against the school under the school’s complaints procedure

**Additional Elements**

- Access to a purposeful agenda that takes account of DfE, LA and Church Authority issues and is focused on school improvement
- Provide appropriate and impartial legal advice, support and guidance and have access to more specialist advice when required
- Advise the Governing Body on governance legislation and procedural matters where necessary before and after the termly meeting
- Access to the Governance & Clerking element of the Chairs’ termly briefing meetings organised as part of the Governor Training strand of the School Improvement SLA
- Access to supporting reports for agenda items along with procedure and policy documents as drawn up by this and other NCC traded services (these available so long as access allowed by author – this is likely to be dependent on participation in specific SLA/service contracts)

The SLA will run from 1st September 2017 for 12 months through to 31st August 2018.

The cost of the SLA is a flat rate plus a marginal cost per governorship, which represents excellent value for money.

Schools can also purchase additional services individually through the Clerking Service SLA. **Schools wishing to buy additional services part-way through the SLA cycle may not be able to secure such services due to a lack of capacity and may be charged at a higher rate.**

**Service provided by a dedicated School Support Adviser.**

**How the cost will be collected**

We will charge 5/12 of the cost based on the buy in level from the previous year and a further 7/12 based on the buy in level for the new year. Schools will be committed to continuing the SLA until the following August and to paying for that from their 2018/19 budget.
SCHOOL MEALS SERVICE

The School Meals Service team currently offer two options of SLA. In both instances, the school will be responsible for providing a safe working environment which complies with all health and safety and environmental standards and legislation. In addition, the school will also have responsibility for ensuring that the kitchen equipment and facilities are maintained.

The roles and responsibilities for both the School and the Council for each of the available options are detailed below.

Option 1
A support service where staff related issues are managed by the school but the School Meals Services provide the following:
- Health and Safety Legislative Advice
- Annual audits
- Food Standard Compliance
- Supplier Contract Management

Option 2
A fully managed service which includes the following:
- All services in Option 1
- Operational Management Systems
- Personnel Support (recruitment, absence management, capability and disciplinary)
- Training and Development
- Day to Day Management
- Purchase and Repair of Equipment
- Service Improvement and Development
- Monitoring of Productivity
- Business Continuity

In all options, the Head Teacher and Governing Body would remain responsible for key employment decisions, including final decisions on staff appointments, disciplinary action and dismissals. Under the regulations, these functions must be carried out by the Head Teacher and/or one or more Governors and cannot be delegated, though with Option 2 the Council could provide advice and assistance, in preparing summaries of applications to support shortlisting, participating in interview panels, and carrying out disciplinary/absence management investigations. Formal HR advice would need to be sought through the school’s HR provider.
OPTION 1 SCHOOL MEALS PROVISION

Health and Safety Legislative Advice
We will provide a management system to cover all aspects of Health & Safety in relation to the catering provision. This covers risk assessments, Control of Substances Hazardous to Health (COSHH), Hazard Analysis and Critical Control Points (HACCP) and food hygiene standards. This will include regular review and updates. The provision of any necessary operational guides will also be provided.

We will be responsible for all health and safety issues that may arise from the unit and the resolution of these issues; forming legal responses to the Health & Safety Executive (HSE) if required.

We will ensure all current and future food hygiene legislation is fully understood and auditable management practices are in place and complied with. A food management system will also be provided which will meet all requirements for the Food Hygiene Rating Scheme.

To ensure full compliance to auditable systems and legislative advice we will provide unit managers with annual health and safety training and bi-annual Key to Food Safety training which is approved by Government Environmental Health Officers.

Annual Audits
An annual audit will be completed to ensure the service is compliant and staff are following all the relevant health and safety statutory and regulatory procedures. A report will be produced and shared with the customer to provide an assessment and suggest remedial actions, if any.

Food Standard Compliance
We will be responsible for ensuring that current Government food standards are met. This includes the provision of a nutritionally analysed three week cycle menu that will be provided twice a year; summer and winter. Any amendments or updates will be communicated as required. The menus have all the 14 allergens identified.

We will continually develop our menus by introducing new products in line with market trends and customers individual requirements.

Our menus are complemented with our internally designed recipe books and a Nutrition and Wellbeing Manual. The manual is a comprehensive reference covering all aspects of healthy food and in particular special diets to help support site specific needs.

Supplier Contract Management
We will set up contracts with suppliers and manage the full procurement lifecycle including price negotiation, ordering, purchasing, payment and delivery of all catering stock.

We will undertake due diligence of food suppliers, reducing risk of litigation or negative health and safety incidents.

An assessment of all food products for suitability will be carried out. This ensures that no GM foods and foods with prohibited additives are utilised. Under the new EU food labelling regulations, we will also identify the 14 allergens.

When purchasing new equipment and machinery for the catering unit we will offer support and advice, complete risk assessments and carry out any relevant training.

The school will be responsible for the ordering and purchasing of all cleaning materials and light equipment from our designated supplier.
**OPTION 2 SCHOOL MEALS PROVISION**

Option 2 service provision includes all of the elements detailed above in Option 1, plus support with the following:

**Operational Management Systems**

Full operational management systems will be provided in addition to the Health and Safety manual as in Option 1. A catering operations manual will be provided, reviewed and updated as required.

**Personnel Support**

On behalf of the school Governors, your Partnership Supervisor can assist the school with personnel services including advice on advertising, recruitment, termination, capability and disciplinary procedures, absence management, occupational health, safety welfare, and staff counselling.

Issues of any sanctions under the School’s Absence Management policy and procedures, capability and disciplinary procedures and redundancy procedures must be carried out by the school.

**Training and Development**

All newly appointed Unit Managers will receive a comprehensive induction.

We will provide continuous development through the production and delivery of training programmes in accordance with identified and defined needs. For example, customer service training.

Unit Managers will attend a minimum of three training sessions per year covering a variety of mandatory and additional training.

Support and advice will also be available for catering personnel in relation to all aspects of the service.

Adequate Food Hygiene standards training for all catering employees will also be provided.

**Day to Day Management**

Partnership Supervisors will carry out programmed site visits throughout the year to undertake performance management measures and will visit the school site regularly to monitor meal pricing strategies (set in agreement with the Head Teacher), service improvement programmes and any budget issues.

The School Meals team will also be available daily to deal with health and safety queries and support accident investigation.

**Purchase and Repair of Equipment**

We will offer advice on new or replacement kitchen equipment, appliances and machinery and we can assist in the sourcing and pricing of equipment. Risk assessments will be completed and any relevant training carried out.

**Service Improvement and Development**

The School Meals team will work with the school to increase meal uptake, provide information and ideas for theme days. They will also support the Unit Manager and school to promote the school meals service at parent’s evenings, general enquiries to reassure parents of compliance with Government requirements, Freedom of Information (FOI) requests, health concerns and media enquiries.

Your Partnership Supervisor will work with the school to link the classroom with the school kitchen and promote School Nutrition Action Groups (SNAG) and healthy schools programme.

We will share best practice from other schools and local authorities. We will also work alongside local bodies, the Food for Life Partnership and LACA.

Site specific improvements will also be carried out by your Partnership Supervisor to enhance the dining experience, reduce queuing, and carry out pupil/parent surveys.

**Monitoring of Productivity**

We will provide productivity management of staffing hours which will including monitoring of food cost ratios and meal uptake figures. We will ensure stock consumption is monitored and controlled. The unit staffing will be reviewed annually as a minimum standard using our bespoke core staffing formula.

We will use a combination of the above to advise you on the appropriate staffing structures.

**Business Continuity**

We will support the school to produce a contingency plan to ensure emergency arrangements are in place in the event of staff absences, unexpected/planned building works and school closures. Arrangements for emergency business continuity will be clarified for each school.
Customer Responsibilities
As the customer, you will ensure the kitchen is fit for purpose which includes the fabric of the building and equipment. The school will be responsible for arranging kitchen gas and electrical testing, testing and inspection of firefighting equipment, pressure vessel testing, extractor fan and canopy cleaning, waste removal and utility charges.

Building repairs and maintenance will also be the responsibility of the school. This includes painting, repairs to the fabric of the building within the kitchen and dining room and any emergency repairs. The school will have overall responsibility for surrounding security walls and fences, extraction, ventilation and interlock systems.

Communication of any changes that impact on delivery of the catering service including school closures [other than holidays], school trips and whether or not packed lunches are required.

Terms and pricing of SLA both options
Period of Agreement
The SLA is for a 12 month period from 1 April to the 31 March.

Charging of School Meals Services
The School or Academy will be charged annually for the annual management of the service.
All other charges relating to the service will also be charged monthly directly to the schools budget. For example, the purchase of food provision, cleaning materials, equipment, equipment repairs, staff uniforms and personal protective equipment [PPE].

Schools manage and bank their own income.

As actual staff costs are charged, it is worth considering opting into a staff insurance scheme to help with costs associated with unplanned absences.

Cessation of Services
Three months’ notice in writing to the team manager is required to withdraw from any School Meals Service provisions outlined above.

If you wish to cease the SLA prior to the 12 month agreement, the remainder of the annual fees will be charged in full with your last invoice.

SLA Pricing Schedule

<table>
<thead>
<tr>
<th>School Roll Oct 2016</th>
<th>Band</th>
</tr>
</thead>
<tbody>
<tr>
<td>101 - 200</td>
<td>2</td>
</tr>
<tr>
<td>201 - 300</td>
<td>3</td>
</tr>
<tr>
<td>301 - 400</td>
<td>4</td>
</tr>
<tr>
<td>401 - 700</td>
<td>5</td>
</tr>
<tr>
<td>701 - 1000</td>
<td>6</td>
</tr>
<tr>
<td>1001 - 9999</td>
<td>7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Band</th>
<th>Option 1</th>
<th>Option 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>£1,936</td>
<td>£2,278</td>
</tr>
<tr>
<td>2</td>
<td>£3,081</td>
<td>£3,625</td>
</tr>
<tr>
<td>3</td>
<td>£3,624</td>
<td>£4,401</td>
</tr>
<tr>
<td>4</td>
<td>£5,282</td>
<td>£6,213</td>
</tr>
<tr>
<td>5</td>
<td>£5,942</td>
<td>£6,990</td>
</tr>
<tr>
<td>6</td>
<td>£6,382</td>
<td>£7,508</td>
</tr>
<tr>
<td>7</td>
<td>£6,822</td>
<td>£8,026</td>
</tr>
</tbody>
</table>
FREE SCHOOL MEALS ELIGIBILITY

Why choose us?
Free School Meals (FSM) Eligibility in Northumberland County Council is overseen by the Revenue and Benefits team based at Ashington.

This involves providing all the relevant forms for parents and support and advice on eligibility, processing and administering all applications forms received and checking eligibility against the legal requirements. Sending parents all relevant letters and informing schools/academies of the number of children entitled, including continuing to check eligibility of children at all academies on a monthly basis.

The Schools Forum has agreed that for 2017/18 financial year (April 2017 to March 2018) that the Determination of Free School Meals Eligibility budget should be de-delegated from maintained First, Primary, Middle, High and Secondary Schools, and this means that these schools will benefit from the services described in this document free of charge. However, the budget is not de-delegated from maintained Special Schools or Academies, and these schools and academies need to consider whether or not to buy into this service.

Duration of the agreement and the notice period for termination
The provision of the services shall commence from: 1 September 2017 for a period of 12 months. Early termination can be activated by either party by way of giving three months’ notice in writing subject to a minimum completed contract period of twelve months.

Service options and charges

FSM Administration
- Parents can apply on-line, by telephone or by hard copy
- On-line applications can be made at any time using the Northumberland County Council website
- All eligible applications are immediately transferred to Revenues and Benefits. Academies are informed on a weekly basis of successful applications
- Weekly lists are sent to all schools and Academies detailing all pupils entitled to FSM
- Ongoing eligibility is checked throughout the year using the Eligibility Checking Service. Any parent that is no longer entitled is written to and given a 4 week window in which to submit evidence
- There is no need for parents to reapply where ongoing eligibility can be automatically confirmed
- Access to the Free School Meals administrative service for advice and guidance
- The Team will provide advice that is compliant with legislation and will keep abreast of all new information in relation to FSM eligibility
- Provide statistical information on the number of forms received / processed to the Academy on a regular basis

How schools/academies will be charged
To simplify charging and to minimise bureaucracy the LA proposes to charge a flat fee of £6 per FSM pupil regardless of the time or complexity of work involved. The charge would be levied on 1st September each year to tie in with the Academy funding period and would be based on the number of FSM pupils on roll the previous January multiplied by the rate per pupil of £6. No in year charges would be levied for new applications and prices would be fixed for the year.

The LA will offer 1 year contracts as required.

Benefits of buying the service from Northumberland County Council
- Continuity of Service
- No administrative burden on Academy support staff
- All queries handled by experienced staff

Eligibility Checking Service ensures accurate school census data.

School's responsibilities
Special Schools/Academies have responsibility to provide Northumberland County Council with accurate information and will be required to notify Northumberland FSM Administration Team of any changes to their contact details or information that is required for that service.

To provide a named contact in the Academy for all free school meal queries.

Making an enquiry or complaint
In the event that Special Schools/ Academies wish to discuss any aspect of the service provided or make a complaint they should contact telephone number 01670 623592 or e-mail FSM@northumberland.gov.uk.

If Special Schools/Academies do not buy the service
If Special Schools/Academies do not buy the Free School Meals service, then they would need to make their own arrangements to allow parents to apply for free school meals and check eligibility from 1 September 2017.

CONTACT DETAILS
Angela Whitehead, School Funding & Business Relationship Manager 01670 623556
FSM@northumberland.gov.uk
HR SUPPORT AND OD SERVICES

Why choose HR & OD Services?

At Northumberland County Council we understand the importance of attracting the right staff, integrating them into the culture of the school, retaining them, developing them and planning for the right staff for the future. Our experienced team can provide an extensive range of advice and guidance to support your school, you and your employees.

Overview

The Human Resources Service & Organisational Development Services Level Agreement (SLA) offers a range of complimentary services. It is delivered through the following functions:

- **Human Resources**: the provision of high quality HR advisory support services from a range of experienced HR professionals who provide advice and support on a wide range of employment related issues including organisational change (including restructuring and redundancy), disciplinary, grievance, health and wellbeing (including absence management), recruitment and selection and support with management investigations. The provision of management information is new for 2017/18 to enable each school to receive information regarding their employees on a regular basis which will assist in the timely and effective leadership and management management of employees; Dedicated training provision is available from a wide range of suitably qualified HR professionals together with access to training sessions provided by our team on an either school, partnership or bespoke basis or sessions commissioned by us on topical issues from a specialist employment law team.

- **Organisational Development**: to ensure that there is support and interventions delivered to develop your employees and school on a range of topics and issues which will enhance the delivery of your school’s objectives and overall quality of education delivery.

- **Occupational Health including Psychology and Physiotherapy**: to provide a comprehensive Occupational Health service through one of only 200 nationally accredited SEQOHS (Safe, Effective, Quality Occupational Health Service www.seqohs.org) Occupational Health services. A Nurse Led Occupational Health service delivered in partnership between Northumberland County Council and Northumbria Healthcare NHS Foundation Trust. Offering a range of high quality services including OH Nurse/Physician advice and assessments, Psychological Therapies (including Staff Support, Counselling and Psychology) and Physiotherapy for prospective and current employees.

In all cases services are provided by professionally qualified and experienced staff who provide quality and cost effective support to enable schools to meet their school improvement priorities within the relevant legislative and regulatory frameworks. Our team’s profiles are available upon request with their being a range of professionals providing support from the list below:

- Director of Human Resources
- Senior HR Manager(s)
- HR Manager(s)
- HR Advisor Specialist(s)
- HR Advisor(s)
- Assistant HR Advisor(s)
- School Support Advisor(s)
- HR Assistant(s)
- Workforce Planning and Information Manager
- Workforce Information Analyst
- Learning and Organisational Development Facilitator(s)
- OD Assistant(s)

This year we’ve added new services and streamlined the service Level Agreement into two tiers to make it easier to understand and ensure that the provision available is comprehensive and supports schools accordingly. The new services are provided on the following two tiers:

- **Enhanced Service**
- **Standard Service**

The key elements are that the Enhanced Service offers everything previously outlined in the Gold Level SLA (+ additional services such as complimentary training sessions, psychology, counselling, physiotherapy within Occupational Health) a dedicated account manager providing you with regular face to face time from a member of the HR Team with you and your staff as...
The service will deliver regular visits and when you are managing change or needing HR Advice it will be aimed to be delivered through regular attendance at school as well as access to our team at a venue or method of contacting them which is of your choice.

The **Standard Service** offers contact and professional advice predominantly via telephone and e-mail with additional services offered as chargeable.

