



Appendix 1

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# Service level agreements

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Local authority services for purchase by Lewisham schools

April 2012 to March 2013

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# Introduction

Welcome to the 2012/13 edition of our service level agreements (SLAs) handbook for schools. This document details for headteachers and governors the services that may be purchased by schools from the local authority under a SLA and, unless stated otherwise, covers the period from 1st April 2012 to 31st March 2013. There are also some services which may be purchased on a “pay-as-you-go” basis.

Local Government is currently under going rapid change. We believe that schools will continue to need tailored support in order to provide the best possible education for our young people. Every service has striven to contain costs whilst maintaining quality by continually reviewing their service to ensure high quality, continued relevance and above all value-for-money. We feel this portfolio of services will deliver the support you need at an affordable price.

If you have any queries about individual SLAs or would like more information, please get in touch with the named contact officer for each service.

All charges to schools for SLAs will be made via a journal transfer.

For ease of use we have created an electronic order form this year, which also enables you to see what charges you will incur. This order form is an easy to use spreadsheet and is available via the Fronter website. Please use your order form as backing documentation for the journal transactions for the SLA charges.

To download the file you should enter the site via [www.fronter.com/lewisham](http://www.fronter.com/lewisham) (your finance/admin staff can provide the username and password). Choose the Finance Room from the drop down menu, then select Documents and Forms, from the list on the left hand side of the page, followed by SLAs (Service level Agreements) and then select the 2012-13 folder.

The order forms should be returned by e-mailing the spreadsheet file to [Denise.Castle@lewisham.gov.uk](mailto:Denise.Castle@lewisham.gov.uk) by 31<sup>st</sup> May 2012.

To purchase Performance and Personnel SLAs please continue to use the booking forms which can be found on pages 41 and 45-46 of this publication. Please note, the Performance booking form should be returned by 30<sup>th</sup> April 2012.

For your information we have also included the School Improvement Service Core and Traded Services for 2012/2013 at the back of this SLA. Please contact Suhaib Saeed or Joyce Greene to discuss your specific needs.

# General Performance Standards

Lewisham Council's priority is to raise educational achievement of all of its children and young people. We will do this in the context of the outcomes framework of every child matters, namely

- be healthy
- stay safe
- enjoy and achieve
- make a positive contribution
- economic well being

The local authority is committed to providing high quality services through the provision of economic, effective and efficient use of resources. As a Best Value authority all services are subject to stringent performance reviews, increasing customer focus and continuous improvement. In order to meet your needs, the local authority will provide schools with the opportunity to express their level of satisfaction with services. Data will be collected and analysed through annual questionnaires, feedback forms, spot checks and complaint procedures.

## Service Guarantee

When you **write** to us we guarantee that:

- we will reply to your letter within 10 working days
- if we cannot respond fully to your letter within 10 working days, we will send you a written acknowledgement and let you know when you will receive a full response.

When you **phone** us we guarantee that:

- your call will be answered within 6 rings
- if the person you need to speak to is not available we will try to find the answer to your enquiry. If we cannot find the answer we will ring you back by 10.30 am the next working day.

## Complaints

Our aim is to provide services which meet with a high level of satisfaction from schools at all times.

If you are unhappy about any aspect of the services you receive, please approach the named contact officer for the relevant SLA who will try to resolve the matter.

If you are not satisfied with the outcome, you should contact the appropriate Head of Service as set out over the page or in writing to:

**Complaints Officer**  
**Directorate for Children and Young People**  
**Lewisham Council**  
**3<sup>rd</sup> Floor, Laurence House**  
**1 Catford Road**  
**London**  
**SE6 4RU**

All complaints will be recorded, investigated and at least a preliminary response made within 10 working days of receipt. However, complex issues may require longer to resolve and in such cases a timeframe will be agreed with the school.

# Heads of Service

<b>Title</b>	<b>SLAs covered</b>	<b>Name</b>	<b>Contact details Address/telephone/email</b>
Executive Director for Resources and Regeneration	<ul style="list-style-type: none"> <li>• Audit Service, Anti-Fraud &amp; Corruption Team</li> <li>• Corporate Health and Safety</li> <li>• Energy Management</li> <li>• Energy Procurement</li> <li>• Insurance &amp; Risk Management</li> <li>• Legal Services</li> <li>• Payroll Services</li> </ul>	Janet Senior	5 <sup>th</sup> floor, Laurence House Catford, SE6 4RU 020 8314 8013 <a href="mailto:janet.senior@lewisham.gov.uk">janet.senior@lewisham.gov.uk</a>
Head of Access and Support Services	<ul style="list-style-type: none"> <li>• Inclusion service</li> </ul>	Christine Grice	1 <sup>st</sup> floor, Laurence House Catford, SE6 4RU 020 8314 6300 <a href="mailto:christine.grice@lewisham.gov.uk">christine.grice@lewisham.gov.uk</a>
Head of Commissioning, Strategy and Performance	<ul style="list-style-type: none"> <li>• Performance</li> </ul>	Warwick Tomsett	3 <sup>rd</sup> floor, Laurence House Catford, SE6 4RU 020 8314 8362 <a href="mailto:warwick.tomsett@lewisham.gov.uk">warwick.tomsett@lewisham.gov.uk</a>
Head of Resources CYP	<ul style="list-style-type: none"> <li>• Customer Services</li> <li>• Estate Management</li> <li>• Financial Services</li> <li>• Personnel</li> <li>• Private Finance Initiative Contract Management</li> </ul>	Alan Docksey	3 <sup>rd</sup> floor, Laurence House Catford, SE6 4RU 020 8314 8490 <a href="mailto:alan.docksey@lewisham.gov.uk">alan.docksey@lewisham.gov.uk</a>
Head of Standards and Achievement	<ul style="list-style-type: none"> <li>• Governors' Services</li> <li>• Multifaith &amp; Multicultural</li> <li>• Quality Assurance of Collaborative and Alternative Education Provision</li> <li>• School Improvement Service</li> </ul>	Sue Tipler	3 <sup>rd</sup> floor, Laurence House Catford, SE6 4RU 020 8314 6142 <a href="mailto:sue.tipler@lewisham.gov.uk">sue.tipler@lewisham.gov.uk</a>

# Anti-Fraud and Corruption Team

## Contact

### Carol Owen

Anti-Fraud and Corruption Team Manager  
3<sup>rd</sup> Floor, Town Hall  
Catford  
SE6 4RU  
Tel: 020 8314 7909  
[carol.owen@lewisham.gov.uk](mailto:carol.owen@lewisham.gov.uk)

## Service Level Agreement

### Services provided free of charge to schools

#### Anti-Fraud and Corruption Team:

The Special Investigations Section of the Anti-Fraud and Corruption team will:

- Investigate allegations of fraud and corruption
- Undertake proactive fraud/irregularity projects
- Disseminate the Council's Fraud Policy
- Ensure consistency of approach across directorates
- Provide advice and guidance on fraud irregularity matters

#### Fraud Awareness Training:

Training for staff and governors on issues relating to fraud awareness, identity fraud, verification of documents for the purpose of CRB checks etc can be arranged at a guide price of £325 per day. The final price will vary depending on numbers being trained and venue.

This training can be provided on a one to one basis or to a group of staff/governors, either at the school or at the Catford complex. Please call to discuss you individual requirements.

# Audit Services

## Contact

### Julie Hetherington

Internal Audit Contract Manager

3<sup>rd</sup> Floor, Town Hall

Catford

SE6 4RU

Tel: 020 8314 3539

[julie.hetherington@lewisham.gov.uk](mailto:julie.hetherington@lewisham.gov.uk)

## Service Level Agreement

### Services provided free of charge to schools

You may contact us by phone or e-mail about general queries on internal audit, controls and risk management good practice.

In the event that any training or non-standard school audit is required after the advice has been given, then we reserve the right to charge for these services. However, you will be consulted on any cost prior to commencement of these services.

### Core services provided at a charge to schools

Each school will have an internal audit review at least every three years. Schools will be informed of when their review is going to take place prior to the financial year in which the review is to be conducted. This is to enable schools to budget for the cost of the audit.

In these reviews we will test the controls that the school has in place for various non-teaching administrative areas.

When the testing has been completed an audit report will be issued. This report will contain an audit opinion on the controls in place, along with any recommendations made to assist the school in managing their risks.

### Charges

For those schools to be audited in 2012/2013 the approximate charge for the internal audit reviews are:

Nurseries, Primary, Junior and Infant schools	£ 1,260 per audit
Secondary and Special schools	£ 1,575 per audit

This service must be purchased from the internal audit operated by Lewisham Council to enable the Council to report on the operation of the governance, risk and control arrangements in its schools.

### Follow-up reviews

In most cases, a follow-up review on the implementation of the recommendations made is required. There is usually no charge for this service.

However, in the occasional event that the time to review the recommendations is excessive, a charge of £315 per day will be made. The school will be informed in advance of any proposed charges in these cases.

### **Optional additional services and costs**

As noted above, the internal audit service can provide additional tailored support (e.g. training, advisory reviews, additional focused audit work) to schools to help them strengthen and improve their risk management and control arrangements.

The cost for these services is £ 315 per day.



# Corporate Health and Safety

## Contact

### Clare Firmin

Corporate Health and Safety Advisor

3<sup>rd</sup> Floor, Town Hall

Catford

SE6 4RU

Tel: 020 8314 8351

[clare.firmin@lewisham.gov.uk](mailto:clare.firmin@lewisham.gov.uk)

## Service Level Agreement

This Service Level Agreement (SLA) is written and designed primarily for use by community schools in Lewisham.

Academy and voluntary aided schools in Lewisham can buy into the services marked with an asterix in the SLA. For these schools all services will be charged at the hourly or day rates quoted, including where marked as free for community schools.

The Council recommends that all schools in the Borough follow the Council's health and safety (H&S) policies and procedures.

The Council provides health, safety and welfare advice and guidance to all schools to ensure they comply with their legal obligations and other requirements.

The Council's Corporate H&S (CH&S) team's role is to establish and ensure compliance with H&S legislation. Within this, school statutory maintenance H&S responsibilities are overseen by the Estate Management Team in the Children and Young Peoples Directorate (CYP). See page 16 of this SLA for the Estate Management Unit.

The CH&S service is available by phone or e-mail and all information is available via the Council's intranet or the internet. The CH&S service is organised around:

- **policy** – policies, framework procedures and guidance
- **communications** – news (including updates), training and advice
- **assurance** – incident/near miss reporting, investigation and audit work.

### Policy

The CH&S team will provide up to date information on the Council's H&S framework, policy and procedures and guidance	<b>Free</b>
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### Communications

The team regularly consults and communicates to maintain the H&S system by providing practical advice to individual schools.

News updates and general briefings	<b>Free</b>
Introduction to H&S courses for those with H&S responsibilities	<b>£ **</b>
Specific H&S training courses (e.g. COSHH, DSE, risk assessments)	<b>£**</b>
Support/advice, general questions (via phone or e-mail)	<b>Free</b>
Support/advice, more involved enquiries (e.g. site visit, risk assessment support, document review, governor briefing)	<b>£**</b>

£\*\* = as driven by cost of course administration, venue and cost of appointed trainer

**Assurance**

The team analyse all reported accidents and incidents to identify the causation, trends and actions needed to reduce the potential for recurrence and report on these	<b>Free</b>
The team assist in reporting and investigating complex accidents and incidents and liaising with the enforcing authorities	<b>Free</b>
The team manage a rolling programme of audits and inspections to test the effectiveness of the H&S system in schools. This identifies areas of good practice or agrees action where areas for improvement are noted	<b>Free</b>
In addition the team can assist in investigations and conducting additional audits and site inspections at the request of a school	<b>£**</b>

*£\*\* = as driven by cost of course administration, venue and cost of appointed trainer*

**SLA Charges**

The CH&S team can provide the additional chargeable services noted above at a cost of £75 per hour or £420 per day. Statutory maintenance H&S enquiries should be directed to the CYP Estates Management team in the first instance. Lewisham Learning and Development course charges are published separately.

# Customer Services

## Contact

### Debbie Winters

Facilities and Business Support Manager

3<sup>rd</sup> Floor, Laurence House

Catford

SE6 4RU

Tel: 020 8314 8320

[debra.winters@lewisham.gov.uk](mailto:debra.winters@lewisham.gov.uk)

## Service Level Agreement

### Mail Service

Collection/delivery service during term time to:

- Primary, secondary, sixth forms and special schools
- Some academies
- CYP service areas
- Children's Centres
- Early Childhood Centres
- Chelwood Nursery
- Community Education Lewisham Centres (CEL)
- Sage Educational Trust
- Wauton Samuel

### Charge

**Deliveries – Primary and special schools	£431 per annum
**Deliveries – Secondary schools	£719 per annum

\*\* = 5 deliveries over 10 working days

### Additional services

Schools will be notified prior to the Summer holidays of the days on which a service will be available and invited to request if this service is required.

### Charge

Charge per delivery collection	£10.00 per delivery
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Charge will be made to schools via a journal transfer. To note: if the driver is unable to gain access, this charge will not be refunded.

### Collection/delivery of heavy/bulky items

Charges will be based on the volume of items and estimated resources required.

Pupil Record Folders will be delivered during the Summer holidays. Please note pupil records need to be securely packaged, clearly addressed and also state which school the records have come from). Any folders not securely packaged will be returned to the sender.

Charge will be made to schools via a journal transfer

### Charge

Charge per collection/delivery of pupil record folders	£10.00 per delivery
All other collections/deliveries of heavy/bulky items	Price on request

**Controlled Stationery**

For stationery requests please contact Debbie Winters on 020 8314 8320. Charges will be made via a journal transfer

**Charge**

Pay claim forms	£ 8.00 per 50 forms
Official order pad	£ 5.40 per pad
Official order pad; continuation pad	£ 4.90 per pad

# Energy Management

## Contact

### **Peter Gibbs**

Energy Manager  
Resources Directorate  
3<sup>rd</sup> Floor, Town Hall  
Catford  
SE6 4RU  
Tel: 020 8314 8375  
[peter.gibbs@lewisham.gov.uk](mailto:peter.gibbs@lewisham.gov.uk)

## Service Level Agreement

Energy efficiency is an increasing priority for schools, which are affected by rising energy costs as well as new legislation including the new Carbon Reduction Commitment. Schools also have a potentially significant role to play inspiring and encouraging young people and the local community to engage with the issue of climate change.

