



Northumberland
County Council



Northumberland Early Years

Service Level Agreement (SLA) 2018-2019

for Early Years Group Settings, Out of School Clubs and
Childminders in the Private, Voluntary and Independent (PVI) Sector

ACHIEVEMENT
AWARDS 2018
FINALIST 

childcare
works

AWARD WINNER 2018

 **geoplace**


Early Years
Northumberland

Welcome to Northumberland Early Years' Service Level Agreement (SLA) 2018 - 2019 for the Private, Voluntary and Independent (PVI) sector. This SLA is delivered by Northumberland Education and Skills Early Years Team supported by wider colleagues and professionals.

Each year we strive hard to provide a cost effective dynamic and tailored professional development programme to meet the individual needs of all providers. As you can imagine this can be a real challenge in order to keep costs to a minimum for providers when working within a limited budget. However, as most of the programme is delivered by the Early Years team we have managed to retain the SLA subscription rate for the third consecutive year running, which we know you will be delighted about.

The SLA allows each subscribing member unlimited access to our course programme. However, to ensure fair access to all settings we have retained the cap set last year of four practitioners per setting at any one time being able to attend each course, especially where courses remain in constant demand such as Paediatric First Aid to meet statutory requirements of the Early Years Foundation Stage (EYFS). One off courses such as Forest School are limited to one practitioner per setting in the first instance. Where places become available these will be offered in priority order of application.

We have improved our digital booking and payment system and hope you find them more efficient and accessible and we will continue to improve these going forward. The joining process remains unchanged and providers can join at any point within the academic year, although to help maximize the benefits of your subscription we strongly encourage providers to join before the end of September.

Due to a significant number of providers failing to notify us of non attendance this year, as set out in the SLA, this has led to a review of our charging policy, outlined on page 15 under the cancellation policy, for non attendance. In particular, this is especially important where we have commissioned an external provider to deliver training so please take time to make yourself familiar with this section of the SLA.

Following a pilot last year and to support a paperless system being introduced across the council, we have introduced a new electronic end of course evaluation form for all courses where we encourage your feedback to help improve our service delivery and overall offer. Where practitioners do not have access to a tablet or mobile electronic device on the day we will send a course evaluation form via email.

The Practice

The Early Years' SLA has been specifically designed to provide a wide range of high quality tailored and professional support services to assist the important strategic role settings play in achieving positive outcomes for young children.

Our aims are to:

- maintain and develop an effective partnership with early years and childcare settings
- support settings in meeting their statutory requirements of the EYFS
- enhance operational efficiency, leadership excellence and professional practice
- support settings to prepare for inspection, manage expectations, clarify responsibilities and address actions and priorities following inspection
- assist settings in strengthening their reflection, self-evaluation and systematic monitoring process to improve quality of provision, raise standards of achievement and best outcomes for children
- provide up to date knowledge of current issues and early years policy development
- support early intervention and the development of high quality inclusive environment
- support and model effective practice through quality first teaching
- facilitate effective locality networking with schools, settings, children’s centres and other agencies
- promote and facilitate business sustainability

Most importantly, by establishing a unified and collaborative approach, we can together secure the highest quality provision, raise standards of achievement and promote best outcomes for children in Northumberland.

The Service

In 2018-2019 our core package of ‘essential’ Early Years support services includes:

Support and challenge from your Early Years team

A specialist locality team will be assigned to each subscribing setting. They will visit and work with you offering additional support and challenge; objectively assess and evaluate the quality of provision, build leadership capacity and support you in achieving identified priorities for the forthcoming year

Access to a comprehensive training and Professional Development Programme

The programme includes:

- A. EYFS Learning and Development Core Training**
- B. Safeguarding and Welfare Requirements**

Telephone/email support and advice.

This service provides advice and guidance as necessary at no extra cost

No additional ad hoc costs for SLA members.

SLA members benefit from full access to the Early Years Professional Development Programme as part of their subscription meaning there is no additional ad hoc costs

Additional Services

In addition, providers can extend and tailor their level of support by selecting additional services from the following list.

- 1 Additional support time** - to support with specific in house issues or development need. Priced by the day to include a visit, preparation and follow up time. Additional support could include;
 - Preparation for Ofsted inspection
 - Post Ofsted support
 - Support in self-evaluation and improvement planning
 - Additional moderation
 - Leading improvement in teaching and Learning
 - Supporting those newly qualified to Early Years
 - Building partnerships with other providers to support transition
 - Support in working with other agencies including health and social care
- 2 Other childcare development, including 2 year old provision** - a tailored service to explore options and walk you through the setting up and expansion process of existing provision.

