



Traded Services Brochure 2021-22



achieving
for children

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Royal Borough
of Windsor &
Maidenhead



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WELCOME

Achieving for Children delivering services on behalf of the Royal Borough of Windsor & Maidenhead.

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

- Reduce the gap between the achievement of our disadvantaged children and the national achievement rates,
- Develop the inclusiveness of the system for children with additional needs,
- Build the resilience and wellbeing of all our children.

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

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

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

Kevin McDaniel
Director of Children's
Services



Cllr Stuart Carroll
Lead Member for
Children's Services



ABOUT THIS BROCHURE

This brochure has been designed to provide a summary of the Traded Services that will be available to schools and other education establishments for 2020/21.

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

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

Schools Support Team

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

Process Overview

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

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

Key Dates include:

Step	Academies	Maintained
Brochure Published	January 2021	
Initial Quotes Issued	May 2021	February 2021
Final Sign Off Required by	10 July 2021	20 March 2021

ARBORICULTURE SERVICES



Overview

Our Tree Team provide advice and guidance to schools on arboriculture (trees, hedges, woods). Our staff are qualified Arboriculturists with many years of experience in the profession. We have historical knowledge of the Borough's schools and its trees having undertaken surveys and given advice in the past.

Service features

An Arboricultural Service offering professional advice by telephone, in writing and during site visits.

This Service will principally cover carrying out ad hoc tree inspections and providing general advice on trees:

However, we are unable to carry out a biennial tree safety inspection/survey and would advise schools to appoint their own arboricultural consultant. The Arboricultural Association <https://www.trees.org.uk/Find-a-professional> and Institute of Chartered Foresters <https://www.charteredforesters.org/about-us/hire-a-consultant/> publish directories on-line which should be of assistance. In addition, the Council has in the past employed Toby Fox of Fox Arboricultural Consultants to undertake school surveys <https://www.foxtreeconsultants.co.uk/about-us>. It is always best to obtain a couple of quotes prior to engagement.

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

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

Benefits to Schools

- Provide general advice on any arboricultural issue
- Provide advice on tree and hedge planting, species selection and maintenance
- Provide advice on issuing and monitoring works
- Supply a list of reputable local tree contractors for the school to obtain quotes
- Provide advice on tree related insurance claims
- Produce tree surveys to British Standards 5837:2005 and tree constraints plans to inform site layout and design for proposed development schemes
- Produce arboricultural implication assessments (AIA) in relation to proposed development, hard standing and utilities/drainage schemes
- Produce arboricultural method statements (AMS) and tree protection plans (TPP) for planning

Notice and Disclaimers

NOTICE PERIOD: N/A

DISCLAIMERS: Service subject to change or withdrawal with minimal notice

Additional Details

Email: trees@rbwm.gov.uk



AGRESSO SUPPORT



Overview

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

Service Features

A comprehensive managed service provision of a financial computer system
Complete Agresso training – Delivered by Systems Accountancy Team

Benefits to Schools

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

Notice and Disclaimers

NOTICE PERIOD:

Should you wish to opt out of the service during the buy back period no refunds are applicable you are required to give of 3 months prior to new financial year ie by 31st December 2019. NB this may incur additional fees should your school be tied in to a specific contact – please speak to the service direct for guidance.

DISCLAIMERS: Service subject to change or withdrawal with minimal notice

Additional Details

Email: systems.accountancyteam@rbwm.gov.uk



AUDIT SERVICES: LA MAINTAINED SCHOOLS ONLY



Overview

RBWM's Internal Audit and Investigation Team is now part of a Shared Audit & Investigation Service with Wokingham Borough Council. The Team has extensive experience in auditing schools and was the accredited External Assessor (Financial Management Standard in Schools) for all of RBWM's schools from 2006 to 2010.

Over the years, we have developed a professional rapport with all levels of Schools' Senior Leadership and Governors, across all types of schools. Since 2011, we have advised schools on the practical aspects of completing their statements on the Schools Financial Value Standard (SFVS) and helped strengthen their systems of internal control through our annual programme of audits and advice. We are well positioned to offer a broad range of services to all Schools and have developed a comprehensive Work Programme on which we structure our reviews of schools' financial systems and frameworks of internal control.

Service Features

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

The Shared Service has recently received the highest category of 'Generally Compliant' from a qualified external assessment against the Public Sector Internal Audit Standards.

Benefits to Schools

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

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

In particular, the Shared Audit and Investigation Team offer specific services in the following areas:

- Full Risk Based Internal Audit coverage over a period (annual to triennial) to suit your school's needs
- A Review Service covering key organisational controls of risk management & governance
- Advice and Consultancy on:-
 - Financial Irregularity
 - Fraud and Corruption
 - Whistleblowing - Raising Concerns at Work

Notice and Disclaimers

NOTICE PERIOD:

Should you wish to opt out of the service during the buy back period you are required to give one month's notice. NB this may incur additional fees should your school be tied in to a specific contract – please speak to the service direct for guidance.

