



Traded Services Brochure

**SLA Schedule 2:
Service Breakdown**

2018-19

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1. CONTEXT

1.1 Goals and Objectives

The **purpose** of this Agreement is to ensure that the appropriate elements and commitments are in place to provide consistent statistical support and delivery to the Customer by the Service Provider.

This document is in support of 'Schedule 1' – a signed agreement for each customer that outlines the specific service(s) purchased back through the annual 'Traded Services Brochure'.

The **goal** of this Agreement is to obtain a mutual arrangement for the provision of any applicable statistics between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

If information is unavailable for your chosen service please refer to the brochure for contact details to request this information.

ARBORICULTURE SERVICES

2. ARBORICULTURE SERVICES

2.1 Overview

To 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.

2.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

A comprehensive Arboriculture Service offering professional advice by telephone, in writing and during site visits. This Service will cover areas including, but not restricted to, the following:

- Carry out a biennial tree safety inspection/survey. This includes a visual tree assessment (VTA), a non-invasive method of examining the health and structural condition of individual trees. The survey will 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 will also be identified. A schedule of work and associated plans resulting from the inspection/survey will be sent to the participating school, along with a recommended timescale for completing the work.
- Supply a list of reputable local tree contractors for the school to obtain quotes from.
- Provide advice on issuing and monitoring works.
- Provide advice on tree and hedge planting, species selection and maintenance.
- 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.
- Provide advice on tree related insurance claims.
- Provide general advice on any arboricultural issue.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- To provide any instructions in writing via email.
- The Head Teacher and Governors will give adequate notice to the Tree Team to enable it to schedule any biennial tree safety inspection/survey and to provide access as may be required.
- To provide any background information when requested, for example, when in connection with insurance claims or proposed development.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- To provide an appropriate and professional response.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- N/A.

2.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796094 or 01628 683800
Monitored 9:00 A.M. to 5:15 P.M. Monday – Thursday
9:00 A.M. to 4:45 P.M. Fridays
 - Calls received out of office hours will be forwarded to an answering service where a member of staff will aim to contact you within 24 hours during weekdays.
- **Email support:** trees@rbwm.gov.uk
Monitored 9:00 A.M. to 5:15 P.M. Monday – Friday
9.00A.M. to 4.45 P.M. Fridays

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 3 working days.

Any concerns or escalations are to be sent to Helen Leonard (Arboricultural Co-ordinator) by emailing helen.leonard@rbwm.gov.uk and suki.coe@rbwm.gov.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

ADMINISTRATION & FINANCE SERVICES

3. AGRESSO SUPPORT

3.1 Overview

The Agresso charges will cover all central-processing costs. This includes:

- Scanning of invoices,
- BACS payments,
- Central income collection and reimbursements
- Direct Debit reconciliation
- On line electronic authorisation of Orders and Payments
- Regular data check reports from the Systems Accountancy 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.

3.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- 3.2.1 **Agresso Support** - Telephone helpline for day-to-day problem solving and advice in respect to Agresso, provided by the Systems Accountancy Team contacted on 01628 796922/23.
- 3.2.2 **Central Processing Services** – As listed in section 6.1
- 3.2.3 **Training** - The Systems Accountancy Team provide Agresso training to new users or new requirement depending on job roles and use of system.
- 3.2.4 **Refresher Training** - Refresher training provided by the Systems Accountancy Team
- 3.2.5 **Upgrade Training** - Upgrade training provided by the Systems Accountancy Team

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Accurate provision of information using established methods.
- If attending a formally organised course then cancellation of courses must be within 48 hours of the course date. Failure to do so will incur a £50 charge per delegate.
- Completion of Training Evaluation Forms
- Make prompt payment for any chargeable training (dependant on circumstances of need.)

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide a high standard service that meets the needs and requirements of the customer.

- Ensure Availability of helpdesk, processing services and information during working hours.
- Ensure any actions from feedback questionnaires is carried out

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Those schools not purchasing the Bursar Service will need to consider additional charges.
- Agresso is a corporate system therefore all training must be given by a corporate representative.
- The Systems Accountancy Team will provide Agresso related training dependent on user role requirement.

3.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796922/23
Monitored 9:00 A.M. to 4:30 P.M. Monday – Friday
-
- **E-mail support:** systems.accountancyteam@rbwm.gov.uk
Monitored 9:00 A.M. to 4:30 P.M. Monday – Friday
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

4. AUDIT SERVICES: LA Maintained Schools Only

4.1 Overview

Internal Audit is an independent appraisal function for the review and evaluation of financial, corporate and other systems of control. 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.

The statutory basis for Internal Audit stems from the Accounts and Audit (Amendment) (England) Regulations 2011, which require every local authority to maintain an adequate and effective Internal Audit of their financial affairs and system of internal control. Under S151 of the Local Government Finance Act 1972, the S151 Officer is responsible for ensuring that proper arrangements exist for the management of the Authority's financial affairs. Reliance upon Internal Audit is fundamental to the fulfilment of that responsibility. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- 4.1.1 **Audit** - Agree a convenient date for audit visits to take place, detail any documentation required, provide draft audit report, provide final audit report
- 4.1.2 **Education Standards** - Provide advice on any compliance requirements
- 4.1.3 **Non Statutory Audit Work** - Provide non statutory audit work (various) as required
- 4.1.4 **Advice & Consultancy** - Provide advice and consultancy on financial irregularity, fraud and corruption, whistleblowing, Regulation of Investigatory Powers Act (RIPA), irregularities involving assets.
- 4.1.5 **Feedback** - Provision of a customer feedback survey.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Agree a convenient date for audit visits to take place. Make available any documentation requested. Provide a formal response within three weeks of receipt of a draft audit report.
- Provide sufficient information to accompany any request for advice

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Draft Audit report within 3 weeks of visit. Final report to be provided within 3 weeks of formal response from Head Teacher (to the original draft)
- Dispense appropriate advice as when requested

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Prior to any audit, relevant officers of the Audit and Investigation Unit will
 - contact the School's Bursar / Finance Officer to arrange a convenient date for the visit (giving at least two weeks notice, wherever possible)
 - confirm arrangements by sending the Head Teacher a copy of the agreed Terms of Reference, along with a list of documents to be reviewed.
- A draft audit report will be issued to the Head Teacher within three weeks of the visit
- A formal response will be requested from the Head Teacher within three weeks of receipt. It may be necessary to hold a closing meeting to achieve this.
- The formal response will be incorporated into the final report, which will be sent to the Head Teacher and the Chair of Governors (via the Strategic School Leadership Team) within three weeks. Copies of the final report will also be provided to Finance staff providing the Bursar Support function.
- Where concerns are classified as being "Major or Catastrophic" are included in the final report and Management Action Plan, the Chair of Governors will be asked to sign a declaration agreement, and return to the Head of Audit and Investigation within 20 working days of receipt. This will confirm acceptance to the proposed actions to implement the countermeasures provided by the Head Teacher.

4.2 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796000
Monitored 9:00 A.M. to 4:30 P.M. Monday – Friday
-
- **E-mail support:** Sheldon.Hall@wokingham.gov.uk
Monitored 9:00 A.M. to 4:30 P.M. Monday – Friday
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

5. SCHOOL BURSAR SUPPORT SERVICE: LA MAINTAINED SCHOOLS ONLY

5.1 Overview

The Bursarial Support Service is an all-inclusive service providing advice, support and training to School Business Managers, Bursars, Finance Officers, Head teachers and Governors on a wide range of financial issues including budget preparation, monitoring and control; and the use of financial software, SIMS Capita.

5.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

Site Visits - 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

Telephone Support - Telephone calls to helpline for day-to-day problem solving and advice, both on financial matters and in respect of FMS6.

Bursar Support Meetings - Places at termly Bursar Support Meeting

Training – Maximum 4/8 half-day places each year at training sessions as per SLA purchased.

Financial Regulations - Advice and support in respect of DfE Financial Regulations, especially in school arrangements for authorising and monitoring expenditure including benchmarking where appropriate.

Budgets - Assistance and support with budget planning, monitoring and evaluation where appropriate.

Financial Reports - Assistance with customising financial reports and templates.

Banking, Best Value, VAT and Financial Reporting - Advice on Banking, Best Value, related issues and give advice on reconciling payroll provider reports.

Grant Monitoring - Advice and support with monitoring external agencies e.g. EFA

Accounting - Advice on accounting practices and procedures.

News - Half yearly Newsletter from Bursar Support Team on financial issues

OFSTED Support - Assistance in providing financial information for an OFSTED inspection and follow up action plans.

Annual Budgets - Additional assistance in the construction and calculation of annual budget plan/3 Year Plan.

Governors Meeting Attendance - Attending Governors 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. This can be offered within working hours and counts as one of the visits identified within the SLA package purchased by the school.

CFR Returns - Completion of CFR Return to DfE.

SFVS - SFVS support and training

Support for new staff – Intensive one-to-one support for new Finance Officer

Salary tool with projections - Provide salary tool with 3 year projection

5.2.1 **Provide Pupil Premium Grant** monitoring spread sheet.

5.2.2 **UFSM** Universal Infant Free School Meal Calculation

5.2.3 Support and advice for schools in financial difficulties

5.2.4 Advice on Audit related issues

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Head teachers and Governors should ensure that all data held on school systems is accurate and timely.
- Cancellation of courses must be within 48 hours of the course date. Failure to do so will incur a £76 charge per delegate.
- Information required by the Education Directorate, (to enable it to carry out its financial and statutory requirements,) is provided by the required date and in a form agreed between schools and the Authority.
- Head teachers and Governors should ensure that DfE statutory instruments and guidelines are adhered to.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement as outlined in the annual Traded Services Brochure.

5.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

- Coverage parameters specific to the service(s) covered in this Agreement are as follows:
- **Telephone support:** 01628 796000 option 2, option 1
Term Time Only Monday to Friday 9am – 3pm
School Holidays – Limited services will be available
- **E-mail support (First Class):**
- Bursar Support – NON CONFIDENTIAL – bursar.support@rbwm.gov.uk for all correspondence, **except** e-mails containing sensitive information (e.g. Pupil or Staff names).
- Bursar Support (CONFIDENTIAL) – bursar.support@rbwm.org.uk only use in **exceptional** circumstances when e-mails contain sensitive information (e.g. Pupil or Staff names).

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- We will respond to telephone messages by the end of following working day.
- We will visit a school on a mutually agreed date.
- Where training courses are to be cancelled due to lack of bookings, delegates will be notified in writing 5 working days before the course date.
- We will respond to all correspondence within 5 working days.
- All e-mails to the Bursar Support Mailbox will be dealt with by the end of following working day.

Any concerns are to be sent to Siobhan Boden (Bursar Support Team Leader) via e-mailing siobhan.boden@achievingforchildren.org.uk.

6. SCHOOL BURSAR SUPPORT SERVICE: ACADEMIES

6.1 Overview

The Bursarial Support Service is an all-inclusive service providing advice, support and training to School Business Managers, Bursars, Finance Officers, Head teachers 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.

6.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement

- 6.2.1 **Site Visits** - Maximum number 3 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..
- 6.2.2 **Telephone Support** – Unlimited telephone calls to helpline for day-to-day problem solving and advice, both on financial matters and in respect of software where possible - e.g. SIMS Capita, SAGE.
- 6.2.3 **Bursar Support Meetings** - Places at termly Bursar Support Meeting..
- 6.2.4 **Training** – Places at training sessions
- 6.2.5 **Financial Regulations** - Advice and support in respect of DfE-Financial Regulations, especially in Academy arrangements for authorising and monitoring expenditure.
- 6.2.6 **Budgets** - Assistance and support with budget planning, monitoring and evaluation where appropriate.
- 6.2.7 **Financial Reports** - Assistance with customising financial reports and templates.
- 6.2.8 **Accounting** - Advice on accounting practices and procedures.
- 6.2.9 **News** - Half yearly Newsletter from Bursar Support Team on financial issues
- 6.2.10 **OFSTED Support** - Assistance in providing financial information for an OFSTED inspection and follow up action plans.
- 6.2.11 **Annual Budgets** - Additional assistance in the construction and calculation of annual budget plan/3 Year Plan for Academies.
- 6.2.12 **Governors Meeting Attendance** - Attending Governors 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. This can be offered within working hours and counts as one of the visits identified within the SLA package purchased by the Academy.
- 6.2.13 **CFR Returns** - Completion of CFR Return to DfES in first year after conversion.
- 6.2.14 **FMGS** – Financial Management & Governance Self Assessment support and training
- 6.2.15 **Support for new staff** – Intensive one-to-one support for new Bursar
- 6.2.16 **Salary tool with projections** - Provide salary tool with 3 year projection and cash flow forecast for current year. Provide Pupil Premium Grant monitoring spread sheet for Academies
- 6.2.17 Provide Pupil Premium Grant monitoring spread sheet

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Head teachers and Governors should ensure that all data held on school systems is accurate and timely.
- Cancellation of courses must be within 48 hours of the course date. Failure to do so will incur a £76 charge per delegate.
- Information required by the Education Directorate, (to enable it to carry out its financial and statutory requirements,) is provided by the required date and in a form agreed between schools and the Authority.
- Head Teachers and Governors should ensure that DfE statutory instruments and guidelines are adhered to.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement as outlined in the annual Traded Services Brochure.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- 6.3 If you do not buy back the service, the Academy must ensure that it complies with all regulations in the Scheme of Financial Management. Academies will still need to fulfil statutory duties in relaying information to the Education Authority. Advice and support to fulfil statutory requirements in fiscal, taxation and general finance will need to be sought from external providers, ensuring that all the Royal Borough's financial standing orders are complied with in doing so. Annual CFR return to be completed in first year after conversion and reconciled by the Academy ready for submission to DfE.

6.4 Service Management

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796000 option 2, option 1
Term Time Only Monday to Friday 9am – 3pm
School Holidays – Limited services will be available
- **E-mail support (First Class):**
 - Bursar Support – NON CONFIDENTIAL – bursar.support@rbwm.gov.uk for all correspondence, **except** e-mails containing sensitive information (e.g. Pupil or Staff names).
 - Bursar Support (CONFIDENTIAL) – bursar.support@rbwm.org.uk only use in **exceptional** circumstances when e-mails contain sensitive information (e.g. Pupil or Staff names).

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- We will respond to telephone messages by the end of following working day.
- We will visit an Academy on a mutually agreed date.

- Where training courses are to be cancelled due to lack of bookings, delegates will be notified in writing 5 working days before the course date.
- We will respond to all correspondence within 5 working days.
- All e-mails to the Bursar Support Mailbox will be dealt with by the end of following working day.

Any concerns are to be sent to Siobhan Boden (Bursar Support Team Leader) via e-mailing siobhan.boden@achievingforchildren.org.uk

BUILDING SERVICES

7. PLANNED PROJECTS

7.1 Overview

This type of project is where the school is taking the lead role in procuring the works themselves as Client as defined under the Construction Design & Management Rags 2015 and acting as the Contract Administrator.

NOTE: The current policy adopted by the Council is that no school may procure their own projects unless they are: -

- Low risk as defined by the risk matrix as green
- The School has obtained the approval of the Council to manage the works themselves via the notification process.

NOTE: All contracts entered into that involve construction that affect the electrical or mechanical services, or the structure of the building or are subject to statutory controls as defined by the Building Regulations, shall be entered into with the 'Employer' named as the Royal Borough of Windsor and Maidenhead Council. (This does not apply to voluntary aided, trust designated schools or academies).

This policy has been adopted following legal advice on the absolute liability of the Council for its buildings and any works undertaken on them. The Shared Building Services (SBS reserves the right to decline the offer of this support service where in our opinion the procurement does not comply with contract rules.

Typically planned maintenance covers projects such as re-roofing, window replacements, external re-decorations, re-wiring etc. Due to the wide nature of work that falls within this category SBS will provide within the scope of this SLA certain types of support.

NOTE: Only competent Consultants approved by the Council are permitted to work on construction related projects.

7.2 The Building Services Team has broken down the services provided to you into three sections for this part. However we appreciate that due to the nature of the work undertaken that it often requires either more or less of the stated services. Therefore, subject to agreement, we will generally alter the services we provide to suit your needs.