Each of the additional services is priced individually, details below

Pricing Structure

This SLA covers the period from the **1st September 2018 to 31st August 2019**. The pricing structure has been maintained this year and is set according to the individual setting size and type. Childminders with one assistant or more are regarded as a small group setting for the purpose of the SLA. Although there is no deadline for subscribing, places remain limited on all courses, with a cap of four practitioners per setting at any one time and some being capped to one practitioner. We therefore **encourage settings to select the services they require for the year ahead and, where practicable, subscribe early before the end of September 2018.**

Setting Type	Registered Number of childcare Places	Cost
Small group setting, including childminders with one or more assistants	up to 29	£180
Medium group setting	30 - 65	£220
Large group setting	66+	£300
Large nursery chains using cross border staff		An additional charge of £200
Sole childminder and nannies		£100

Additional Early Years Consultant time

SLA Member	Cost	Non SLA Member	Cost
Full Day (6hrs)	£350	Full Day (6hrs)	£400
Half Day (3hrs)	£200	Half Day (3hrs)	£225
Quarter Day (1.5hrs)	£125	Quarter Day (1.5hrs)	£150

Additional Early Years Development Worker/Inclusion Coordinator time

SLA Member	Cost	Non SLA Member	Cost
Full Day (6hrs)	£210	Full Day (6hrs)	£285
Half Day (3hrs)	£105	Half Day (3hrs)	£155
Quarter Day (1.5hrs)	£52.50	Quarter Day (1.5hrs)	£77.50
Other childcare development on site			Call to discuss

SLA Code of Conduct and Learning Agreement

To enhance our service delivery and the quality of learning experience for all participants we have a Code of Conduct and Learning Agreement which applies to all practitioners attending any of our courses and workshops delivered through our Early Years Professional Development Programme. Further details are set out below:

The Practitioners

We expect all participants prior to attending to have had their training and professional development requests agreed by their line manager or the person responsible for authorising training.

Practitioners signed up to a course will be expected to turn up ready to learn at the stated start time advertised in our programme. **For example if a course starts at 9.15am practitioners should aim to be there for 9am.** This will ensure the course runs promptly on time and creates a better whole group learning experience without any unnecessary and avoidable interruptions.

Although notification has improved for nonattendance we still have a number of practitioners who did not follow the cancellation policy and were therefore charged, this not only has a cost implication for all concerned but impacts on the learning opportunities and experience of others. Because of this we will retain our charge of **£15** for nonattendance in accordance with our cancellation policy below.

By signing up to our SLA practitioners will be expected to complete the training in full before a certificate can be issued. In most instances, course certificates will only be issued on request.

Practitioners are responsible for the quality of their own learning process. We understand everyone is unique and has their own individual learning styles, personalities, experiences and viewpoints, which can enhance the learning experience of all involved. However, in order to maximise a climate of positive participation and open respectful dialogue, the following ground rules apply to all courses.

- Come fully prepared, ready to learn and participate
- Listen actively and attentively to the viewpoints of other participants
- Give other participants space and time and respect their contributions
- Use appropriate language free of bias
- Switch off mobile phones prior to the session starting, unless otherwise agreed by the course facilitator
- Maintain confidentiality of the group

- Ask for clarity if you don't understand
- Critique ideas only, not the course facilitators or participants direct
- Work towards a shared and collaborative understanding

The Facilitator

Facilitators will be prepared and ready to deliver the course promptly at the starting time stated in the programme. They will ensure ground rules are set before starting and will respond to different learning styles and support specific needs wherever possible. If at any time there are breaches to our Code of Conduct and Learning Agreement through unnecessary disruption which impacts on the learning experience of others, then the course facilitator will use their discretion to either remove the practitioner/s causing the disrupting. In these instances practitioners removed from any training will not receive a course certificate.

At the end of every course an electronic evaluation form will be offered. We hope you can complete on the day as this helps us to continually review and improve the training experience and programme as a whole. Those unable to complete the digital form on the day will be offered an electronic version via email. As part of our ongoing quality improvement process we really do encourage practitioners to be as open and honest as possible when providing feedback.

Accessibility

We will ensure an accessible environment and any special needs will be incorporated. If you do have any specific needs or learning requirements please email Lesley Kelly lesley.kelly@northumberland.gov.uk in advance of the course commencing so that she can inform the course facilitator where appropriate adjustments can be made where possible.

Course Booking

We have improved the digital booking system and have made it more efficient and simplified. Each course within the programme now has a hyperlink which takes you directly to the events booking page, where you will need to complete your details. Once you have submitted your booking form your name will automatically transfer to the course register. Once the course has reached its maximum capacity, a waiting list will be compiled. We always look to run additional courses where deemed practicable and viable to meet demand and where budget permits.

