Traded Services Brochure

2018-19
# Contents

**Introduction**
- About This Brochure 2
- Welcome 3

**Arboriculture Services**
- Arboriculture Services 4

**Admin & Finance**
- Agresso Support 6
- Audit Services: LA Maintained Schools Only 8
- Bursar support: Maintained Schools 10
- Bursar support: Academies 12

**Building Services**
- Building Services 14
- Planned Projects 15
- Reactive Repairs 16
- Shared Building Service Fee 18
- Asbestos 20

**Communications & Marketing**
- “New” Communications and marketing 22

**Contract Management**
- Catering Advisory Service 24
- Emergencies & Key Holding 26
- Equipment Servicing 28
- Film & Music Licensing 30
- Free School Meals 32
- Grounds Maintenance 33
- Hygienic Deep Cleaning 35
- Kitchen Design 37
- Kitchen Repair & Replacement 39
- Light Catering Equipment 41
- Repair to Fabric of Buildings 42
- Schools Catering Service 43
- Under 5’s School Milk 45
- Waste Management 46

**Education Services**
- Behaviour Support 48
- Educational Psychology 51
- Education Standards 54
- Education Welfare Service 57
- Governors Services Strategic Schools Leadership 59
- Outdoor Education & Visits Advisor 60
- School Admissions & Appeals 63
- School Support: Ethnic Minority & Traveller Achievement Service (EMTAS) 64
- School Support: Advisory Teachers for Special educational needs (SEND) 66

**Human Resources**
- Health & Safety 69
- Human Resources 71
- Payroll Services 74

**ICT Services**
- SIMS and Complete Desktop Support 76

**Insurance & Risk Management**
- Insurance & Risk Management 80

**Legal Services**
- Information Governance 82
- Legal Solutions 83

**Libraries, Arts & Heritage**
- Libraries, Arts & Heritage 85

**Museums**
- Museums 87

**Utility Management**
- Utility Management 89

**Quality Assurance**
- Quality Assurance 91
- Frequently Asked Questions 93

**How To Buy**
- How To Buy 95
- Pricing CONTENTS 97
Achieving for Children delivering services on behalf of RBWM.

We believe all our schools can be good or outstanding and we are keen to work together with you to make this happen. In particular, we are working to:

- Reduce the gap between the achievement of our disadvantaged children and the national achievement rates.
- Improve the life chances of our children and young people with special educational needs and disability and
- Build the resilience and wellbeing of all our children.

In line with national and local trends, we have tailored our services so that we can offer you excellent value for money by ensuring that we are providing an effective service with positive outcomes for our schools, children and their families.

Whilst providing quality and value for money, we also have a proven track record of making a difference and embedding excellent working relationships between the local authority and our schools. We believe we have shared goals and always ensure that the child’s best interests are at the heart of all the work we do.

If you are new to our services we look forward to working together with you and for those who continue to choose AfC services, thank you for your continued support.

Kevin McDaniel
Director of Children’s Services

Natasha Airey
Lead Member for Children’s Services

ABOUT THIS BROCHURE

This brochure has been designed to provide a summary of the Traded Services that will be available to schools and other education establishments for 2018/19.

A quick glance at the contents page shows the range of different traded services, such as Childcare Advisory Service, Educational Psychology Service, Advisory Teachers for EMTAS and SEND, Teaching Support, Outdoor Education, as well as a range of ‘back office’ services, from HR, Payroll, School Admissions and Bursar Support. Along with this a selection of Contract Management Services that you can sign up to including school catering, waste management, and grounds maintenance.

Traded services are offered through annual Service Level Agreements (SLA’s) with the Royal Borough and Achieving for Children. Pricing information can be found in the final section of the brochure, however relevant pricing information can be found by clicking on the gold shopping bag in the relevant section. The ‘Additional details’ section has information for service content and service contact enquiries.

Business Development Team

The Traded Services Business Development Team promotes services on offer from Achieving For Children on behalf of the Royal Borough of Windsor & Maidenhead to schools/settings, and provides a co-ordinated approach to the pricing and sales processes. We encourage you to give us as much feedback as you can – if you have any questions, comments or suggestions regarding the services in this brochure, or on what you would like to see on offer in the future, please let us know.

Process Overview

The buy back process follows the same steps whether you are an academy or maintained school - the only difference is when the process commences. The main steps in the process include:

- Schools are issued with their initial quotations (last years orders with this years purchases) as a starting point. These are then negotiated and agreed.
- Once agreed, schools are issued with a SLA schedule 1 to sign as their official order as authorisation to process the payment.

Key Dates include:

<table>
<thead>
<tr>
<th>Step</th>
<th>Academies</th>
<th>Maintained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brochure Published</td>
<td>February 2018</td>
<td></td>
</tr>
<tr>
<td>Initial Quotes Issued</td>
<td>May 2018</td>
<td>February 2018</td>
</tr>
<tr>
<td>Final Sign Off Required by</td>
<td>13/07/2018</td>
<td>23/03/2018</td>
</tr>
</tbody>
</table>
Overview
Our Community Services provide advice and guidance to schools on arboriculture (trees, hedges, woods). Our staff are qualified Arboriculturists with many years of experience in the profession. We have historical knowledge of the Borough’s schools and its trees having undertaken surveys and given advice for more than 10 years.

Service features
An Arboricultural Service offering professional advice by telephone, in writing and during site visits. This Service will principally cover carrying out ad hoc tree inspections and providing general advice on trees:

However, we are unable to carry out a biennial tree safety inspection/survey and would advise schools to appoint their own arboricultural consultant. The Arboricultural Association (http://www.trees.org.uk) and Institute of Chartered Foresters (http://www.charteredforesters.org) publish directories on-line which should be of assistance. In addition, the Council has in the past employed Toby Fox of Fox Arboricultural Consultants to undertake school surveys: tel. 07921 995 619, email: foxtreeconsultants@googlemail.com, 16 The Greenway, Epsom Common, Surrey, KT18 7HZ. It is always best to obtain a couple of quotes prior to engagement.

When engaging a consultant it is important to request the following:

A visual tree assessment to examine the health and structural condition of the individual trees. The survey to also record cases where trees conflict with statutory obligations, such as the Highways Act 1980, or where it is obvious an actionable nuisance (in the legal sense of the term) is occurring. Cultural work to promote better tree health to also be identified. The submission of a schedule of work and associated plans with a recommended timescale for completing the work.

Benefits to Schools
- Provide general advice on any arboricultural issue
- Provide advice on tree and hedge planting, species selection and maintenance
- Provide advice on issuing and monitoring works
- Supply a list of reputable local tree contractors for the school to obtain quotes
- Provide advice on tree related insurance claims

Additional Details
Email: trees@rbwm.gov.uk

- Produce tree surveys to British Standards 5837:2005 and tree constraints plans to inform site layout and design for proposed development schemes
- Produce arboricultural implication assessments (AIA) in relation to proposed development, hard standing and utilities/drainage schemes
- Produce arboricultural method statements (AMS) and tree protection plans (TPP) for planning applications
AGRESSO SUPPORT

Overview
RBWM provide a comprehensive managed service provision of the financial computer system Agresso.

Service Features
- A comprehensive managed service provision of a financial computer system
- Complete Agresso training

Benefits to Schools
- Telephone helpdesk
- Scanning of invoices
- BACS payment
- Central income collection and reimbursements
- Direct Debit reconciliation
- On line electronic authorisation of Orders and Payments
- Regular data check reports from the BIS team
- Data backed up centrally
- CFR compliant system
- Real time CFR monitoring reports and data availability
- E-procurement facilities with secure portal and best value compliant
- Provision of Agresso training to new users or new requirement depending on job roles and use of system
- Refresher training

Additional Details
Email: systems.accountancyteam@rbwm.gov.uk
AUDIT SERVICES: LA MAINTAINED SCHOOLS ONLY

Overview
RBWM’s Internal Audit and Investigation Team is now part of a Shared Audit & Investigation Service with Wokingham Borough Council. The Team has extensive experience in auditing schools and was the accredited External Assessor (Financial Management Standard in Schools) for all of RBWM’s schools from 2006 to 2010. Over the years, we have developed a professional rapport with all levels of Schools’ Senior Leadership and Governors, across all types of schools. Since 2011, we have advised schools on the practical aspects of completing their statements on the Schools Financial Value Standard (SFVS) and helped strengthen their systems of internal control though our annual programme of audits and advice. We are well positioned to offer a broad range of services to all Schools and have developed a comprehensive Work Programme on which we structure our reviews of schools’ financial systems and frameworks of internal control.

Service Features
We are available to discuss any specific review requirements with the school’s Senior Management and Governors prior to the start of any work we undertake. The individual components of our Work Programme will be explained and, subject to the agreed requirements of the school, will be undertaken by suitably qualified and experienced audit staff. We provide continual feedback to relevant staff during the course of the review and report our findings verbally and in writing to the Senior Leadership Team and relevant Governors on completion.

Benefits to Schools
Schools can benefit from the wealth of experience within the Shared Audit & Investigation Service and its links with RBWM’s education and finance support services. A flexible approach means that audit services can be tailored to the needs of the school and availability of staff.

We offer practical solutions to strengthening the financial control environment of the school and minimising the risks of fraud and inefficiency. Our work can provide assurance that the school’s financial and internal control systems comply with best practice and specific sector requirements. We can also advise on ways in which the school can effectively fulfil some of its mandatory requirements.

In particular, the Shared Audit and Investigation Team offer specific services in the following areas:
- Full Risk Based Internal Audit coverage over a period (annual to triennial) to suit your school’s needs
- A Review Service covering key organisational controls of risk management & governance
- Advice and Consultancy on:-
  - Financial Irregularity
  - Fraud and Corruption
  - Whistleblowing - Raising Concerns at Work

Additional Details
For any questions please email: Sheldon.Hall@wokingham.gov.uk
**BURSAR SUPPORT: MAINTAINED SCHOOLS**

**Overview**
We provide an all-inclusive Bursar Support Service delivering advice, support and training to School Business Managers, Bursars, Finance Officers, Headteachers and Governors on a wide range of financial issues including budget preparation, monitoring and control; and the use of financial software, SIMS Capita.

**Service Features**
- High calibre professional advice from a team with sound awareness of the school procedures and requirements
- Unlimited telephone support during Bursar Support working hours
- Training including courses and on site one to one support.
- Guidance and advice on financial issues, including:
  - Budget preparation, monitoring and control
  - Use of financial software, e.g. SIMS Capita
  - Compliance with all regulations in the Scheme of Financial Management
  - Fulfil statutory duties in relaying information to the Education Authority
  - Annual statutory CFR return completed and submitted to DfE

**Benefits to Schools**
- Bursar Support are experienced staff. Most have worked as Bursars in schools and have a working knowledge of procedures and an understanding of the pressures of working in a school
- Guaranteed place at our Bursar Support Meeting where Local and National Government initiatives will be discussed with relevant guest speakers
- Full training and support with SIMS FMS6, SIMS Personnel and its links to FMS6, Salary Spreadsheet, 3 year budget plan spreadsheet, Universal Infant Free School Meal (dfe adapted tool) and Pupil Premium Spreadsheet
- Bursar Support Officers will visit on request at a mutually agreed time
- SFVS individual support and site visit to assist school in compilation
- Places at training sessions delivered by the team
- Support and advice for schools in financial difficulties
- Assistance in the construction and calculation of the annual budget
- Where a school requires support for its governing body or Finance Committee e.g. to attend a Governor’s meeting to assist in setting up the budget, or to work with the Headteacher and/or Bursar in the preparation of expenditure monitoring reports for consideration by Governors. This can be offered within working hours and counts as one of the visits identified within the SLA package purchased by the school
- Assistance in providing financial information for an OFSTED inspection
- Post Audit advice and action plan support

**Additional Details**
- Schools who do not buy back the service will be charged for any services used according to the table of charges
- Coverage parameters specific to the service(s) covered in this agreement are as follows:
  - Telephone Support: 01628 685801
    - Term Time Only Monday to Friday 9am-3pm
    - School Holidays – Limited services will be available
  - E-mail support
    - Bursar Support – NON CONFIDENTIAL
      bursar.support@achievingforchildren.org.uk
    - For all correspondence, except containing sensitive information (e.g. Pupil or Staff names)
      - Bursar Support (CONFIDENTIAL)
        in First Class or bursar.support@achievingforchildren.org.uk in a password protected email attachment (with the password sent in a separate email).
Bursar Support: Academies

Overview
We offer an all inclusive Bursar Support Service providing advice, support and training to Academy Business Managers, Bursars, Finance Officers, Headteachers and Governors on a wide range of financial issues including budget preparation, monitoring and control; and the use of financial software where possible – e.g. Capita, SAGE.

Service Features
• High calibre professional advice from a team with sound awareness of the school procedures and requirements
• Fast support
• Unlimited telephone support during Bursar Support working hours.
• Training
• Budget preparation, monitoring and control
• Use of financial software where possible – e.g. Capita, SAGE
• Academy specific Salary Spreadsheet with projections and cash flow forecast for current year, and 3 year budget plan
• Bursar Support Officers will visit on request at a mutually agreed time

Benefits to Schools
• Experienced staff, most of whom have worked as Bursars in schools and have a working knowledge of procedures and an understanding of the pressures of working in a school
• Academy visits from Bursar Support Officers
• Places at training sessions delivered by the team
• Places at each Bursar Support Meeting
• Support and advice for schools in financial difficulties. Assistance in the construction and calculation of the budget and long term plans for deficit recovery
• Where an Academy requires support for its Governing Body or Finance Committee e.g. to attend a Governor’s meeting to assist in setting up the budget, or to work with the Head Teacher and/or Bursar in the preparation of expenditure monitoring reports for consideration by Governors. This can be offered within working hours and counts as one of the visits identified within the SLA package purchased by the Academy
• Assistance in providing financial information for an OFSTED inspection
• Possible post External Audit advice and action plan support

Additional Details
• Academy schools who do not buy back the service will be charged for any services used according to the table of charges
• Coverage parameters specific to the service(s) covered in this agreement are as follows:
  - Telephone Support: 01628 685801
    - Term Time Only Monday to Friday 9am-3pm
    - School Holidays – Limited services will be available
  - E-mail support
    - Bursar Support – NON CONFIDENTIAL - bursar.support@achievingforchildren.org.uk
    - For all correspondence, except containing sensitive information (e.g. Pupil or Staff names)
    - Bursar Support (CONFIDENTIAL) bursar.support@achievingforchildren.org.uk or in First Class - in a password protected email attachment (with the password sent in a separate email).
FOR THE NEXT 3 SECTIONS PLEASE NOTE:

The Building Services team at RBWM and the Operational Property Team at Wokingham Borough Council have joined to form the Shared Building Service operating across both Boroughs.

The Shared Building Service Team promotes services on offer to Royal Borough of Windsor & Maidenhead schools, and provides a co-ordinated approach to all customers. We encourage you to give us as much feedback as you can – if you have any questions, comments or suggestions regarding the services in this brochure, or on what you would like to see on offer in the future, please email us at: sharedbuildingservices@wokingham.gov.uk

Services on offer by the Shared Building Service include:

- Planned Projects
- Reactive Repairs (inc the helpdesk) *
- Service Contracts*
- Asbestos Monitoring/ Management **
- Legionella Management/ Testing **

* - These services must be purchased collectively
** - These services are a legal requirement and mandatory. If you chose to not purchase these service you will need to notify the RBWM corporate health and safety team and advise of the alternative measures you have put in place

---

PLANNED PROJECTS

Overview
This is a bespoke comprehensive project management service, tailored to suit your needs, whilst always aiming to minimise your costs. Assistance with all aspects of a planned project, from planning to completion can be provided.

Service features
This service will typically include the following:

- In consultation with the school, establish and prepare the brief
- Feasibility/Option appraisal
- Detailed design
- Tender document preparation
- Tendering procedures and implementation.
- Tender analysis and recommendations
- Document processing for legal to allow contracts to be drawn up
- Appointment of contractor
- Pre-start preparations, meetings and document distribution
- Contract administration and/or project management
- Financial management and invoice processing
- Statutory approvals processing
- CDM Co-ordinator services under CDM and Health & Safety issues/audits
- Compliance with contract rules and European legislation
- Dealing with all internal issues, procedures, and problems, consultations that may arise on your behalf

Benefits to Schools
All key decisions will still be referred to you so that you retain budget and design control.

Additional Details
Email: Rodney.Hing@wokingham.gov.uk
REACTIVE REPAIRS

Overview
We provide a Term Contractor to include building, electrical and mechanical works at agreed rates. Details of rates are to follow, please refer to the pricing section for more information.

Service features
- 24-hour cover, 365 days per year for emergencies (out of hours managed by an external call centre)
- Priority call out service for urgent work
- Help desk facility for repairs and maintenance enquiries and for ordering repairs during normal hours of business
- Maintain appropriate records in respect of Guarantees, Bonds and Test Certificates
- Monitor and review performance & quality standards of the term contractors and take any necessary action
- Ensure repairs comply with current workmanship standards and regulations, e.g. Health and Safety and Building Regulations

Reactive Term Contracts (commissioned via the Helpdesk)
- The term contracts are out for tender at the current time and the new providers are scheduled to start from 1st April 2018.
- These contractors are traditionally used for general maintenance items on demand.
- Schools will be advised of the hourly rates as soon as the tender returns have been assessed and the new provider appointed.

Benefits to Schools
Access to the Shared Service approved contractors who react within agreed priorities and charge against a Tendered schedule of rates.

Additional Details
- Charges for the different disciplines and response times can be found in the pricing schedule
- Please be aware work over the value of £400 will not proceed without your authorisation
- For further information on how costs are built up, please refer to the Pricing schedule

Email: paul.simmons@wokingham.gov.uk
SHARED BUILDING SERVICE FEE
Previously Service Contracts

Overview
We provide schools with a comprehensive range of service contracts to ensure they comply with contract rules and are covered for compliance on building services items of plant and equipment.

Service features
- Shared Building Service operate and manage the delivery of a full range of Service Contracts that are made available to all subscribing Schools.
- By subscribing to the full building services offer - both reactive repairs and the shared building services fee - schools have access to the Helpdesk facility which provides for emergency maintenance repairs from experienced term contractors working from an agreed schedule of rates.
- Both the Service Contracts and the Helpdesk are managed by a team of Surveyors to ensure that works are expedited professionally and in accordance with current Legislation and applicable regulations.
- Schools who subscribe to the Service also have access to these Surveyors for professional and technical advice.

Service Schedule
- Shared Building services will issue directly to each School their personalised Service Schedule which itemises the services they receive annually (with exception of the 5 year fixed wire electrical inspection which will only be included in the year to be completed)

Benefits to Schools
The Shared Building Service offers Schools the opportunity to benefit from economies of scale generated by bulk purchasing contracts for servicing of the following Mechanical & Electrical installations.
- Energy Management System (JEL)
- Charnneys & Lightning conductors
- Portable Appliance Tests
- Intruder Alarms
- Passenger Lifts & Cradles
- Fire Alarms & Emergency Lighting
- Sewage Pumps
- Doors & Gates
- Fume Cupboards
- Sprinkler Systems
- Boilers
- Electrical Wire testing
- Legionella water hygiene monitoring
- Fan convectors/fan coil units
- Legionella risk assessments
- Air conditioning/air handling units
- Kilns
- Pressurisation units
- Moveable wall
- Domestic cookers
- Automatic Doors

Additional Details & Disclaimers
- The priced Schedules for Service elements of each site are sent via email, these provide information on contracts, contract suppliers, number of service visits and cost.
- The Management fee is currently under review due to potential operational changes influenced by the current tendering process for Contractors and the proposed move to Cloud based services.
- **Schools will be advised of the Management fee in March 2018**
- Note: The Management fee is a one off annual payment for subscribing to all of the relevant service contracts provided by SBS for your school. Actual costs for the Servicing of equipment etc. and any reactive calls logged will be charged separately. Schools must subscribe to the total service.
- Access to the Helpdesk only or individual Service Contracts only is not available.
ASBESTOS

Overview

All school buildings may contain asbestos, if constructed before 2000, and it is a legal requirement to identify asbestos used in the construction. It is also extremely important that any asbestos identified in schools is managed properly.