**Our Services**

1. **Recruitment and Advertising**
   - Placing the advertisements on NE Jobs portal
   - Application forms reviewed and appropriate checks undertaken via e.g. e-DBS
   - Safer Recruitment support
   - Providing high quality pre-employment checks, obtaining medical reports (at no extra charge for enhanced subscribers) where required and providing Occupational Health reports with support for reasonable adjustments
   - Ensuring Contracts of Employment are issued

2. **People Management**
   - HR advice available 8.30am - 5pm, Monday to Friday throughout the year other than on public holidays via our dedicated helpdesk number with appropriate direction to the relevant HR/OD professional as required
   - HR Advisor provided as an Account Manager for all HR matters to your school and available directly through telephone, email or mobile phone 8.30am - 5pm, Monday to Friday throughout the year other than on public holidays. Where they are not available (due to annual leave/training) an alternative HR professional will be available for you to access as required
   - Provision of a new range of revised contemporary employment policies which have been revised during 2016/17, updated with new and horizon scanning of employment and relevant case law and adapted for model policy use within schools

   - **Job evaluation through the recognised NJC scheme**
   - **Support with all maternity, paternity, shared parental leave support**
   - **Annual salary review support by a dedicated HR professional**
   - **Access to a dedicated schools HR and Learning and Development portal with a wide range of online resources and bookable courses [charges are payable by Standard Service subscribers]**
   - **Support with utilising systems such as e-business and dedicated Workforce Planning requirements**
   - **Employee relations support with all employment related issues including consultation support, managing change, performance and coaching support, health and wellbeing [including absence management, support with phased returns and individuals returning to work following a period of absence], collective issues such as grievances and industrial action support**
   - **Continuing Professional Development opportunities and training events**
   - **Learning and Development access through the Schools portal [charges are payable by Standard Service subscribers]**
   - **Access to a team of trained mediators upon request**
   - **Regular communication between HR and Trade Union colleagues to ensure partnership working is in place. Review and adherence to a Partnership Agreement between NCC and the recognised trade unions**

3. **Learning and Organisational Development**
   - **Access to the Learning and Development Portal (Learning Together)**
   - **Access to team development support**
   - **Access to Safer Recruitment and Continuing Professional Development training**
   - **Access to a range of online resources and courses [fees may be payable]**
   - **Access to a range of coaching resources [fees may be payable]**

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<table>
<thead>
<tr>
<th>Recruitment &amp; Advertising</th>
<th>Enhanced</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place adverts on North East Jobs website and external media [costs of external adverts to be met by school under “pay as you go” arrangements]</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Provide standard application form and recruitment documentation that complies with recruitment requirements for people working with children</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Provide telephone advice on criminal convictions, application of the disclosure and barring service guidance and safer recruitment regarding suitability to work with children</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Provide face to face advice through visits to school regarding criminal convictions, application of the disclosure and barring service guidance and safer recruitment</td>
<td>✓</td>
<td>X</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Occupational Health</th>
<th>Enhanced</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through Nurse led service</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Undertake pre-employment medical screening</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Access to an initial Occupational Health Nurse Assessment</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Access to follow up reviews with an Occupational Health Nurse</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Following triage and appropriate screening, access to an Occupational Health Physician</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Following triage and appropriate screening, access to an Occupational Counselling, Psychology and Physiotherapy Service [fee payable for standard subscribers]</td>
<td>✓</td>
<td>X</td>
</tr>
<tr>
<td>Enhanced</td>
<td>Standard</td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td>----------</td>
<td></td>
</tr>
<tr>
<td>Health surveillance to comply with statutory provisions</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Referral facility in cases where a professional medical opinion is required regarding assistance on return to work or suitability for continued employment</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Advice to ensure compliance with the disability provisions of the Equality Act 2010 including reasonable adjustments</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Completion of medical information for members of the Teachers’ Pension Scheme applying for ill health retirement benefits and any equivalent process for Local Government Pension Scheme members</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Health promotion activities aimed at reducing sickness absence</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Access to the County Council’s Occupational Health Service on a telephone advisory basis for all employees</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Access to a 24 hour, 7 day telephone counselling helpline</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Advice on assisting with problems such as stress, alcohol and drug dependence, bereavement, financial difficulties and violence or harassment at work. Referral to other agencies where required, with the consent of the employee. [fee payable for standard subscribers]</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>People Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to the HR Autumn Term Briefings for unlimited delegates identified by the school (including governors)</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Access free of charge to the HR CPD Programme for Schools which can include: Safer Recruitment Difficult Conversations Coaching for Improved Performance Coaching skills for leaders Leadership and Management skills for first line managers Leadership and Management skills for Senior Leaders Managing Organisational Change [including restructuring services] Team building Team facilitation Disciplinary and Grievance Health and Wellbeing at work</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Handle statutory trade union recognition procedures</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Manage statutory trade union consultation arrangements</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Negotiate with trade unions regarding local authority-determined terms and conditions</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Provide Annual Salary Review Pack for performance pay for teachers to headteacher and chair of governors including calculation of headteacher group for each school</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>On-site visit and support provided to newly appointed headteachers to demonstrate website, resources, etc.</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Ongoing Advice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop and maintain HR policies and procedures to enable the effective implementation of employment legislation and good employer practice in schools</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Access to HR policies/procedures and supporting documentation on the HR section of the Northumberland Schools’ Learning Together site</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Provide Annual Salary Review Pack for performance pay for teachers to headteacher and chair of governors including calculation of the headteacher group for each school</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Provide on-site guidance and advice relating to any performance pay or salary review relating to teachers</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>On-site visit to newly appointed headteachers to demonstrate website, resources etc.</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Telephone/E-mail Advice &amp; Guidance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide telephone advice on all HR policies and procedures</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Provide face to face advice on all HR policies and procedures</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Provide advice on contracts of employment, conditions of service, notice, sick pay schemes, leave of absence, maternity/paternity, flexible working requests etc.</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Provide advice on statutory regulations concerning employment in school e.g. School Staffing Regulations, Teachers’ Appraisal, Newly Qualified Teachers, National Workload Agreement etc.</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Individual Casework</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review sickness absence data and make recommendations regarding future actions</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>
• Provide advice on completing Occupational Health referrals and follow-up action about medical reports

• Attend ill health management meetings and sickness absence review meetings to provide advice on case management, reasonable adjustments etc.

• Provide telephone/e-mail advice to Investigating Officers, Nominated Officers and Chairs of Appeal Bodies regarding disciplinary, capability, sickness absence and grievance cases

• Provide face to face advice to Investigating Officers, Nominated Officers and Chairs of Appeal Bodies regarding disciplinary, capability, sickness absence and grievance cases

• Provide advice on the suitability of alternative employment when an employee is “at risk”

• Provide advice on employment issues when allegations of a child protection nature are made against staff or volunteers

• Attend and minute hearings and appeals which could result in the dismissal of an employee (excluding the ending of fixed-term contracts for “some other substantial reason”) and prepare a draft outcome letter. Where relevant, this will include staff engaged by NCC’s Facilities Services where the School Staffing Regulations require the governing body to make the decision

• Prepare notice letters on behalf of the employer when an employee is dismissed

• Liaise with trade union representatives regarding employee relations issues

• Prepare settlement agreements for negotiation with employee representatives

• Advice on preparing for Employment Tribunals and handle negotiations about potential settlements in conjunction with services provided under the Council’s Legal SLA

• Attend preparatory meetings for each case with Investigating/Presenting Officers to assist them with disciplinary, capability, sickness absence and grievance cases (as many as needs be)

• Prepare correspondence on behalf of school following sickness absence review meetings

• Brief Nominated Officer or Chair of Appeal Body face-to-face in advance of hearings

• Attend hearings and appeals below dismissal level to provide advice and guidance

• Minute hearings and appeals at all levels and advise on outcome letter

• Prepare draft invite letters for hearings and appeals in the context of complex cases where it is appropriate to do so (in the professional judgement of Northumberland HR for Schools)

• Provide written commentary on brief for Investigating Officer prepared by Nominated Officer

• Provide written commentary on draft Investigating Officer reports

• Provide written commentary on draft statements of case prepared for appeal hearings

• Provide draft outcome letters for all hearings and appeals below dismissal level

• Provide telephone/e-mail advice about collective disputes and industrial action

• Provide face to face advice about collective disputes and industrial action

<table>
<thead>
<tr>
<th>Collective Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide telephone/e-mail advice about collective disputes and industrial action</td>
</tr>
<tr>
<td>Provide face to face advice about collective disputes and industrial action</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reorganisation and redundancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide telephone/e-mail advice regarding school structure reviews, redundancy processes, contractual change processes and TUPE processes (including related liabilities)</td>
</tr>
<tr>
<td>Provide face to face advice regarding school structure reviews, redundancy processes, contractual change processes and TUPE processes (including related liabilities)</td>
</tr>
<tr>
<td>Advise on employment processes arising from school closure/reorganisation programmes including preparing documentation, attending consultation meetings and facilitating partnership working</td>
</tr>
<tr>
<td>Draft TUPE consultation letters on behalf of the transferor and measures letters on behalf of the transferee where the employees are or will be directly managed by the governing body</td>
</tr>
<tr>
<td>Provide the statutory personal and contractual information for employees involved in TUPE processes where the County Council or the school is the transferor (additional charge levied if Employee Services is not the HR transactional/payroll provider)</td>
</tr>
<tr>
<td>Attend criteria meetings and proposal meetings during redundancy processes to provide advice to the hearing body</td>
</tr>
<tr>
<td>Enhanced</td>
</tr>
<tr>
<td>----------</td>
</tr>
<tr>
<td>Request redundancy and, where appropriate, Local Government Pension Scheme estimates from Employee Services</td>
</tr>
<tr>
<td>Minute criteria and proposal meetings on behalf of the hearing body during redundancy processes</td>
</tr>
<tr>
<td>Brief Chair of Appeal Body face-to-face in advance of appeal hearing</td>
</tr>
<tr>
<td>Attend TUPE consultation meetings with trade union representatives</td>
</tr>
<tr>
<td>Provide advice to support evaluation of different staffing structures</td>
</tr>
<tr>
<td>Attend preparatory meetings for each school structure review, redundancy process, contractual change process or TUPE process</td>
</tr>
<tr>
<td>Provide written commentary on draft redundancy consultation letters, draft redundancy selection criteria and draft equality impact assessments</td>
</tr>
<tr>
<td>Provide written commentary on draft redundancy/early retirement and pay protection/salary safeguarding schemes and draft equality impact assessments</td>
</tr>
<tr>
<td>Draft contractual change consultation letters and provide written commentary on draft equality impact assessments</td>
</tr>
<tr>
<td>Provide written commentary on draft statements of case prepared for appeal hearings</td>
</tr>
<tr>
<td>Provide face-to-face support for Chair of Appeal Body in advance of appeal hearing</td>
</tr>
</tbody>
</table>

**Appraisal, pay and conditions**

<table>
<thead>
<tr>
<th>Enhanced</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide telephone advice on appraisal process for teachers and support staff including access to the Northumberland County Council Competency Framework</td>
<td>✓</td>
</tr>
<tr>
<td>Provide face to face advice on the appraisal process for teachers and support staff</td>
<td>✓</td>
</tr>
<tr>
<td>Provide telephone advice on all national and local terms and conditions including School Teachers’ Pay and Conditions Document, Burgundy Book, Green Book and NCC Terms and Conditions Agreement</td>
<td>✓</td>
</tr>
<tr>
<td>Provide face to face advice for all national and local terms and conditions including School Teachers’ Pay and Conditions Document, Burgundy Book, Green Book and NCC Terms and Conditions Agreement</td>
<td>✓</td>
</tr>
<tr>
<td>Calculate headteacher group and provide telephone advice on options for the Individual School Range whenever a school decides to recruit a new headteacher</td>
<td>✓</td>
</tr>
<tr>
<td>Provide face to face advice on the options for the Individual School Range whenever a school decides to recruit a new headteacher</td>
<td>✓</td>
</tr>
<tr>
<td>Provide advice on proposals to exceed the 25% limit on discretionary payments for headteachers in exceptional circumstances</td>
<td>✓</td>
</tr>
<tr>
<td>Provide generic job descriptions for key support staff posts in schools that have been evaluated using the relevant Local Government Job Evaluation Scheme</td>
<td>✓</td>
</tr>
<tr>
<td>Provide advice on pay and grading for “unique” job descriptions for support staff posts using the NJC Local Government Job Evaluation Scheme or the LGE Job Evaluation Scheme</td>
<td>✓</td>
</tr>
<tr>
<td>Provide telephone/e-mail advice on adapting model pay, appraisal and leave of absence policies and model redundancy/early retirement and pay protection/salary safeguarding schemes to meet school’s needs</td>
<td>✓</td>
</tr>
<tr>
<td>Provide general telephone advice on equal pay issues to ensure compliance with relevant legislation</td>
<td>✓</td>
</tr>
<tr>
<td>Attend appraisal appeal hearings, pay appeal hearings for teachers and grading appeal hearings for support staff, minute meetings and prepare letter confirming school’s decision</td>
<td>✓</td>
</tr>
<tr>
<td>Provide written commentary on draft statements of case prepared for appraisal, pay or grading appeal hearings</td>
<td>✓</td>
</tr>
<tr>
<td>Provide written commentary on any model HR policy or procedure provided under the SLA that the school proposes to adapt to meet its needs</td>
<td>✓</td>
</tr>
</tbody>
</table>

**General**

<table>
<thead>
<tr>
<th>Enhanced</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide telephone advice, support and materials on key national and local initiatives that have significant HR implications e.g. delegation of powers to governing bodies for teachers’ pay, appraisal, redundancy/early retirement and pay protection</td>
<td>✓</td>
</tr>
<tr>
<td>Provide face to face advice, support and materials on key national and local initiatives that have significant HR implications e.g. delegation of powers to governing bodies for teachers’ pay, appraisal, redundancy/early retirement and pay protection</td>
<td>✓</td>
</tr>
</tbody>
</table>
HUMAN RESOURCES SERVICE LEVEL AGREEMENT FOR MAINTAINED SCHOOLS

PRICING STRUCTURE

SLA Prices

The price of the SLA is made up of a lump sum element plus a per staff contract element.

<table>
<thead>
<tr>
<th>Type of SLA</th>
<th>All Maintained Schools</th>
</tr>
</thead>
<tbody>
<tr>
<td>The cost of the STANDARD LEVEL</td>
<td>£700 per school plus £33 per staff contract and, where relevant, £33 per casual worker</td>
</tr>
<tr>
<td>The cost of the ENHANCED LEVEL</td>
<td>£1000 per school plus £56 per staff contract and, where relevant, £56 per casual worker</td>
</tr>
</tbody>
</table>

Service delivery period

The service level agreement can be provided for one, two or three years; with year one covering the period 1 September 2017 to 31 August 2018 and the remaining years following thereafter.

Those schools signing up for two and three years will benefit from additional CPD resources at no extra cost in addition to everything covered in the Enhanced level service as follows:

<table>
<thead>
<tr>
<th>No of years sign up</th>
<th>Additional CPD resource supplied at no extra cost to the Enhanced SLA</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>2 full days or 4 half days for up to 12 people per annum</td>
</tr>
<tr>
<td>3</td>
<td>3 full days or 6 half days for up to 15 people per annum</td>
</tr>
</tbody>
</table>

CPD Resources delivered at a venue of the school’s choice.

A school must sign up to the level of SLA that it wishes to purchase in writing using the procedure specified by Northumberland County Council no later than 31 May 2017. Late notification may incur an administrative charge at the prevailing rate set by Northumberland County Council as this prevents adequate planning of resource levels.

There is no facility to terminate the SLA by either party before the end of the one year service delivery period, other than by the school in circumstances where it closes or successfully applies for academy conversion. Where schools sign up to a 2 or 3 year SLA agreement and the school closes or successfully applies for academy conversion and they wish to exit the SLA then this will be permitted accordingly.

Scope of service delivery

Services will be provided in respect of all employees or casual workers engaged within the school’s organisation unit at all times throughout the period of the Service Level Agreement.

Charges

The cost of the SLA is made up of a lump sum per school element plus a per staff contract element as set out in the pricing structure. As mentioned previously the service levels have been simplified; in recognition of this for this year only, those schools that had previously bought into the service at the Silver level will have the opportunity to benefit from experiencing the Enhanced Level at only 50% of difference in cost in upgrading from last year’s Silver level.

For example for illustration purposes;

- Last year’s total cost at Silver = £3,206.00
- This year’s Enhance Level cost = £3,965.00
- Difference = £759.00
- 50% of difference = £379.5

Discounted rate this year at enhanced level = £3,585.50

Additional charges that may be met by the school

The Scheme for Financing Schools set out a range of situations where schools may be required to meet additional costs associated with employment matters. It includes where schools fail to seek or do not follow HR advice in relation to employment matters and therefore may have to meet their own legal costs in defending an Employment Tribunal/Court claim and/or pay for any awards made by the Employment Tribunal/Court.