The service offered in this SLA aims to save schools money – many could reduce energy costs by up to 15% through no cost or very low cost actions. It also aims to ensure schools are able to comply with relevant legislation, improve the working environment for staff and pupils and create opportunities for delivering carbon reduction and energy efficiency projects within the school.

The service offered includes:

### **Annual monitoring and heating optimisation**

This service is intended to help schools improve the energy efficiency of buildings. Surveys carried out in 2010, the first year this service was offered, identified potential savings averaging £6,622 per school. Many of these result from simple adjustments to controls made as part of the audit that eliminate unnecessary heating of buildings outside working hours.

- A technical survey of boilers, heating controls, pipe and tank insulation, lighting controls, IT equipment and other power consuming equipment.
- Specific improvement measures identified with their individual costs, potential savings and pay-back periods.
- A follow-up report with recommendations produced for the school and discussed with relevant staff.
- Adjustment of heating controls carried out with the appropriate member of staff.
- Annual monitoring meeting with key school staff to review performance.
- Preparation of energy data required under Government legislation.

### **Follow-up specialist support**

To include one or more of the following based on individual school's requirements:

- Fine tuning of controls, using test equipment to record temperatures and maximise energy savings.

- Development and implementation of potential improvement measures, maintenance works or other energy efficiency projects. The school will be given an indication of the cost-effectiveness of each recommendation.
- Support for schools in tendering complex building surveys or delivery of specialist improvements to the building.
- Training for premises officers, and others as required, in setting heating controls, monitoring energy usage and good-housekeeping.
- Ensuring power settings on IT equipment are set at the optimum level.
- Energy awareness and engagement campaigns.
- Independent advice on energy efficiency and energy-saving products.

### **Education materials and classroom activity**

- Facilitation of specialised support for classroom activity including presentations at assemblies and project-based activity for lessons.

### **Applications for grants for renewable energy and other energy related projects**

- Development of funding proposals for renewable energy projects, such as solar panels.

### **School staff engagement**

The following service can be adopted as an optional addition to the energy audit or as a standalone project and it is recommended as a low cost way of achieving savings on energy consumption and the use of other resources.

The Council has developed a range of materials that we are happy to offer to schools for their own use. These materials would be offered free to allow schools to adopt their own version of the staff engagement campaign currently running within the Council.

In addition the Sustainable Resources Group can offer more structured support on how to run a successful staff engagement campaign and the development of bespoke materials for use by individual schools. Each of these activities would be charged under the Energy Management Service Level Agreement, at a rate of £397 per day. We are happy to have an initial discussion to identify the level of support you require and provide a quote for a tailored package of work. Further details of this can be provided on request.

### **Charges**

Annual energy audit and heating optimisation	£1,191
Energy awareness and engagement campaigns	£397 per day
Specialist support and staff training	£397 per day

# Energy Procurement

## Contact

### **Peter Gibbs**

Energy Manager  
Resources Directorate  
3<sup>rd</sup> Floor, Town Hall  
Catford  
SE6 4RU  
Tel: 020 8314 8375  
[peter.gibbs@lewisham.gov.uk](mailto:peter.gibbs@lewisham.gov.uk)

Schools with large supplies (called half hourly metered supplies) are currently on an electricity supply contract with EDF which terminates on 31.03.12. All other schools are currently on a contract with British Gas Business which terminates on the 30.09.12. A separate long term electricity contract exists for Connisborough College, Sedgehill School and Sydenham School, with Scottish & Southern Plc which terminates on 30.09.18; however schools can opt out of this earlier if necessary.

All schools are also currently on a gas supply contract with Corona Energy, which terminates on 31.03.12. Schools will be informed in due course of the new contract provisions for both electricity and gas. All schools will automatically be transferred onto the new contracts unless they notify the local authority in writing that they do not wish to do so.

## Service Level Agreement

In order to ensure that schools receive best value via the economies of scale of bulk purchase for the supply of electricity and gas Sustainable Resources will:

- Manage the purchase process with the Council's Public Buying Organisation, Buying Solutions. This gives schools access to flexible purchasing on the wholesale energy markets. This procurement method is generally considered to be best practice i.e. the one most likely to produce the lowest prices.
- Collect and validate accurate supply information, essential to the obtaining of lowest possible prices, will be undertaken on behalf of schools.
- In the case of the long term electricity contract, a purchasing procedure is used each year. This takes advantage of the savings available through timing purchases at the optimum time. Sustainable Resources specifies to the supplier the date to purchase on behalf of the school, based on market intelligence.
- Schools will be informed of the tender prices prior to the start of the contract and will be given a written estimate of the likely annual cost, based on the best consumption data available.
- Provide contract administration, including the addition of new supplies and the deletion of redundant ones, will be undertaken on behalf of schools.
- Sites will be responsible for liaising directly with the supplier on energy invoice queries, although Sustainable Resources will assist in this process if necessary.

- Schools will be required to observe all the relevant terms of the Council's contract with the supplier, in particular the requirements for payment of invoices. Where the Council incurs any costs because of a school's default, these costs will be charged to the school's budget.

**Charge**

An Energy Efficiency Recovery Levy will be incorporated into the energy bills from the supplier. In 2012/2013 this is 0.1024p per kWh for gas and 0.28p per kWh for electricity. This rate is subject to review as part of the Council's budget setting process for 2012/2013.



# Estate Management Unit

## Contact

**Viktor Campbell-Macdonald**

Estate Management  
3<sup>rd</sup> Floor Laurence House  
Catford  
SE6 4RU

Tel: 020 8314 6302

[viktor.campbell-macdonald@lewisham.gov.uk](mailto:viktor.campbell-macdonald@lewisham.gov.uk)

## Service Level Agreement

### 1. Fire Risk Assessment, School Asbestos Register Management and Facilities Management Advice Service

The C&YP Estate Management Unit (EMU) has provided Statutory Maintenance Compliance Inspections on behalf of the schools for many years and will continue to do so free of charge.

In addition to this key function, the unit has been asked increasingly by schools to assist with very specific and technical advice that (although covering areas which are the school's responsibility) may frequently fall outside the remit or knowledge of school based staff.

Below are the functions with which EMU are able to assist schools under this new SLA. All services would be provided on site.

#### Continuing Fire Risk Assessments and associated professional advice

Lewisham undertook to ensure that, in accordance with legislation, each school had received an up to date Fire Risk Assessment (FRA) by March 2012; this initial task has now been completed free of charge to the schools. From March 2012 the schools will resume responsibility for ensuring that they have a current FRA in place. Schools will be required to provide annually, as a part of the Statutory Maintenance review process, a copy of an FRA undertaken within the past 12-18 months as appropriate to the size of the school. The agreement to this SLA will also cover the provisional advice on how remedial action may be undertaken. It is worthy of note that to date our FRA officer has, through his actions and advice, saved schools many thousands of pounds through procurement and advice on remedial measures (and countless pupil and staff lives).

Services provided under this element of the SLA include:-

- The provision of a Fire Risk Assessment (FRA) within The Regulatory Reform (Fire Safety) Order 2005 undertaken by a professionally qualified Fire Safety Officer.  

(It is a legal requirement for the school to arrange for a Fire Risk Assessment to be carried out and be readily available for inspection by the Fire Brigade or other enforcing authorities. As the London Borough of Lewisham (LBL) may be held responsible in the case of a current FRA not being available at the time of Fire Brigade inspections, schools **not** wishing to avail themselves of this SLA will be required to submit independently prepared annual FRA reports to the Estate Management Unit).
- Procurement of remedial measures will be provided at an additional service charge based upon the specific requirement

## 2. Asbestos management and advice – VA schools only

As is well known, asbestos is a hazardous material and all schools are required by legislation to maintain a fully up to date register of asbestos present on site. As schools commission their own minor building works and property maintenance, it is imperative that asbestos is both appropriately recorded, managed and maintained for the benefit of pupils, staff and external contractors. The cost in terms of both personal health and compensation from unintentional exposure to friable asbestos and asbestos particle is incalculable. All schools are required by law to adhere to the legislation given below.

If VA schools elect to undertake these services themselves, it will be necessary for the Estate Management Unit to receive a copy of the surveys commissioned independently by the school as the LA has a duty to ensure that VA schools are compliant with the legislation.

Services provided under this element of the SLA include:-

- A The provision of an asbestos management survey and register and location plan in accordance with The Health and Safety at Work etc Act 1974; Management of Health and Safety at Work Regulations 1999; The Construction (Design and Management) Regulations 2007; Defective Premises Act 1972; CAR (Control Asbestos Regulations) 2006 ).
- B Provision of specialist advice and support in managing and resolving asbestos related issues within school buildings by staff fully qualified in asbestos management including, site support, telephone based support and a full investigation and LBL Risk Team approved report in the event of an incident.

### Additional support services

Given the specialist nature of Facilities Management (FM) functions and following numerous requests from schools, the EMU is also able to offer the following services:-

- Specialist advice and support covering - the management of general FM functions including advice on contractor hire and management; the recruitment of premises officers; meal time supervisors and other ancillary staff.

**Whilst the determination of any remedial works deemed necessary is covered under the above costs, it must be noted that the actual cost of any subsequent remedial work will need to be met by the school and does not form a part of this SLA.**

### Charge

Options (Schools may select either options 1, 2 or both )

Option		
1	Fire Risk Assessments (FRA)	£ 420 per day **
2 A	Asbestos Management Survey (VA schools only)	
	Schools up to 1200 m <sup>2</sup>	£ 1500
	Schools between 1200 m <sup>2</sup> - 1500 m <sup>2</sup>	£ 2500
	Schools above 1500 m <sup>2</sup>	£ 3500
2B	Specialist Asbestos advice (inc. project management)	£ 500 per day

\*\* As the nature of these services will vary from site to site based upon the size and condition of the property, it is not possible to give a fixed rate which would be equitable to all. Schools should budget upon the basis that the average FRA for a 2 form entry school, including report preparation, feedback and advice is likely to be completed in 3 days per annum.

Asbestos and other advice and support areas will vary in duration dependent upon the nature of the problem and the advice/support required but are unlikely to take longer than 3 days per annum.

## Catering Client Service

- Management of the school meals service within the context of the Council's central catering contract only
- Monitoring the performance of the catering contractor against the contract conditions and the Performance Monitoring Scheme
- Undertaking random monitoring of the contractor's performance in providing the meals service at schools using a comprehensive inspection probes by dedicated staff
- Ensuring remedial action is taken by the contractor where complaints have been identified either by school staff and/or by visits from the Unit's staff
- Liaising with the contractor and schools at a local level regarding the service to be provided taking account of the contract conditions
- Liaising with the contractor and schools to ensure that capital and other remedial works are carried out in kitchens to an agreed timetable
- Authorising payment to the contractor for the provision of meals, and reconciling the end of year financial account with Compass UK (Scolarest)
- Co-ordination of kitchen maintenance and design

### Charge

Primary and special schools	£ 4.65 per pupil
Secondary schools	£ 4.91 per pupil

*The charges are equal to the budget allocation per pupil*

# Financial Services

## Contact

### Hayden Judd

Principal Accountant, Schools

1st Floor Town Hall

Catford

SE6 4RU

Tel: 020 8314 8350

[hayden.judd@lewisham.gov.uk](mailto:hayden.judd@lewisham.gov.uk)

## Service Level Agreement

### Services provided free of charge to schools

The following assistance and guidance is provided to every school, regardless of whether they purchase the service:

- Responsibilities under section 151 of the Local Government Act 1972
- ISB
- Administration of banking arrangements and cash advances
- VAT reimbursements
- Schools Finance manual
- Monthly financial transactions
- Bank reconciliation templates and guidance
- Budget plan templates and guidance
- Closing templates and guidance
- Notification of school balances
- Training on new initiatives
- Visit to new Headteacher/SBM on request
- Forum for SAO/SBM/Bursars issues
- Resolution of issues arising from internal audit recommendations

### Bursarial services provided at a charge to schools

These are one to one meetings to be held either at the school or Laurence House.

These will be limited to a maximum of 4½ days per year.

- Assistance with bank reconciliations
- Assistance with Cashflow statements
- Assistance with VAT returns
- Preparation of closing returns
- Maintaining financial records
- School Financial Procedures
- Termly budget monitoring and forecasting

### Consultancy services provided at a charge to schools

This is available on a one to one basis and will be conducted by your Link Accountant where possible and is limited to one visit per term.

- Strategic advice on budget planning
- Assistance with preparation of multi-year budget plans
- Advice on future year pupils numbers and funding
- Advice on coding issues for capital, standards funds and within the CFR framework
- Assistance with meeting DfE financial standards

- Financial induction training for new employees
- On site advice on reconciling schools accounting systems to CFR and LA budgets
- General accounting guidance
- Attendance at Governors meetings
- Training on school's finance system
- Benchmarking and Value for money advice and audit
- Finance training for School Governors and staff
- Finance health check subject to availability of staff

### Charge

For schools with RM finance software including Cash Accounts	£ 1,624 per annum
For schools without RM finance software	£ 1,245 per annum
For 4½ days bursarial service only include in fees above	£ 1,040 per annum

Any school which does not buy into the SLA will be charged £283 per ½ day or £73 per hour, including travelling time for any of the above services.

All charges will be made to schools via a journal transfer.

# Governors' Services

## Contact

### Suhaib Saeed

Strategic Lead: Governors' Services and School Leadership

3<sup>rd</sup> floor, Laurence House

Catford

SE6 4RU

Tel: 020 8314 7670

suhaib.saeed@lewisham.gov.uk

## Service Level Agreement

### Clerking governors' meetings

Buying into the clerking service includes: termly information pack, agendas which cover governors' responsibilities; attendance at meetings; minutes; follow-up work. Termly briefing sessions are provided to keep clerks updated. Advice from clerks or office based staff on all aspects of governance including school government regulations.

#### Charge

Six governors' meetings per academic year	£ 3,065
Three governors' meetings per academic year	£ 1,740
Additional governors' meetings	£ 475 per meeting

### Clerking committees

*(Does not include Discipline Committees – these are charged at ad hoc rate).*

Includes: notice, agenda, attendance at meeting, minutes and follow-up work.

#### Charge

Per meeting	£ 250
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### Clerking Pupil Discipline Committees

Includes: notice, agenda, attendance at meeting, procedure advice to the committee, minutes, and follow-up work.

#### Charge

Per hour	£ 40
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### Clerking ad hoc meetings

(Examples: OFSTED feedback, complaints meetings). Includes: notice, agenda, attendance at meeting, minutes, follow-up.

#### Charge

Per hour	£ 40
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### Servicing Committees

Drawing up and circulating agendas, copying and distributing minutes. Governors would arrange the actual minuting.