Failure to manage could put the future health of staff, pupils, parents, visitors and contractors at risk. Duty holders and those responsible for managing asbestos could also face prosecution, by failing to comply with the control of asbestos regulations 2012.

Service features

The asbestos service offered is for a site review only. The review is based on a full asbestos management survey with is held centrally on site. Building services are able to support you with maintaining the full survey but this will incur additional costs.

The legal responsibility for the safe management of asbestos lies with the duty holder. The duty holder is the person responsible for the maintenance and / or repair of the school – typically the employer. For community schools, community special schools, voluntary controlled schools, maintained nursery schools and pupil referral units the employer is the local authority. For Academies, free schools, voluntary aided and schools, it will be the proprietor, governors or trustees.

In situations where budgets for building management are delegated to the schools by local authority, the duty to manage asbestos will be shared between the local authority and the schools. Head Teachers support the employer in other statutory responsibilities and the same applies in the management of asbestos.

During 2017-18, RBWM commissioned an Asbestos Management Survey of all Maintained Schools and a copy of that survey will have been issued.

- Please note that academy schools were not included in this project - surveys can be carried out on request but at an additional cost
- If you have not received your Survey data please contact Larry.Quirke@wokingham.gov.uk or Gary.Ellis@rbwm.gov.uk
- The survey provides you with details of all visible / known asbestos known within your premises.

Notwithstanding the provision of the report, the following steps should be taken locally to manage asbestos in schools:

1. Assess the risk of asbestos that has been identified.
2. Devise a plan for managing asbestos in your school.
3. Make sure staff and contractors know the risks and precautions they need to take.
4. Keep the management of asbestos in your school under review.
5. It is imperative the Asbestos Management Survey is used to manage the asbestos identified and not used to undertake the upgrade of services, alterations or adaptions, partial or full demolition. If works of this nature are planned a Refurbishment & Demotion Survey will be required. This will give a more detailed understanding of asbestos should it be discovered.
6. Asbestos in schools should be managed on a daily basis. Contractors should be always sign the asbestos register and confirm they have been asbestos awareness trained.

In addition to the above, Shared Building Services can be commissioned annually to undertake a review / inspection in accordance with the Priority Risk Assessment included in the Asbestos Management Survey. This inspection / review will identify if there has been any further deterioration in the asbestos identified in the Asbestos Management Survey. If there has been a deterioration or change of use, arrangements can be put in place to rectify.

Shared Building Service have qualified staff available to answer any concerns about the management of asbestos, maintenance activities or new works that might have a detrimental impact on the management of asbestos.

The Shared Service annual fee for undertaking an annual review of your asbestos and to provide professional support and guidance is £500.
**NEW* COMMUNICATIONS AND MARKETING**

**Overview**
Schools produce a variety of marketing material internally but there are many areas where using specialist consultants makes sense.

The services we provide are:
- Public relations
- Design
- Digital marketing
- Home-school communication
- Printing
- Recruitment video
- Strategic marketing advice
- Video production

In terms of communications we can help manage everything from crisis communications to promotional marketing material.

Crisis management in schools relates to the management of onsite or offsite incidents by way of a pre-determined communications plan.

We can produce a communications plan that will detail options for responding to scenarios and the roles and responsibilities of staff and governors.

**Service Features**
To help organisations be as ready as possible for potential issues and crises, we can develop crisis plans and run crisis simulation exercises. Using proven industry methodology and a collaborative style that works to complement your school’s strengths.

Examples of crises that are looked at:
- Bomb threats - process and checklist.
- Extreme weather.
- Heatwave plan: a guide for teachers and professionals.
- Emergency schools closure.
- ACT - terrorism guidance.
- Winter plan 2017-18.

Graphic design services utilise the latest in design applications (Adobe Creative Suite) and offer variety of different multimedia outputs such as:
- Standard artwork for posters/popup banners/booklets/leaflets.
- Infographics.
- Video/animation.
- Content for social media.
- Bespoke PowerPoint designs.

**Benefits to Schools**
- Providing expert advice and practical support in issues, crises and special situations.
- Professional website design.
- Assistance with building and developing brand identity.
- Graphic design and video/animation.
- Social media management/assistance.
- Crisis communications training on handling different potential scenarios that require careful communication to sensitive audiences.

**Additional Details**
- All requests to be sent to communications@rbwm.gov.uk (monitored Monday-Sunday 9am - 5pm)
- Communications and marketing team contact number: 01628 796305
- Bespoke communications training is recommended at last every two years and when there is a change in school leadership.
CATERING ADVISORY SERVICE

For those NOT in the corporate catering contract

Overview
RBWM’s Catering Advisory Service offers experienced and professional advice in helping schools and Academies take stock of their existing school catering service. In addition, we can help ensure compliance with the legislative requirements of the School Food Trust for the provision of healthy and nutritionally balanced food being served to pupils.

We recognise the choice schools have over service provision; with some opting to let their contract to the private sector or manage in-house rather than buying into an Authority managed service. Providing these services effectively is not just about serving a meal. There is a wealth of skills, knowledge and experience required in managing the service. Therefore, we offer advice and additional services to schools so that you can ensure the service runs smoothly throughout the year.

We offer independent audits and checks on request, bespoke and specialist cleaning services (for example Deep Hygienic Cleaning of ventilation systems), advice on letting and managing contracts, with advice on specialist areas of catering and facilities management.

Service Features
- An annual visit (upon request)
- A detailed report and assistance in compliance with legislation
- Kitchen premises, equipment and services are monitored to ensure compliance with Legislation

Benefits to Schools
- Impartial advice regarding the service you deliver
- Knowledge that the menus are analysed by the Dietician British Healthcare NHS Foundation to ensure compliance with the Nutritional Standards
- Confirmation that Food Safety and Hygiene Standards are adhered to
- Confirmation that equipment is fit for purpose and in full working order
- Access to specialist advice as and when required ensuring you comply with relevant health and safety requirements and legislation

Additional Details
- Kitchen monitoring visit - One scheduled visit per annum. Charge includes report and follow-up on any non-compliance with regulatory and contractual requirements
- Kitchen Equipment Repair and Replacement Scheme - Costs based on type of service, number of meals served and known costs and estimates for individual schools. Costs include service calls, repairs and replacements. NB: Only covers equipment purchased by RBWM or from recommended supplier
- Hygienic and Deep Cleaning of Kitchens - Costs based on type of school together with known costs and estimates for individual schools. Costs include within cleaning service outlined in relevant section
EMERGENCIES & KEY HOLDING

Overview
The service comprises two different elements:
- **Level 1** - Emergency Contact Information
- **Level 2** - Security company key-holder service (includes level 1)

Service Features
**Level 1:** Emergency contact information, which includes the following:
- Maintenance of school contact names and numbers for key staff - Headteacher, Site controller, Finance officer and key-holders. The information is used in emergency situations by those needing to make contact. The database is managed by Children’s Services School Support Services team and is shared with Shared Building Services (SBS) and Tinkers Lane staff.
- Contacting key staff in urgent or emergency situations, usually following calls from alarm companies / members of the public. This service is for out of school hours and is managed by Shared Building Services Help-desk during normal office hours and by Tinker’s Lane Control Room outside office hours.
- Free to RBWM maintained schools.

**Level 2:** Security company key-holder contract, which includes the following:
- Letting and managing a contract for emergency key-holding and site visits. This contract is managed by School Support Services team. The charges in this booklet are for letting and managing the contract only. Additional fees are charged directly by the security company – based on an annual fee plus a call-out fee for individual occurrences.
- All features of level 1 are also included in this option

Benefits to Schools
- Contact details will be up to date and available to those who require them for emergency purposes
- Level 1 - Fewer phone calls to the Headteacher.
- Level 2 A security company for out-of-hours site attendance, reducing the risk and disturbance for individual staff members / volunteers.

Additional Details
The Annual charge covers management and administration only for both levels. Schools will be charged individually for their contract amount and any individual call-out charges for Level 2.

**Operating Hours:**
- SBS Helpdesk: 01189 746888
  - Mon-Thurs (Inc. School Holidays) 8.30am – 4.30pm
  - Fri 8.30am – 4.00pm
- Tinkers Lane: 01753 853517
  - Mon- Fri evenings / Weekends/Bank Holidays

**Mon- Fri evenings / Weekends/Bank Holidays**
School Support Services will request updates periodically to maintain the database. Schools are required to inform School Support Services Team of names & phone numbers as soon as any changes occur.

**Contacts:**
For level 1 enquiries (general) hilda.thompson@achievingforchildren.org.uk 01628 796073
For level 2 enquiries (call-out contract) business.development@achievingforchildren.org.uk 01628 796599
Overview
This service ensures annual checks of kitchen equipment (listed in Service Features below) are carried out to ensure compliance with the government’s national health and safety standards.

Buying back this service offers peace of mind and knowledge that all appropriate equipment will receive an annual inspection; it is a school’s responsibility to ensure compliance with health and safety standards.

Service Features
Sourcing, administration, payment processing and delivery of the following:
- Gas Safety inspections
- Fire Fighting Equipment
- PE Equipment
- Machine Tool Equipment
- Servicing of Fly Zappers

Benefits to Schools
- Annual inspection by qualified experienced contractors ensuring the safety of your pupils
- A point of access for all queries and complaints

Additional Details
Please note:
- This service covers all those listed within service feature. It is not possible to purchase individual items.
- All inspections listed under service features are included in the price for this offering.
- Please note: This service is a legal requirement – should your school or academy choose to not buy it back through the traded services brochure you are legally required to ensure that you make suitable arrangements yourself.
Overview
This service provides schools with the administration, processing for payment and registration of legally required Licences to be able to record, perform music, play hymns, perform plays and photocopy documents in addition to those licences which are provided by and negotiated centrally by the Secretary of State.

Service Features
The following licences are funded centrally and without additional cost to LA maintained schools, Academies and Free Schools only:

- Copyright Licensing Agency (CLA): License the photocopying books and magazines in the UK, make digital copies of content from material including CD Roms and electronic workbooks, use copies with digital whiteboards, copy photographs, illustrations, charts bar diagrams where they are included in an article or an extract
- The School Printed Music Licence: (SPML): This covers the copying and distribution of a school’s sheet music to school members for curricular uses and for those extracurricular activities that are not Collective Worship
- Newspaper Licensing Authority (NLA): The NLA licence permits the copying of content from national, regional and local newspapers and certain websites
- Education Recording Agency (ERA): licence to record television and radio broadcast for educational purposes
- The Public Video Screening Licence. (for the PVSL): This is issued by Filmbank Distributors who represent all of the six major Hollywood studios in the education sector. The PVSL does not cover screenings for commercial or fundraising purposes i.e., where a charge is made either directly or indirectly (e.g., selling tickets to screenings). In these circumstances, please contact Filmbank directly
- Motion Picture Licensing Company (MPLC): The Umbrella Licence grants permission to organisations and companies to show any legally obtained film without the need of reporting titles, dates or times of exhibition
- Phonographic Performance Ltd (PPL): A PPL license ensures that performers and record companies are being fairly paid for the use of their music
- Christian Copyright Licencing (CCL): The CCL permits you to print song sheets, make OHP acetates or store song words on a computer for use with projection systems. You can also record your services (including the music) for those unable to attend
- Music Copyright Licence (PRS): A PRS license collects and distributes for the use of musical compositions and lyrics on behalf of songwriters, composers and publishers

Additional Details
For all school establishments the LA charge covers management and administration of the service.

- If other licences are required by any school establishment outside of the Centrally Funded list identified i.e. CLA, SPML, NLA, ERA, PVSL, MPLC, PPL, CCL, PRS or you do not buy into this Licence Service you will need to contact the appropriate licensing body directly.
- Schools need to secure licences for the activities they undertake and to make the appropriate returns to the licence companies.

Benefits to Schools
- The main benefit for schools is lower cost of some of the licences
- We offer a central financial administration service for the ordering and purchase of licences
- Economies of scale mean that using our service is more efficient, since all the licences are purchased together
- Some licences can only be purchased through the local authority
FREE SCHOOL MEALS

Overview
The Department for Education’s Eligibility Checking Service enables Free School Meal eligibility to be determined without the need for paper evidence and with an extremely fast turnaround.

“Schools should continue to seek ways to encourage parents and carers to apply for free school meals where pride, stigma or changing circumstances act as barriers to its take-up.”
- Ofsted: The Pupil Premium

Service Features
This is a ‘cloud’ computing solution, enabling users to access information over the internet. The only requirements are a web-enabled device and an internet connection. Users can access services with smaller, cheaper devices, such as low-specification desktop PCs, laptops, netbooks, tablet PCs, internet enabled Vs, internet enable TVs, PDS or smart phones.

Benefits to Schools
For Children
- Speeds up access to free school meals
- Removes stigmatising processes associated with free school meal application

For Parents/Carers
- Offers a faster, simpler, easier and more convenient application process
- Delivers speedier notification of benefit entitlement
- Reduces application errors through computer assisted form validation
- Removes the need for reapplication whilst eligibility continues
- Removes stigma as face-to-face meetings no longer needed for application

For Schools
- Provides latest information about which children can be offered free meals
- Reduces administrative tasks such as checking and faxing of paper evidence
- Reduces costs associated with administration and incorrect meal provision

Additional Details
- PLEASE NOTE - should your school not purchase the corporate offering, you are responsible for providing your own checking system.
- All parents that contact the borough will be advised to speak to their school direct
- This offering is to supply administration support with escalations

GROUNDS MAINTENANCE

Overview
Our grounds maintenance contractor offers specialist, high quality services at competitive rates, which meets all of your grounds maintenance needs, including grass cutting and bedding. The service is available to all Maintained Schools and Academies.

The service is delivered by skilled DBS checked staff with many years experience of working within educational establishments.

Service Features
Access to the Council’s contracted grounds maintenance service, specified particularly to meet the needs of schools. It has been procured in accordance with EU, UK and local procurement rules and is managed day to day by the Council’s dedicated Contracts Manager.

Benefits to Schools
The grounds maintenance service covers all grass, sports and play features, shrubs, bedding, including:

- Full grounds maintenance service bespoke to each school. This includes (but is not an exclusive list), grass cutting, weed killing, mulching, football / rugby pitch marking and drainage, artificial surface/ redgra maintenance
- A dedicated contract manager who is available to deal with any issues or concerns raised by the school

The Council’s Contract Manager will undertake regular meetings with the contractor to ensure the grounds maintenance service meets quality standards and complies with Health and Safety, training issues with regards to machinery, and the safe use of chemicals in accordance with Council aims.

Additional Details
- The Business Development team are the point of contact for all related queries, representing the school/setting at on-site meetings with contractors.
DISCLAIMERS:
Please note:
• If you are already part of this contract you are liable for charges against this service for the duration of the contract.
• If you chose to come out of the contract, you must supply your request in writing giving 6 months notice. Failure to do this may result in penalty fees applying.
• Please ensure your selection is correct on your quotation form to continue receiving this service.
• Fees taken as part of the buy back exercise are to cover the management fee only - schools will be charged separately for the monthly invoice amount.

HYGIENIC DEEP CLEANING

Overview
Regular deep cleaning of your kitchen is essential for hygiene and safety reasons, as well a legal requirement. Without regular deep cleaning, the build up of food, grease, dust and debris may occur in your kitchen. This can present a hazardous environment due to:
• Increased risk of fire,
• Increasing the likelihood that accidents such as slips
• Increasing the likelihood that trips and falls will occur
• Potential to spread bacteria
• Potential for cross contamination

We are proud to use one of the UK’s top leading deep cleaning contractors that specialise in the cleaning of kitchen canopy and grease extract ventilation systems, catering equipment and internal structures. Purchase this service with confidence that the deep cleaning of your kitchens will be to a high standard of hygiene, keeping your kitchen compliant with Legislation.

Service Features
• Compliance with insurer’s stipulation that all school meal’s kitchens’ ventilation systems, extract ducting, fans and motors should be cleaned a minimum of once a year
• Filters are to be cleaned every two months (please note this is the responsibility of the school)
• DBS checked staff

Benefits to Schools
The Specialist Cleaning Contractor provides:
• A high standard of the hygienic deep cleaning of kitchens to include the annual cleaning of ventilation systems, namely fans, motors, and ducting together with canopies where applicable
• In addition on an annual basis the service includes high level cleaning of walls and ceilings, specialist floor cleaning and deep-cleaning of catering equipment to comply with Environmental Health Regulations
• The Council’s Contract Manager will liaise with the contractor to ensure that the hygienic cleaning of schoolkitchens meets quality standards and complies with Health & Safety and the safe use of chemicals in accordance with Council aims
**Additional Details**

The Business Development team provide a point of access for all related queries and complaints.

Prices are broken into two sections - the annual management fee to support the service offering and the specific cleaning charge to cover the cost of the works.

**DISCLAIMERS:**

- Please note: This service is a legal requirement - should your school or academy choose to not buy it back through RBWM you are legally required to ensure that you make suitable arrangements yourself.
- Costs above are based on type of school together with known costs and estimates for individual schools. These Costs include cleaning service and a nominal administration charge.
- This service is currently out to tender based on the same specification of the previous contract. Schools who have opted to be included in this contract are liable for the duration of the new arrangement (prices to follow to those schools once the exercise is complete and new supplier awarded).

---

**KITCHEN DESIGN**

**Overview**

A bespoke advice and hands on support service for the design and refurbishment of school meal kitchens using highly experienced, professional manufacturers.

**Service Features**

An experienced Project Manager working with Architects and Mechanical Engineers on the layout/design of kitchens from start to completion, to meet statutory and ergonomic requirements

**Benefits to Schools**

- A bespoke kitchen designed specifically for the needs of the school
- Assurance that equipment meets all Statutory and Legal requirements
- Purchase of kitchen equipment at preferential prices

**Additional Details**

The Business Development team provide a point of access for all related queries and complaints.

Please note the cost of the refurbishment is to be self funded.
KITCHEN REPAIR & REPLACEMENT

Overview
It is imperative that all equipment in the kitchen is up to standard and in full working condition. An efficient and prompt service is provided to repair or replace faults and breakdowns in the kitchen environment.

Service Features
This service provides the facility for the reporting of kitchen equipment faults and breakdowns, kitchen Pest Control calls, gas leaks and general queries.

Benefits to Schools
- A bespoke kitchen designed specifically for the needs of the school
- Assurance that equipment meets all Statutory and Legal requirements
- Purchase of kitchen equipment at preferential prices

Additional Details
Grease Traps/ Combi Ovens
Please be aware that the routine replacement of both the Grease Trap solution/grease trap servicing and Combi Ovens is not included in the cost of this item.