7.3 Planned projects are defined as any construction related works that are not a reactive repair, servicing or works covered by utility contract. They are by nature programmed in advance and are subject to a formal contract that should be entered into in accordance with the Authority's contract rules.

7.4 For convenience we have categorised the typical procurement arrangement as follows:

- 7.5
- Planned maintenance projects procured by the school
- 7.6
- Planned maintenance projects procured by Building Services on behalf of the school.

- Planned improvements/new build (Major works) projects procured by Building Services on behalf of the Learning & Care Directorate.

7.7 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

Planned Maintenance Projects Procured By Schools

- 7.7.1 **Procurement of Construction Work Advice** - Advice on how best to procure construction work. This will include procurement routes available, pitfalls to avoid, cost advice, feasibility studies, how to comply with contract rules etc.
- 7.7.2 **RBWM Documentation** - Provision of basic RBWM documentation to assist you in the drawing up of a suitable contract. (Where you require the provision of JCT contract documentation we will also provide this to you at cost. We do not keep copies of these documents in store; they will be purchased upon request).
- 7.7.3 **Floor Plans** - Provision of basic floor plans CAD drawings in digital (dwg) format.
- 7.7.4 **Procurement of Consultants Advice** - Advice on how to procure consultants and also the use of our existing Consultants Term Contract. (This allows you to rapidly appoint consultants in accordance with contract rules without tendering. If you wish to make use of this contract you have to do this through Building Services as you are not a party to the contract.

Planned Maintenance Projects Procured by Building Services on Behalf of Schools

- 7.7.1 In consultation with the school, establish and prepare the brief.
- 7.7.2 Feasibility/Option appraisal.
- 7.7.3 Detailed design.
- 7.7.4 Tender document preparation.
- 7.7.5 Tendering procedures and implementation.
- 7.7.6 Tender analysis and recommendations.
- 7.7.7 Document processing for legal to allow contracts to be drawn up.
- 7.7.8 Appointment of contractor.
- 7.7.9 Pre-start preparations, meetings and document distribution.
- 7.7.10 Contract administration and/or project management.
- 7.7.11 Financial management and invoice processing.
- 7.7.12 CDM Co-ordinator services under CDM and Health & Safety issues/audits
- 7.7.13 Compliance with contract rules and European legislation
- 7.7.14 Dealing with all internal issues, procedures and problems, consultations that may arise on your behalf. Note: All key decisions will still be referred to you so that you retain budget and design control.

Planned Improvements/New Build (Major Work Projects) by Building Services on Behalf of the Children's Services Directorate.

Works falling into this category would be new build, extensions or very large-scale planned maintenance or renewal works. They are usually capital funded by either the Authority or from the schools own resources. Building Services on behalf of the Children's Services Directorate will normally manage all centrally funded schemes.

Where a school wishes to appoint Building Services to act as Project Managers on this category of project we will undertake all the services indicated for Planned Maintenance work and in addition all the relevant tasks as set out in the R.I.B.A plan of work.

8. REACTIVE REPAIRS

8.1 Overview

Building Services will administer as part of the SLA the following reactive repairs procedure:

- A repair ticket request will be raised by the school to the help desk.
- Your request for work will be processed by the Help desk.
- The Help desk will assist you in deciding what level and type of response you require and then mobilise the relevant contractor.
- The relevant budget code numbers are as follows: - School Repairs and Maintenance code:
 - F10 Building Maintenance
 - F16 Mechanical & Electrical Maintenance
 - F17 Service Contract visits
 - F18 Reactive Maintenance arising from Service contract visit
 - F19 Special Repairs

8.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- 8.3 Two-hour emergency response OUT OF HOURS (Charged at plus 150% standard hourly rate). Between 16.45 and 08.00 Normal working days and all weekends and bank holidays.
- 8.4 Two-hour emergency response (Charged at plus 75% standard hourly rate. Request must be with help desk by 16.45. Contractor will charge time to collect materials and two operatives may respond).*
- 8.5 Four-Hour or same day emergency response (Charged at plus 50% standard hourly rate. Request must be with help desk by 14.45. Contractor will charge time to collect materials and two operatives may respond).
- 8.6 Next Day response (Charged at plus 15% standard hourly rate. Request must be with help desk by 12.45. Contractor will charge time to collect materials and two operatives may respond).
- 8.7 48 Hour response (Charged at standard hourly rate. Timed from time order raised. Contractor will charge time to collect materials and two operatives may respond).
- 8.8 7 Day Standard response (Charged at the standard hourly rate. The Contractor will not be paid to collect materials and for minor works one operative should respond unless H & S or the nature of the task requires two).

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Emergency Call Out – Provide details of key-holders

- Call Out Service – Give helpdesk response time required, location and extend of works (where known) and the term contractor required to respond (building, electrical or mechanical).
- Help Desk – Give helpdesk response time required, location and extend of works (where known) and the term contractor required to respond (building, electrical or mechanical).
- Professional Support & Advice – Where works are of a non emergency nature e-mail photos to aid fault diagnosis
- Records Maintenance – Pass on to the help desk details sent direct to the site.
- Reactive Work – It is the school's responsibility to record the time spent on site by the contractors (by signing them in and out of the premises) and issue a permit to work. Give the contractor a copy of the A-Ticket upon satisfactory completion of works.
- Contractor Performance Management – Complete the quality feedback on the A-Ticket
- Contracts – N/A

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Emergency Call Out – Provide an out-of-hours service to give 24-hour cover, 365 days per year for emergency call out.
- Call Out Service – Provide a priority call out service for urgent work
- Help Desk – Provide a help desk facility for repairs and maintenance enquiries and for ordering maintenance repairs in accordance with the term contract during normal hours of business.
- Professional Support and Advice - Provide general professional building surveying, mechanical and electrical support and advice to schools as required to help you meet both operational and building needs, during normal working hours. This will be mostly provided by telephone but if necessary we will attend site by request for which a charge may be levied after a period of 15 minutes.
- Records Maintenance - Maintain appropriate records in respect of Guarantees, Bonds and Test Certificates. This will apply particularly to electrical and mechanical installations (see part VII for maintenance of records by the school)
- Reactive Work - For reactive work procured through Building Services we will check and process accounts for payments, maintaining retention to protect both the school and the Borough. It is the school's responsibility to record the time spent on site by the contractors (by signing them in and out of the premises) and issue a permit to work.
- Contractor Performance Management - Upon request and in consultation with you, we will monitor and review performance & quality standards of the term contractors and take any necessary action.
- Contracts - We will prepare the appropriate contract specifications so that day to day repair works can be procured: -
 - To meet clients' needs in terms of response, quality and costs.
 - In accordance with European legislation, if appropriate.
 - In accordance with the Council's Contract Rules and financial regulations.
 - To meet health and safety, personnel and other statutory requirements.
 - Monitor changes to Building Regulations, Health and Safety Legislation and Best Practice and ensure that these are included within appropriate contract documentation.

- Prepare Term Contract for Reactive Tender documentation and undertake tendering in accordance with contract standing orders and financial regulations.
- Our Building Services Team will allocate a Project Manager for your school who is available for you to discuss any specific query. Charges will be made in accordance with the charging structure detailed in this document.
- Professional/Technical support and/or advice required for diagnosis of complex or larger problem maintenance items may be charged for at an hourly rate depending on the severity of the problem and/or the time required. The school will be advised if this is the case.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Building Services shall provide the full range of Services during Working Hours on Working Days and an out-of-hours service to give 24-hour cover, 365 days per year for emergency call out.
- Works for reactive repairs system (A Ticket) should not exceed £2,000.00. Where the work is expected to exceed £2,000.00 it should be procured on Planned Works via the Term Contract. Fees will be charged on Planned Works.

9. SERVICE CONTRACTS

9.1 Overview

The Authority on your behalf has entered into the following service contracts:

Note: Funding for these services is delegated to you but due to the mandatory* nature of certain contracts you are required to buy into ALL of the following or demonstrate to the Council that you have a comparable alternative contracts for the mandatory* services

Service Contract:

Energy Management System (JEL)

Chimneys & Lightning conductors*

Portable Appliance Tests*

Intruder Alarms

Passenger Lifts & Cradles*

Fire Alarms & Emergency Lighting*

Sewage Pumps

Swimming Pools

Doors & Gates

Fume Cupboards*

Fan Convectors & Air Handling Units

Display Energy Certificates (DEC)

Mixing valves*

Boilers*

Electrical Wire testing (5 yearly)*

Legionella water hygiene monitoring*

Legionella risk assessments*

Air conditioning

Kilns

Pressurisation units

Moveable wall

9.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- 9.2.1 **Contract Tendering** - All Service contracts are re-tendered at the appropriate time in accordance with contract rules.
- 9.2.2 **Service Contracts List** - You will receive a comprehensive list of all service contracts for your school. This is sent to you so that you can identify contractors who will look after your plant and equipment. Their personnel must report to your staff in the normal way when attending the premises.
- 9.2.3 **Costs** - The cost for each service contract is as set out in the schedule. The fixed management fee covers all elements set out in the service specification. You are only charged for the service contracts applicable to your school.
- 9.2.4 **Administration** - The Building Services Team will deal with all administration of these contracts on your behalf and therefore you will not need to contact any of these companies direct.
- 9.2.5 **Help Line** - Should you have any queries our Help line will be pleased to answer them or direct you to one of our Building Surveyors or Engineers.

9.2.6 **Asbestos Register** - Mandatory by Legislation: We maintain an Internet based asbestos register. This allows you to access your register from any Internet linked computer. You can print off the information you require but you cannot alter it.

If you do not subscribe to this service you must be able to demonstrate to the Health & Safety Manager that you are able to satisfy the regulations in another manner. Non-compliance is a criminal offence

9.2.7 **Asbestos Monitoring** - Asbestos Monitoring - Mandatory by Legislation & Policy: Carry out annual asbestos inspections to check on the condition of the asbestos. Note, any changes to the state of the asbestos and monitoring records must be reported back to Building Services in accordance with the Authorities Policies and Procedures on asbestos. In certain circumstances known asbestos may require more frequent inspections due to its location and/or condition. In this event an additional charge will be incurred.

9.2.8 *If you do not subscribe to this service you must be able to demonstrate to the Health & Safety Manager that you are able to satisfy the regulations in another manner. Non-compliance is a criminal offence.*

9.2.9 **Service Contracts** - Service contract provision - Mandatory by Legislation & Policy: We enter into bulk contracts to minimise cost and to ensure that your premises are maintained in accordance with statutory regulations.

9.2.10 **Fire Management** - Fire management – Mandatory by legislation & Policy: In response to the Regulatory Reform Order 2005 (Amended 2006) the Council have reviewed the Fire Management Plans for each school. This is an on going process and the schools will be subject to further inspection at a maximum cycle of 18 months to keep the Fire Management Plans up to date

9.2.11 **Legionella testing and log regime** - Maintain a legionella testing and log regime - Mandatory by Legislation: In accordance with the HSE Approved Code of practice L8 "Legionnaires Disease".

9.2.12 Provide on a service contract basis (delegated budget charge F17) i.e.

1. Annual/six monthly inspection/testing of water systems
2. Monthly temperature monitoring regime provided, however schools can opt out of this element and carry out this task using the appointed person undertaking the operational lead role (OLR).

If you are undertaking the (OLR) on the attached spreadsheet do not tick the legionella service. Be aware however, you will receive the mandatory elements of the contract as in 1+3.

Legionella risk assessment programme.

Building Services provide support on legionella issues at no charge.

If you do not subscribe to this service you must be able to demonstrate to the Health & Safety Manager that you are able to satisfy the regulations in another manner. Non-compliance is a criminal offence.

9.2.13 **Maintain a technical library** - We subscribe to an electronic library system for construction services in the U.K. The extent of information is considerable and includes legislation and Educational documentation. When you subscribe to our Technical help

line we use this information database system to assist in your enquiry. If you do not subscribe then enquiries and requests for information will be dealt with on a time charge basis.

- 9.2.14 **School condition surveys** - Provide, update and maintain the schools condition surveys: If you wish to alter your current report at any time then let us know as this document forms an important part of you asset management plan for your school. Note: It is essential that schools notify the School Accommodation Team when they undertake independently of Building Services any significant work that affects the condition survey so that we can update your survey information. This service is free of charge to the schools funded by Learning and Care Directorate.
- 9.2.15 **Term Contracts** – Subject to demand we will set up term contracts for commonly required works or services, however, for this to happen you must let us know what you require, generally six months’ notice is required to allow for sufficient time to prepare the documents and tender the contract. E-mail: Rodney.Hing@wokingham.gov.uk
- 9.2.16 **CAD Archive** - Maintenance of a digitised CAD archive - Mandatory by Policy: Building Services maintains an electronic drawing CAD archive of school premises. It is essential for your drawing records to be kept up to date. If you carry out a project that alters the school layout it is mandatory that you provide updated CAD drawings to the School Accommodation Team Learning a Care. They in turn will pass them to us for archiving. Simply archiving drawings does not incur any charges, however, if the drawings are not suitable for archiving then they will need to be adapted to comply, this will incur an hourly charge. All drawings provided must be compatible with AutoCAD LT and be provided in .dwg format.
- 9.2.17 **Professional services / ad hoc commissions** – Preparation of bespoke contract documents / specifications: Typically this would be for works, products and materials.

Briefing service: In certain circumstances you may need assistance in defining the scope of the work required. This is one of the most important stages in the project management process. For this reason the charge associated with this work has been reduced to a nominal amount, see the charges schedule.

Professional services: These encompass the following: -

- Diagnostic surveys
- Structural surveys
- Party wall negotiations
- Dilapidation schedules
- Cost estimating
- Feasibility studies

Note: All the above in this section are charged at an hourly rate and are subject to agreement.

Telephone help line service: Available during normal working hours to discuss direct with a surveyor or engineer on any building matter which is not covered by the repairs help line service. There is no limit to the number of calls that can be made.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- You must notify us of any new building equipment to be added to the service contract
- Some of the services provided are mandatory either by legislation or compliance with Council policy. You must comply with your responsibilities by either subscribing to the service or by providing yourself a comparable alternative acceptable to the council.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Upon request by subscription as per the Traded Services Brochure
- Procurement of construction projects

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Building Services shall provide the full range of Services during Working Hours on Working Days. Limited services shall be available outside of these hours.

COMMUNICATIONS

10. DESIGN WORK

10.1 Overview

To be added

SERVICE SCOPE

The following Services are covered by this Agreement;

7.2.1 To be added

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- To be added

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide initial response to queries within 1 working day

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

10.2 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Christine Birch (Account Manager) via e-mailing christine.birch@achievingforchildren.org.uk and business.development@achievingforchildren.org.uk

11. SOCIAL MEDIA TRAINING

11.1 Overview

To be added

SERVICE SCOPE

The following Services are covered by this Agreement;

7.2.1 To be added

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- To be added

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide initial response to queries within 1 working day

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

11.2 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

CONTRACT MANAGEMENT SERVICES

12. CATERING ADVISORY SERVICE

(For establishments who do not have the RBWM Catering Contract)

12.1 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 your service runs smoothly throughout the year

12.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- Independent audits and checks, 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.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Notify the team of changes in catering supplier
- Provide copies of current menu when required prior to visit.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- An annual visit.
- A detailed report and assistance in compliance with legislation.
- Kitchen premises, equipment and services are monitored to ensure compliance with Legislation.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

12.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Christine Birch (Account Manager) via e-mailing christine.birch@achievingforchildren.org.uk and business.development@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

13. EMERGENCY CONTACT AND KEY-HOLDER SERVICE

13.1 Overview

The service provides the upkeep of correct key-holder data and the management of a contract for key holding and alarm call-out services. The external contract is for a security company to attend site when an alarm is activated outside of school hours.