#### Charge

Per committee	£ 80
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*NB – This SLA does not cover Personnel, Admissions and Exclusions advice that are available from the respective local authority service areas.*

## Central training programme

**Please note there has been no increase in charges**

All members of the governing body can attend as many courses as they wish. The training offer also includes 'Modern Governor' an e-learning programme which allows governors to access training at their own convenience. The subscription to the central learning programme also entitles the governing body to one discounted whole governing body session costing £228.

### Charge

8 – 12 seat governing body	£ 522
13 – 15 seat governing body	£ 666
16+ seat governing body	£ 738

## Additional whole governing body training sessions

School based sessions for the whole governing body or specific groups of governors. You choose the topic.

### Charge

One session	£ 348*
Three sessions	£ 708

\* Discounted to £228 if you subscribe to the central training programme – applies for one session only.

## Individual attendance

Individual attendance at training sessions for governors of schools who have not bought into the Central Training programme

### Charge

Individual attendance	£ 100
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## Induction Individual attendance

Individual attendance at the whole day induction training for governors of schools who have not bought into the central training programme

### Charge

Individual attendance (whole day)	£ 80
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## Support services (*Schools with non LA clerks*)

Includes: newsletters, briefing papers, termly clerks' training, termly agenda briefing, advice on school government regulations etc and a clerks' helpline.

### Charge

Schools with non LA clerks	£ 825
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# Inclusion Service

## Contact

### **Louise Comely**

Head of the Inclusion Service

4<sup>th</sup> floor, Kaleidoscope

32 Rushey Green

Catford

SE6 4JF

Tel: 020 7138 1432

[louise.comely@lewisham.gov.uk](mailto:louise.comely@lewisham.gov.uk)

The Inclusion Service (IS) is a multidisciplinary service delivering targeted service to children, young people (0 to 19 years) and families.

The Inclusion Service is made up of a number of professional teams. The following pages outline the services offered through SLAs to school settings. The costs are based on a daily rate, where it is expected that half of that time will involve direct face to face contact in the school or home setting, with the remaining time used for record keeping and professional liaison. SLAs run from September 2012 to July 2013. SLAs need to be submitted by 1<sup>st</sup> June 2012 to allow for planning

***SLAs submitted by 1<sup>st</sup> June will have a £100 discount applied.***

All statutory assessment work and critical incident management work by the Inclusion Service teams will continue to be free of charge.



# IS Educational Psychology Team

## Contact

### Hilary Thorne

Acting Senior/Lead Educational Psychologist

4<sup>th</sup> floor, Kaleidoscope

32 Rushey Green

Catford

SE6 4JF

Tel: 020 7138 1436

[hilary.thorne@lewisham.gov.uk](mailto:hilary.thorne@lewisham.gov.uk)

The Educational Psychology Team (EPT) are applied psychologists working both within the educational system and in the community.

The team provides:

- Observations of CYP
- Home school consultations: joint problem solving using a variety of Techniques, such as Brief Solution Focused (BSF) approaches
- Direct work with CYP:
  - assessment including cognitive Therapeutic approaches e.g. Cognitive Behavioural techniques, BSF, behavioural
  - gaining the voice of the child through Visual Annual Reviews, Personal Construct Psychology, drawings
  - group work e.g. anger management, social skills
- Contribution to statutory assessment
- Whole school organisational change, policy development, provision mapping, measuring outcomes, evaluation
- Consultation with school staff: individual or group support such as Practice Development Sessions, work discussion groups
- Training: The EPT offers an extensive programme of training, which will be included in the Inclusion Service Training Brochure at a **10% discount for the schools who have an SLA.**

## Service Level Agreement

### Core Services

#### Services provided free of charge:

- 1 visit per term
- All statutory assessment work
- Critical Incident Management support

**Charge**

1 visit per term	£1,606 per annum
2 visits per term	£2,892 per annum
3 visits per term	£4,338 per annum
4 visits per term	£5,784 per annum

***SLAs submitted by 1<sup>st</sup> June 2012 will have £100 discount applied.***

# IS Specific Learning Difficulties Team

## Contact

**Jess Birnie**

4<sup>th</sup> floor, Kaleidoscope

32 Rushey Green

Catford

SE6 4JF

Tel: 020 7138 1353

[jessica.birnie@lewisham.gov.uk](mailto:jessica.birnie@lewisham.gov.uk)

The Specific Learning Difficulties (SpLD) Team works with children and young people with SpLD (Dyslexia).

The SpLD team provides short term support for children and young people at School Action Plus of the Code of Practice and for those with a Statement for SpLD, as well as training.

The team offers:

- Assessment, monitoring and reviewing of CYP
- Joint planning and help with practical implications for classroom
- Co-teaching sessions to demonstrate multi-sensory teaching techniques
- Consultation with parents carers
- Liaison with other agencies
- Advice on teaching of structured phonics
- Advice on dyscalculia / numeracy difficulties
- School based training on assessment and interpretation of results
- An extensive training programme to raise awareness of specific learning difficulties, which will be included in the Inclusion Service Training Brochure at a **10% discount for the schools who have an SLA.**

## Service Level Agreement

### Core Services

**Services provided free of charge:**

- All statutory assessment work

### Charge

1 visit per term	£1,260 per annum
2 visits per term	£2,268 per annum
3 visits per term	£3,402 per annum
4 visits per term	£4,536 per annum

**SLAs submitted by 1<sup>st</sup> June 2012 will have £100 discount applied.**

# Insurance and Risk Management

## Contact

### Karen Eaton

Insurance Risk Manager

3<sup>rd</sup> floor, Town Hall

Catford

SE6 4RU

Tel: 020 8314 6849

[karen.eaton@lewisham.gov.uk](mailto:karen.eaton@lewisham.gov.uk)

## Service Level Agreement

***All liability, property insurance policies and broking services underwent a full tender exercise during 2008/9 to ensure continued best value. The policies are subject to five year Long Term Agreements due to expire September 2013.***

### Insurance

Schools will be offered appropriate levels of insurance to ensure that cover is provided at a level that ensures protection and safety of property, assets, staff, children, parents and members of the public. We will ensure that the financial status of any insurer with whom we contract is checked prior to placing business with them. The insurance arranged on behalf of schools, premiums due, sums insured and levels of excess are detailed in the schedule at the front of the education handbook for 2012/13 to be issued directly to schools by the Insurance and Risk Management Service.

The main policies are summarised below:

- Building and contents insurance
- Increased cost of working
- Public Liability
- Employers' Liability
- Work Experience
- Officials' Indemnity
- Libel and Slander
- Fidelity Guarantee
- Money Insurance
- Personal Accident

Optional additional insurance will be offered to schools, or may be requested by schools, and you will be advised of any additional costs to be charged should you decide to accept any quotes provided.

Schools will be entitled to unlimited advice on any insurance related matter. For claims related matters, we will:

- Despatch claims to insurers/claims handlers within 10 days of receipt
- Handle all claims-related litigation on your behalf, in accordance with Court procedures and within the Civil Justice Reforms timetable
- Credit settlement monies on the day of receipt

- Third party settlement cheques will be processed within 5 days of receipt of form of acceptance and you will be advised of the cost
- Review outstanding claims regularly
- Provide claims statistics (if you have any) promptly when requested
- Estimate insurance expenditure in December annually

### **Risk Management**

In addition you will be entitled to unlimited:

- Advice on how to improve the security of people or property
- Advice on the insurance and risk implications of any ventures
- Advice on services currently offered by the unit
- Advice on presenting bids for funding from the Risk Management Budget
- Inclusion in and benefit from corporate schemes and projects to reduce risk in Education
- Updates on new security products/good practice

### **Administrative services**

As part of the fee charged to schools, we guarantee to provide you with the following services, as and when you require them. We will:-

- Evaluate the most cost-effective insurance programme, arrange and place insurance, negotiate premiums, cover and terms or assess the level of internal provision required
- Provide expert insurance and risk management advice and information to you, upon demand
- Verify the insurance of any contractors you engage to work at your school
- Prepare annual estimates of expenditure
- Process insurance claims made by or against you
- Provide claims statistics and co-ordinate provision of risk management advice
- Manage the insurance and risk management budgets and ensure good budgetary control
- Agree any additional charges before commencing work or incurring costs on your behalf
- Keep you informed of new products emerging and changes in the availability of cover
- Collect all premiums due, annually in arrears, via journal transfer

### **Charge**

Costs are currently recovered as an administrative on-cost to premiums (*see separate handbook*).

# Legal Services

## Contact

### Troy Robinson

3<sup>rd</sup> floor, Town Hall

Catford

SE6 4RU

Tel: 020 8314 9365

[troy.robinson@lewisham.gov.uk](mailto:troy.robinson@lewisham.gov.uk)

## Service Level Agreement

Provision of support and advice to schools on specific issues that clearly do not fall within the Council's statutory responsibilities.

*(Lewisham Legal Services provide a comprehensive range of advice and practical support to protect the interest of the local authority and schools and to assist them in meeting statutory responsibilities. There may be occasions when requests for advice and assistance could possibly result in a conflict of interest as Legal Services primarily provides legal support for the Council. In such circumstances, the school will be alerted to the possibility of such conflict at the earliest possible opportunity and advised to seek independent legal advice).*

## Telephone helpline and casework

Covering the following areas:

- General Information
- Employment policies other than those recommended by the local authority
- Contractual matters – including development and enforcement
- Use of premises other than for normal teaching purposes
- Home/school PTA formation of trusts and drafting constitutions
- School journeys and educational visits
- Copyright, data protection and licensing
- School governance

## Charge

Primary and secondary schools Roll	
0 to 199	200
200 to 399	250
400 to 599	400
600 or more	500

Special schools Roll	
0 to 49	200
50 or more	250

## Casework

### Charge

Standard rate ( <i>charged at 15 minute intervals</i> )	£110 per hour
Major contractual capital projects	£175 per hour

# Payroll Services

## Contact

### Carol Eldridge

Group Manager Pensions and Payroll

1<sup>st</sup> floor, Town Hall

Catford

SE6 4RU

Tel: 020 8314 6351

[carol.eldridge@lewisham.gov.uk](mailto:carol.eldridge@lewisham.gov.uk)

## Service Level Agreement

### Objectives of the Payroll Service

- To provide a consistent, reliable and proven pay system which operates regularly, without failure and provides full back up facilities
- To make payment within statutory regulations
- To make payments to third parties within statutory deadlines
- To provide a quality and cost effective service to all customers in accordance with customer requirements
- To operate a secure payroll which meets the requirements of the Council, the school and the Councils auditors

### The Payroll Service

The Payroll section will:

- Provide the school with a designated payroll officer who is responsible for the payroll service - **As you will be aware we have tried a different set-up over the last few months to try and improve the service, but the feedback we have received is that schools prefer a designated payroll officer, so we will be reverting back to this from April.**
- Offer a core payroll service from Monday to Friday between 8.30 am and 5.30 pm
- Deal with all pay related queries from the school, their employees, Government officers and non-statutory bodies ensuring that the Data Protection Act is complied with. Queries will be dealt with in a timely manner and in most cases will be resolved the same day by telephone, fax, e-mail or in person. More detailed queries will be replied to by letter.
- Consider requests for information under the Freedom of Information Act and respond appropriately
- Issue timetables for the submission on input and the distribution of output.
- Assess the accuracy and integrity of data submitted by the school and refer any errors back to the school for correction
- Maintain computerised and manual payroll records
- Accurately calculate gross to net payments
- Apply all terms and conditions of pay contained in the pay and conditions document relevant to the particular group
- Calculate statutory and voluntary deductions to the appropriate bodies
- Issue statutory forms/documents to employees and external bodies
- Provide payroll reports on a regular basis
- Provide a pay slip to all employees
- Pay the employees salary by BACS on payday
- Pay all salaries on the due date of the 18<sup>th</sup> of the month or the nearest preceding day if the 18<sup>th</sup> should fall at the weekend or bank holiday
- Correct any errors within agreed standards
- Complete all year end returns

- Interface data with the Pension administration system on a monthly basis. From April schools not using the Council payroll will incur costs from pensions for manually updating and maintaining their pension records.

## **Emergency Payments IMPORTANT THIS HAS CHANGED**

From 1<sup>st</sup> April 2012, Pay Advance requests will be done by **Faster BACS** directly into the employees' bank account.

Faster BACS is a quicker and more efficient method of paying employees who have missed the Payroll deadline. **Payments identified prior to pay day will now credit the employees bank account on payday.**

Thereafter, emergency requests made to Payroll by midday will mean the money is credited directly into the employees bank account on the same day. Requests after mid-day will mean the payment will credit the employees account the following day.

**We do not plan to charge for this payment method, so hopefully this will reduce some of the costs to the school of BAC's and Chap's payments.**

The exception to the above will be cases where employees bank account details are not available. In cases where employees bank details are not available, an Instant Issue Card will be produced.

Instant Issue cards can be used for Interbank Transfers and Direct Debit and to access funds from ATM'S. A PIN number will be given to employees on collection of their Instant Issue Card from the Payments Centre.

An advance is calculated at 65% of the gross pay. This allows for statutory deductions of tax, national insurance and pension. An adjustment is then made in the next available pay run when the full gross payment is paid less the advance given.

Recalling money from the bank will still incur a charge of £20

## **Year End returns**

Year end returns will be made to HMRC by the appropriate deadlines. **Failure to meet the deadlines will result in a fine that the Council would be responsible for.**

Year-end returns will be made to the LPFA. **Failure to meet the deadline will result in a fine that the Council would be responsible for.**

The Annual Teachers Return will be made to Teachers Pensions. **Failure to meet the deadline will result in a fine that the Council would be responsible for.**

## **Reports**

Payroll provide an employee costing report. These reports are produced each month once the payroll has closed, but before payment has been made to the employee.

***This report can be emailed to the school if requested, to allow time for the school to check their employee's pay details before pay day, and to inform payroll if there are any queries or errors.***



The monthly financial costing report is produced from the Oracle financial system. This is produced and distributed by the Finance department at the end of each month (see Finance SLA).

If schools require different reports these can be produced. Please contact Payroll to discuss your requirements.

**Charge**

This will be based on the number of employees in post at each school in September. Employees in more than one post at the school will attract only one charge. The charge will be made by an internal Oracle journal and will appear on the Oracle report.

One year contract 2012/13 £5.00 per payslip.

