

SLA

Portfolio of Service Level Agreements for schools 2011/2012

Final Version



North Tyneside Council



Introduction

Dear colleague

This portfolio of Service Level Agreements gives details of the services available for the forthcoming financial year 2011-2012.

As you are aware the agreements have continued to be developed to reflect feedback that ensures the services provided are responsive and meet the needs of schools.

Points to note

- The services are delivered by qualified and experienced staff that has extensive knowledge of the schools and key links with other sections within the authority.
- If a school decides not to buy back a particular service, it is vital that Governing Bodies have other arrangements in place to fulfill their responsibilities effectively.
- Schools wishing to agree additional services in year should contact the respective Service Manager. However, a full upgrade to a higher level of service during the year will be liable for the full year's costs.

What's Different?

Learning Trust Schools

For most SLAs the arrangements for Learning Trust schools will remain unchanged. However the HR SLA now reflects the revised employer/ employee relationships and aspects of the Catering Service SLA are under review.

Education Capital Support

The SLA has been revised following the national review of Schools Capital Funding.

School Improvement – Advice and Support

Following consultation with schools, the 2011- 2012 Advice and Support SLA will exist as a single SLA, rather than being one part of a wide-ranging 'bundle' of SLAs.

Schools ICT Infrastructure Support – ICT North Tyneside

This SLA has been refreshed to take into consideration the changing ICT requirements of schools and notification that Harnessing Technology funding has been withdrawn for 2011-12.

What's New?

Tracker Support

This new SLA is offered to provide high quality advice, support and training in the use of the North Tyneside Tracker.

Be Spirited

This SLA offers support and guidance embedding the Be Spirited programmes and practice in your school.

PE and Sport

A new SLA for 2011-12

NTC Legal Services

Legal Services provides all NTC maintained schools with a core service free of charge. This new SLA provides information in relation to the additional chargeable support also available.

2011-12 Charges

Most SLA charges have been maintained at 2010-11 levels. However where services have been affected by reductions in grant funding or significant price inflation on externally provided services, this has resulted in some increased charges.

Ordering Services

You will receive an individualised Order Form for your School by email. All completed, signed Order Forms should be returned to:

Commissioning & Resources FAO Rebecca Bacon

Telephone (0191) 643 8679 Fax (0191) 643 2429 E-mail: rebecca.bacon@northtyneside.gov.uk

If you have any specific queries regarding the services on offer please contact the service manager; details included within this booklet.

I Financial Services

Team Manager: Elaine Appleby

Function of Team:

Is to provide schools with a wide range of high quality financial advice and support, and to assist schools in establishing and maintaining sound financial systems and procedures.

Team Location:

Quadrant
Cobalt Business Park NE27 0BY

Staff In Team:

Elaine Appleby Schools Finance Advisor
Tel: (0191) 643 8107 E-Mail: elaine.appleby@northtyneside.gov.uk

Mandy Cappleman Senior Schools Finance Officer
Tel: (0191) 643 8078 E-Mail: mandy.cappleman@northtyneside.gov.uk

Finance Officers - Anne Brennan, Christine Carr, Allison Meenaghan, Sue Smiles, Joanne Soutar.

Finance Assistants - Wendy Colquhoun, Chris Cooke, Anne Greenwood, Christine Reeson, Alison Wilson.

Every school will be allocated a designated Finance Officer and a Finance Assistant who will be their first point of call with regard to any queries. The Schools Finance Advisor will also be available should the officers be unable to assist with the query.

The service will be provided by:

- Fully trained, financially qualified and experienced officers
- Staff with experience of Local Authority financial systems and procedures
- Staff with knowledge and experience of the Schools SIMS system
- Staff with good working links with many other internal services e.g. Payroll, HR, SIMS
- On line assistance using the Citrix systems

Services Offered Under The SLA:

The Service

There are three levels of service for schools to choose from Bronze, Silver and Gold. There are also optional extras that can be purchased to enhance your SLA. Schools that opt to buy back the bronze level of service will be charged at the equivalent amount that has been delegated via the ISB/ISSB. Contracts will be on a financial year basis (April to March).

Bronze

Aimed at schools whose finance staff are able to implement the guidance and instructions relating to Finance completely. The school must be confident it can produce an accurate budget plan, provide monitoring statements to its governors and the LA and can ensure all year end procedures are adhered to in line with Consistent Financial Reporting requirements. The Schools Forum has requested all schools in a deficit position should be in gold level of Finance SLA.

- Access to telephone advice and support
- Online shadowing assistance through Citrix
- Investigating and resolving financial queries relating to the items in the Oracle download

- Provision of monthly financial reports, SIMS reconciliation files and acknowledgement information sheets.
- Distribution of Budget Planning Guidance and updates
- Annual upgrade of the 3 year modelling tool
- Local bank account reconciliation support- administering the VAT reimbursement
- Provision of year end close down guidance
- Year end reconciliation of SIMS and Local Authority systems
- Provision of Consistent Financial Reporting guidance and advice
- Advice and guidance relating to Standards Fund grants
- Assistance with completion of the financial aspects of the SEF
- Year end training (including some aspects of CFR)
- Invitations to additional training courses specifically tailored to North Tyneside Schools throughout the year e.g. budget planning, budget monitoring (some training sessions may be free of charge)
- One meeting per year with the Head to discuss your School's budgetary issues (mid point in year).
- Up to two further visits per annum from your support finance team (we recommend these are used for CFR work and budget setting, although the school may choose to use these differently).

Silver Level

Aimed at schools whose finance staff are able to implement the guidance and instructions with support from a designated Finance Officer but would also appreciate additional support and reassurance through the completion of some specific activities within the financial cycle. This level will also be appropriate for schools with staff with time limitations, with new or less experienced staff, or schools facing specific financial challenges. The Schools Forum has requested all schools in a deficit position should be in gold level of Finance SLA.

As Bronze plus;

- Verification of full budget plan and all supporting documentation
- Invitation to workshop on the 3 year planning tool
- Mid point monitoring statement and report for governors prepared by a designated Finance Officer (minimum 2 weeks notice required)
- Assistance in the completion of your CFR report
- Financial induction for new support staff, including on site support (up to three sessions)

Gold Level

Aimed at schools whose finance staff would like more hands on support from your designated Finance Officers throughout the whole of the year. Again, this level will also be appropriate for schools with staff with time limitations, with new or less experienced staff, or schools facing specific financial challenges.

As Silver plus;

- Assistance with full budget preparation for the school
- Establish multi-year budget projections for future years with the school using the 3 year planning tool
- Assist with ensuring service terms and financial sub groups are correctly mapped and all staff contracts are recorded correctly in the SIMS system
- An additional budget monitoring statement and report for governors prepared by a designated Finance Officer (minimum two weeks notice required)
- CFR Health check
- Full outturn statement and report for governors

- Free, or reduced, rates on all training workshops administered by the Finance Service team e.g. budget planning and budget monitoring
- In addition the school may request a further three visits per annum from your support officer (a total of up to 6 visits per annum)
- Guidance and assistance in preparation of information for Deficit Meetings

Optional Extras

In previous years the finance team has offered a Gold Plus level of service. This service can still be purchased by purchasing the Gold level of the Finance SLA plus the "Monthly financial routines" extra.

Monthly financial routines

An officer will contact your school on a monthly basis to complete the following (which may be delivered by either a visit direct to your school or on line interaction with your SIMS system)

- Run the appropriate monthly local bank account reports
- Completion of the local bank account reconciliation ready for signature by the head teacher
- Submit the reconciliation and VAT reports
- Rectify any errors in relation to the bank account
- Run your SIMS reconciliation file
- Produce suspense list
- Clear staff commitments
- Analyse and clear the suspense account
- Investigate items on suspense list and rectify at time of visit if possible
- Ensure staff in SIMS system corresponds to Oracle reports and investigate discrepancies

Additional charge for Monthly Financial Routines:

■ First, Primary & Special Schools	£1,670
■ Middle Schools	£2,180
■ High Schools	£3,320

Finance Clerking service

Following requests from some schools, that have had difficulties appointing experienced finance staff to cover short-term sickness absence, we have developed an addition to our service. The Finance Clerking service includes assistance in the following areas

- Processing orders
- Authorisation and payment of invoices
- Arranging cheque runs
- Arrange for paying in of income into SIMS system and receipting income

The charge for this service will be dependant on the volume of work required and will be confirmed on assessing the schools individual requirements. Please contact Elaine Appleby should you wish to discuss this further.

The daily rate

Any of the services identified within silver and gold packages can be ordered on an individual basis if booked in advance. When options are requested mid year availability will be subject to the demands of the service. The charge for the additional service is set at a daily rate of £300. We will confirm the charge for all additional work in advance of providing the service. This option may also be useful for

- Recruitment and Selection of finance staff: The appointment of an experienced Finance Officer in a school is crucial to good management of the school. Schools who need to recruit finance staff may request the assistance of a Finance Officer who will provide assistance with the selection and recruitment procedure. This may entail assisting in the short listing of applicants, attending the interview and assist with the preparation of questions for the interview.
- Personally tailored financial training for Senior Management Staff or Governors.

Service Delivery Mechanism:

Some tasks may be undertaken at Quadrant using the Citrix shadowing access to update system; others will be undertaken through officer visits to your school.

Local Authority Responsibilities

Under the Schools' Standards and Framework Act there are a number of statutory duties, which will be retained as part of Strategic Management and will continue to be carried out by the Finance Service. These include the following:

- The support of the Chief Education officer
- Supporting vulnerable schools
- Preparation of Directorate Revenue budgets
- Calculation and Distribution of schools' Individual School's Budget (ISB/ISSB)
- Publication of Section 25 I Budget and Outturn Statements
- Preparation of Standards Fund returns and allocation of funds to schools
- Close down of accounts
- Collation of Consistent Financial Reporting Data for submission to DfE
- Reconciling CFR information to Section 25 I outturn statement

School Responsibilities

All schools, regardless of the Finance SLA they purchase, are responsible for ensuring;

- They adhere to all regulations of the Local Authority's Local bank account scheme
- They comply with instructions issued by the Local Authority
- All guidance / instructions are implemented immediately
- They inform the designated Finance Officer of decisions that affect the schools financial position
- School Staff are skilled to carry out the finance duties (and regularly trained to keep up to date with current procedures)

For schools using SIMS:

The majority of schools within North Tyneside use the SIMS package to record their financial information. Schools that are on bank account are currently using FMS6 Sims package to record their income and expenditure. The SIMS team will provide training on the FMS6 modules with staff from the Finance team. Schools who have Citrix access will have the advantage of direct shadowing assistance from the finance team.

Schools using SIMS must also ensure;

- All SIMS reconciliation files are run monthly and reconciled to the monthly LA Management Summary reports
- School SIMS financial / personnel systems are up to date prior to any Finance Officer's visit
- All monthly Local Bank Account reconciliation's are returned by the requested deadline, fully completed

Schools who do not comply with these requirements, resulting in additional work having to be carried out by the Financial Officer to bring the accounting records up to a position where the service can commence, will have an additional charge levied.

Service Standards and How Good Performance Will Be Measured:**We will ensure:**

- Sound financial procedures are established and developed
- Schools have access to specialist advice in relation to financial issues
- Awareness of the financial implications of all LMS developments
- Sound financial management systems are in place
- Schools are provided with accurate up to date financial information
- A range of service level agreements are available to meet the needs of individual schools

Monitoring and Evaluation

On receipt of a telephone call, email, or fax the schools request will be logged and requests for advice will be responded to within that working day or the following day; if the officers are available. Requests for school visits will be accommodated within 10 working days. Schools will be requested to complete a visit sheet and will have the opportunity to make any comment with regard to the work carried out by the officer. The Schools Finance Advisor will monitor the responses on the visit sheets. Any service complaints should be directed in the first instance to the Schools Finance Advisor.

Charges for main SLA

	Bronze	Silver	Gold
First, Primary & Special	£3,268	£3,922	£4,412
Middle	£3,474	£4,168	£4,689
High	£4,389	£5,268	£5,926

Charges for additional options are detailed in the section entitled **“Services Offered Under The SLA”**.

2 Human Resources

Team Manager: Christina Ponting

Function of Team:

The focus of Human Resource (HR) is to work closely with Schools and their management teams (including the Governing/Relevant Body) to work through the day-to-day HR/people management issues, which arise in a busy School employing a broad range of people with various skills and experiences. To support this aim the link HR Advisor will work with Headteachers and Governing Bodies to ensure that they are able to comply with legal and regulatory obligations and to find practical solutions in dealing with the diversity of employee issues, which arise in the workplace.

We have three key focuses within our service area:

■ Advice, Support and Guidance

We recognise that the reliability, attitude and aptitude of staff are paramount to the running of your school. The HR Advisor can either advise you how to manage the situation or will work alongside you in partnership to jointly manage the situation. Therefore, the actual involvement of the link HR Advisor will vary from School to School and situation-to-situation, involvement will very much depend upon how the client, commonly the Headteacher, wants the situation to be supported. Our aim is not to undertake the role of the line manager; but to provide initial and ongoing support, advice and guidance to allow the Headteacher and their management teams to effectively undertake a broad range of people management issues on an ongoing basis.

■ Policy, Procedure & Guidance

We will provide to Schools in a timely manner relevant policies, procedures and guidance, which supports good employment practice and provide, clear, concise guidance and protocols to managers within school.

■ Training/Updates

We provide a number of one day, half day, 2 hour workshops on a full range of people management, new policy and procedure, employment law, general updates and topical HR issues aimed at all members of the schools management team and the governing/relevant body. These workshops have been developed and designed with reference to inputs from schools regarding what the key issues are and where additional support and guidance is required. The workshops can be delivered in a number of ways and can be tailored in terms of time, content, venue and delivery style to suit individual or school needs.

In addition we will also work with the school on current live issues, such as Safer Recruitment, and will ensure that Schools are aware of their duties relating to HR practices and processes.

Team Location:

Quadrant

Cobalt Business Park NE27 0BY

Staff In Team:

6 members of staff work within the HR Advisory Team - Joanne Blackhall, Catherine Moore, Amy Norris, Paul Stewart, Gail Thompson and Emma Watson.

Services Offered Under The SLA:

This comprehensive service will be delivered through a combination of:

- School visits/meetings
- School visit/meeting/case follow up work

- Attendance at meetings such as disciplinary, grievance, redundancy, recruitment
- Telephone Helpline
- Support through difficult casework
- Project work
- Training and Development
- Additional bespoke services/Consultancy
- 2nd HR Advisor

Service Delivery Mechanism:

The service will be provided in accordance with the Service Level Agreement Levels

- Basic;
- Enhanced.

LA Responsibilities:

Statutory duties, which will continue to be carried out by the Local Authority.

School Responsibilities

- To ensure all members of staff are aware of relevant policies and procedures.
- To report all incidents to HR in a timely manner in order to gain support at an early stage.
- To keep within the timescales of the relevant policy.

Service Standards and How Good Performance Will Be Measured:

The service provider will deal with all matters on behalf of the school in an expeditious manner having due regard to the nature and complexity of the matter and the schools priorities.