13.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

13.2.1 Key holding/ Out of Hours Call Out

- Liaise with schools on changes of key-holder details
- Updating database for use by Building Services in Tinkers Lane
- Liaise with all concerned if problems arise
- Consult with schools regarding the renewal of the contract

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Notify the team of any change in key-holder details, ensuring details are current.
- Reply to correspondence in connection with contractual matters by required deadlines.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide initial response to queries within 1 working day
- Investigate any alarm activation issues
- Arrange meetings between schools and contractors

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Customers are aware that the cost charged via the 'Traded Services Brochure' covers the service element only. Contract and call-out charges will be invoiced directly to schools by the Contractor.

13.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

Key-holder Queries

- **Telephone support:** *Level 1 -* 01628 796073
Level 2 - 01628 796746

Monitored 9:00 A.M. to 4:00 P.M. Monday – Friday

- Calls received out of office hours will be forwarded to a voice-mail and will be dealt within 1 working day.

- **E-mail support:** *Level 1 -* school.accomodationteam@rbwm.gov.uk
Level 2 - business.development@achievingforchildren.org.uk

Monitored 9:00 A.M. to 4:00 P.M. Monday – Friday

- E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

Emergency & Alarm Helpdesk

- **Telephone support:** *Building Services Helpdesk -* 01628 796476

Monitored 8:00 A.M. to 5:00 P.M. Monday – Friday

Out of Hours Emergency & Alarm Helpdesk

- **Telephone support:** *Control Room (Tinkers Lane) -* 01628 796476

Monitored 5:00 P.M. to 8:00 A.M. Monday – Sunday (incl. bank holidays)

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Ann Pfeiffer (Service Leader Sufficiency & Access) via e-mailing ann.pfeiffer@achievingforchildren.org.uk and school.accomodationteam@rbwm.gov.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

14. EQUIPMENT SERVICING

14.1 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

14.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

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

All inspections listed above are included in the cost for the service. Should a customer wish to purchase their own separate inspections for one of more of those listed, the price will remain the same.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Allow access to relevant areas by above contractors

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide an annual inspection by qualified experienced contractors ensuring the safety of pupils.
- A point of access for all queries and complaints.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

14.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
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- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
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 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Christine Birch (Account Manager) via e-mailing christine.birch@achievingforchildren.org.uk and business.development@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

15. FILM & MUSIC LICENSING

15.1 Overview

Copyright licenses are now managed by the DfE on behalf of all state-funded schools including Academies. The DfE will recharge each Local Authority for the relevant cost of these licenses. This means that schools will no longer need to negotiate individual licenses or pay for them from their budget share. The DfE have sent a Fact Sheet for Schools which provides more details on these arrangements and what the licenses cover.

The service enables provision of valid licences for schools outside the scope of the centrally funded licences. Please refer to the Traded Services Brochure for licences within scope.

15.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

15.2.1 Licenses:

- Identify special licence request from schools;
- apply for Licences on behalf of the schools;
- monitor the provision of requested Licence;

WHO IS THE LICENSEE?

The agreements between the DfE and the Copyright Management Organisations CMOs simply covers the administration of the licences. Each education establishment is a Licensee and as such responsible for ensuring that the terms and conditions of the licenses are adhered to by their staff.

WHERE IS MY LICENCE?

If you require a copy of your licence, please contact the individual copyright management organisations below.

INFORMATION ABOUT WHAT THE LICENCES COVER

What is the SPML and what content is covered?

<http://schools.cla.co.uk/your-cla-schools-licence/schools-printed-music-licence/>

What is the CLA Licence and what content is covered?

<http://schools.cla.co.uk/your-cla-schools-licence/what-can-be-copied/>

What is the NLA Licence and what content is covered?

<http://schools.cla.co.uk/about-your-licences/nla-schools-licence/nla-licence-documents/>

What is the ERA Licence and what content is covered?

General information about the ERA Licence is at www.era.org.uk

What is the PVSL and what content is covered?

For more information on the PVSL see www.filmbank.co.uk/pvsl/education

For a list of studios participating in the PVSL scheme go to www.filmbank.co.uk/pvsl/studios

What is the MPLC licence and what content is covered?

<http://www.themplc.co.uk/page/channel-overview-schools>

What is the PRS licence and what content is covered?

<http://www.prsformusic.com/SiteCollectionDocuments/PPS%20Leaflets/Schools%20leaflet.pdf>

What is the PPL licence and what content is covered?

<http://www.copyrightandschools.org/>

What is the MCPS licence and what content is covered?

<http://www.prsformusic.com/Pages/Rights.aspx>

What is the CCLI licence and what content is covered?

<http://schools.ccli.co.uk/>

Does the DfE cover all copyright licences for the sector?

The DfE has agreements with the above CMOs that cover their licences. Other licences may be required by your school for use of other content. More information can be found at:

<http://www.copyrightandschools.org/>

CONTACTS

Who should I contact?

- Terms and Conditions, rights and repertoire of the CLA, SPML or NLA Licence <http://schools.cla.co.uk/get-in-touch/contact-the-schools-team-at-cla/>
- Terms and Conditions, rights and repertoire of the ERA licence www.era.org.uk
- Terms and Conditions, rights and repertoire of the PVSL www.filmbank.co.uk/pvsl/terms.

For information on the PVSL, contact T: **01494 836 231** or email pvsl@cefm.co.uk. The licence terms and conditions for the PVSL can be found at:

<http://www.filmbank.co.uk/images/80989/pvsl%20terms%20&%20conditions%20feb%202013.pdf>. By screening films from copyright owners licensed under the PVSL scheme, each school, agrees to be bound by and comply with these terms and conditions.

- Terms and Conditions, rights and repertoire of the MPLC <http://www.themplc.co.uk/page/contact-the-mplc>
- Terms and Conditions of the PPL licence can be found at: <http://www.ppluk.com/I-Play-Music/Businesses/Why-do-I-need-a-licence/>
- Terms and Conditions of the PRS licence can be found at: <http://www.prsformusic.com/users/businessesandliveevents/generaltermsandconditions/Pages/default.aspx>
- Terms and Conditions of the MCPS Limited Manufacture licence can be found at: <http://www.prsformusic.com/SiteCollectionDocuments/LM%20TandC.pdf>

- Terms and Conditions of the CCLI licence can be found at:
<http://schools.ccli.co.uk/pdfs/schools/terms/SchoolLicenceTermsUK.pdf>
- Independent fee paying school licensed through the Independent Association of Prep Schools can obtain advice at <https://www.iaps.org.uk/about/copyright-and-schools>

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Advise the team of any required additions to/deletions from the range of licences held;
- Obtain and meet the cost of any other legally-required Licences not covered by this agreement and advise the team of the details.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide initial response to queries within 1 working day

15.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
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8:45 A.M. to 4:45 P.M. Fridays
 - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent via e-mail to the business.development@achievingforchildren.org.uk mail-box or to your nominated Account Manager.

16. FREE SCHOOL MEAL ELIGIBILITY CHECKING

16.1 Overview

This service provides for:

- The administration support to schools and academies for escalations using the SDA system.
- 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.
- The Eligibility Checking Service draws together information from the Department of Work and Pensions, the Home Office and HMRC (Revenue and Customs) to enable Parents/Carers, Schools and the LA to check free school meal eligibility.

16.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

16.2.1 Free Schools Eligibility Checking

- Ensure SDA FSM system is available to use to those schools who subscribe to the service. www.cloudforedu.org.uk/ofsm/rbwm/
- Ensure the system is available to use by the school administrators who subscribe to the service www.cloudforedu.org.uk/ofsm/rbwm/school
- The LA is the conduit between the schools and the authors of the online Eligibility Checking Service SDA Ltd for technical questions not answered by online help or provided user guides.
- The creation of nominated school Administrator accounts to enable schools to process parent/carer applications as online requests.
- The system to return immediately application results to schools showing whether applicants are eligible or not for FSM.
- Complete annual consultation with schools to assess system as part of Account Manager review meetings.
- Continue to evaluate system to ensure maximum efficiency for parents/carers, schools and LA staff in conjunction with software provider Software for Data Analysis Limited.
- Schools must give one terms notice if withdrawing from the contract.
- Subscription is annual and is calculated on a 3 term basis. Spring, Summer and Winter. There are no part payments joining part way through a term.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Reading and to the best of your ability fully understanding the SDA FSM Back-Office User Guide and the SDA FSM Online Application User Guide.
- Ensuring that two members of school staff are capable of operating the SDA FSM system to maintain continuity of FSM processing
- To be able to check and enter data via online screens.
- Notifying parents whether or not they are eligible for FSM.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Ensure SDA provide a secure hosted solution for confidential information.
- Use of LA LLPG data to assist in address look up.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Apart from essential maintenance the service is available at all times.

16.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
Monitored 9:00 A.M. to 5:00 P.M. Monday – Thursday
9:00 A.M. to 4:30 P.M. Fridays
 - Calls received out of office hours will be forwarded to an answer phone and will be answered on return to normal operating hours.
- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 9:00 A.M. to 5:00 P.M. Monday – Thursday
9:00 A.M. to 4:30 P.M. Fridays
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Karen Sargeant Business Development Officer with responsibility for the SDA FSM solution via e-mail karen.sargeant@rbwm.gov.uk and copy business.development@achievingforchildren.org.uk as a second point of contact in the event where Karen is away from the office.

Please note - should a school not purchase the corporate offering, they are responsible for providing their own checking system.

All parents that contact the school will be advised to speak to their school direct

17. GROUNDS MAINTENANCE

17.1 Overview

The service provides for the procurement, letting, managing and monitoring of the service delivery of Grounds Maintenance in Schools and includes:

- Liaison with Legal Services and Corporate Procurement in connection with tender and contract documentation to ensure compliance with Contract Rules and other legislative areas such as FOI Act, TUPE and CRB/Safeguarding.

17.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

17.2.1 Grounds Maintenance

- Negotiate and implement the annual price increase in accordance with the terms of the Contract;
- Monitor the planned programme of works;
- Arrange for the updating of the Bill of Quantities as requested by schools;
- Hold monthly Client/Contractor meetings;
- Monitor the environmental impact of the service;
- Process invoices for payment and arrange recharging;
- Attend meetings with Schools and Contractor as appropriate;
- Arrange for additional special services such as:
 - Supply of sand/grit
 - Purchase of shrubs
 - Design and landscape service
 - Testing and maintenance of Playground Equipment;
 - Provide facilities assistance for queries and complaints.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Ensure that access is available to the Contractor during school holidays and out-of-hours if required;
- Advise contractor of sports fixtures, Ofsted Visits, Sports Days etc. in advance, preferably at the beginning of term;
- Respond to correspondence by required deadlines.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide initial response to queries within 1 working day

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Tender Process – Initial consultation with schools, advertising, despatch of a Pre-Qualification Questionnaire to interested parties and selection of tenderers, arrangement of financial appraisals, preparation and production of tender documentation (terms and conditions, supply of TUPE information and operational specification), visits to Windsor and Maidenhead and Ascot school sites, evaluation of submitted tenders, visits to prospective contractors' sites, consultation with schools, reporting to committees and cabinet, award of contract and mobilisation.

17.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
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- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Christine Birch (Account Manager) via e-mailing christine.birch@achievingforchildren.org.uk and business.development@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

18. HYGIENIC AND DEEP CLEANING OF KITCHEN EQUIPMENT

18.1 Overview

In view of the fact that grease and grime could constitute a fire hazard in a kitchen with cooking equipment, the borough's insurers have stipulated that all school meals kitchens' ventilation systems, extract ducting, fans and motors should be specialist cleaned on at least an annual basis and that filters are cleaned every two months.

18.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

18.2.1 Kitchen Cleaning:

- Schedule the visits to comply with insurance requirement timings;
- Verify personal liability insurance details;
- Check the service provider's competence and capability including its commitment to Health and Safety guidelines and regulations and Public Liability and Third Party insurance;
- Liaise with the catering contractor; retain certified worksheets and record the date and extent of the clean; monitor the standard of workmanship;
- Arrange prompt payment of the invoice;
- Advise the school if another ventilation/canopy clean is required for which an additional payment may be required.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Retain records of cleaning in kitchens for one year.
- Arrange for the removal and replacement of filters every two months.
- Ensure hot water supplies are available e.g. during school holidays/out of kitchen hours.
- Telephone the contractor if the school has to close, in order to avoid abortive call charges.
- Remain open until the clean is completed. Normally takes 5 – 6 hours for a standard kitchen.
- Inform caretaker/site controller that contractor is working out of school hours.
- Inform the Team if any kitchen equipment has been damaged during the clean.

NB: The filters are usually removed and replaced by the school's site controller/caretaker and cleaned by the kitchen staff. However if the school does not have a site controller/caretaker the team can arrange for this to be carried out at a cost that will be recharged to the school.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide initial response to queries within 1 working day

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- The service provides for cleaning of ventilation systems, namely fans, motors and ducting together with canopies where applicable. In addition, as and when necessary our service includes high level cleaning of walls and ceilings, specialist floor cleaning and deep-cleaning of catering equipment to comply with Environmental Health regulations.

18.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
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- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Christine Birch (Account Manager) via e-mailing christine.birch@achievingforchildren.org.uk and business.development@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

19. KITCHEN DESIGN AND REFURBISHMENT

19.1 Overview

The service provides for:

- Advice and assistance to consultants and architects on the layout/design of kitchens from start to completion to meet statutory and ergonomic requirements
- Arrange purchase of new equipment at RBWM preferential rates

19.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

19.2.1 Kitchen Design and Refurbishment:

- Identify equipment and layout requirements.
- Arrange site visits with kitchen designers
- Arrange for quotations and evaluate
- Raise orders for equipment
- Liaise with Building Services
- Oversee project until completion

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Advise Building Services and or Diocese of requirements

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide initial response to queries within 1 working day

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

19.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
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- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Christine Birch (Account Manager) via e-mailing christine.birch@achievingforchildren.org.uk and business.development@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

20. KITCHEN EQUIPMENT REPAIR & REPLACEMENT

20.1 Overview

In order to make this service affordable and manageable for all customers, we are changing the way in which we charge due to increases in use of the service. The changes have been designed in order to support fairer use of the service for all customers.

These changes include:

- Increases to the payment bands based on the previous two year usage
- Capping the fees for issues with Combi Ovens, Ventilation and Shutters

Please note that an additional management fee is applicable to those schools not within the corporate catering contract.

Those schools that operate a non RBWM catering contract are invited to participate in the scheme, but unfortunately 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.** This is because in these cases we have often, in the past, been unable to verify the condition and specification of the equipment, or the correct servicing agent.

In the event that we are requested to include any equipment purchased by the school or the non RBWM catering contractor, the team would arrange to have the equipment assessed by an appropriate service contractor in order to ascertain the condition and specification of the equipment and its suitability for inclusion in the scheme. The cost of this assessment would be recharged to the school whether or not it was subsequently decided to cover the equipment by the scheme.

20.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- Arrange for accredited contractor to visit site.
- e-mail schools to advise that an engineer is due on site
- ensure that all kitchen equipment is maintained to legal standards and new equipment purchased where necessary;
- ensure all kitchen equipment repairs are completed as quickly and efficiently as possible;
- ensure that pest control calls (kitchen only) are dealt with as a matter of urgency;
- check standard of work prior to processing invoice for payment;
- maintain existing cash registers where appropriate;
- supply new cash registers where required.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Provide access/accurate information to Contractors to avoid abortive call-out charges
- Issue Permits to Work where appropriate
- Replace kitchen ceiling lights where necessary

- Ensure constant electricity supply to kitchen area in order to maintain fridges and freezers in working order especially in times of work being carried out in the school and during holiday periods.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.
- For an annual premium, inclusion in this “insurance-type” scheme will cover:
 - Cash Register Maintenance including replacement or upgrading;
 - Pest Control (kitchen only);
 - Day-to-day repairs to catering equipment (including emergency calls for gas leaks); together with any other work in order to adhere to legal requirements.
 - Compliance with Environmental Health Regulations, purchase of new catering equipment where necessary to comply with legal standards, together with all the administration involved in obtaining quotes, checking work done and payment of invoices.

NB: The replacement of gas catering equipment is dependent upon adequate extraction/ventilation being available.