# Performance

## Contact

### Christine French

Service Manager

3<sup>rd</sup> Floor, Laurence House

Catford

SE6 4RU

Tel: 020 8314 6935

[christine.french@lewisham.gov.uk](mailto:christine.french@lewisham.gov.uk)

## Service Level Agreement for Data Support Services for schools (starting April 2012)

The Performance Service continues to provide a number of data support services to schools which have been free of charge. From April 2012 there will be an SLA for schools to buy data support services.

There are two strands to these data support services:

- Statutory – the standard notification of dates and processes for statutory data collections
- Non statutory – the additional support services which help schools to rectify anomalous data, and to ensure that their data meets the statutory requirement

The support which is non-statutory will now be available to schools through a traded service, through the Service Level Agreement (SLA) described below.

## Data Support SLA - Services provided to schools

<b>1</b>	School Census – all schools and PRU	Shirley Kean
<b>2</b>	School Administrator Data Workshop – all schools and PRU	Christine French
<b>3</b>	New / recently appointed SAOs – all schools and PRU	Shirley Kean
<b>4</b>	Primary / Special Schools - Early Years Foundation Stage	David Onasanya
<b>5</b>	Primary / Special Schools - Phonics Screening	David Onasanya
<b>6</b>	Primary / Special Schools - Key Stage 1	David Onasanya
<b>7</b>	Secondary / Special schools - primary / secondary year 6 to year 7 data transfers	David Onasanya
<b>8</b>	Secondary / special Schools - Learning Aims in Autumn School Census	Shirley Kean
<b>9</b>	Secondary / Special Schools - Assent flag for youth services data (prev Connexions assent flag)	Shirley Kean
<b>10</b>	Admissions - system support for School Admissions Module (SAM)	Shirley Kean
<b>11</b>	Data security (WebDav) – all schools and PRU	Shirley Kean / David Onasanya

**Costs**

The cost for the 2012 / 13 financial year (starting April 2012) is £1.82 per pupil (based on total January NOR).

**Content of the Data Support SLA**

The Performance Service continues to provide statutory data services free of charge. The support services, which are in addition to the statutory data responsibilities of the Local Authority, are included within the SLA.

The data support services from the Performance Service are provided by data and IT professionals who are already experienced in supporting Lewisham schools, and who have the highest levels of expertise and knowledge. Discussions with schools have shaped the structure and content of this SLA for data support.

The table below shows the SLA services which schools will receive when they buy the data support SLA, and the services which remain free of charge.

<b>SLA for data support services</b>	
<b>free of charge to all Lewisham schools (outside the SLA)</b>	notification of duplicate pupils, within Lewisham and with schools in other LAs nationally notification of data return dates for statutory and Lewisham returns School Census, Early Years Foundation Stage, Key Stage 1, Phonics Screening, Lewisham half termly attendance data, secondary schools and PRU also Lewisham half termly pupil data, weekly data collection from primary and special schools, equalities data return notification of updates to Privacy Notices
<b>SLA for data support services – the additional services provided through the SLA</b>	<ol style="list-style-type: none"> <li>1. telephone and email support for problems with statutory Key Stage data collections</li> <li>2. includes up to 2 people to attend the termly SAO data workshops</li> <li>3. telephone and email support for statutory termly school census returns, including:               <ol style="list-style-type: none"> <li>3.1. assistance to resolve duplicate pupils</li> <li>3.2. assistance to resolve data quality issues which will detrimentally affect school funding and reported contextual data</li> <li>3.3. assistance to fix missing or incomplete data</li> </ol> </li> <li>4. New SAO or new MIS:               <ol style="list-style-type: none"> <li>4.1. new bursar, business manager, school administrative officer (SAO) with responsibility for the statutory school census</li> <li>4.2. up to 3 half day visits to the school in the first year of the change of MIS or new SAO</li> </ol> </li> <li>5. Provision of historic Key Stage results to schools for pupils on roll in Lewisham at the time of the statutory assessment</li> </ol>
<b>Charges for termly SAO data workshops</b>	at Lewisham venues as notified, and chargeable at <b>£80 per person per workshop</b> where the <b>school does not have an SLA for data support services</b>

Contacts:	Telephone
Christine French, Performance Service Manager <a href="mailto:Christine.French@lewisham.gov.uk">Christine.French@lewisham.gov.uk</a>	0208 314 6935
David Onasanya, Performance Reporting Team Manager <a href="mailto:David.Onasanya@lewisham.gov.uk">David.Onasanya@lewisham.gov.uk</a>	0208 314 6335
Shirley Kean, Performance Systems Team Manager <a href="mailto:Shirley.Kean@lewisham.gov.uk">Shirley.Kean@lewisham.gov.uk</a>	0208 314 6248

Additional data support from the Performance Service can be purchased at a cost of £84 per hour. These can include on-site training and support in all aspects of managing statutory and Lewisham pupil data returns.

## Service Level Agreement for Fischer Family Trust (FFT) for schools (starting April 2012)

The Performance Service continues to provide a number of data support services to schools which have been free of charge. From April 2012 there will be an SLA for schools to buy FFT services.

### Costs

FFT has previously charged the Local Authority (LA) an annual fee, and relied on the LA to access data for schools and to provide support to schools. FFT has now upgraded the data systems, and the 2012/13 FFT live enables schools to log on directly to their own data.

Lewisham's charges for school access to FFTlive via the LA contract are set out below as FFT option 1.

FFT option 2 below shows the costs for schools if they take out their own contract directly with FFT, which will provide FFTlive access and system support.

The comparative costs are shown in the table below.

**\*\* The LA charges are subject to some fluctuation until the known number of schools buying Option 1 is known**

### 2012/13 FFT Subscription Charges

	FFT option 1 (via Lewisham)	FFT option 2 (school direct with FFT)	
<i>per pupil costs charged for Year 1 to Y11 pupil numbers at Autumn Census</i>	<b>Lewisham LA charges: All Schools</b>	<b>Schools Direct with FFT</b>	
	** Pri-29p ** Sec-45p	Basic Package	Premium Package
		Pri-45p Sec-70p	basic + additional costs Pri £500 Sec £1000

Schools can review all the cost options by visiting the FFT website  
[http://www.fischertrust.org/fft\\_access\\_for\\_schools.aspx](http://www.fischertrust.org/fft_access_for_schools.aspx)

### The FFT option 1 above includes:

LA provision of:

- Year round online access to pupil and school level data via FFT Live
- Includes all 5 FFT Live modules: SETS, Student Explorer, School Groups, Export, Development
- Full online administration
- Access to FFT national research & new developments
- Schools' ability to set up their own FFT users
- LA support for using FFT data and reports

Contacts:	Telephone
Christine French, Performance Service Manager <a href="mailto:Christine.French@lewisham.gov.uk">Christine.French@lewisham.gov.uk</a>	0208 314 6935
David Onasanya, Performance Reporting Team Manager <a href="mailto:David.Onasanya@lewisham.gov.uk">David.Onasanya@lewisham.gov.uk</a>	0208 314 6335

## SLA for Copyright and Performance Licences (starting April 2012)

The Performance Service has paid for licences for schools to cover them for copyright and music, film and performance licences.

The costs for these licences are now being charged to schools.

The Local Authority (LA) can **block purchase** some of these licences at a **cheaper rate** than if schools buy them individually. Please refer to the weblinks below for further details on licences.

**\*\* The LA charges in the table overleaf are subject to some fluctuation until the known number of schools buying each licence is known**

<http://www.prsformusic.com/users/businessesandliveevents/livevenueevents/soundadvice/aguidetolicences/Pages/aguidetolicences.aspx>

[http://www.cla.co.uk/data/pdfs/schools/copyright\\_licensing\\_in\\_schools\\_jan10.pdf](http://www.cla.co.uk/data/pdfs/schools/copyright_licensing_in_schools_jan10.pdf)

AT-A-GLANCE GUIDE TO COPYRIGHT LICENSING IN SCHOOLS		www.licensing-copyright.org 2010 Edition							
Creative works are central to the national curriculum as subjects in their own right. Literature, music and art lie at the heart of the UK's creative industries. These industries make an important and ever-growing contribution to the economy of our country. One in twenty of the workforce currently earns their living from the creative industries and legal copyright protection has enabled most of these industries to develop over the years. Their continuing health and the future livelihoods of many of your students depend upon the recognition of the value of copyright works by making proper payment for their use.									
EXAMPLES OF ACTIVITIES REQUIRING A LICENCE		CCLI	CLA	ERA	MCPS	MPLC	PPL	PRS FOR MUSIC	PVSL
Photocopying, manual or electronic reproduction of the words and/or music of hymns and worship songs used during assemblies for acts of collective worship <sup>†</sup>		✓							
Creating and storing, on computer, the school's own hymn book or carol sheets		✓							
Photocopying or scanning extracts from printed books, journals or magazines whether academic, trade or consumer publications for teaching or training <sup>†</sup>			✓						
Creating overhead transparencies containing extracts from magazines, journals or books <sup>†</sup>			✓						
Recording a radio or television broadcast and using recordings (including making available to students) for the educational purposes of licensed educational establishments.				✓					
Recording a school concert, play or other event containing music <sup>†</sup>					✓		✓		
Holding a school disco, fete or fair where music is played							✓	✓	
Hiring out premises for keep fit/aerobic classes							✓	✓	
Using a radio, TV, CD player or other device in administration offices or staff rooms							✓	✓	
Using music on hold on your telephone system					✓		✓	✓	
Organising a school play, an end of term concert or recital involving live or recorded music that is attended by family or friends <sup>†</sup>							✓	✓	
Showing a film or DVD in school, not in the course of instruction, eg. wet lunchtimes, after school film clubs etc. MPLC represents over 350 Independent film studios and TV Producers.						✓		✓	
Showing a film or DVD in school, not in the course of instruction, eg. wet lunchtimes, after school film clubs etc. PVSL represents all major Hollywood as well as Independent and Bollywood studios. For a full list check: www.filmbank.co.uk/pvsl								✓	✓

† If you are photocopying music or lyrics (excluding hymns or worship songs for collective worship) or performing a play, musical, ballet or opera that includes music that is specially written for the work, you normally need to get permission direct from the publisher. For help identifying or contacting the publisher, contact the Music Publishers Association at info@mpaonline.org.uk

Note: This guide covers many of the routine activities for which schools need a licence, but is not exhaustive. Other organisations may need to be contacted. Visit www.licensing-copyright.org for more information.

### Note on ERA Plus Licence

Who can take out an ERA Plus Licence?

Only educational establishments, or bodies acting on behalf of educational establishments which hold ERA Licences will be eligible to take out ERA Plus Licences. This is because the right to record broadcasts for non-commercial educational purposes by making ERA Recordings will continue to be governed by the terms of the ERA Licence.

The ERA Plus Licence extends rights granted by ERA Members to authorise licensed ERA Recordings to be accessed by students and teachers online from outside the premises of their establishment when at home or working elsewhere across the UK.

The charges for the 2012 / 13 year are shown in the following table \*\*:

There will be an **annual £20 administration fee** added to each school for the purchase of licences (one admin fee regardless of the number of licences in a single year).

**2012/13 charges**

**\*\* The LA charges in the table below are subject to some fluctuation until the known number of schools buying Licences is known**

For details of the licences purchased by the LA for schools in previous years, please see the school licences table on the CYP Performance pages in Fronter.

1st January 2012- 31 Dec 2012 costs**	<b>MPLC - NOR</b>	1 - 300	301 - 1000	1001 - 5000
	<b>MPLC - costs</b>	£42.44	£63.65	£76.38

CEFM administers these licences 1st April 2011-2012 costs; <b>2012-13 expected to be +4%. Tbc **</b>	<b>PVSL - NOR</b>	1 to 249	250 to 749	750 to 1249	1250 to 1999				
	<b>PVSL - costs</b>	£83.00	£138.00	£194.00	£332.00				
	<b>PRS - NOR</b>	1-200	201-250	251-300	301-350	351-400	401-450	451-500	501-550
	<b>PRS - costs</b>	£66.85	£74.64	£85.23	£95.82	£106.41	£117.00	£127.59	£138.18
	<b>PRS - NOR</b>	551-600	601-650	701-750	801-850	901-950	1351-1400	1401-1450	1501-1550
	<b>PRS - costs</b>	£148.77	£159.36	£180.54	£201.72	£222.90	£318.21	£328.80	£349.98
	<b>PPL – NOR</b>	1-200	201-250	251-300	301-350	351-400	401-450	451-500	501-550
	<b>PPL – costs</b>	£59.56	£69.31	£79.06	£88.81	£98.56	£108.31	£118.06	£127.81
	<b>PPL – NOR</b>	551-600	601-650	701-750	801-850	901-950	1351-1400	1401-1450	1501-1550
	<b>PPL - costs</b>	£137.56	£147.31	£166.81	£186.31	£205.81	£293.56	£303.31	£322.81

1st April 2012-2013 costs **	<b>ERA – NOR</b>	Per Primary Pupil	Per Secondary Pupil
	<b>ERA – costs</b>	£0.32	£0.57
	<b>ERA Plus</b>	Per Primary Pupil	Per Secondary Pupil
	<b>ERA Plus</b>	£0.16	£0.29

N.B. All figures quoted for all licences are excluding VAT.



	<b>CLA Description</b>	Primary per pupil	Secondary per pupil	Special per pupil	PRU per pupil
1st April 2012-2013 costs **	<b>LA 10% discount</b>	£0.99	£1.65	£1.33	£1.69
	<b>Sch-CLA</b>	£1.02	£1.69	£1.36	£1.69

<b>Contacts:</b>	<b>Telephone</b>
Christine French, Performance Service Manager <a href="mailto:Christine.French@lewisham.gov.uk">Christine.French@lewisham.gov.uk</a>	0208 314 6935
David Onasanya, Performance Reporting Team Manager <a href="mailto:David.Onasanya@lewisham.gov.uk">David.Onasanya@lewisham.gov.uk</a>	0208 314 6335

# Performance

## Booking Form (to be returned by 30<sup>th</sup> April 2012)

1. \*Licence Cover: (please tick box) ✓

				CEFM (Parent Company)		
MPLC	ERA	ERA Plus	CLA	PRS	PPL	PVSL
Fee	Fee	Fee	Fee	Fee	Fee	Fee
£	£	£	£	£	£	£

or

<b>All 7</b> ✓ (Please tick)
------------------------------------

**Websites:**

[www.themplc.co.uk](http://www.themplc.co.uk)  
[www.era.org.uk](http://www.era.org.uk)

[www.cla.co.uk](http://www.cla.co.uk)  
[www.prsformusic.com](http://www.prsformusic.com)

[www.cefm.co.uk](http://www.cefm.co.uk)  
[www.filmbank.co.uk/licences/public\\_video\\_screening.asp](http://www.filmbank.co.uk/licences/public_video_screening.asp)

\*All 7 boxes ticked? - if not, please state your reason(s) here:

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2. \*School Details:

\*Establishment: \_\_\_\_\_

\*Contact Name: \_\_\_\_\_

<p><b>Payment:</b> Payment will be collected from schools via Journal Transfer.</p> <p><b>3. *Authorised Signatory:</b></p> <p>*Name: _____</p> <p>*Authorised Signature: _____</p> <p>*Position: _____</p> <p>*Date: _____</p>	<p><b>4. Return Address:</b></p> <p>Maxine McLeod                  Performance Service                  3rd Floor Laurence House                  1 Catford Road                  LONDON SE6 46U</p> <p>Tel no. 020 8314 3460</p> <p><a href="mailto:edudata.collect@lewisham.gov.uk">edudata.collect@lewisham.gov.uk</a></p>
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# Personnel

## Contact

### Diane Parkhouse

Personnel Schools' Team Business Manager

3<sup>rd</sup> Floor, Laurence House

Catford

SE6 4RU

Tel: 020 8314 6291

[diane.parkhouse@lewisham.gov.uk](mailto:diane.parkhouse@lewisham.gov.uk)

## Service Level Agreement

***NB Fuller details on the services available may be found on Fronter or in hard copy from Personnel***

### Computerised Personnel Records

Required for all schools buying into the Council's payroll service.