Monitoring and Evaluation

Protocols are in place to ensure that uniform quality of service and support is given.

LA Responsibilities:

To include statutory duties, which continue to be carried out by the Local Authority.

Status on which HR Advisory Support is delivered

The HR Advisory service provides advice, guidance and support under this SLA as the Schools HR Representative working in partnership with the School. The HR Advisor services role is to ensure that the Schools HR Service provision is both appropriate and timely in delivery.

School Responsibilities:

For all Schools operating with the HR Advisory SLA, those schools should:

- To ensure all members of staff are aware of relevant policies and procedures.
- To report all incidents to HR in a timely manner in order to gain support at an early stage.
- To keep within the timescales of the relevant policy.

Where The Governing Body choose not to buy into either the basic or enhanced level service the Governing Body should set aside provision within its budget to meet legal costs and any award made against the School. In addition the Governing Body should ensure that in procuring HR services from elsewhere, the provider will cover legal costs and awards against the School. For further information please refer to Indemnities and Liabilities as noted below.

Trust/VA/Learning Trust Schools

There is no variation to the HR Advisory Service provided to Schools which are within this categorisation – such schools will receive the same HR Advisory Service and support as detailed within this SLA as Community Schools.

However, due to the altered employment relationship (e.g. the Governing Body of the School being the direct employer of the employees and the employees themselves not being employees of the Local Authority). It is worth noting that due to this altered employment relationship, the way in which the HR Advisory Service is delivered in terms of administration may vary slightly. Such an example would be where the Local Authority is unable to enter into a Collective Agreement on behalf of the Governing Body or issue letters/document directly to employees. Where this is required the HR Advisory service will continue to work with the School (and act on behalf of the Governing Body of the School as they do for Community Schools), but will need the Chair of Governors on behalf of the Governing Body to sign and in some instances also issue letters/documents/agreements/etc provided directly to those employees affected.

SLA charges to Schools

Please see separate charges for SLA Levels Basic and Enhanced.

- Basic – £250* per day or £40* per hour or part thereof.
- Enhanced – £150* per day or £23* per hour or part thereof.
- Non SLA Buy in £400* per day or £55* per hour. Please note where a School does not buy into either Basic or Enhanced Levels of HR Advisory Services and requires HR support fees will be levied at £110* for the first hour of advice/guidance/support and the provision of basic documentation. Thereafter each hour or part thereof will be charged at £55* per hour.

(*This assumes the allocation of 1 HR Advisor. If the case/situation requires the allocation of more than 1 HR Advisor the rate levied will be increased accordingly).

Exclusions/Additional Charges

Where a Governing Body chooses not to purchase HR Advisory Services via the SLA they will not be provided with any Policy, Procedures or Guidance on HR matters, nor will they be granted access to Job Evaluation, Occupational Health or Health & Safety Advice, guidance or support (excluding the statutory minimum).

For Health & Safety Advice only very limited statutory advice will be provided. Should additional services be required they will be charged at the rate per hour/day as indicated above including a minimum charge for the first hour of advice/support/documentation of £110.

For Occupational Health a minimum charge of £250 will be levied and will be limited to 4 hours Occupational Health/Nurse/Doctor input per case. Should the case require additional time, input, reports etc time will be charged at the appropriate hourly rate.

For Job Evaluation where this is a review of an existing role this will be charged at £125 on the premise that the work required does not necessitate a site visit or meeting, nor exceeds 2 hours in total (including a moderation panel if required). Where work needed exceeds 2 hours it will be charged at the appropriate hourly rate (as noted above). Where an evaluation is for a more detailed or new evaluation this will be charged at £250 on the premise that the work may require a site visit or meeting but will not exceed 4 hours of HR Advisor time including a site visit, travelling time and moderation panel.

Non buy in concurrent/following years

Where a School chooses not to buy into the HR Advisory Service on concurrent/following years and have used more than the HR days/time allocated to them (in accordance with the Basic or Enhanced Service provision for the previous year), they will be charged for any hours used in excess of the allocated time at £55 per hour.

Indemnities and Liabilities

The HR Advisory service will continue to indemnify the advice and guidance it provides in relation to HR matters on the basis that the Governing Body/School Management take on board the advice and guidance

provided.

Where a School/Governing Body choose to disregard or alter the implementation of such advice (including amendments to policies, procedures, guidance or its implementation) then the HR Advisory/Service will not provide/fund indemnity, liability, or associated support, e.g. Legal, Health & Safety, Occupational Health.

Where a Governing Body decide not to purchase the HR Advisory service from the Local Authority, the Governing Body will need to ensure that they are indemnified by their external; provided in any event.

Withdrawal of HR Advisory Services

Where the Governing Body choose not to accept the Local Authority and advise in terms of the application of HR Policy/Practice/Legislation, Collective Agreement Implementation/Acceptance or the application of HR Advice in relation to Local or National Terms and Conditions of Employment, etc. the Local Authority reserve the right to withdraw payroll and other employee associated services to the School within 28 days of the school being advised that they are no longer following HR/Employee Services Advice. In such circumstances the Governing Body will then be responsible for ensuring the provision of payroll/pensions administration (if appropriate) and associated employee administration, etc from outside of the Local Authorities SLA Provision.

Terms of Agreement

Unless otherwise stated the term of the contract is on the basis of one financial year starting April 1st 2011 and ending March 31st 2012. If schools wish to withdraw or change the contract arrangements please contact the key contact listed. Schools wishing to discuss an agreement of more than 12 months should contact the key contact to discuss the service charge options available.

Performance, Feedback and Key Contact

The key contact listed for each of the Services offered should be contacted in the first instance regarding any issues of performance or feedback. This would normally include any suggestions relating to service development or concerns regarding the level or quality of service provided.

If, following discussion the position can not be resolved with the Schools Link HR Advisors please contact:

Christina Ponting, HR Business Partner,
Human Resources, North Tyneside Council,
Quadrant, 3rd Floor;
The Silverlink North, Cobalt Business Park,
North Tyneside, NE27 0BY
Tel: (0191) 643 8010
Fax: (0191) 643 2429
Mobile: 07970 640 472
email: christina.ponting@northtyneside.gov.uk

Complaints/Disputes

The overall aim is to work in partnership with schools, and to provide a service that is valued and is of real benefit. If there are areas, which are causing concern, we would appreciate it if this feedback is provided directly to us.

If a school is dissatisfied with any aspect of the service it has received, every effort will be made to resolve disputes between the parties quickly and effectively, in the first instance informally. The formal complaints procedure may be used if the matter remains unresolved.

Service Level	Basic	Enhanced
Details	<p>Access to telephone advice and support.</p> <p>This is a time-limited service of one (1) HR Advisor visit to school per term. (Up to 3 per school year).</p> <p>HR Advisory support will not provide any additional work or involvement relating to training support to Governors, additional support to the Head Teacher/Line Manager; involvement in HR projects or reduced rate attendance charges on HR Workshops.</p>	<p>Access to telephone advice, however giving a more hands on approach wherever possible.</p> <p>This is a time-limited service of up to four (4) HR Advisor visit to school per term. (up to 12 per school year).</p> <p>This level of HR Advisory Support will also provide for additional work and/or involvement relating to training, support for Governors, additional support to the Head Teacher/Line Manager; involvement in HR projects and free or reduced rate attendance charges on HR Workshops.</p>
Service Guide	<p>Aimed at schools where people management issues may arise from time to time, where managers are confident and fully experienced to be able to deal with these issues without major HR Input.</p>	<p>Aimed at schools where Head teachers and Governing Bodies proactively seek to minimise or prevent difficult people management issues arising. This level is also appropriate for schools with staff who have time constraints or who have new or less experienced managers or Governors, or indeed just wish to have the guidance and support of a qualified and trained HR Advisor to give hands on advice and shoulder to shoulder support in handling difficult situations, with attendance at complex meetings to discuss issues such as redundancy, disciplinary, and dismissal. Such protocols will happen in a timely and professional manner; giving the manager confidence that they are acting within law constraints.</p>
Service Level	<p>Whilst many queries can be supported and acted upon with immediate effect, some enquiries will need further investigation, planning and discussion. The HR Advisor will support, guide and coach the relevant member of the management team in order to progress the more detailed, complex or longer-term issues.</p> <p>All clients will be treated equally in line with the level of buy in. The client needs will be determined on the basis of urgency. However whilst accommodating these needs, more focus and time will be given to Enhanced Advisory Service clients due to the nature of the relationship we will have with them and the fact that they are in effect buying more of our time.</p> <p>Should a client require additional services (outside of the level in which they participate), consideration can be given to the provision of such however; and this will need to be balanced with the needs of the current client group and the ability of the service to accommodate additional pressures.</p> <p>Where a School chooses not to implement or work within the services recommended policies and procedures or associated guidance, an additional charge will be levied. The charge levied will be based on the appropriate Consultancy Day Rate being applied for the days undertaken to operate within the independent policies, procedures and/or guidance.</p>	

Service Level	Basic	Enhanced
Sample list of possible services provided	<p>Please note that this list is not exhaustive and can and will be tailored or amended to suit individual needs.</p> <p>Advice regarding the:</p> <ul style="list-style-type: none"> ■ Recruitment, Selection and Appointment of all Staff ■ Appointment onto the appropriate terms ■ Offer of employment, reference checks ■ CRB processing ■ Changes to terms and conditions and personal, circumstances throughout employment ■ Leavers/Terminations/Exit Interviews ■ Adoption/maternity and paternity leave ■ Advice and attendance at governing body meetings ■ Application and interpretation of national conditions, employment legislation and case law ■ Benchmarking – salary and terms and conditions ■ Child protection issues ■ Coaching ■ Compromise agreements ■ Contracts for (4) Service/Self Employed Status ■ Conflict management and resolution ■ Collective Agreements ■ Developing and delivering training programs ■ Dismissal procedures ■ Employee/Industrial Relations Frameworks ■ Equal pay ■ Employment Tribunal Support ■ Facility Time ■ Fixed term and temporary contracts ■ Flexible Working requests ■ Foreign Language Assignments ■ Freedom of information enquiries ■ GTC/External Agency liaison/referrals ■ Health & Safety ■ HR Intranet and learning portal access ■ Ill health enquiries ■ Induction ■ Employment Tribunals/COT3 ■ Ill health retirements, etc ■ ISA Guidance & Referrals ■ Job Evaluation/Grading Structures/Models ■ Legal Support (~) ■ Leave of Absence ■ Liaison with Employee Services ■ Liaison with Audit ■ LSCB Attendance/Support ■ Maintaining consultative arrangements with trade unions ■ Mediation ■ National Frameworks/Agreements ■ Occupational Health # ■ Pay related issues ■ Performance management and appraisal ■ Policies and procedures – development and application of ■ Preparation of employment tribunal cases 	

Service Level	Basic	Enhanced
Sample list of possible services provided	<ul style="list-style-type: none"> ■ Sickness monitoring and reporting ■ Medical Referrals ■ Pensions administration ■ Pension – Annual Reviews/Leavers Benefits ■ Pay related issues ■ Recruitment and retention ■ Redundancy and redeployment ■ Roles and responsibilities ■ Safer Recruitment – support and training ■ School staffing structures and pay policy ■ Sickness absence management including stress management and return to work support ■ Staff disciplinary, grievance and capability casework ■ Staff welfare, including risk management, safety, violence, and harassment ■ Statutory and employment law implementation and interpretation ■ Terms & Conditions Reviews ■ Terms and conditions interpretation and implementation ■ Updates on employment and education law ■ Updates in accordance with Ofsted requirements regarding employment matters ■ Work-life Balance requests ■ Working Beyond 65 notification ■ Work Permit/Overseas Nationals/Right to Work in the UK 	

~: Please note that Legal Support in terms of employment disputes/challenges will be limited to include 2 hours per school per year being allocated to a case by the Councils in-house employment lawyers, further work required will be billed per hour – please refer to the separate document detailing Legal Services for further information.

Additional time required will be reviewed on a case-by-case basis and would be charged at a fixed rate of £55 per hour. Further legal opinion or advocacy would be either funded by the Local Authority or charged at the appropriate professional rate – which will be determined on a case-by-case basis.

#: Occupational Health Support excludes costs associated with GP/Specialist Reports or referrals for additional services, e.g. Counselling.

+: Pensions – Annual Reviews/Leavers – costs associated with GP/Specialist Reports are not included in this provision and

3 MIS Support Services - SIMS

Team Manager: Annette Watts

Our Aim

The aim of MIS Support Services is to provide high quality advice, support and training in the use of MIS software. We specialise in the support of SIMS modules licensed by North Tyneside Council, but can facilitate support for other MIS packages on request.

We aim to ensure that MIS software is used efficiently and effectively to assist school improvement and reduce administrative burdens on school employees. We also aim to give schools a choice over what level of service is appropriate to their needs.

The Service

Two levels of service are available for schools to choose from: Standard and Extended. Schools can enhance this by purchasing optional extras. Schools not on Citrix can also be supported. The contract will be on a financial year basis (April – March).

The Service Standard Commitment

We will ensure:

- Calls to the helpdesk are, where possible, resolved within 48 hours.
- The helpdesk is staffed between 9am and 4pm
- Upgrades to the SIMS modules are completed within an appropriate timescale
- Schools have access to specialist advice and support in relation to their MIS software
- Schools are provided with the necessary support should their MIS software be inaccessible
- Schools are provided with accurate and relevant training in relation to their MIS software
- A range of SLAs are in place to meet the needs of individual schools
- Access to schools' SIMS systems by the MIS Support Service will be strictly within the service Code of Practice, available on the MIS Support wiki site (see link below) or by contacting the service.

http://november.northtyneside.gov.uk:7777/portal/page?_pageid=2434,2383604&_dad=portal30&_schema=PORTAL30

The service will be provided by:

- Fully trained and experienced officers
- Staff with experience of the licensed software modules
- Staff with experience of supporting schools using MIS software in Citrix thin client environment
- Staff with good working relationships with other LA Services working with schools, and with extensive experience of working with software suppliers, government departments and other external agencies.

Interaction with other departments (internal and external)

- Members of MIS Support Services will liaise with the ICT department regarding hardware and networking issues.
- Members of MIS Support Services will liaise with software suppliers to resolve any software issues that cannot be resolved within the team.
- Members of MIS Support Services will liaise with other internal departments to ensure that schools receive appropriate support and updates for their MIS software.

Compliance

Schools will need to ensure:

- Timely notification of faults and errors within the software
- Appropriate staff attend all core training courses, such as those required for the production of statutory returns.
- Except in exceptional circumstances, support for schools whose staff have not attended appropriate training will be provided at extra cost.
- Appropriate staff attend all recommended courses for new or upgraded modules.
- Data is accurate and up to date
- Non Citrix schools will ensure the software versions are kept up to date.
- The Schools MIS Support team has exclusive access to schools' systems to complete upgrades and maintain the software when required.
- The school MIS Support Team will have remote access to systems to enable support and where possible the ability to shadow users via appropriate software
- Schools will adhere to the Council's ICT Security Policy with regard to hardware and data security.
- A cancellation fee of £100 will be charged to schools if course attendance is cancelled with less than 24 hours notice.
- The Schools MIS Support team will access schools' data remotely when required to provide support.
- Schools will seek advice from the MIS Support team before attempting to connect any additional / third party system. Schools not following such advice should be aware that this agreement may be invalidated and there is a risk of damage to your data.