20.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
 Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
 8:45 A.M. to 4:45 P.M. Fridays
 - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- **E-mail support:** business.development@achievingforchildren.org.uk
 Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
 8:45 A.M. to 4:45 P.M. Fridays
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Christine Birch (Account Manager) via e-mailing christine.birch@achievingforchildren.org.uk and business.development@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

21. LIGHT CATERING EQUIPMENT

21.1 Overview

Schools that are part of the borough Schools Catering Services Contract have this service included by the contractor and should contact them direct for any orders, questions or concerns.

Schools not in the corporate contact are invited to buy back this service to ensure that good quality, durable light equipment, to a consistent standard, is provided in order to support the School Lunch service. Furthermore with the use of fresh fruit, vegetables, meat and fish, knives and (sharpening) steels fit for purpose are necessary and have to be supplied in addition to the current equipment.

Much of the light cooking equipment and catering equipment (e.g. saucepans and tins) in schools do periodically require replacement and it is often the case that schools require additional light equipment such as cutlery, plates and bowls due to the introduction of universal free school meals for 5 to 7 year olds. Whilst the contractor does its best to move around any surplus equipment, it is not always possible to provide for all schools especially for Christmas Lunch when many schools elect to have Christmas Lunch on the same day.

The service provides for:

- purchasing and monitoring necessary levels of light equipment comprising:
- stainless steel cutlery
- plates, bowls, side plates, beakers, jugs
- kitchen utensils/salad tongs
- saucepans/cooking equipment
- serving dishes/gastronorm tins
- internal waste bins

In order to make this service affordable and manageable for all customers, we are changing the way in which we charge due to the increased use of the service. The changes have been designed in order to support fairer use of the service for all customers. These changes include:

- Increases to the payment bands based on the previous two year usage
- Customers will only receive one full top up a year of cutlery - any additional requests for items will be subject to additional payments.

21.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

21.2.1 Light Catering Equipment:

- Request the Contractor to complete an inventory of light equipment in each school;
- Prioritise new and replacement items required;
- Source and compare prices and quality of available equipment;
- Supply equipment as necessary;
- Process purchase orders/ invoices.
- Monitor Budget

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Agree if light equipment is taken away from the kitchen/dining area it is returned to the kitchen on a daily basis;
- Lunchtime supervisory staff are requested to assist in the care and retention of light equipment, especially cutlery.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Purchasing and monitoring necessary levels of light equipment comprising:
 - Stainless steel cutlery
 - Plates, bowls, side plates, beakers, jugs
 - Kitchen utensils/salad tongs
 - Saucepans/cooking equipment
 - Serving dishes/gastronorm tins
 - Internal waste bins
- Provide initial response to queries within 1 working day

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- This service will include a maximum of one annual “topping up” exercise with additional requests to be funded at the discretion of the Team. In cases of requests for unreasonably large amounts or frequent replacement of light equipment the school may be required to fund such replacements.

21.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
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- **E-mail support:** business.development@achievingforchildren.org.uk
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8:45 A.M. to 4:45 P.M. Fridays
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Christine Birch (Account Manager) via e-mailing christine.birch@achievingforchildren.org.uk and business.development@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

22. REPAIRS TO FABRIC OF PRIMARY SCHOOL KITCHEN BUILDINGS (LA MAINTAINED SCHOOLS)

22.1 Overview

The Service provides for the repair to maintained primary school kitchen premises where necessary. This would include:

- Work to Walls
- Floors
- Ceilings
- Plumbing
- Tiles
- Boilers
- Doors/Shutter
- Pipe Works
- Insect Screens
- Windows/Doors

22.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

22.2.1 **Repairs** - Arrange immediate repair to kitchen premises by reputable company in accordance with legal requirements

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Provide access/accurate information to Contractors to avoid abortive call-out charges
- Issue Permits to Work where appropriate
- Replace kitchen ceiling lights where necessary
- Ensure constant electricity supply to kitchen area in order to maintain fridges and freezers in working order especially in times of work being carried out in the school and during holiday periods.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Arrange immediate repair to kitchen premises by reputable company in accordance with legal requirements
- Raise 'A' Ticket with appropriate details and response times
- Liaise with Building Services
- Scan and e-mail 'A' Ticket to school to enable Permit to Work to be completed

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

22.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
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- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
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SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Christine Birch (Account Manager) via e-mailing christine.birch@achievingforchildren.org.uk and business.development@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

23. SCHOOLS CATERING SERVICES

23.1 Overview

The Contract and Service Management team is committed to providing to schools within the borough contract school meals complying with the Government's Nutritional Standards and will be responsible for:

- Arranging the procurement, letting, management and monitoring of the borough's schools' catering services contract.
- Ensuring that the provision of school meals, within the catering contract, complies with the Government's compulsory nutritional standards and all other statutory requirements.
- Management of compliance with regulations in association with the DfE and other government agencies, for example nutritional standards, free school meal eligibility and DBS/safeguarding checks.

23.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- Consult with schools with regard to contractual matters
- Tackling staffing issues with the contractor whether in connection with training, pay structures, workloads or functions of the group operational management team.
- Liaise with government and other agencies with regard to nutritional standards and other related issues to the provision of the service on behalf of schools.
- Hold regular Client/Contractor meetings
- Prioritise kitchen buildings that need attention;
- Participate in the Healthy Schools Scheme and Schools Nutrition Network in order to support schools in initiatives;
- Communicate on a regular basis with other Berkshire unitary authorities in order to obtain the best prices and products in respect of schools' catering;
- Meet with schools, governors and schools' councils to learn of their requirements and thoughts on the catering service;
- Be involved in menu development issues with the Contractor and report back to schools on changes;
- Assist in adapting menus in line with schools' wishes and the needs of the community;
- facilitate meetings and additional service arrangements between schools and the Contractor;
- Advise and assist schools with specific issues regarding the Contractor's staff.

- Arrange quality audits of each school's kitchen or dining centre (servery) plus carrying out random, independent checks on quality. Further one-off inspections will be made where requested by the school.
- A kitchen monitoring service which will include:
 - technical kitchen inspections
 - food quality and kitchen hygiene audits
 - contract specification compliance
 - customer satisfaction surveys
 - analysis of kitchen/dining area capacity
 - Monitoring visits are undertaken on a random basis and are unannounced.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Assist by registering any complaint about the service immediately by notifying the problem to a member of the Business Development team;
- Verify free school meal numbers and pay Contractor's invoices within the timescales required. A record of the FSM numbers must be retained in the school for a period of 5 years;
- (Primary Schools) Maintain a record of the number of school meals ordered from the Contractor on a daily basis. These figures should then be checked against monthly figures provided by the Contractor;
- Advise the Business Development Team in writing of any school changes which may affect the catering service;
- Allow access for team members and/or the Environmental Health Officer (EHO) to carry out statutory inspections;
- Advise the Business Development Team and the EHO immediately should there be reason to suspect a health and/or hygiene issue;
- Liaise with the contractor about any use of the kitchen for school purposes or in connection with third-party lettings. For legal and health and safety reasons the catering contractor has exclusive rights to the kitchen at each school but will make arrangements either to provide a service if required in association with lettings or to arrange for a member of its staff to be present to supervise. However it is possible to arrange for school use of the kitchen for some functions without charge or for a member of the contractor's staff to be present by prior discussion and arrangement with the contractor's Group Manager. Please also refer to School Kitchen Lettings Guidance.
- Ensure that the contractor is paid promptly for staff duty and free school meals. The school is responsible for any debts due to non-payment of meals purchased by either staff or pupils;
- Promote and encourage the uptake of free school meals especially, but also paid meals to ensure a healthy, balanced meal is taken in line with Healthy Schools criteria and the Whole School Food Approach;
- Support and encourage the involvement of lunchtime controllers in helping pupils to make healthy choices and in contributing to make the lunchtime service an enjoyable and desirable part of the school day;
- Advise the contractor as soon as possible if service will be restricted (e.g. school trips) or not required (e.g. polling days, PTA catering of Christmas parties, etc.). The Contractor will suffer loss of income and the school will be invoiced accordingly. The Contractor's pricing and the contract in general is based upon 190 days' trading.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Liaison with Legal Services and Corporate Procurement in connection with tender and contract documentation to ensure compliance with Contract Rules and other legislative areas such as OJEU Regulations, FOI Act, TUPE and DBS.
- Management of compliance with regulations in association with the DfE and other government agencies, for example nutritional standards, free school meal eligibility and DBS/safeguarding checks.
- Involvement in the annual contract review and implementation of any price increases in accordance with the terms of the Contract.
- Ad hoc Monitoring of kitchen premises, equipment, nutritional standards (including portion sizes), Environmental Health, Health and Safety and Trading Standards requirements, Customer Service of 'front-of-house' staff and the dining environment.
- Ensuring that the Contractor meets the requirements specified in the catering contract by the team carrying out random, independent checks on quality and validating the contractor's own monitoring system on an annual basis. Additional one-off inspections will be carried out where requested by schools.
- Regular contact with other Berkshire unitaries for the purpose of benchmarking, increased purchasing power and mutual sharing of knowledge and information.
- Partnership working and consultation with schools, governors and schools' councils to identify expectations, perception and requirements of the service by all users to assist in a programme of continuous improvement.
- Influencing nutritional elements both with regard to food and drinks. Menu development in collaboration with the contractor forms a significant part of the management of the contract. Drinking water had already been identified as a key issue and is now featured in the nutritional standards. Cans and carbonated drinks have been withdrawn from sale in schools within the borough contract. A water-cooler contract service is offered under Service Contracts.
- Menus may be adapted if required for the purpose of contributing to the aims of social inclusion and the needs of the local community.
- Working with individual schools and the Contractor to set up a Breakfast Service with the support of and promotion by schools.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

Tender Process – initial consultation with schools, advertising, despatch of Pre-Qualification Questionnaire to interested parties and selection of tenderers, arrangement of financial appraisals, preparation and production of tender documentation (terms and conditions, supply of TUPE information, nutritional, financial and operational specifications, compilation of school profiles etc.), visits with Contractors to Windsor and Maidenhead school sites, evaluation of submitted tenders, visits to prospective contractors' sites, further consultation with schools, presentation by final bidders, reporting to committees and cabinet award of contract and mobilisation.

23.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Christine Birch (Account Manager) via e-mailing christine.birch@achievingforchildren.org.uk and business.development@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

24. UNDER 5'S SCHOOL MILK

24.1 Overview

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

24.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- 24.2.1 Funds milk purchases for children under five- the school or nursery receives no dairy bills
- 24.2.2 Ensure that children increase their calcium intake
- 24.2.3 Coverage for schools and nursery's only - this does not include breakfast or after school clubs

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Changes to requirements will be communicated and documented to the LA.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Ensuring supplier – Cool Milk - completes all claim paperwork and administration free of charge
- Oversee and maintain school milk schemes in partnership with Cool Milk and across schools, pre-schools, nurseries and PVI's (Private, Voluntary and Independent settings).
- Ensure that Cool Milk provides of a free fridge and promotional material for all schools that use our 'full-school milk scheme'

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

24.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays

- Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
-
- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
- E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Christine Birch (Account Manager) via e-mailing christine.birch@achievingforchildren.org.uk and business.development@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

25. WASTE MANAGEMENT

25.1 Overview

The service provides for the procurement, letting, managing and monitoring of the service delivery to schools of School and Kitchen waste collection and disposal (including clinical waste) and includes:

Liaison with Legal Services and Corporate Procurement in connection with tender and contract documentation to ensure compliance with Contract Rules and other legislative areas such as OJEU Regulations, FOI Act, TUPE and DBS/Safeguarding.

25.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- 25.2.1 Negotiate and implement annual price increases in accordance with the terms of the contract for inflation and Land-fill taxes;
- 25.2.2 Attend review meetings with the Contractor;
- 25.2.3 Process invoices for payment and arrange recharging, ensuring that missed collections are reimbursed;
- 25.2.4 Arrange for extra collections;
- 25.2.5 Arrange collection and collation of data for annual waste carrier licence (legal requirement);
- 25.2.6 Provide facilities for assistance with missed/extra collections.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Advise if extra collections are required;
- Advise if any large quantities of waste and/or additional black sacks need to be collected;
- Ensure that access is available to the contractor during school holidays and out-of-hours if required;
- Send Duty of Care notices back to Contractor within a timely manner.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide initial response to queries within 1 working day

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

25.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796746 or 01628 796599
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- **E-mail support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Christine Birch (Account Manager) via e-mailing christine.birch@achievingforchildren.org.uk and business.development@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

EDUCATION SERVICES

26. BEHAVIOUR SUPPORT

26.1 Overview

We offer a range of services to develop and strengthen your school practice, enhancing ethos, attainment and well-being. These services build on our continuing partnership with you, our knowledge of local schools and the context of Royal Borough plans and policies

26.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The focus of the work may be at any or all of the following levels: individual level; group and class level; strategic systems and organisational level. The following Services are covered by this Agreement;

26.2.1 Behaviour Support package provides a range of services within each package:

- Initial set up meeting
- Provide appropriate intervention for the child school and /or parents and carers where necessary.
-

26.2.2 Individual Intervention:

- Provide evidence based high quality training aimed at enhancing understanding of emotional, behavioural difficulties and teaching new skills for supporting children and young people .
- Contribute towards multi-agency meetings about children and young people as appropriate.
- 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.

26.2.3 Group Work:

- 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 focussing on Emotional Resilience, self esteem, friendship and social skills.
- Nurture groups – KS1, KS2 and KS3
-

26.2.4 School Transition work:

- Transition groups offer a variety of programmes designed to meet the needs of pupils/students.
- 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.

26.2.5 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
-

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Contact with the Behaviour Support team and completion of an Additional Help Form with relevant details of the child/young person causing concern.
- Completion of the Additional Help Form with parent/carer consent.
- Provision of appropriate venues for planning/review meetings/sessions where appropriate.
- Communication to all relevant staff in the setting the elements agreed in action plans that are pertinent to their role and contact with the child.
- Informing the member of the Behaviour Support Team visiting the school if for some reason the planned meeting cannot go ahead.
- Contact with the Behaviour Support Team and completion of the Additional Help form with relevant details of the children/young person for the group.
- Identify a senior member or members of staff for consultation, liaison and planning.
- Ensure appropriate access to children and young people and staff for planning consultation and observation.
- Provide appropriate space for the Behaviour Support practitioner to work.
- Co-operation in arranging appointments and promoting attendance, liaising with parents/carers as required.
- Provision of relevant record in pertaining to the child/young person.
- Gathering of data to support collaborative assessment as required.
- The Inclusion and Pupil Support Service will ensure that all practitioners are appropriately qualified for the work requested.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Specific packages purchased as outlined in the traded brochure

The Behaviour Support team currently offer a freely accessible service funded through the de-delegated budget to **all maintained primary schools** through the Early Help Hub. All other schools, including secondary and academies purchase our service independently.

When you purchase our Behaviour Support Service you will have access to the following for any child/young person whose behaviour and social/emotional presentation state you are concerned about:

- Telephone consultation
- Assistance in contacting relevant professionals and services
- Individual or group work for the child/young person and liaison with parents and carers
- ELSA support & monitoring
- Guidance on evidence based practice in supporting a child/young person's social emotional needs
- Access to training

Absence Liability (Including sickness and holidays)

- Depending upon the level of service agreed, Behaviour Support practitioners are available to cover all of the 39 weeks that schools are open.
- The Behaviour Support Team will endeavour to cover any short-term school based practitioner absence. Longer term absence may have to be reflected in a reduction in charge.
- The Behaviour Support Team will endeavour to make up time 'lost' through unforeseen circumstances dependant on team capacity.
- Should the school wish to cancel a pre-arranged Behaviour Support appointment at short notice (less than 48 hours) then costs cannot be refunded and another appointment cannot be guaranteed.
- It is the schools responsibility to inform the Behaviour Support Team member as soon as possible if a child/young person is going to be absent on the day/time of their visit.
- In the case of training being cancelled by the Service it shall be at the sole discretion of the Service to either provide an alternative date for the training or where possible arrange a refund.

26.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796688
Monitored 8:45 A.M. to 1:30 P.M. Monday – Friday
 - Calls received at other times may be answered or a message can be left and a member of staff will call you back within 48 hours.