#### Charge

Up to 19 staff with Personnel Admin SLA	£ 93 per annum
Up to 19 staff without Personnel Admin SLA	£ 335 per annum
20-39 staff with Personnel Admin SLA	£ 112 per annum
20-39 staff without Personnel Admin SLA	£ 439 per annum
40-59 staff with Personnel Admin SLA	£ 128 per annum
40-59 staff without Personnel Admin SLA	£ 589 per annum
Over 59 staff with Personnel Admin SLA	£ 151 per annum
Over 59 staff without Personnel Admin SLA	£ 740 per annum

### Training

This might be for a whole governing body session or for individual one to one training for headteachers or their administrative staff on personnel issues. This could be undertaken on a school collaborative basis if common topics can be identified.

#### Charge

Charges by negotiation.

### School Specific Policies

Draft, under guidance from the governing body, school specific policies on personnel issues, excluding those areas where an LEA policy has been recommended to the governing body for adoption.

#### Charge

Charges by negotiation	
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### Recruitment Administration

Assistance with drafting advertisements and placing them via the Council's agency into the press and the vacancy bulletin. (Media costs to be met separately).

#### Charge

Per vacancy	£ 125
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Advice on the content of the recruitment pack and arranging printing. (Printing cost to be met separately).

### Charge

Per vacancy	£ 63
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Providing a response service for callers seeking application packs.

### Charge

Per pack	£ 7.50
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£7.50 per pack

Please discuss further with Personnel where the vacancy is likely to attract a large response.

Sending for references for shortlisted applicants and preparing documentation for governors for shortlisting and interviewing.

### Charge

Per vacancy	£ 314
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Attending shortlisting and/or interviewing panels to advise governors.

### Charge

Attending shortlisting and/or interviewing panels to advise governors	£ 93 per hour
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### Advisory Services Package

Includes: Recruitment and selection, absence management capability, reorganisation and restructuring, employee relations, discipline and grievance and conditions of service.

### Charge

Up to 19 staff maximum of 63 hours	£2,268
20-39 staff maximum of 70 hours	£2,778
40-59 staff maximum of 84 hours	£3,462
Over 59 staff maximum of 105 hours	£4,152

### Reclaiming Overpayments

Includes:

- Acting on the school's behalf to pursue in writing with the individual the overpayment and seeking their agreement to a suitable repayment programme
- Obtaining legal advice on the strength of the case for reclamation
- In the event of non-payment pursuing the matter with legal services where it is the school's wish and/or financially prudent to do so
- Monitoring the repayments being made and liaising with Payroll on balances outstanding

### Charge

Reclaiming overpayments	£380 plus 10% of monies recovered
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### Teacher Salary Assessments

Includes:

- Undertaking teachers' annual salary assessments on behalf of the school in line with school's pay policy and undertaking assessments for all new teachers joining the school.

### Charge

Up to 19 staff	£525
20-39 staff	£676
40-59 staff	£795
Over 59 staff	£963

### Job Evaluation

Includes:

- Assisting with preparation of job descriptions and person specs
- Assisting with questionnaire process
- Analysis on computerised scheme
- Moderation against similar roles across schools

### Charge

Per job evaluation process	£420
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### Personnel Administration

Includes:

- Setting up, maintaining and securing personal files for school based staff
- Checking payroll authorisations for accuracy
- Producing contracts of employment within legal time limits and variations to such contracts
- Documentation submitted to headteacher for final verification and distribution
- Written and verbal advice given on maternity and adoption leave

### Charge

Up to 19 staff – Community School	£2,210 per annum
Up to 19 staff – Voluntary Aided	£1,365 per annum
20-39 staff – Community School	£2,765 per annum
20-39 staff – Voluntary Aided	£1,714 per annum
40-59 staff – Community School	£3,869 per annum
40-59 staff – Voluntary Aided	£2,615 per annum
Over 59 staff – Community School	£4,809 per annum
Over 59 staff – Voluntary Aided	£3,503 per annum

### Time Purchase Charge

Hours booked in advance	£ 93 per hour
Ad hoc rate	£123 per hour
Minimum purchase = 15 minutes	£ 30

# Personnel Booking Form

The Governing Body of \_\_\_\_\_ (insert name of school)

wishes to purchase the levels of Quality Assurance monitoring and support as shown below (please tick the relevant boxes)

Chair's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Head teacher's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Service Level Agreement	£	Requirement (Please tick ✓)
<b>Computerised Personnel Records</b>		
Up to 19 staff with Personnel Admin SLA	£ 93 pa	
Up to 19 staff without Personnel Admin SLA	£ 335 pa	
20-39 staff with Personnel Admin SLA	£ 112 pa	
20-39 staff without Personnel Admin SLA	£ 439 pa	
40-59 staff with Personnel Admin SLA	£ 128 pa	
40-59 staff without Personnel Admin SLA	£ 589 pa	
Over 59 staff with Personnel Admin SLA	£ 151pa	
Over 59 staff without Personnel Admin SLA	£ 740 pa	
<b>School Specific Policies</b>		
Charges by negotiation	To be advised	
<b>Recruitment Administration</b>		
Assistance with drafting advertisements and placing them via the Council's agency into the press and the vacancy bulletin. (Media costs to be met separately)	£ 125 Per vacancy	
Advice on the content of the recruitment pack and arranging printing. (Printing cost to be met separately).	£ 63 Per vacancy	
Providing a response service for callers seeking application packs	£ 7.50 Per pack	
Sending for references for shortlisted applicants and preparing documentation for governors for shortlisting and interviewing	£ 314 Per vacancy	
Attending shortlisting and/or interviewing panels to advise governors	£ 93 Per hour	
<b>Advisory Services Package</b>		
Up to 19 staff maximum of 63 hours	£2,268	
20-39 staff maximum of 70 hours	£2,778	
40-59 staff maximum of 84 hours	£3,462	
Over 59 staff maximum of 105 hours	£4,152	

<b>Service Level Agreement</b>	<b>£</b>	<b>Requirement</b> <i>(Please tick ✓)</i>
<b>Reclaiming Overpayments</b>	£380 Plus 10% of monies recovered	
<b>Teacher Salary Assessments</b>		
Up to 19 staff	£525	
20-39 staff	£676	
40-59 staff	£795	
Over 59 staff	£963	
<b>Job Evaluation</b>	£420 Per job evaluation process	
<b>Personnel Administration</b>		
Up to 19 staff – Community School	£2,210 Per annum	
Up to 19 staff – Voluntary Aided	£1,365 Per annum	
20-39 staff – Community School	£2,765 Per annum	
20-39 staff – Voluntary Aided	£1,714 Per annum	
40-59 staff – Community School	£3,869 Per annum	
40-59 staff – Voluntary Aided	£2,615 Per annum	
Over 59 staff – Community School	£4,809 Per annum	
Over 59 staff – Voluntary Aided	£3,503 Per annum	
<b>Time Purchase Charge</b>		
Hours booked in advance	£ 93 Per hour	
Ad hoc rate	£123 Per hour	
Minimum purchase = 15 minutes	£30	

Please return completed booking form by e-mail to [diane.parkhouse@lewisham.gov.uk](mailto:diane.parkhouse@lewisham.gov.uk) no later than 31<sup>st</sup> May 2012.

# Private Finance Initiative (PFI) Contract management

## Contact

### Nicholas Sowter

BSF/PFI Contract Manager

3<sup>rd</sup> Floor, Laurence House

Catford

SE6 4RU

Tel: 020 8314 6329

[nick.sowter@lewisham.gov.uk](mailto:nick.sowter@lewisham.gov.uk)

## Service Level Agreement

### Contract Management of Private Finance Initiative (PFI) Facilities Management Services

#### Services provided at no cost to schools

Management of the Private Finance Initiative contractors service provision within the context of its role as Authority Representative as defined by the Governing Body Agreement document.

#### Meetings

Representing the authorities and schools interests at Local Education Partnership and Special Purpose Vehicle company meetings.

Representing the authorities and schools interests at monthly contract meetings.

Ad hoc meetings with schools, stakeholders, and outside agencies.

#### Invoices and financial:

Checking, processing and approving:

- Monthly unitary charge invoices from the Special Purpose Vehicle companies
- Additional works and damage invoices from the Special Purpose Vehicle companies
- Unavailability and performance payment deductions from Special Purpose Vehicle companies

**Note:** In accordance with the Governing Body Agreement the attribution of unavailability and performance deductions is subject to a deduction of the authorities expenditure incurred in its role as administrator and manager of the contract. See section of the service level agreement relating to services provided at a charge to schools.

#### Liaison with such parties as:

- Head teachers and business managers at schools and authority related parties and stakeholders
- Outside parties, authorities and auditors
- Facilities Management Contractor, Special Purpose Vehicle companies, and Local Education Partnership



## **Operations**

Providing technical support to schools in areas of facilities management and contractual interpretation.

Assisting schools with performance and unavailability mechanisms.

Annual performance checks of contractors quality assurance procedures.

Assisting schools in assessing unitary charge deductions, processing calculations and ensuring appropriate deductions are made to the monthly unitary charge in monthly meetings.

Checking, agreeing, processing and approval of change requests from schools and contractor and damage claims.

## **Post Service Availability date – latent defects and Authority Requirement Issues and works**

Working with the Authority BSF Project Delivery Team, Special Purpose Vehicle Company, and Facilities Management contractor to identify and resolve issues. Various approaches including collaborative working and implementation of payment mechanism through unavailability.

## **Retained Estate**

On schools with retained estate and exclusion of FFE clauses, there is a requirement to develop and include provision for the long term asset management of these elements.

## **Development**

Assisting with development of community usage and third party income.

Input into design and specifications for changes on schools and future schools.

## **Services provided at a charge to schools**

### **Mandatory**

1. Attribution of unavailability and performance deductions.  
In accordance with the Governing Body Agreement the attribution of unavailability and performance deductions is subject to a deduction of the authorities expenditure incurred in its role as administrator and manager of the contract. This expenditure is calculated on a flat percentage scale of 20% of any deductions made.

### **Optional**

2. In order to undertake the monitoring and control of the Special Purpose Vehicles Facilities Management contractor, thereby freeing the schools from this duty, the Lewisham PFI management team is able to offer the following services under a Service Level Agreement to all Lewisham PFI schools
  - a) Undertake random and regular monitoring (at least 2 site visits per month per school), of the Special Purpose Vehicle Facilities Management Contractor against the contract conditions, availability criteria, and performance regime.
  - b) Undertake random and regular monitoring of chargeable works, ensuring that value for money is achieved and works are carried out in accordance with relevant standards
  - c) Monitor payment of deductions for unavailability and performance failures and carry out deductions at unitary charge level if Special Purpose Vehicle company does not deduct

- d) Provide expert advice on changes and additions to school built environment

**Charge**

For items a), b), c) involving a specialised and experienced monitoring officer	£ 26.93 per hour
For the advice within item d) involving a specialised and experienced contract manager/field specialist	£ 34.61 per hour
Hourly or day rates for external consulting engineers and other specialists at cost.	

# Quality Assurance of Collaborative and Alternative Education Provision

## Contact

### Ruth Griffiths

14-19 Strategic Lead  
14-19 Team (and Quality Assurance)  
3<sup>rd</sup> Floor, Laurence House  
Catford  
SE6 4RU  
Tel: 020 8314 3499  
[ruth.griffiths@lewisham.gov.uk](mailto:ruth.griffiths@lewisham.gov.uk)

## Service Level Agreement

Through a Quality Assurance framework the 14 -19 Team ensure the monitoring of consistency and quality in the:

- Leadership and management
- Delivery of collaborative and alternative provision (Year 10 -11 learners)

The framework will also enable the Lewisham 14 -19 Partnership to share effective practice and improve overall provision and learners' experiences and outcomes.

The Quality Assurance framework and visits ensure that:

- All Lewisham learners are safe and secure;
- Collaborative and alternative provision in Lewisham is effective and efficient;
- Value for money for schools in Lewisham is achieved;
- Learner outcomes are at least satisfactory but working towards 'excellence'

## Procedures for visit collaborative and alternative providers

### Before the visit

- Providers must submit a self assessment from the Quality Assurance framework <http://ecs.lewisham.gov.uk/14-19/> to the Quality Assurance Team, Ruth Griffiths, [ruth.griffiths@lewisham.gov.uk](mailto:ruth.griffiths@lewisham.gov.uk)
- The Quality Assurance Team will contact providers to arrange a visit date and discuss the areas to be explored during the visit
- The Quality Assurance Team will carry out the visit in pairs

### During the visit

- The team pair will highlight the issues arising from the provider's self assessment and expect to see evidence to support the provider's judgements. This could possibly include:
  - Discussing assessment data
  - Jointly visiting learning environments
  - Discussions with teaching staff/tutors
  - Sampling students' work
  - Ensure that CRB checks are current
  - The team pair will agree provisional strengths and areas of development

**After the visit**

- The team paid to finalise the visit report and forward all documentation to the Quality Assurance Team, Ruth Griffiths, [ruth.griffiths@lewisham.gov.uk](mailto:ruth.griffiths@lewisham.gov.uk) within 30 days of the visit.