Exclusions

- Support in the use of Nova modules will be provided to those schools buying back at extended level, but training will be facilitated via Capita at an additional charge.
- Support for the North Tyneside Tracker is available through a separate SLA.
- Schools will be liable for charges incurred from suppliers due to user error.
- Support for non-Capita software can be facilitated, but will need to be negotiated separately. (This includes 3rd party software, and any software provided by government departments and agencies.)
- Non-Citrix schools must make their own arrangements for software upgrades and related support. Schools running standalone instances of the software off Citrix will be responsible for upgrading these workstations.
- Helpdesk support covers software errors and queries where the user has had appropriate training. It does not cover telephone training, and should not be seen as an alternative to attendance on appropriate training. If a call cannot be resolved without provision of telephone training, the caller will be advised of this and a charge of £30 per hour will be incurred from that point.
- The costs of any external training provided at schools' request will be recharged to schools.
- Support for third party software interfaces cannot be guaranteed, however we will make every effort to meet schools' needs. Where significant work is required, a rate of £50 per hour will be charged.
- Schools should be aware that third party systems linking to SIMS can be affected by system upgrades. The service will notify schools in advance of an upgrade, to enable schools to obtain support from their suppliers, and will provide the required upgrade files where required.
- Where third party systems are used, schools remain responsible for data protection and security. If external providers have access to personal data, you are advised to ensure that appropriate safeguards are in place; please seek advice if unsure.

Additional information

Schools not opting to take the School MIS Support team SLA will not receive access to the Capita SIMS software modules licensed by North Tyneside Council. Such schools must still ensure that they meet their statutory requirements by maintaining pupil, financial and personnel data in the format specified by DfE, and must provide data to other schools, the LA and DfE in the legally required format. In most cases this will take the form of XML files to the CBDS data standard required by DfE.

Terms of agreement

The term of the contract is one financial year; 1st April 2011 to 31st March 2012.

Schools wishing to withdraw from or change the contract arrangements must give 6 months' notice before the beginning of the next financial year. Any complaints should be directed in the first instance to the MIS Support Manager or to the Information Systems and Governance Manager.

Performance

The service provider will deal with all matters covered by this SLA in an expeditious manner; with due regard for the nature and complexity of the issue, and for the school's priorities.

Levels of Service

Standard

- During the financial year; each school may request a consultancy visit to review current and future MIS needs
- Capita SIMS software modules licensed by North Tyneside Council, including all relevant upgrades during the year
- Telephone support for SIMS software errors and queries
- Intranet access to up to date documentation and guidance via the SIMS Wiki
- Remote support for SIMS software errors and queries where systems are available.
- Investigation of software issues with Capita where necessary
- **One place on the following SIMS courses, including course booklets:**
 - Termly School Census and and School Workforce Census Workshops.
 - FMS (finance module) Budget Planning
 - FMS (finance module) Year End
 - Assessment Manager for statutory reporting of Key Stage results
- One place on courses for new modules, including course documentation.
- SIMS upgrades facilitated by the MIS Support Services, including liaising with ICT service and Capita. (For Citrix schools only)
- Assistance with recruitment of school administrative staff if required

Please note that the above courses are provided at no extra cost within SLA. Any additional training will be charged at normal course rates. Training provided by external suppliers will be re-charged to schools.

Extended

- 15% discount on the North Tyneside Tracker SLA.
- During the financial year; each school can arrange a consultancy visit to review current and future MIS needs
- Capita SIMS software modules licensed by North Tyneside Council, including all relevant upgrades during the year
- Telephone support for SIMS software errors and queries
- Intranet access to up to date documentation and guidance via the SIMS Wiki
- User Support for Nova T6
- Remote support for SIMS software errors and queries

- Investigation of software issues with Capita where necessary
- **Two places on the following SIMS courses, including course booklets:**
 - Termly School Census and School Workforce Census Workshops.
 - FMS (finance module) Budget Planning
 - FMS (finance module) Year End
 - Assessment Manager for statutory reporting of Key Stage results
- **Two places on initial courses for modules new to the school, including course booklets:**
- Six individual places on any SIMS courses, including course booklets, provided by MIS Support Services.
- SIMS upgrades facilitated by MIS Support Services, including liaising with ICT service and Capita. (For Citrix schools only)
- Assistance with recruitment of school administrative staff if required
- **Staff newly appointed to the school (up to a maximum of 2 staff in any one financial year) can receive introductory training in the following modules:**
 - SIMS.net Covering - managing pupil information, basic reports, CTF's, Curriculum – maximum three half days.
 - Personnel Covering - add/edit staff information, pay related and contract definitions – maximum one half day
 - FMS (Finance module) Covering – orders, deliveries, invoices, issuing cheques, income and journals – maximum three half days
 - System Manager Covering – add/edit users and access rights maximum one half day
 - Attendance Covering – maintaining the registration process – maximum one half day.

*This training will be held termly.

Please note that the above courses are provided at no extra cost within SLA. Any additional training will be charged at normal course rates. Training provided by external suppliers will be re-charged to schools

Optional extras

Support for the North Tyneside Tracker is available via a separate SLA

MIS Support Services will facilitate support for non-Capita software on request. Charges will be negotiated individually with each school. Please contact the Service Manager for more information.

Charges

Charges for optional extras have been held at the same level since 2005.

Remote training £30 per hour (this is provided to cover emergencies, but should not be used as a substitute for attendance on appropriate training courses.)

Individual training course charges per session:			
1 place	£100	2 places	£175
3 places	£250	4 places	£300
5 places	£350	6 places	£400

One to One Training £300

Consultation £50 per hour

Schools using Citrix – Standard Level		Schools not using Citrix – Standard Level	
High Schools	£7,685	High Schools	£7,940
Middle/Primary/First/Special	£2,835	Middle/Primary/First/Special	£3,089
Nursery, PRU	£1,899	Extended level service +	£816
Extended level service +	£816		

SLA Charges

Please note: The NTC costs of delivering the SIMs SLA have been frozen at 2010-11 prices, however the cost of the SLA has been increased to reflect the inflationary rise on external software licences.

There is an extra charge for non-Citrix schools to cover the additional costs of training and support

The above costs include indicative Capita software charges as follows:

£4008 per secondary school

£884 per middle, primary, first and special schools

£592 per nursery school & PRU

Schools wishing to obtain their own licence directly from Capita should deduct this amount from the overall SLA cost.

4 MIS Support Services - Tracker Support

Team Manager: Annette Watts

Our Aim

The aim of this new service is to provide high quality advice, support and training in the use of the North Tyneside Tracker; in addition to the services offered within the MIS (SIMS) Support SLA. The service will also provide the centrally created tracking templates and reports within Assessment Manager; and ensure these continue to be developed to meet schools needs.

We aim to ensure that North Tyneside Tracker is used efficiently and effectively to assist school improvement.

The service has been successfully trialled with Primary schools over the previous year, and feedback from schools has been very positive:

- "The Tracker is becoming more and more sophisticated and therefore we need the backup and expertise to help manage it"
- "Exceptional service and each visit leads to a refinement or innovation - amazing!"
- "Individual support to ensure that the tracker is being used as effectively as possible is vital"
- "It offers outstanding value for money"
- "Staff have listened to requests and have made a real effort to tailor make the system to suit our needs."
- "This service is vital for the continued development and success of the tracker in school. We would certainly buy into it as the SIMS team provide a first-class service to our school."

The Service Standard Commitment

We will ensure:

- Calls to the helpdesk are, where possible, resolved within 48 hours.
- The helpdesk is staffed between 9am and 4pm
- Upgrades to the Tracker are completed within an appropriate timescale
- Schools have access to specialist advice and support in relation to the Tracker
- Schools are provided with accurate and relevant training in relation to the Tracker
- Access to schools' SIMS systems by the MIS Support Service will be strictly within the service Code of Practice, available on the MIS Support wiki site (see link below) or by contacting the service.

http://november.northtyneside.gov.uk:7777/portal/page?_pageid=2434,2383604&_dad=portal30&_schema=PORTAL30

The service will be provided by:

- Fully trained and experienced officers
- Staff with good working relationships with other LA Services working with schools to ensure that the tracker continues to be developed to meet schools needs.

Interaction with other departments (internal and external)

- Members of MIS Support Services will liaise with software suppliers to resolve any software issues that cannot be resolved within the team.
- Members of MIS Support Services will liaise with other internal departments to ensure that schools receive appropriate support for The Tracker.

Compliance

Schools will need to ensure:

- Timely notification of faults and errors within the software
- Appropriate staff attend training courses and workshops.
- Data is accurate and up to date
- Non Citrix schools will ensure the software versions are kept up to date.
- The Schools MIS Support team has exclusive access to schools' systems to complete updates and maintain the software when required.
- The school MIS Support Team will have remote access to systems to enable support and where possible the ability to shadow users via appropriate software
- Schools will adhere to the Council's ICT Security Policy with regard to hardware and data security.
- The Schools MIS Support team will access schools' data remotely when required to provide support.

Exclusions

- Support for Information Management Systems is available through a separate SLA.
- Schools will be liable for charges incurred from suppliers due to user error.
- The service will assist with the interpretation of marksheets and reporting from The Tracker; but is not in a position to make judgements or offer educational advice. Schools should refer to the School Improvement service for all aspects of specific educational advice relating to assessment or progress of pupils.
- To safeguard schools' ownership of their data, the MIS Support Service staff will not enter data on behalf of schools into the Tracker under any circumstances. The aim of this SLA is to ensure that school staff have the skills and confidence to enter, manage and report on Tracker data themselves.
- Helpdesk support covers software errors and queries where the user has had appropriate training. It does not cover telephone training, and should not be seen as an alternative to attendance on appropriate training, or in place of a support officer call out. If a call cannot be resolved without provision of telephone training, the caller will be advised of this and a charge of £30 per hour will be incurred from that point.

Additional information

Schools not opting to take the North Tyneside Tracker SLA will not receive further updates to the templates or reports used within the Tracker. Such schools must still ensure that they meet their statutory requirements by maintaining assessment data within the Assessment Manager software and provide data to other schools, the LA and DfE in the legally required format. Support for the standard functionality of Assessment Manager is still available under the main MIS Support SLA, as in previous years.

The Tracker SLA is intended to add value for schools buying into the MIS Support SLA, which has had 100% take-up in recent years. The Tracker SLA is also available by negotiation to schools not part of the main MIS Support SLA, subject to appropriate software and support being in place.

Terms of agreement

The term of the contract is one financial year, 1st April 2011 to 31st March 2012.

Schools wishing to withdraw from or change the contract arrangements must give 6 months' notice before the beginning of the next financial year. Any complaints should be directed in the first instance to the MIS Support Manager or to the Information Systems and Governance Manager.

Performance

The service provider will deal with all matters covered by this SLA in an expeditious manner; with due regard for the nature and complexity of the issue, and for the school's priorities.

The Service

Workshops

The following workshops will be provided for schools:

- Importing FFT Data (available end Sept / early Oct)
- Creating sets and intervention groups / other user defined groups
- Target setting for new Y1 & Y3
- Entering revised targets where required for other year groups as part of the annual review of targets process
- Refresher Sessions, e.g. analysing information
- Workshops for entering termly assessments
- Assistance to create and complete Narrowing The Gap reports
- Transfer summer term TAs to EOKS templates
- Create EOKS Statutory returns
- Create PIVATS return
- Importing EYFSP from ctf file
- Create Y6 results file to send to Secondary schools
- Training for new Headteachers, Assessment Co-ordinators and Data Managers

On site support

Schools may book one support officer callout per term to assist with the following:

- On-site refresher training
- Preparation for SIP visits
- Preparation for OFSTED Inspection
- Preparation of reports, eg to Governing Body
- Using the tracker to identify where early interventions may be required
- Using the tracker assist with target setting

Further call outs can be arranged depending on the availability of the team

Documentation Supplied

The following documentation will be made available and updated when necessary via the intranet based SIMS Wiki:

- New Academic Year Routine
- Importing FFT Data
- Importing new templates as they are developed
- Key Stage 1 Target Setting
- Key Stage 2 Target Setting
- Basic Analysis in Marksheets
- Key to EYFSP headings used in the tracker
- Entering Termly Attainments
- Planning for Intervention and Tracking Sets
- Creating Curriculum and Intervention Groups

- Reporting
- Template / Marksheet Catalogue – including screen shots and brief explanations the content of each marksheet and those that feed in to it
- Reports Catalogue – including screen shorts and brief explanations of the content of each report and the marksheets that need to be completed to feed in to it
- Teacher level guides to KSI Target Setting and Recording Attainments
- Teacher level guides to KS2 Target Setting and Recording Attainments
- Creating Vulnerable Groups (or any other required) User Defined Group
- Creating Vulnerable Groups Reports to return to R&I
- Age Related Expectations Chart
- Adding a New Marksheet to a Template
- Using Tracking Grids (Maps of Attainment)
- SIP Templates Guide
- Using Filters to Answer Inspection / SIP Questions

Further guidance on any new templates / tracking grids / routines will be provided as required

Development

- Development groups will be facilitated to ensure that schools are able to play an active part in future development.
- The Tracker will be developed to reflect any Statutory or LA required changes
- Templates and Reports will be provided to meet School, Cluster or LA requirements
- Extension of the Tracker to cover all Key Stages
- A mechanism for the smooth transfer of all data between schools
- Support for New Heads

SLA Charges

Schools taking up the MIS Support SLA at Standard Level: £750

Schools taking up the MIS Support SLA at Extended Level: £637 (15% discount)

Schools not part of the MIS Support SLA: by negotiation.

Additional on-site support (subject to staff availability): £50 per hour or £100 per half day session.

5 Education Capital Planning

Team Manager: Iain Betham

Our Aim

The aim of the Education Capital Planning Team is to provide schools with a wide range of high quality advice and support in relation to developing and implementing Asset Management Plans (AMPs) and capital/investment programmes. We aim to work with schools to ensure that available capital funding is maximised, that AMPs reflect real needs and that sound project management systems and procedures are established and developed to deliver capital programmes.

The Service

The core elements of the capital planning service are already provided through the Education Capital Planning Team. Individual schools have historically benefited from Devolved Formula Capital Allocations since 2000/2001. However, from April 2011, all schools will now receive a reduced level of funding following the national review of schools capital. It is expected that this level of funding will continue over the Spending Review Period 2011/12 to 2014/15. Devolved Formula Capital provides direct funding to schools for the priority capital needs of school buildings and also ICT requirements. The service to support schools will be provided by two teams: one team covering first and primary schools; the other team covering secondary schools (including middle). Teams will support schools and be supplemented by technical/administrative assistance.