Maintained schools wishing to convert to Academy status will need to procure their own legal advice in relation to matters relating to all matters relating to any proposed Commercial Transfer Agreement [CTA] and the impact of any relevant TUPE implications, this is due to the potential conflict of interest involved between both parties.

Service Conditions

The following services and prices are based on the condition that the school will meet the requirements below for the duration of the service delivery period.

In the case of all schools:
- Confirmation upon request the provisions of its Redundancy and Early Retirement Scheme and Pay...
Protection and Salary Safeguarding Scheme, otherwise relevant services will not be provided e.g. request of redundancy pay estimates

- Subscribe to the Northumberland County Council’s Legal SLA so that legal advice on employment matters can be obtained on behalf of the school, otherwise this will require negotiation prior to the start of the service delivery period and will involve an adjustment to the price

In the case of voluntary aided and foundation schools only:
- Retain all national and local pay and terms and conditions of service for support staff including the NJC for Local Government Services and locally-determined pay and conditions for support staff including Northumberland County Council’s Terms and Conditions Agreement (or its predecessor terms for voluntary aided and foundation schools that have not adopted the Single Status Agreement), otherwise this will require negotiation prior to the start of the service delivery period and will involve adjustments to the services provided and/or the price of the service contract.

**Intellectual Property**
Services provided under this agreement are only available to maintained schools and academies that purchase HR services from Northumberland County Council and must not be shared with any other individual or party without the prior written consent of Northumberland County Council.

<table>
<thead>
<tr>
<th><strong>“Pay as You Go”</strong></th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Services</strong></td>
<td><strong>Chargeable at cost</strong></td>
</tr>
<tr>
<td></td>
<td>• Recruitment adverts placed in the external media (plus any design charges made by the Council’s advertising supplier) including those for headteacher appointments</td>
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<tr>
<td></td>
<td>• Room hire and refreshments for hearings held other than at school</td>
</tr>
<tr>
<td><strong>Services subject to a Delegate charge (exact amount dependent on costs of event)</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Additional CPD events that are not part of the published HR CPD Programme</td>
</tr>
<tr>
<td><strong>Services chargeable at an Hourly or Daily rate</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Draft school structure review proposals, job descriptions/person specifications etc. for school structure review processes</td>
</tr>
<tr>
<td></td>
<td>• Draft redundancy consultation letters, redundancy selection criteria and equality impact assessments</td>
</tr>
<tr>
<td></td>
<td>• Attend consultation meetings with staff and/or trade union representatives to support school structure reviews, redundancy, contractual change and TUPE</td>
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<tr>
<td></td>
<td>• Recruitment administration for Foreign Language Assistants</td>
</tr>
<tr>
<td></td>
<td>• Undertake psychometric testing as an assessment method during recruitment and selection processes [to include time for administration, scoring, feedback to panel and travel plus cost of materials]</td>
</tr>
<tr>
<td></td>
<td>• Deliver events from HR CPD Programme in-house for a school or group of schools [to include time for delivery and travel plus cost of materials]</td>
</tr>
<tr>
<td></td>
<td>• Develop bespoke HR training to meet the needs of an individual school [to include time for design, delivery and travel plus cost of materials]</td>
</tr>
<tr>
<td></td>
<td>• Provide a trained mediator to support the resolution of workplace disputes and grievances</td>
</tr>
<tr>
<td></td>
<td>• Conduct a review of all contracts of employment at the school to establish contractual status, hours of work, job role, length of service etc.</td>
</tr>
<tr>
<td></td>
<td>• Conduct pay reviews on an individual, group or school level</td>
</tr>
<tr>
<td></td>
<td>• Conduct a review of school-based sickness absence procedures and make recommendations designed to reduce sickness absence levels</td>
</tr>
<tr>
<td></td>
<td>• Act as the Investigating Officer for disciplinary, capability, sickness absence and grievance cases including drafting investigation reports</td>
</tr>
<tr>
<td></td>
<td>• In exceptional circumstances, act as the Presenting Officer at hearings and appeals including drafting statements of case</td>
</tr>
<tr>
<td></td>
<td>• Draft brief for consultancy support if a school wishes to procure external specialist HR support</td>
</tr>
</tbody>
</table>

**Daily Charges** aimed at voluntary aided and foundation schools

These services are subject to a daily charge and the availability of suitably qualified staff plus any charges incurred from specialist external consultants:

- Develop, equality impact assess and negotiate bespoke pay/grading structures and/or terms and conditions for support staff

**Occupational Health**

The following services are chargeable at cost:

- Obtaining medical reports from specialist/GPS/other medical practitioners
- Providing additional medical support to an individual employee e.g. Psychology, Counselling, physiotherapy, psychiatry services. *Note, Psychology, Counselling and Physiotherapy are included within the enhanced level SLA*
How the SLA price will be calculated and collected
The SLA will operate from 1 September 2017 for 12 months until 31 August 2018. We will collect 7/12ths of the price for 2017/18 by journal transfer in November 2017 based on actual staff numbers in October 2017. The remaining 5/12ths of the price will be collected in May 2018.

Relationship with clients
In many instances the headteacher will act as the client and may seek advice on behalf of the governing body. In formal employee relations cases we will provide advice to the appointed Nominated Officer and/or Investigating Officer according to the description of services in the relevant level of SLA and it will be their responsibility to inform the employee or other party who is the subject of the particular procedure how they intend to deal with the matter.

Feedback and complaints
We welcome feedback regarding the SLA and our performance at any time. We will undertake a formal customer satisfaction survey on at least a biennial basis.

Any concerns regarding the services provided under this SLA should be raised under the Northumberland Education SLA Complaints Policy and Procedure, which is available separately.

Adjustment to SLA charges in event of early termination
In the event that a school closes or successfully applies to convert to academy status before the end of the service delivery period, the charge will be prorated for the period of actual service delivery and an adjustment made on or around the termination of the SLA.
SUPPLY INSURANCE COVER SCHEMES
- MAINTAINED SCHOOLS AND ACADEMIES

The following schemes are available to schools/academies:

**Service Agreement**
**Teachers and Allied Staff Supply Cover**

*Main Categories of Staff*

- Teaching Staff and full time Youth and Community Staff whose salaries are met either from school’s delegated budgets or from the General Annual Grant (GAG) of an academy.

**Support Staff Supply Cover**

*Main Categories of Staff*

- Clerical Assistants, Secretaries, Teaching Assistants, Curriculum and Resource Assistants, Residential Staff, PTSAs/Midday Supervisory Staff, Catering staff and Caretakers and Cleaners provided that they are employees of the Council or the Governing Body of the school.

Whilst the schemes are not identical, they contain a number of similar features.

**Background**

a. Teachers’ Pay and Conditions of Service state that teachers cannot be expected to do more than 37 hours of cover and that schools/academies should be planning for teachers to undertake “zero” cover.

b. Whereas there is a legal requirement to provide supply cover for teachers under certain circumstances, no such requirement exists for support staff. However, the work undertaken by these staff is an integral part of the day-to-day operation of the school/academy and the provision of supply cover is usually considered by schools/academies to be essential.

c. The two supply cover schemes provide a mechanism by which schools/academies can ‘insure’ themselves against the effects of staff absence, by being able to claim a standard contribution towards replacement costs. By appropriate use of the schemes, therefore, schools/academies can ensure a degree of budget stability.

d. In the case of each scheme, five different levels of cover are provided with the cost increasing pro rata to the increase in benefits payable.
2. A SERVICE AGREEMENT FOR SUPPLY COVER FOR TEACHERS & ALLIED STAFF

2.1 Introduction

2.1.1 This Scheme covers teaching staff. It is offered to schools/academies to enable them to budget more effectively for the replacement of absent staff.

2.1.2 The principle of the Scheme is to enable schools/academies to offset the costs of absence, which can fluctuate wildly, against each other. The Scheme is only viable, therefore, if a significant number of schools/academies within a phase retain membership. If they do not the Authority reserves the right to withdraw the Scheme from all schools/academies within that phase or to offer an alternative scheme as appropriate. Should the Authority wish to withdraw the scheme, for this or any other reason, it retains the right to do so subject to a period of notice of not less than one school term.

2.1.3 Schools/academies will choose a level of cover from those available as set out in paragraph 2.2.1. It is expected that schools/academies will remain with the same level of cover for a given academic year.

Should a school/academy having withdrawn from the scheme seek to be re-admitted then such re-admittance will be subject to a minimum two year period and cover will not be provided in respect of any ongoing absence or known future absence at the time of reapplication.

Withdrawal or a change to the level of membership must be notified in writing by 30 April, prior to the start of the academic year to Angela Whitehead, School Funding and Business Relationship Manager: email Angela.Whitehead@northumberland.gov.uk.

2.1.4 All teachers within any school/academy must be covered, and by the same level of cover.

2.1.5 Charges under the scheme will be levied on a financial year basis and will be calculated based on the number of full-time equivalent posts charged to the school budget or GAG in the January preceding the start of the academic year as follows:

i 5/12 charged at the appropriate rate from the previous academic year in April, and

ii 7/12 charged at the appropriate rate from the current academic year in September

Charges for the financial year will be notified to schools/academies and will reflect the latest information about absences and consequent costs within each phase.

2.1.6 By entering into the Scheme schools accept that they will continue to meet the full normal salary of the absent teacher and that any reduction in costs as a result of Statutory Sick Pay or a teacher receiving half-pay or even nil pay in the case of extended absences due to illness will be credited to the Supply Scheme, except in the case of maternity or adoption leave (see Section 2.3.1). [This does not apply to Academies.]

2.1.7 Whilst the Supply Scheme provides schools/academies with a measure of financial protection, membership of the Supply Scheme does not absolve Governors and Headteachers from their responsibility to provide supply cover in accordance with Teachers’ Pay and Conditions of Service, even if the Scheme does not cover that risk.

2.1.8 Any concerns regarding the services provided under this SLA should be raised under the Northumberland Education SLA Complaints Policy and Procedure, which is available separately.

2.2 Qualifying Absences Under the Scheme

2.2.1 Schools/academies will be able to claim benefit from the Scheme when the absence qualifies as indicated below. Most of the benefits will relate to the option chosen by the school/academy:

1* from the 21st working day
2* from the 11th working day
3* from the 6th working day
4* from the 4th working day
5* from the 1st working day

Absences Due to Ill Health 2.2.2

a When a teacher is absent due to illness, benefit will be provided on the basis of the option chosen in 2.2.1 above. Absences are no longer linked and therefore each absence will be covered only after the relevant working day is reached as per the selected option.

Maternity, Adoption or Paternity Leave

b In all cases, benefit will be provided when a teacher is absent on maternity leave or adoption leave from the first day of absence and until such time as the contract of employment of any replacement teacher ends or should have ended.

In all cases, benefit will be provided for the first five days of maternity leave at or around the time of the birth.

Where a qualifying employee applies for a second week of paternity leave, the supply scheme will reimburse the school/academy only for the statutory paternity rate of pay. The second week should be consecutive to the first five days of paternity leave.

Long Term Absence of Senior Staff

c When the holder of a Teaching and Learning Reward, a special needs allowance, a Headteacher, Deputy Headteacher, an Assistant Headteacher or Advanced Skills Teacher (AST) is absent due to illness for a period exceeding eight weeks of term time, the Scheme will provide an additional payment backdated to the beginning of the absence.

Note: In the case of a headteacher absence where there is no Deputy, the additional payment will be provided after four calendar weeks. It is the responsibility of the school to advise if there is no Deputy.
Extraneous Duty Payments

d When a teacher undertakes extraneous duties in a Residential School or in boarding provision, benefit will be provided according to the option chosen in 2.2.1 above.

Other Unusual Circumstances

e Benefit may also be provided in other circumstances which are unusual or unpredictable provided that prior agreement to any proposed arrangement is obtained from the Authority. For example, benefit will be provided from the first day when a teacher is suspended on full pay pending a Disciplinary Hearing and may be provided when regular absences are required to attend for medical treatment or when a phased return to work after a period of illness is agreed as advisable by Occupational Health or a Northumberland County Council Human Resources manager. Claims for phased return will be restricted to no more than 3 weeks.

Academies who wish to claim for a phased return will:

i have agreed the phased return with the employee following advice from their Occupational Health provider or the employee’s GP; and

ii not be entitled to claim for more than three weeks.

2.3 Payment of Benefit from the Scheme

For Academies this will be at the full rate for the first 100 days of the absence, half rate for the next 100 days and zero thereafter.

2.3.1

a Subject to sub-paragraphs (b) to (f) below, entitlement for each working day of absence qualifying for benefit under the Scheme (apart from the five teacher training days which are excluded except when they are part of an illness which is expected to exceed eight school weeks), will be as follows:

b For all schools/academies benefit will be paid as a fixed sum of money for each day of absence. This sum will be published in advance of the start of the financial year, and will correspond to spine point M4 of the pay scales for Classroom Teachers plus on-costs. This benefit will be paid even if the school/academy does not incur any replacement costs.

c For each working day of absence described in 2.2.2 (d) above, additional benefit will be paid in the form of a cash sum based upon the current annual rate for extraneous duties, plus on-costs. The weekly rate will be the annual rate divided by 38, and this will be for 15 hours work per week in Special Schools or 4 nights work per week in boarding provision. The actual amount will be paid pro-rata.

d The benefits for part-time staff will be calculated on a daily basis as follows:

i A school/academy with a teacher who is due to work for part of a day is only entitled to benefit for that part of the day. There will be no benefit for any day on which a teacher is not due to work.

ii For a teacher who is due to work on some days but not on others, entitlement to benefit will be calculated based on the full working week. For example, a school/academy with 4* cover and a teacher who works on Tuesday, Thursday and Friday will be entitled to benefit from Friday if the teacher reports sick on Tuesday, but from Thursday if he/she reports sick on Monday.

e When a teacher is absent on maternity leave or adoptive leave, the cost of a replacement teacher will be charged to the school. The cost of the teacher taking maternity leave will be met by the Scheme until such time as the contract of employment of the replacement teacher ends.

For Academies the cost of the teacher taking maternity leave will continue to be met by the academy. Claims can be made as follows:

First 4 weeks of occupational maternity leave at full pay, net of Statutory Maternity Pay (SMP @ 92%) i.e. 8% to be charged to the scheme;

Following 2 weeks of maternity leave at 9/10ths of full pay, net of SMP;

Following 12 weeks of occupational maternity leave at half pay, net of SMP; and

Remainder 21 weeks of SMP at 8%.

f For long term illnesses described in 2.2.2 (c) above, the school will be credited with the amount of money calculated as follows:

Headteachers, Deputy Headteachers, Assistant Headteachers, Advanced Skills Teachers (AST) - The sum will correspond to the difference, including on-costs, between spine point U3 on the pay scale for Classroom Teachers and the salary point designated for the School Group as illustrated below.

<table>
<thead>
<tr>
<th>School Group</th>
<th>Heads Point</th>
<th>Dep / Asst / AST Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>11</td>
<td>4</td>
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<td>4</td>
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<tr>
<td>7</td>
<td>24</td>
<td>13</td>
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<tr>
<td>8</td>
<td>28</td>
<td>16</td>
</tr>
</tbody>
</table>
Teaching and Learning Reward and SEN allowance holders - The sum will correspond to the lowest TLR values for TLR 2 or, in the case of Group 5 and above only, TLR 1 where appropriate.

2.3.2 All claims from the Scheme need to be made using the appropriate electronic claim form which are available from the Business Support Team (telephone 01670 623590). All claims must be on the electronic form; paper copies will not be accepted.

2.3.3 The financial year for the scheme runs from 1 April to the end of March each year.

2.4 Charges & Benefits under the Scheme
Charges for cover provided under the Scheme will be notified to schools/academies prior to the commencement of the financial year. The value of benefits payable will be notified to schools each year, prior to the commencement of the financial year.

3. SUPPLY AGREEMENT FOR SUPPLY COVER FOR SUPPORT STAFF

3.1 Introduction
3.1.1 This Scheme covers support staff in schools/academies and attached special units whose salaries are met from schools’ delegated budgets or the Academy’s General Annual Grant (GAG) and this includes catering, caretaking and cleaning staff managed/employed by the school/academy but NOT those staff employed by an external contractor. It is offered to schools/academies to enable them to budget more effectively for the replacement of absent staff. This scheme will operate until such time as notice of withdrawal is received as provided for under paragraph 3.1.3.

3.1.2 The principle of the Scheme is to enable schools/academies to offset the costs of absence, which can fluctuate wildly, against each other. The Scheme is only viable, therefore, if a significant number of schools/academies within a phase retain membership. If they do not the Authority reserves the right to withdraw the Scheme from all schools/academies within that phase or to offer an alternative scheme as appropriate. Should the Authority wish to withdraw the scheme, for this or any other reason, it retains the right to do so subject to a period of notice of not less than one school term.