**Outcome**

- Providers that meet the standard of the Quality Assurance framework will be included in an annual Lewisham approved directory that will be circulated to all Lewisham secondary schools.

**Charge**

<b>Provider cost (more than five Lewisham learners)</b>	
Quality assurance report and inclusion in Lewisham directory	£ 525
Yearly quality assurance monitoring (year 2)	£ 157
Yearly quality assurance monitoring (year 3)	£ 157

<b>Provider cost (between two and five Lewisham learners)</b>	
Quality assurance report and inclusion in Lewisham directory	£ 315
Yearly quality assurance monitoring (year 2)	£ 105
Yearly quality assurance monitoring (year 3)	£ 105

<b>Provider cost (less than two Lewisham learners)</b>	
Quality assurance report and inclusion in Lewisham directory	£ 262
Yearly quality assurance monitoring (year 2)	£ 79
Yearly quality assurance monitoring (year 3)	£ 79

<b>Intensive support and training in half day blocks (below satisfactory) per half day block</b>	£ 157
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# Best Value Services and Alternative Providers

Lewisham is committed to providing high quality services that match schools' needs and which they will wish to purchase. However, we recognise that schools are free to approach other providers and we wish to support schools in achieving best value services. In keeping with the principles of the Best Value regime, schools may wish to compare the charges and level of service received from the local authority with those from alternative providers. This section has therefore been included to provide schools with a range of information to assist in this process.

## Forming a company

The Education Act 2002 empowers governing bodies to form companies in order to procure services collectively. It is possible that groups of schools may be able to secure more advantageous prices or services if they act together. Collective purchasing may also help schools to save money through economies of scale. For further information contact the Department for Education GovernorLine on 0800 072 2181 or the website at: [www.governorline.info](http://www.governorline.info)

## Information sources

There are a number of organisations which can provide either general or specific advice on procurement, a few of which are listed below. The London Borough of Lewisham is not responsible for the accuracy or content of the websites listed, nor does it endorse, warrant or guarantee the products, services, or information described therein.

Organisation	Website address	Comments
Audit Commission	<a href="mailto:enquiries@audit-commission.gov.uk">enquiries@audit-commission.gov.uk</a> <a href="http://www.audit-commission.gov.uk">www.audit-commission.gov.uk</a>  Tele: 0844 798 3131	Independent body responsible for ensuring that public money is used economically, efficiently and effectively. Publishes reports on education issues
Consilium Technologies	<a href="mailto:info@ctechs.co.uk">info@ctechs.co.uk</a> <a href="http://www.ctechs.co.uk">www.ctechs.co.uk</a> Tele: +44 28 9033 0111	Provides a portfolio of software solutions to assist in implementation of e-government
Continyou	<a href="http://www.continyou.org.uk">www.continyou.org.uk</a> <a href="mailto:generalenquiries@continyou.org.uk">generalenquiries@continyou.org.uk</a> Tele@ 020 7587 5080	Work directly with schools to promote community based learning
Department for Education	<a href="http://www.education.gov.uk">www.education.gov.uk</a>	Main site
Information for Local Government	<a href="http://www.info4local.gov.uk">www.info4local.gov.uk</a> Tele@ 020 7664 3000	One stop portal for easy access to information on web sties of central government departments and agencies
Local Government Improvement and Development Agency	<a href="http://www.idea.gov.uk/procurement">www.idea.gov.uk/procurement</a>	A free advisory service for local government
Legal directory	<a href="http://www.legal500.com">www.legal500.com</a>	Lists by region recommended law firms specialising in the education sector
Local Government Association (LGA)	<a href="http://www.local.gov.uk">www.local.gov.uk</a>	Represents all local authorities and aims to promote better local government
Local Government Information Unit	<a href="http://www.lgui.gov.uk">www.lgui.gov.uk</a>	An independent research and information organisation

Organisation	Website address	Comments
Office for Standards in Education	<a href="http://www.ofsted.gov.uk">www.ofsted.gov.uk</a> Tele Education Helpline 0300 123 4234	Aims to help improve the quality and standards of education and childcare through independent inspection and regulation
Children Services Network	<a href="http://www.csn.lgiu.org.uk">www.csn.lgiu.org.uk</a>	Provides briefings and keeps Las up to date with details of emerging legislation, policy and consultation

## Useful documents

Document	Comments	Available from
<i>"Getting the Best from your Budget"</i> a guide to the effective management of school resources HMII 227	This publication offers a framework for determining the quality of the school's strategic approach to the allocation of resources. It contains a set of principles to support financial decision-making and illustrations of effective practice in applying these	<a href="http://www.ofsted.gov.uk">www.ofsted.gov.uk</a>  Email: <a href="mailto:freepublications@ofsted.gov.uk">freepublications@ofsted.gov.uk</a>  Tele: 07002 637 833
Procurement for Schools	Information for schools on importance of procurement	<a href="http://www.education.gov.uk">www.education.gov.uk</a>
Code of Practice for Procurement	Any school wishing to use an alternative provider should refer to the Council's code of practice for procurement which contains detailed advice	Procurement Team Resources Directorate Town Hall Catford SE6 4RU 020 8314 8548
Approved list of contractors	This contains up to date information on 1,800 contractors who can carry out building and maintenance work, and who have demonstrated that they comply with the Council's requirements on quality of work, financial standing, equal opportunities, employer's and public liability insurance and health and safety	Procurement Team Resources Directorate Town Hall Catford SE6 4RU 020 8314 8548
Contract procedure rules	Schools must comply with the Council's standing orders when entering into any contract with alternative providers	Contracts Compliance Unit Resources Directorate Town Hall Catford SE6 4RU

A list of companies is provided on the next page who are understood to provide services to schools in the London area but schools are advised that they have not been through any of the Council's assessment procedures. To obtain details of services of these or any other providers, schools should contact the companies direct and will need to satisfy themselves that the companies meet suitable technical, operational and financial standards, and that they can provide recent references for work carried out within the education sector. The London Borough of Lewisham does not endorse, warrant or guarantee the products, services or information offered by these providers.

**Alternative providers**

<b>Name and contact details</b>	<b>Audit Services</b>	<b>Financial Services</b>	<b>Legal Services</b>	<b>Payroll &amp; Personnel combined</b>	<b>Payroll Services</b>	<b>Personnel Services</b>	<b>Repair &amp; Maintenance, Client Contract Management</b>	<b>School Improvement &amp; Professional Advice</b>
Babcock 4S		✓		✓	✓	✓	✓	✓
Centre for British Teachers Education Trust								✓
CLB Littlejohn Frazer	✓							
FW Smith Riches & Co	✓							
HCSS		✓						
Mazars Chartered Accountants		✓		✓	✓	✓		
Mitie Property Services (London) Ltd							✓	
Moorepay Ltd				✓				
Mouchel		✓	✓		✓	✓	✓	
Nabarro Nathanson			✓					
Strictly Education Ltd		✓	✓		✓			✓
TH Kenyon & Sons plc							✓	

**Alternative providers (continued)**

**Babcock 4S**

Baytree Avenue  
Kingston Road  
Leatherhead  
Surrey KT22 7UE  
Tel: 0800 073 4444  
Fax: 01372 834 000  
[customercare@babcock.co.uk](mailto:customercare@babcock.co.uk)

**Centre for British Teachers**

Education Trust  
60 Queen Road  
Reading  
Berkshire RG1 4BS  
Tel: 0118 902 1000  
Fax: 0118 902 1434  
[enquiries@cbt.com](mailto:enquiries@cbt.com)

**CLB Littlejohn Frazer**

Chartered Accountants  
Sarah Morrison  
1 Westferry Circus  
Canary Wharf  
London E14 4HJ  
Tel: 0207 516 2200  
Fax: 0207 516 2400  
[smorrison@littlejohnfrazer.com](mailto:smorrison@littlejohnfrazer.com)

**FW Smith Riches & Co**

Chartered Accountants  
Martin Rooney  
18 Pall Mall  
London SW1 5LU  
Tel: 020 7930 0833  
Fax: 020 7839 1320  
[mjrooney@fwsr.com](mailto:mjrooney@fwsr.com)

**HCSS Education Ltd**

1<sup>st</sup> Floor Adelphi Mill  
Bollington Cheshire  
SK10 5JB  
Tel: 01625 578 162

**Mazars Chartered Accountants**

Tower Bridge House  
St Katherine's Dock  
London E1W 1DD  
Tel: 0207 063 4000  
Fax: 0207 063 4001  
[contact@mazars.co.uk](mailto:contact@mazars.co.uk)



**Mitie Property Services (London) Ltd**

Rod Sutherland  
Mitie House, Eskdale Road  
Uxbridge, Middlesex UB8 2RT  
Tel: 01895 206 850  
Fax: 01895 206 851  
[rod.sutherland@mitie.co.uk](mailto:rod.sutherland@mitie.co.uk)

**Moorepay**

Warwick House  
Hollins Brook Way  
Pilsworth  
Bury  
BL9 8RR  
Tel: 08452 701150  
[Payroll.Services@moorepay.co.uk](mailto:Payroll.Services@moorepay.co.uk)

**Mouchel**

4 Matthew Parker Street  
London  
SW1H 9NP  
[www.mouchel.com](http://www.mouchel.com)

**Nabarro Nathanson**

Lacon House  
84 Theobalds Road  
London WC1X 8RW  
Tel: 0207 524 6000  
Fax: 0207 524 6524  
[info@nabarro.com](mailto:info@nabarro.com)  
[www.nabarro.com](http://www.nabarro.com)

**Strictly Education Ltd**

The Learning House  
Snowdon Drive  
Winterhill  
Milton Keynes MK6 1BP  
Tel: 01908 208 200  
Fax: 01908 880 657  
[www.strictlyeducation.co.uk](http://www.strictlyeducation.co.uk)

**TH Kenyon & Sons PLC**

Kenyon House, 14a Hockerill Street  
Bishop's Stortford  
Herts CM23 2DW  
Tel: 01279 858 700  
Fax: 01279 653 454  
[www.thkenyonplc.co.uk](http://www.thkenyonplc.co.uk)



# Core and Traded Services

2012- 2013

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# Our Vision

**Every child achieving highly in an  
outstanding school or setting**

**We believe that we are very well-placed in Lewisham to make this vision a reality. All our schools are ambitious for our children and young people and are committed to working collaboratively and collegiately to both learn from and challenge each other, in order to maximise outcomes for all.**

Working in partnership with all schools,

- We want to utilise the very best and innovative practice within our school system in Lewisham and beyond to make this vision a reality for our children and young people.
- We want to position good and outstanding leadership at the heart of this strategy, developing strong partnerships across all schools, collaboratives and federations.
- We want to build on what works well and explore new ways of working.
- We want to make every penny count. We will ensure that our service is designed in consultation with all schools and settings in order to add value in every area.

# Introduction

There has been a fundamental shift in the approach to school improvement over the past few years. The Local Authority maintains a clear accountability mandate for standards and achievement across all schools, but there have been moves to encourage more external and school-to-school support programmes, rather than rely on in-house services.

In terms of school leadership, a number of effective models have been developed where experienced and successful Headteachers support new Headteachers and those in schools facing challenging circumstances, either through Consultant Leader programmes or Executive Headship. Collaboratives have also been working together to develop effective school improvement programmes.

In Lewisham, we support these recent moves, and recognise the contribution our schools and practitioners can make to school improvement. We believe that in order to continue to fulfil our statutory duties, we need to maintain the capacity to monitor, challenge and intervene, whilst supporting the coordination and advocacy of external support where necessary.

We also need to use our local knowledge and partnership with schools to lead or facilitate coherent and well targeted improvement strategies as well as encourage schools to also lead programmes and work collaboratively.

Our thoughts have been shaped through discussion with Headteachers, school practitioners, other local authorities and our own internal team. There are variations in price throughout

this guide between different services and between maintained schools and academies. This is partially due to the changing nature of funding. Other services which are no longer funded or supported by grants may need to set prices based on realistic cost recovery.

We understand that these essential changes in culture and practice are new and potentially challenging for schools. This is also a new era for the local authority; however, we assure you that our principle focus remains outstanding teaching, learning and support for children and young people.

We have been systematically reducing the size of our central team as a response to the end of The National Strategies and national austerity measures. Nevertheless we aim to be able to provide a service delivered by experienced professionals that responds to your school's needs and which can be differentiated to meet your priorities.

Within this document we have identified the services where there will be a fee at the point of delivery along with those which may be purchased through a pay-as-you-go system.

The earlier we receive confirmations the quicker we can co-ordinate resources to meet your needs. For any further information or suggestions for future brochures please email your thoughts to [joyce.greene@lewisham.gov.uk](mailto:joyce.greene@lewisham.gov.uk)

We hope that you find this information helpful and look forward to continued partnership working throughout the next financial year and beyond

# Proposed offer

I am pleased to provide an outline of our proposed school improvement service offer for financial year, April 2012-March 2013. The areas are focused around four key areas of our strategy. We have developed this offer in order to be responsive to school's requirements by providing a core range of services, a selection of programmes and a menu of additional services. These can be purchased as a package or on a pay-as-you-go basis allowing for flexibility in the level of support you require at the time you most need it. Our offer is designed to be responsive to meet collective and individual needs. In addition, we want to use this as a model that schools/collaboratives/federations can use to offer and coordinate programmes.

## KEY STRATEGIC AREAS

Our four key strategic areas are:

1. Lewisham Challenge
2. Monitoring, Challenge, Intervention and Support
3. Leadership Development  
Teaching and Learning

## CORE OFFER

Under each of the four strategic areas we have identified a core offer that we will provide to all our maintained schools and settings. These are fully funded and enable the Local Authority to fulfil its statutory duties. *These are also summarised in Appendix 4.* Although there is no charge to schools and settings for the core offer it is important that we get the offer right and we do rely on your feedback to ensure we meet your needs

## PROGRAMMES

In addition to the core offer you will find a range of programmes that you can select from. These have been designed to enable more school to school working and there are opportunities to develop further school initiated innovative programmes with or without Local Authority input. Programmes will have clear objectives, a fixed time line, allow for collaborative working, ensure evaluation of outcomes are shared and be based on a minimum number of schools or delegate participation. Programmes are available throughout the academic year. There will be a minimum number of participants for each programme to ensure viability.

## ADDITIONAL SERVICES

We will also provide access to a range of additional services which are designed to enhance the core and programme offer as well as respond to the specific needs you may have at a particular point in time. These can be purchased as a stand alone option or savings can be made by purchasing a package of support for a fixed number of days support throughout the year. We also welcome services schools may be able to offer.