The service will be provided by Capital Programme Managers and their staff who have developed knowledge and experience of Department for Education (DfE) AMP guidance, capital funding regimes and have relevant project management experience and qualifications. The managers have also developed good working links with many other relevant services such as Architectural, Quantity Surveying, Building Surveying, and Mechanical/ Electrical Engineering.

The section will offer one comprehensive level to all schools to cover the following areas:

- Overall management of Devolved Capital Budgets
- Inclusion in an Authority-wide Pooling Arrangement including drawing down from future years' allocations
- Advice and guidance in the use of Devolved Formula Capital Allocations linked with AMP Priorities
- Identification of school capital priorities
- Commissioning of Design and Construction teams
- Preparation of Project Briefs
- Management of Individual Devolved Formula capital projects
- Provision of accurate and up to date information on Devolved Formula Capital

We will continue to review the service on an ongoing basis with schools to ensure the right level of support is being provided. Additional services and advice can be sought on request to one of the team contacts.

Please note we are currently only able to offer a limited service to Voluntary Aided schools, as a different method of managing VA Capital Allocations operates for this sector, overseen by the Diocesan Authorities. Schools should contact one of the team contacts for further information.

Terms of the Agreement

The Education Capital Planning Team will provide the service outlined above to those schools that enter into the Service Level Agreement.

The benefit of pooling arrangements will allow schools to draw from future years' allocations with agreement with the Education Capital Planning Team.

Performance

On receipt of a telephone call, e-mail, or fax the request will be logged with the intention of providing a response as soon as possible. Schools can expect requests for advice to be responded to within that working day (if request received before mid-day) or the following day.

Contacts

The initial contacts regarding the SLA are:

Iain Betham - Senior Manager – Education Capital Planning

Email: iain.betham@northtyneside.gov.uk

Tel: (0191) 643 8092 Fax: (0191) 643 2408

Operationally the teams are headed up by Capital Programme Managers and they should be used as the first point of contact for all individual queries. They are:

First and Primary Schools

Colin Davison - Capital Programme Manager

Email: colin.davison@northtyneside.gov.uk

Tel: (0191) 643 8058

Secondary (including Middle) Schools

David Birch - Capital Programme Manager

E.mail: david.birch@northtyneside.gov.uk

Tel: (0191) 643 8059

It may be necessary on occasions for Managers and their staff to work outside of their designated area due to workloads etc and this will be managed as and when appropriate.

Education Capital Planning Team

Children, Young People and Learning Directorate

North Tyneside Council

Quadrant, The Silverlink North

Cobalt Business Park

North Tyneside

NE27 0BY

Annual Charges

Following the recent announcement regarding the reduced Devolved Formula Capital allocations for 2011/12 and the subsequent discussions with members of the Schools Forum, all schools are invited to sign up to the 2011/12 SLA free of charge. However it may be necessary to agree 'one-off' fees with individual schools who commission the Education Capital Team to project manage and deliver specific larger projects by utilising several years' Devolved Formula Capital/other funding. Charges for additional services will be by agreement between the Education Capital Planning Team and clients requesting the service. It should be noted however that those schools that carry forward surplus Devolved Formula Capital balances from previous years will not be charged a further fee to deliver projects. Fees (if applicable) will only be charged on new funding from 2011/12 onwards.

New schools do not qualify for Devolved Formula Capital allocations for three years following construction.

Nationally from 2011/2012 there has been a change in Devolved Formula Capital funding. All schools will now receive funding at the same rate

Please contact Iain Betham if you require any further information.

6 Governor Services

Team Manager: Jacki Kelly

Function of Team:

To work with governing bodies, head teachers, school staff and other education professionals to raise standards of achievement for pupils in North Tyneside by enabling governing bodies to contribute to realising the five national ECM outcomes for all children, as well as North Tyneside's very own sixth outcome. We strive to ensure that governing bodies have the correct information, advice and support to make informed decisions and fulfil their core role: (a) providing a strategic view (b) being a critical friend and (c) ensuring accountability, by offering the following SLAs:-

- (1) Clerking
- (2) Training and development
- (3) Advice and support

Team Location:

Langdale Centre

Staff in Team:

Jacki Kelly – Manager Tel: (0191) 643 8714

Tracy Young – Co-ordinator Tel: (0191) 643 8715

Janet Bailey – Database Officer/Governor Services Support Officer

Kay Rayworth – Governor Services Support Officer

Jacqui Sugden – Governor Services Support Officer

Kathleen Wallace – Governor Services Support Officer

Elaine Stephenson – Governor Services Support Officer

Services Offered Under the SLA:

- (1) **Clerking** (Full governing body meetings and, where the capacity of the department allows, optional extras)
- (2) **Training and development** (Individual governors attendance at LA sessions, whole governing body sessions tailored to individual school's needs and registration for on-line training is being investigated for cost effectiveness)
- (3) **Advice and Support, including CRB checks**

Service Delivery Mechanism:

All aspects of the SLA will be delivered by members of the Governor Services team, with support where appropriate from colleagues from other services within Children, Young People and Learning Directorate, e.g. training on specialist subjects will be delivered by colleagues with specific knowledge to ensure that the quality of training is accurate and appropriate for need. A training planner detailing the sessions available for 2011/12 will be produced during the summer and circulated to every governor in North Tyneside.

LA Responsibilities:

Clerking – Bronze Level consists of circulation of termly Children, Young People and Learning briefing papers to governing body. Silver and Gold levels offer a central clerking service to administer and advise

your governing body meetings, which includes professional clerking of 3 (Silver) or 6 (Gold) governing body meetings per year. Also included in Silver and Gold is Advice and Support, free of extra charge, as well as unlimited access to Training for every member of your governing body, associate members and observers, at a discounted rate. This includes one whole governing body session tailored specifically to your requirements. Members of governing bodies will also be invited to appropriate training and conferences led by the School Improvement Service, CYPL.

Governor Services will fulfil the standards set out in the Standards for Clerking at Silver and Gold levels attached.

Regular surveys of satisfaction will be commissioned and the findings used to inform improvements to the service and staff CPD.

Clerking of extra meetings and hearings/appeals is an optional extra and can only be negotiated if there is capacity within the staffing levels of the Governor Services team and dependent upon availability. Charges will be made for these optional extras.

Training and Development – Governor Services will produce an annual Training and Development planner for every governor. Training will be arranged to be topical and relevant to the role of governors and in line with national and local initiatives. An evaluation of all training, individual sessions and whole governing body sessions will be done annually in order to address any opportunities for improvement. Tailor made sessions can be arranged for whole governing bodies on topics of their choice.

Advice and Support – Governor Services will give timely and reliable advice on statutory and non-statutory issues. Governor Services will provide direct involvement in dealing with issues where necessary, e.g. complaints. Governing bodies subscribing to Advice and Support, as a separate SLA or as part of Silver or Gold Clerking, will be able to use Governor Services for administration around CRB checks for governors. (Note: this does not include any fees incurred through CRB, although currently volunteers and schools governors' checks are free).

School Responsibilities:

Clerking – schools will be expected to fulfil the standards set out in the Standards for Clerking at Silver and Gold, e.g. paperwork for circulation to be with the clerk 3 weeks prior to the meeting.

Training and Development – schools will be expected to provide the venue for whole governing body training sessions, including resources and where appropriate, refreshments for governors.

Advice and Support – schools will be expected to seek advice in a timely manner and ensure that they have the appropriate policies and committee structures in place to deal with situations in relation to staffing, pay, performance management, grievance, complaints, etc.

Health and Safety of Governor Services staff – Schools will be expected to offer an appropriate venue for governors' meetings and, where requested, ergonomic seating and writing facilities for the clerks.

Service Standards and How Good Performance Will Be Measured:

Clerking – service standards attached. Performance of the clerk to governing body is measured by observations carried out by the Co-ordinator throughout the year. Also in 2007/08 and 2010/11 satisfaction surveys were carried out to inform the Service's own good practice, areas for improvement and CPD for staff. Clerks employed within Governor Services have achieved, or are working towards, BTEC Level 3 Clerking Award.

Training and Development – evaluations are completed by participants at every session. The evaluations are analysed every year and used to inform the following year's itinerary and content for relevance to the role of governors and in relation to development of governors in their role. The performance of facilitators is also evaluated in order to inform future sessions.

Advice and Support – difficult to measure. However, general feedback on the results of the advice and support given is an important tool and assists the Service in production of guidance and briefings.

Monitoring and Evaluation:

Clerking – Rigorous monitoring through observations is done regularly throughout the year. Satisfaction survey conducted in 2007/8 was repeated in 2010/11 to monitor the service's performance as assessed by Head teachers and Chairs of Governing Bodies.

Training and Development – All training is evaluated and analysed annually.

Advice and Support – Advice is reviewed and discussed for relevance as part of team briefings. Governor Service's staff receive 3 whole day training sessions per year in addition to weekly briefing sessions and opportunities to attend other School Improvement Service briefings.

Complaints/Disputes:

Complaints about any part of the services provided under this SLA should be reported to the Governor Services Manager immediately.

On receipt of a complaint the Manager will investigate and give feed back within 20 school days.

In the event the complaint is against the Manager, the complaint should be made to Jean Griffiths, Chief Advisor, School Improvement Service, Langdale Centre.

SLA Charges to Schools

(1) Clerking, Training and Advice as a whole package		
Bronze	Silver (3 meetings)	Gold (6 meetings)
£210	£1000 **	£1750 **
Bronze - You will need to purchase Training and Advice separately	** Silver and Gold includes Training & Development and Advice & Support	
** Note: If you have purchased Silver or Gold Clerking you do not have to purchase Advice & Support or Training and Development separately.		

(2) Training & Development for governing bodies who do not subscribe to Clerking at Silver or Gold
Unlimited attendance to Training for every member of your governing body, associate members and observers. This includes one whole governing body session tailored specifically to your requirements. Total cost per governing body £320.

(3) Advice & Support for governing bodies who do not subscribe to Clerking at Silver or Gold
Timely and reliable advice on statutory and non-statutory issues. Governor Services will provide direct involvement in dealing with issues where necessary, e.g. complaints. Administration around CRB checks for governors. Total cost per governing body £300.

Total SLA purchased from Governor Services
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Optional Extras: (These would be negotiated as the need arose and do not have to be subscribed to as part of your annual SLA).

Clerking

One extra governing body meeting	Involves: attendance at meeting, preparation and circulation of agenda and papers, advice and support during the meeting, typing of minutes and action plan, follow up actions from meeting.	£275
One statutory committee meeting, e.g. hearing, appeal.	Involves: same as above. Costs will be dependent upon the work involved and will range from £300 to £500.	£300 to £500

Please note:

- There are no guarantees that a clerk from Governor Services will be available to clerk extra meetings or statutory meetings – this will depend upon staffing levels, availability and capacity within the service
- Schools that buy into Clerking at Silver and Gold will have priority when considering extra clerking requests
- This does not include clerking of regular committee meetings, e.g. Finance, Staffing.

Training

■ One whole governing body training session	£120
■ Attendance at individual sessions where the SLA is not subscribed to – this will be a sessional charge	£65

Standards: Clerking Service – Silver/Gold Service Level Agreements

The Clerk will:

Prior to the meeting:

- suggest a draft agenda to the Head and Chair, and request supporting paperwork at least 15 working incident days prior to the meeting
- photocopy and circulate agenda and supporting paperwork at least one calendar week prior to the meeting date, but preferably 10 working days prior to the meeting

During the meeting:

(attend 6-Gold/3-Silver full governors' meetings per year)

- take minutes of the meeting, recording attendance and action agreed
- ensure that the previous minutes are ratified by the Governing Body and signed by Chair - 2 copies, one for Governor Services and one for the school to display
- report back on matters arising from previous meetings or correspondence where relevant
- give advice on procedure, law and standing orders where necessary during the meeting

- ensure procedures are followed, e.g. election chair; quorums, etcz

Following the meeting:

- prepare and circulate draft minutes to Chair (and Headteacher if agreed by governing body - should be stated in Terms of Reference for Governing Body) within 10 working days
- prepare and circulate action report to Chair and Headteacher within 10 working days
- circulate action report to relevant governors within 15 working days
- Write to those governors not able to attend within 15 working days, advising them of
 - dates of meetings, events, deadlines etc
 - any membership changes
 - any other relevant information they would need before the next meeting
- ensure that school has a copy of ratified minutes signed by Chair for display
- process any follow-up work from the meeting within deadlines agreed with the Chair and/or Head.

Committees:

- record membership of committees from discussions at governors' meetings and advise governing body of any changes as they are notified
- circulate copies of committee minutes to the next full governors' meeting

Membership of Governing Body:

- centrally maintain up-to-date records of names and addresses of governors, their terms of office and category
- record the attendance of governors at the meetings
- advise the governing body of non-attendance of governors and write to any non-attending governors advising them of the danger of disqualification for non-attendance
- advise the governing body of vacancies and inform the chair and the appropriate body (LA or Diocesan authority) of any resignations or appointments
- give advice on filling vacancies on the governing body, e.g. how to run elections for parent, teacher and staff governors
- organise CRB checks with Governor Services for new and re-appointed governors.

New Governors:

- write to new governors within 10 working days of appointment, but certainly prior to their first full governors' meeting, welcoming them on behalf of the governing body and giving them essential documents
- advise them on training opportunities, including induction.
- make introductions to link governor within 10 working days of their appointment
- add new governor's details to the centrally administered database immediately upon appointment to ensure they receive all information available to governors.

Retiring/Resigning Governors:

- draft a letter of thanks from the Chair of Governors to each retiring/resigning governor within 15 working days of their retirement/resignation
- delete governor's details from the centrally administered database immediately upon resignation/retirement
- send exit questionnaires to all retiring/resigning governors.

Other:

- give advice to governing body on all aspects of governance or be able to access information from sources for educational queries
- arrange whole governing body training sessions
- make available to the governing body a range of current and archived DFE/LA documentation as a source of reference and training
- maintain current files for the governing body covering all aspects of governance, as well as maintain the previous 2 years files in the central filing system, and a minimum 7 years minutes in the archived filing system.

7 Parental Satisfaction Survey

Gauging parental opinion about your school's performance is now an OFSTED requirement, but conducting a survey of parents' views that's rigorous, comprehensive and addresses your school's individual circumstances can be expensive and time consuming.

The Research and Intelligence Team have created a survey package that can be managed centrally.

The package includes the following:

- Provision of survey to schools
- Analysis of survey results
- Local Authority Summary Report
- School report with comparisons to the Local Authority results

The cost of the survey is 40p per pupil and costs will be based on School Census pupil numbers.

Key Contact Officer:

Mike Armstrong

Research and Intelligence Officer

Commissioning and Resources

CYPL

Quadrant

Cobalt Business Park

NE27 0BY

Tel: (0191) 643 8154

Fax: (0191) 643 2428

Email: mike.armstrong@northtyneside.gov.uk

8 School Improvement Advice and Support

Team Manager: Jackie Norton

Introduction

Following consultation with schools, the 2011-2012 Advice and Support Service Level Agreement will exist as a single SLA, rather than being one part of a wide-ranging 'bundle' of agreements that previously included ICT support. Schools will, in 2011-2012, be presented with separate Service Level Agreements for Advice and Support, PE, Be Spirited and ICT.