3.1.3 Schools/academies will choose a level of cover from those available as set out in paragraph 3.2.1. It is expected that schools/academies will remain with the same level of cover for a given academic year. Withdrawal or a change to the level of membership must be notified in writing by 30 April, prior to the start of the academic year to Angela Whitehead, School Funding and Business Relationship Manager: email Angela.Whitehead@northumberland.gov.uk.

Should an academy having withdrawn from the scheme seek to be re-admitted then such re-admittance will be subject to a minimum two year period and cover will not be provided in respect of any ongoing absence or known future absence at the time of reapplication.
3.1.4 All support staff within any school/academy must be covered, and by the same level of cover.

3.1.5 Charges under the scheme will be levied on a financial year basis and will be calculated based on the number of full-time equivalent posts charged to the school budget or GAG in the January preceding the start of the academic year as follows:

i 5/12 charged at the appropriate rate from the previous academic year in April, and

ii 7/12 charged at the appropriate rate from the current academic year in September

Charges for the financial year will be notified to schools/academies and will reflect the latest information about absences and consequent costs within each phase.

3.1.6 Whilst the Supply Scheme affords schools/academies a measure of financial protection, it does not absolve Governors and Headteachers from their responsibility to provide supply cover or to upgrade staff in accordance with conditions of Service, even if the Scheme does not cover that risk.

3.1.7 Any concerns regarding the services provided under this SLA should be raised under the Northumberland Education SLA Complaints Policy and Procedure, which is available separately.

3.2 Qualifying Absences Under the Scheme

3.2.1 Schools/academies will be able to claim benefit from the Scheme when the absence qualifies as indicated below. Most of the benefits will relate to the option chosen by the school/academy:

1* from the 21st working day
2* from the 11th working day
3* from the 6th working day
4* from the 4th working day
5* from the 1st working day

Absences Due to Ill Health

3.2.2

a When a member of Support staff is absent due to illness, benefit will be provided on the basis of the option chosen in 3.2.1 above. Absences are no longer linked and therefore each absence will be covered only after the relevant working day is reached as per the selected option.

Maternity, Adoption or Paternity Leave

b In all cases, benefit will be provided when a member of Support staff is absent on maternity leave. Maternity support leave or adoption leave will be paid from the first day of absence up to a maximum of 18 weeks.

In all cases, benefit will be provided for the first five days of paternity leave at or around the time of the birth.

Where a qualifying employee applies for a second week of paternity leave, the supply scheme will reimburse the school/academy only for the statutory paternity rate of pay. The second week should be consecutive to the first five days of paternity leave.

Other Unusual Circumstances

c Benefit may also be provided in other circumstances which are unusual or unpredictable provided that prior agreement to any proposed arrangement is obtained from the Authority. For example, benefit will be provided from the first day when a member of Support staff is suspended on full pay pending a Disciplinary Hearing and may be provided when regular absences are required to attend for medical treatment or when a phased return to work after a period of illness is agreed by Occupational Health or a Northumberland County Council Human Resources manager.

Academies who wish to claim for a phased return will:

i have agreed the phased return with the employee following advice from their Occupational Health provider or the employee's GP; and

ii not be entitled to claim for more than three weeks.

3.3 Payment of Benefit from the Scheme

For Academies this will be at the full rate for the first 100 days of the absence, half rate for the next 100 days and zero thereafter.

3.3.1

a Subject to sub-paragraphs (b) to (f) below, reimbursement will be paid on the hourly rate basis for each working day of absence as described in 3.2.2 above. The sum payable will be published as set out in paragraph 3.4 below and will correspond to the estimated typical cost of replacement Support staff in that year.

b For Teaching Assistants the five additional days to be worked when the pupils are not present are excluded except when prearranged dates are part of an illness which is expected to exceed eight school weeks.

c Other Support staff employed on an all the year round basis are covered for all the time that they would normally be at work.

d The benefits for part-time staff will be calculated on a daily basis as follows:

i A school with a member of Support staff who is due to work for part of a day is only entitled to benefit for that part of the day based upon the number of hours normally worked. There will be no benefit for any day on which such a person is not due to work.

ii For a member of Support staff who is due to work on some days but not on others, entitlement to benefit will be calculated based on the actual working week.
When a member of Support staff is absent on maternity leave or adoption leave, all costs of the absent person will be met by the Scheme.

For Academies the cost of the member of Support Staff taking maternity leave will continue to be met by the academy. Claims can be made as follows:

First 6 weeks of occupational maternity leave at 9/10ths of full pay, net of Statutory Maternity Pay (SMP);
Following 12 weeks of maternity leave at half pay, net of SMP; and
Remaining 21 weeks of SMP at 8%.

3.3.2 All claims from the Scheme need to be made using the appropriate electronic claim form which are available from the Business Support Team [telephone 01670 623590. All claims must be on the electronic form; paper copies will not be accepted.

3.3.3 The financial year for the scheme runs from 1 April to the end of March each year. All claims should be submitted promptly at the end of each month. Any claims submitted more than two months after the absence will not be paid, other than when the Director of Education and Skills agrees there are exceptional circumstances.

3.4 Charges & Benefits under the Scheme
Charges for cover provided under the Scheme will be notified. The value of benefits payable will be notified to schools/academies each year, prior to the commencement of the financial year.

<table>
<thead>
<tr>
<th>Supply insurance scheme</th>
<th>2017-18 April – August 2017</th>
<th>2017-18 September 2017 – March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teaching</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First5*</td>
<td>£2,134</td>
<td>£2,134</td>
</tr>
<tr>
<td>First4*</td>
<td>£1,357</td>
<td>£1,357</td>
</tr>
<tr>
<td>First3*</td>
<td>£1,210</td>
<td>£1,210</td>
</tr>
<tr>
<td>First2*</td>
<td>£1,057</td>
<td>£1,057</td>
</tr>
<tr>
<td>First1*</td>
<td>£915</td>
<td>£915</td>
</tr>
<tr>
<td>Middle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Middle5*</td>
<td>£1,593</td>
<td>£1,593</td>
</tr>
<tr>
<td>Middle4*</td>
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<td>£934</td>
</tr>
<tr>
<td>Middle3*</td>
<td>£822</td>
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</tr>
<tr>
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<td>£709</td>
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<tr>
<td>Middle1*</td>
<td>£600</td>
<td>£600</td>
</tr>
<tr>
<td>High</td>
<td></td>
<td></td>
</tr>
<tr>
<td>High5*</td>
<td>£1,819</td>
<td>£1,819</td>
</tr>
<tr>
<td>High4*</td>
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<tr>
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<td>£806</td>
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<tr>
<td>High1*</td>
<td>£678</td>
<td>£678</td>
</tr>
<tr>
<td>Special</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special5*</td>
<td>£2,036</td>
<td>£2,036</td>
</tr>
<tr>
<td>Special4*</td>
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</tr>
<tr>
<td>Special3*</td>
<td>£1,156</td>
<td>£1,156</td>
</tr>
<tr>
<td>Special2*</td>
<td>£1,009</td>
<td>£1,009</td>
</tr>
<tr>
<td>Special1*</td>
<td>£762</td>
<td>£762</td>
</tr>
<tr>
<td>Supply insurance scheme</td>
<td>2017-18</td>
<td>2017-18</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td></td>
<td>April – August 2017</td>
<td>September 2017 – March 2018</td>
</tr>
<tr>
<td>Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First5*</td>
<td>£655</td>
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<tr>
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<td>£308</td>
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<tr>
<td>Middle</td>
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<td></td>
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<tr>
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<td>£655</td>
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<tr>
<td>Middle2*</td>
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<tr>
<td>Middle1*</td>
<td>£308</td>
<td>£308</td>
</tr>
<tr>
<td>High</td>
<td></td>
<td></td>
</tr>
<tr>
<td>High5*</td>
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<td>£1,277</td>
</tr>
<tr>
<td>High4*</td>
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</tr>
<tr>
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<td>£634</td>
<td>£634</td>
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<tr>
<td>High1*</td>
<td>£514</td>
<td>£514</td>
</tr>
<tr>
<td>Special</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special5*</td>
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<td>£1,450</td>
</tr>
<tr>
<td>Special4*</td>
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<tr>
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<tr>
<td>Special2*</td>
<td>£720</td>
<td>£720</td>
</tr>
<tr>
<td>Special1*</td>
<td>£590</td>
<td>£590</td>
</tr>
</tbody>
</table>

**CONTACT DETAILS**

Education Admin Team 01670 622391
insurance.supply@northumberland.gov.uk

80 SERVICES TO SCHOOLS
CORPORATE SERVICES - TRANSACTIONAL SERVICES

Why choose us?
The Transactional Services function of Corporate Resources like most Groups within the County Council continues to undergoing service transformation. The team continues to look for new innovative ways of working and embracing technology is part of that transformation.

The Transactional Services function is striving to increase its efficiency and effectiveness in ever increasing financial pressures thus providing its customers with a value for money service. The service aims to support Headteachers and Governors so that standards remain high and schools continue to access the support they need.

This Service Level Agreement (SLA) outlines details of the services that will be delivered directly by members of the Transactional Services team or when necessary by seeking expertise from financial institutions.

The major strength of this SLA is that services will be delivered by people who are fully trained and experienced in financial processes and transactional HR policies relating to your school.

Our staff have established links with other services including internal audit and external agencies, and are:

- Aware of and responsive to your own school’s needs
- Experienced in Council financial systems and procedures
- Up to date with current legislation and County Council decisions
- Up to date with current legislation involving DBS, income tax, national insurance contributions and value added tax

What is included
The Transactional Services SLA is made up of the following:

- Employee Services incorporating transactional HR and payroll
- Accounts Payable
- Income Management; Collectors and Local Account Service, Bank
- Insurance cover
- VAT Advice

The Service
The SLA looks to deliver:

- Timely pre-employment checks
- Appropriate issuing of contracts and letters of appointment
- Prompt payment of staff
- Prompt payment of bills
- Timely allocation of all income and expenditure
- Compliance with statutory HMRC requirements for PAYE, NI and VAT
- Application of effective Insurance Cover

The service level agreement is provided on the basis of schools buying in for 12 months covering the period 1st September 2017 to 31st August 2018. However due to contractual arrangements the Insurance SLA covers the period 1st April 2017 until 31st March 2018.
Service Level Agreements

Employee Services

1. Undertake all pre-employment verifications
2. Administer DBS application forms and act as Counter signatory for disclosure requests for employees
3. Undertake, pre-appointment checks and maintain and update the Supply Teacher Register
4. Prepare and issue statements of terms and conditions including contract variations
5. Submission of the Annual Service return
6. Completion of the Schools Workforce Census
7. Administer Teachers Pension Scheme and deal with queries on teachers service with Teachers Pensions
8. Administer the Local Government Pension Scheme and deal with queries
9. Advice and support to schools regarding contractual or discretionary leave of absence (maternity, paternity, jury service etc.)
10. Process and pay all salaries and allowances as notified
11. Apply Pay Awards and annual increments as notified
12. Pay any locally agreed rates as notified
13. Issue payslips on designated dates
15. Calculate and process deductions from pay in accordance with the relevant regulations (HMRC and Pension Schemes)
16. Process P45 details for leavers and produce P60 documentation for current staff.
17. Operate Real Time Information in accordance with HMRC legislation
18. Operate Auto-Enrolment in accordance with Government Legislation
19. Calculate and process all employer liability payments to relevant bodies
20. Answer all enquiries from individual employees on PAYE, National Insurance and Pension deductions both teachers and non-teaching employees
22. Administer voluntary deductions [Union, Charity, etc.]
23. Process attachment of earnings orders
24. Administer national salary sacrifice schemes i.e. cycle to work and childcare vouchers
25. Administer a wide range of SMART Benefits schemes
26. Receive and validate all employee travelling and subsistence claims
27. Complete and submit the necessary Inland Revenue P9D and P11D year-end returns and provide copies, where relevant, to employees per statutory requirements
28. Make salary advances where required [refer to pricing structure]
29. Provide financial references in relation to individual employees to third parties/external agencies including credit, rented accommodation and mortgage references, benefit claims and jury service

Accounts Payable

1. Receive and validate invoices, performing a comprehensive check to ensure accuracy of coding document completion and certification in compliance with prepayment audit and Financial Regulations requirements
2. Administer Construction Industry Scheme [CIS] requirements, i.e. ensure that the work completed falls within the scheme, all returns are received from exempt sub-contractors, tax is deducted from payments to non-exempt sub-contractors and complete year end returns for the Inland Revenue
3. Ensure that payments for services from self-employed persons meet the necessary criteria to permit settlement through the Creditor system, rather than Payroll
4. Ensure correct VAT treatment per HMRC Regulations
5. Create creditor payment batches to ensure most cost effective processing
6. Input invoice details on line to the County Council's E-Business system, creating easily accessible payment records and enquiry data
7. Process daily cheque and BACS runs
8. Provide an urgent payment service to meet discount deadlines, contractual arrangements, etc.
9. Answer queries from creditors and store paid invoices
10. Provide advice and where necessary train school staff in the use of E-Business where that school chooses to process their own invoices (devolved input)
11. Printing and despatch of invoice certification pads
12. Provision of cheque and BACS payment stationery

Income Management; Collectors and Local Accounts

1. Provision and administration of the local account service including liaison with the Council’s bankers and account changes
2. Issuing of debit cards to schools who wish to move away from cheques
3. Arranging reimbursements to the local accounts
4. Posting of local account expenditure to the general ledger
5. Reconciliation of the pool of local accounts in accordance with financial deadlines
6. Provision and administration of the schools collectors service including postings to the general ledger
7. Managing the delivery of schools income to the bank after being collected by the courier
Insurance Services

The Insurance Team provides for insurance cover against insurable risks.

The team procures insurance cover for a wide range of insurable risks associated with the County Council’s employees, property, motor vehicles, public liability, and professional indemnity and for teachers and pupils on school journeys. To achieve best value from the insurance budgets across all services, external procurement is supplemented by self-insurance through the administration of an insurance fund.

Objectives & Responsibilities of Insurance Team

- To manage and monitor the Insurance Fund, process all claims and produce claims data for management purposes.
- Review the main operations of all Council functions to assess exposure to loss and advise management on the scope, extent and terms of insurance required.
- Arrange external insurance through the tender process to attain best value.
- Advise on self-insurance levels, and develop, manage, monitor and maintain the council’s insurance fund.
- Ensure timely settlement of claims.
- Develop systems and procedures to produce management reports.
- Maintain relationships with insurance companies, brokers and advisors and liaise with all Council departments.

Responsibilities of User Departments

- Notify the Insurance Team where there have been material changes that could have a bearing upon the Council’s insurance arrangements e.g. significant building alterations, disposal and acquisition of vehicles.
- Inform the Insurance Team within 5 working days of any incident which might lead to a claim against the Council or its insurers.
- Make no admissions of liability to potential claimants.
- Retain all relevant records and accident documentation.
- Provide all relevant data to enable processing of claims.

Service Cover

Details of the policies held by Insurance on behalf of Schools are detailed in the table below. Please note the policies that are compulsory. Schools do have the option to seek their own insurance arrangements for these areas however you will be required to provide details of this cover in order that NCC can satisfy themselves that you have acquired sufficient cover across all areas.

NCC would also appreciate adequate notice that you intend to obtain your own insurance cover so the necessary steps can be made to remove your school from the existing insurance policies and reduce the premiums charged to the authority. Please remember that the insurance cover commences on the 1st April of each year.

<table>
<thead>
<tr>
<th>Policies</th>
<th>Compulsory</th>
<th>SLA Opt In</th>
<th>Indemnity Limit</th>
<th>Excess applicable to schools</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Property &amp; Buildings</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Material Damage Property</td>
<td>Y</td>
<td></td>
<td>N/A</td>
<td>£500</td>
</tr>
<tr>
<td>Additional Expenditure</td>
<td>Y</td>
<td></td>
<td>N/A</td>
<td>£100</td>
</tr>
<tr>
<td>Terrorism cover</td>
<td>Y</td>
<td></td>
<td>N/A</td>
<td>£100</td>
</tr>
<tr>
<td><strong>Casual/Liability Policies</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Liability</td>
<td>Y</td>
<td></td>
<td>50M</td>
<td>£0</td>
</tr>
<tr>
<td>Employee Liability</td>
<td>Y</td>
<td></td>
<td>50M</td>
<td>£0</td>
</tr>
<tr>
<td>Officials indemnity - Governor</td>
<td>Y</td>
<td></td>
<td>3M</td>
<td>£0</td>
</tr>
<tr>
<td>Libel and Slander</td>
<td>Y</td>
<td></td>
<td>1M</td>
<td>£0</td>
</tr>
<tr>
<td>Fidelity Guarantee</td>
<td>Y</td>
<td></td>
<td>1M</td>
<td>£0</td>
</tr>
<tr>
<td>Personal Accident - Employees</td>
<td>Y</td>
<td></td>
<td>Various limits</td>
<td>£0</td>
</tr>
<tr>
<td>Personal Accident - Volunteers</td>
<td>Y</td>
<td></td>
<td>Various limits</td>
<td>£0</td>
</tr>
<tr>
<td>Money</td>
<td>Y</td>
<td></td>
<td>Various limits</td>
<td>£100</td>
</tr>
<tr>
<td>Business Travel</td>
<td>Y</td>
<td></td>
<td>Various limits</td>
<td>£100</td>
</tr>
<tr>
<td><strong>Other Misc. Policies</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>School Journey</td>
<td>Y</td>
<td>Various limits</td>
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</tr>
<tr>
<td>Third Party Hirers</td>
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<td>2M</td>
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<tr>
<td>PTA</td>
<td>Y</td>
<td>5M</td>
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<td></td>
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<tr>
<td>All Risks Contents/Computers</td>
<td>Y</td>
<td>N/A</td>
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</tr>
<tr>
<td><strong>Motor Policy</strong></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>School Minibus</td>
<td>Y</td>
<td>Unlimited</td>
<td>£250</td>
<td></td>
</tr>
</tbody>
</table>
• Business Travel excess only applicable against Electronic Equipment
• All Risks Contents/Computer excess increased to £250 for computer equipment.