Course Confirmation

Following submission of your booking you will receive a notification to say your application has been successfully submitted. However, **please note**, until you receive formal confirmation of your course booking via Lesley you are not formally booked onto any course. Formal confirmation will be sent directly to the person who initially made the booking. For example, if the setting's manager applied on behalf of the staff team, then the setting's manager will receive the email of confirmation and any subsequent correspondence related to the course. It is therefore important to ensure you notify lesley.kelly@northumberland.gov.uk of any changes to your correspondence email address to avoid any delay or disappointment in accessing your chosen course.

Please Note: Due to the new digital system, which goes directly to the course register, we are no longer able to add practitioners' names to the course register as in the past. Therefore, any requests for assistance will be guided back to the digital booking form to register your interest. If you wish to nominate a replacement colleague please contact lesley.Kelly@northumberland.gov.uk.

Cancellation Policy (all courses)

Anyone knowing they are not able to attend **MUST** inform Lesley Kelly **48 hours in advance of the course commencing**; this will enable us to offer the place to those on the waiting list. Course cancellation **MUST be done via email** for tracking and administrative purposes. A confirmation email will be sent in acknowledgement of your notification of cancellation. Please retain a copy of any cancellation e-mail in case of any queries.

We understand that there are sometimes unforeseen circumstances or unavoidable delays due to traffic for example; however we will provide the venue phone number to enable you to inform the course facilitator directly if you are going to be late.

Participants who have received formal confirmation and have been allocated a place but fail to attend and who have **NOT** followed the cancellation policy will be charged an administration fee of £15 for all internally delivered courses. Courses delivered by an external provider will be charged **£50** per practitioner for non attendance except Paediatric First Aid where it will be **£75** per practitioner. Charges will apply in all cases where a practitioner has failed to follow the cancellation policy, including any sickness so please take time to read and understand the cancellation and charging policy.

In exceptional circumstances, Northumberland County Council reserve the right to cancel or rearrange any course where deemed necessary. In all circumstances we will aim to avoid this where possible, however where deemed necessary to cancel or rearrange we will endeavour to give you as much notice as practicable.

In the event we need to cancel any of our training we will notify you as soon as possible prior to the course running. We would only cancel a course due to lack of demand or circumstances beyond our control. We would look at alternative arrangements where practicable for example through a network or support visit instead.

Charges for Non-SLA members:

Providers who wish to continue their professional development but who do not want to subscribe to the full Early Years SLA can still purchase ad hoc courses and support through our Early Years Professional Development Programme of which the following rates will apply.

- £40 per ½ day course
- £250 per half day Consultant visit

Subscribing to the Early Years' Service Level Agreement

We are currently developing a module in The Wizard, the same system providers claim their free funded entitlement through, which will provide the ability for you to sign up to the SLA and make payment via a deduction from you final payment of funded entitlement in the term your making your claim or via debit or credit card depending on your preferred method of payment.

Further information and instructions will follow via email nearer to 1st September when you will be able to sign up, including how we can set you up with a Wizard account if you do not already have one. This will make the SLA more accessible and simplify the subscription process for you. All requests for setting up an account will need to go through Sophie Downing sophie.downing@northumberland.gov.uk.

Debit card payment will only be taken by the Finance Department for prospective childminders who wish to purchase training through our course programme prior to registration.

Training Course Proforma

Proactively managing your CPD provides a clear indicator of your commitment and professionalism to inspire innovation and change to drive performance and to improve best outcomes for children and young people. Over the past year we have become aware

not all settings are recording the training and development needs of their settings. Often we have been contacted by teachers, practitioners and managers seeking confirmation of which courses they or their staff members have attended for Ofsted inspection purposes or to check the allocation remaining under their schools subscription. While some settings may be relatively small or childminders operate as a sole provider, we would strongly encourage all settings to carry out a training needs analysis and record to track progress at the start of each academic year, or sooner, when our Early Years Professional Development Programme is published. However, to ensure sustained success your training needs should remain ongoing taking into account any changes in role, cohorts of children, Ofsted Inspection outcomes/actions and organisational needs as a whole. To help assist you with recording and tracking your CPD and its value we have provided a sample proforma within our course programme (Appendix 1) which you may find useful.

Parking Facilities and Lunch

Some venues have restricted parking (please check with the venue prior to attending). In any event please be prepared to make appropriate travel and parking arrangements.

Please note: some venues do not permit you to eat your own food on their premises and where possible we will provide this information on the course confirmation letter. However, we also suggest you contact the venue direct if you are unsure or have any special requirements.

Data Protection

We take your privacy seriously. Our Data Protection and Privacy Statement will be contained within the Wizard and forms part of the subscription process.

Queries

Any queries regarding the Early Years SLA should be directed to **Theresa Iley**. Theresa can be contacted on **(01670) 622743** or theresa.iley@northumberland.gov.uk.



Thank you for your commitment and continuous support to CPD and improving best outcomes for

children.