The Service

The revised 2011-12 Advice and Support Service Level Agreement will reflect the intentions of both the DfE 'Schools White Paper' and the 2010 OFSTED report, 'Good Professional Development in Schools'. This will offer a more flexible and bespoke response to schools' CPD issues, and will include:

- Support for effective school-based CPD collaboration within and between schools across the 3 – 19 continuum;
- Effective coaching and mentoring strategies for schools to use as part of their CPD programmes;
- Increased training in Foundation Subjects to ensure that, in all areas of the curriculum, teachers' subject knowledge is regularly updated and supported
- Support for school leaders to develop their skills in evaluating their school's performance and confronting its weaknesses
- Help for schools in monitoring and evaluating the impact of their professional development on attainment and on other outcomes for pupils
- Support for schools in planning bespoke, well-targeted professional development
- Additional support for Safeguarding training and Education Welfare issues

The structure of the 2011-2012 Service Level Agreement for School Improvement Advice and Support will be as follows:

- Schools will make a single payment to access all services and CPD opportunities offered beyond the statutory requirements.
- The cost of the Service Level Agreement for School Improvement Advice and Support will be determined by the number of FTE pupils on roll in January 2010. The charge per pupil will be included on your SLA Order Form.
- Schools will be entitled to four types of support:
 1. Ongoing 'Quality Assurance', based upon the SIP model
 2. A full range of statutory 'Support Services' that they may access as and when required;
 3. Bespoke CPD from the offer made in this booklet, limited to 5 days, as detailed in the CPD description. Additional support may be purchased at a fixed hourly, half-day / full day rate.
 4. Centrally based courses and network meetings that are bookable via the North Tyneside Learning Platform, where further details may be found. Where an additional charge will be made to schools for attendance, for example for some conferences, details will appear on the Learning Platform.

1. Quality Assurance

To maintain the current LA quality assurance model, all schools will be offered, on a flexible and negotiated

basis, a named individual to provide challenge and support to school leaders. The School Improvement Officer will support the headteacher as they assess how well their schools are performing, plan for the future and identify the support their school needs to raise levels of achievement for all its learners.

2. Universal Support Services

As a School Improvement Service, we will continue to meet our statutory requirements and offer, at no additional cost, the following universal advice and support to schools and settings:

- School improvement and intervention
- Attendance at headteacher appointments / interviews
- Support for new headteachers and their mentoring
- Telephone advice and support as necessary
- Inclusion and equalities training and support
- Additional support for primary modern foreign languages
- Support from the Primary Attendance and Educational Welfare Service
- The health and well being of pupils
- SEN support
- Quality assurance of statutory assessment for EYFS, KS1 & KS2
- Statutory data collection
- Statutory support for Newly Qualified Teachers
- SACRE
- Access to safeguarding training for named individuals / whole staff

In addition, the School Improvement Service will continue to offer schools a whole school / departmental Assisted Review in the 12 months prior to an expected OFSTED inspection.

3. Bespoke School-Based CPD

The Service Level Agreement will entitle you to a maximum of 5 days of bespoke support from the School Improvement Service, as negotiated with individual / groups of schools. Additional support may be purchased at hourly / half day / full day / blocks of days rates, as required.

When deciding upon bespoke CPD, schools may wish to take into consideration:

- Leadership and management
- Teaching, learning and assessment
- Attainment and progress of all pupils / groups of pupils
- The taught curriculum, including all foundation subjects
- Behaviour and welfare issues

4. Courses, Network Meetings and Conferences: (Further details and booking will be posted on the North Tyneside Learning Platform)

SLA Charges

Key Stage	Charge Per Pupil
EYFS (FTE), KS1 & KS2	£20.00
KS3, KS4 & KS5 :	£7 (to reflect contribution to EIP)

Additional school based contract hours can be purchased at the following rates:

Duration	SLA Schools	Non-SLA Schools
Full day	£450	£900
Half day	£225	£450
1 Hour	£75	£150
Assisted Review	FREE	£6000

Full detailed information on the range of support on offer will be forwarded to all schools electronically in due course.

For further details, contact:

Dean Jackson, Senior School Improvement Officer

Tel: (0191) 643 8510

Email: dean.jackson@northtyneside.gov.uk

Jackie Norton, Business Manager

Tel: (0191) 643 8514

Email: jackie.norton@northtyneside.gov.uk

North Tyneside PE and Sport

- Strategic coordination of North Tyneside (NT) school sport, between schools and all external agencies
- Strategic co-ordination of Secondary Teacher release programme
- Compilation of schools audit of support require and linked to Secondary teacher release
- Administration, organisation and communication relating to all NT events and competitions e.g. participation data and results for level 1 and 2 competition structures
- Planning and delivery of the annual programme of events and competitions
 - Family festivals
 - NT finals
 - Regional and national finals
- Planning and delivery of the annual programme of events e.g. dance festivals, National School Sport Week for NT
- Bespoke needs analysis, delivery and evaluation in areas such as coaching, competition and high quality PE
- Targeted intervention through sport, for vulnerable groups to support raising attainment, attendance and behaviour
- Specific PE intervention programmes for non participants
- Support to PE departments and primary teachers to implement appropriate, targeted out-of-school-hours programmes
- Coordination and management of the NT coach database
- Support the implementation of, or delivery to, PE departments and primary teachers in a range of intra-school competitions
- Support the implementation of, or deliver leadership and volunteering opportunities and programmes, to all schools
- Support the delivery of transition activities through sport, competition and leadership
- Affiliation to all associated NGB's in compliance with NTSSA membership
- Coordinated links to local clubs and Widening Horizons sport programmes
- Bidding for associated funding to support programmes e.g. Change 4 life

2011/12 Charges

Final charges will be circulated to schools once the level of take-up for the SLA is known. Schools are requested to indicate on their SLA order form whether they would be interested in taking up this new SLA.

Approximate Costing:

NOR (number on roll)

0 – 199 NOR	£400 - £500
200 – 299 NOR	£450 -£550
300 – 499 NOR	£500 -£600
500 – 699 NOR	£550 - £650

Be Spirited

Why is Be Spirited important?

The core business in our schools is the improvement of educational outcomes. We know that health, wellbeing, and education outcomes are closely correlated. We also know that we will not be able to provide a sustained improvement in educational outcomes without also making an active contribution to improving health and wellbeing outcomes.

The North Tyneside Be Spirited initiative enables schools to address this need with particular attention to improving the psychological resources of children and young people that are crucial to successful learning, wellbeing and health. This requires a broad approach which respects the standards agenda whilst giving due consideration and time to enable children to realise their learning potential as happy, kind, thoughtful, curious and aspiring individuals who are able to build:

- Strong, caring relationships
- Resilience and decision-making skills for optimal personal and social human functioning.
- Capability for learning in a spirit of trust, care and co-operation.
- Commitment to social action.

If our core purpose in education is to nurture young people on the path to success, which enables human flourishing and builds sustainable communities, this calls on us all to embrace Be Spirited practice and work collaboratively to raise aspirations in North Tyneside.

Why is Be Spirited important?

The Be Spirited SLA will give your school the following entitlement:

- Support and guidance embedding the Be Spirited programmes and practice outlined below:
 - Life Journeys (Secondary)
 - Young Citizen programme (Primary)
 - Reflective practice (All phases)
 - Enquiry learning (All phases)
 - Students as researchers for learning (Primary and Secondary)
 - Teacher learning communities (All phases).
- Access to existing and new Be Spirited programme resources.
- Access to the Be Spirited survey and analysis of individual's school.
- Membership of the wider research programme with Universities
- CPD through access to the Be Spirited teaching and learning Forum
 - Learning about ongoing research in this area.
 - Sharing innovative practice.
 - Working with others to create new resources for your school.
 - Access to Be Spirited conferences
 - Access to training in specific programmes [e.g. Life Journeys, Young Citizen, Students as researchers for learning].
 - Access to digital resources and information through NTLP.

Charges

The Be Spirited SLA is available to all first, primary, middle and secondary schools at a charge of £1 per pupil based on the number of FTE pupils on roll at January 2010.

Contact

Maria Cockerill
Be Spirited Adviser
School Improvement Service
Tel: 0191 6438546 Mob: 07971 922 829

9 ICT North Tyneside

In a world of global communications and far reaching technologies, schools face many challenges to equip children for life in the 21st Century. New approaches to learning and teaching are required to meet learner expectations in an ever-evolving landscape whilst financial challenges to 'do more with less' are at the forefront of schools' thinking.

North Tyneside's ICT Team are uniquely placed to support schools and settings meet the technological challenges of 2011 and beyond. The Team have extensive experience of working in education and understand the diverse demands facing school leaders and practitioners. We work closely with our schools to develop a coherent approach to their ICT strategy.

We have excellent relationships with policymakers, educators, business partners and the technology industry, joining with them to identify the most cost effective solutions.

We understand the changing technology landscape whilst appreciating the day to day realities of school life.

Summary of Services in 2011

Core Service		
Connectivity, filtering & infrastructure support		
ICT Helpdesk		
Learning Platform & Tools		
Northern Grid for Learning Services		
Advice, support and guidance		
Technical advice via email.		£1600 per school + £18 per pupil.
Optional Services	Technical Support Service for N/F/P/M Schools) (For schools with less than 50 computers/laptops)	£900 per school
	Technical Support Service for N/F/P/M Schools) On Call Service (For schools with 50-70 computers/laptops)	£1100 per school
	Technical Support Service for N/F/P/M Schools) On Call Service (For schools with more than 70 computers/laptops)	£1300 per school
	ICT Technical Support on site, timetabled. (For schools buying the Technical Support Service)	£60 per half day (3 hours)
	N/F/P/M Schools: Espresso home & school access	£3.90 per pupil
	N/F/P/M Schools: Education City Subscription	£810 per school
	Middle/Secondary Schools: Clipbank Content	£1300 per school

ICT Core Service (Connectivity, LP, Advice, Support and Guidance)

2011 Cost: £1600 per school + £18 per pupil.

The connectivity elements of the Core Service provide a managed and supported infrastructure to schools and settings. This broadband infrastructure and associated support service connects users to core management and finance systems and provides filtered Internet services via Northern Grid for Learning's Regional Network. Northern Grid services were again proven to give best value in 2010 and the regional network exceeded a guaranteed 'up time' of 99.98%.

Read more here http://www.northerngrid.org/attachments/801_NGefficiencysavingsvalueformoney0910.pdf.

North Tyneside schools are automatically members of Northern Grid for Learning. Read more about the benefits of NGfL membership at www.northerngrid.org and specifically regarding best value and added services here <http://www.northerngrid.org/index.php/component/content/article/40-news/840-important-information-about-northern-grid-services>.

1. Infrastructure

North Tyneside has a fast, reliable and resilient infrastructure that connects voice and data systems. The core managed network provides fast 1GB transit between five nodes around the borough. This agreement specifically provides schools and settings with:

- 'Last mile' BT fibre connections usually 100MB to secondary and 10MB to primary and other settings.
- Support and maintenance of North Tyneside's Metropolitan Area Network ensuring connectivity to the school's edge of network for voice and data traffic.
- Central firewall and core system security to at least the standard previously defined by BECTA.
- Provision of internal and external access to systems and services. (Such as remote access to networks, video conferencing and mailserver integration).
- Help Desk Services via email and telephone available 8am – 6pm Monday – Friday providing a single point of contact for fault tracking and resolution.

2. Internet Connectivity

- Broadband backhaul (procured regionally through Northern Grid for Learning) and connectivity into North Tyneside at 1GB via resilient links to the regional broadband network.
- Managed filtering via 'SmoothWall' to primary and other settings. Supported, devolved filtering model to secondary schools. Filtering exceeds the standards previously defined by BECTA and provides assurances to school leaders around compliance with UK Law. A flexible approach to filtering in 2011 allows all schools and settings to make individual choices regarding Internet Content.

3. Learning Platform & Associated Tools

Provision of a collaborative online learning environment and tools that supports consistent, borough-wide communication and collaboration for all learners, teachers and staff.

- Externally hosted Learning Platform with 24/7 availability.
- Account provision for learners, teachers and parents.
- Integrated access to Google Education's Applications including managed email, collaborative documents, calendars, mobile device synchronisation and other emerging Web 2.0 Technologies.

4. Advice, Support and Guidance

Part of the core offering, this service is committed to providing excellent advice and support in order to support schools with their innovative and effective use of technology. Our service will ensure that the national agenda is interpreted and personalised to reflect North Tyneside's context.

Working from the base that our CLC's provide, ICT North Tyneside provides key support and training services from two dedicated and well resourced venues.

The service will be the central reference point and trusted source of the latest information on technology in education. Informed and experienced, we will lead schools and offer timely advice, high quality training, support and guidance.

Our work with schools will be focused in four key areas of ICT:

Raising Standards Using Technology

- We will engage and enthuse learners and teachers about the power of technology and its application.
- We will provide and procure; resources, training and expertise to support your staff in the development of on line resources to be shared across the Platform.
- We will encourage and support all schools working towards the Self Review Framework, formerly produced by Becta and now facilitated by NAACE.
- We will provide targeted and specialist support activities to enhance the educational opportunities of vulnerable groups within North Tyneside.

Anytime Learning Online for Everyone

- Resources, training and expertise to support your school's development of anytime ICT including on-line delivery using the Learning Platform.
- Platform Version 3 training. Regular CPD throughout the year to support Platform training for current and new features.
- Specific training courses covering home school links including curriculum development, homework and out of school provision via the Platform.

Communication

- We will support your school's ability to engage parents through the NT Learning Platform and support the development and integration of systems to facilitate timely reporting.
- We will provide training in the use of NTLP Email communication, chat and collaboration tools.
- We will provide training to schools to develop their use of technology in all aspects of developing personal communication including local, national and international opportunities.

Supporting a robust, reliable and flexible infrastructure for learning

- We will explore and develop the use of emerging technologies that will open up new opportunities for learning and collaborating; providing support and training in their use.
- We will provide support, guidance and training for E Safety and ensure current and relevant information is shared with schools.
- We will support schools in the development of new build schemes or in the repurposing of learning spaces to match identified pedagogy and the effective embedding of technology.

These priorities will be delivered by an experienced team of advisory staff through:

- Free and unlimited access to the published ICT CPD programme (search ICT CPD on the Platform or follow this link <http://www.ntlp.org.uk/section/article/?ArticleID=1003111>)
- Termly communication and network meetings for key teaching staff (primary and secondary networks)
- Representation in local, regional and national networks (for example, Northern Grid for Learning, CEOP, etc).
- Direct support and training for schools working towards the ICT Mark.
- Specialist advice in the use of ICT for access and inclusion.
- Direct support for North Tyneside's Learning Platform:
 - Telephone Support
 - In-school bespoke practical support.
 - Participation in content development projects.
- Immediate response to school leaders requiring guidance and support on e-safety issues
- Ongoing guidance, support and in-school training for all e-safety matters including a termly e-safety briefing.
- Invitation to participate in innovative projects.
- Access to technology loan resources (such as digital cameras) at reduced or no cost.
- Provision of technical advice and support by email or telephone.