Property and Buildings Policies
The Insurance charged under Property and Buildings covers three main elements: the largest part of the charge is for Material Damage but there is also cover for additional expenditure and terrorism.

Material Damage Policy
Material Damage covers the actual physical damage or loss to the school buildings/outbuildings or, the content of those buildings, as long as the loss is as a result of an insured peril.

Over the last few years we have seen significant rises in property damage claims mainly due to the weather, i.e. storm and flood and freezing winter temperatures.

We will continue to review the charges over the coming years and are confident that despite this rise the policy still offers good value for money.

Underneath is a table that details the current Peril cover under the Property Policy and the Peril cover that will be in place at Renewal in April 17.

<table>
<thead>
<tr>
<th>Building Perils Cover</th>
<th>Cover effective 01-04-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Lighting Explosion</td>
<td>Y</td>
</tr>
<tr>
<td>Storm and Flood</td>
<td>Y</td>
</tr>
<tr>
<td>Aircraft</td>
<td>Y</td>
</tr>
<tr>
<td>Riot or civil Commotion</td>
<td>Y</td>
</tr>
<tr>
<td>Earthquake</td>
<td>Y</td>
</tr>
<tr>
<td>Subterranean Fire</td>
<td>N</td>
</tr>
<tr>
<td>Escape of water from tank apparatus or pipe</td>
<td>Y</td>
</tr>
<tr>
<td>Impact by an road vehicle or animal</td>
<td>Y</td>
</tr>
<tr>
<td>Accidental escape of water/sprinkler system</td>
<td>Y</td>
</tr>
<tr>
<td>Malicious Damage</td>
<td>Y</td>
</tr>
<tr>
<td>Theft (Building Fabric) **</td>
<td>Y</td>
</tr>
<tr>
<td>Subsidence **</td>
<td>Y</td>
</tr>
</tbody>
</table>

**Subsidence/Theft of building fabric carries a £1000 policy excess/each and every loss.

Additional Expenditure Policy
The policy works jointly with the Material Damage policy and where a loss has occurred i.e. a fire the Additional Expenditure Policy follows on to cover:

Reasonable additional costs and expenses necessarily incurred in order to effectively continue:

a) Administration and maintain services.

b) Increased costs incurred for rent, rates, taxes, lighting, heating, cleaning and insurance due to the enforced occupation of temporary premises

c) Legal, clerical and other charges incurred in the replacement or restoration of deeds, plans, specifications, documents, books of account, card indexes and other office

Terrorism Policy
Cover is provided against terrorism attacks on school premises.

Casualty/Liability Policies
This charge covers a suite of policies – more information with regard to exact cover on individual policies is available by request to the Insurance team.

We have been asked to provide additional clarification around cover for Instructors and coaches who run after school activities/clubs at schools. We would expect self employed coaches/instructors to have their own insurances, cover would not be extended under NCC policies. NCC insurance policies only extends to ’employees and *volunteers’.

*Volunteers must be under the supervision and direction of the school and must be provided with relevant training.

Level of Indemnity External contractors/Service Providers
Where you are contracting out services you must ensure that the provider has adequate Insurance cover and adequate Indemnity levels. The type of insurance required depends on the service provided but normally you would expect at least Public Liability Cover, in some cases Employees Liability and Professional Indemnity may also be required. With regard to adequate Indemnity levels the Corporate advice is a minimum of £5M PL/£10M EL/£5M Professional Indemnity, however these levels may be adjusted to meet the individual level of risk posed within the contract or by the service provider.

School Journey Policy
All school journeys should be recorded on Evolve.

The policy covers school trips or excursions involving travel outside the school boundaries not exceeding 31 days. This covers any member of the trip party who is a full-time NCC pupil, teacher or other adult up to 65 yrs.

You should not travel to any country which the foreign office recommends against.
Medical conditions are acceptable as long as you have a doctor’s certificate to certify that the person is fit to travel and fit for the purpose of the holiday or activity that they may be partaking in.

Full summary of cover is available through Evolve or direct from the Insurance team.

Third Party Hirers Policy (Liability)
This product is designed solely for small, profit making entities (such as informal local community groups e.g. dance groups, dog training classes), and individuals who would not be able to obtain liability insurance for themselves who are hiring school premises. It is not suitable for larger, commercial or political organisations – for example a Residents Association, being a formal body, which would be able to obtain their own cover.

Under the terms of the policy each school will be required to have written agreement with the Hirer, stating terms of the hire. This requires approval by the insurance company before cover is provided.

At the end of each policy year (31st March), we will require a declaration of fee income over the period for those lettings covered under the policy.

Parent Teacher Association Liability Insurance
Public liability insurance policy arranged through Zurich on a block basis to protect Parent Teacher Associations.

All Risks

Cover Provided
Loss of or damage to furniture, fixtures, fittings and stock, including computer equipment contained within the main building or outbuildings and while temporarily removed.

This insurance does not cover buildings, fencing, glazing and fuel, computer software, and computer systems records. Theft of property from an unattended vehicle is excluded, unless the property is placed in the boot out of sight, all the doors, windows and other means of access have been locked, and all keys have been removed.

Cover excludes loss or damage due to the following causes:

- Unexplained disappearance or inventory storage
- Corrosion, rust, wet or dry rot, shrinkage, evaporation, dampness, dryness, vermin or insect, marring or scratching
- Pollution, contamination, change in temperature, colour, texture or finish
- Mechanical or electrical breakdown or derangement
- Depreciation, inherent vice, latent defect, gradual deterioration, wear and tear, frost
- Any testing, repairing, adjusting, servicing or maintenance operation
- Items that are already covered under the main Building Perils property policy

Motor - School Mini Bus
The policy cover is fully comprehensive motor insurance. All notifications of changes i.e. additions or deletions must be made direct to the Insurance team. When completing the SLA questionnaire please only answer Y to Mini bus cover if you require insurance direct with the Insurance team.

If you lease a minibus or vehicle through the NCC Fleet department then you do not need to request cover through the SLA. Cover is automatically provided as part of the lease agreement you have with NCC Fleet department.
**Theft Cover**

We have included theft of lead, copper and metal from buildings subject to a £1000 excess for each and every loss. I attach some guidance from Zurich on measures to protect against such losses. We would request that all schools review their exposure to this type of loss and implement the necessary security measures to protect their property. See attached Zurich advice. Cover may be withdrawn where the insurance team considers that security measures have not been implemented that would have protected the building in line with the guidance. [http://www.buildingconservation.com/articles/lead-theft/lead-theft.htm](http://www.buildingconservation.com/articles/lead-theft/lead-theft.htm)

**Pricing Structure**

The service level agreement is provided on the basis of schools buying in for 12 months covering the period 1st September 2017 to 31st August 2018 albeit Insurance cover will be for 1st April 2017 until 31st March 2018 as per our contract with the Insurer.

---

<table>
<thead>
<tr>
<th>Employee Services</th>
<th>£79 per assignment (reduction from previous year)</th>
</tr>
</thead>
</table>

**Additional Employee Services costs**

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Pay Advance</td>
<td>£30.00 per payment (no increase from previous year)</td>
<td>NCC will meet the cost of the pay advance should the error be attributed to their lack of action</td>
</tr>
<tr>
<td>Overpayment due to late notification of leaver</td>
<td>£30.00 per payment (no increase from previous year)</td>
<td>NCC will meet the administration cost of the overpayment notification should the error be attributed to their lack of action</td>
</tr>
<tr>
<td>Provision of redundancy estimates</td>
<td>£15.00 (no increase from previous year)</td>
<td></td>
</tr>
<tr>
<td>Volunteer DBS inclusive of Vat</td>
<td>£16.67</td>
<td>note: schools are not charged the vat element of this charge</td>
</tr>
<tr>
<td>Employee DBS – ebulk</td>
<td>No charge from NCC however £cost of DBS plus £4 plus vat from NEREO</td>
<td></td>
</tr>
<tr>
<td>Employee DBS – paper form</td>
<td>£16.67</td>
<td></td>
</tr>
<tr>
<td>Salary redirection (after payroll deadline)</td>
<td>£20.00 (no increase from previous year)</td>
<td>NCC will meet the administration cost of the salary redirection notification should the error be attributed to their lack of action</td>
</tr>
</tbody>
</table>

The above Employee Services additional costs will be charged on a monthly basis to the same charge code as we charge the annual fee.

**Accounts Payable**

<table>
<thead>
<tr>
<th>Service</th>
<th>Service level</th>
<th>Sept 16 – August 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>AP Invoice Input from pre prepared coding documentation</td>
<td>1</td>
<td>£290</td>
</tr>
<tr>
<td>AP Invoice input on matching to Oracle E-Business purchase order</td>
<td>2</td>
<td>£290</td>
</tr>
<tr>
<td>AP Devolved Input</td>
<td>3</td>
<td>£230</td>
</tr>
</tbody>
</table>

Schools that have a mixture of service level 2 and 3 will be charged at the higher rate.

**Cashiers & Income Management for Local Accounts & Collectors.** | £570 per school (reduction from 16-17)

**Insurance Services – management of the insurance policies, cover and claims.** | £70 per school (no increase from previous year)
Charges for Insurance cover for the 2017-2018 Financial Year are as follows:

<table>
<thead>
<tr>
<th>Type of Cover</th>
<th>Basis of Charge per</th>
<th>First</th>
<th>Middle</th>
<th>High</th>
<th>Special</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property/Buildings</td>
<td>Sqm</td>
<td>2.88</td>
<td>2.34</td>
<td>2.61</td>
<td>3.58</td>
</tr>
<tr>
<td>Public and Employee Liability Policies</td>
<td>Pupil</td>
<td>10.66</td>
<td>7.60</td>
<td>12.42</td>
<td>67.21</td>
</tr>
<tr>
<td>School Journey</td>
<td>Pupil</td>
<td>0.97</td>
<td>0.97</td>
<td>1.58</td>
<td>0.97</td>
</tr>
<tr>
<td>Third Party Hirers</td>
<td>School</td>
<td>60.64</td>
<td>60.64</td>
<td>60.64</td>
<td>60.64</td>
</tr>
<tr>
<td>PTA</td>
<td>Public liability Parent Teachers Associations</td>
<td>School</td>
<td>155.45</td>
<td>155.45</td>
<td>155.45</td>
</tr>
<tr>
<td>All Risks</td>
<td>Pupil</td>
<td>1.50</td>
<td>1.73</td>
<td>3.93</td>
<td>4.55</td>
</tr>
<tr>
<td>Motor - School Minibus</td>
<td>Minibus</td>
<td>774.90</td>
<td>774.90</td>
<td>774.90</td>
<td>774.90</td>
</tr>
</tbody>
</table>

**Premium Increases**

It is regrettable that there will be an increase in all insurance policies for the 2017-2018 financial year. Our Insurers have confirmed a 15% increase in Public and Employee liability cover and a 5% increase in all other policies.

The rise in Public Liability insurance premiums is reflective of a continuing increase in claims/losses across all of Zurich’s Liability Portfolio and is not a specific increase/penalty to Northumberland County Council or Schools.

**Footnote on Insurance Premium Tax (IPT)**

The UK government introduced the IPT to raise revenue from the insurance sector, which was viewed as being under-taxed, and not subject to Value Added Tax (VAT). The main EU legislation regarding VAT (Council Directive 2006/112/EC) states that insurance and reinsurance transactions, including related services performed by insurance brokers and insurance agents, are exempt from VAT.

The IPT was announced in the November 1993 budget and introduced with the Finance Act 1994 which received Royal Assent on 3 May 1994. IPT is under the care and management of HM Revenue & Customs.

There are two different insurance premium tax rates:

- a standard rate of 10% (increase from 9.5% September 2016)
- a higher rate of 20%

Insurers providing taxable insurance are required to register and account for IPT, as must intermediaries who sell insurance subject to the higher rate of IPT and charge a separate insurance-related fee on top of the premium itself.

The government has already announced a further IPT increase to 12% from October 2017; this will impact on 2018-2019 rates.

**How the charges will be collected**

We shall collect the annual SLAs from your budget on 1 September 2017.

Any school buying into the SLA is committing to the full 12 month contract; no refunds will be given across all SLAs.

Please note that any schools opting for PTA insurance cover we will recover this cost from your delegated budget; schools will need to seek reimbursement from their PTA direct.

For further information about services within the SLA please contact:

**CONTACT DETAILS**

Alison Elsdon, Director of Corporate Resources 01670 622168
alison.elsdon@northumberland.gov.uk

Derek Brown, Transactions Manager 01670 622855
derek.brown01@northumberland.gov.uk

Lorraine Summers, Employee Services Manager 01670 622856
lorraine.summers@northumberland.gov.uk

Sandra Sawyer, Section Head Cashiers & Income Management 01670 624391
sandra.sawyer@northumberland.gov.uk

Shaun McVeigh, Section Head Accounts Payable 01670 624201
shaun.mcveigh@northumberland.gov.uk

Nicola Johnson, Insurance Manager 01670 623179
nicola.johnson@northumberland.gov.uk
CORPORATE FINANCE SERVICES
1st September 2017 to 31st August 2018

The Practice
The services are provided by the Council’s Corporate Finance Service through a number of Accounting Assistants who are managed and supported by Qualified Accountants. All staff have experience and knowledge of preparing, monitoring and providing a range of financial advice across a wide variety of County Council budgets including schools.

The service provides a comprehensive financial service to Governors, Head Teachers and other teaching and administrative staff on a wide range of financial issues including budget construction and financial management and reporting.

The services offered will be provided by:
• A named contact for your school from within the Corporate Finance Service
• The provision of advice, support, a tailored spreadsheet and budget construction notes
• The provision of regular financial reports and update of financial guidance notes relating to all financial issues
• The provision of financial advice by telephone, letter or by personal visit (this will incur an additional cost) to or from the school.

The service will continue to provide support and advice to schools and settings in line with statutory requirements at no cost covering:
• A limited package, available to all non-participating schools to enable prediction of future years’ budget shares;
• Support and guidance via telephone to newly appointed finance staff including Head Teachers.

There are two elements to the SLA offered to schools:
• Budget Construction Support
• Financial Management Support

The cost of each of the SLA’s is at a flat rate per school (see pricing structure). Schools can buy into Budget Construction at the Standard, Enhanced or Enhanced Plus SLA’s, and, into Financial Management at the Standard or Enhanced SLA’s, offering flexibility and representing excellent value for money.

Schools converting to Academy status during the financial year will be charged the SLA rate according to the level of buy-back up to the date of conversion. In addition to this there will be a one off charge of £470 to cover the provision of reports during the 4 month period where closing balances are finalised.

The local authority cannot guarantee provision of services to schools wishing to buy a service part-way through the SLA cycle; consequently costs for this may be significantly higher.