- **E-mail support:** ed.psych@achievingforchildren.org.uk
Monitored 8:45 A.M. to 1:30 P.M. Monday – Friday
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

- **SERVICE REQUESTS**

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 5 working days.
- Any queries please contact Rebecca Askew (Specialist Senior Educational Psychologist) by e-mailing rebecca.askew@achievingforchildren.org.uk and ed.psych@achievingforchildren.org.uk is to be copied in as a second point of contact.

27. EDUCATIONAL PSYCHOLOGY

27.1 Overview

We offer a range of services which use psychology to develop and strengthen your school practice, enhancing ethos, attainment and well-being. These services build on our continuing partnership with you, our knowledge of local schools and the context of Royal Borough plans and policies. Our evidence-informed approach will focus our partnership on making a measurable difference, taking you, your staff, your children and their families forward to reach your aspirations.

All RBWM EP services are provided by fully trained and qualified EPs, or Trainee EPs (who receive regular, high quality supervision with us while completing their doctoral training). All our EPs are DBS checked, statutorily registered with the Health Professions Council (HPC) and receive regular supervision, appraisal and Continued Professional Development (CPD).

Your link Educational Psychologist will work within our Service Delivery Model, which is based on our joint Plan-Do-Review approach. This approach presents opportunities for problem solving discussions and work at a range of levels. For more information please refer to our 'Information Pack for Schools', which can be found on First Class.

If you purchase our CORE+ Service, we will be able to discuss all the possible options for working together for your school at our scheduled planning meeting. Our services can be divided into four broad areas:

- School staff training, development, consultation and coaching.
- Specialist support and interventions for C/YP (including adult consultation; individual pupil assessment, intervention and group intervention).
- Working with the family
- Research and evaluation

We have given some examples and ideas about the variety of work we can undertake both in our 'Information Pack for Schools'. We also offer bespoke, individualised training and development, including follow-up and repeat sessions to embed and consolidate developments.

27.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

27.2.1 School staff training, development, consultation and coaching – (Examples include Circles of Friends work and highly successful initiatives such as ELSA Supervision, Friends for Life training.) We offer training based on current research using psychological theory

underpinning our practice. We will provide training in the most appropriate format as agreed, usually power point presentations, with interactive discussions and activities.

27.2.2 Specialist support and intervention for C/YP - (including adult consultation, individual assessment, intervention and group intervention). Examples include supervision for staff, short-term pupil intervention using CBT approach, co-facilitating Friends for Life.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Agree to set up appropriate space to carry out training and IT as agreed.
- Completion of evaluations.
- Providing information to the EP on relevant schools issues and needs (e.g. organisational changes, staffing, SENCo time).
- Obtaining signed parental permission for all EP contact regarding individual pupils.
- Supporting EP access to parents and staff and efficient Planning and Review meetings.
- Providing suitable facilities when the EP needs to work with individual pupils.
- Make initial contact with parents and explain programme on offer.
- Set up initial meeting and appropriate room to enable programme to be carried out effectively.
- Provide data as required to carry out effective research.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide applied psychology to your school/cluster through work negotiated and agreed with you for CORE+.
- Target EP input on need by working with adults (parents, teachers or other staff) or groups or individual pupils.
- Provide written or oral advice/information. Where direct work is done with an individual child, this will always be communicated to key staff and parents.
- Meet with the person or people most concerned about an individual pupil.
- Seek information from you on the outcomes of EP involvement.
- Working with the family - (Examples include. Multi-family group work, drop-in sessions and workshops for parents.) Agree appropriate programme for a group of parents based on need and current best practice.
- Research and Evaluation – (Examples include tracking the impact of SEBD initiatives.) We will conduct high-quality evaluative or exploratory research and produce a summative report.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- The EPS aims to promote and improve the learning, well-being and development of all children, especially vulnerable children and young people, through applying psychology. We achieve change for children by working with the adults most concerned about them, as well as the children themselves.

27.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support: 01628 796688**
Monitored 8:45 A.M. to 1:30 P.M. Monday – Friday
 - Calls received at other times may be answered or a message can be left and a member of staff will call you back within 24 hours.
- **E-mail support: ed.psych@rbwm.gov.uk**
Monitored 8:45 A.M. to 1:30 P.M. Monday – Friday
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Alison Crossick (Psychology and Wellbeing Team Leader). If the request comes through e-mail then ed.psych@rbwm.gov.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

28. EDUCATION WELFARE SERVICE

28.1 Overview

We will support your school in improving and maintaining good school attendance for all pupils leading to increased attainment. We offer advice on the guidance and legislation relating to school attendance and the requirements of schools to maintain accurate records of attendance of pupils Service Agreement. Advice and guidance on pupil exclusion processes.

28.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

Education Welfare package provides a range of services relating to school attendance:

- Named Education Welfare Officer
- Regular liaison meetings with designated staff
- Deliver appropriate interventions for the children/young people and parents/ carers where necessary.
- Liaison with other relevant professionals

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Complete referral form with relevant details of the child/young person causing concern.
- Advise parent of the referral to the EWS.
- Share all relevant information with EWO
- Offer venues for planning/review meetings where appropriate.
- Communicate to all necessary staff in school the elements agreed in plans that are pertinent to their role and contact with the child.
- Inform the Education Welfare Officer visiting school if for some reason the planned meeting cannot go ahead due to absence.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Specific to package purchased as outlined in the annual pricelist.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- The EWS aims to promote and improve the school attendance of all pupils. We achieve this by working in partnership with our schools, pupils and families.

28.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796411 or your EWO's direct number
Monitored 8:45 A.M. to 5:00 P.M. Monday – Friday
 - The nature of the teams work means that they are often out of the office. Messages will be picked up regularly and we aim to respond within 24 hours.
- **E-mail support:** ed.welfare@achievingforchildren or email your allocated EWO
 - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day.

Any concerns are to be sent to Education Welfare Service Manager and ed.welfare@achievingforchildren.org.uk is to be copied in as a second point of contact if the Business Manager is not available.

29. GOVERNORS SERVICES STRATEGIC SCHOOLS LEADERSHIP

29.1 Overview

The main aim of the Education and Childcare Advisory Service and Governors' Services is to ensure that all of our schools are judged to be at least good and the majority as outstanding.

Governors' Services, in partnership with Strategic School Leadership do this by supporting and challenging: school leaders, including governors in:

- Governance of schools, early years' settings and other providers to secure provision for all pupils that ensures the very best learning opportunities leading to optimum progress, attainment and well-being.
- Leadership teams, including governors to become more reflective learning communities with robust self-evaluation processes leading to outstanding provision, validated externally.
- Teachers to improve their practice to ensure the most appropriate, creative, motivating learning experiences leading to success for all pupils.
- Schools to identify the priorities of children and families in their local community and work effectively with partners to provide targets that promoted achievement and well-being.

29.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

29.2.1 **CDP** - Access to central CPD programme

29.2.2 **Advise & Support** - Advice and support to leadership teams and governors

29.2.3 **Induction Training** - To provide induction training

29.2.4 **Specific Role Training** - To provide Bespoke Training for specific roles

29.2.5 **Child Protection** - Provide Training in response to legislation e.g. child protection

29.2.6 **Leadership Update** - Publish and distribute regular Leadership Updates

29.2.7 **Additional Skill Governors** - Identify additional skills governors and broker support

29.2.8 **Collaborative Ventures** - Facilitation for clusters of schools for a range of collaborative ventures

29.2.9 **Governance Reviews** - Perform a review of the effectiveness of boards of governors:

- when schools commission
- when the service identifies the need for a review

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Ensure that staff/governors attend CPD in line with their own and school priorities
- Schools/Governors seek advice and support as appropriate
- Attend appropriate induction training
- Attend appropriate specific role training in line with school needs
- School staff and appointed governors attend training.
- Read the Leadership Updates, disseminate and act upon as appropriate
- Recognise the need for additional skills governors support and accept advice and guidance
- Identify appropriate opportunities to engage with collaborative activities.
- Governing Bodies commission the service to undertake a review of governance

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Ensure that the CPD has met identified needs – monitored via evaluations
- Issues are resolved swiftly when advice is sought – monitored via feedback
- Ensure that participants in any training feel that they have benefited.
- Support the school leadership teams and governors operate with increased effectiveness after training and leadership updates are published
- Support schools with records to demonstrate that participating staff are accredited
- Additional skills required are supported where a need arises
- Support a range of action research/collaboration groups working as professional learning communities across the RBWM
- Supply a full report of the governance review to the commission body including recommendations for improvements

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- 4 levels of service are offered within the SLA: Standard 1 (Support), Standard 2 (CPD), Standard 3 (Support & CPD), Standard 4 (Support, CPD & Governance Review)
- Additional CPD is offered outside the SLA agreement and will be separately costed
- All aspects of the service will be subject to regular monitoring and evaluation

30. OUTDOOR EDUCATION AND VISITS ADVISOR

30.1 Overview

The Outdoor Education and Visits Advisory Service is managed by the Outdoor Education Advisor and provides specialist advice, support and monitoring to schools and Head teachers on issues relating to the effective preparation and management of Educational Visits and activities with young people.

30.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

30.2.1 Centralised activities and database

- Database provision with reference to staff qualifications and experience in the context of off site and hazardous activities as defined in the Royal Borough's regulations.
- Provision to reference external organisations that provide off-site and hazardous activities as defined in the Royal Borough's regulations.
- Database provision with reference to legal requirements and guidelines as published by DfES, AALA and other relevant organisations in the context off-site and hazardous activities as defined in the Royal Borough's regulations.

30.2.2 Registration and induction into RBWM Outdoor Education Policy

- Advice and guidance regarding the effective planning and organisation of non-residential activities, ensuring adherence to the RBWM, HSE, AALA, DfES 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 off-site and hazardous activity procedures and legal requirements
- Support and advice via telephone and e-mail
- A training programme of Educational Visits Leafing EVL providing induction to the RBWM off-site and hazardous activity regulations.
- Assistance and support with planning, monitoring and evaluation of off-site and hazardous activities
- Advice on Best Value in the context of off-site and hazardous activities management.

30.2.3 Management of individual residential activities

- Advice and guidance regarding the effective planning and organisation of residential activities ensuring adherence to the RBWM, HSE, AALA, DfES, OEAP and common practice standards, regulations and guidelines.
- Processing and monitoring the RBWM off-site regulations, including administration of OA Forms
- Updating and informing on all relevant changes to off-site activity procedures and legal requirements
- Support and advice via telephone and e-mail.
- Assistance and support with planning monitoring and evaluation of off-site activities
- Advice on Best Value in the context of off-site and hazardous activities management

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Head teachers, EVC's and Aided School Governors must ensure that all off-site and hazardous activities are planned and implemented in accordance to the RBWM Educational Visits Policy.
- 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. Insurance may be jeopardised.
- The OA forms MUST be in before the deadlines, failure to comply will incur penalty charges which will be according to the extra work which is generated and if any staff have to be employed to cover work time. The Advisor is only .5 employed for the Service.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Initial response within 5 working days

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- **Local support:** Either by telephone, e-mail or mobile. The Advisors office is based in Maidenhead making all schools reasonably accessible.
- **Experienced staff:** The Adviser works full time with young people providing a service in Outdoor Education for the Borough, and has led and organised all types of residential activities, expeditions, off-site activities and exchanges whilst working in Berkshire and the Royal Borough. 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 all aspects of the Royal Borough's off-site activities regulations and the provision of national qualifications required to manage off-site activities, can be arranged or provided.
- **Knowledge of your school and similar size schools in your area:** The Outdoor Education Project has worked with many of the schools in the Royal Borough and seeks to respond to the diverse range of requirements of local education establishments regarding off-site and hazardous activities management.

30.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 784247 or 01628 675517
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
- **E-mail support:** outdoor.education.visits@achievingforchildren.org.uk
Monitored 9:00AM to 12.00 Monday-Friday Term time
 - E-mails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 5 working days

Any concerns are to be sent to Phil Brown (Outdoor Education & Visits Adviser) via e-mailing phil.brown@achievingforchildren.org.uk and outdoor.education.visits@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

31. SCHOOL ADMISSIONS AND APPEALS

31.1 Overview

The School Admissions Team provide a full and comprehensive service for all aspects of school admissions and admissions appeals throughout the academic year for schools, academies and free 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.

31.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- 31.2.1 **Application Assessment** – Assessment of all applicants by Admissions officers.
- 31.2.2 **Advice and Support** – Advice provided for all aspects of School Admissions including legal guidance in relation to Admissions policies
- 31.2.3 **Application Validation** – Validating all applications using council tax data and home visits where necessary.
- 31.2.4 **Appeals Services** – All appeals conducted in accordance with the appeals code including providing a panel of independent members. Presented by experienced presenting officers.
- 31.2.5 **Escalation of Complaints** – Responses to the local government Ombudsman for complaints relating to Admissions processes. Responses also provided to MPs where necessary.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- To provide the Local Authority with the relevant Schools Admissions policies
- To advise the Local Authority of any Supplementary Information Forms (SIF) requirements
- To liaise over applications as necessary

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- All legal Admission deadlines to be met
- All applications to be checked and verified
- All applications to be given the correct Admissions rule
- All advice to be compliant with the Admissions legislation

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

The School Admissions Team offer many years of expertise and are able to process all applications in an effective manner. We use specialised software to ensure that applications are

dealt with in the correct way and by the published legal deadlines. Our software also allows for the effective exchanging of data between other Local Authorities.

31.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 683870
Monitored 9:00 A.M. to 5:15 P.M. Monday – Thursday
9:00 A.M. to 4:45 P.M. Friday
- **E-mail support:** rbwm.admissions@achievingforchildren.org.uk
- Monitored 9:00 A.M. to 5:15 P.M. Monday – Thursday
9:00 A.M. to 4:45 P.M. Friday
 - E-mails received outside of office hours may be collected, however no action can be guaranteed until the next working day

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Basic queries will be responded to within 5 working days
- Appeals representation timescales will follow those set down in the appeals code
- Complex queries will be responded to within 10 working days

Any concerns are to be sent rbwm.admissions@achievingforchildren.org.uk.

32. SCHOOL SUPPORT: ADVISORY TEACHERS (EMTAS)

32.1 Overview

32.2 Our Teaching and Support Service helps to support the entitlement of all children to a broad and balanced curriculum. This will enable teachers and parents to meet the additional needs of individual pupils and support mainstream provision for special educational needs in fulfilment of statutory obligations. We provide schools with the opportunity to purchase qualified specialist teachers with EAL expertise.

32.3 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

EMTA

Specialist support:

- Initial English Language assessment for New Arrivals from abroad.
- Advice and support on accessing the mainstream curriculum for early stage learners of English.
- Direct pupil support to develop English language acquisition through agreed intervention programmes.
- Liaison with parents.
- Support for children and families from Gypsy Roma and Traveller (GRT) backgrounds with access to school, attendance and attainment.

Training:

- Training programmes for Teachers and Teaching Assistants on EAL strategies and meeting the needs of pupils newly arrived from abroad.
- Training on GRT culture and educational achievement.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Obtain signed parental permission for School Support staff to work with designated pupils.
- Provide background information as necessary on supported pupils.
- Provide suitable facilities for support staff to work with designated pupils.
- Agreed liaison meetings.
- Completion of evaluations
- Payment for all support costs.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting support requirements within the agreed service package.
- Writing reports to share with parents/carers, attendance at meetings and Annual Reviews for EAL pupils.

- Liaison with nominated staff member at schools/other professionals/agencies and parents when required/requested by school.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

EMTAS

- Our new arrival support increases pupil well-being and facilitates inclusion (academically, culturally and socially).
- Our assessments enable teachers and schools to better address the specific needs of new arrivals to the country.
- Develop an increased understanding of barriers to achievement for vulnerable groups.
- Strengthened links with parents/carers in hard to reach groups and expertise in improving parental engagement with schools.