Please note:
- The replacement of gas catering equipment is dependent upon adequate extraction/ventilat being available
- This Service includes the following:
  - Taps/ Repairs to taps
  - Toilets
  - Sinks
  - Main kitchen equipment (please liaise with service for more information)
- Grease traps and combi ovens are charged at an additional fee – this will be highlighted to you on your quotation form
- You do not have to buy back Kitchen equipment repair & replacement to buy back grease traps
- You do have to buy back Kitchen equipment repair & replacement if you have a combi oven
Contract Management

- If you are a church aided school, RBWM will only support this service up to the value of £2000 – any additional costs on top of this will be met by the diocese or the school direct (to be discussed and agreed if required in the first instance)
- We would recommend that schools purchase both “kitchen equipment repair and replacement” as well as “repairs to fabric of the school kitchen buildings” as they are complementing services (Maintained schools only)

Schools not in the corporate catering contract:
- Please note that an additional management fee is applicable to those schools not within the corporate catering contract (this fee is built in to the costs for those within the contract)
- Those schools that operate a non RBWM catering contract are are invited to participate in this service, however please note that we are unable to include any equipment purchased by non RBWM catering contractor. This also applies to equipment bought by individual schools in the Borough contract.

**LIGHT CATERING EQUIPMENT**

For those **NOT** in the corporate catering contract

**Overview**
- A one-stop-shop for all your light catering kitchen and dining items, provided by a reputable company, for those **NOT** in the corporate contract.
- **PLEASE NOTE:** Those within the new catering contract from August 2018 will have this included in the new arrangement but a charge will apply to maintained schools to cover the period of April 1st - July 31st

**Service Features**
The service provides good quality, durable light equipment to a consistent standard in order to support the school lunch service to schools not in the school meals contract.

**Benefits to Schools**
The service provides an “insurance” type scheme to schools not in the borough contract covering:
- Purchasing and monitoring necessary levels of light equipment, knives and utensils
- Purchase of light equipment at a competitive price

**Additional Details**
- For educational establishments not in the RBWM catering contract, equipment will be purchased at a competitive rate and costs recharged to Maintained Schools and invoiced to all other types of establishment.
- Costs vary according to numbers on roll as these are directly relevant to the amount of equipment to be supplied. This service includes the cost of the light equipment and includes a proportion of the former Help Desk Service
REPAIR TO FABRIC OF BUILDINGS

Overview
The internal fabric (the walls, ceilings and floors) of the school kitchen buildings must be maintained in good working order and be in a fit state for inspection by the Environmental Health Office. Buying into this managed service means that RBWM will ensure that all necessary repairs are carried out to meet the standard outlined above and that you have a direct point of contact for any queries.

Service Features
Arrange internal redecoration and maintenance of the fabric of school kitchen buildings.

Benefits to Schools
This is an “insurance” type scheme including:
- Repairs to walls, ceilings, and floors
- Plumbing
- Electric

Additional Details
This service is available to non-Maintained Schools on a recharge basis. An invoice will be issued once repairs/maintenance are completed. Please be aware that using this service will incur an administration charge.

Please note: “Fabric of the building” refers to the internal kitchen area only. This service includes the following:
- Pipe Works
- Plumbing
- Tiles
- Boilers
- Doors/Shutters
- Floors
- WCs
- Walls
- Ceilings

Although RBWM will carry out checks on the fabric of the building when visits are made, it is important that both the caterer and the school ensure that any faults are reported immediately to ensure the kitchen remains up to standard.

Matters relating to external maintenance still remain the responsibility of the school.

We would recommend that schools purchase both “kitchen equipment repair and replacement” as well as “repairs to fabric of the school kitchen buildings” as they are complementing services.

SCHOOLS CATERING SERVICE

For those included in the corporate catering contract

Overview
We recognise the importance a school meal plays in children’s lives, helping to maintain their concentration and energy levels throughout the day. Therefore to coincide with this RBWM have a highly qualified and experienced contractor in place to ensure that pupils in your school have access to tasty and nutritious meals all year round. Menu development in collaboration with the NHS Dietician and the contractor forms a significant part of the management of the contract. The Business Development Team are committed to supporting Maintained Schools & Academies with a complete service covering the administration and monitoring of the School Meals Catering Service.

Service Features
- Provision of a professional catering service
- The Contract Manager has regular meetings with the Operations Manager and Director who provide management information as well as uptake ratios
- A ‘hands on’ monitoring service
- Close liaison with the NHS Nutritional Network
- A dedicated contract Manager who is available to deal with any issues or concerns raised by the school
- Support and guidance with any legislative changes (e.g. introduction of universal free school meals)

Benefits to Schools
The Contractor provides:
- Full school meal catering service
- Appropriately trained and DBA checked staff
- Annual monitoring service carried out by an independent provider
- A varied menu developed to meet Nutritional and Legislative compliance Standards
- Hospitality Service
- Theme Days
- Support for curriculum activities with linked meal theme days
- A team of supervisory staff to ensure that all kitchen staff are fully supported and high standards are maintained
- A group contract which helps ensure best value for money
- NEW - The new arrangement includes the cost for cashless payments and light equipment to add the best value to the contract.
Additional Details

- Please note: Schools that are part of the Schools Catering Contract are committed to taking the service until the end of the current contract, which ends with Caterlink in 2018.
- If at anytime the school does not require the meals service (e.g. school trips) where the whole school is absence, the school is still liable to pay for loss of sales to the caterer. This does not apply to inset days.
- Costs vary according to numbers on roll and include the cost of the management and monitoring service together with nominal tender costs that will be spread over the period of the contract. NB: Includes a proportion of the cost for the former Help Desk Service.

UPDATE: New contract from August 1st 2018

- The current arrangement comes to an end on July 31st 2018.
- If you have chosen to not stay with the corporate contract, fees will still apply for the months remaining in the current arrangement (outlined in the pricing section).
- If you have chosen to stay with the corporate contract, fees will be made available once the new supplier has been awarded. Further details will be issued to these schools when available.
- PLEASE NOTE - the new arrangement includes cashless payments and light equipment.

UNDER 5’S SCHOOL MILK

Overview

School milk is excellent as a mid-morning drink. It provides a nutritional boost and keeps children hydrated between breakfast and lunch, helping them to concentrate and learn. From January 2015, The Department for Education have launched the new school food standards to ensure that children increase their calcium intake, the revised standards state that “Lower fat milk must be available for drinking at least once a day during school hours” - this does not include breakfast or after school clubs. The organisation ‘Cool Milk’ oversee and maintain school milk schemes in partnership with local authority Councils across schools, pre-schools, nurseries and PVIs (Private, Voluntary and Independent settings). RBWM operates this service with one of the leading providers of school milk and is the provision of pupil milk to schools, to fulfil a statutory duty.

Service Features

Fulfils the statutory duty to provide free milk to under 5s and to provide a paid service to over 5s.

Cool Milk are the UK’s leading local authority-approved scheme that:

- Funds milk purchases for children under five; the school or nursery receives no dairy bills.
- Completes all claim paperwork and administration free of charge.
- Provides of a free fridge and promotional material for all schools that use our ‘full-school milk scheme’.

Benefits to Schools

RBWM provide an effective and efficient provision of milk to schools and monitor the performance of Cool Milk with the following benefits for schools:

- Cool Milk pay for all the under-fives milk and fully administrate the whole process including school orders, dairy deliveries; invoice matching, audit trails and NMRU claim paperwork.
- Cool Milk deal with any day-to-day dairy delivery issues and order amendments.
- Cool Milk manage milk schemes for over fives, including supplying the children at mid-morning break and collecting funds directly from the parent.
- Cool Milk support schools with educational material to aid Healthy School status and follow the Food Standard Agency guidelines on the Eatwell plate.
- Free milk for all under-fives, fully funded by Cool Milk.
- Subsidised milk for children aged five to eleven.
- Free milk for those entitled to free school meals.
- A fully integrated invoicing and claims process eliminates errors and reduces costs.
WASTE MANAGEMENT

Overview
The Royal Borough of Windsor & Maidenhead operates a locally based service for local businesses, including all educational establishments and the service is tailored to meet customer’s needs, providing a reliable and comprehensive service.

As a local authority, you can be sure that all your legal obligations as a commercial waste producer are being met.

A flexible service is provided with the added benefit of being able to adjust your contract and provide extra and bulk collections, on demand.

Service Features
The Service provides for the letting, managing and monitoring of the waste collection and disposal from schools (including clinical waste) to meet requirements.

Benefits to Schools
- Choice of bin size, number of collections per week and year
- Compliance with the latest waste management legislation
- A direct point of contact for all queries and complaints

Additional Details
Please note:
- Typically based on a 46 week pick-up, but can be tailored to suit customer requirements
- This service does not currently include recycling waste or food waste
**BEHAVIOUR SUPPORT**

**THE INCLUSION AND PUPIL SUPPORT SERVICE**

**Overview**

We provide advice and bespoke training to school staff and direct pupil support for children and young people with social, emotional and behavioural needs. We work in partnership with all the Early Help teams, and form part of the Inclusion and Pupil Support Service.

Middle, Secondary and Academy schools are invited to purchase a package of time to suit their needs; we aim to be as flexible as possible within each package.

**Service Features**

All packages are purchased in advance and include access to:

- Individual Teacher/Teaching Assistant/ELSA support
- Individual pupil/student support
- Training and consultation for Teachers and/or Support Staff
- Training for Children and Young People
- Group and whole class interventions
- Nurture Group Training and Facilitation
- Telephone consultations

**Targeted Individual Intervention:**

- Set up meeting with parental involvement (if requested)
- 8-10 individual sessions based around need (including self-esteem, social skills, managing anger, friendships, school transition, bullying).
- Support with PSP, Early Help Planning and Review (as appropriate)
- Outcome measures using pre and post data
- Review, monitoring and additional sessions if the case is complex

**Group and Whole Class Interventions:**

- Spot and Stop Anti-bullying workshops are 2-3 sessions for either targeted groups or a whole class to build awareness and understanding of the impact of bullying. It is suitable for all age groups
- Peer Mentoring workshops
- Workshops and groups focusing on Emotional Resilience, self esteem, friendship and social skills.
- Nurture groups are offered across the borough for KS1, KS2 and KS3

School Transition work:

- Transition groups offer a variety of programmes designed to meet the needs of pupils/students.
- Generally 2-4 sessions with follow-up monitoring at the pupil’s next school
- In school transition for individuals, groups and whole class
- Support for individual pupils transitioning mid-year or not attending due to emotional and/or behavioural issues.
- Onwards and Upwards Summer Transition programme for vulnerable children about to transfer to secondary education.

**Staff Support and Training:**

- General behaviour management and targeted strategy advice for dealing with specific pupils.
- PSP and Early Help Plan support.
- Bespoke in-house training for Teachers, TA’s and Playground Supervisors
- ELSA ongoing support including advice and monitoring

**Benefits to Schools**

- Pupils make progress on agreed targets and pre and post measures show improvements
- Pupils better able to access the curriculum and are supported to stay in school
- School/parents are signposted and supported appropriately
- Staff have increased knowledge to understand and manage behaviour and develop social/emotional skills
- ELSAs (Emotional Literacy Support Assistants) supported to meet the needs of low level emotional and behavioural concerns
- Nurture groups and transition programmes lead to positive social/emotional and cognitive development in pupils

Our service is freely accessible and currently funded through the de-delegated budget to all maintained primary schools. For individual work with children/young people we require completion of the Request for Early Help Form. In addition we offer a bespoke service in agreement with the pupil and school’s need.

**Feedback Received from Parents, Schools and Children/Young People**

**Parents:**

‘The team were fantastic, friendly and competent.’

‘Having people willing to help her, listen to her, understand how she was feeling…’
‘... he has really enjoyed coming to the group, he also said all the behaviour support staff are amazing’

‘... behaviour has improved greatly at school and at home, and his school work has improved along with his attitude’.

School:
‘The outreach workers who have been involved recently with two of our children have been fantastic and made a huge difference to the children’s behaviour and attitude and I know from parents that it has also had a positive impact at home.’

‘The class teacher found strategies given very helpful and saw an impact on the class. ‘The behaviour support workers have been fantastic at supporting our vulnerable children.’

Children and young people:
‘... it (group) helped by finding ways to stop worrying’

‘I found meetings helpful, as it helped me and I was listened to...’

‘They were really fun and helped me learn about the playground.’

Additional Details
See pricing schedule (Secondary and Academy schools only)
To ensure successful working together and optimum impact, school responsibilities include:
• Obtaining written parental permission for individual pupils.
• Providing data on individual pupil needs and how these have been prioritised/addressed in school, as well as pupil progress over time
• Ensuring key staff and facilities are available in school to enable best practice and joined up working.
• Involvement in feedback and review of our work together
• Ensuring the availability of confidential, appropriate facilities for therapeutic work or systemic consultation meetings to take place
• Our service is freely accessible with no additional charge to maintained primary schools via completion of BSS referral form on First Class, through one of the RBWM panels or request a form directly
• Academies, middle and secondary schools can purchase any one of the five package options below, with flexibility to tailor packages to meet the particular needs of your school

For further information please email: ed.psych@achievingforchildren.org.uk

EDUCATIONAL PSYCHOLOGY

Overview
By working in partnership with Educational Psychologists (EPs), schools can significantly improve the educational and life chances for all children and young people, especially the most vulnerable. The EP Service offers a range of services to develop and strengthen your school practice. All our work is informed by up to date research evidence and we adopt a ‘plan-do-review’ approach to ensure that our input has a positive impact.

Service features
• A named link Educational Psychologist (EP).
• Good links to and knowledge of other local services and provision, e.g. CAMHS; CYPDS; EWO; and School Support Services.
• Opportunities for problem-solving discussions and work at an individual, group and whole school level.
• Possibilities for working with parents.
• Assessment and intervention design around individual students.
• Set up and run group interventions e.g. Circle of Friends; Circles of Adults; Circles of Support; and Solution Circles.
• A ‘Listening Space’ option in school for parents/carers/staff
• Staff training and development, including:
  • Coaching and ELSA supervision
  • Precision teaching
  • Sociograms
  • Loss & Bereavement
  • Attachment Theory and Nurturing Principles
  • Understanding SEND, including Autism, Dyslexia, Dyspraxia and ADHD to develop provision bespoke training
Benefits to Schools
- Partnership working and joint problem-solving
- Quick response time
- Access to applied psychology and specialist psychological interventions, advice and feedback
- Enable everyone working with children with SEND to have a greater understanding of their needs and be better able to support them
- Reduce parental anxiety and increase parental engagement
- Knowledge of local environment to enable appropriate signposting and access to specialist services
- Evaluation measures in place to support evidenced based progress around areas of concern
- Bespoke training to support your school development priorities linked to your self-evaluation.

Additional Details
We continue to offer a free core service provision to RBWM schools covering:
- Three Planning and Review meetings offered per year
- Direct response by phone/email for schools and parents

We remain statutorily responsible to provide Educational Psychology Advice for Education, Health and Care assessments.

All EP services are provided by fully trained and qualified EPs who are statutorily registered with the HCPC (Health Care Professions Council) working to ethical standards regulated by the professional body. We are also fortunate to work with cutting edge universities employing Trainee/Assistant EPs, who all receive regular, high quality supervision with us while completing their doctoral training.

For more detailed information about our Core and Core+ service, please refer to our Information Pack for Schools on our website or email: ed.psych@rbwm.gov.uk

The charges equate to a daily rate of £380, which remains highly competitive. It may be possible to purchase a daily rate in-year subject to staff availability and committed work load. The EPS daily rate for days in addition to the core package is £525.

NEW OFFER: Assistant Psychologists

Schools buying an EPS Package of 5 days or above can now purchase an accompanying Assistant Psychologist (AP) option. This consists of having an AP based in your school for ½ or 1 day per week. Their work is supervised by your link EP. This service has been piloted successfully in our Borough special school and is now available to all schools.

Assistant Psychologists are Psychology graduates with extensive experience working with children and young people in a variety of roles. APs can work with school staff and students to:
- Embed interventions and advice arising from EP involvement.
- Carry out classroom and playground observations, including Functional Behavioural Analysis where appropriate.
- Support school-led strategies.
- Support with SEND audits.
- Develop pre- and post-intervention measures to evaluate effectiveness.
- Design and assist with school based small-scale action research projects.
- Research the school’s existing student support practices.
- Lead or support school staff to run group interventions, such as:
  - Circle of Friends
  - Lego Therapy
  - Exam anxiety and coping skills
  - Resilience/self-esteem
  - Social skills

Benefits to Schools
- Partnership working and joint problem-solving
- Quick response time
- Access to applied psychology and specialist psychological interventions, advice and feedback
- Enable everyone working with children with SEND to have a greater understanding of their needs and be better able to support them
- Reduce parental anxiety and increase parental engagement
- Knowledge of local environment to enable appropriate signposting and access to specialist services
- Evaluation measures in place to support evidenced based progress around areas of concern
- Bespoke training to support your school development priorities linked to your self-evaluation.

Additional Details
We continue to offer a free core service provision to RBWM schools covering:
- Three Planning and Review meetings offered per year
- Direct response by phone/email for schools and parents

We remain statutorily responsible to provide Educational Psychology Advice for Education, Health and Care assessments.

All EP services are provided by fully trained and qualified EPs who are statutorily registered with the HCPC (Health Care Professions Council) working to ethical standards regulated by the professional body. We are also fortunate to work with cutting edge universities employing Trainee/Assistant EPs, who all receive regular, high quality supervision with us while completing their doctoral training.

For more detailed information about our Core and Core+ service, please refer to our Information Pack for Schools on our website or email: ed.psych@rbwm.gov.uk

The charges equate to a daily rate of £380, which remains highly competitive. It may be possible to purchase a daily rate in-year subject to staff availability and committed work load. The EPS daily rate for days in addition to the core package is £525.
EDUCATION STANDARDS

Overview
We acknowledge the breadth of Education providers within the Borough and, as an ambitious Local Authority we aim to meet our duty, to promote educational excellence for all children and young people, by providing a range of support and challenge to all our providers, free of charge.

The table below details a core level of support and challenge to schools which is at no cost to schools.

<table>
<thead>
<tr>
<th>Category</th>
<th>RBWM Support &amp; Challenge Provision</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Schools</td>
<td>Given a nominated lead school improvement adviser to address:</td>
</tr>
<tr>
<td></td>
<td>1 day strategic whole school review</td>
</tr>
<tr>
<td></td>
<td>Support for Ofsted inspections upon notification, meeting with lead inspector and attendance at feedback</td>
</tr>
<tr>
<td></td>
<td>New Headteachers: up to five days support to Governing Body for appointment process, including attendance at interviews, post appointment introductory meeting with lead adviser and brokerage of a Headteacher mentor programme (latter includes 3 days support from an experienced Headteacher). New Deputy Headteachers: up to 2 days support to Governing Body for appointment process and attendance at interviews.</td>
</tr>
<tr>
<td></td>
<td>Communications giving advice to leaders and key staff. Signposting to good practice based on our access to local knowledge and detailed data analysis and the RBWM data pack.</td>
</tr>
<tr>
<td></td>
<td>Quarterly meeting of the Education Leadership Forum</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ofsted Category</th>
<th>LA Statutory assessment functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outstanding/Good identified as at risk of Requires Improvement</td>
<td>Requires Improvement</td>
</tr>
<tr>
<td></td>
<td>Potential lead school for providing leadership expertise and other brokered school to school support</td>
</tr>
<tr>
<td></td>
<td>Potential lead school in areas of strength and other brokered school to school support.</td>
</tr>
<tr>
<td></td>
<td>Three days of tailored support package in at risk aspects of provision including a governance review.</td>
</tr>
<tr>
<td></td>
<td>10 days tailored “Team around the school” support package to address the needs of the school improvement plan led by the school and improvement adviser; and a termly visit from Head of Service to monitor progress on RI issues. HMI monitoring visits: Lead school improvement advisor to meet HMI and attend feedback.</td>
</tr>
<tr>
<td></td>
<td>20 days tailored “Team around the school” support package to address the needs of the school improvement plan led by the school and the improvement adviser; and a termly visit from Head of Service to monitor progress. Lead adviser and/or Head of Service attends IEB meetings HMI monitoring visits: lead school improvement advisor meet HMI and attend feedback</td>
</tr>
<tr>
<td></td>
<td>Early Years, Key Stage One/Two moderation and monitoring visits for phonics screening check, Key Stage One and Two assessments and tests.</td>
</tr>
</tbody>
</table>

“Team around the school” features
School Improvement Advisers will work with school leaders to establish:
- A targeted plan to address the identified areas of weakness holding the school back.
- A collection of appropriate resources from across the Borough and without as necessary to deliver the expertise to help the school improve.
- The evidence of impact from the action plan and sustainable change to enable the school to be secure in its improvement.
Service features
In addition education settings can purchase support in three areas:

- Support for the leadership team, including Governors (provided through the Strategic Leadership and Governors’ Services SLA), to become a reflective learning community with robust self-evaluation processes leading to outstanding provision, validated externally.
- Support for teachers to improve their practice to ensure the most appropriate, creative and motivating learning experiences leading to success for all children and young people.
- Support to identify the priorities of children and families in the local community and to work effectively with partners to provide targeted services promote achievement and well-being.