Further information on our offer and how to sign up is provided overleaf. If there are any areas of support not currently identified that you would like help with please let us know by emailing [joyce.greene@lewisham.gov.uk](mailto:joyce.greene@lewisham.gov.uk) as we are keen to provide our service offer in a responsive and demand led manner.

# Strategic Area 1: Lewisham Challenge

The overarching aim of this strategic area and programme is to ensure, and to raise the achievement of all Lewisham pupils through strategically linking, embedding and sustaining all interventions. Raising aspirations is the central theme of this programme. It makes explicit the educational “journey” of children and young people, working to make success tangible, visible and achievable. It builds on the good practice of the Black Pupils’ Achievement Programme and follows this model with named pupils at its centre in all schools across Lewisham. Key focuses are ‘closing the gap’ and ‘raising the bar’ by identifying and changing the culture and ethos of the school to drive improvement and sharing models of practice that make a positive impact on teaching and learning and pupil outcomes. Work with parents and the community remain central to this area.

## CORE OFFER:

- Network meetings: school-to-school sharing; leadership and middle management focus
- Black Pupils’ Achievement Programme –support and development
- Raising Aspiration programme- borough wide
- Pupil Ambassadors' Programme
- ‘Lens group’- data and development
- Annual celebration event

## PROGRAMMES:

There will be additional programmes to buy into. Schools will be advised of these as they become available

<b>ADDITIONAL SERVICES AVAILABLE FOR PURCHASE</b>	<b>Maintained schools</b>	<b>Academies</b>
<ul style="list-style-type: none"> <li>• Practicing Ofsted inspector to provide a one day Ofsted style audit against the Ofsted Inspection Schedule in one or more themed areas, e.g. performance of FSM pupils, boys, more able</li> </ul>	£500	£550 +vat
<ul style="list-style-type: none"> <li>• Access to high quality data analysis bespoke to a schools needs – data report and ½ day in school advice and support to interpret data.</li> </ul>	£500	£550 +vat
<ul style="list-style-type: none"> <li>• Bespoke training on closing the gaps and raising the bar (by negotiation).</li> </ul>	£250 per half day or twilight sessions	£275 +vat

## Strategic Area 2: Monitoring, Challenge, Intervention and Support

The overarching aim of this strategic area is to secure high quality education in all schools. It aims to challenge schools through reviewing progress against defined targets and by monitoring performance through data based on pupil performance. It should identify those schools where pupil attainment needs to improve, pupil progress needs to accelerate or if intervention is necessary. We will work with schools until such time as they are judged to be providing a good or better level of opportunity to their pupils and their capacity to improve is good. We want to ensure that all our pupils make faster than average progress and all our schools are good or better.

### CORE OFFER:

- All schools and 6<sup>th</sup> Forms will receive an annual data analysis of results.
- School Improvement visits and reports (differentiated according to need/ school /setting / categorisation. (Refer to Appendix 1: Early Years, Appendix 2: Primary, Appendix 3 :Secondary)
- Lead and organise moderation for EYFS and KS1
- Manage access arrangements relating to NCTs
- Support for EYFS, Yr 2, Yr 6 statutory assessments and statutory requirements for settings
- Intensive support for Private, Voluntary and Independent (PVI) settings categorised as Red

ADDITIONAL SERVICES AVAILABLE FOR PURCHASE	Maintained schools	Academies
<ul style="list-style-type: none"> <li>▪ Access to an <b>annual 3, 4 or 6 day activity programme</b> from a School Improvement Adviser (SIA) in the summer, autumn and spring terms. Visits can be tailored to your requirements and areas of focus agreed beforehand. Summary reports are included as well as online and telephone support. Individual days charged at £500.</li> </ul>	£1500 3 days	£1650+vat
	£2000 4 days	£2200+vat
	£3000 6 days	£3300+vat
<b>Ofsted preparation</b> <ul style="list-style-type: none"> <li>▪ <b>Mock School Pre Inspection Briefing (PIB)</b> – based on your current self evaluation documents, most recent RAISEonline or school profile and most recent inspection report. You will receive a written PIB which will highlight the issues likely to arise from a real Ofsted Inspection. (1 day)</li> </ul>	£500	£550 +vat
<ul style="list-style-type: none"> <li>▪ <b>1 day mock inspection</b> followed by 1 to 2 hour session in school with your senior leadership team on an area of choice – e.g. safeguarding, teaching and learning, EYFS. (1½ days)</li> </ul>	£750	£825 +vat
<ul style="list-style-type: none"> <li>▪ <b>Full Mock Ofsted inspection and report.</b> Schools and settings will receive a pre inspection briefing, a mock inspection of the school by trained and experienced Ofsted inspectors and a written report with a discussion about emerging strengths and weaknesses. (2½ days)</li> </ul>	£1250	£1375+vat



## Strategic Area 2: Monitoring, Challenge, Intervention and Support (continued)

<b>ADDITIONAL SERVICES AVAILABLE FOR PURCHASE</b>	<b>Maintained schools</b>	<b>Academies</b>
<ul style="list-style-type: none"> <li>▪ Curriculum and Management Support – bespoke in-school support e.g. Maths and English</li> </ul>	£500 per day £250 per ½ day	£550 +vat £275+vat
<ul style="list-style-type: none"> <li>▪ Safeguarding Audit - half day visit by a current Ofsted inspector to evaluate the effectiveness of the school's safeguarding procedures followed by a written summary of strengths and development areas</li> </ul>	£250	£275+vat
<ul style="list-style-type: none"> <li>▪ Monitoring and review of school SEN systems to ensure they are in accordance with statutory and non-statutory guidelines ( min ½ day).</li> </ul>	£250 (½ day) £500 per day	£275+vat £550+vat

# Strategic Area 3: Leadership Development

The overarching aim of this strategic area is to ensure there is support and development for new, aspiring and current school leaders and governors to enable them to achieve the very best outcomes for Lewisham children. It aims to support succession planning as well as ensuring opportunities exist for system leadership, working beyond current schools and developing coaching skills. This will also involve working with governors.

## CORE OFFER:

- New and Acting Headteacher Induction Programme funded through National College Headstart.
- New and Acting Headteacher Mentoring – available through National College Headstart
- Support for Governing Bodies with Headteacher appointments
- Induction for Chairs of Governing Bodies
- Support for the Deputy Heads' Forum
- Regular briefings for Headteachers as appropriate
- Telephone advice from a senior LA officer relating to issues of concern as they arise
- Telephone advice for new SENCOs and brokering of National Accreditation training for SEN
- Termly briefings for EYFS leaders in schools and managers in settings

## PROGRAMMES:

<p><b>Aspiring Leaders (Wave 6)</b> (Primary, Secondary and Special)</p>	<p><i>N.B: subject to funding and will begin in Sept 2012</i> <b>Programme Lead: Suhaib Saeed</b> <b>Cost: £500 per delegate ( subsidised 2012-13)</b></p> <p>An innovative and unique programme offered by the South London Collaborative in association with the National College. Aspiring Headteachers have access to a high quality programme of workshops and 1:1 career consultations. In addition the participant will be expected to develop a leadership project in agreement with their Headteacher and make school visits with their learning quad. Some delegates may also choose to work towards a 30 credits Masters Accreditation or opt for a Headteacher Apprenticeship ( 3 - 5 day shadowing opportunity). Support in making your application standout and preparing for interviews is included.</p>
<p><b>Head and Deputy Head teacher Conferences</b></p>	<p><b>Full cost recovery</b></p> <p>These conferences are designed and delivered by Headteachers and Deputy Headteacher working parties, supported by the LA</p>

ADDITIONAL SERVICES AVAILABLE FOR PURCHASE	Maintained schools	Academies
<ul style="list-style-type: none"> <li>▪ Lewisham bespoke <b>New and Acting Headteacher Consultant Leader Programme</b>. Supports and develops new Headteachers and those new to Lewisham whilst providing an exciting opportunity for our serving Headteachers in a consultancy role. Individualised as far as possible. You can purchase a 4 or 7 day package over three terms or choose a package suitable to your requirements.</li> </ul>	<p>£500 per day</p>	<p>£550 + VAT per day</p>

<b>ADDITIONAL SERVICES AVAILABLE FOR PURCHASE</b>	<b>Maintained schools</b>	<b>Academies</b>
<ul style="list-style-type: none"> <li>▪ <b>Head Teacher Performance Management.</b> An external adviser will attend the meeting, with appropriate review panel members and the Head and give advice and support to that meeting. The external professional will support with the drafting of the new Performance objectives.</li> </ul>	£250 (anticipate 3 hrs work including review of documentation)	£275 + VAT
<ul style="list-style-type: none"> <li>▪ <b>Governing Body Training and development</b></li> </ul>	Refer to Governor Services SLA	
<ul style="list-style-type: none"> <li>▪ <b>In school/setting support</b> to develop EYFS leadership</li> </ul>	£500 per day pro rata	

## Strategic Area 4: Teaching and Learning

The overarching aim of this strategic area is underpinned by the belief that all members of the children's workforce are leaders who require and deserve individual professional development. Everybody has a leadership role, whether they are leading a team, peers, children or young people. Through the School Improvement Team we will continue to offer CPD directly relevant to the participants. CPD will have clearly identified intended outcomes, take advantage of previous knowledge and expertise, model effective learning and teaching strategies and include impact evaluation designed as part of the activity from the outset. We believe that developing the capacity for pupils' learning is linked directly to improving capacity for continuous learning for all schools and governors. We will adapt this strategy to support the development of the 2 Teaching Schools in Lewisham

### CORE OFFER:

- Providing a web-based CPD booklet of professional development opportunities
- Performing the role of the Appropriate Body for Newly Qualified Teachers (NQTs) in maintained schools and non-maintained Special schools. Includes registration, administration of assessment reports, data returns and quality assurance of schools' provision
- Signposting relevant professional development opportunities to CPD leaders in schools
- Primary and Secondary SENCO forum - co-ordinate meetings and dissemination of information
- Facilitate and support collaboratives as required

### PROGRAMMES:

There will be additional programmes to buy into. Schools will be advised of these as they become available

<b>ADDITIONAL SERVICES AVAILABLE FOR PURCHASE</b>	<b>Maintained schools</b>	<b>Academies</b>
<ul style="list-style-type: none"> <li>▪ Primary and Secondary NQT CPD sessions (Induction Programme)</li> <li>▪ Primary and Secondary NQT Induction coordinator / tutor training</li> <li>▪ Lesson observation of an NQT causing concern</li> <li>▪ Performing the role of the 'Appropriate Body' for Academies/Further Education Institutions/ Sixth Form Colleges and Independent Schools</li> </ul>	Please refer to the NQT SLA on page 13 for an outline of the services and costs	Please refer to the NQT SLA on page 15 for an outline of the services and costs
<ul style="list-style-type: none"> <li>▪ In school support - bespoke professional development (Non NQT provision related)</li> </ul>	Full day £500.00 Half day £250.00 4 days £1,900.00 8 days £3,600.00	10% increase +vat

# How to place an order

## How do I purchase services?

Please complete the booking form on pages 13 -14 indicating which services you intend to purchase. Additional services can be purchased or brokered during the year. NQT SLA's can be found on pages 15 – 18.

The appropriate School Improvement Service lead will contact the school to agree the detail of support.

If you wish to obtain further copies of the guide, you can download it from the schools mailing site below:-

<https://fronter.com/lewisham>

**Username: schooladmin**

**Password: schooladmin**

Once you enter the site above, please click on the link for the **School Improvement Service SLA 2012-13**.

Please return completed forms to:

Joyce Greene  
3<sup>rd</sup> Floor Laurence House,  
1 Catford Road, London,  
SE6 4RU

via email [joyce.greene@lewisham.gov.uk](mailto:joyce.greene@lewisham.gov.uk)

## Local Authority Costing structure:

Rates:

Half Day / Twilight     £ 250

Full Day                     £ 500

Academies: In principal you will see a 10% +vat increase on charges applied to maintained schools and settings.

## Bespoke Support:-

If you have any additional requirements or would like us to tailor support to your specific needs then please indicate this on the booking form or contact us. We will endeavour to broker appropriate solutions if they are not available from us.

Contact for further queries:-

Joyce Greene  
Strategic Lead – Business Services

E: [joyce.greene@lewisham.gov.uk](mailto:joyce.greene@lewisham.gov.uk)

T: 020 8314 6708

F: 020 8314 3050

# School Improvement Team

## Traded Services

Request for London Borough of Lewisham School Improvement Team services.

Please return by email to [joyce.greene@lewisham.gov.uk](mailto:joyce.greene@lewisham.gov.uk)

or post to Joyce Greene: 3<sup>rd</sup> Floor Laurence House, 1 Catford Road, London, SE6 4RU.

The Governing body of .....(insert school name)

wishes to purchase the levels of support as shown below (please place tick in the relevant boxes) *N.B. Academies will be charged an additional 10% +vat*

Service Level Agreement	Charge		Booking
Strategic Area 1: Lewisham Challenge	Practicing Ofsted inspector to conduct a 1 day Ofsted style audit £500.00		<input type="checkbox"/>
	Access to high quality data analysis bespoke to school £500.00		<input type="checkbox"/>
	Bespoke training on closing the gaps and raising the bar £250.00		<input type="checkbox"/>
Strategic Area 2: Monitoring, Challenge, Intervention and Support	Access to an annual 3, 4 or 6 day activity programme	3 days £1,500.00	<input type="checkbox"/>
		4 days £2,000.00	<input type="checkbox"/>
		6 days £3,000.00	<input type="checkbox"/>
	Ofsted preparation	Mock School Pre Inspection Briefing (PIB) £500.00	<input type="checkbox"/>
		1 day mock inspection £750.00	<input type="checkbox"/>
		Full mock Ofsted inspection and report £1,250.00	<input type="checkbox"/>
	Curriculum and Management Support – bespoke in school support (e.g. Maths and English)	Full Day £500.00	<input type="checkbox"/>
		Half Day £250.00	<input type="checkbox"/>
	Safeguarding Audit and half day visit	£250.00	<input type="checkbox"/>
	Monitoring and review of school SEN systems	Full day £500.00	<input type="checkbox"/>
		Half day £250.00	<input type="checkbox"/>

Service Level Agreement	Charge		Booking
Strategic Area 3: Leadership Development	Consultant Leader programme for New and Acting Headteachers	£500.00 per day. 4 days £2000 7 days £3500 <i>Please call to discuss specific requirements</i>	<input type="checkbox"/> <input type="checkbox"/>
	Aspiring Leaders Programme	£500	<input type="checkbox"/>
	Head Teacher Performance Management	£250	<input type="checkbox"/>
	In School/setting support to develop EYFS Leadership	£500 per day	<input type="checkbox"/>
Strategic Area 4: Teaching and Learning	In school support - bespoke professional development	Full day £500.00 Half day £250.00 4 days £1,900.00 8 days £3,600.00	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	NQT support	( refer to NQT SLA)	

Chair's signature

Date

Head teacher's signature

Date

**Bespoke Requests:**

We are happy to tailor services to meet your schools needs. Please indicate any additional requirements you may have below. A member of the team will contact you to discuss your specific needs. You can also contact **Suhaib Saeed** on **0208 314 7670** or [suhaib.saeed@lewisham.gov.uk](mailto:suhaib.saeed@lewisham.gov.uk)

# School Improvement Team

## Newly Qualified Teacher (NQT) Induction SLA

Request for London Borough of Lewisham School Improvement Team services for the academic year **September 2011 – August 2012**.