- Nursery/First/Primary Schools: Two days' bespoke ICT delivery and one day self-led (including coach transport) at one of our City Learning Centres.
- Middle Schools: Four days' bespoke ICT delivery and one day self-led (including coach transport) at one of our City Learning Centres.
- Secondary Schools: Eight days' bespoke ICT delivery and two days' self-led (including coach transport) at one of our City Learning Centres.
- Special Schools/Other Settings: An allocation of bespoke ICT delivery to meet the school's needs.

ICT Technical Support Service

2011 Cost (For Nursery, First, Primary and Middle Schools)

Option: On Call Service @ £900 per school/setting (up to 50 computers/laptops on site)

Option: On Call Service @ £1100 per school/setting (between 50-70 computers/laptops on site)

Option: On Call Service @ £1300 per school/setting (over 70 computers/laptops on site)

Option: £60 per half day timetabled technician-on-site (in addition to the on-call service cost)

Nursery, First and Primary schools signing up to this SLA will receive ICT engineering support on a needs basis at no additional cost. The inclusive service includes;

- Systems design and configuration
- Technology procurement and purchasing advice
- Software and hardware installation and configuration
- Liaison with warranty providers/repairers on behalf of the school
- Network administration and management.
- On-call support, advice, repairs and maintenance for serviceable ICT equipment that is usually no more than 5 years old. Older equipment will be supported to the best of our ability (and availability of parts and support) though may incur additional costs.

Installation of new equipment is at an additional fixed cost. Full, current details can be found on the Learning Platform by following this link <http://www.ntlp.org.uk/section/article/Default.aspx?ArticleId=1004211>.

In 2011, we will increase the capacity and management of the technical team and are able to offer timetabled, engineer support in school at the rate of £60 per half day (3 hours). Please contact Jonathan Chicken to discuss your school's requirements initially.

Digital Content

2011 Cost

Option: Espresso Primary, school and home access @ £3.90 per pupil. (This cost assumes 85% of schools buy into this option). Fully integrated, single sign on via NTLP.

Option: Education City, school and home access @ £810 per school. Fully integrated, single sign on via NTLP.

Option: Middle/Secondary Clip Bank from Channel 4 Learning @ £1300 per school.

In 2011, digital content prices have been negotiated at preferential rate. All content will be delivered on a per-school basis via NTLP.

10 Education Business Links

Team Manager: Jo Lyons

All phases

Employer engagement in education can make a real difference to young people by helping them to see the relevance of what they are learning, building motivation and giving them higher and broader aspirations. A key part of employer engagement in education is the provision of work-related learning (WRL) which is 'any planned activity designed to use the context of work to develop knowledge, skills and understanding'.

North Tyneside Education Business Partnership (EBP) is a national leader in enterprise education and work-related learning, delivering innovative projects and brokering partnerships with employers and the community. North Tyneside EBP is the strategic body that brings together key stakeholders from across the borough and the North East region to create a more coherent approach to the development of effective and sustainable links between education and business.

The EBP has been initiating and arranging links between businesses and schools for over fifteen years. The highly qualified and experienced EBP team facilitate and deliver a wide variety of programmes, activities and events to develop employability skills, enterprise knowledge and attributes needed by our young people for successful progression from school to the world of work.

EBP staff are on hand at all times to provide fast, efficient and effective contact with businesses and local entrepreneurs to inform and enhance the curriculum in new and exciting ways.

The North Tyneside EBP team will aim to:

- assist young people of all ages to become better equipped for the demands of working life in a rapidly changing economy and society,
- enhance the curriculum within a business context providing relevant and practical learning opportunities,
- help inform students about the labour market and raise awareness of business needs and how to meet them,
- inform employers about educational developments and encourage them to become involved in curriculum innovation.

Service

The delivery of programmes and activities promoting links with the world of work in all phases of education, raises aspirations and aids progression. Beginning appropriate and relevant enterprise education at primary level can ensure better opportunities and progression for young people. Enterprise education and work-related activities can be central to achieving three of the ECM outcomes, especially economic well-being.

The EBP can lead your school through in-service and employer-supported activities to help develop the skills of your young people, including enterprise and employability skills and interpersonal skills. The EBP will co-ordinate activities based primarily on the needs of individual schools, with the support of appropriate partners such as employers, training providers, colleges, universities and the wider community. Work-related learning at all phases helps raise standards, enhances teaching and learning and adds significant value to the school curriculum and the lives of young people.

A Partnership Agreement will be developed outlining a range of free, or partly financed, curricular activities for schools opting into the SLA with dedicated support for teachers from the experienced EBP team. In recognition of changes to funding and a reduction in education business links funding available from government, we have developed a comprehensive level of service across three key areas, for working with schools.

Strategic Planning for education business links and enterprise:

1. At the start of the planning year North Tyneside EBP and the school will identify and agree the priorities, aims and objectives and the initiatives that will be delivered under this agreement.

- At the end of the planning year North Tyneside EBP and the school will review initiatives delivered, numbers of young people that participated and the degree to which the school's aims and objectives were achieved. This information will drive improvements for future years.

Information and developments:

- Support from the EBP team to link with employers to support school activities
- Advice and support for enterprise programmes
- Information regarding 'professional development placements' (PDP's, formerly known as teacher placements), curriculum opportunities and employer activity
- Invitations to attend EBP conferences, seminars or workshops as part of in-service training for senior management teams, whole school staff, departmental staff and individual teacher support
- Feedback from regional and national conferences, seminars and networking sessions
- Queries, questions and answer service for education business activities

Business Engagement:

- Setting up and facilitating programmes and activities linked to employer engagement including:
 - Professional Development Placements
 - Enterprise & Work-Related-Learning activities supported by Business Ambassadors
 - Science, Technology, Engineering and Maths (STEM) initiatives
 - Brokered services through external funding opportunities.
- Full support of the EBP team and involvement with EBL programmes and activities on offer throughout the year as appropriate to your school's needs.
- Employer-led in-service training opportunities for sector-specific education business links, Enterprise, Business Ambassadors programmes and for the sharing of good practice.

Charges

Option	Phase	Cost (£'s)
First	Key Stage 1	750
Primary	Key Stage 1 and 2	1250
Middle	Key Stage 2 and 3	1250
Secondary	Key Stage 3 and 4	1250
Secondary	Key Stage 3, 4 and 5	1750

Secondary Advanced Enterprise:

- Practical help to create bespoke education-business links within schools to support the curriculum through programmes such as the Business Ambassador programme and personalised Professional Development Placements for school staff.
- Fifty days bespoke work-experience for those students participating in the Young Apprenticeship Programmes (14yrs–16yrs old)
- Tried and tested enterprise workshops that can be tailored to individual schools.
- Enterprise in-service covering Enterprise development, support in producing audits, policy documents, delivery plans and continuing strategies to ensure entitlement and to enable the sharing of good practice.

The cost is a 10% levy of the Enterprise Grant to schools (formerly SFG40) awarded to your school.

Key Contacts

If you would like further information about this Service Level Agreement or have any queries please contact:

Jo Lyons

Education Business Partnership
Education, Skills & Innovation, First Floor
North Tyneside Council
Quadrant West
Silverlink North
Cobalt Business Park
North Tyneside
NE27 0BY
Tel: (0191) 643 8549
E-mail: joanna.lyons@northtyneside.gov.uk

II Employee Services and Payroll

Function of Team:

To ensure that schools are adequately supported in the administration of their employees terms and conditions of employment by working with the School to enable them to meet legal and regulatory obligations for Recruitment, Employment Contracts, Payroll and all other paperwork in respect of employees. To provide schools with a comprehensive payroll service and high quality advice, which ensures that the staff in schools are paid on time and the service reduces the administration burden on the management in schools.

To endeavour to find practical solutions in dealing with the complexities of employment issues arising in the workplace.

Team Location:

Quadrant, 2nd Floor Right

Staff in Team:

8 members of staff work within the Employee Services Team – Anthony Frier Team Leader; Susan Cook, Carolyn Tait, Margaret Brooks, Judith Foster; Julie Jack, Alex Brownlee, Susan Greenwood.

Payroll Staff – Sharon Cheetham Payroll Team Leader; Sharon Driver; Lorna Swan, Barbara Richardson, Carol Rowley, Martin Peters.

Service Delivery

The service will be undertaken at Quadrant during the hours of 8.30am – 5.00pm Monday to Thursday and from 8.30am – 4.30pm on Friday.

Services offered under the SLA:

This comprehensive service will be delivered through a combination of:

▲▲ School visits/meetings

- Post school visit follow up work
- Telephone Helpline
- Support through administrative processes
- Induction to employee services/payroll processes and procedures
- Accurate pay and payslip on time
- Ad-hoc management reports
- Recruitment processes

Service Delivery Mechanism:

The service will be provided in accordance with the Service Level Agreement. If additional support is required the rate will be agreed by both parties.

LA Responsibilities

Statutory duties, which will continue to be carried out by the Local Authority.

School Responsibilities

- To ensure all members of staff are aware of relevant policies and procedures.
- To ensure that Employee Services are provided with accurate information to allow staff to carry out appropriate employment checks, - immigrations, references, CRB, etc
- To report all changes to Employee Services/Payroll in a timely manner in order to ensure appropriate

action can be taken to implement amendments to payroll records and ensure payroll integrity.

- To keep within the agreed timescales.

Service Standards and how good performance will be measured:

The service provider will deal with all matters on behalf of the school in an expeditious manner having due regard to the nature and complexity of the matter and the schools priorities. The council will continue to delivery all statutory aspects of the service eg HMRC returns, returns to all pension administrators etc.

Monitoring and Evaluation

Protocols are in place to ensure that uniform quality of advice and support is given.

School Responsibilities:

Should schools decide not to buy into the service, the Governing Body should set aside provision within its budget to meet legal costs and any award made against the school. In addition the Governing body should ensure that in procuring Employee Services/Payroll from elsewhere, the provider would cover legal costs and awards against the school.

Complaints/Disputes

The overall aim is to work in partnership with schools, and to provide a service that is valued and is of real benefit. If there are any areas of concern Employee Service/Payroll would appreciate appropriate feedback.

If a school is dissatisfied with any aspect of the service it has received, every effort will be made to resolve disputes between the parties quickly and effectively, in the first instance informally. The formal complaints procedure may be used if the matter remains unresolved.

SLA charges to Schools

Please see separate charges for SLA Level.

Terms of Agreement

Unless otherwise stated the term of the contract is on the basis of one financial year starting April 1st 2011 and ending March 31st 2012.

Schools wishing to discuss an agreement of more than 12 months should contact the key manager to discuss the service charge options available.

Performance and Feedback/Key Contact

The key contact listed for each of the Services offered should be contacted in the first instance regarding any issues of performance or feedback. This would normally include any suggestions relating to service development or concerns regarding the level or quality of service provided.

If, following correspondence with the key contact, any concerns remain please contact:

Kay Hewish

Employee Services
Business Support Service 2nd Floor Right,
The Silverlink North,
Cobalt Business Park,
North Tyneside,
NE27 0BY,
Tel: (0191) 643 5481 Fax: (0191) 643 2428.
email: kay.hewish@northtyneside.gov.uk

Levels of Employee Service available

Service Level	
Details	<p>The provision of an efficient, effective and responsive service is essential to the smooth running of your school. The Employee Services Team/Payroll Team will provide you with the appropriate processes and procedures to ensure your business needs are met. Our intention is to seek regular contact with the key person(s) within your school to ensure the service we provide is meeting your requirements and is supporting your business needs and if not to identify ways to provide or improve the service you receive. This will be undertaken by regular contact by telephone or by personal visits to the school if appropriate.</p> <p>Our aim is to continually improve our systems to improve the turnaround times and push back deadlines where possible to give a more flexible process.</p>
Service Guide	Aimed at all schools to ensure that the employment relationship is undertaken in accordance with appropriate employment law, terms and conditions, good employer practice, statutory guidance, etc.
Service Level	Whilst many queries can be supported and acted upon with immediate effect, some enquiries will need further investigation, planning and discussion.
Sample list of possible services provided.	<p>Please note that this list is not exhaustive and can and will be tailored or amended to suit individual needs.</p> <p>The administration of:-</p> <ul style="list-style-type: none"> ■ Recruitment, Selection and Appointment of all Staff ■ Appointment onto the appropriate terms and conditions ■ Officer of employment, reference checks, CRB processing ■ Management of corporate systems in relation to human resources data ■ Contract reviews ■ Leavers/terminations/exit interviews ■ Adoption/maternity and paternity leave ■ Change to terms and conditions and personal circumstances throughout employment ■ Employment contracts ■ Fixed term and temporary contracts ■ Flexible Working requests ■ Freedom of information enquiries ■ Induction ■ Ill health retirements, etc ■ Job Evaluation/Grading Structures ■ Leave of Absence ■ Liaison with HR ■ Liaison with Audit ■ Maternity guidance ■ Pay related issues ■ Processing leavers ■ Provide schools with CRB and List 99 reference details ■ Medical Referrals ■ Pensions administration ■ Safer recruitment ■ Statutory and employment law implementation and interpretation ■ Update of HR data system

Service Level	
Sample list of possible services provided.	<ul style="list-style-type: none"> ■ Administration of employment and education law ■ Work-life Balance requests ■ Working Beyond 65 notification ■ Work Permit/Overseas Nationals/Right to Work in the UK ■ Accurate pay and payslip on time ■ Allowances (eg mileage, overtime) ■ Changes (eg promotions, annual increments, leavers, starters, pay awards) ■ Deductions (eg trade union subscriptions, council tax, GTC fees, savings schemes, court orders etc) ■ P45,/P46/P60/PI ID production and verification ■ Handling multiple employment and conditions of service ■ Dealing with payroll-related queries from Her Majesty's Revenue and Customs (HMRC) and payment over of all statutory deductions due ■ Administration of pension schemes (Tyne& Wear Pension Fund, Teacher's Pensions and AVCs) including the appropriate deduction of contributions and the payment of these to the relevant bodies ■ Statutory annual returns of income tax/NICs/taxable benefits ■ Statutory annual returns of pension contributions ■ Advice service on the treatment of payments for income tax/NIC/pension purposes ■ Multiple pay dates ■ Security and sensitivity <p>Recruitment Team</p> <ul style="list-style-type: none"> ■ Recruitment and selection ■ Administration of the Regional Recruitment Portal ■ Publication of Notices and Tenders ■ Input of all application forms and equal opportunity statistics ■ Advertising including advice and guidance ■ Requesting references, organising interviews, preparation of recruitment packs ■ Advice and guidance of recruitment options ■ Recruitment fairs, open days on behalf of schools ■ Research/cost analysis/statistics on a monthly basis <p>HR Data Master Team</p> <ul style="list-style-type: none"> ■ Ad hoc reports ■ Statistical returns ■ Management of Delphi ■ Development of reports ■ Benchmarking ■ Sickness reporting

12 Insurance Service

Name of Service: Claims and Insurance

Team Manager: Tracy Robinson

Tel: (0191) 643 5869

Fax: (0191) 643 2428

Our Aim

Insurance is an integral part of any Risk Management strategy and it is the final protection against financial loss or damage to property and against legal liability for claims made. Our current insurance and funding arrangements provide a cost effective way of managing risk and remove doubt about the financial effect of the unknown, enabling schools to budget with greater confidence.