Additional Details
Additional School Improvement Adviser support and challenge including:

- HT performance management.
- Visits focused on achievement, quality of teaching, behaviour and safety, leadership and management.
- Whole school / departmental reviews including preparation for Ofsted.
- Specialist subject/ phase developments including leadership, pedagogy, assessment and moderation at all key stages.
- Attainment, progress and well being of underachieving and vulnerable children/ young people and pupil groups.
- Individual staff at all levels including bespoke professional development and support for school leadership teams in managing capability issues.
- Access to central and bespoke CPD programmes.
- Email: education.standards@rbwm.gov.uk

EDUCATION WELFARE SERVICE

Overview
The Education Welfare Service (EWS) works with schools, parents/carers and their children who are experiencing difficulties in attending school. The Education Welfare Service will support your school in improving and maintaining high levels of school attendance for all pupils leading to increased attainment. We work in partnership with all the Early Help teams, and form part of the Psychology, Wellbeing & School Support Service.

We continue to offer a core statutory service to all schools covering:

- Prosecution for non school attendance in the Magistrates Court Under Section 44
- Education Act 1996
- Tracking of Children Missing from Education
- Monitoring of Elective Home Education.
- Direct response by phone/email for schools and parents

All our service features below are available through purchasing a package of time to suit your needs and the size of your school.

Service Features

- Working in partnership with schools and families to increase school attendance leading to improved attainment through direct work with children and young people as appropriate.
- Advice on keeping pupils registers and good practice around attendance.
- A named Education Welfare Officer who receives regular supervision to ensure high standards of professionalism and accountability.
- Advice on school attendance procedures and current legislation on attendance and related areas.
- Meetings with school staff to include: consultation meetings with designated school staff:
- discussion and advice on a wide range of issues, including improving specific pupil’s attendance, whole school approach, welfare issues, exclusions advice.
- Full range of Education Welfare Officer case work support. Including school/and home visits, liaison with other agencies and services.
- Facilitation of communication between families and schools to support increased attendance.
- Supporting evidence for issuing of Fixed Penalty Notices for poor school attendance/ unauthorised holidays in line with RBWM’s policy and procedure.
Benefits to Schools
- Partnership working with schools and families to increase school attendance leading to improved attainment.
- Improved monitoring and early intervention.
- Support to vulnerable pupils.
- Awareness of current law and legislation relating to school attendance.

Additional Details
The agreement period will be for once academic year renewable on an annual basis. This will enable us to plan our work effectively and provide a reliable service. We will try to accommodate any extra days required during the year; this is reliant on available staff capacity and will be confirmed at point of request.

GOVERNORS SERVICES STRATEGIC SCHOOLS LEADERSHIP

Overview
We acknowledge the breadth of Education providers within the Borough and - as an ambitious Local Authority - we aim to meet our duty, to promote educational excellence for all children and young people, by providing a range of support and challenge to all our providers.

Our Strategic School Leadership Team provide comprehensive support and advice services throughout the year for all aspects of school governance and school leadership development for Headteachers, Leadership Teams, Clerks and Governors. The team will work with you to develop a bespoke programme of central development and training opportunities for your school or cluster of schools.

Service features
- Support and advice for all aspects for school governance and school leadership development for Headteachers, Leadership Teams, Clerks and Governors
- Continual Professional Development (CPD) and training opportunities

Benefits to Schools
- Comprehensive support and advice service throughout the year for all aspects of school governance and school leadership development for Headteachers, Leadership Teams, Clerks and Governors
- Continual Professional Development opportunities for Governors, Clerks and Senior Leadership Teams either centrally provided or bespoke for a school or cluster of schools

Additional Details
- Please note charges will apply to schools that do not buy back the service but request advice and support on governance issues
- Website: www.rbwm-education.org
OUTDOOR EDUCATION & VISITS ADVISOR

Overview
The RBWM Outdoor Education and Visits Advisory Service provides specialist advice, support and monitoring to school administrators and Head teachers on issues relating to the effective preparation and management of offsite and potentially hazardous activities with young people.

Head Teachers, EVC’s and Aided School Governors must ensure that all Outdoor Learning activities are planned and implemented in accordance with the RBWM Outdoor Education and Visits Policy. School responsibilities are OA1 forms must be signed by the Advisor before any bookings are made. The authority cannot accept responsibility for problems that arise if contracts are signed without Borough approval and insurance may be jeopardised.

Service Features
- Local support with local knowledge: Either by telephone, email or mobile
- Experienced staff: The Advisor is a member of the National Outdoor Education Advisers Panel, is a qualified teacher and holds National Governing Body Awards in Outdoor Activities. The Outdoor Education Project is licensed under the Government AALA scheme (Adventurous Activities Licensing Authority).
- Training: Learning programmes in guidance and regulations, Outdoor Learning and the provision of national qualifications required to manage activities, can be arranged or provided.

Benefits to Schools
Registration and induction into RBWM Policy
This service provides introductory support and advice to schools including:
- Advice and guidance regarding the effective planning and organisation of non-residential activities, ensuring adherence to the RBWM, HSE, AALA, DfE and common practice standards, regulations and guidelines
- Processing and monitoring the RBWM Residential regulations including administration of OA Forms
- Updating and informing on all relevant changes to procedures and legal requirements
- Knowledge of activity service providers in the Royal Borough
- Support and advice via telephone and email
- Assistance and support with planning, monitoring and evaluation of activities
- Advice on Best Value in the context of Outdoor Learning

Management of individual residential activities
This service provides detailed support and advice to schools in the preparation of documented planning for residential activities including:
- Advice and guidance regarding the effective planning and organisation of residential activities ensuring adherence to the RBWM, HSE, AALA, DfE and common practice standards, regulations and guidelines
- Processing and monitoring the RBWM residential regulations, including administration of OA Forms
- Updating and informing on all relevant changes to procedures and legal requirements
- Knowledge of activity service providers in the Royal Borough
- Support and advice via telephone and email
- Assistance and support with planning, monitoring and evaluation of activities
- Advice on Best Value in the context of Outdoor Learning

Additional Details
The Children’s Services Directorate must be provided with the evidence that the school has an EVA (Educational Visits Advisor). This person has to have:
- Practical experience in all off-site activities
- Be independent of the school
- Be independently insured to provide such advice, minimum £5 million public liability and £1 million professional indemnity
- Be adequately experienced in relevant Health and Safety matters
- Able to fulfil the Borough processes as in the Off-site Policies and Procedures document
- When arranging the contract advice must be sort from the boroughs legal contracts department

The OA forms MUST be in before the deadlines, failure to comply will incur penalty charges which will be coordinate to the extra work which is generated and if any staff have to be employed to cover work time.

Email: outdoor.education.visits@achievingforchildren.org.uk
Overview
The School Admissions Team provide a full and comprehensive service for all aspects of co-ordinated school admissions and admissions appeals throughout the academic year for schools that are their own admitting authority.

Our services have the additional benefits of possessing in-depth knowledge of all relevant Admissions legislation, local schools, school planning policies, SEN and Education Welfare involvement amongst many other areas.

Service Features
- A full admissions validation service for all applicants seeking entry to the school
- Ranking applicants for phase entry using the latest GIS based technology
- Assessing applicants under social / medical criterion if relevant, ensuring this is carried out in a manner that is strictly in compliance with the Admissions code
- Arranging appeal hearings in compliance with the Admissions code, arranging attendance of appropriately trained panel members and with appropriate legal advice on hand
- Comprehensive support and advice service throughout the year for all aspects of admissions and appeals for Headteachers, Leadership Teams, Clerks and Governors
- Responses to the Local Government Ombudsman for Admissions complaints
- Admissions Policy Checking Service
- Follow up enquiries about fraudulent applications and withdrawal of offers on behalf of academies

Benefits to Schools
- Accurate grading of all applications which reduces the risk of maladministration and ombudsman referrals
- Expert advice given on all aspects relating to legal admissions matters
- Appeals carried out in full compliance with the admissions and appeals codes
- All fraudulent applications dealt with fully including home visits and legal intervention where necessary

Additional Details
- Please note that the aforementioned services in this section are not chargeable to RBWM community schools
- Email: school.admissions@achievingforchildren.org.uk
SCHOOL SUPPORT: ETHNIC MINORITY & TRAVELLER ACHIEVEMENT SERVICE (EMTAS)

Overview
Our School Support EMTAS team will continue to operate as a traded only service. Specialist Advisory Teachers work in partnership with schools and families to raise the attainment of young people from Gypsy, Roma and Traveller (GRT) background as well as Black and Minority Ethnic (BME) pupils at risk of underachieving, especially those pupils with English as an additional language (EAL) and New Arrivals from abroad.

Service features
- Initial English Language assessment for New Arrivals from abroad to include reports with recommended strategies for teachers.
- Advice and support on accessing the mainstream curriculum for early stage learners of English and individual pupil target setting.
- Provide professional advice on SEN/EAL differences.
- Guidance on specialist cultural/language resources and effective interventions.
- Direct pupil support to develop English language acquisition through agreed intervention programmes.
- Liaising with BME parents of early stage learners of English to advise on attainment and how to best support their children.
- Inset Training for whole school staff on meeting the needs of New Arrivals and raising the attainment of underachieving advanced EAL pupils.
- Training on Equality and Diversity (Public Sector Equality Duty 2011 including effective management of incidents of discrimination).
- Support for children and families from GRT backgrounds with access to school, attendance and attainment.
- Awareness raising sessions for school staff: Governors, Teachers and Teaching Assistants, on GRT culture.

Benefits to Schools
- Facility to work at individual pupil, class and/or whole school level.
- Strengthen links with parents/carers in hard to reach groups and expertise in improving parental engagement with schools.
- School staff becomes more confident in the support of BME/EAL pupils as a result of our training programmes.

Additional Details
- School Support is quality assured via our performance management structure and all staff have ongoing professional development.
- Evaluation Forms are issued to schools annually and provide information on performance and the impact of support provided.
- School feedback is used to improve and develop this service, in line with the Quality Assurance Framework for Services for Schools.
- Email: Helen.Lovell@achievingforchildren.org.uk or Linda.Powell@achievingforchildren.org.uk
SCHOOL SUPPORT: ADVISORY TEACHERS FOR SPECIAL EDUCATIONAL NEEDS (SEND)

Overview
Our School Support for Special Educational Needs & Disability (SEND) team is now a core service offered to all RBWM schools free of charge. The team promotes the entitlement of all children to a broad, balanced and coherent curriculum. Our specialist advisory teachers will continue to work in partnership with schools to meet the needs of individual pupils and support mainstream provision for special educational needs.

Service features
(Termly over the academic year)
- Advice and support for school staff, SENCos, senior management and headteachers on appropriate learning strategies
- Advise, select and devise appropriate programmes and/or resources to support learning within inclusive settings and in line with national curriculum targets
- Work collaboratively in a multidisciplinary context to provide curricular access for pupils and liaise with other professionals to enhance pupil achievement
- Encourage a whole school approach in the meeting of the needs of identified pupils
- Provide professional advice and recommendations for pupils with additional needs including those with an Education Health & Care Plan
- Support for the schools’ system of Individual Education Plan preparation and review, including working with parents and liaising with other agencies
- Supporting RBWM’s policy development and implementation of specific initiatives
- Guidance on specialist resources and effective intervention
- Delivery of INSET programmes for teachers
- Delivery of training programmes for teaching assistants for literacy and numeracy interventions
- Model the delivery of teaching intervention programmes for school staff to embed into school practice
- Assessment of Access Arrangements
- Facilitate parental involvement

Enhanced Service
- It is also possible to buy back a wider package of support as well individual direct teaching interventions.
- Dyslexia Assessment with full report and recommendations
- Assessment of pupil’s special educational needs using a range of standardised tests (numeralcy and literacy).
- Advice for pupils with Developmental Co-ordination Difficulties including assessment for appropriate educational provision

Benefits to Schools
- Our expertise and experience facilitate the inclusion of those whose learning difficulty might be a barrier to achievement.
- School staff increase their awareness of ways to differentiate the curriculum and confidence in the delivery of basic skills programmes as a result of our training programmes.
- The targeted learning programmes which we plan in conjunction with school staff enable pupils to achieve well in comparison with their unsupported peers
- School staff have increased awareness to include all SEND pupils.
- Our diagnostic assessments enable teachers to better address the specific needs of their pupils.

Additional Details
All work is quality assured via our performance management structure and all staff have ongoing professional development. Evaluation Forms are issued to schools annually and provide information on performance and the impact of support provided. School feedback is used to improve and develop this service, in line with the Quality Assurance Framework for Services for Schools.

Email:
Helen.Lovell@achievingforchildren.org.uk or Linda.Powell@achievingforchildren.org.uk
HEALTH & SAFETY

Overview
The Health and Safety Team are skilled professional advisors, who can support the Head Teachers, other school managers and the Governing bodies to discharge their duties under the requirements of the Health and Safety at Work etc. Act 1974 and associated Regulations. Individual Advisors have extensive experience, knowledge and expertise in all aspects of health and safety including H&S Management, Fire, Asbestos, Legionella, Radiation Protection and H&S awareness training.

The Health and Safety Team is managed through a shared service arrangement with 2 other Local Authorities, enabling the Advisors to draw on a wide range of best practice advice.

The Health & Safety Team will assist with health & safety policies advise on all H & S matters including all types of risk assessment, collection of accident statistics, assistance with investigations for complex accidents, and support schools in auditing their own H & S performance and will be completed with a comprehensive manager’s report.

The Health and Safety Team are working in line with the Health and Safety Executive’s aim to reduce the bureaucracy and the administrative burden this can place on schools to make the process of risk assessment and risk management easier.

The Health and Safety Team also deliver health and safety management training, manual handling training, display screen risk assessors training, fire warden training and school Governors health and safety training. All training provided to schools will be school specific wherever possible and will refer to the school’s policies and procedures. The Health and Safety Team can also arrange specific training such as ‘working at height’, mobile scaffold training, Lone Working and Paediatric First Aid.

The Health and Safety Advisors are a dedicated team that are well known to schools and form a close working relationship.

Service features
• Guidance & advice
• Advice on legislation, practices and procedures
• Accident prevention
• Inspection and auditing
• Health and Safety training
Specifically the service will:
- Advise on all H&S matters including legislation, corporate policies and procedures.
- Assistance with risk assessments, collate accident statistics, assistance with investigations of complex accidents, assistance with H&S audits and inspections
- Provision of advice on accident prevention measures
- Carry out training to enable schools to manage health and safety risks
- Be professional, polite and responsive to the needs of the school
- Ensure our staff are appropriately qualified and maintain their own continued professional development

Benefits to Schools
- Advise on legislation, policy, practices and procedures
- Providing technical and professional help to school managers and staff. Supporting schools on issues relating to contractors and contract work. Supporting schools when dealing with external organisations
- Providing advice and guidance on accident prevention measures. Assistance with accident investigations where necessary and monitoring accident statistics to identify trends
- Carry out health and safety inspections of the school to identify defects, hazards and associated risks
- Carry out health and safety audits to help schools meet their legal obligations and responsibilities
- Membership of CLEAPSS with regular updates being sent out and arranged inspections of radiation materials and equipment
- The Health and Safety Team can provide the Radiation Protection Officers role for schools. The Radiation Protection Advisor is also provided to school via the Radiation Protection Officer and membership of CLEAPSS through RBWM
- Carrying out suitable training to enable schools to manage health and safety risks.
- If required periodically attend the School’s Health and Safety Committee meetings to impart updated information to the group and give advice
- Attend Site Controllers meetings to impart updated information to the group
- Provide Health and Safety training to Head Teachers, Business Managers/Facilities Managers
- Provide Health and Safety Training to School Governors

Additional Details
- Costs for bespoke training will be dependent on specific requirements
- In the rare circumstances where significant support is required an additional negotiable cost may apply
- Email: health.safety@rbwm.gov.uk
**Human Resources**

**Service features**

- Job evaluation and grading
- Pre-employment checks
- Issuing of contracts of employment and variations to contracts
- DBS advice and support with the on-line system
- Support to manage employee relations

- Support with model policies
- Ad hoc training needs
- Ensuring your staff and structure are fit for purpose
- Advice and assistance with Head Teacher recruitment
- Employee assistance programme

Specifically the service will:

- Administer starters/leavers/changes information and forward it to payroll for processing within deadline timeframes
- Verify and countersign DBS applications and complete the List 99 within 2 working days of receipt of completed application
- On line health questionnaire (results sent directly from our Occupational Health provider)
- Issue contracts of employment within 8 weeks of start date and variations to contracts, within 4 weeks of change, as per employment legislation
- Provide recruitment and selection support for Head Teachers, including attending recruitment panels if required
- Provide advice and guidance on terms and conditions of employment, pay and remuneration
- for both teaching and support staff
- Offer a comprehensive job evaluation service and job grading advice
- Advise on change management including Academy conversion, TUPE restructuring, redundancies and growth.
- Advise on performance management issues including appraisal and capability
- Provide advice, support and templates for grievance, disciplinary and absence management cases including attendance at meetings when appropriate
- Occupational health referral service
- Provide fully qualified conflict resolution specialists, who can provide work place mediation for your staff (fees are applicable)
- Liaise with trade unions over policy development, individual case work, change management and advice and guidance in relation to industrial action
- Provide policy development offering model policies and procedures across all aspects of HR
- Access for your staff to any RBWM run training course (course fees are applicable)
- Be professional, polite and responsive to the needs of the school
- Ensure our staff are appropriately qualified and maintain their own continued professional development

**Benefits to Schools**

- We will support, provide advice and guide you in all human resources matters during the employee life cycle of your staff members.
- Access to a dedicated, qualified and knowledgeable team of human resources experts with a vast wealth of experience of working effectively and developing successful relationships with schools and Academies
- A proven track record of completing projects/case work to agreed timelines, to budget, and where risks are clearly identified and managed
- A real emphasis placed on meeting your needs through quality whilst continuing to offer true value for money
- Availability for face to face contact or via the telephone and/or email duty system.
- Monday to Thursday 08.45 to 17.15 Fridays 08.45 to 16.45 throughout the year, excluding bank holidays

**Additional Details**

We are also able to provide you with:

- Management of Employment Tribunal cases.
- Support with training needs analysis and organisational development activities.
- These activities will be charged at an hourly rate or a negotiated project rate.