The Service
The service level agreement is provided on the basis of schools buying in for 12 months covering the period 1st September 2017 to 31st August 2018.
### Service Level Agreement – Budget Construction

| 1. | **Budget construction guidance notes.** The Corporate Finance Service will provide schools in the SLA with a comprehensive set of notes to support the construction of a school budget. |
| 2. | **A tailored budget construction spreadsheet package.** Schools will be provided with a spreadsheet package which will enable construction of the schools annual budget in a format that meets the County Council’s requirements. The package will also provide indicative models for the following 3 financial years. |
| 3. | **Updating operational budgets to reflect significant changes during the year.** This service permits schools to submit appropriate significant revisions to budgets at any point during the year. This includes changes to budgets due to staffing levels, pupil numbers, SLAs, grant income, income generation and unplanned expenditure. Schools should note that amendments can only be made once all schools have submitted a baseline budget. |
| 4. | **Budget Profiling.** This option allows the school to profile the budget across the year to improve the meaningfulness of budget monitoring reports. All budgets will be loaded into e-Business with the profiles shown on the Expend Summary worksheet. |
| 5. | **Technical support in the use of the spreadsheet package.** This service will provide technical support on the use of the spreadsheet package with an initial telephone response as soon as possible. This includes amendments due to changes in the funding formula, pay and conditions etc. Once spreadsheets have been amended to reflect changes, schools must use the revised spreadsheet when amending their budgets. Schools amending any other version of their budget will be subject to an automatic additional charge for any corrections required in order to update the budget in e-Business. |
| 6. | **Budget construction.** This service will provide support for schools by assisting in the completion of the spreadsheet package to include budget share details, salary costs for all staff employed by the school, SLAs bought into, all non-staffing costs and grants and income. |
| 7. | **Annual Visit to the School.** This service provides the opportunity for one visit to the school during March or April by a nominated Accounting Assistant to assist with the construction of the operational budget. One visit would be deemed as up to three hours to be arranged at a mutually agreed time. An additional charge will be made for visits exceeding three hours. |
| 8. | **Advice to schools.** This service provides advice to schools in assisting to target resources at their School Development Plan priorities, advising on alternative budget strategies for schools in financial difficulty, costing of specific proposals e.g. staffing changes, and consequences of changes in pupil numbers and other formula factors. |
| 9. | **One Additional Visit to the School.** This service provides schools with one additional visit, usually during the Autumn Term to review the operational budget and to assist with indicative budget preparation. A visit would be deemed as up to three hours. |
1. **Budget reports.** Where the school is using the e-Business Suite to run its own financial reports access to the following standard reports will be provided for the school to run at their own discretion:
   - Budget report
   - Governors report
   - Transaction report
   - Staffing report
   - Any newly developed reports will be made available to all schools

   Where a school requests reports to be run by their Accounting Assistant, an additional charge will be made as detailed in the pricing section of the SLA.

2. **Monthly newsletter.** All schools will have access to a monthly newsletter. The newsletter will contain information about current issues and topics that Headteachers and finance staff will need to be aware of when considering the financial position of the school. Detailed instructions/advice will be provided regarding issues for schools in relation to the closure of accounts.

3. **Investigation and explanation of queries.** Any queries raised by the school in relation to any entries on or omitted from the above reports will be investigated and a response provided to the school normally within 5 working days. The nominated Accounting Assistant will take up issues on behalf of a school and liaise with the different Groups of the Council to assist in the resolution of budget issues.

4. **Processing of electronic journal transfers.** Journal transfers will be processed through the e-Business Suite as and when initiated by schools.

5. **Completion of Consistent Financial Reporting return.** The service will ensure completion of the annual CFR return to the DfE following receipt of the requisite information from each school in line with the relevant deadline.

6. **Processing of budget amendments.** The service will ensure that the budget held within the e-Business Suite is updated on a timely basis to reflect changes requested by the school. Schools should note that no amendments can be made until all schools have submitted a base budget.

7. **Calculation of the likely year end balance.** The Accounting Assistant will support the school to forecast the likely year end balance when requested.

8. **Explanation of variances.** Support will be provided to the school to investigate and explain variances and provide advice when corrective action is required.

9. **Highlighting of significant variances.** The service will provide the school with e-mail alerts of significant variances between budgets and actual which require further investigation or explanation.

10. **Provision of monthly reports.** Where the school is not using the e-Business Suite to run its own financial reports the following reports will be sent to the school electronically within 10 working days of the end of each month:
    - Budget report
    - Transaction report
    - Staffing List

    Reports will cover all budgets used by the school including those operated under Community Powers.

11. **Provision of Governors’ report.** Where the school is not using the e-Business Suite to run its own reports and at the specific request of the school a budget monitoring report will be provided which can be used at the school Governing Body meeting.

**Training**

Training for school based finance staff and Governors is provided at an additional cost and will be arranged subject to demand.

**Federations**

Schools in a “hard” federation who decide to operate one operational budget for the federation rather than individual school budgets will be able to negotiate a discount from the individual school charges. Further details are available on request.

**How the cost will be collected**

We shall collect the annual premium from your budget in a single instalment during May 2017. If the approved budget is not submitted by 1st May in line with the Scheme for Financing School, the charge will be based on the sign up for the 2016-17 SLA.

Any school buying into the SLA is committing to the full 12 month contract.
Implications of Non-Participation
If you decide not to participate in the service level agreement for budget construction you will be responsible for:

- The production of the operational budget including future year projections as required by the Scheme For Financing Schools
- The provision of the operational budget to the Council in a suitable format within specified timescales
- All operational budget updates and mid-year changes.

Schools should note that the County Council may not have the staffing resources to enable it to respond to any request from non-participating schools for the support and advice detailed in the Budget Construction SLA that was not purchased prior to the beginning of the financial year, even if schools were prepared to pay for the services.

Acceptance of the SLA
In order to minimise the paperwork for schools, Corporate Finance will use the information contained within the approved budget submitted by the school to ascertain the level of buy-in to the services. Schools wishing to alter the level of buy-in after this time should notify their nominated Accounting Assistant in writing.

Corporate Finance Services

SLA Pricing
The cost of the SLA covers the period 1st September 2017 to 31st August 2018 and is made up of a flat rate element for all levels.

Budget Construction

<table>
<thead>
<tr>
<th>Service Level Agreement</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard SLA</td>
<td>£350</td>
</tr>
<tr>
<td>Enhanced SLA</td>
<td>£700</td>
</tr>
<tr>
<td>Enhanced Plus SLA</td>
<td>£880</td>
</tr>
</tbody>
</table>

Financial Management

<table>
<thead>
<tr>
<th>Service Level Agreement</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard SLA</td>
<td>£1,100</td>
</tr>
<tr>
<td>Enhanced Plus SLA</td>
<td>£1,400</td>
</tr>
</tbody>
</table>

Schools wishing to buy services part-way through the SLA cycle may be charged at a higher rate.

Cost of services purchased individually

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional visits to support the review and updates of the operational budget and budget planning (a visit would be deemed as up to three hours plus travel)</td>
<td>£200</td>
</tr>
<tr>
<td>Training, support and guidance to additional staff and Governors as identified by the school. Work necessary to rectify errors caused by schools modifying the provided budget spreadsheet formula. Assistance with the preparation of a budget for a service being provided by the Governing body under Community Powers. Provision of ad-hoc monthly reports</td>
<td>£55 per hour/item</td>
</tr>
</tbody>
</table>

CONTACT DETAILS
Julie Briggs, Finance Manager, Corporate Finance 01670 624781 julie.briggs@northumberland.gov.uk

92 SERVICES TO SCHOOLS
LEGAL

Legal Services – Service Level Agreement

The services
The services are provided by Northumberland County Council’s legal department. We have almost 30 lawyers in the team, available to offer a wide range of legal advice and assistance. The department has many years of experience in supporting schools with legal queries. We aim to provide practical advice to Headteachers and staff.

Cost
The annual cost payable for the services is currently as follows:
- Standard charge per school (£230.00) plus an annual charge of £2.05 per pupil.
This cost is payable each September.

Why use the Council’s legal department?

Expertise
This includes a specialist education lawyer for parent and pupil related queries, and dedicated points of contact for specific areas of law (such as contracts and data protection).

Our team has extensive experience in providing public sector legal advice. You can find out more by visiting our web page at:
http://www.northumberland.gov.uk/About/Staff.aspx#legalservices

Cost savings
The cost of external legal advice is often expensive. For example, advice from a senior solicitor in a law firm can cost in excess of £250.00 per hour. The cost of the legal advice provided under this agreement therefore compares very favourably with external rates. Indeed, a Benchmarking exercise in 2013 revealed the Council’s legal department as one of the most cost effective local authority legal teams in the country. This research was undertaken by the Chartered Institute of Public Finance and Accountancy (CIPFA).

By buying our services, for a fixed fee you can access our legal advice as and when you need us. This provides cost certainty for schools, assisting you in preparing your annual budget.
The following case studies demonstrate the value for money offered:

- The legal team has successfully obtained an injunction in the past against a violent trespasser in a school.
- A disability discrimination claim against a school was successfully defended by the legal team.
- In 2016, the Council’s legal team successfully terminated a contract for faulty software which a school had purchased. The school would otherwise have been liable to pay over £23,000.00 during the term of the contract.
- The team successfully negotiated on behalf of a school to end a waste collection contract early. The school had seen some of their charges under that contract increase by over 84%.
- Where a school was to face an Employment Tribunal claim, this could involve paying a solicitor to draft paperwork, prepare witness statements and represent the school at the hearings. Funding this externally could cost over £5,000.00.
- There are many more examples which could be quoted. It is hoped that those above give some indication of the benefits of purchasing our services.

Areas we advise upon
We have set out below some of the common areas we help our school clients with:

Parents & Pupils
- Liability for pupils
- Exemption from/inclusion in school activities
- Matrimonial disputes
- Discipline
- Assaults and violent incidents
- Special Educational Needs (SEN) pupils
- Correspondence from solicitors
- Social media/facebook queries

Contracts
- Contracts for the sale of goods (including equipment)
- Contracts for the supply of services (such as waste collection, printing, etc.)
- IT and software contracts
- Service level agreements
- Drafting bespoke contracts
- Negotiation and dispute resolution

Data Protection
- Subject access requests (SARs)
- Freedom of Information (FOI) requests
- Third party requests and data sharing
- Advising schools on their obligations under the Data Protection Act 1998, and the forthcoming General Data Protection Regulation (GDPR)

Teachers/Employment Matters*
- Disciplinary matters
- Discrimination claims
- Maternity and paternity rights
- Equality and diversity
- Settlement agreements
- Trade union relations
- Wrongful and unfair dismissal

*Advice in these areas may be provided by an external, specialist law firm, on behalf of the Council. This is at no extra charge.

Property advice
- Boundary disputes
- Nuisance
- Unauthorised entry to school premises
- Damage to property
- Neighbour problems
- Tied-accommodation for school caretakers
- Landlord and tenant law

Governance
- School governance queries
- Instruments of government

Other areas of law
- Copyright and intellectual property
- Entitlement to charge for outside activities
- Voluntary contributions
- Community Use Agreements
- Joint Use Agreements
Areas not covered by this agreement

- **Disbursements**
  This agreement covers legal advice, but does not include any disbursements which may become necessary. This includes, for example, court fees, barrister fees or where the school needs to obtain a medical or expert’s report. Should we believe that disbursements are likely to be payable on a particular matter, we will contact you to obtain your authority.

- **School admissions and exclusions**
  Please note that this agreement does not cover any assistance given in relation to school admissions and exclusions. Such advice can be provided by us outwith this agreement, at an additional cost.

- **Judicial Review (JR) claims**
  Representation on such actions brought by, or against, the school/governors are not covered by this agreement. In our experience such action is extremely rare. It may be possible to provide representation on Judicial Review claims, but this would be at an additional cost (to be mutually agreed).

- **Conflicts of interest**
  In exceptional circumstances, a conflict of interests between the Council and the school may arise. If such a conflict arose, it is likely to be necessary for the school to seek alternative legal advice. This is in order to ensure the Council is compliant with the requirements of the Solicitors Regulation Authority (SRA).

- **Niche queries**
  For some niche areas of law, it may be necessary for the School to obtain specialist advice. Again, in our experience, this is extremely rare. Where such queries did arise, we would be happy to assist the school in locating an appropriate specialist.

This agreement includes representation on employment law matters except where the school/governors have not sought, or have failed to adhere to, advice from professional personnel advisers.

In each of the above circumstances, where representation would not be available from ourselves, it would be necessary for the school to obtain alternative legal advice. This would not be funded under this agreement and, as such, the school would be responsible for funding such advice independently.

**Procedure**

Whilst we are happy to receive requests for advice from any member of school staff or from governors, schools might wish to establish systems to ensure that the headteacher is kept informed of and has authorised all such requests.

Please note that in routine matters we will not confirm your instructions in writing unless you specifically request it. We will however confirm your instructions in matters which are more complex, or are deemed to be ‘high risk’.

**Academy Conversions**

Where a school converts to an academy, the fees payable for that year will be amended accordingly on a pro rata basis. Where the conversion takes place before the annual invoice has been issued, the amount will be reduced accordingly. Where the conversion takes place after the annual invoice has been issued, a refund will be provided.

We would be grateful if you could please provide 90 days’ written notice in advance of the conversion date. Such notice should be in writing and addressed to:

Liam Henry Legal Services Manager Northumberland County Council County Hall Morpeth NE61 2EF

---

**CONTACT DETAILS**

Liam Henry, Legal Services Manager 01670 623324  
liam.henry@northumberland.gov.uk

Helen Lancaster, Principal Solicitor 01670 623323  
helen.lancaster@northumberland.gov.uk

Fay Stewart, Solicitor (Point of contact for Parent & Pupil related matters) 01670 623327  
fay.stewart@northumberland.gcsx.gov.uk

Kieran McGaughey, Solicitor (Point of contact for all contract related matters) 01670 620302  
kieran.mcgaughey@northumberland.gov.uk

Andrew Hall, Legal Officer (Point of contact for data protection/FOI/general information governance matters) 01670 623334  
andrew.hall01@northumberland.gov.uk
HEALTH AND SAFETY

Rationale

The Schools’ Health and Safety SLA is used to generate a non-profit resource in the form of professional officers who provide a health and safety advisory service to schools. This will ensure that school procedures, premises and equipment comply with current legal requirements as well as ensuring that staff, students and others using their facilities are safe.

The SLA includes the services summarised below. A more detailed service specification is available on request.

- Development and maintenance of health and safety policies.
- Provision of practical health and safety advice to support and reinforce the above policies or address specific school safety issues.
- Liaison with external agencies, such as the Health and Safety Executive, Fire Safety Service and Environmental Health Officers.

Where resources allow, the Corporate Health and Safety Team can offer a range of services which are not part of the core service but can be procured at additional cost on an ad hoc basis. Costs will be agreed on a case by case basis. These include the provision of health and safety training and the writing of bespoke policies or risk assessments which are a school-delegated responsibility.

Community and Voluntary Controlled (VC) Schools

In Community and VC Schools the Local Authority is the employer and, because of statutory requirements, a corporate recharge to Children’s Services is used to fund the service. There is no charge to delegated budgets.

Voluntary Aided (VA), Foundation and Trust Schools

In these schools, the governing body is the employer and the budget is fully delegated. Therefore, SLA costs are charged to the delegated budget. It is important to emphasise that these schools are insured via a separate County Council Insurance SLA and premiums are charged on the basis that County Council policies and core arrangements are in place. It is, therefore, necessary for schools in the Insurance SLA to be in the Health and Safety SLA as well. Any school not participating in the Health and Safety SLA must consult with the Insurance Section and make alternative arrangements for Employers and Public Liability insurance.

Costing Mechanism

A fair costing mechanism is applied which does not disadvantage any type of school, as detailed on the following page. The cost has been determined by the application of a standard charge for each school and a separate charge based on staff numbers. This methodology reflects the fact that large schools will, necessarily, access more Health and Safety Team resources than smaller ones but all will need the same policies and strategic advice which is represented by the standard charge. In all cases, the standard charge is £219 per site and unit charges are calculated on a staff contract rate of £17.07 per contract.

As previously mentioned, there is no charge to the delegated budget for Community and VC schools. In VA and Trust Schools, charges are made directly to the school using internal transfer arrangements.

Charges

The SLA will operate from 1 September 2017 for 12 months until 31 August 2018. The number of staff contracts for this period will, initially, be based on the estimated number of predicted staff contracts.

The Health and Safety Team will collect 7/12ths of the cost from the school’s 2017/18 budget in March 2018. The remaining 5/12ths will be collected in September 2018.

Academies

Academies are schools which are independent of the Local Authority and are not ‘maintained’. The cost of services offered to these schools must account for their independent status. Where services are provided by the Authority it must be recognised that choices made by such schools may generate additional bespoke workloads which are not undertaken in other schools. The charging arrangements are, therefore, more flexible. However, in order for fees to be fair and transparent the above charging mechanism applied to other schools is being utilised. Any additional charges made due to the school’s independent status or because additional work is generated by the Academy in question are detailed in the SLA agreement with the respective schools and charged separately. If, for instance, an Academy decides not to adopt the Authority’s health and safety policy document this is likely to generate a workload for the Health and Safety Team as Advisers undertake the ongoing task of producing bespoke policies to replace it.

Academies are invoiced directly based upon the service options agreed in each case and additional charges include a small sum covering an insurance indemnity for professional advice and a unit cost to fund the Evolve software.
Why choose us?
Northumberland County Council Property Services maintain a vast number of buildings across the region. To assist schools in their building and management responsibilities a number of services are available. These services ensure all school buildings are safe, well maintained and compliant with all statutory and legislative requirements.

In the event of breakdowns the Maintenance Team will ensure the repairs are carried out efficiently and effectively to minimise disruption to the operation of schools. These services ensures schools avoid the additional time and cost incurred in procuring, vetting and managing their own contractors. The team work with approved consultants and contractors to carry out the work on your behalf.