We are committed to providing a Claims and Insurance management service which ensures that our customers receive the highest possible quality of service delivered economically, efficiently and effectively. Our aim is to support schools in delivering their objectives in a safe working and learning environment, encouraging a positive attitude towards identifying and controlling loss and risk, whether insured or otherwise.

Location

Financial Services
Floor 2 Right
Quadrant
Cobalt Business Park
NE27 0BY

Team

Tracy Robinson – Claims and Insurance Co-ordinator

Alison Sanderson – Insurance Accounts Technician

Helen Diboll – Technical Assistant

Dawn Crosby – Claims Investigator

John Watson – Claims Investigator

Services Offered Under The SLA

The insurance service encompasses Claims and Insurance management as described below:

Insurance:

A comprehensive service covering the arranging and purchasing of insurance cover to reflect the dynamic range of business and academic needs of all North Tyneside Local Authority Schools and the North Tyneside Learning Trust Schools.

The following policies are included in the blanket cover as part of the purchased Insurance SLA:

- | | |
|------------------------------|--|
| ■ Property - material damage | ■ Works in progress |
| ■ Business interruption | ■ Money (including school bank accounts) |
| ■ Public Liability | ■ Officials Indemnity |
| ■ Employers Liability | ■ Motor (Fleet Vehicles) |
| ■ Engineering Inspection | ■ Engineering Insurance |
| ■ Fidelity Guarantee | ■ Personal Accident |
| ■ Computers All Risks | ■ Schools PTA |

However following policies are **not** included in the blanket cover but can be obtained at an additional cost:

- Motor (non fleet vehicles)
- Off Site Activities
- All Risks Musical Instruments
- Balance of Risks
- All Risks Equipment

(We recommend that schools take up the Balance of Risk and the Off Site Activities cover)

Further details of the insurance service are available in the Insurance Packs for Schools which have been provided to all schools by Claims and Insurance, however advice and guidance can be sought at any time by contacting the Claims Insurance team direct.

Claims

We offer a “one-stop” service for all aspects of liability claims. Whether it is Public/Employer Liability claims against the school or claims by the school for loss and damage through the Balance of Risks or Computer Policies, we will deal with the Insurers, Solicitors and other interested parties from the outset of the claim until its resolution.

An investigator will visit the school on every claim upon its receipt to investigate matters and collate the relevant documentation. We will provide advice on loss reduction and loss prevention and assist with the development of policies and procedures to prevent accidents and damage, which will reduce the volume of claims.

Balance of Risk - Special Perils

Premises insurance supplied by the Council only covers the building for Fire, Lightning, Explosion and Aircraft. This is a very basic cover and does not offer any protection against flood or storm damage etc. An optional insurance is available to schools to increase cover on both premises and contents and this is known as Balance of Risk or Special Perils. This optional insurance not only

Increases the cover provided to the building, but also includes protection for all equipment (excluding computers), that is housed in and on the premises. The cover also extends to fencing surrounding the property.

The additional perils included within this insurance are:

- Malicious Damage
- Storm/Flood Damage
- Escape of water
- Accidental Damage
- Theft

Schools are offered optional equipment insurance (excluding computer equipment), on an all risk basis. This all risk equipment insurance requires the school to provide a full schedule of equipment they wish covered.

Balance of risk/Special Perils does not require the school to provide details of any equipment they wish insured, as this is a comprehensive cover policy. Schools are only required to provide a detailed schedule of computer equipment as cover is provided for these items on a separate policy.

Service Delivery Mechanism:

School Insurance Pack
Attendance at Schools Heath and Safety Group
Claims Investigations
Claims Reports and Feedback
Direct contact with schools
Councils Intranet
Schools Learning Portal

LA Responsibilities

To procure adequate insurance provision and to maintain sufficient levels of the insurance reserves as a contingency for any potential liabilities.

School Responsibilities

To ensure that correct insurance has been purchased to cover all the schools business and academic needs.

Service Standards and How Good Performance Will Be Measured:

The service provider will deal with all matters on behalf of the school in an expeditious manner having due regard to the nature and complexity of the matter and the school's priorities.

Monitoring and Evaluation

The service will demonstrate its effectiveness and efficiency through:

- Individual contact with schools.
- Claims reporting and feedback to schools.
- Annual review of Key Performance Indicators as laid down in the Business Support Service Plan.
- Claims Management database.

School Responsibilities

1. The school is responsible for ensuring that cost effective and adequate insurance arrangements are in place.
2. The school must immediately, or as soon as is reasonably possible, notify the Claims and Insurance team of any claim for damages made against the school and promptly supply any information or assistance needed by the Authority, the Authority's Insurers, Solicitors or claims handlers acting on their behalf in connection with such claim.
3. The school must immediately, or as soon as is reasonably possible, notify the Claims and Insurance team of any fire or incident involving loss or damage to the school buildings or contents and promptly supply any information or assistance needed by the Authority, the Authority's insurers, loss adjusters or claims handlers acting on their behalf in connection with such claim.
4. The school is responsible for ensuring the safekeeping of all school property.
5. The school must promptly notify the Claims and Insurance team of any circumstances that may alter the nature or extent of the risks insured.
6. The school must take all reasonable action to minimise the effect and financial cost of any incident that could give rise to a claim.
7. Any school opting to take the delegated funds for insurance is required to demonstrate that cover is relevant to an LA's insurable interest, and under a policy arranged by the governing body is at least as good as the relevant minimum cover arranged by the LA. The governing body must produce the evidence, together with proof of payment, on an annual basis.
8. The school must also provide evidence that they have set aside the funds to equal the sum of any deductibles included in the insurance arranged by them.

Contacts

The initial contact regarding the SLA is:

Tracy Robinson – Insurance and Claims Coordinator

Tel: (0191) 643 5869 Fax: (0191) 643 2428 Email: Tracy.robinson@northtyneside.gov.uk

Complaints/Disputes:

Complaints about any part of the services provided under this SLA should be reported to the Claims and Insurance Coordinator immediately.

On receipt of a complaint the Insurance and Claims Coordinator will investigate and give feed back within 10 working days.

In the event the complaint is against the Coordinator, the complaint should be made to Lesley Bird, Financial Processing Manager: (0191) 643 5499

I 3 Catering Services

Team Manager: Barbara Patterson

Function of Team:

Provision of Catering Services to Schools

Team Location:

Second Floor, Quadrant East, Silverlink North, Cobalt Business Park
North Tyneside, NE27 0BY

Staff In Team:

Manager:	Barbara Patterson	
Group Manager Primary and First Schools:	Sandy Fenwick	Tel: (0191) 643 8342
Group Manager Primary and First Schools:	Gillian Lorang	Tel: (0191) 643 8345
Group Manager High Schools and Civic Catering	Kim Ashby	Tel: (0191) 643 8348
Business Development Manager:	Karen Coleman	Tel: (0191) 643 8341

Services Offered Under The SLA:

Catering Management including

- Nutritionally analysed menus
- Purchasing
- Staffing
- Marketing of school meals
- Service review meetings
- Catering staff training
- Kitchen audits
- Administration
- Maintenance and replacement of kitchen equipment
- Management of compliance with health and safety and food hygiene legislation

Service Delivery Mechanism:

I. Catering Management Services

A school lunch service will be provided during term time. Additional catering services will be provided during term time in agreement with the school. Catering Services take full responsibility for the following service areas:

Menus

- A full menu planning service including the nutritional analysis of the menu to ensure compliance with current legislation for school food

Purchasing

- The purchase and quality control of all food and associated products to include monitoring of the quality of all food products used in the preparation of meals.

Staff

- Provision of adequate levels of staffing
- Management of catering staff to fulfill all personnel obligations
- Supply of suitable uniform for all catering staff

Staff Training

- Basic Food Hygiene Training will be provided for all catering staff.

- Unit Supervisors will be trained to Intermediate Food Hygiene level.
- Catering Services will supply an ongoing comprehensive training programme for all staff

Marketing of the Service

- Promotion of the service throughout the school year including provision of menus to all parents
- On going promotion of healthy eating initiatives throughout the school year

Service Review Meetings

- Regular Service Review meetings with key school staff, school forums and attendance at parents evenings

Health, Safety and Food Hygiene

- Compliance with all Statutes, Regulations, British Standards (or European equivalents) and Health & Safety Executive Guidance Notes for areas where they are responsible within the kitchen. Action will be taken directly for areas for which Catering Services have responsibility and raised with others for those areas where Catering Services are not the budget holder.
- Action following Environmental Health Inspection Reports and all other procedures and legislation relevant to health, safety and hygiene within the kitchen area during the provision of the service will be taken directly for areas for which Catering Services have responsibility and raised with others for those areas where Catering Services are not the budget holder.

Maintenance of Kitchen equipment

- Management of the cleaning of the kitchen (ventilation systems and high level cleaning via a sub contractor)
- The repair and maintenance (including replacement where necessary) of all catering equipment (does not include VA schools)

Administration

- Recording and monitoring of the uptake of both paid and free school meals.

2. Additional Services

- Management of the ordering and supply of school milk to all primary aged children.
- Management of the ordering and supply of free fruit and vegetables in line with the national Fruit & Vegetables in School

Scheme for all key stage 2 children

- Payment of all invoices relating to school milk
- Management of the EU subsidy claim for school milk purchase
- The collection, reconciliation and banking of school meals and school milk income from a central point in schools with a cashless system
- Provision of envelopes for parents to use for school lunch payments

The following additional services are available and will be priced on an individual service basis.

- Other catering services including provision of buffets and other hospitality can be provided
- Mid morning break provision in secondary schools
- Breakfast clubs are not covered by this service level agreement. Please contact the Catering office if you require details of our Breakfast Club Service Level Agreement

For clarity, some aspects relating to the delivery of the catering service in va schools are the responsibility of the school governing body, as highlighted below. The arrangements for learning trust schools are currently under review.

School Responsibilities:

Health and Safety

- Ensure the general health and safety of Catering Services staff whilst providing the catering services within the school
- Ensure consultation with Catering Services Group Manager prior to making any changes to the school dining room or Dining room furniture

- Ensure consultation with Catering Services Group Manager prior to making any changes to the school day.
- Ensure consultation with Catering Services Group Manager prior to agreeing any changes to the service with on-site catering management

Communication of Changes

- Notify the Council in advance of any school closures other than holidays.
- Notify the Council in advance of school trips and advise if packed lunches are required.
- Provide Meal Numbers (Non- Cashless School) prior to 10:00am

Service Requirements

- Ensure availability of adequate utilities
- Provide adequate heating, lighting and hot water without charge to Catering Services
- Ensure reasonable access for kitchen deliveries and the opening of external gates to allow suppliers to deliver
- Ensure regular waste collection and provision and safe storage of refuse bins without charge to Catering Services

Dining Room Environment

- Provide adequate, suitable dining room furniture and maintain the “dining room” area ensuring it is a pleasant space to eat

Supervision of Pupils

- Provide adequate supervision of pupils in the dining hall ensuring queues are kept moving, spillages cleared promptly and other dining room duties undertaken efficiently

Collection of School Lunch and Milk Money (Non-Cashless Schools)

- Collect income on behalf of the Council (primary and middle schools only) for those schools not yet operating a cashless system
- Ensure details of any non-payment of school lunches are forwarded to Catering Services Finance Team within the required timescales.

Cashless Payment Systems

- Schools are responsible for all costs associated with the purchase / replacement, installation and maintenance of cashless payment systems
- Work with Catering Services to ensure the effective management of school meals debt

School Milk

- Advise all parents 4 weeks prior to the end of the school term that they are required to order / pay for school milk for the forthcoming term

Provision of Data

- Ensure all SIMS data applicable to the new September Term is fully available at least 2 weeks prior to the end of the Summer term to enable the ICT supplier to input into the cashless system during the summer holidays
- Provide data on pupil absence on a weekly basis to enable uptake of services to be accurately calculated.

VA Schools

In addition to the above, Head Teachers and Governing bodies within a Voluntary Aided school are also responsible for:

- The repair and replacement of all kitchen equipment
- The repair and maintenance of the kitchen area
- The annual maintenance of all kitchen equipment including PAT testing

Voluntary Aided Schools can buy into an annual contract for repair and maintenance of kitchen equipment at an additional cost.

Service Standards and How Good Performance Will Be Measured:

Catering services will ensure all menus are nutritionally analysed against the current standards for school food. Uptake of both paid and free meals will be measured and sent out to schools.

Services will be audited.

Monitoring and Evaluation

Catering Services will carry out regular inspections to monitor the services provided under this agreement and shall supply the school with details of audits undertaken.

Complaints/Disputes:

Should there be cause for concern within any area of our service delivery Catering Service will respond to complaints within 24 hours of receipt.

Termination

Either party may terminate this agreement at any time by giving 6 months notice in writing to the other party. The termination date must be the last day of a school term. This clause is to protect schools, to avoid termination mid term and to allow sufficient hand over time to the new provider.

Additional Information:

Excluding VA Schools

The following fall under the responsibility of North Tyneside Council's Asset Maintenance Team

- Building repairs and maintenance including painting of the kitchen sole purpose and dining room, and repairs to any part of the fabric of the building within the kitchen and sole purpose dining room area.
- Emergency repairs (in the event of break-ins etc)
- Extraction/ventilation systems
- Cleaning of extraction ducts
- Drainage from or utility services into the kitchen

The capital element (new works and large scale refurbishment schemes) is managed by North Tyneside Council's Strategic Partnering Section.

SLA charges to Schools excluding VA Schools

The charge for the total service will equal the delegated monies in your schools ISB/ISSB. The amount delegated to schools will be reviewed annually and revised accordingly. The buy back charge is shown on the SLA Order Form.

Contact**Barbara Patterson**

Catering Services Manager
Catering Services
Second Floor, Quadrant East
Cobalt Business Park
North Tyneside
NE27 0BY

Tel (0191) 643 8340

Fax (0191) 643 2429

e.mail: barbara.patterson@northtyneside.gov.uk

I 4 Children's and Young People's Library Service

Our Service

At North Tyneside CYP, we offer comprehensive support for all aspects of library related resources through our school subscription service.

Experienced and friendly specialist staff can provide advice and practical help, as well as books and other materials to support curriculum work and reading for enjoyment.

Our CYP centre, based at Wallsend Library has a wide range of materials in differing formats for babies through to Secondary School students. There are also professional materials and resources for teachers and support staff.