Email: hr.operations@rbwm.gov.uk
PAYROLL SERVICES

Overview
The RBWM Payroll service offers a fully-inclusive, timely, resilient payroll, capable of dealing with high volumes, yet responsive to local needs. The Payroll team is highly experienced in providing payroll services to the education sector; including independent organisations such as Academies. Payroll has an extensive depth of experience in dealing with H.M. Revenue & Customs, and with the Teachers’ and Local Government Pension schemes.

This includes the processing of salaries, additional payments, business expenses, subsistence expenses and deductions from pay including payments to third parties. The Calculation and processing of sick pay, maternity paternity and adoption, both statutory and occupational.

Provision of payroll reports, payslips, costing and pension information, and the compilation, and submission of annual returns for Teachers Pensions, Berkshire Pension Fund, and HMRC (P60’s final EPS) to meet the school’s statutory requirements. Liaison with our Financial and Shared Legal Services, the Courts Service and Pension Fund to resolve pay related matters.

Service features
- Pay your staff.
- Administration of Childcare Vouchers and Cycle to Work Schemes
- Produce year end returns
- Provide HRMC Reporting
- Provide payroll guidance and advice
- Administer pension schemes
- Direct Input access straight into the HR system
- Access to reporting tools

Specifically the service will:
- Ensure all payroll services conform to relevant statutory legislation
- Our Payroll service guarantees to pay all of your staff on an agreed date every month.
- We can also accommodate one-off ad-hoc payments subject to an additional charge
- We will submit your pay related monthly and annual returns to HM Revenues and Customs
- Deal with any queries you may have in a quick and efficient manner
- Administration of childcare vouchers and cycle to work schemes
- Provide support for employers’ new statutory responsibilities under the Pensions Act 2008) – auto enrolment
- We can administer the Local Government and Teachers’ Pension schemes for you including all year end reporting and returns
- Be professional, polite and responsive to the needs of the school
- Ensure our staffs are appropriately qualified and maintain their own continued professional development

Benefits to Schools
- You can be confident that your staff will be paid correctly and on time and that statutory deadlines will be met for returns and payments to third parties
- Compliance with statutory changes will be assured and regular audits undertaken to ensure effective system controls are maintained
- Professional support is available during normal working hours excluding bank holidays to all customers in person, by phone or e-mail to advise on payroll and pay related matters
- The calculating of monthly gross to net payments, including the interpretation and operation of terms and conditions relating to sickness, maternity, paternity and adoption, and the calculation of statutory and non-statutory deductions from pay
- Direct access to input of information into our HR system, for time and expenses, absence and unpaid
- The ability to run your own reports in some areas e.g. structures, starters and leavers and absence

Additional Details
- Payroll Services reserve the right to make additional charges (at an appropriate hourly rate) when special action is taken on occasions where documentation is received after the specified deadline or where documentation does not conform to the requirements set out in this specification
- Payroll Services reserve the right to make charges for administration of salary deductions (e.g. trade union deductions), for the provision of salary information that is not within the scope of the SLA (e.g. Solicitors letters for details of loss of earnings claims). Charges will only be levied on the party requesting the information unless otherwise specified and data will be supplied in compliance with Data Protection regulations
- In the event that the late submission of paperwork from the school results in the Authority receiving an interest or penalty charge from the LGPS or TPS, the charge will be the responsibility of the school
- The Payroll team will review each school ‘Staff on Payroll’ totals following an annual audit carried out latest March 1st each year. These results will determine which Group Number is appropriate for the school and the associated annual cost of service
- Email: Payroll.manager@rbwm.gov.uk
SIMS AND COMPLETE DESKTOP SUPPORT

Overview
The Royal Borough’s own Care and Children’s Application support team have access to a wide range of skills and technologies from our own staff and through our relationships with external partners and suppliers. Members of our Schools and Academies Team have worked in schools within the Royal Borough and have a working knowledge of the procedures and an understanding of the pressures of working in schools.

We believe our role is to work with schools and Academies, complementing your skills and resources, to deliver safe, secure, effective and efficient ICT support.

We offer:
- SIMS Support
- Administration Desktop Support with the option of hardware and software procurement
- Hardware recycling service

Terms and conditions will apply to all services offered by the team. These terms and conditions will, as in past years, include detailed roles and responsibilities, specific inclusions and exclusions, hours of cover and contact details.

Where services are to be designed to meet the individual needs of a school then the design of these services and the agreed processes and deliverables will be included in these terms and conditions.

The terms and conditions together with the service descriptions contained in this document will constitute the Service Level Agreement (SLA) between the school and RBWM.

Service features
Option 1: SIMS Licensing and Support
Delivers support for the Capita SIMS product for all schools and academies. RBWM maintained schools are also able to take advantage of the central software licensing arrangement. Further information about SIMS software please see http://www.capita-sims.co.uk

Central software licensing covers the core, curriculum and resources areas of SIMS for RBWM Maintained Schools. Extra modules can also be purchased and supported subject to consultation.

Academies, Independent and Free schools should contact Capita directly to arrange SIMS licensing.

Support
- Telephone, remote connection and/or on-site user support and consultancy will be provided on the SIMS software licensed for use in the school.
- Upgrades to SIMS software will be provided and tested. Clear and concise written instructions will be made available relating to a variety of SIMS tasks, from upgrades to new module functionality.
- Advice on and assistance with the implementation of new SIMS modules along with release notes relating to SIMS updates.
- Regular communications to keep you abreast of SIMS developments.
- Free SIMS Software Seminars. These will be provided at least three times per year to deal with statutory tasks and the related changes to the software. Other seminars will be offered to demonstrate new functionality as and when the need arises.
- SIMS training courses can be arranged as required. Courses can be delivered on-site, or at the RBWM training facility (subject to demand). Charges for these are shown separately. Information about SIMS courses run at Capita Children’s Services facilities can also be forwarded when requested.
- Annual courtesy visit to ensure the smooth running of your SIMS system.

Option 2: SIMS Support (as above) + Administration Desktop Support
Adds an enhanced management of your administration ICT system as follows:

- Unlimited Helpdesk support
- Unlimited on-site visits when required to address problems
- Windows peer-to-peer networking and related security
- Support of the following software as a minimum:
  - Microsoft Windows7, Windows8 and Windows10
  - Microsoft SQL Server 2012 and 2014
  - SQL Express 2012 and 2014
  - Adobe Acrobat Reader
  - Printer drivers as required
  - Local backup software
  - GoToAssist (for remote connection purposes)

Please note that this list will change as new software becomes available or support of software versions is withdrawn by the manufacturer. Supported schools will be informed of the withdrawal of support when this information is available.
• Hardware and software procurement, taking advantage of the increased buying power of the Council as a whole. Advice will be provided on suitable hardware specifications and software versions.
• Installation of all hardware and software purchased through RBWM ICT.

Option 3: Hardware Recycling
A service made available to all schools and academies which will offer the opportunity to have obsolete IT equipment collected and recycled three times a year.

Benefits to Schools
We have been privileged to work with schools and, latterly, academies since 1998 and are committed to the principles of continuous improvement in everything we do. We aim to provide a level of service at least equal to that available from the best external service providers but tailored to the specific needs of you, our customers.

RBWM Care and Childrens Application support team is uniquely positioned within the local ICT support community to provide a service which is responsive to the many and disparate demands from various government and independent organisations. This is due to our strong links with our colleagues in the Council, AfC and our highly collaborative relationship with our suppliers and colleagues in other Councils.

Our local training facility enables us to provide full, hands-on training courses on any aspect of the software we support at very competitive prices. Alternatively, we are able to tailor and deliver bespoke courses at your location.

Additional Details
Email: ict.traders@rbwm.gov.uk
INSURANCE & RISK MANAGEMENT

Overview
We offer a professional insurance and risk management service able to provide for the insurance needs of schools and to advise schools on ways to minimise the risks to the school’s assets and liabilities. The Council runs an in-house staff absence insurance scheme which is open to Academy schools.

The scheme summary is provided in the Additional details section. RBWM is not licenced to provide advice on, or make arrangements for other insurance services on behalf of third party organisations, including Academy schools.

Service features
The service is supplied as a complete package providing the insurance cover that the Council requires all schools to hold. It includes cover for public and employers’ liability, officials’ and Governors’ indemnity, money, staff fraud and damage to buildings and contents. The insurance and risk team will:

• Act as your advisers in arranging an integrated insurance programme
• Provide additional optional insurance for a range of additional liabilities such as Supply Insurance, Third Party Hirers Liability, Parent/Teacher Association Liabilities, Offsite Activities, Playground Equipment and others
• Liaise with insurers, solicitors, loss adjusters and any other external agents as required.
• Provide a prompt and efficient claims administration service
• Provide financial management information upon request

Benefits to Schools
By choosing this service you will:

• Ensure that you are protecting the school’s assets and legal liabilities
• Have access to a professional team 5 days a week who will be able to assist you in many different areas such as general insurance queries, an effective claims handling service, advice on risk management

Additional Details
Required Insurance Covers - The cost of insurance premiums will be charged to the school on a net basis and the Council will not receive a commission from the insurers. The costs of the insurance & risk management team are apportioned in relation to the total premiums paid. Together these will makeup the cost of the insurance service.

The cost of service may alter slightly annually to reflect changing risks, changes to the insurer’s premiums and any tax changes that affect the insurance policies. The Council reserves the right to increase the cost of the service in line with inflation.

Optional Insurance Covers – The specific cost of each is issued with the optional insurance form a month before the renewal date.

Excesses - A number of the insurance policies have internal departmental excesses which are listed in the separate pricing documentation for your information.

Optional Insurances available:

• Unofficial Cash cover – provides cover for unofficial funds up to the sum of £1,000
• Third Party Hall Hirers – provides £5m public liability cover to hirers of school premises
• PTA Liability Cover – provides £5m public liability cover to Parent/Teacher Associations arising out of the PTA’s usual activities
• Offsite Activity Cover – provides personal accident and travel benefits for children participating in offsite activities
• Playground Equipment - covers fixed play equipment against vandalism and other mishaps
• Supply Insurance Scheme - open to Academies and borough schools
• This cover will provide benefit to the school for day’s absences by teaching and ancillary staff that have become totally disabled from fulfilling their usual duties as a result of injury, sickness, jury service and for compassionate leave. The daily benefit for teaching staff is £150 and for ancillary £50 per day. The maximum number of days absence that can be claimed is 190 days although the benefit level drops by 50% after 100 days
• Absences caused by an illness are subject to a deferment period during which no benefit payable. A choice of deferment periods is available. Vacations, inset days and statutory bank holidays are not covered, and this applies to both teaching and non-teaching staff
• Full details of the scheme including terms and conditions, exclusions and premium costs are available upon request

Email: insurance@rbwm.gov.uk

We are represented on the Council’s ‘First Class’ schools system with a folder titled ‘Insurance & Risk Management’ which contains a number of useful documents relating to risk information and policy details.
INFORMATION GOVERNANCE

Overview
Schools must meet their statutory obligations under the Freedom of Information Act 2000, the Data Protection Act 1998 and the Environmental Information Regulations 2004. Failure to do so can result in penalties ranging from the issuing of enforcement notices to fines of up to £500,000.

Service features
Advice and support services to schools are as follows:

- Data Protection: Notification – completing annual notifications to the Information Commissioner’s Office (ICO) on behalf of the school
- Procedures for processing Subject Access Requests and Education Record requests
- Processing freedom of information and environmental information regulations
- Dealing with vexatious requests
- Providing redaction support
- Privacy/fair processing notices
- Staff training on information access regimes (data protection, freedom of information, environmental information regulations, education records) obligations and responsibilities.
- Managing consent
- Receiving and sharing personal information lawfully including information sharing agreements
- Organisational and technical information security obligations and breach handling
- Information management and governance
- Information retention and disposal guidance
- Handling data protection breaches

Benefits to Schools
RBWM’s Information Governance Team is available to provide advice, support and training on all matters related to compliance with the Data Protection Act 1998 the Freedom of Information Act 2000 and Environmental Information Regulations 2004.

Additional Details
Advice and support services rate is £65/hr or part thereof
Contact us for all Information Governance work at foi@rbwm.gov.uk

LEGAL SOLUTIONS

Overview
Select Business Services is a range of professional and business services which are focused on the needs of local community organisations, from schools to public bodies to not-for-profits and even local businesses.

The primary function of Select Business Services: Legal Solutions is to provide a high quality, value for money legal service which is timely, accurate, reliable and effective and responds to your instructions with professional skill, care and attention.

Service features
The service is provided by a team of professionally qualified lawyers, who are specialists in the following areas of Law:

Contracts
- All contact law advice and assistance
- Consultancy Agreements
- Standard Terms and Conditions of a contract/Supplier of goods and services
- Bespoke Contracts, Contractors own, and using industry recognised formats
- Preparations of contractual documentation for the procurement of goods, works and services including public procurement.
- Contractual Disputes, remedies and Contract Law in general

Property
- General Property Advice and Conveyance
- Tenancy Agreements and Advice
- Landlord and Tenant (incl. drafting and negotiating leases, rent reviews, deeds of variation, licenses to alter, dilapidation problems)
- Compulsory Purchase Orders
- Advice related to school premises and disposal of such by way of sale or lease.
- Charities
- Property recovery, including forfeiture proceedings with recovery of rental arrears and possession.
- Conversion to Academy status

Education
- Education statutory requirements e.g. non-attendance at school
- Admissions and Exclusions, SEN – including representation at independent appeal panel
- Represent the client, or arrange representation as appropriate, in all courts, tribunals and
- other inquiries associated with the provision of education matters.
- Responsibilities of school governors, Head Teachers, School Staff and Parents
Legal Services

Employment Law
- Employment Tribunals.
- All employment matters, including compromise agreements, discriminations, redundancy and TUPE
- Disciplinary and Appeal hearings including representation.

Exclusions
The following are not covered and, in these instances, we will suggest an alternative source of specialist advice, but it will be the responsibility of the school to pay for it from their own funds:
- Where a Barrister is required, e.g. attendance at Court and/or Tribunal;
- A school would like a second opinion from external solicitors and/or a Barrister;
- A school and the Council are in conflict, and the Council is unable to act for the school on that matter;
- Where a school does not follow the legal advice provided by Select Business Services: Legal Solutions.

Benefits to Schools
Select Business Services was formed by combining the traded services offered by Shared Legal Solutions with those of other shared services, available to Wokingham and RBWM based clients. By sharing costs and reducing overheads, Select Business Services: Legal Solutions is able to offer its services at a highly competitive rate when compared to high street solicitors.

In addition, as Local Government lawyers we also understand the challenges encountered by Schools and we are committed to assisting you in finding legal solutions. We aim to say “you can” or be able to suggest other solutions to the same goal.

Charging Information (from 1st APRIL 2018)
Select Business Services: Legal Solutions charges £85 an hour plus VAT for all legal advise adn assistance. This includes same day telephone contact for brief queries and emergencies. There is no up-front fee.

Quality Assurance
Select Business Services: Legal Solutions are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If at any time you are unhappy with the service provided, please report it to the person dealing with your matter and discuss how the matter is going to be resolved. In the event your concern has not been dealt with to your satisfaction, please contact Sean O’Connor (Lead Specialist) at sean.oconnor@wokingham.gov.uk

LIBRARIES, ARTS & HERITAGE

Overview
The library service offers a variety of specialist sessions designed to improve the enjoyment of reading and literacy across all age ranges. Bespoke sessions, including author visits, are also available.

Service features
Book Buzz
A 6 week course covering 6 different types of fiction categories to encourage children to discover, share and enjoy books. This can be run as a before/after school club including parents, or during the school day with additional writing activities. Suitable for Year 4 upwards.

Book Zone
A bespoke one off session especially created to meet your needs for any specific year group. Previous session subjects include:
- Poetry
- If you like you’ll love…
- All films are books
- Thrillers and chillers
- Book search (can’t find a book you like)
- Motivational sessions for targeted readers
- Specialised session for children with learning disabilities

Online Resource Exploration – ideal for homework help & projects
A one off session introducing a range of free online resources that include Encyclopaedia Britannica (Junior and Student), Oxford Reference, Social Issues, and Science and Technology resources. These can be accessed at home or school through the library website to help with homework, projects and research. Suitable for Year 7 upwards.

Children’s Reading Group List
A selection of specially selected books is available in sets of 10 and can be loaned from the library in 6 week blocks for school reading groups. This is a free service which includes a member of our team coming to the first session to get the group started. Extra sessions are available on request, but are chargeable.
Stories and Songs
A fun half an hour interactive session of stories, songs and rhymes, specially tailored for under 5’s to encourage a lifelong love of reading. These sessions can be themed on request. Reading Development & Stock Support Service for Schools

Annual Membership Subscription includes Loan and Exchange Service, Stock suggestion and request procedure for school staff, access to RBWM stock, delivery and collection exchange 1 per year by the Library Service, unlimited exchange if delivered and collected by the school, Library-led induction activities – one per year per class, choose from Book Buzz, Book Zone, Online Resources induction, Rhytime, Children’s Reading Group set-up and support (access to over 100 Reading Group collections), Literacy Day – one per year and Summer Reading Challenge links

Benefits to Schools
• In schools
• Tailored sessions designed for the particular needs of your school or year group.
• Access to specialist resources
• Expert sessions designed to support the teaching of reading and literacy

Additional Details
The first session of the children’s reading list group is free. Other services will incur a small charge. For bespoke service charges, please contact the Outreach & Stock Team. Our specialist staff are DBS certified, and are highly experienced in delivering specialist sessions to children.

Email: maidenhead.library@rbwm.gov.uk

MUSEUMS

Overview
Windsor & Royal Borough Museum, the Borough’s local history collection, presents some fascinating stories about the Royal Borough of Windsor & Maidenhead. The Museum is on the ground floor of the Guildhall and is built on the site of the old Market House. This historic location enables visitors to listen to tales of the courtroom, stand in the dock, re-enact royal weddings, and explore a place that still plays its part in the history of Windsor.

Service features
The Museum offers schools sessions for KS1+ that provide support for many programmes of study including History, English, Geography, Drama and Law. These sessions are designed to contribute to Ofsted’s Spiritual, Moral, Social and Cultural (SMSC) requirements using archives, museum collections and stories from people Beyond the Castle Walls. Schools sessions are available on Mondays from 10.00 and subject to availability throughout the rest of the week.

Court in the Act KS2+ (held in the Museum and Guildhall)
This 2 hour local history session will help students find out about the past in the Royal Borough through:
• Handling museum objects roles
• Using original court records for evidence Developing literacy and persuasive
• Re-enacting a real court case language skills
• Working in small groups with allocated

Windsor through Time KS1 (held in the Museum and Guildhall)
This 2 hour object based session focuses on the history of the local area and some of the town’s residents by:
• Developing literacy skills through group based discussion
• Comparing and contrasting the past with the present
• Using maps to build awareness of the local area
• Handling museum objects

The Museum also offers a series of talks, tours and outreach sessions along with opportunities for self guided visits. The museum team are currently working on sessions relating to Magna Carta, Anglo Saxons, suffragettes, and memories. Please visit the website for more information https://www3.rbwm.gov.uk/museum or http://windsormuseum.org.uk
Benefits to Schools

- Curriculum focused sessions tailored for the abilities of your group
- Content rich sessions that support cross-curricular themes and the Creative Curriculum
- Opportunities to handle museum objects and learn from primary sources
- Flexibility in session content and structure
- Supports learning outside the classroom
- Historic location contributing to experiential learning
- Access to specialist museum staff and resources
- Bespoke sessions to support current topics or subject areas
- Outreach sessions that can take place at your school or another preferred location.
- Object loans available
- Opportunities for students to enjoy learning indifferent ways

Additional Details

Experienced in organising school visits our museum staff and volunteers are available to guide you through the booking process. The museum provides opportunities to discuss the needs of your school or group to ensure your visit fulfills expectations and creates enjoyable experiences.