32.4 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support:
01628 683220 (Admin Support)
Monitored 8:30 A.M. to 4:00 P.M. Tuesday – Thursday
07825 145018 (School Support Manager)
Monitored 8:30 A.M. to 5:00 P.M. Monday – Friday
- Calls received out of office hours will be forwarded to an answering service where a member of staff will aim to contact you within 24 hours.
- Email support:
helen.lovell@achievingforchildren.org.uk or linda.powell@achievingforchildren.org.uk
Monitored 8:30 A.M. to 4:00 P.M. Monday – Friday

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 1 working day

Any concerns are to be sent to Helen Lovell (School Support Manager)
helen.lovell@achievingforchildren.org.uk

33. SCHOOL SUPPORT: ADVISORY TEACHERS (SEND)

33.1 Overview

33.2 Our Teaching and Support Service helps to support the entitlement of all children to a broad and balanced curriculum. This will enable teachers and parents to meet the additional needs of individual pupils and support mainstream provision for special educational needs in fulfilment of statutory obligations. We provide schools with the opportunity to purchase qualified specialist teachers with SEND expertise.

33.3 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

SEND

Specialist support and intervention:

- Assessment of pupil's special educational needs using a range of standardised tests (numeracy and literacy).
- Provide professional advice, recommendations and implementation of teaching programmes.
- Teaching individual pupils and groups with more challenging special educational needs to support the assessment and learning programme according to staffing capacity.

Training:

- Training programmes for Teachers and Teaching Assistants for effective teaching methods including literacy and numeracy interventions.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Obtain signed parental permission for School Support staff to work with designated pupils.
- Provide background information as necessary on supported pupils.
- Provide suitable facilities for support staff to work with designated pupils.
- Agreed liaison meetings.
- Completion of evaluations
- Payment for all support costs.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting support requirements within the agreed service package.
- Writing reports, attendance at meetings and Annual Reviews for pupils with SEND.
- Liaison with nominated staff member at schools/other professionals/agencies and parents when required/requested by school.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

SEND

- Our expertise and experience facilitate the inclusion of those whose learning difficulty might be a barrier to achievement.
- School staff have increased awareness of the need to differentiate the curriculum to include all SEND pupils.
- School staff become more confident in the delivery of current early literacy and numeracy programmes as a result of our training programmes

33.4 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support:
01628 683220 (Admin Support)
Monitored 8:30 A.M. to 4:00 P.M. Tuesday – Thursday
07825145018 (School Support Manager)
Monitored 8:30 A.M. to 4:00 P.M. Monday – Friday
 - Calls received out of office hours will be forwarded to an answering service where a member of staff will aim to contact you within 24 hours.
- **E-mail support**
helen.lovell@achievingforchildren.org.uk

Monitored 8:30 A.M. to 4:00 P.M. Monday – Friday

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 2 working days

[Any concerns are to be sent to Helen Lovell \(School Support Manager\)](mailto:helen.lovell@achievingforchildren.org.uk)
helen.lovell@achievingforchildren.org.uk

HUMAN RESOURCES

34. HEALTH & SAFETY

34.1 Overview

To ensure that both service areas and schools can manage their health and safety risks to customers, residents, pupils and staff. This is achieved through advice and support from the Corporate Health & Safety Team

34.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- 34.2.1 **Advice on legislation practices and procedures** – Advice on legislation and corporate policy, practices and procedures. Advise schools and service areas of any changes to legislation, corporate policies and procedures. Give assistance with safety related issues. Provide technical and professional help to service and school managers and staff. Support service areas and schools on issues relating to contractors and contract work. Support service areas and schools when dealing with external organisations.
- 34.2.2 **Accident prevention** – Provide advice and guidance on accident prevention measures. Assist with accident investigations where necessary. Monitor accident statistics to identify trends.
- 34.2.3 **Inspection and auditing** - Assist with health and safety inspections to identify defects, hazards and associated risks. Assist with health and safety audits to help service areas and schools to meet their legal obligations and responsibilities. Co-ordinate the corporate auditing programme.
- 34.2.4 **Health and safety training** - To deliver suitable training to enable service areas and schools to manage health and safety risks.
- 34.2.5 **Radiation Protection Officer** - For all schools who use or store radioactive sources.
 - The Radiation Protection Officer (RPO) will support the school and will act as the link between CLEAPSS Radiation Protection Advisor (RPA) and the schools Radiation Protection Supervisor (RPS). The RPO will, as required by the RPA carry out periodic audits of the schools use and storage of radioactive sources and provide a report to the school and RPA.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- To take all reasonable measures to ensure compliance with health and safety legislation.
- To consider the advice and guidance from the Corp. Health & Safety team when making decisions.
- To carry out risk assessments and implement suitable control measures.
- To investigate accidents at work and to send a completed accident form to the Health & Safety Team.
- Carry out periodic inspections

- Identify staff training needs.
- Schools that store or use radioactive sources need to hold membership of CLEAPPS. RBWM can organise this on the schools behalf on an annual basis. This will be an additional charge to the school. Please refer to our price list. (If membership of CLEAPSS is not maintained, the school will not have access to the RPO and MUST appoint an independent RPA.)
- Comply with the requirements of the Ionising Radiations Regulations 1999.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- To provide advice within 2 working days
- To acknowledge accident prevention reports immediately or within 48 hours dependant on incident reported.
- To provide and source appropriate training
- Carry out periodic audits as requested by CLEAPSS RPA.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- To ensure that schools and academies can manage their health and safety risks to pupils, staff, visitors and contractors. This is achieved through training, advice and support from the Health and Safety Team.

34.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796641
Monitored 9:00 A.M. to 5:15 P.M. Monday – Thursday
9:00 A.M. to 4:45 P.M. Fridays
 - Calls received out of office hours will be forwarded to an answering service where a member of staff will aim to contact you within 24 hours.
- **E-mail support:** health.safety@rbwm.gov.uk or daniel.houston@rbwm.gov.uk
Monitored 9:00 A.M. to 4:30 P.M. Monday – Friday

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Acknowledgement of requests within 2 working days

Any concerns or escalations are to be sent to Robin Pringle (Health & Safety Manager) by e-mailing robin.pringle@rbwm.gov.uk and daniel.houston@rbwm.gov.uk to be copied in as a second point of contact in the event the Business Manager is absent.

35. HUMAN RESOURCES

35.1 Overview

The Human Resources service provides support and advice on a wide range of people management issues in addition to undertaking a range of operational and statutory functions including DBS checks, occupational health provision, payroll services, record keeping, employee relations, recruitment and employee development.

35.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

Recruitment

35.2.1 DBS online application process –

- HR to verify, countersign and complete the list 99 check.
- HR will deal with any queries our software provider and or the DBS may have

35.2.2 Head Teacher recruitment: support schools with HT recruitment processes in line with agreed timetable.

35.2.3 Process Advertising invoices and recharging inc schools - Action advertising invoices, including the checking and the completion of journals, and, forwarding them onto relevant areas.

Employment Contracts & Variations

35.2.1 New Starter and Contract Variation Documentation - Check and process all documentation ensuring consistency e.g. posts numbers, job titles and grades match.

35.2.2 Contracts of Employment - Issue all contracts of employment/ variation letters

35.2.3 Medical Clearances - Process all medical clearances

35.2.4 Advice on contract Terms & Conditions - Provide advice on contract terms & conditions and variations to contract terms and conditions.

35.2.5 Service Occupancy Agreements - Instruct Legal Services to prepare service occupancy agreements for caretakers / site controllers

35.2.6 Salary/Pay scale Advice etc. - Advice on salary details e.g. progression through upper pay range, TLR's & recruitment & retention allowances for teachers, rates of pay, salary scales / spinal points, increments for support staff in line with national and local policies

35.2.7 Maternity/Paternity/Adoption - Advice to employees and schools on maternity, paternity and adoption related matters.

35.2.8 TR6 Processing - Process TR6's for all new starters (teachers pension form)

35.2.9 Teacher Salary Increases - Process all teacher salary increases in line with PM reviews

- 35.2.10 **Terminations** - Action terminations received in time for relevant month's payroll. Late paperwork where overpayment involved will be expedited
- 35.2.11 **FTC Process** - Administer FTC process including notification to SBM / Bursars/Heads
- 35.2.12 **Supply Teacher Administration** - Perform the relevant checks where supply teachers are employed directly by school and not via approved supply teacher agency.

HR Advice

- 35.2.13 **Conduct** - Advice at all stages of the process, including support with the gathering together appropriate evidence and formulating management reports.
- 35.2.14 **Advice, support and attendance at the latter stages** - Support at hearings up to and including dismissal for employees and at appeals hearings against dismissal.
- 35.2.15 **Capability Issues (Advice)** - Advice and support at all stages of performance management process, from initial 'counselling' stage, through formal stages to dismissal including attendance at hearings.
- 35.2.16 **Grievance Issues (Advice)** - Advice and support in managing informal and formal grievances raised by individual employees.
- 35.2.17 **Health and Wellbeing** - Advice and support on the management of sickness absence, referrals to Occupational Health and support with interpretation of advice given. Advice on the appropriateness of retirement on ill health grounds. The liaison with Teachers Pension Scheme and the Local Government Pension Scheme.
- 35.2.18 **General Employing Relations (Advice)** - Detailed advice /assistance on a case by case basis
- 35.2.19 **Change Management Advice on Restructuring/ Redundancy/ TUPE issues** - Advice and support in managing restructuring redundancy and TUPE projects. Advice and support throughout process.
- 35.2.20 **Employment Tribunals** - This service is not included within the current SLA and is chargeable on a case by case basis

HR Information

- 35.2.21 **FOI's** - Supply information when requested in line with the deadline supplied
- 35.2.22 **General information requests** - Provide accurate and relevant responses to requests received.
- 35.2.23 **Publication and removal of HR information on First Class** - Ensure that the latest relevant information is available to view.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

Recruitment

- 35.2.24 Responsible for sending applicants e invites to complete the on line DBS form. The form must be completed accurately before sending it for countersigning and must be in line with the DBS Code of Practice.
- 35.2.25 Request assistance when required.
- 35.2.26 Ensure that invoices are paid promptly (Academies only).

Employment Contracts & Variations

- 35.2.27 Documentation must be received by the 4th working day of the month in the correct format to ensure that it is actioned in time for the next payroll run.
- 35.2.28 The school/academy will be responsible for sending their applicants the link to the online medical questionnaire for them to complete.
- 35.2.29 Termination forms to be completed by the SBM/ Head teacher and returned to HR by the 4th working day of the month in the correct format to ensure that it is actioned in time for the next payroll run.
- 35.2.30 Send in timesheets and associated new starter paperwork by the 4th working day of the month in the correct format to ensure that it is actioned in time for the next payroll run.

HR Advice

- 35.2.31 Contact HR Business Partner team at the earliest opportunity, liaise effectively and regularly
- 35.2.32 Probation period concerns need to be notified as soon as they arise, ideally prior to the 3-month review
- 35.2.33 Contact HR Business Partner team at the earliest opportunity, liaise effectively and regularly
- 35.2.34 Contact the HR Business Partner Team at the earliest opportunity with the full details of absence, and supply sickness documents when required. (E.g. Staff sickness for previous 12 months etc.)

HR Information

- 35.2.35 Provide any information that may be necessary to enable task completion.
- 35.2.36 Ensure that you are using the correct HR process when completing forms by using the latest information from First Class.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Human Resources will also provide administration support for new starters and changes effecting current employees both operationally and statutory.
- Human Resources will also provide support and advice on a wide range of people management issues when required.

35.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 685765 (Windsor Schools) or 01628 796794 (Maidenhead Schools)

Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays

- Calls received out of office hours will be forwarded to an answering service where a member of staff will aim to contact you within 24 hours.
- **E-mail support:** hr.operations@rbwm.gov.uk
Monitored 9:00 A.M. to 4:30 P.M. Monday – Friday

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 2 working days.

Any concerns or escalations are to be sent to Kathy Hook, Lead HR BP by e-mailing kathy.hook@rbwm.gov.uk

36. PAYROLL SERVICES

36.1 Overview

To ensure that staff salaries and benefits are accurately and effectively processed, whilst taking account of all deductions, amendments and notifications that are required.

36.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

Salary and Benefits

36.2.1 Check the documentation has been correctly authorised and process in accordance with information received.

36.2.2 Make any permanent and temporary adjustments required to employee records, to ensure correct payments through the payroll complying with the appropriate regulations, contract and employment law.

Occupational and Statutory Sick Pay, Maternity, Paternity and Adoption pay:

36.2.1 Check the documentation has been correctly authorised and process in accordance with information received.

36.2.2 Check all appropriate documentation received and decide eligibility to payment. Process and verify accuracy of both statutory and occupational payments. Issue notification of expiry of occupational pay at full rate and at half rate as necessary

36.2.3 Issue statutory pay related documentation as required.

Statutory and Voluntary deductions

36.2.1 Check the documentation has been correctly authorised and process in accordance with information received.

36.2.2 Make any permanent and temporary adjustments required to employee records, to ensure correct payments through the payroll complying with the appropriate regulations, contract and employment law.

36.2.3 Report any deductions from employees to Third Party Organisation's.

36.2.4 Calculate & pay mileage and expenses included on the PSA

Pay awards:

- Apply details as received to employee records and calculate any manual arrears that may be necessary

Changes to permanent allowances.

- Check if any amendments are required; adjust Trent as necessary for the correct payment

Attachment to earnings orders.

- Liaise with Legal and Court services to enable the correct Implementation of any attachment to earnings orders in the next payroll run after receipt, including all information to enable payment to be raised to third party at month end.

Issue monthly payslips and P60's annually.

- Create payslip file and send to DMS for printing and distribution in the most efficient manner to be received in schools and academies the day before pay day.
- Create and issue P60's to qualifying employees before the statutory date in the most efficient manner.

Leavers P45's and other related documents.

- Send a leavers P45 and any relevant documentation held (e.g. exemption certificates) to their home address.

Informing Pensions providers of any changes in accordance to regulations.

- Each pay period send a report to the appropriate pension provider of any relevant changes to pension members' records. Where reports do not include required information submit forms per individual employee in an agreed way.
- Complete and send LGS15 forms for leavers to the appropriate pension provider.

Costing Queries

- On receipt of a query and the identification of the error, advise the school/academy of the values to be amended. Raise journal and send to bursar support to actioned or correct the error through payroll which ever is the most appropriate.

Requests for Salary information.

- Confirm if the requestor is entitled to the information, obtain the employee's authority to disclose the information if necessary. Agree charges to be applied if any.
- Compile and send the information with the invoice or the journal details.

Identify and assist with the Debt Recovery process.

- Calculate overpayments and supply information to the school/academy to enable them to raise the invoice for the ex-employee.
- Clear any pay amendments through the payroll, to enable school/academy to reconcile payroll control accounts.

Unpaid Leave

- On receipt of details calculate the deduction and action for the next pay run.

Act as the Agent for all correspondence with HMRC.

- Upload and download data to and from the HMRC for all relevant aspects of payroll.
- Provide schools and academies with the sums due for payment each month.
- Set up new academies with HRMC when required.
- Apply for PSA, dispensation and review annually. Submit P11D's when relevant each year.

FOI's

- Supply information when requested in line with the deadline supplied.

General information requests

- Provide accurate and relevant responses to requests received.

Publication and removal of Payroll documents on First Class.

- Ensure that the latest relevant information is available to view.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- The forms sent into Payroll must be accurate and legibly signed off by an authorised signatory. The forms must be in an agreed format and include the payroll reference number of the individual the document refers to (with the exemption of a new starter). The form must be received into Payroll by the agreed cut of date in order for them to be actioned on the next pay run.
- Provide full details of pay awards on the 25th of the month prior to the month in which the changes are to be actioned in such a format to enable all entitled employees records to be readily amended to ensure accurate payment.
- Advise where increments are not due to an employee by the payroll cut off date.
- Forward any Attachment to Earnings Orders by the payroll cut off date. In the case of RBWM court orders you will need to supply any details necessary to enable accurate implementation.
- Advise payroll of non delivery of payslips/P60's.
- Provide the details of the leaver and any annual leave adjustments and final payments due before the payroll cut off date in the month of leaving.
- Provide the details of employees that are retiring as soon as they are known, in order for us to supply the relevant information to their pension provider.
- Respond to any queries payroll may have within 4 working days. Instruct payroll whether the correction needs to be applied to the next payroll run.
- Provide the authorisation required.
- Provide full details as necessary to enable correct calculations.
- Ensure that the school abides by the agreement made with HRMC.
- Provide details of expenditure covered in the PSA each to enable calculation.
- Pay over monies due to the HMRC, including monthly liability.
- Provide any information that may be necessary to enable task completion.
- Ensure schools are using the correct salary information when completing forms by using the latest salary scales held on First Class.
-

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Accurately process salaries in accordance with the payroll cut off dates for the pay period.
- Occupational and Statutory Sick Pay, Maternity, Paternity and Adoption pay to accurately completed in accordance with the payroll cut off dates for the pay period.
- Voluntary deductions to be accurately completed in accordance with the payroll cut off dates for the pay period.
- Mileage and expenses to be accurately processed in accordance with the payroll cut off dates for the pay period.
- Pay rewards are accurately completed in accordance with payroll cut off dates for the pay period.