*NB. A revised Newly Qualified Teacher induction SLA will be available from September 2012 following the publication of the revised Statutory Guidance on induction.*

Please return by email to [joyce.greene@lewisham.gov.uk](mailto:joyce.greene@lewisham.gov.uk) or post to Joyce Greene: 3<sup>rd</sup> Floor Laurence House, 1 Catford Road, London, SE6 4RU.

**The Governing body of .....***(insert school name)* wishes to purchase the levels of support for **Newly Qualified Teachers** as shown below (please place tick in the relevant boxes)

### Core offer

#### **Lewisham maintained/ community/ foundation/ voluntary schools and non-maintained special schools**

- We will continue to perform the role of the 'Appropriate Body' for Newly Qualified Teachers (NQTs) in Lewisham maintained/ community/ foundation/ voluntary schools and non-maintained special schools. This includes the registration, administration of assessment reports, data returns to the General Teaching Council (or the replacement body from April 2012) and quality assurance of schools' provision. This quality assurance will include monitoring visits for 20% of Primary schools and all maintained Secondary schools.

#### **Additional programmes available to buy into for Lewisham maintained/ community/ foundation/ voluntary schools and non-maintained special schools**

<b>Service Level Agreement</b>	<b>Charge</b>	<b>Booking</b>
Strategic Area 4: Teaching and Learning	Primary NQTs – A programme of 14 half-day CPD sessions. £60.00 per session per NQT. <i>Charged retrospectively for sessions attended.</i>	<input type="checkbox"/>
	Secondary NQTs – A programme of 10 half-day CPD sessions. £60.00 per session per NQT <i>Charged retrospectively for sessions attended.</i>	<input type="checkbox"/>
	Primary school induction tutors – training providing clear guidance on the statutory requirements for NQT support and reporting.  1 bite-size session only. This centrally held single session will run in September and be repeated in January and April to accommodate schools with new NQTs or tutors. £30.00 per session per tutor	<input type="checkbox"/>



Service Level Agreement	Charge		Booking
	<p>Secondary school induction coordinators/ tutors – training providing clear guidance on the statutory requirements for NQT support and reporting.</p> <p>2 separately themed centrally held bite-size twilight sessions in the Autumn term 2011 only. £30.00 per session per tutor</p>		<input type="checkbox"/>
	<p>Lesson observation by a Primary/ Secondary adviser or consultant (as appropriate) of a NQT causing concern, with oral and written feedback. This could be supporting the school's monitoring of a NQT or form part of the NQT's individualised CPD support programme.</p>	Full day £500.00	<input type="checkbox"/>
		Half day £250.00	<input type="checkbox"/>

**Programmes available to buy into for Academies/ Further Education Institutions/ Sixth Form Colleges and Independent schools**

Service Level Agreement	Charge	Booking
Strategic Area 4: Teaching and Learning	<p>Performing the role of the 'Appropriate Body' for NQTs. This includes the registration, administration of assessment reports, data returns to the General Teaching Council (or the replacement body from April 2012) and quality assurance of schools' provision.</p> <p>1 – 4* NQTs = £250.00 + VAT per NQT</p> <p>5 – 8* NQTs = £230.00 + VAT per NQT</p> <p>9 +* NQTs = £210.00 + VAT per NQT</p> <p>The cost is per NQT registered with Lewisham LA as the 'Appropriate Body' at any point in the 2011 - 12 academic year. The cost is <u>not</u> pro-rata. The cost is the same for part-time and full-time NQTs. Your institution will be invoiced in June 2012.</p> <p><b>* This is subject to the total numbers of NQTs who are registered in the 2011 – 12 academic year regardless of induction start date. There will be no further charge for those NQTs completing induction across more than 1 academic year.</b></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
	<p>Primary NQTs – A programme of 14 half-day CPD sessions. £70.00 per session per NQT <i>Charged retrospectively for sessions attended.</i></p>	<p><input type="checkbox"/></p>
	<p>Secondary NQTs – A programme of 10 half-day CPD sessions. £70.00 per session per NQT <i>Charged retrospectively for sessions attended.</i></p>	<p><input type="checkbox"/></p>

Service Level Agreement	Charge	Booking
	Primary school induction tutors – training providing clear guidance on the statutory requirements for NQT support and reporting 1 bite-size session only. This centrally held single session will run in September and be repeated in January and April to accommodate schools with new NQTs or tutors. £35.00 per session per tutor	<input type="checkbox"/>
	Secondary school induction coordinator/ tutors – training providing clear guidance on the statutory requirements for NQT support and reporting.  2 separately themed centrally held bite-size twilight sessions in the Autumn term 2011 only. £35.00 per session per tutor	<input type="checkbox"/>
	Lesson observation by a Primary/ Secondary adviser or consultant (as appropriate) of a NQT causing concern, with oral and written feedback. This could be supporting the school's monitoring of a NQT or form part of the NQT's individualised CPD support programme.	Full day £550.00  <input type="checkbox"/>
Half day £275.00  <input type="checkbox"/>		

Chair's signature

Date

Head teacher's signature

Date

# Appendix 1

## Lewisham Core Monitoring, Challenge, Intervention and Support Offer: Early Years

The LA will maintain a service that will ensure that:

- LA statutory duties and responsibilities are met
- Pupil outcomes continue to improve
- All schools and settings are on an upward trajectory of improvement
- Collection of accurate and relevant information enables appropriate challenge, intervention and support
- LA categorisation of schools and settings is accurate
- LA and school and settings' leaders continue to work in partnership to maximise life chances for children and young people in Lewisham schools and settings

Autumn Term	Spring Term	Summer Term
<ul style="list-style-type: none"> <li>❖ LA Review meeting (Link EYFS adviser and relevant School SLT members)               <ul style="list-style-type: none"> <li>a ) Look at school self evaluation for EYFS, data trends inc gaps.</li> <li>b) Establish support plan for school</li> </ul> </li> <li>❖ In school support by link EYFS adviser (e.g. improving quality of provision/outcomes/leadership)</li> <li>❖ School to send baseline EYFSP data.</li> <li>❖ Moderation/progress support meeting with link EYFS adviser</li> </ul>	<ul style="list-style-type: none"> <li>❖ In school support by link EYFS adviser (e.g. improving quality of provision /outcomes /leadership)</li> <li>❖ School to send mid term EYFSP data.</li> <li>❖ Moderation/progress support meeting with link EYFS adviser</li> </ul>	<ul style="list-style-type: none"> <li>❖ In school support by link EYFS adviser (e.g. improving quality of provision /outcomes /leadership)</li> <li>❖ School to send final EYFSP data.</li> <li>❖ In school moderation where necessary by link EYFS adviser</li> </ul>

# Appendix 2

## **Lewisham Core Monitoring, Challenge, Intervention and Support Offer: Primary Schools**

The LA will maintain a service that will ensure that:

- LA statutory duties and responsibilities are met
- Pupil outcomes continue to improve
- All schools are on an upward trajectory of improvement
- Collection of accurate and relevant information enables appropriate challenge, intervention and support
- LA categorisation of schools is accurate
- LA and school leaders continue to work in partnership to maximise life chances for children and young people in Lewisham schools

### **Autumn Term**

1. LA undertakes desktop data analysis of school outcomes  
Look at data trends including vulnerable groups FSM, BCRB, boys, SEN and LENS groups  
Progress towards targets  
**Outcome:** Achievement report with hypothesis based upon school's data
2. LA categorisation review meeting (SIAs and Associates)  
**Outcome:** Discussion with school about achievement report and categorisation
3. School to send data and progress towards targets  
Age related attainment across the school  
Most likely outcomes in Years 2, 5 and 6

### **Spring Term**

1. School to send data and progress towards targets  
Age related attainment across the school  
Most likely outcomes in Years 2, 5 and 6
2. LA categorisation review meeting (SIAs and Associates)

### **Summer Term**

1. School to send data and progress towards targets  
Age related attainment across the school  
Most likely outcomes in Years 2, 5 and 6
2. LA categorisation review meeting (SIAs and Associates)

## Appendix 2 continued

	<b>Autumn term</b>	<b>Spring term</b>	<b>Summer term</b>
<b>School categorisation 1a or 1b</b>	Discussion with school about the achievement report. 2 days of bespoke SIT support - focus to be agreed between school/LA . Agree core activities for the academic year and plan into the school calendar		Review meeting to establish the outcomes and success of the support across the year.
----- Outcome: Standards report and written report following each visit			
<b>School categorisation 2a, 2b or 3a</b>	Discussion with school about the achievement report. Agree the focus for and plan a one day LA review / health check for the spring term which will include discussions about capacity to improve to the next category.	One day review / health check	Review meeting to establish the outcomes and impact of the school's work following the spring term review / health check.  Follow up health check if required or desired (School to meet costs)
----- Outcome: Standards report and written report following each visit			
<b>School categorisation 3b, 4a or 4c</b>	Schools in these categories will continue to receive bespoke support and challenge through the half termly partnership board meeting.	Schools in these categories will continue to receive bespoke support and challenge through the half termly partnership board meeting.	Schools in these categories will continue to receive bespoke support and challenge through the half termly partnership board meeting.
----- Reporting tool: Whole school Partnership Agreement (WSPA)			

# Appendix 3

## Lewisham Core Monitoring, Challenge, Intervention and Support Offer: Secondary Schools

The LA will maintain a service that will ensure that:

- LA statutory duties and responsibilities are met
- Pupil outcomes continue to improve
- All schools are on an upward trajectory of improvement
- Collection of accurate and relevant information enables appropriate challenge, intervention and support
- LA categorisation of schools is accurate
- LA and school leaders continue to work in partnership to maximise life chances for children and young people in Lewisham schools

Autumn Term	Spring Term	Summer Term
<ul style="list-style-type: none"> <li>❖ <b>Data collection:</b> School Self Evaluation to LA, including year 11 exam results analysis and all year groups.</li> <li>❖ <b>LA review meeting</b> (HOSA, SIO/Associate)               <ul style="list-style-type: none"> <li>▪ Focus on School self evaluation, data trends including FSM GAPS, ethnicity, LAC, SEN, EAL and any other groups as relevant</li> </ul> </li> <li><b>Outcome:</b> Pre-visit LA Report (to include areas for discussion with school)</li> <li>❖ <b>School review meeting</b> (HOSA, SIO/Associate and School):               <ul style="list-style-type: none"> <li>▪ pre-visit report focus</li> <li>▪ agree core activities for academic year (agree on focus for health check)</li> <li>▪ agree any additional programmes</li> <li>▪ discuss and agree School Category</li> </ul> </li> <li><b>Outcome:</b> Agree final report</li> <li>❖ LA report to Headteacher for final sign off</li> <li>❖ Final LA report to Headteacher and Chair of Governors</li> </ul>	<ul style="list-style-type: none"> <li>❖ <b>Data collection:</b> Progress to Targets</li> <li>❖ <b>Conduct Health Check</b> 1 to 2 days activity in school (focus as agreed) and discuss summer term activities</li> <li><b>Outcome:</b> Health Check report to school</li> </ul>	<ul style="list-style-type: none"> <li>❖ <b>Data collection:</b> Progress to Targets</li> <li>❖ <b>Follow up Health Check</b> (if required)</li> <li><b>Outcome:</b> Health Check report to school</li> </ul>

The core offer for subject specific support will align with the programme outlined above. Details of these programmes will be communicated to schools separately.

**All category 3 and 4 schools will be offered additional leadership support through PIXL (Partners In Excellence)**

# Appendix 4

## Summary of School Improvement Service Core Offer in the 4 Strategic Areas

The school improvement Service is able to deliver a core entitlement which will be free to maintained schools. In addition to the service below we will endeavour to broker appropriate solutions if they are not available from us.

### Lewisham Challenge

- Network meetings: school-to-school sharing; leadership and middle management focus
- Black Pupils' Achievement Programme –support and development
- Raising Aspiration programme- borough wide
- Pupil Ambassadors' Programme
- 'Lens group'- data and development
- Annual celebration event

### Monitoring Challenge and Support

- All schools and 6<sup>th</sup> Forms will receive an annual data analysis of results.
- School Improvement visits and reports (differentiated according to need of school /setting categorisation. *Refer to Appendix 1: Early Years, Appendix 2: Primary, Appendix 3 :Secondary*)
- Lead and organise moderation for EYFS and KS1
- Manage access arrangements relating to NCTs
- Support for EYFS, Yr 2, Yr 6 statutory assessments and statutory requirements for settings
- Intensive support for PVI settings categorised as Red

### Leadership Development

- New and Acting Headteacher Induction Programme funded through National College Headstart.
- New and Acting Headteacher Mentoring – available through National College Headstart
- Support for Governing Bodies with Headteacher appointments
- Induction for Chairs of Governing Bodies
- Support for the Deputy Heads Forum
- Regular briefings for Headteachers as appropriate
- Telephone advice from a senior LA officer relating to issues of concern as they arise
- Telephone advice for new SENCOs and brokering of National Accreditation training for SEN
- Termly briefings for EYFS leaders in schools and managers in settings

### Teaching and Learning

- Providing a web-based CPD booklet of professional development opportunities
- Performing the role of the Appropriate Body for Newly Qualified Teachers (NQTs) in maintained schools and non-maintained Special schools. Includes registration, administration of assessment reports, data returns to the GTC and quality assurance of schools' provision
- Signposting relevant professional development opportunities to CPD leaders in schools
- Primary and Secondary SENCO forum - co-ordinate meetings and dissemination of information
- Facilitate and support collaboratives as required



# Notes

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