Due to space limitations the Museum can accept a maximum of 35 students per taught session. Larger groups can be accepted for talks, tours and outreach on request.

For bookings, more information or to discuss your school’s needs please contact our team.

Email: museum@rbwm.org.uk
Telephone: 01628 685 686
Museum Web site: www.rbwm.gov.uk/web/museum.htm
Access: The museum is on the ground floor of the Guildhall and is wheelchair accessible. The Guildhall Chamber and Ascot rooms are on the first floor and there is no lift access due to restrictions in place as a Grade I listed building. There is a stair lift available if required.

UTILITY MANAGEMENT

(RBWM Maintained Schools – Core service and chargeable service.
Academies – Chargeable service only)

Overview

All maintained schools are included within the RBWM corporate energy and water contracts i.e. (Gas, electric, oil & water). The Energy team provide support of these contracts and will assist with any queries on request. To ensure all schools are meeting their energy compliance needs, the Council organises a Display Energy Certificate service which all schools can access.

Core Free service - Maintained schools only - Utility contracts

Service features

- Contract procurement along with all other Royal Borough buildings to ensure value for money.
- Contract administration.
- Contract monitoring including auditing, review and contract compliance.
- Provide help and support when utility queries arise

Chargeable services - All Schools

Display Energy Certificates

Legislative

Display Energy Certificates – these certificates are legally required by all schools and show the school’s energy performance over the previous year as well as provide information on how the school can reduce its energy consumption. A valid certificate and advisory report are required for all buildings with a floor area over 250m2.

Benefits to Schools

- Access to a large corporate contract offering competitive rates
- Access to specialist advice and support
- Identification and resolution of utility issues
Additional Details

Utility bills are sent direct to schools for payment.

Please note that Academies are not included in the RBWM’ Energy Contract and will need to make their own energy contract arrangements. Academies are able to access the Council’s display energy certificate service.

Every individual school building with a floor area over 250m² requires a valid display energy certificate and a valid advisory report. For buildings over 1000m² a display energy certificate must be renewed annually and the advisory report must be renewed every 7 years. For buildings under 1000m² both the display energy certificate and advisory report are valid for ten years.

The Display Energy Certificates/Advisory Reports carried out under this Utility Management 2018/19 SLA will be produced in July 2018 for maintained schools and July 2019 for academy schools. Please note that delivery of the certificate may be delayed if requested information is not provided to the assessor in a timely manner.

Email: energy.manager@rbwm.gov.uk

QUALITY ASSURANCE

We offer a wide range of quality services for schools, Academies and other local authorities, reflecting our commitment to ‘excellence and inclusion’ – giving every child the best possible start in life.

We have a rigorous system for quality assurance, which supports a culture of continuous improvement in all services. We aim to:

- Secure consistency in quality standards across our range of services
- Demonstrate our commitment to continuously improving services.
- Provide clear expectations for managers and staff in delivering quality services.

Our approach to quality assurance means that we:

- Regularly monitor our performance against a specific set of customer service standards and service impact measures
- Use customer feedback to improve and develop services
- Have a defined and transparent process for addressing any problems or issues with services

These processes are supported by: Service Level Agreements/contract and service specific guidance.

Customer service standards & service impact measures

All our services are committed to the following customer service standards.

We report on performance against these standards on an annual basis.

1. Timeliness

When you contact us, we will:

- Respond to emails and letters within five working days. If we do not have all the information needed to answer your query, we will let you know when you can expect a full reply
- Respond to telephone messages within five working days, if we are not able to answer your call straight away

2. Professionalism

We will:

- Carry out our work with integrity, treating you with courtesy and respect
- Help you get the best from our services through well trained, knowledgeable staff

3. Quality and availability of information

We will clearly and accurately tell you about:

- The services we provide and how you can access them
- Our standards of customer service and how well we are performing
4. Resolving problems
We will acknowledge complaints within five working days and respond fully within ten working days and always consider whether we have got something wrong and take appropriate action. A further 10 working days may be requested and used if further investigations required.

5. Customer feedback
We routinely use customer feedback to inform service development. We will seek your views using a combination of the following methods:
- Annual satisfaction survey
- Complaints, compliments and comments
- Evaluation of specific events or interventions
- Specific user, partnership and focus group

6. Evaluation of specific events or Interventions
A number of services ask customers to complete evaluations following specific events or interventions, such as training courses. We will use your responses to inform improvement of the specific service/course provided; but also to inform overall development of the services we offer.

7. Specific user focus groups
If we are proposing a fundamental change in service, or developing a new service, we may ask you to join a user focus group.

Addressing problems or under Performance
We have a two step process for addressing any problems or issues, which ensures that these are resolved promptly and escalated where appropriate.
- First step - contact relevant service: In the event of a problem with a service, please inform the appropriate service lead, who will discuss a solution with you and take the necessary action.
- Second step - contact Customers Services: Where a problem is not resolved satisfactorily, please contact the Customers Services help desk who will investigate and co-ordinate a response.

FREQUENTLY ASKED QUESTIONS

Why should I opt in with RBWM/AfC?
We are committed to providing the highest quality services to schools, at the best possible price. You can be assured that all advice, guidance and support that we provide will be delivered by suitably qualified and experienced professionals and you will find that our services are competitively priced. For further details please refer to our Quality Assurance section in the brochure or alternatively join us at the Annual Traded Services Roadshow in January 2015 to speak to the services direct.

How do I raise a concern?
The quality of all the services is extremely important to us, so performance will be monitored on a regular basis by our team via annual account manager meetings, against strict quality standards. If however you do have a complaint about a service that you have purchased from us, then we will investigate this efficiently on your behalf. For further contact details for service area specific concerns please refer to the relevant section in the SLA (schedule 2).

How can I provide feedback?
We are always keen to hear your views on how you feel that our services are performing and we are particularly interested in areas where we can improve our quality or offering. We will talk to you about the most effective way to do this, but in the meantime, please contact us with any suggestions.

How do I purchase new services not on my quotation?
- If you are interested in taking up a new service, simply reply to your initial quotation issued by Business Development asking for the additional services to be added in.
- If you would like to discuss your requirement of a specific service, please liaise with the service area direct using the contact details at the bottom of their section in the brochure.
- Should you need any assistance with this, please speak to your relevant account manager as usual.

What happens if my school doesn’t purchase your services?
- Headteachers, governors and school business managers have the responsibility to purchase services which provide good value for money and are of high quality. RBWM staff are committed to delivering efficient, effective and high quality services which are tailored to meeting the particular needs of the borough and individual schools. We are constantly striving to improve the quality of the provision.
- It is important to note that some services are a legal requirement whether you purchase.
them through RBWM or not – this will be noted in the details of each service if relevant. Should your school wish to opt in for a service mid year, please liaise with your account manager.

Who can I talk to?

- The Brochure and full SLA (schedule 2) list contact methods for each individual service should you have any business as usual enquiries that need resolving. However, Business Development is responsible for the account management process so issues can be reported via your annual account manager meetings or by directly contacting the team on either:

  01628 796599 or email business.development@achievingforchildren.org.uk

What are the service standards?

- Guaranteed response times and timescales for service delivery
- Prompt and effective response to all communication
- Monitoring of service delivery to ensure standards are maintained
- Providing joining instructions and location maps for suitable training venues
- Friendly impartial advice at all times – advisory visits by appointment
- Providing reports of activities and evaluations within an agreed timescale
- Arrangements for specific quality assurance and the application of nationally recognised professional standards
- Process for agreeing variations of the contract on a case by case basis, e.g. who to contact, what will be required, limitation

What will we ask of you?

- Clear notification of your requirements
- Adequate notice before a service is to be provided
- Signed SLA (schedule 1) agreement returned in time with your buy back cycle
- Ensuring attendance and punctuality at events
- Providing early notification of any cancellation of services (please note different services have their own guidelines set up - please refer to the SLA)
- Providing appropriate information and documentation to support a specific service delivery
- Signing an agreement document which details services to be provided for agreed charges

HOW TO BUY

1. All customers will be issued with an initial quotation form during the relevant buy back cycle. This document is populated based on individual purchases from last year against this year’s price. Please use this to confirm your options for the next year. To do this follow the steps below:

   - **If you are happy with the initial quotation** - simply reply to Business Development in writing to highlight your acceptance.
   - **If you require any changes** - please respond to Business Development and highlight any services to be removed or added. Please include any of the additional services that you have decided to purchase this year
   - **Please note** - you need to liaise with the service area direct in the first instance should you require any additional information. Contact details can be found in their section of the brochure
   - Business Development will amend quotations to match your requirements and re-issue them until you are happy to accept. At this point, simply reply to Business Development in writing to highlight your acceptance.

2. Once your acceptance is received, you will be issued with an SLA (schedule one) for you to sign and return to us at the address shown. This document is broken down into 3 sections:

   - Agreement Overview – an official breakdown of your order including time frames of the agreement, payment options, and any special terms required. This is also where we will require representatives from both parties (RBWM and Your School) to sign and formally initiate Business Development making the relevant arrangements for your school to receive the services outlined in your quotation.
   - Quotation: A copy of the final version of your accepted quotation will be included here.
   - T&C’s: These are the standard terms and conditions used in the buy back process.

   An additional document called SLA (schedule two) will be published on the corporate website – and is available upon request – for you to refer to. This document outlines the specific details of each individual service listed in the brochure, including the number of days, services, timescale for delivery, your expectations and any variations to the general terms and conditions.

4. Once your signed agreement is returned, Business Development will liaise with our finance teams to set up your payment and inform all services who has opted into their service for the next year. Your services will then commence as outlined in your agreement overview.
Notice Periods and Disclaimers

- If you are a grant maintained school by the Local Authority the costs of the services that you have chosen to buy back, will be deducted via journal in April.
- For Academies, Free Schools and Independent establishments, you will be set up with a Direct Debit with your full amount split into 11 equal monthly payments starting in October.
- Your requirements can be discussed further with the Business Development Account Manager.
- ‘Payment on request’ services will be invoiced on an individual basis following completion of the purchased service.
- If you have any further questions or queries, please contact the Business Development Team on either 01628 796599 or email business.development@achievingforchildren.org.uk
**ARBORICULTURE SERVICES**

<table>
<thead>
<tr>
<th>Session</th>
<th>Hourly Rate</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arboricultural Officer</td>
<td>£65</td>
<td>It is likely that we will obtain external support from arboricultural consultants. We will provide you with a competitive rate for any work and will charge you it at cost plus up to a 13% administration charge for any work carried out.</td>
</tr>
</tbody>
</table>

**AGRESSO SUPPORT**

**AUDIT SERVICES:**
LA Maintained Schools Only

Internal Audit Services and Internal Control Assurance are provided free to maintained schools.

Services detailed in the Traded Service Brochure 2018-19 are not currently available to Academies.

<table>
<thead>
<tr>
<th>Option</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount per pupil</td>
<td>£4.25</td>
</tr>
<tr>
<td>Minimum Charge</td>
<td>£805</td>
</tr>
<tr>
<td>Maximum Charge</td>
<td>£5361</td>
</tr>
</tbody>
</table>
### BURSAR SUPPORT: ACADEMIES

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Standard SLA</th>
<th>SLA Extra Package</th>
<th>Extra Cost per hour/Place</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max. visits included each year, up to 2 hours.</td>
<td>Yes</td>
<td>N/A</td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Option of using one within normal office hours for meetings e.g. Governing Body</td>
<td>Yes</td>
<td>N/A</td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Unlimited calls to helpline for day-to-day advice, Financial matters.</td>
<td>Yes</td>
<td>N/A</td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Places at termly Bursar Support Meeting or Academies meeting with specific issues and advice relating to academies.</td>
<td>Yes</td>
<td>N/A</td>
<td>£106 per place</td>
</tr>
<tr>
<td>Maximum half-day places each year at training sessions.</td>
<td>Yes</td>
<td>N/A</td>
<td>£68 per place</td>
</tr>
<tr>
<td>Assistance with customising financial reports and templates.</td>
<td>Yes</td>
<td>N/A</td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Advice on accounting practices and procedures.</td>
<td>Yes</td>
<td>N/A</td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Half yearly newsletter from Bursar Support Team on financial issues.</td>
<td>Yes</td>
<td>N/A</td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Assistance in providing financial information for an OFSTED inspection and follow up action plans.</td>
<td>Yes</td>
<td>N/A</td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Additional assistance in the construction and calculation of Annual Budget Plan/3 Year Plan.</td>
<td>Yes</td>
<td>N/A</td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Attending Governors Meeting to assist budgeting or to work with the HT or Bursar in the preparation of expenditure monitoring reports. This is offered within working hours and counts as one of the visits within the SLA package purchased by the Academy. Annual completion of Financial return to DfE.</td>
<td>Yes</td>
<td>N/A</td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Intensive one-to-one support for new Bursar up to 10 hours.</td>
<td>Yes</td>
<td>N/A</td>
<td>£560</td>
</tr>
<tr>
<td>Hourly rate</td>
<td>N/A</td>
<td>£68</td>
<td>£68 per hour</td>
</tr>
</tbody>
</table>

**PRICE FOR ACADEMIES BURSAR SUPPORT SLA**

£1,700
Academy Schools who do not buy back the standard SLA service will be charged as follows:

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per place at Bursar Support Meetings</td>
<td>£265 per place/per meeting</td>
</tr>
<tr>
<td>Per place on half day training course</td>
<td>£265 per course</td>
</tr>
<tr>
<td>Hourly charge for work undertaken</td>
<td>£159</td>
</tr>
<tr>
<td>Package: Intensive one-to-one support for new Bursar up to 10 hours.</td>
<td>£1,048</td>
</tr>
<tr>
<td>Completion of mandatory CFR in year after transition (related to previous years data 2015-16) for schools not purchasing Academies SLA.</td>
<td>£423</td>
</tr>
<tr>
<td>Telephone/ e-mail support standard charge per case. Additional charges based on hourly rate above.</td>
<td>£78</td>
</tr>
<tr>
<td>Academy specific salary tool for 2016-17 with projections for next 2 years and cash flow facility</td>
<td></td>
</tr>
<tr>
<td>Salary Tool without training</td>
<td>£200</td>
</tr>
<tr>
<td>Salary Tool including training</td>
<td>£300</td>
</tr>
<tr>
<td>Pupil Premium Spreadsheet – To track outcomes and monitor funding, this spreadsheet also populates a report suitable for upload onto the school website (which is a DfE requirement).</td>
<td></td>
</tr>
<tr>
<td>Upgraded spreadsheets only (no further training required).</td>
<td>£200</td>
</tr>
<tr>
<td>Initial purchase including training.</td>
<td>£300</td>
</tr>
<tr>
<td>Half yearly newsletter from Bursar Support Team on financial issues</td>
<td>£63</td>
</tr>
</tbody>
</table>

Note for all schools: Cancellation of courses must be within 48 hours of the course date. Failure to do so will incur a £79 charge per delegate.

### BURSAR SUPPORT: MAINTAINED SCHOOLS

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Standard SLA</th>
<th>Standard plus SLA</th>
<th>SLA Extra Package</th>
<th>Extra Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum number of visits included each year for up to 2 hours. The option of using one meeting within normal office hours e.g. a meeting with the Governing Body</td>
<td>3</td>
<td>8</td>
<td></td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Unlimited telephone calls to helpline for day-to-day problem solving and advice, both on financial matters and in respect of FMS6 and its links with SIMS Personnel/Agresso</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>Places at all Bursar Support Meetings</td>
<td>1</td>
<td>2</td>
<td></td>
<td>£106 per place</td>
</tr>
<tr>
<td>One place at training sessions</td>
<td>4</td>
<td>8</td>
<td></td>
<td>£68 per place</td>
</tr>
<tr>
<td>Advice and support in respect of DfE Financial Regulations, especially in school arrangements for authorising and monitoring expenditure including Benchmarking.</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Assistance and support with annual budget planning, 3year Planning, monitoring and valuation.</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Assistance with customising financial reports and templates.</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Advice on Banking, Best Value, VAT related issues and reconciling RBWM Financial Reports.</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Advice and support with monitoring and other external agencies (EFA)</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Advice on accounting practices and procedures</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Half yearly newsletter from Bursar Support Team on financial issues</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>N/A</td>
</tr>
</tbody>
</table>
## Pricing

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Standard SLA</th>
<th>Standard plus SLA</th>
<th>SLA Extra Package</th>
<th>Extra Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance in providing financial information for an OFSTED inspection and follow up action plans</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Additional assistance in the construction and calculation of Annual Budget Plan/3 Year Plan.</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Attending Governors Meeting to assist in setting up the budget or to work with the Headteacher and/or Bursar in the preparation of expenditure monitoring reports. This can be offered within working hours and counts as one of the visits identified within the SLA package purchased by the school.</td>
<td>Yes</td>
<td></td>
<td></td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Annual completion of CFR Return to DfE.</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>SFVS support and training</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Salary tool including training for 2018-19 with projections for next 2 years.</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Pupil Premium Spreadsheet – To track outcomes and monitor funding, this spreadsheet also populates a report suitable for upload onto the school website (which is a DfE requirement).</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Intensive one-to-one support for new Bursar up to 10 hours.</td>
<td></td>
<td></td>
<td>£582</td>
<td>£68 per hour</td>
</tr>
<tr>
<td>Hourly rate</td>
<td></td>
<td></td>
<td></td>
<td>£68 per hour</td>
</tr>
<tr>
<td>PRICE FOR BURSAR SUPPORT SLA</td>
<td>£2,060</td>
<td>£2,430</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Maintained Schools who do not buy back either standard or standard plus service will be charged as follows:

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per place at Bursar Support Meetings</td>
<td>£265</td>
</tr>
<tr>
<td>Per place on half day training course</td>
<td>£265</td>
</tr>
<tr>
<td>Hourly charge for work undertaken</td>
<td>£159</td>
</tr>
<tr>
<td>Package: Intensive one-to-one support for new Finance Officer up to 10 hours</td>
<td>£1,048</td>
</tr>
<tr>
<td>CFR return</td>
<td>£423</td>
</tr>
<tr>
<td>Telephone/ e-mail support standard charge per case. Additional charges based on hourly rate above.</td>
<td>£78</td>
</tr>
<tr>
<td>Salary tool for 2016-17 with projections for next 2 years</td>
<td></td>
</tr>
<tr>
<td>● Salary Tool without Training</td>
<td>£200</td>
</tr>
<tr>
<td>● Salary Tool including Training</td>
<td>£300</td>
</tr>
<tr>
<td>Pupil Premium Spreadsheet – To track outcomes and monitor funding, this spreadsheet also populates a report suitable for upload onto the school website (which is a DfE requirement).</td>
<td></td>
</tr>
<tr>
<td>● Initial purchase including training, upgraded spreadsheets only (no further training required).</td>
<td>£300</td>
</tr>
<tr>
<td>Half yearly newsletter from Bursar Support Team on financial issues</td>
<td>£63</td>
</tr>
</tbody>
</table>

Note for all schools: Cancellation of courses must be within 48 hours of the course date. Failure to do so will incur a £79 charge per delegate.
PLANNED PROJECTS

TABLE A: PLANNED PROJECTS
Where work is agreed to be undertaken on an hourly rate basis, the following rates shall apply:

<table>
<thead>
<tr>
<th>Note</th>
<th>Description</th>
<th>Hourly Rate £/hr</th>
<th>Rate per project</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Project Management/Contract administration by Shared Building Services</td>
<td>£75</td>
<td>See table B</td>
</tr>
</tbody>
</table>

TABLE B: PROJECT FEE CHARGES FOR PLANNED WORKS
The following table is typical of the rates used for different values of projects for project management and contract services. These fees are standards fees and can be discussed where a project is significantly different from the standard service.