You can choose from:-

- Books for babies
- Information books
- Picture books
- Novels for all ages
- Local and aerial photos
- Big books
- Resource packs
- Class sets
- Historical & multicultural artifacts
- Story tapes
- CDs and DVDs
- DVD Resources
- Whiteboard & Interactive Resources

CYP offers you much more than just books

- Quality learning resources across the curriculum
- Support for literacy
- Quick responses to your curriculum demands
- Advice and guidance on all aspects of school libraries and resources
- Strategies to promote information handling skills
- New ways to inspire under achieving pupils
- Ideas for promoting reading for enjoyment
- Support for ICT in school libraries
- Class visits to public libraries to exchange books and develop information skills
- Value for money
- Northern Children's Book Festival author and illustrator visits
- Chatterbooks children's reading groups in libraries
- Children's Mobile Library Bus

CYP Subscriptions

The annual subscription provides a cost-effective way to support your children's learning. Schools can choose from four different subscription packages:

CYP subscription charges 2011/2012

Subscription Level	Allocation	Pack A	Pack B
Gold	900 items	£655	£1310
Silver	375 items	£360	£720
Bronze	150 items	£195	£390
Brass	30 items	free	N/A

Pack A is available to: LA Schools, Colleges & Educational Units, Childcare Centres, Family Centres, Kids Clubs, Out of School Clubs, Playschemes & Non-profit making Groups

Pack B is available to: Non-LA Schools, Colleges & Educational Units, Independent Schools, Private Nurseries, Non-Council Organisations & non-North Tyneside Schools.

Subscriptions run from April 1st 2011 to March 31st 2012 and cover the complete range of resources available from CYP. Keep borrowing until your ticket is full and access an unlimited number of resources per term by bringing items back and choosing some more. Your subscription is for use by all your staff, so please ensure that the subscription level you choose covers everyone's needs.

You are very welcome to visit CYP at Wallsend Library to select your own materials. If you are unable to visit in person, you can send us a project request form and we will choose your project for you to collect. Alternatively you can telephone or e-mail us your project requirements. If you require a Project Request Form, please contact CYP.

All of our resources are loaned until the end of the current term. If you don't return or renew your items by the return date, an overdue notice will be sent to you. If any items borrowed are not returned or are damaged, you will be charged a replacement cost.

You can request a free familiarisation visit to CYP to encourage all of your staff to use CYP. We will guide you around the CYP collection and explain our services, such as project requests, and support for the National Curriculum, Literacy and Numeracy. The visit gives you the opportunity to raise specific issues about your resource needs.

CYP is open:	
Monday	9am – 5:30pm
Tuesday	9am – 7pm
Wednesday	9am – 12:30pm
Thursday	9am – 7pm
Friday	9am – 5:30pm
Saturday	9am – 5pm

Key contact:

Joanna Parker

Wallsend Library, Ferndale Avenue, Wallsend, NE28 7NB

Tel: (0191) 643 5838 Fax: (0191) 643 5839 Courier: D 150 e-mail: cypls@northtyneside.gov.uk

15 Grounds Maintenance

Team Manager: Paul.A. Cook

Our Aim

Is to provide a quality service that identifies all the activities that will occur routinely, throughout the agreement period on your school grounds. Whether you buy-in to the base service level or engage in a service level that is tailored to your school's individual needs. We will endeavour to accommodate any special requirements re timetabling constraints, including examinations and sports event or fixture

We are also aware that specific operations may be requested at specific times to coincide with schools' requirements, eg herbicide application during school holidays. We are able to commit the necessary staff and equipment to ensure that these tasks are carried out.

To ensure the provision of a quality service, minor alterations to the work programme will be fully considered. An example of this may be additional tasks relating to a sports facility, which can be undertaken as part of the standard visit.

The Service

The success or failure of the service depends on a particular approach between Environmental Services Grounds Maintenance Section and the school

The area officer/team leader is responsible for the conduct of the operatives and the quality of their work. Visits shall be made to the school periodically to supervise and inspect work.

Performance

The service provider will deal with all matters on behalf of the school in an expeditious manner having due regard to the nature and complexity of the matter and the school's priorities.

Arborism

We have a specialist team of fully qualified and trained arborists available to carry out any tree works within your establishment.

Currently the cost of the arboricultural tree works are not included in your Schools Grounds Maintenance Service Level agreement, however a survey of all trees within school grounds has been undertaken and carried out at no extra cost to schools.

The tree survey included the identification of any dead, diseased, or decaying trees which may be considered a high risk, and which require remedial works.

There will be a cost associated with implementing any arboricultural tree works, therefore this would be calculated on the number of trees and work required.

If you would like any further information please contact:

Brian Cizakowsky Arboricultural Officer; on telephone number 0191 643 7301 or

Paul A Cook Area Manager; telephone number 0191 643 7296.

Service Standard/Commitment

We are fully aware of the sensitive nature of security within schools. A locally based team of operatives will service your school; the operatives will carry official identification cards.

All operatives have considerable practical experience in all aspects of the work to be undertaken, and have significant local geographical knowledge.

On each site visit operatives will provide a "Report of Work Form". In the case of work carried out

outside normal school hours or during school holidays, a "Report of Work Form" will be left or forwarded to the school to notify that the work has been undertaken.

Levels of Service

The base level of service is a work programme that identifies all the activities that will occur routinely, throughout the agreement period on your school grounds.

A service level customised to the needs of a particular school can be provided.

Contact

For full details of service levels – or to arrange for an estimate to provide a customised service please contact:

Paul. A. Cook
Area Manager, Environmental Services
The Killingworth Site
Block E
Station Road
Killingworth
Newcastle upon Tyne
NE12 6UB
Tel: (0191) 643 7296
Email: paul.a.cook@northtyneside.gov.uk

I 6 Building Cleaning Service

Our Aim

Service Level Agreements (SLA) are flexible contracts, which are tailored to the individual requirements of each school. The Cleaning Division provides the Council's building cleaning service, and we have continued to work with schools to ensure each agreement matches their requirements. Schools benefit from this flexibility through being able to re-negotiate SLAs - even during the Agreement period - and are only tied to the Agreement for a year at a time.

Note on costs and charges:

The Cleaning Division presently manages the cleaning of 120 public and administration buildings, and 46 First, Primary, Middle, High and Special schools via Service Level Agreements. The cleaning charge consists of the cleaner's wages, employment insurance and pension scheme, together with the following elements:

- Management and supervision of staff
- Payroll administration
- Personnel administration, including recruitment, absence monitoring, counselling
- Medical referral, disciplinary action, contracts etc
- Training in cleaning methods and in relation to Health and Safety legislation e.g. COSHH; target to train all cleaners to NVQ Level I
- Provision of all cleaning equipment, materials and protective clothing; as well as specialist equipment e.g. scrubber dryers, carpet shampoo machines, wet pick up vacuums, sanders etc
- Dedicated Mobile Squads for emergency cover and specialised or request cleaning
- Indemnity insurance to £30 million
- Cover for cleaner absence (leave and sickness) and replacement of staff that leave
- Criminal Records Bureau check of all staff
- Maintenance, repair and safety checks of electrical cleaning equipment (including Portable Appliance Testing)
- Compliance with all current employment and safety legislation

The charges for 2011-12 are currently under review, discussions will take place with schools once this work has been finalised.

For further information please contact:

Ian Gray

Contract Manager

Tel: (0191) 643 6491

Fax: (0191) 643 6499

Email: Ian.Gray@northtyneside.gov.uk

I 7 Kier North Tyneside

Team Manager: Mark Barber

Services Offered Under the SLA:

The purpose of this summary is to set out the services on offer by Kier North Tyneside to prospective Client organisations and Schools.

Service levels: Clients/schools may choose from the services set out below, services can be selected in ascending order only i.e. to access service level 3 the client must take service level 1 and 2, as the provision of the later services build upon the former. The full Service level Agreement must be in place by end of March 2011 for client/schools to ensure they have the relevant level of cover for the year 2011/2012. Charges will relate to relevant levels and will be specific to the Levels of service required and systems in place. (These will be identified upon visits to individual schools to survey building systems, Appointments will be commenced from mid January to mid March).

Below are highlighted the levels of services which will be offered to individual schools and clients. This is currently an overview of the service level agreement to be offered to individual Schools and Clients. A full detailed SLA will be available from the dates stated above.

Level 1 - Preventative Planned Maintenance

This service provides for all statutory and mandatory preventative planned maintenance required by law or by good industry practice to maintain installed plant/equipment and building fabric in the most efficient way possible. It includes (but is not limited to) the following

- Fire alarms
- Emergency Lighting
- Lifts (Passenger- Stair-Goods)
- Heating / Domestic Hot water Services
- Automatic Doors
- Air Conditioning
- Gas Appliance Servicing
- Intruder Alarms
- CCTV
- Access Controls
- Air Extraction Systems
- Energy Management Systems

Costs for this service are bespoke to each individual establishment with elements being competitively procured to maximise efficiencies and economies of scale. The cost of contract procurement and administration is included within this service.

Level 2 - Day to day Reactive Maintenance

The service provides for all unforeseen reactive maintenance work to installed plant/equipment and building fabric. Level 2 is a "pay as you go service" inline with competitively tendered activity Schedules negotiated through the main contract or with bespoke day-works rates in respect of specialist equipment.

Included within this service is access to the reactive service through Kier North Tyneside/North Tyneside Council's joint contact centre and a 24 hour call-out service for out of hours emergencies.

The services provided in this Section also provide free advice on the maintenance and repair of premises. It provides day-to day advice and support from Kier North Tyneside technical staff with regard to any maintenance related property matters, plus advice relating to the performance of services, key

performance indicators and targets will be agreed at the outset in the SLA documents.

Level 3 - Minor New Works/Design/Specification/Project Management

The service provided in this section is to deal with minor projects to existing school buildings including small extensions and changes to the services installations, which are not Maintenance works. Level 3 is a “pay as you go service” with the Client able to use it for individual specific projects or works throughout the duration of the contract. Works of this nature will normally be undertaken through a bespoke fixed price contract, with a specification and design being agreed with the customer; as well as key milestones and performance criteria, being agreed before work commences. Additional support for the Client/customer is available to assist in the creation of designs/specification from both Kier North Tyneside and the NTC CYPL and Strategic Partnering Client.

The service areas above have been set up by Kier North Tyneside to provide schools with a stable system of dealing with statutory maintenance responsibilities, day to day and emergency repairs, with all technical, financial and administrative functions performed by KNT on behalf of participating schools, supported by CYPL and the Strategic Partnering Client.

Contact Centre Repairs – 0345 2000 102 (Option 2 Schools and Public Buildings)

The form of contract chosen by NTC to provide the services is the New Engineering Contract, edition 3 (NEC3) which KNT has entered into with North Tyneside Council, using competitively tendered rates for carrying out all maintenance and construction works.

A percentage of all work will be checked by the Customer Liaison Advisers appointed to ensure quality and customer satisfaction for each of these services. The introduction of the CLA's falls inline with the customer satisfaction KPI's set into the Contract; this allows schools the confidence of knowing that a contractor will be present on site at short notice and that this response can be maintained consistently throughout the year.

Key performance indicators which will focus on providing schools with a more efficient service are indicated below, these KPI's will range across service level areas 1, 2 and 3.

- 1) % of all repairs completed on time.
- 2) % of priority 1 repairs completed on time.
- 3) % of priority 2 repairs completed on time.
- 4) % of priority 3 repairs completed on time.
- 5) % of out of hours emergency repairs completed on time.
- 6) % of planned programme on schedule.
- 7) % of defects found on inspection.
- 8) % of customers satisfied with the repairs service
- 9) % of customers satisfied with the call centre.

Any queries in relation to the above please contact:-

Service Manager: **Mark Barber**

Operations Manager Schools and Public Buildings

Telephone: (0191) 643 6694

Email: mark.barber@kier.co.uk

18 North Tyneside Council ICT Service

The authority employs a team of approximately 70 ICT professionals based within the Finance and Resources directorate that provides a variety of services available to Schools:

Many of these services are provided to schools as part of the curriculum support SLA, others are provided by the Council:

- Network connectivity to corporate network
- Internet access with content filtering, web access logging
- Access to National Grid for Learning and via NGFL, Janet the national college network
- Hardware procurement service
- Web site hosting service
- Reverse Proxy service for those schools wishing to host their own externally available services
- Service desk support t: (0191) 643 5444 e: ict.help@northtyneside.gov.uk
- Administrative infrastructure support
- Desktop support of "red tagged" equipment
- General advice on best practice and standards

Items that have a fixed charge are as follows:

- Desktop support of other equipment is charged at £75 for first visit and £35 per hour for subsequent visits
- Anytime Access to SIMS, mail etc. £150 per person. There is a £50 replacement charge for lost/damaged RSA tokens

Other services are available on request and costs are negotiable following specification of requirements; these include:

- Telephony installations from single lines to PABX (local switch boards)
- Application development/implementation/support service

As part of the agreement schools have an obligation to maintain the integrity of their own networks, to prevent unauthorised access to the corporate network. All computing equipment should run current antivirus software; any school propagating a viral infection of the corporate network will be isolated until sanitised.

Any enquires about services offered by ICT please contact the service desk or:

Barry Jackson

ICT Services Manager
Quadrant East
Cobalt Business Park
NE27 0BY

Tel: (0191) 643 5104

Fax: (0191) 643 2425

Email: barry.jackson@northtyneside.gov.uk

19 North Tyneside Council Legal Services

Team Manager: Wendy Innes

Services Offered Under the SLA:

The authority's Legal Services team provide legal advice and support across a range of legal disciplines, including the following areas of particular relevance to Schools:

- Employment matters
- Education law and governance, including admissions and appeals
- Injunctions/Anti-social Behaviour
- Contract matters
- Procurement advice
- Property, construction and planning matters
- Bringing or defending legal claims
- Freedom of Information/Data Protection advice.

Legal Services' support is available to Schools on the following basis:

- 2 hours free legal support on any one particular matter; with work undertaken on the matter thereafter charged at £55 per hour.
- The above free provision is subject to an annual maximum of 10 free hours per school (non-transferable between schools).
- Any costs and expenses which arise in the course of handling the matter (for instance, court, tribunal, barristers' or other fees or charges, printing or other costs) would be payable by the school.

As Legal Services is an in-house council service, the service is able to act on behalf of a school where there is no conflict between the interests of the authority and the school in relation to the particular matter. Where it is considered that such a conflict does exist or arises, the service is required either not to act or to cease acting for the school.

This point is explained in the Client Care letter which would be provided to a school where the service takes on a matter on behalf of the school. The Client Care letter also sets out the details of the arrangements between the service and the school in relation to the conduct of the matter. One such Client Care letter would be provided per year to cover all matters dealt with on behalf of the school in that year.

For further information or to request legal support on a matter, please contact:

Wendy Innes

Senior Manager Legal Services
Legal, Governance and Commercial Services
Quadrant East 3L
Cobalt Business Park
NE27 0BY
Tel: (0191) 643 5338
Fax: (0191) 643 2451
Email: wendy.innes@northtyneside.gov.uk

North Tyneside Council

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The Silverlink North

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