- Changes to permanent allowances to be accurately completed in accordance to the payroll cut off dates for the pay period.
- Attachment of Earnings orders to be accurately completed in accordance with the payroll cut of dates for the pay period.
- Delivery of payslips/P60's in time for pay day in accordance to payment date for the period.
- Pension details to be completed by the 19th of the month or in accordance to the SLA in place with the pension provider.
- Action costing responses received by the next payroll run.
- Respond to requests for salary information within 7 days or advise if there is to be a delay.
- Requests for support with debt recovery to be raised within 5 working days of receipt of fully completed documentation or within 5 days of the month end if the full details are received within the payroll process cycle.
- Deductions for unpaid leave to be completed in accordance with the payroll cut off dates for the pay period.
- FOI's responded to in line with the deadline supplied
- Requests for general information to be responded too within 5 working days
- Publish updated payroll information on the appropriate area within 5 working days.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

Ensure that staff salaries and benefits are accurately and effectively processed, taking account of all deductions, amendments, and notifications that are required.

36.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796339 or 01628 685763
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
A voice-mail service is in operation outside of working hours and will be responded on the next working day.
- **E-mail support:** payroll.manager@rbwm.gov.uk
Monitored 9:00 A.M. to 4:30 P.M. Monday – Friday

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Acknowledgement of requests within 2 working days

Any concerns or escalations are to be referred to Catherine McDaid or Joanne Thrift (Payroll Officers). If e-mailing then payroll.manager@rbwm.gov.uk is to be used as a point of contact.

ICT SERVICES

37. SIMS AND COMPLETE DESKTOP SUPPORT

37.1 Overview

Delivers support for the Capita SIMS product for all schools and academies plus a service which adds an enhanced management of your administration ICT system. RBWM maintained schools are also able to take advantage of the central software licensing arrangement. For further information about SIMS software please see <http://www.capita-sims.co.uk>

37.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;
All services as specified in the SIMS Only SLA plus:

- 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, Windows 10
 - Microsoft Office 2007, 2010, 2013
 - 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.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- To ensure that all staff members are adequately skilled and trained to use PCs and associated hardware and software, and that health and safety requirements are met when doing so.
- The client should always log all calls relating to the service options outlined within this SLA with the ICT Service Desk on 01628 796000 or e-mail itservicedesk@rbwm.gov.uk from the nominated e-mail account\'. All calls are monitored and will be dealt with in strict priority.
- When logging a help call the client should provide accurate information including the user's telephone extension number and times when the user is available.

- To ensure that it is possible for RBWM to connect using GoToAssist in order to provide remote support. Where it is not possible to connect using this method the customer may be charged at the hourly rate for visits which would not otherwise be necessary.
- To treat the Service Desk staff with respect at all times as they have users across the whole Borough to work with, calls and support effort may have to be prioritised.
- To ensure all software in use is licensed and up to date with the latest versions, updates and fixes.
- To ensure that a viable backup is taken on a regular basis and prior to applying any upgrade or fix. It is recommended that a remote backup regime is also implemented to provide further disaster recovery resilience.
- To ensure that the instructions accompanying an upgrade are followed and to log a call in the event that any upgrade or fix procedure fails at any point and not attempt to self fix.
- To ensure that all documentation made available to support the use of SIMS and associated software are circulated to relevant staff.
- To ensure that ICT data and facilities are protected and secure using policies, procedures and technical controls.
- To adopt a duty of care for all ICT equipment used. All laptops should be kept in a secure location and locked away when not in use.
- RBWM cannot accept liability for the material accessed, or any consequences of Internet Access.
- The use of computer systems without permission or for inappropriate purposes could constitute a criminal offence under the Computer Misuse Act 1990.
- To ensure that the network infrastructure is reviewed and tested regularly. This should include all network cabling and devices.
- To ensure that hardware is reviewed on a regular basis. Customers are strongly recommended to budget to replace equipment on a three year cycle. The minimum hardware specification provided by this service is based on advice from Capita Children's Services, who follow advice directly from Microsoft. Please be advised that this is an absolute minimum and customers should always purchase the highest specification possible.
- To be aware of the scale of charges for hardware maintenance when the equipment has not been purchased through RBWM ICT.
- To be aware of any hardware warranties on equipment purchased from other sources and to request hardware maintenance from the provider of that warranty. ICT will not be responsible for the invalidation of any warranty on equipment purchased from any other source by the customer.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- To provide technical and usage support on the software specified below via telephone, remote connection and e-mail. Where it is not possible to resolve the call using remote methods an on-site visit will be arranged. This does not extend to remote or on-site training:
 - Windows peer-to-peer networking and related security.
 - Microsoft Windows7 and Windows 8, Windows 10
 - Microsoft Office versions 2007(32 bit) 2010 and 2013
 - Microsoft SQL Server 2012 and 2014
 - SQL Express 2012 and 2014
 - FBackup
 - Zip packages

- Adobe Acrobat Reader v9 or above
 - Printer drivers as required
 - Internet Explorer versions 10 and 11
- Please note that this list will change as new software becomes available or support of software versions is withdrawn by the manufacturer. This will not include Beta versions.
 - Hardware and software procurement taking advantage of the increased buying power of the Authority as a whole. Advice will be provided on suitable hardware specifications and software versions.
 - Installation of all hardware and software purchased through RBWM ICT.
 - To provide hardware maintenance for administration IT equipment purchased through ICT at no extra cost. This will not include parts that are not covered by warranty. Nor will this include consumables.
 - Advice where required on IT related matters.
 - To assist the School or Academy with the local backup regime, providing advice and technical assistance on the hardware and software required.
 - Comprehensive network support is not included.
 - Replacement of consumables and replacement parts is not included.
 - Support of curriculum hardware and software is not included.
 - Support of Agresso is not included.
 - Support for FirstClass is not included.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Those schools not purchasing the Bursar Service will need to consider additional charges.
- Agresso is a corporate system therefore all training must be given by a corporate representative.
- The Systems Accountancy Team will provide Agresso related training dependent on user role requirement.

37.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796000
Monitored (excluding bank holidays) 8:00 A.M. to 5:15 P.M. Monday – Thursday
8:00 A.M. to 4:45 P.M. Fridays
 - A 24 hour answer phone service is also provided.
- **E-mail support:** itservicedesk@rbwm.gov.uk from nominated e-mail addresses.

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

Priority	Target Resolution Time	Example
Critical	Within 2 hours	Entire loss of system
Urgent	Within 4 hours	Major or serious data errors preventing further processing
High	Within 8 hours	Important but not immediately critical with some business impact. Data error requiring attention, but not preventing further processing
Medium	Within 16 hours	Part of the system is unavailable, but a procedural work around can be adopted in the short term
Low	Within 45 hours	No immediate impact

- 'Hours' are normal working hours (as shown in Service Availability)
- In certain circumstances, regardless of the priority set, the resolution of a problem may take longer to implement than the Target Resolution Time. You will be kept informed in all instances.
- Circumstances often change during the life cycle of an incident, as more facts become known. The priority should reflect this and is therefore subject to change.
- 'Resolution' is defined as the completion of an incident with both IT and the customer agreeing the incident has been resolved or that no resolution is currently available via RBWM ICT Services.
- Incident resolution can sometimes be delayed due to circumstances beyond our control, e.g.
 - Waiting to hear from an external supplier e.g. for an application error or hardware fault.
 - Waiting to hear from a user e.g. to make an appointment or obtain more information.
 - Waiting for parts, advice or other deliverables from a supplier.

Aside from such delays we will aim to resolve all incident calls to the satisfaction of the user, within the times stated. Reports that illustrate how we perform against these targets can be provided on request.

Any concerns or escalations are to be sent to Daniel.Brookman@rbwm.gov.uk and Hilary.Hall@rbwm.gov.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

38. SIMS ONLY SUPPORT

38.1 Overview

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. For further information about SIMS software please see <http://www.capita-sims.co.uk>

38.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

All services as specified in the SIMS Only SLA plus:

- Central software licensing for 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.
- 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.
- Release notes relating to SIMS updates.
- A regular newsletter 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.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- To ensure that all staff members are adequately skilled and trained to use PCs and associated hardware and software, and that health and safety requirements are met when doing so.

- The client should always log all calls relating to the service options outlined within this SLA with the ICT Service Desk on 01628 796000 or e-mail itservicedesk@rbwm.gov.uk from the nominated e-mail account\'. All calls are monitored and will be dealt with in strict priority.
- When logging a help call the client should provide accurate information including the user's telephone extension number and times when the user is available.
- To ensure that it is possible for RBWM to connect using GoToAssist in order to provide remote support. Where it is not possible to connect using this method the client may be charged at the hourly rate for visits which would not otherwise be necessary
- To treat the Service Desk staff with respect at all times as they have users across the whole Borough to work with, calls and support effort may have to be prioritised
- To ensure all software in use is licensed and up to date with the latest versions, updates and fixes.
- To ensure that a viable backup is taken on a regular basis and prior to applying any upgrade or fix. It is recommended that a remote backup regime is also implemented to provide further disaster recovery resilience.
- To ensure that the instructions accompanying an upgrade are followed and to log a call in the event that any upgrade or fix procedure fails at any point and not attempt to self fix.
- To ensure that all documentation made available to support the use of SIMS and associated software are circulated to relevant staff.
- To ensure that ICT data and facilities are protected and secure using policies, procedures and technical controls.
- To adopt a duty of care for all ICT equipment used. All laptops should be kept in a secure location and locked away when not in use.
- RBWM cannot accept liability for the material accessed, or any consequences of Internet Access.
- The use of computer systems without permission or for inappropriate purposes could constitute a criminal offence under the Computer Misuse Act 1990.
- To ensure that the network infrastructure is reviewed and tested regularly. This should include all network cabling and devices.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- To test and make available upgrades and fixes as and when they become available To provide technical and usage support on all licensed SIMS modules which are currently supported and in use via telephone, e-mail and remote connection. Where it is not possible to resolve the call using remote methods an on-site visit will be arranged. This does not extend to remote or on-site training.
- *Please note that the support and training for SIMS FMS6 is provided by the RBWM Bursar Support team. This SLA does not include such support from ICT Services, except for technical support.*
- Available from Capita Children's Services. These upgrades will include information on how they should be applied.
- To make release notes available to accompany each release as provided by Capita Children's Services.
- To provide free seminars at least three times per year in order to keep users informed. These seminars will:
- Keep users abreast of the latest functionality in SIMS

- Address statutory requirements where SIMS software is used.
- Provide a forum where informal training can be provided to resolve common issues
- To make available clear and concise written instructions relating to a variety of SIMS tasks, from upgrades to new module functionality.
- To arrange SIMS training courses. Courses can be delivered on-site, or at the RBWM training facility (subject to demand). Charges for these are shown under Additional Services and Charges. Charges for courses where it is necessary to use the services of a training consultant will be charged as per agreement with those concerned.
- **or**
- To make available information about SIMS courses run at Capita Children's Services facilities when requested.
- To provide advice on and assistance with the implementation of new SIMS modules.
- To provide assistance with the installation of SIMS software on administration hardware
- To provide advice and assistance to ensure that the SIMS database and the files and exports from this database are maintained securely and that the school or academy is able to recover this data in the event of a disaster
- To provide technical support **only** for the SIMS FMS6 module in line with the SIMS technical support option.

- **SERVICE ASSUMPTIONS**

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

38.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796000
Monitored (excluding bank holidays) 8:00 A.M. to 5:15 P.M. Monday – Thursday
8:00 A.M. to 4:45 P.M. Fridays
- A 24 hour answer phone service is also provided.
- **E-mail support:** itservicedesk@rbwm.gov.uk from nominated e-mail addresses.

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

RBWM Incident Resolution Targets

Priority	Target Resolution Time	Example
Critical	Within 2 hours	Entire loss of system
Urgent	Within 4 hours	Major or serious data errors preventing further processing
High	Within 8 hours	Important but not immediately critical with some business impact. Data error requiring attention, but not preventing further processing
Medium	Within 16 hours	Part of the system is unavailable, but a procedural work around can be adopted in the short term
Low	Within 45 hours	No immediate impact

‘Hours’ are normal working hours (as shown in Service Availability)

In certain circumstances, regardless of the priority set, the resolution of a problem may take longer to implement than the Target Resolution Time. You will be kept informed in all instances.

Circumstances often change during the life cycle of an incident, as more facts become known. The priority should reflect this and is therefore subject to change.

‘Resolution’ is defined as the completion of an incident with both IT and the customer agreeing the incident has been resolved or that no resolution is currently available via RBWM ICT Services.

Incident resolution can sometimes be delayed due to circumstances beyond our control, e.g.

- Waiting to hear from an external supplier e.g. for an application error or hardware fault.
- Waiting to hear from a user e.g. to make an appointment or obtain more information.
- Waiting for parts, advice or other deliverables from a supplier.

Aside from such delays we will aim to resolve all incident calls to the satisfaction of the user, within the times stated. Reports that illustrate how we perform against these targets can be provided on request.

Requests for development, training and consultancy will be recorded under the category of Service Request and will be delivered within a time period agreed with the customer.

Any concerns or escalations are to be sent to Daniel.Brookman@rbwm.gov.uk and ensure that Hilary.Hall@rbwm.gov.uk is copied in as a second point of contact in the event where the Business Manager is absent

INSURANCE AND RISK MANAGEMENT

39.1 Overview

The Insurance and Risk Management Service is 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. Insurance is cheaper to buy in bulk. By arranging the insurance for all of schools in this area, as well as the Council itself, we can take advantage of cheaper rates and better terms of cover.

The Council is a stable organisation. We can provide long term guaranteed financial stability and in addition, we are a non-profit making organisation; unlike insurance companies and brokers, our main purpose is to protect the public purse rather than to provide profit for the benefit of shareholders.

39.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- 39.2.1 **Broker Appointments** – Responsibility for the appointment of insurance brokers and other external advisers as required
- 39.2.2 **Placing and Continuity of Cover** – Placing the appropriate insurance cover to protect the school's assets and legal liabilities at the most practical cost
- 39.2.3 **Assessment and Evaluation of Insured Levels** – Assessment and evaluation of levels of insurance and any retained risks
- 39.2.4 **Market Monitoring** – Continued monitoring of insurance programme in light of changing insurance market and any legislative changes to ensure continuing value for money and continuity of cover
- 39.2.5 **Insurance Schedules and Records** –
 - Maintain insurance schedules.
 - Maintenance of records and returns needed for the renewal of insurance policies as appropriate
 - Maintain claims records.
 - Co-ordination of schedules of insured assets and responsibility for passing these to insurers as required
 - Preparation and collation of information for the insurance tendering process
- 39.2.6 **Risk Financing Programme** – Arrange risk financing programme including (a) external cover and (b) ensuring adequate capacity of Internal Insurance Fund for self insured losses
- 39.2.7 **Support and Advice** –
 - Respond to enquiries on insurance policy cover and operation
 - Provide guidance on insurance clauses in contracts
 - Provide general Risk Management advice
 - Advice Line – Providing the school with an insurance advice line
- 39.2.8 **Consultancy** – Full consultancy service on risk reduction and risk management

39.2.9 **Advice on liability risks**

39.2.10 **Advice on school security** – Advice on school security and fire risks

39.2.11 **Risk Management** - Provision of risk management guidance

39.2.12 **Claims Processing** – Ensuring prompt and effective claims processing and where appropriate settlement of all claims on behalf of the school

39.2.13 **Claims Management** – Providing a claims management service using in-house staff where appropriate and engaging external expertise (of loss adjusters, solicitors, other consultants and external agents) as necessary

39.2.14 **Claims Management System** – Using a computerised claims management administration system to enable quick administration of claims and reporting as required

39.2.15 **Management Reports** – Providing the school with a summary of insurance cover – Public Liability, Employers' Liability certificates.