<table>
<thead>
<tr>
<th>Project estimated cost</th>
<th>Fee £</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Time Charge</td>
</tr>
<tr>
<td>Up to £20k</td>
<td>20% all inclusive</td>
</tr>
<tr>
<td>B</td>
<td>Single location</td>
</tr>
<tr>
<td>£20k - £50k</td>
<td>15% all inclusive</td>
</tr>
<tr>
<td>C</td>
<td>Single location</td>
</tr>
<tr>
<td>£50k - £100k</td>
<td>15% all inclusive</td>
</tr>
<tr>
<td>D</td>
<td>Single location</td>
</tr>
<tr>
<td>£100k - £250k</td>
<td>15% all inclusive</td>
</tr>
<tr>
<td>E</td>
<td>Single location</td>
</tr>
<tr>
<td>£250k - £500k</td>
<td>15% all inclusive</td>
</tr>
<tr>
<td>F</td>
<td>Single location</td>
</tr>
<tr>
<td>£500k - £750k</td>
<td>15% all inclusive</td>
</tr>
<tr>
<td>G</td>
<td>Single location</td>
</tr>
<tr>
<td>£750k - £1m</td>
<td>15% all inclusive</td>
</tr>
<tr>
<td>H</td>
<td>Single location</td>
</tr>
<tr>
<td>£1m – OEJU</td>
<td>2-4% Project Management only</td>
</tr>
<tr>
<td>I</td>
<td>OEJU and above</td>
</tr>
<tr>
<td></td>
<td>2-4% Project Management only</td>
</tr>
</tbody>
</table>

REACTIVE REPAIRS
The term contracts are out for tender at the current time and the new providers are scheduled to start from 1st April 2018. These contractors are traditionally used for general maintenance items on demand. Schools will be advised of the hourly rates as soon as the tender returns have been assessed and the new provider appointed.

MANAGEMENT FEE

PREVIOUSLY SERVICE CONTRACTS
- The Management fee is a one off annual payment for subscribing to all of the services provided by SBS.
- Actual costs for the Servicing of equipment etc. and any reactive calls logged will be charged separately.
- Schools must subscribe to both the management fee and to the Helpdesk - purchasing of individual Service Contracts is not available.

PLEASE NOTE:
- The Management fee is currently under review due to potential operational changes influenced by the current tendering process for Contractors and the proposed move to Cloud based services.
- Maintained Schools will be advised of the new Management fees in March 2018 once the tendering exercise is complete.
- Academies, free schools and other third party educational establishments will have their prices included on their quotations during their buy back period.
- Please simply note your intent to sign up to the service as part of your quotation negotiation.

ASBESTOS SERVICE
THE SHARED SERVICE ANNUAL FEE FOR UNDERTAKING AN ANNUAL REVIEW OF YOUR ASBESTOS AND TO PROVIDE PROFESSIONAL SUPPORT AND GUIDANCE IS £500
### *NEW* COMMUNICATIONS AND MARKETING

- Quotes upon request
- Discounted package deals are also available upon request

### CATERING ADVISORY SERVICE

<table>
<thead>
<tr>
<th>Option</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kitchen Monitoring Visit</td>
<td>£380</td>
</tr>
<tr>
<td>Kitchen Equipment Repair and Replacement &amp; Hygienic and Deep Cleaning of Kitchens fee</td>
<td>Please refer to the relevant section</td>
</tr>
</tbody>
</table>

### EMERGENCIES & KEY HOLDING

<table>
<thead>
<tr>
<th>Option</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>RBWM Controlled &amp; VC Schools Level 1</td>
<td>FREE</td>
</tr>
<tr>
<td>RBWM Controlled &amp; VC Schools Level 2</td>
<td>£130</td>
</tr>
<tr>
<td>RBWM VA Schools Level 1</td>
<td>FREE</td>
</tr>
<tr>
<td>RBWM VA Schools Level 2</td>
<td>£130</td>
</tr>
<tr>
<td>RBWM Academy/Free Schools Level 1</td>
<td>£130</td>
</tr>
<tr>
<td>RBWM Academy/Free Schools Level 2</td>
<td>£265</td>
</tr>
<tr>
<td>Non RBWM Level 1</td>
<td>£130</td>
</tr>
<tr>
<td>Non RBWM Level 2</td>
<td>£265</td>
</tr>
</tbody>
</table>

### EQUIPMENT SERVICING

<table>
<thead>
<tr>
<th>Option</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Management Fee</td>
<td>£220</td>
</tr>
</tbody>
</table>

This includes inspection of:
- Gas Safety Inspection
- Fire Fighting Equipment
- PE Equipment
- Machine Tool Equipment
- Supply and Servicing of Water Coolers, Fly Zappers
**FILM & MUSIC LICENSING**

Charges applicable for this service only if licences required in addition to the published list in Brochure.

### FREE SCHOOL MEALS

<table>
<thead>
<tr>
<th>Option</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Licence Fee</td>
<td>£320</td>
</tr>
<tr>
<td>Annual Management Fee</td>
<td>£220</td>
</tr>
<tr>
<td>Monthly Grounds Fee</td>
<td>Charged Separately on a monthly basis (annual fee received separately)</td>
</tr>
</tbody>
</table>

### GROUNDS MAINTENANCE

<table>
<thead>
<tr>
<th>Option</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Management Fee</td>
<td>£220</td>
</tr>
<tr>
<td>Monthly Grounds Fee</td>
<td>Charged Separately on a monthly basis (annual fee received separately)</td>
</tr>
</tbody>
</table>

### HYGIENIC DEEP CLEANING

<table>
<thead>
<tr>
<th>Option</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Management Fee</td>
<td>£220</td>
</tr>
<tr>
<td>Dining Centre (servery)</td>
<td>£240 *</td>
</tr>
<tr>
<td>Primary School</td>
<td>£510 *</td>
</tr>
<tr>
<td>Middle School</td>
<td>£950 *</td>
</tr>
<tr>
<td>Secondary (including special)</td>
<td>£1300 *</td>
</tr>
</tbody>
</table>

* Prices subject to change as not available until the tender exercise is complete - affected schools will be contacted and advised of new prices.

---

**KITCHEN DESIGN**

Projects costs are charged an hourly rate, depending on the nature of the refurbishment.

### KITCHEN REPAIR & REPLACEMENT

<table>
<thead>
<tr>
<th>Option</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dining Centre (servery)</td>
<td>£1,085</td>
</tr>
<tr>
<td>Primary School</td>
<td>£2,171</td>
</tr>
<tr>
<td>Middle/ Secondary (including special)</td>
<td>£4,015</td>
</tr>
<tr>
<td>Grease Traps</td>
<td>£565</td>
</tr>
<tr>
<td>Combi Ovens</td>
<td>£320</td>
</tr>
</tbody>
</table>

**DISCLAIMERS:**

- Please note

- * If you are not part of the RBWM Catering Contract you will also need to pay an administration fee of £220
- * Due to increase costs from suppliers, jobs raised regarding issues with Combi Ovens, Ventilation or Shutters with fixes of over £1,000 may require additional costs being required. These will be dealt with on an individual basis and you will be advised in advance of any fixes being implemented.

### LIGHT CATERING EQUIPMENT

<table>
<thead>
<tr>
<th>Option</th>
<th>Annual Charge for those NOT in the catering contract</th>
<th>4 Month Charge for those in the catering contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 220 Pupils</td>
<td>£310</td>
<td>£103</td>
</tr>
<tr>
<td>221 – 400 Pupils</td>
<td>£415</td>
<td>£138</td>
</tr>
<tr>
<td>Over 400 Pupils</td>
<td>£520</td>
<td>£173</td>
</tr>
</tbody>
</table>

**DISCLAIMERS:**

- * Between April 1st and July 31st, the service will remain the same as previous years. Any schools not in the catering contract during this time can still place orders via the BD team with a £50 admin fee charge applied with each order.
- ** Four month charge for those in the new corporate catering contract from August 2018 to cover the offering prior to the new arrangement commencing.
REPAIR TO FABRIC OF BUILDINGS

<table>
<thead>
<tr>
<th>Option</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dining Centre (Servery) (maintained schools only)</td>
<td>£220</td>
</tr>
<tr>
<td>First/ Infant/ Junior/ Primary (maintained schools only)</td>
<td>£545</td>
</tr>
</tbody>
</table>

SCHOOLS CATERING SERVICE

This contract is currently out for tender and the new providers are scheduled to start from 1st August 2018. Prices for those continuing with the corporate contract will be issued to affected schools once a supplier has been awarded.

Prices below are for those schools tied into the current arrangement and are priced to cover the period of April 1st - July 31st 2018.

<table>
<thead>
<tr>
<th>Option</th>
<th>4 Month Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 220 Pupils</td>
<td>£390</td>
</tr>
<tr>
<td>221 – 400 Pupils</td>
<td>£450</td>
</tr>
<tr>
<td>Over 400 Pupils</td>
<td>£610</td>
</tr>
</tbody>
</table>

UNDER 5’S SCHOOL MILK

<table>
<thead>
<tr>
<th>Option</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statutory Duty</td>
<td>£60</td>
</tr>
</tbody>
</table>

WASTE MANAGEMENT

<table>
<thead>
<tr>
<th>Option</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Management Fee</td>
<td>£220</td>
</tr>
<tr>
<td>Monthly Waste Fee</td>
<td>Charged Separately on a monthly basis (annual fee received separately)</td>
</tr>
</tbody>
</table>

BEHAVIOUR SUPPORT

<table>
<thead>
<tr>
<th>Team</th>
<th>20 day Package</th>
<th>15 day Package</th>
<th>10 day Package</th>
<th>5 day Package</th>
<th>2.5 day Package</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behaviour Support</td>
<td>£3,600</td>
<td>£2,700</td>
<td>£1,800</td>
<td>£900</td>
<td>£450</td>
</tr>
</tbody>
</table>

EDUCATIONAL PSYCHOLOGY

For more detailed information and details about our Core and Core+ service, please refer to our Information Pack for Schools on our website or email: edpsych@achievingforchildren.org.uk

The charges for our EPs equate to a daily rate of £380, which remains highly competitive. It may be possible to purchase a daily rate in-year subject to staff availability and committed workload. The EPS daily rate for days in addition to the core package is £525.

<table>
<thead>
<tr>
<th>Team</th>
<th>20 day Package</th>
<th>15 day Package</th>
<th>10 day Package</th>
<th>5 day Package</th>
<th>2.5 day Package</th>
</tr>
</thead>
<tbody>
<tr>
<td>Package for Educational Psychologist</td>
<td>£7,600</td>
<td>£5,700</td>
<td>£3,800</td>
<td>£1,900</td>
<td>£950</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Team</th>
<th>1 day per week</th>
<th>½ a day per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add on package for Assistant Psychologist</td>
<td>£6,000</td>
<td>£3,000</td>
</tr>
</tbody>
</table>

It is possible to purchase any combination of packages (e.g. a combination of 10-day and 2.5-day). No additional charge is made for travel, photocopying, assessment materials etc.
**EDUCATION STANDARDS**

School Improvement Advisor days (Including travel and preparation time)

<table>
<thead>
<tr>
<th>‘Pay as you go’ Days</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quart of a day/ Twilight</td>
<td>£160</td>
</tr>
<tr>
<td>Half a day (up to 3.5 days)</td>
<td>£265</td>
</tr>
<tr>
<td>1 day (up to 7 hours)</td>
<td>£525</td>
</tr>
</tbody>
</table>

**Cost Effective and flexible packages, per financial year**

<table>
<thead>
<tr>
<th>Package</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 day package</td>
<td>£1450</td>
</tr>
<tr>
<td>5 day package</td>
<td>£2300</td>
</tr>
<tr>
<td>7 day package</td>
<td>£3200</td>
</tr>
</tbody>
</table>

The following charges apply to customers that DO NOT buy back:

<table>
<thead>
<tr>
<th>Service Required</th>
<th>Cost per hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advice and Support on governance issues for school</td>
<td>£60 (min 1 hour)</td>
</tr>
<tr>
<td>outside the agreement</td>
<td></td>
</tr>
<tr>
<td>Individual Governor Attendance at central training</td>
<td>£60 per 90 minute session</td>
</tr>
<tr>
<td>courses</td>
<td></td>
</tr>
<tr>
<td>Officer attendance at governing body meetings for</td>
<td>£60 call charge and a further</td>
</tr>
<tr>
<td>advice and support</td>
<td>£60 per hour</td>
</tr>
<tr>
<td>Provision of school based/cluster training</td>
<td>£275 per 90 minute session</td>
</tr>
<tr>
<td>(to include preparation time)</td>
<td></td>
</tr>
</tbody>
</table>

**EDUCATION WELFARE SERVICE**

<table>
<thead>
<tr>
<th>Team</th>
<th>20 day Package 120 hrs</th>
<th>15 day Package 90 hrs</th>
<th>10 day Package 60 hrs</th>
<th>5 day Package 30 hrs</th>
<th>2.5 day Package 15 hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education Welfare</td>
<td>£5,200</td>
<td>£3,900</td>
<td>£2,600</td>
<td>£1,300</td>
<td>£650</td>
</tr>
</tbody>
</table>

Additional costing information:
- It is possible to purchase any combination of packages, including within a team.
- Back-up time to be incorporated into hours purchased.
- No additional charge for travel, photocopying, assessment material etc.

How to access the services:
- Core or DSG casework requested through the Early Help Hub
- Purchased packages through the individual team’s link worker.
### GOVERNORS SERVICES STRATEGIC SCHOOLS LEADERSHIP

<table>
<thead>
<tr>
<th>Provided</th>
<th>Standard 1</th>
<th>Standard 2</th>
<th>Standard 3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Support only (with individual governor attendances at training courses charged separately as in * below)</td>
<td>Support + Training &amp; Development, And 3 bespoke training sessions/Ofted support</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Schools with</th>
<th>Standard 1</th>
<th>Standard 2</th>
<th>Standard 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>200 pupils or under</td>
<td>£413</td>
<td>£738</td>
<td>£1,478</td>
</tr>
<tr>
<td>201-500 pupils</td>
<td>£598</td>
<td>£1,032</td>
<td>£1,756</td>
</tr>
<tr>
<td>over 500 pupils</td>
<td>£702</td>
<td>£1,320</td>
<td>£2,029</td>
</tr>
</tbody>
</table>

The following charges will apply to schools that DO NOT buy back Advice and Support on governance issues for school outside the agreement will be charged at £90 per hour (minimum of one hour)

Individual Governor Attendance at central training courses - £60 per 90 minute session.

Officer attendance at governing body meetings for advice and support:

- £56 call charge and a further £60 per hour. Provision of school based/cluster training will be £250 per 90 minute session (to include preparation time).

### OUTDOOR EDUCATION & VISITS ADVISOR

Charges identified in the table are applicable to all schools – Maintained, Academy, Free and Independent Schools.

<table>
<thead>
<tr>
<th>Service</th>
<th>Annual Cost</th>
<th>Residential &amp; visits abroad</th>
<th>Additional costs</th>
<th>Penalty charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCS</td>
<td>£270</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nurseries</td>
<td>£100</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant</td>
<td>£300</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First</td>
<td>£300</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Junior</td>
<td>£420</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary</td>
<td>£420</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Middle</td>
<td>£500</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special</td>
<td>£500</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Secondary</td>
<td>£780</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Up to 2 nights</td>
<td>£55</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Nights or more</td>
<td>£170</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OA2 (1 month in advance for 2 night, 3 months for 3+nights)</td>
<td>Minimum £20, up to £200+*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OA3 and OA5 details (1 week in advance)</td>
<td>£20</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hourly charge per additional visits</td>
<td>£50</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extra School based training</td>
<td>£150</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* If additional staff have to be bought in to cover Advisors time whilst visit is sorted
## SCHOOL ADMISSIONS & APPEALS

The fees shown below are only chargeable for services outside of co-ordinated admissions. These fees do not apply to RBWM community schools or to those schools who do not wish to buy our Admissions and / or appeals services as detailed in the Traded Services Brochure. When a school becomes an Academy they are invited to buy back our School Admission and Appeals service.

<table>
<thead>
<tr>
<th>Type of School</th>
<th>Standard 1 Admissions Validation Service</th>
<th>Standard 2 Appeals Service</th>
<th>Standard 3 Miscellaneous Services</th>
<th>Discounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRIMARY</td>
<td>£200 for Primary schools with an admission number of less than 30</td>
<td>£225 per In-Year appeal</td>
<td>Calculation of the straight line distance between home address and school for in-year transfer applications, using the QGIS system: £5 per distance, or £50 annual fee if purchased in conjunction with Standard 1</td>
<td>Standard 1 will be discounted by 15% if purchased in conjunction with Standard 2</td>
</tr>
<tr>
<td></td>
<td>£350 for Primary schools with an admission number of 30 or more</td>
<td>£225 per Phase appeal, reducing to £190 where 6 or more Phase appeals are heard for the same school during the academic year</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>£140 for each appeal lodged but not heard</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>£101 Annual set up fee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Secondary</td>
<td>£1,200</td>
<td>As Primary costs</td>
<td>All other miscellaneous services: £40 per hour</td>
<td>As Primary discounts</td>
</tr>
</tbody>
</table>

## SCHOOL SUPPORT: ETHNIC MINORITY & TRAVELLER ACHIEVEMENT SERVICE

Charges applicable for Maintained, Academy and Free Schools within the borough boundaries.

<table>
<thead>
<tr>
<th>Package</th>
<th>20 day</th>
<th>15 day</th>
<th>10 day</th>
<th>5 day</th>
<th>2.5 day</th>
<th>Hourly Rate</th>
<th>Language assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>120 hrs</td>
<td>£6,000</td>
<td>£4,500</td>
<td>£3,000</td>
<td>£1,500</td>
<td>£750</td>
<td>£50</td>
<td>£150</td>
</tr>
<tr>
<td>90 hrs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60 hrs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30 hrs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15 hrs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional costing information:
- It is possible to purchase any combination of packages, including within a team.
- Back-up time to be incorporated into hours purchased.
- No additional charge for travel, photocopying, assessment material etc.

How to access the services:
- Core or DSG casework requested through the Early Help Hub
- Direct referral via Business Development buy back cycle or alternatively directly via EMTAS

## SCHOOL SUPPORT: ADVISORY TEACHERS (SEND)

Core sessions offered to all RBWM schools.

<table>
<thead>
<tr>
<th>Option</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dyslexia Assessment with full report and recommendations</td>
<td>£500</td>
</tr>
<tr>
<td>Assessment of pupils special educational needs using a range of standardised tests (numeracy and literacy)</td>
<td>£200</td>
</tr>
<tr>
<td>Advice for pupils with Development Co-ordination Difficulties including assessment for appropriate educational provision</td>
<td>£200</td>
</tr>
<tr>
<td>Exam Access Arrangements</td>
<td></td>
</tr>
<tr>
<td>1 Test: Extra Time</td>
<td>£40.00</td>
</tr>
<tr>
<td>2 Tests: Extra Time and a Reader</td>
<td>£60.00</td>
</tr>
<tr>
<td>3 Tests: Extra Time, a Reader and a Scribe</td>
<td>£80.00</td>
</tr>
</tbody>
</table>

Additional costing information:
- It is possible to purchase any combination of packages, including within a team.
- Back-up time to be incorporated into hours purchased.