Introduction
This Service Level Agreement (SLA) for Property Services supplied by Northumberland County Council to Schools is based on the format of previous versions of the agreement in operation since 2007. This SLA covers the three year period from 1st April 2017 to 31st March 2020. For schools converting to Academy Status three months written notice will be required prior to conversion date to terminate the agreement.

On behalf of the County Council, Property Services has procured a range of local, regional and national consultants and contractors, including in-house direct labour services, to deliver repairs and statutory maintenance, building design and construction works for Schools. These consultants and contractors are ethically and transparently procured in accordance with European rules and County Council financial regulations. They are vetted utilising financial (including insurance provisions), health and safety, quality, environmental, technical and capacity criteria. The Council does not maintain a Select Lists of Approved Consultants and Contractors; those procured by Property Services are the only consultants and contractors approved and vetted by the Council unless a separate tender exercise has been undertaken by the Council’s Corporate Procurement Team on behalf of a specific school.

To assist schools in fulfilling their building management responsibilities, Property Services offers this SLA to all schools. The Council’s approved consultants / contractors then deliver the services offered through the SLA. By signing up to this SLA, schools can avoid the additional time and cost incurred in procuring, vetting and managing their own contractors.

It must be noted that although the County Council and Property Services have vetted the approved contractors, they cannot provide an indemnity to schools if a contractor misses something or makes a mistake. Nor does the County Council accept responsibility for advice given by these contractors. The service of these contractors is simply offered to schools in the knowledge that formal procedures for their procurement / appointment have been adopted. Property Services officers will however support Schools to ensure that any poor quality work is rectified by the relevant contractor.

The SLA offered by Property Services is based upon the major building management functions required and requested by schools. However, individual schools may require additional services not directly detailed within the SLA. Property Services will assist schools with these requests and commission these one-off services from the Council’s strategic partners.

This service level agreement will replace the current agreement and offers a menu of service options from which schools can choose to meet their own specific needs. Each element of the service will be invoiced separately.

Please note that:-
- Your specific costs are not available from the website for confidentiality reasons. These costs will be sent direct to individual schools under separate cover.
- Where services are not currently delivered, there may be a requirement for an initial site survey (for example Statutory Testing) before we can supply a quotation or cost. These instances will be dealt with on a case-by-case basis and will ensure that accurate costs are provided and clear roles and responsibilities laid out. To get a quote and to discuss the service required, please contact the Statutory Maintenance team.
- If you are considering the outsourcing of services which we currently provide, please contact the Statutory Maintenance team and ask for a ‘Service Review’. This way you can ensure that you are assessing providers and services on a like for like basis.
- If you want to review your current provision or discuss your options prior to making a decision, please contact the Statutory Maintenance Team.

STATUTORY MAINTENANCE
Telephone Number: 01670 624843 option 2
A Property Services officer will visit each school at least once a year to discuss the SLA and other property issues. If you have a specific query regarding the SLA you will be able to discuss this with a Property Services officer or, if more appropriate, an officer will visit your school to discuss in person.

RELATIONSHIP BETWEEN SCHOOLS AND THE COUNTY COUNCIL

For all community schools, including those that opt out of using the services offered under this agreement, there remains a requirement for Northumberland County Council to act as the Landlord, although prima-facie responsibility and funding arrangements for premises stewardship is devolved to schools.

Where a school opts out of the ‘Statutory Maintenance, Testing and Inspection Service’ or ‘PAT Testing Service’, reports and copies of test certificates are required to be completed by schools and sent to the Landlord confirming that the statutory and other monitoring/inspection requirements have been carried out. In these aspects, Property Services is acting on behalf of the Council as Landlord.

Where a school opts out of the ‘Reactive Repair and Planned Maintenance Service’ then reports are required to be completed and sent to the Landlord [Property Services] confirming that any urgent repairs or improvements identified by the statutory tests and inspections have been carried out. The report must be sent within four weeks of receiving the information or agreement made with the Landlord [Property Services] if additional time is required.

Where schools intend to self-manage projects to improve, alter, extend or modify the building fabric then specific authorisation and consent is required from the Landlord (known as the N1 Process). Schools are required to provide details of proposed works in a format agreed with the Landlord in advance of undertaking the works. This applies regardless of the source of funding. Works must not commence unless the Landlord has authorised the N1 application. Full details of the process can be found in Section E3 of the school’s Health and Safety Policy.

Schools are specifically reminded that they are required to comply with all relevant statutory requirements, Codes of Practice and the policies of Northumberland County Council, including its standing orders, financial regulations and procedures and obligations as the Planning Authority, as determined from time to time. Details of these can be viewed on the Council’s intranet site.

Although management responsibility for school premises rests with the Head Teacher and Governing Body, general day-to-day operational management is often delegated, for example to a site manager or caretaker. Schools are asked to give contact details of the person with this day-to-day responsibility should Property Services need to advise the school of any operational matter.

The menu of services offered include the following elements from which schools may opt to select:

1. Statutory maintenance, testing and inspection
2. Reactive repair and cyclical (planned) maintenance
3. Portable appliance testing (PAT Testing)
4. Unforeseen emergency repair fund
5. Consultancy and advice
6. Buildings development and maintenance planning
CHARGING ARRANGEMENTS

Service charges for the various SLA options vary from annual lump sum charges to percentage fees or hourly rates. The fee chargeable for the Design and Construction Service and Project Management Service will be discussed and agreed with individual schools prior to the service commencing.

Where an SLA option is charged on the basis of a lump sum subscription, this charge will be collected at the commencement of each SLA year.

Any additional services undertaken supplementary to those on offer in the service level agreement will be separately charged.

Schools should note that all costs for repairing, maintaining and running schools buildings and caretaker houses are wholly funded from school budgets (school controlled funds), with the exception of:

- Major capital works, where separate funding has been identified by the County Council, and
- Works that are funded from the Unforeseen Emergency Repair Fund, where the school has opted to participate in this scheme.

A schedule of charge rates has been provided to each school separate to this agreement.

To simplify changing arrangements all lump sum charges, subscriptions and fees will become due at the commencement of each SLA year and will be charged by Property Services. Any changes to variable elements of work, e.g. PAT testing, fixed electrical testing etc will be adjusted either at the half-year or the end of the SLA year depending when the works are undertaken. Contractor and supervision costs for reactive repairs will be charged as and when they occur.

STATUTORY MAINTENANCE, TESTING AND INSPECTION SERVICE

Service Overview

A wide range of Health and Safety legislation and guidance exists relating to the management and operation of property. Each school has a duty to comply with this legislation and failure to do so may leave the Governors and Head Teacher liable to prosecution, which, in its severest form, may include corporate manslaughter charges. It is therefore vitally important that each school has robust systems and procedures for the management of these issues.

Property Services offers to arrange, on behalf of the school, statutory maintenance, testing and inspection as required for compliance with the law. Each school has a duty to advise Property Services of the required statutory maintenance, tests and inspections necessary within the school. Should a school not know what tests or inspections are required Property Services can arrange, on behalf of the school, a survey of all installations and advise the school of their legal requirements. There will be a separate charge for this service.

Statutory Compliance

In order to comply with current statutory obligations each school must appoint a “Duty Holder” and a “Responsible Person”.

Duty Holder

The Duty Holder will be the person that takes all reasonable steps to protect employees and other persons likely to be affected from exposure to any harmful effects relating to all of the services or equipment coming under the Statutory Maintenance, Testing & Inspection services. The Duty Holder shall appoint and empower a competent and suitable “Responsible Person”. They shall receive reports (in coordination with Property Services technical team) and advice from the “Responsible Person” with regards to areas at risk and act accordingly.

Responsible Person

The Responsible Person should have day-to-day responsibility for controlling any identified risk from any of the services or equipment coming under the Statutory Maintenance, Testing & Inspection services. The Responsible Person should have sufficient authority, competence and knowledge of the installations and equipment to ensure all operational procedures are carried out in a timely and effective manner. They should also have a clear understanding of their duties including the overall health and safety management structure and policy in the organisation.

Note:- The information provided above will be used to comply with various statutory tests and will form part of the overall documentation on reports and certification provided by Property Services as part of their overall management of the Statutory Maintenance, Testing & Inspection services contract. This information, in parallel with the Council’s similar information, will be used as the lines of communication for compliance with statutory legislation.

More information on the “Duty Holder” and “Responsible Person” can be provided by the Property Services team by calling the Property Help Desk.

Please complete the attached form at Appendix 5 and return to the Property Help Desk.

Details of Service Provision

Property Services will arrange, either by internal workforce or through external contractors, the implementation of a periodic testing, inspection and maintenance programme to satisfy health and safety and other statutory requirements and advise the school of anticipated budget commitments on the list of tests applicable to each school. A list of all tests is given in Appendix 1 (this list is subject to review as new legislation is introduced – not all elements are applicable within each school).
**Service Standards**

As part of this service, Property Services engineers (Mechanical and Electrical) will scrutinize each certificate and inform the school of any repairs or remedial works required to make the installations and/or equipment safe and operable. Should a school agree to proceed with undertaking the identified repairs, and the school has signed up for the ‘Reactive Repair and Planned Maintenance Service’ option of this SLA, then schools should contact the Property Services Help Desk to arrange for the repairs to be progressed. This separation of roles will prevent the opportunity for work creation by an individual contractor. However, urgent or specialist work advised as a result of the testing may be carried out at the time of the testing, by the servicing contractor, with the agreement of the School.

All schools will receive a link to their own folder where details of tests, costs and projected dates will be available. Contained on the detail sheet will be a link to appropriate certificates. Schools may access these certificates at any time; a particularly useful feature when requested by OfSTED Inspectors for copies of the latest test certificates.

**Service Risk Schedule**

Schools opting out of this service will be required to conform to the Council’s standards for statutory testing and inspection, which will be agreed with a school if they opt out.

The schools identified “Responsible Person” retains responsibility and accountability for the administration and management of all service contracts in compliance with statutory and County Council minimum standards. The Responsible Person must ensure they have access to competent technical staff who will evaluate inspection reports on behalf of the school to identify works that are essential to keep buildings and equipment safe and in compliance with statutory health and safety and the Council’s buildings insurance requirements.

**Out of Scope**

A repairs service is not included as part of this service. An out-of-hours emergency service is not included as part of this service.

**Costs and Charging**

All fees chargeable shall be inclusive of all normal disbursements, expenses, overheads and include the provision of a Help Desk service, where applicable. The chargeable fee (£0.70 per m2 area of the school) will be added to invoice/contracted service costs and you will be charged a single amount. There are certain tests where costs cannot be fully determined until they are carried out, e.g. the number of appliances to be tested for PAT Testing. The charge for these tests will be estimated at the beginning of the SLA and adjusted (up or down) to take account of any variations in contractor’s costs and all costs will be finalised at the end of the SLA year.

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**REACTIVE REPAIR AND CYCLICAL (PLANNED) MAINTENANCE SERVICE**

**Service Overview**

Property Services offers to arrange any reactive repairs or planned maintenance identified as being required by the school. The service provided is regardless of the revenue-funding source of the school or academy. The service on offer includes a staffed Help Desk and 24/7/365 emergency call out service.

**Details of Service Provision**

We provide a Help Desk service for receiving and co-ordinating responses related to enquiries and requests for general and routine property maintenance matters and defects. All orders for reactive repairs and planned maintenance will be managed by us on your behalf.

Each repair is allocated a priority rating and is divided into categories according to urgency and priority for response.

An out-of-hours emergency service is included as part of this service. The process to be followed in relation to out-of-hours calls and guidance notes for Key Holders will be provided to those schools opting into this service.

Examples of the type of repair or maintenance items expected under each priority rating are detailed in Appendix 2.
At the request of the school or academy, we can arrange to have a consultant Building Surveyor / Engineer visit and advise on planned maintenance requirements specific to the particular facility. The Surveyor will prepare proposals for planned repair and maintenance works with estimated costs for consideration and approval by the school. We will then undertake the planned programme of maintenance. Every reasonable effort will be made to arrange for the implementation of the approved works programme to meet the budget holder’s expenditure targets. This service will be at an additional cost.

We will submit to the school, on a monthly basis, an automated report showing revenue commitment and expenditure incurred to date for the financial year.

**Costs and Charging**
The provision of a Helpdesk and Emergency Callout service is based upon a standing charge of £300 plus £0.25 per m2 area of the school. Repair costs will be charged on a job by job basis and will include the cost of coordinating, supervising and managing the works.

**PORTABLE APPLIANCE TESTING (PAT TESTING)**

**Service Overview**
The Electricity at Work Regulations 1989 requires that regular inspection, testing and maintenance of electrical equipment be undertaken to prevent the risk of death or injury to persons.

Property Services offers to arrange, on behalf of the school, all necessary inspections and tests of electrical equipment as required for compliance with the regulations.

- A visual inspection to identify damage or deterioration to casings, plugs and fuses and cable sheaths;
- A test for earth continuity and bonding;
- A test for insulation failure;
- A run test including earth leakage;
- Correcting minor defects and fuse replacement will be undertaken when possible at the time of inspection (repairs that take less than 20 minutes to complete will be undertaken and retested at no further cost to the School);
- Test results will be recorded on a certificate which will be forwarded to the school and should be retained;
- Equipment found to be defective will be identified and if unsafe will be rendered inoperable.

**Service Standards**
The regulations require that the school appoint a ‘Duty Holder’ who is responsible for compiling and maintaining an inventory of equipment and the test certificates. Each item of equipment listed on the inventory shall be permanently and uniquely marked or identified by the school. The equipment user shall carry out simple visual checks at frequent intervals.

At the time of inspection, it is the school’s responsibility to provide all the equipment to be tested. The school’s appointed Duty Holder shall ensure inventories of equipment are passed to the testing personnel prior to them starting the test and inspection procedure.

**Service Risk Schedule**
Schools opting out of this service will be required to conform to the Council’s specification and standards for statutory testing and inspection, which will be agreed with schools if they opt out. The schools identified Responsible Person retains responsibility and accountability for the administration and management of this service in compliance with statutory and County Council minimum standards. The Responsible Person must ensure they have access to competent technical staff who will evaluate inspection reports on behalf of the school to identify works that are essential to keep the equipment safe for the users and in compliance with statutory health and safety and the Council’s buildings insurance requirements.

**Out of Scope**
An out-of-hours emergency service is not included as part of this service.

**Costs and Charging**
The cost provided is based (where applicable) on the number of devices tested in the previous year. If this is not applicable a site survey may be required to provide a budget estimate cost. The charge for these tests, which will include administration and supervision of works, will be estimated at the beginning of the SLA and adjusted (up or down) to take account of any variation in the number of devices tested and all costs will be finalised at the end of the SLA year. Please note there is no fee for schools who opt into this SLA for statutory maintenance.
UNFORESEEN EMERGENCY REPAIR FUND

(THIS SERVICE CANNOT BE OFFERED TO ACADEMIES FOR LEGAL REASONS)

Service Overview
Property Services offers to set up and manage a centrally held emergency fund for major unforeseen repairs. The fund will be formed by aggregating the subscriptions from all schools opting to take this service. Only schools buying into this option will receive cover from the fund.

Details of Service Provision
As the Unforeseen Emergency Repair Fund is a risk spreading co-operative scheme, it will only run if there are a sufficient number and mix of subscribers to make it viable and as long as monies remain in the Fund.

The Unforeseen Emergency Repair Fund will only pay out for a qualifying incident. This means that the entire premium will be centrally controlled, with no proportion of it being ring-fenced for an individual school.

Please note that this is not an insurance scheme and the information contained in this document should be carefully read and understood before buying into this service.

Service Standards
The Unforeseen Emergency Repair Fund will cover the cost of reactive remedial work for the unforeseen, sudden catastrophic failure of a major element of the building, which is causing a significant loss of service within the school, where:-

• There is an imminent risk to life or limb;
• There is closure of the whole or a substantial part of the facility.

The County Council has amended its general buildings insurance to include cover for damage caused by storm and flood. There are however large excess amounts applicable to this insurance, which are different for community and voluntary aided schools. Should a school be in a position where it has incurred damage from either storm or flood conditions please contact the Council’s Insurance Section, to make a claim under this corporate insurance policy. Schools are advised to consider the size of the excess imposed on this corporate insurance policy and make separate arrangements to cover this amount. Repairs caused by storm or flood can be reinstated through this SLA if a school has signed up to the repairs and maintenance option.

Out of Scope
Cover by the Unforeseen Emergency Repair Fund excludes repair or renewal work that could reasonably have been foreseen by the school and programmed for implementation. Works will only be undertaken where the need for the works has not arisen as a result of constructive neglect or delayed action on the part of the school.

Other items excluded from support by the Unforeseen Emergency Repair Fund are:-

• Relating to activities not undertaken by NCC Property Services;
• Reinstatement costs due to vandalism;
• Loose furniture, fittings, including white goods;
• Any damage as a consequence of work commissioned independently and self-managed by Schools;
• Damage caused by storm or flood (see separate note).