39.2.16 **Financial Information** - Providing the school with all necessary information on Optional Insurance costs.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- To ensure that all staff members are aware of their responsibilities under the Health & Safety at Work Act 1974 and associated legislation
- Notify Insurance Team of any acquisitions/disposals, planned events or incidents that may have insurance implications
- Ensure any contracts let include relevant approved clauses covering insurance arrangements and performance bonds (where applicable)
- Ensure that advice from the Risk management team is sought at an early stage in the development of any new initiative/project
- Respond promptly to any requests to support the defence of a claim. Maintain a full and up-to-date inventory of the school's contents

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Broker appointments to be in place by 1st October
- Insurance cover to be in place by 1st April
- Financial information for optional insurance cover to be issued by 1st March

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- We will act as your advisers in arranging an integrated insurance programme, which protects the school's financial position and maintains the optimum balance between the levels of cover secured, the degree of risk retained and the outlay of premium.
- Working in partnership with you to increase the awareness, improve the control and lower the risks to the schools' assets and liabilities and to make sure that you continue to get best value for your money.
- Providing a prompt and efficient claims administration service.
- Continually improve the quality of the service provided.
- The School shall at its own expense: take all reasonable precautions to prevent or diminish losses or liability arising in connection with the insured risks, comply with all statutory obligations and regulations imposed by any authority and maintain an up to

date inventory of its assets (this will be required to substantiate a claim and used as evidence of ownership).

- The insurance shall be voidable if the school has concealed or misrepresented and/or failed to declare any fact or circumstance material to the insurance.

39.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796953 or 01628 796202
Monitored 9:00 A.M. to 5:15 P.M. Monday – Thursday
9:00 A.M. to 4:45 P.M. Fridays
 - Calls received out of office hours will be forwarded to an answering service where a member of staff will aim to contact you within 24 hours.
- **E-mail support:** ann.griffiths@rbwm.gov.uk
Monitored 9:00 A.M. to 5:15 P.M. Monday – Thursday
9:00A.M. to 4:45P.M. Fridays

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 3 working days.

Any concerns are to be sent to Steve Mappley (Insurance & Risk Manager) via e-mailing steve.mappley@rbwm.gov.uk and copy in insurance@rbwm.gov.uk

40. INFORMATION GOVERNANCE

40.1 Overview

Schools must meet their statutory obligations in respect of compliance with the Data Protection Act 1998 and the Freedom of Information Act 2000. Failure to do so can result in substantial financial penalties.

40.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

40.2.1 Compliance with legal obligations

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment of all costs incurred at the agreed interval

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide an initial response within 3 working days
 - Evaluate the particular matter and determine any issues
 - Discuss and agree a plan of action moving forward
- Providing resulting answers within 21 working days
- Appropriate notification to customer for their request

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Any changes to services will be communicated and documented to all stakeholders

40.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796945
Monitored 9:00 A.M. to 4:00 P.M. Monday – Thursday

8:45 A.M. to 4:00 P.M. Fridays

- Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- **E-mail support:** foi@rbwm.gov.uk
Monitored 9:00 A.M. to 4:00 P.M. Monday – Friday

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- All initial queries will be acknowledged within 1 working day

Any concerns are to be sent to Martin Tubbs (Information Governance Manager) via e-mailing martin.tubbs@rbwm.gov.uk and foi@rbwm.gov.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

41. LEGAL SOLUTIONS

41.1 Overview

The service is provided to all maintained schools by a team of professionally qualified lawyers, specialised in the following areas of law, employed by the Council:

- **Contract law** - advice on and drafting of all necessary documentation:
 - All contract 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

- **Corporate law** – advice on and drafting of all necessary documentation:
 - Constitutional and procedural rules
 - Strategy and policy
 - Corporate and other governance, including ethical standards and probity
 - Corporate projects
 - Compliance with legislation and Council guidelines, including new legislation.
 - Training

- **Education law** - advice on and drafting of all necessary documentation:
 - Education statutory requirements e.g. non-attendance at school
 - Admissions and Exclusions, SEN - including representation at Independent Appeal Panel (though not the cost of Counsel/ external solicitors).
 - Represent the client, or arrange representation as appropriate, in all courts, tribunals and other inquiries associated with the provision of education matters (though not the cost of Counsel/external solicitors).
 - Responsibilities of school governors, Head teachers, school staff and parents

- **Employment law** - advice on and drafting of all necessary documentation:
 - All employment matters, including compromise agreements, discrimination, redundancy and TUPE.
 - Disciplinary and Appeal hearings, including representation (though not the cost of Counsel/external solicitors).
 - Employment Tribunals (though not the cost of Counsel/external solicitors).

- **Environmental law** – advice on:
 - Environmental Health and Public Protection (though not the cost of Counsel/external solicitors).
 - Trading Standards (though not the cost of Counsel/external solicitors)

- **Property law** - advice on and drafting of all necessary documentation:
 - General Property Advice and Conveyancing
 - Tenancy Agreements and Advice (incl. schools).
 - Landlord and Tenant (incl. drafting and negotiating leases, rent reviews, deeds of variation, licences to alter, dilapidation problems).
 - Compulsory Purchase Orders
 - Advice related to school premises and disposal of such by way of sale or lease (but not in relation to change of status).

- Charities.
- Property recovery, including forfeiture proceedings with recovery of rental arrears and possession (though not the cost of Counsel/external solicitors).
- Lease and dealings with school premises.

•Exemptions

The following are not covered by the SLA:

- a school would like a second opinion from external solicitors and/or Counsel;
- a school and the Council are in conflict, and the Council is unable to act for the school on that matter;
- where specialist advice, e.g. Counsel, is required due to the complexity of the issue or the need to be represented in Court;
- a school does not follow the legal advice provided by Legal Services.

In these instances, Select Business Services: Legal Solutions will suggest an alternative source of specialist advice, but it will be the responsibility of the school to pay for it (and in some cases, possibly, the Council's own legal costs) from their own funds.

Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

- Contracts - advice on and drafting of all necessary documentation.
- Constitutional and procedural rules – Advise on and draft documentation to comply with constitutional and procedural requirements
- Strategy and policy - Advise on and draft documentation to comply with strategy and policy
- Corporate and other governance - Advise on and draft documentation to comply with Corporate and other governance issues, including ethical standards and probity
- Corporate Projects - Advise on and draft documentation for corporate projects
- Compliance with legislation and guidelines including new legislation - Advise on legislation and guidelines, including new legislation
- Training - Providing training on legislation, guidelines, and procedures
- Education statutory requirements - Advise on and draft documentation to comply with education requirements, e.g. non-attendance at school
- Admissions, exclusions and SEN - Advise on and draft relevant documentation on admissions and exclusions, SEN - including representation at Independent Appeal Panel
- Representation in all courts, tribunals and other inquiries - Representation in all courts, tribunals and other inquiries
- Responsibilities of school governors, Head teachers, school staff and parents - Responsibilities of school governors, Head teachers, school staff and parents.
- Representation in all courts, tribunals and other inquiries - Representation, advice and relevant documentation provided by Counsel and/or external solicitors
- General employment advice, including, compromise agreements, grievances disciplinaries, discrimination and TUPE - Advise on and draft documentation in relation to general employment matters
- Disciplinary and Appeal hearings - Disciplinary and Appeal hearings

- Employment Tribunal - Advise on, draft documentation and represent the client, or arrange representation as appropriate, in all courts, tribunals and other inquiries associated with the provision of employment matters
- Representation in all courts, tribunals and other inquiries - Representation in all courts, tribunals and other inquiries
- Environmental Health and Public Protection - Advise on and draft documentation in relation to matters associated with this area of work
- Trading Standards - Advise on and draft documentation in relation to matters associated with this area of work
- Representation in all courts, tribunals and other inquiries - Representation, advice and relevant documentation provided by Counsel and/or external solicitors
- General Property Advice and Conveyancing - Advise on and draft documentation in relation to general property law matters
- Tenancy Agreements and Advice - Advise on and draft documentation in relation to matters associated with this area of work
- Landlord and Tenant - Advise on and draft documentation in relation to matters associated with this area of work
- Compulsory Purchase Orders - Advise on and draft documentation.
- Charities, Village Greens and Common land - Advise on and draft documentation in relation to matters associated with this area of work
- Lease and dealings with School Premises - Advise on and draft documentation in relation to matters associated with this area of work
- Property Recovery - Advise on and draft documentation in relation to recovery of property and rent arrears.
- Change of Status (incl. Academy and Trust) - Advise on and draft documentation in relation to change of status. Even where the school does not seek legal advice from the Council, it is responsible for paying for any legal advice provided to the Council itself, including internally.
- Representation in all courts, tribunals and other inquiries - Representation, advice and relevant documentation provided by Counsel and/or external solicitors
- Complaints, including to the Local Government Ombudsman - Advise on and draft documentation in relation to matters associated with this area of work

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- LI form completed and all relevant documentation provided.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Within 20 working days on receipt of documentation or as agreed

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Select Business Services: Legal Solutions will provide advice and work both by e-mail, telephone and in writing. A named member of staff will be allocated to undertake work required. There is an expectation that schools and Governors will be aware of their statutory duties and responsibilities, but it is recognised there may be a need for legal interpretation and clarification/assistance. Schools will be able to receive legal advice on any legal problem, if they have been unable to locate the solution having made reasonable endeavours to do so.
- Expenses: It is agreed between the parties that the School authorises Select Business Services: Legal Solutions to incur such expenses and disbursements as appropriate and necessary, which the School will be required to pay. Such expenses and disbursements may include barristers' and

solicitors' fees, and travelling costs, court fees and search fees. We will consult you before incurring any significant expense.

- **Payment:** Select Business Services: Legal Solutions will raise an invoice for any work performed outside the specification on a monthly basis in arrears. Payment will be required within 30 days of the date of the invoice. All queries concerning the payment of invoices should be addressed to Sean O'Connor, Lead Specialist E-mail: sean.oconnor@wokingham.gov.uk
- **VAT:** The School will not be charged VAT for any service provided by the legal service itself. VAT is chargeable upon barristers' fees and private practice solicitors' fees, and may be charged for certain disbursements/expenses and for other services as appropriate.

41.2 Service Management

Effective support of in-scope service is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 0118 908 8177
Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday
- Calls received out of office hours will be forwarded to an answering service where a member of staff will aim to contact you within 1 working day.
- **E-mail support:** sharedlegalsolutions@wokingham.gov.uk
Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Select Business Services: Legal Solutions provides same day telephone contact for queries and emergencies.

In the event that a matter requires formal instructions (e.g. the review of a formal contract or response to an employment claim), our service standards are for an acknowledgement within 5 working days and a response within 20 working days from initial instruction, including provision of all relevant details.

Any concerns or escalations are to be sent in the first instance to Sean O'Connor, Lead Specialist E-mail: sean.oconnor@wokingham.gov.uk

LIBRARY AND RESIDENT SERVICES

42.1 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

42.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

42.2.1 Providing a high quality service aimed at supporting schools and teachers in child literacy development.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Liaise with the Library & Museum Outreach Team ahead of any group bookings on 01628 796999.
- Pay relevant fees on time as agreed with service provider.
- Provide feedback of group sessions held upon request.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide advanced notice to changes of any agreed times for bookings.
- Provide all reading materials and resources for group sessions.
- Ensure that session content is suitable for age and ability.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Any changes to services will be communicated and documented to all schools.
- All Library and Museum Outreach staff are DBS (advanced), or equivalent, checked.

42.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796999
Monitored 8:30 A.M. to 4:30 P.M. Monday – Friday
 - Calls received out of office hours will be forwarded to an answering service where a member of staff will aim to contact you within 24 hours.
- **E-mail support:** maidenhead.library@rbwm.gov.uk
Monitored 9:00 A.M. to 7:00 P.M. Monday, Tuesday, Thursday and Friday
10:00 A.M. to 7:00 P.M. Wednesday
9:00 A.M. to 5:00 P.M. Saturday
11:00 A.M. to 2:00 P.M. Sunday

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 5 working days.

Any concerns or escalations are to be sent to Lisa Poole (Team Leader Library & Museum Outreach & Stock) by e-mailing lisa.poole@rbwm.gov.uk and mark.taylor@rbwm.gov.uk is to be copied in as a second point of contact in the event where the Team Leader is absent.

MUSEUMS

43.1 Overview

The Heritage team offer a variety of specialist sessions designed to improve the enjoyment of history and aspects of the local area across all age ranges. Bespoke sessions are also available.

43.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

Providing a high quality service aimed at supporting schools and teachers in child development across various sections of the curriculum.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Liaise with the Heritage Team ahead of any group bookings on 01628 685686.
- Pay relevant fees on time as agreed with service provider.
- Provide feedback of group sessions held upon request.

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provide advanced notice to changes of any agreed times for bookings.
- Ensure that session content is suitable for age and ability.

SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Any changes to services will be communicated and documented to all schools.
- All Libraries Arts and Heritage Service staff are DBS (advanced) checked

43.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 685686
Monitored 10:00 A.M. to 4:30 P.M. Tuesday – Saturday
 - Calls received out of office hours will be forwarded to an answering service where a member of staff will aim to contact you within 24 hours.
- **E-mail support:** museum@rbwm.gov.uk
Monitored 10:00 A.M. to 4:00 P.M. Monday – Saturday

12:00 P.M. to 4:00 P.M. Sunday

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 5 working days.

Any concerns or escalations are to be sent to Suzie Parr (Team Leader Heritage and Arts) by emailing Suzie.Parr@rbwm.gov.uk and lisa.poole@rbwm.gov.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

The generic email address museum@rbwm.gov.uk is also available for one of requests.

UTILITY MANAGEMENT

44. UTILITY SUPPLIES (RBWM Maintained Schools Only)

44.1 Overview

Utility management offers two services:

- Utility contract procurement and management (Maintained schools only)
- Display Energy Certificates (All schools)

The Energy Team negotiates contracts for the supply of electricity, gas, oil and water taking advantage of the Borough's buying power as a major consumer of energy and water. Significant savings have been achieved over many years.

All schools are legally required to have a valid Display Energy Certificate and Advisory Report for any building 250m² or larger at all times. The Energy Team manages this process with the Display Energy Certificate assessors. The number of buildings in the portfolio means that the Council receives a discounted rate.

44.2 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

SERVICE SCOPE

The following Services are covered by this Agreement;

Utility Contract procurement and management

- 44.2.1 **Procurement** - Contract procurement along with all other Royal Borough buildings to ensure value for money.
- 44.2.2 **Administration** - Contract administration.
- 44.2.3 **Monitoring** - Contract monitoring including auditing, review and contract compliance.
- 44.2.4 **Energy Usage** - Energy usage monitoring and advice.

Display Energy Certificates

- 44.2.5 **Administration** - Contract administration.
- 44.2.6 **Management** - Coordination & monitoring of Display Energy Certificate assessors
- 44.2.7 **Procurement** - Contract procurement along with all other Royal Borough buildings to ensure value for money

44.3 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 01628 796734
Monitored 8:30 A.M. to 4:30 P.M. Monday – Wednesday
- **E-mail support:** sarah.white@rbwm.gov.uk
Monitored 8:30 A.M. to 4:30 P.M. Monday – Wednesday
- **Email support Display** Energy Certificates: energy.manager@rbwm.gov.uk
Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday

SERVICE REQUESTS

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Provide initial response to queries within 5 working days.

Any concerns or escalations are to be sent to Michael Potter by emailing michael.potter@rbwm.gov.uk . Sarah White - Sarah.White@rbwm.gov.uk is to be copied in as a second point of contact.