How to access the services:
- Direct referral via Business Development buy back cycle or alternatively directly via SEND team.
HEALTH & SAFETY

<table>
<thead>
<tr>
<th>Type of School</th>
<th>Service</th>
<th>Annual Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursery &amp; Infant Schools</td>
<td>Health &amp; Safety</td>
<td>£430</td>
</tr>
<tr>
<td>Junior, Primary &amp; First Schools</td>
<td>Health &amp; Safety</td>
<td>£855</td>
</tr>
<tr>
<td>Schools</td>
<td>Health &amp; Safety</td>
<td>£1,090</td>
</tr>
<tr>
<td>Secondary &amp; Upper Schools</td>
<td>Health &amp; Safety</td>
<td>£1,610</td>
</tr>
<tr>
<td>All Schools</td>
<td>CLEAPSS</td>
<td>POA</td>
</tr>
</tbody>
</table>

Costs for bespoke training will be dependent on specific requirements. In the rare circumstances where significant support is required an additional negotiable cost may apply.

HUMAN RESOURCES

HEALTH AND SAFETY (AS PART OF A BUNDLED PACKAGE)

Are included within the table of combined charges which include services Health and Safety, HR and PAYROLL – see HR section for table.

HR THE COMBINED CHARGE FOR - HEALTH AND SAFETY, HR, PAYROLL

The Payroll team will review each school ‘Staff on Payroll’ totals following an annual audit carried out latest March 1st each year. These results will determine which Group Number is appropriate for the school and the associated annual cost of service.

<table>
<thead>
<tr>
<th>Group number</th>
<th>Number of staff on payroll</th>
<th>Annual cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Up to 20</td>
<td>£3,570</td>
</tr>
<tr>
<td>2</td>
<td>21-30</td>
<td>£4,590</td>
</tr>
<tr>
<td>3</td>
<td>31-40</td>
<td>£5,610</td>
</tr>
<tr>
<td>4</td>
<td>41-50</td>
<td>£6,020</td>
</tr>
<tr>
<td>5</td>
<td>51-75</td>
<td>£7,960</td>
</tr>
<tr>
<td>6</td>
<td>76-100</td>
<td>£9,895</td>
</tr>
<tr>
<td>7</td>
<td>101-130</td>
<td>£15,910</td>
</tr>
<tr>
<td>8</td>
<td>131-170</td>
<td>£20,810</td>
</tr>
<tr>
<td>9</td>
<td>171-209</td>
<td>£25,500</td>
</tr>
<tr>
<td>10</td>
<td>210+</td>
<td>£25,700</td>
</tr>
</tbody>
</table>

HR ADDITIONAL INFORMATION AD-HOC SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supply Teachers</td>
<td>£85</td>
<td>Schools that employ supply teachers directly, and not via the approved supply teacher agency will incur a one off-fee for the first timesheet processed</td>
</tr>
<tr>
<td>DBS checks</td>
<td>£44</td>
<td>DBS for each check with the exception of volunteers where there is no charge</td>
</tr>
<tr>
<td>DBS HR &amp; Admin software</td>
<td>£10</td>
<td>For all applications, including volunteers</td>
</tr>
</tbody>
</table>

HR ADDITIONAL INFORMATION ADVERTISING COSTS

<table>
<thead>
<tr>
<th>Type of School</th>
<th>1st Insertion</th>
<th>2nd Insertion</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schools who have bought back HR Service</td>
<td>£10.50</td>
<td>£7.50</td>
<td>Eligible for discounted rate for artwork and advertising space with RBWM’s advertising agency</td>
</tr>
<tr>
<td>Schools who have not bought back HR Service</td>
<td>£13.00</td>
<td>£10.50</td>
<td></td>
</tr>
</tbody>
</table>

HR ADDITIONAL SERVICES FALLING OUTSIDE THE SLA

<table>
<thead>
<tr>
<th>Officer Level</th>
<th>Cost per hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of HR</td>
<td>£95</td>
</tr>
<tr>
<td>HR Manager</td>
<td>£75</td>
</tr>
<tr>
<td>Health and Safety Manager</td>
<td></td>
</tr>
<tr>
<td>Lead Business Partner</td>
<td></td>
</tr>
<tr>
<td>HR Consultant</td>
<td>£70</td>
</tr>
<tr>
<td>Business Partner</td>
<td></td>
</tr>
<tr>
<td>Senior Payroll Officer, System and Data Officer</td>
<td>£70</td>
</tr>
<tr>
<td>Assistant Business Partner</td>
<td>£60</td>
</tr>
<tr>
<td>Payroll Officer</td>
<td></td>
</tr>
<tr>
<td>Health and Safety Officer</td>
<td></td>
</tr>
<tr>
<td>Payroll Assistant</td>
<td>£55</td>
</tr>
</tbody>
</table>

Please note: In addition, whilst the charges identified above will apply to any ‘pre-agreed’ arrangements for additional support outside the SLA. Where the LEA/LA are required to step in as a result of lack of compliance with the schools statutory duties, HR Services reserves the right to charge the rate for the job i.e. agency rates, and if appropriate to bring in external expertise to provide the necessary advice and assistance and this will be re-charged to the school. Recharges will be made monthly for any work charged at an hourly rate.
**PAYROLL SERVICES**

Payroll costs are included within the table of ‘packaged’ charges which include the services HEALTH AND SAFETY, HR and PAYROLL – see HR section for ‘combined charge’ table.

Payroll Services reserve the right to make additional charges (at an appropriate hourly rate) when special action is taken on occasions where documentation is received after the specified deadline or where documentation does not conform to the requirements set out in this specification.

Standard additional charges will be levied at the discretion of the Payroll Manager or the Payroll Officer for:

<table>
<thead>
<tr>
<th>Service</th>
<th>Standard Additional charge per item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional payments raised as a result of either:</td>
<td></td>
</tr>
<tr>
<td>a) Relevant information not being received by the due date</td>
<td>£75</td>
</tr>
<tr>
<td>b) As a result of incorrect information being supplied</td>
<td></td>
</tr>
<tr>
<td>c) At the request of the School</td>
<td></td>
</tr>
<tr>
<td>Recalls of salary payments via BACS or cancellation of cheques as a result of either:</td>
<td>£75</td>
</tr>
<tr>
<td>Schools</td>
<td></td>
</tr>
<tr>
<td>a) Relevant information not being received by the due date</td>
<td></td>
</tr>
<tr>
<td>b) As a result of incorrect information being supplied</td>
<td></td>
</tr>
<tr>
<td>c) At the request of the school</td>
<td></td>
</tr>
<tr>
<td>Re-run of Academy Payrolls</td>
<td></td>
</tr>
<tr>
<td>a) Relevant information not being received by the due date</td>
<td>£75</td>
</tr>
<tr>
<td>b) As a result of incorrect information being supplied</td>
<td></td>
</tr>
<tr>
<td>c) If an error is less than 10% of total of an employees salary</td>
<td></td>
</tr>
<tr>
<td>d) At the request of the school</td>
<td></td>
</tr>
<tr>
<td>Pay Awards Schools and Academies</td>
<td>£75</td>
</tr>
<tr>
<td>We will build your required pay scales once a year, if you require any subsequent changes to these scales we will need to levy an additional charge</td>
<td></td>
</tr>
</tbody>
</table>

Please note: These charges will contribute to a more accurate allocation of costs and will enable increases to the annual charges to be kept to a minimum. (I.e. additional workload being reflected in additional charges). Cheque requests and cancellations of salary payments will be accepted from any authorised signatory of the school and charges will be allocated to the main school code. Payroll Services reserve the right not to process payments outside the payroll in certain circumstances.

**WHAT IS OFFERED TO ACADEMIES?**

All services are chargeable to Academies. The Payroll, Human Resource and Health and Safety Service(s) are available to purchase as a package as per the details held in the Traded Services Brochure and the combined service will be charged on the following basis.

<table>
<thead>
<tr>
<th>Type</th>
<th>Cost per payslip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Academy Pricing</td>
<td>£10.40</td>
</tr>
</tbody>
</table>

Please note that there will be an additional one-off charge for configuring the payroll environment for each new academy, broken down as follows.

<table>
<thead>
<tr>
<th>Type</th>
<th>Set Up Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software Set-up costs - for HR and Payroll Systems</td>
<td>£1,000</td>
</tr>
<tr>
<td>Bacs Bureau - for payroll payments to staff</td>
<td>£1,500</td>
</tr>
</tbody>
</table>
Maintained Schools pay for our service once a year, this happens in April for the year ahead to the following March. If you are looking at converting to an Academy and you wish to continue to buy our service we would be happy to offset any unused portion of the maintained school payment against the recalculated Academy school charge. Refunds are not available if the service is not bought back as an Academy.

**EAP SERVICE**
This is an information, advice and counselling service for your employees, which can be accessed via telephone or on line. The counselling service is aimed at short term intervention and support for such issues as bereavement, relationship problems etc. Face to face sessions (up to 6) may be offered for some cases.

<table>
<thead>
<tr>
<th>EAP – Counselling and Advice Service for employees</th>
<th>Cost per Head per Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Based on the number on the payroll excluding casuals. Wallet cards can also be purchased at an additional 60p per card.</td>
<td>£3.50</td>
</tr>
</tbody>
</table>

**OPTION 1: RBWM SIMS SUPPORT ONLY**

<table>
<thead>
<tr>
<th>SIMS License (Maintained schools only)</th>
<th>Price Per Pupil</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>£3.89 per pupil</td>
</tr>
<tr>
<td>Middle</td>
<td>£4.86 per pupil</td>
</tr>
<tr>
<td>Secondary</td>
<td>£4.86 per pupil</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Capita Team Charge (All schools and academies)</th>
<th>Price Per School</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£250.00 per school</td>
</tr>
</tbody>
</table>

**OPTION 2: RBWM SIMS SUPPORT PLUS RBWM ADMIN DESKTOP SUPPORT**

<table>
<thead>
<tr>
<th>SIMS License (Maintained schools only)</th>
<th>Price Per Pupil</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>£3.89 per pupil</td>
</tr>
<tr>
<td>Middle</td>
<td>£4.86 per pupil</td>
</tr>
<tr>
<td>Secondary</td>
<td>£4.86 per pupil</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Capita Team Charge (All schools and academies)</th>
<th>Price Per School</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£250.00 per school</td>
</tr>
</tbody>
</table>

**OPTION 3: HARDWARE RECYCLING:**

There are 3 opportunities per academic year to join in a recycling collection, dates to be confirmed. Schools deciding not to sign up to the SLA but requiring a collecting will be charged an additional 20% to cover admin costs.

<table>
<thead>
<tr>
<th>SIMS Support (All schools and academies)</th>
<th>Price Per School</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>£3,483</td>
</tr>
<tr>
<td>Middle</td>
<td>£4,386</td>
</tr>
<tr>
<td>Secondary</td>
<td>POA</td>
</tr>
</tbody>
</table>
## Pricing

<table>
<thead>
<tr>
<th>Pupil Size</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recycling 601 pupils or more</td>
<td>£100</td>
</tr>
<tr>
<td>Recycling 301-600 pupils</td>
<td>£75</td>
</tr>
<tr>
<td>Recycling 151-300</td>
<td>£50</td>
</tr>
<tr>
<td>Recycling 150 pupils or less</td>
<td>£25</td>
</tr>
</tbody>
</table>

### Additional Services and Charges Associated with Options 1 and 2

The following additional services are offered, at the charges shown:

<table>
<thead>
<tr>
<th>Option</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hourly Charge</td>
<td>£75 per hour</td>
</tr>
<tr>
<td>Training on site</td>
<td>£75 per hour</td>
</tr>
<tr>
<td>A place on a half day training course</td>
<td>£80</td>
</tr>
<tr>
<td>A place on a full day training course</td>
<td>£160</td>
</tr>
<tr>
<td>Training courses delivered by an external trainer</td>
<td>POA</td>
</tr>
<tr>
<td>Hourly charge for preparatory work</td>
<td>£75 per hour</td>
</tr>
<tr>
<td>Timetabling 1/2 day (3hrs)</td>
<td>£250</td>
</tr>
<tr>
<td>Timetabling (full day)</td>
<td>£450</td>
</tr>
</tbody>
</table>

### Additional Services and Charges Associated with Option 2 only

<table>
<thead>
<tr>
<th>Option</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation of hardware not purchased through ICT Services</td>
<td>£75 per hour</td>
</tr>
<tr>
<td>Installation of hardware items into equipment not purchased through ICT Services</td>
<td>£75 per hour</td>
</tr>
<tr>
<td>Complete software rebuild on machines not purchased through ICT Services</td>
<td>£200 per machine</td>
</tr>
</tbody>
</table>

### Scale of Charges for Full Desktop Support to Option 1 Schools

The following charges will apply to those schools that purchase Option 1 where the support is not SIMS related:

<table>
<thead>
<tr>
<th>Option</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hourly charge</td>
<td>£150 per hour</td>
</tr>
<tr>
<td>Telephone support will be pro rata of the hourly rate</td>
<td>£150 per hour</td>
</tr>
<tr>
<td>Installation of hardware</td>
<td>£150 per hour</td>
</tr>
<tr>
<td>Installation of software</td>
<td>£150 per hour</td>
</tr>
</tbody>
</table>

Additional Services are not available to those schools not purchasing an option within this Service Level Agreement.

## INSURANCE & RISK MANAGEMENT

### Required Insurance Covers

The cost of insurance premiums will be charged to the school on a net basis and the council will not receive a commission from the insurers. The costs of the insurance & risk management team are apportioned in relation to the total premiums paid. Together these will make up the cost of the insurance service.

The cost of service may alter slightly annually to reflect changing risks, changes to the insurer’s premiums and any tax changes that affect the insurance policies. The council reserves the right to increase the cost of the service in line with inflation.

### Optional Insurance Covers

- The specific cost of each is issued with the optional insurance form a month before the renewal date. This is managed directly by Ann Griffiths.

### Excesses

A number of the insurance policies have internal departmental excesses which are listed below for your information.

<table>
<thead>
<tr>
<th>School</th>
<th>Building</th>
<th>Contents</th>
<th>Public Liability</th>
<th>Employer Liability</th>
<th>Fidelity Guarantee</th>
<th>Cash</th>
<th>Tribunal Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursery</td>
<td>£500</td>
<td>£500</td>
<td>£1,000</td>
<td>£1,000</td>
<td>£500</td>
<td>£250</td>
<td>£500</td>
</tr>
<tr>
<td>Primary</td>
<td>£500</td>
<td>£500</td>
<td>£1,000</td>
<td>£1,000</td>
<td>£500</td>
<td>£250</td>
<td>£500</td>
</tr>
<tr>
<td>Middle</td>
<td>£500</td>
<td>£500</td>
<td>£1,000</td>
<td>£1,000</td>
<td>£500</td>
<td>£250</td>
<td>£500</td>
</tr>
<tr>
<td>Senior</td>
<td>£1,000</td>
<td>£500</td>
<td>£1,000</td>
<td>£1,000</td>
<td>£500</td>
<td>£250</td>
<td>£500</td>
</tr>
<tr>
<td>Special</td>
<td>£1,000</td>
<td>£500</td>
<td>£1,000</td>
<td>£1,000</td>
<td>£500</td>
<td>£250</td>
<td>£500</td>
</tr>
</tbody>
</table>

### WHAT IS OFFERED AT A CHARGE TO ACADEMIES?

In-house Staff Absence Scheme (Temporary Staff Cover) is available for buy-back by Academies and this is directly via Ann Griffiths.
Pricing

### Legal Solutions

**Charging Information (from 1st April 2018)**

Select Business Services: Legal Solutions charges £85 an hour plus VAT for all legal advice and assistance. This includes same day telephone contact for brief queries and emergencies. There is no up-front fee.

**How to Instruct Select Business Services: Legal Solutions**

The best way to instruct Select Business Services: Legal Solutions is to use the form on our website:

https://www.selectbusinessservices.co.uk/contact-us/instruct-the-legal-solutions-team/

You can send files and other documents via the instruction form, so you can send us all the relevant information at the same time, including any deadlines.

We will then issue you with a quote for the work and once you have accepted our quote, we will confirm the details of the lawyer who will be carrying out the work.

Our service standards are for an acknowledgement within 3 working days and a response within 20 working days, from the receipt of full instructions, including all relevant documents and details.

For urgent requests, our service standards are for an acknowledgement within 1 working day and a full response within 5 working days from full instructions, but you may have to pay a higher fee. This will be discussed at the time of instruction.

For urgent queries and emergencies, please contact Select Business Services: Legal Solutions on 0118 908 8177.

Address: Council Offices, Shute End, Wokingham, RG40 1WH
Email: sharedlegalsolutions@wokingham.gov.uk
Office: 0118 908 8177 Fax: 0118 974 6542

### Libraries, Arts & Heritage

The first session of the children’s reading list group is free. Other services will incur a small charge. For bespoke service charges, please contact the Outreach & Stock Team.

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost per session</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book Zone sessions</td>
<td>£61</td>
</tr>
<tr>
<td>Book Buzz</td>
<td>£45 (per session)</td>
</tr>
<tr>
<td>(6 session course)</td>
<td></td>
</tr>
<tr>
<td>Online Resource Exploration</td>
<td>£46 for 30 Minutes</td>
</tr>
<tr>
<td></td>
<td>£61 for 1 hour</td>
</tr>
<tr>
<td>Children’s Reading group (additional sessions)</td>
<td>£46</td>
</tr>
<tr>
<td>Stories &amp; Songs</td>
<td>£46</td>
</tr>
<tr>
<td>Reading Development &amp; Stock Support Service</td>
<td>From £881pa</td>
</tr>
<tr>
<td>for Schools</td>
<td></td>
</tr>
</tbody>
</table>

### Museums

<table>
<thead>
<tr>
<th>Session</th>
<th>Duration</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Court in the Act</td>
<td>2 hours</td>
<td>£91</td>
</tr>
<tr>
<td>Windsor through Time</td>
<td>2 hours</td>
<td>£91</td>
</tr>
<tr>
<td>Talks and Tours</td>
<td>1 hour +</td>
<td>£51 per hour</td>
</tr>
<tr>
<td>Bespoke education session</td>
<td>2 hours</td>
<td>£91</td>
</tr>
</tbody>
</table>

For outreach sessions please contact the museum for further details:

museum@rbwm.gov.uk
01628 685686
Discounted traded services rates are as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Energy Certificate renewal only (annual renewal of certificate for building over 1,000m²)</td>
<td>£85</td>
</tr>
<tr>
<td>Display Energy certificate and advisory report (buildings over 1000m²):</td>
<td>£170</td>
</tr>
<tr>
<td>Display Energy Certificate and advisory report (buildings 250-1000m²):</td>
<td>£170</td>
</tr>
</tbody>
</table>

Explanatory note: Every individual school building with a floor area over 250m² requires a valid display energy certificate and a valid advisory report. For buildings over 1000m² a display energy certificate must be renewed annually and the advisory report must be renewed every 7 years. For buildings under 1000m² both the display energy certificate and advisory report are valid for ten years.

*Being part of the traded service provides a discount compared to the usual non traded service price.