This option does not include the undertaking of repairs nor does it include out-of-hours emergency cover (separate option); it is only a funding source for prescribed circumstances of building failure.

Costs and Charging
The Unforeseen Emergency Repair Fund will be administered in much the same way as a commercial insurance arrangement, whereby the fund will only pay out for a qualifying incident.

Only schools buying into this option will receive cover from the fund. The subscription charge for each school is equivalent to £1.40 per m2. An excess is applicable to this fund equivalent to 30% of your subscription charge.

The excess is applicable to each and every claim made against the Unforeseen Emergency Repair Fund. Should a school that has bought into this SLA option wish to make a claim against the fund they should complete the proforma in Appendix 4 and submit it to the Property Services Help Desk.

Any monies remaining in the fund at the end of the SLA period will be returned to those schools that have not made a claim against the fund. The refund will be calculated on a pro rata basis according to the original level of subscription charge.
CONSULTANCY AND ADVICE

Service Overview
There are three key service offerings herein for schools and academies. These include:-

A. Design and Construction Services.
B. Project Management Services.
C. Additional Services – Tree Inspections.

A. DESIGN AND CONSTRUCTION SERVICES
Property Services will act for schools wishing to carry out improvement works either funded from their Devolved Formula Capital or other revenue sources.

Details of Service Provision
Property Services will ensure that all works are undertaken in accordance with County Council policies and published best practice. We will oversee all commissions for design and construction services.

The commissioning of support will be on a project-by-project basis. Commission forms are available from the Property Help Desk for larger projects; a copy is also included within this SLA document as a Supporting Document. To commission improvement projects, schools and academies should email the completed commission form to: propertymaintenance@northumberland.gov.uk

B. PROJECT MANAGEMENT SERVICES
The undertaking of a capital improvement project can, for some, be a daunting proposition. Additionally, for many Head Teachers faced with the ever increasing bureaucracy of education, the time input required to undertake the role of project sponsor on a capital improvement project is not a practical undertaking.

Details of Service Provision
Property Services offer to perform the role of “proxy” client lead, acting on behalf of the school or academy on any project, whether delivered via the N1 route or with a contractor procured by the Council. As each project is different the exact extent of this service provision will be agreed with the school or academy prior to a project commencing.

Elements of the service can comprise:-

• Meeting with Head Teacher and/or Governors to understand and agree school’s’ requirements for the project and convert this into an output brief for design and construction.
• Sign off the brief with both the school or academy and designers/contractors.
• Define and manage a project programme plan from inception to completion.
• Comment upon designs and specification and advise the school or academy of their suitability. This service does not entail taking design liability or responsibility which still remains with the design consultant separately commissioned by the school.
• Advise the school or academy on value for money and the appropriateness of stage payments.
• Advise the school or academy on the quality and workmanship matters.
• Build relationship between the school or academy and contractor.
• Where appropriate compile a risk register and manage this through the life of the project.
• Advise the school or academy on the overall project budget requirement (which is different from the design and construction budget).
• Manage conflicts between designers and the contractor.
• Be the single point of contact for the school or academy during the delivery of the project.
• Formally report to the school or academy at regular intervals (frequency to be agreed) on key subjects, such as achievements since last report, look forward, issues, risks, budget status, decisions required, milestone highlights and actions required.
• Act as trouble-shooter on the project should the role be necessary.
Service Standards
The scope of service required for each project will be discussed with schools and fees agreed prior to the service commencing. If there are significant changes to the scope of service during a project previously agreed fees could be subject to change.

Costs and Charging
It is usual for a fee to be agreed prior to the appointment of Property Services as Project Manager. However, schools and academies may require ad hoc advice from Property Services which will be charged on an hourly basis. The following hourly rates are applicable following consultation and agreement of the school or academy requirement:

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Service</td>
<td>£95/hour</td>
</tr>
<tr>
<td>Project Manager</td>
<td>£75/hour</td>
</tr>
<tr>
<td>Architect, Engineer, Surveyor</td>
<td>£70/hour</td>
</tr>
<tr>
<td>Principal Designer</td>
<td>£60/hour</td>
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<tr>
<td>Inspector</td>
<td>£50/hour</td>
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<tr>
<td>Clerical Assistance</td>
<td>£35/hour</td>
</tr>
<tr>
<td>Adhoc Hourly charge rate for schools opting out of SLA</td>
<td>£95/hour</td>
</tr>
</tbody>
</table>

C. ADDITIONAL SERVICES – TREE INSPECTIONS
Please note that ad hoc tree services are also available at a cost of £60 per hour, if required. The following can be provided on a fee paying basis:

- Structural implication tree surveys.
- Planning compliant tree surveys (BS5837).
- Assistance with planning applications where trees are implicated.
- Trees valuation surveys.

BUILDINGS DEVELOPMENT AND MAINTENANCE PLAN

Service Overview
Property Services will support schools in producing a Buildings Development Management Plan for developing and maintaining its building portfolio. The plan will be developed from priorities contained in a number of documents, which will differ from school to school, the output of which will be a prioritised, risk assessed programme for capital investment and revenue maintenance. The exact extent of this service will be agreed with the school prior to commencing with production of the plan.

The desk top study will consider priorities from the following existing documents held by the school:

- Building, mechanical and electrical condition surveys, including identified backlog maintenance;
- Equality Act access audit;
- Fire risk assessment;
- Asbestos Management Plan;
- Curriculum analysis;
- Suitability and sufficiency audits;
- Health and safety risk assessments;
- Statutory mechanical and electrical test certificates;
- Energy usage information/DECs.
Should any of the above documents not be available or are out of date these can be obtained by Property Services, on behalf of schools, at an additional cost.

The action plan will be developed by undertaking the following schedule of events:-

- Liaison with the school regarding relevant asset management data and documentation held by the school.
- Collation and review of all data and documents.
- Review meeting with the school to discuss any shortfalls in the existing data and agree if any additional work is required.
- Preparation of a curriculum analysis, if necessary.
- Preparation of a priority rating system utilising project selection criteria.
- Preparation of a draft Building Development Management Plan
- Review meeting with school to discuss and agree any changes required to the draft document
- Make revision and issue final plan.

The benefit of a school having a Buildings Development Management Plan is that they can target resources where there is greatest priority and demonstrate efficiency in the use of scarce resources. The plan can additionally be used in support of a business case to the Local Authority for funding support for priority and strategic projects on an equitable basis.

Costs and Charging
Due to the bespoke nature of this offering the fee for this service will be discussed with the school or academy prior to commencement of the service.

For Full Term and Conditions & Appendices
Please contact The Property Services Team

CONTACT DETAILS
Property Help Desk, 01670 624843
1. OVERVIEW OF FACILITIES MANAGEMENT

Facilities Management provide Caretaking and Cleaning Services throughout Northumberland. The service is split into two service areas, Caretaking Services and Cleaning Services.

We are offering the service at the lowest, most advantageous cost to you, our customer.

There are two options of service to choose from, Level 1 is a support service and Level 2 is a fully managed service.

Each service is stand alone and can be purchased individually.

For all Services you will be charged an annual management fee, which will be charged to your school budget in September. All other costs will be charged direct to the school budgets monthly. For example, materials, new equipment & equipment repairs and uniforms.

The peripatetic caretaking service will continue to be a stand-alone service charged on an hourly rate as and when required.

The roles and responsibilities for both the School and the Council in relation to these service options are detailed herein.

Option 1
Option 1 is a support service where staff related issues are managed by the school but Facilities Management provide the following:

- Legislative Compliance
- Annual Audit
- Supplier Contract Management

Option 2
Option 2 is a fully managed service which includes the following:

- All services as in Option 1
- Personnel Support (e.g. recruitment, capability & disciplinary investigations)
- Day to Day Management
- Training and Development
- Procurement of Materials and Equipment

In all options, the Head Teacher and Governing Body would remain responsible for key employment decisions, including final decisions on staff appointments, dismissals and on any disciplinary action. Under the regulations, these functions must be carried out by the Head Teacher and/or one or more Governors and cannot be delegated, though with Option 2 the Council could provide advice and assistance, in preparing summaries of applications to support shortlisting, participating in interview panels, and carrying out disciplinary / absence management investigations.

Formal HR advice would need to be sought through the school’s HR provider.

2. CARETAKING SERVICE

Caretaking services will be provided between the periods of 6am to 8pm, Monday to Friday.

Individual caretaking hours will be determined by each individual school, but main caretaking duties should be taken into consideration. Appendix 1 shows a Schedule of Main Caretaking Duties. Please note that this is a guide and not an exhaustive list of every duty.

Where there are cleaning personnel on site, it is the responsibility of the Caretaker to line manage them, including absence management and completion of appraisals.

2.1 Option 1 Caretaking Service Provision

Legislative Compliance
We will provide caretaking management systems covering the following areas; Quality Management, Environmental and Health and Safety. Site specific operations manuals, risk assessment, safe working procedures and COSHH information will also be provided, including regular review and updates.

We will ensure compliance with all current and relevant legislation including that related to Health & Safety.

Annual Audit
Planned quality audits will be undertaken in accordance with existing provisions of the Management systems, providing an assessment and suggested remedial actions, if required.

Supplier Contracts Management
Support and advice regarding equipment repair and maintenance will be provided as necessary.

We will take responsibility for assessing suppliers and negotiating pricing on behalf of the school.

The school will be responsible for the ordering and purchasing of all materials and equipment, including cleaning materials and cleaning equipment.

The Facilities Management team will provide advice on new equipment, appliances and machinery.

2.2 Option 2 Caretaking Service Provision

Option 2 service provision includes all of the elements detailed above in Option 1, plus support with the following:

Personnel Support
On behalf of the school Governors, your Facilities Supervisor will assist the school with personnel services including; advice on advertising, staffing formulation, recruitment, termination, management of the DBS clearance process, redundancy and redeployment, capability and disciplinary procedures, absence management, occupational health and safety welfare, grievances, conditions of service, tribunals and staff counselling. Issues of any sanctions under the School’s Absence Management policy and procedures, capability and disciplinary procedures and redundancy procedures must be carried out by the school.
We will also assist with the administration and liaise with other County Council departments concerning residential Caretakers accommodation.

**Day to Day Management**
Caretaking employees will be line managed on behalf of the school Governors by your Facilities Supervisor. Head Teachers are encouraged to give direction to caretaking staff on a daily basis to meet the demands of the school. Supply of a daily works planner by your Facilities Supervisor will be drafted in agreement with the Head Teacher to identify the caretaker’s work schedule and daily hours.

Facilities Supervisors will carry out programmed site visits throughout the year to undertake performance management measures and will visit the school site ad-hoc, as required.

The Facilities Management team will also be available daily to deal with health and safety queries and support accident investigation.

**Training and Development**
All newly appointed caretaking employees will receive a comprehensive induction. We can offer support, advice and development of the caretaker’s role in consultation with the school’s individual requirements including production of training programmes in accordance with identified and defined needs.

We also provide the following caretakers mandatory training; Fire Awareness, Ladders, Electrical Awareness and Manual Handling.

Support with additional training modules will also be available online through ‘Learning Together’.

**Procurement of Materials and Equipment**
In addition to the support outlined within option 1 ‘Supplier Contract Management’, we will also take responsibility for the full procurement lifecycle of materials and equipment including ordering, purchasing and the delivery of cleaning equipment and materials for Caretakers use. We will also monitor stock control and consumption.

**Additional Services**
The Facilities Management team can provide guidance and advice around specialist services and equipment, such as advanced floor cleaning and sanding equipment.

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3. **CLEANING SERVICE**
Individual cleaning hours will be determined by each individual school.

3.1 **Option 1 Cleaning Service Provision**

**Legislative Compliance**
We will provide cleaning management systems covering the following areas; Quality Management, Environmental and Health and Safety. Site specific operations manuals, risk assessment, safe working procedures and COSHH information will also be provided, including regular review and updates.

We will ensure compliance with all current and relevant legislation including that related to Health & Safety.

Planned quality audits will be undertaken in accordance with existing provisions of the Management systems, providing an assessment and suggest remedial actions, if required.

**Supplier Contracts Management**
Support and advice regarding equipment repair, maintenance and replacement will be provided as necessary.

We will take responsibility for assessing suppliers and negotiating pricing on behalf of the school.

The school will be responsible for the ordering and purchasing of all materials and equipment, including cleaning materials and cleaning equipment.

The Facilities Management team will provide advice on new equipment, appliances and machinery.

3.2 **Option 2 Cleaning Service Provision**
Option 2 service provision includes all of the elements detailed above in Option 1, plus support with the following:

**Personnel Support**
On behalf of the school Governors, your Partnership Supervisor will assist the school with personnel services including; advice on advertising, staffing formulation, recruitment, termination, management of the DBS clearance process, redundancy and redeployment, capability and disciplinary procedures, absence management, occupational health and safety welfare, grievances, conditions of service, tribunals and staff counselling. Issues of any sanctions under the School’s Absence Management policy and procedures, capability and disciplinary procedures and redundancy procedures must be carried out by the school.

**Day to Day Management**
Where there is a supervisory Caretaker or Cleaning Supervisor on site, cleaning employees will be directly line managed by them with support from the Facilities Supervisor. If there is no supervisory caretaker, employees will be line managed on behalf of the school governors by your Facilities Supervisor.

Facilities Supervisors will carry out programmed site visits to offer support, advice and development of the cleaning team. They will also attend site to support performance management measures and organise the cleaning employees to provide an effective cleaning service.
Facilities Supervisors will manage sickness and absence for cleaning staff, including administration of all leave in accordance with the School’s policies and procedures.

During periods of absence, we will ensure minimum standards are maintained (e.g. toilets cleaned and waste bins emptied).

Training and Development
New cleaning employees will receive a comprehensive training induction including specific onsite task training.

We will produce training programmes in accordance with identified and defined needs. This includes one to one and group technical training sessions.

Support with additional training modules will also be available online through ‘Learning Together’.

Procurement of Materials and Equipment
In addition to the support outlined within option 1 ‘Supplier Contract Management’, we will also take responsibility for the full procurement lifecycle of materials and equipment including ordering, purchasing and the delivery of cleaning equipment and materials for cleaners use. We will also monitor stock control and consumption.

Customer Responsibilities
The school should ensure that caretaking & cleaning staff have access to first aid equipment, safe storage area for cleaning materials and equipment, provision of electricity and water and have access to the school at the pre-agreed time.

Period of Agreement
For all Facilities Management Services (Caretaking & Cleaning) the agreement is for a 12 month period from 1 April to the 31 March.

Charging of Facilities Management Services
The School or Academy will be charged annually in September for the annual management of the service.

All other charges relating to the service will also be charged monthly to the schools budget. For example, the purchase of cleaning materials, equipment, equipment repairs, staff uniforms and personal protective equipment (PPE).

Cessation of Services
Three months’ notice is required to withdraw from any of the Facilities Management Service provisions outlined above and must be provided in writing to the Facilities Manager.

If you wish to cease the SLA prior to the end of the 12 month agreement, the remainder of the annual fees will be charged in full with your last invoice.

A ‘Contract Cessation’ document is available from your Facilities Supervisor. We advise that it is read prior to a final decision regarding withdrawal is made.

Business Continuity
We will support the school to produce a contingency plan to ensure emergency arrangements are in place in the event of staff absences, unexpected/planned building works and school closures. Arrangements for emergency business continuity will be clarified for each school.

4. SLA PRICING SCHEDULE

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</tr>
</tbody>
</table>

CONTACT DETAILS
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dave.pears@northumberland.gov.uk
USEFUL CONTACTS

www.northumberland.gov.uk
http://northumberlandeducation.co.uk.

The e-courier is provided weekly on the Northumberland Education website which can be accessed via http://northumberlandeducation.co.uk.

There are a wide range of useful articles shared through the e-courier with smart menus to help you select those relevant to your setting. Documents have useful links to further reading. E-courier requests can be sent to ecourierrequests@northumberland.gov.uk.

<table>
<thead>
<tr>
<th>NAME</th>
<th>TELEPHONE</th>
<th>EMAIL ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
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<td>01670 623556</td>
<td><a href="mailto:FSM@northumberland.gov.uk">FSM@northumberland.gov.uk</a></td>
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<td>01670 623412</td>
<td><a href="mailto:janice.woods@northumberland.gov.uk">janice.woods@northumberland.gov.uk</a></td>
</tr>
</tbody>
</table>
PAYMENT COLLECTION

How your payment will be collected*
SLAs are renewable from 1st September 2017 and will run until 31st August 2018.

We will collect 7/12 of the cost from your budget for the 2017-2018 financial year and the remaining 5/12 from your budget for the 2018-2019 financial year.

Schools buying into the SLA are committing to the full 12 month contract.

If you would prefer a different payment structure, please contact service lead to discuss directly.

*Unless stated otherwise