DISCLAIMERS:

Please note that the Shared Audit and Investigation Service is only available to maintained schools. Should you wish to opt into this service outside of the buy back process, please liaise with the service direct to progress your request.

Service subject to change or withdrawal with minimal notice

Additional Details

For any questions please email: Sheldon.Hall@wokingham.gov.uk



BURSAR SUPPORT: MAINTAINED SCHOOLS



Overview

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

Service Features

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

Benefits to Schools

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

Notice and Disclaimers

NOTICE PERIOD:

Should you wish to opt out of the service during the buy back no refunds are applicable

DISCLAIMERS:

Please note that Bursar Support is only available to maintained schools.

Should you wish to opt into this service outside of the buy back process, please liaise with the service direct to progress your request

Service subject to change or withdrawal with minimal notice

Additional Details

- Schools who do not buy back the service will be charged for any services used according to the table of charges
- Coverage parameters specific to the service(s) covered in this agreement are as follows:
- Telephone Support: 01628 685801
 - Term Time Only Monday to Friday 9am-3pm (12pm on Friday)
 - School Holidays – Limited services will be available
- E-mail support
 - Bursar Support – NON CONFIDENTIAL
bursar.support@achievingforchildren.org.uk
For all correspondence, **except** containing sensitive information (e.g. Pupil or Staff names)
 - Bursar Support (CONFIDENTIAL)
bursar.support@achievingforchildren.org.uk
In an email with [official sensitive] in the subject line before your subject via CISCO Ironport account (this will encrypt the email).



BURSAR SUPPORT: ACADEMIES



Overview

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

Service Features

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

Benefits to Schools

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

Notice and Disclaimers

NOTICE PERIOD:

Should you wish to opt out of the service during the buy back period no refunds are applicable

DISCLAIMERS:

Service subject to change or withdrawal with minimal notice

Additional Details

- Academy schools who do not buy back the service will be charged for any services used according to the table of charges
- Coverage parameters specific to the service(s) covered in this agreement are as follows:
 - Telephone Support: 01628 685801
 - Term Time Only Monday to Friday 9am-3pm (12pm on Friday)
 - School Holidays – Limited services will be available
- E-mail support
 - Bursar Support – NON CONFIDENTIAL - bursar.support@achievingforchildren.org.uk
 - For all correspondence, **except** containing sensitive information (e.g. Pupil or Staff names)
 - in an email with [official sensitive] in the subject line before your subject via CISCO Ironport account (this will encrypt the email).



BUILDING SERVICES

INTRODUCTION:

The Royal Borough of Windsor & Maidenhead deliver this service via their in-house property services team and this includes both the planned and responsive maintenance for maintained schools and Academies. As part of the service all project management of all school's capital projects for school extension, or new build will be delivered by the team.

The Council's Property Services Team offers a range of building related services to the Royal Borough of Windsor & Maidenhead schools, to support clients and users in delivering building projects and carrying out maintenance activities that schools may be interested in purchasing on an annual or ad hoc basis as required. Buildings and the services within them are becoming much more complex and our professional and qualified team bring a diverse range of skills and specialisms with vast experience in all aspects of maintaining and developing educational sites.

Services on offer by the Shared Building Service are:

- Asbestos Annual Re-Inspections *
- Reactive Repairs and Service Contracts
- Planned Preventative Maintenance (PPM)
- Water Hygiene Monitoring
- Planned Projects – extensions and condition work

** This service is a legal requirement and mandatory. If you chose to not purchase this service you will need to notify the RBWM corporate health and safety team and advise of the alternative measures you have put in place*



ASBESTOS ANNUAL RE-INSPECTIONS



Overview

Current legislation requires that prior to carrying out any works that may impact on the fabric of a building an assessment should be carried out as to whether a more in-depth asbestos survey is required. For most building works, a Refurbishment/Demolition Asbestos Survey will be required prior to any works starting on site.

Should works be planned in an area known to contain asbestos then our Asbestos Management Unit should be contacted. Our Asbestos Management Team consisting of experienced qualified personnel can provide an effective asbestos advice and management package that is cost effective. Advice and guidance on asbestos is incorporated within your annual subscription fee.

Service features

This service is for a re-inspection of existing survey data.

The survey provides you with details of all visible / known asbestos within your premises.

The service offer is for an annual re-inspection of the survey data, to check for deterioration or damage. The fee includes professional support and guidance.

In addition to this service, schools need to manage their asbestos on a day-to-day basis, including informing contractors of the presence of asbestos. See further details in Schedule 2.

Benefits to Schools

The regular inspections of the condition of asbestos in schools is a legal requirement for all schools.

This service includes the review of the current on site AMS and a full site inspection (subject to access) to review the condition of the known asbestos within the premises. A re-inspection documentation will be issued on satisfactory completion of the inspection.

The Property Services Team have qualified staff available to answer any concerns about the management of asbestos, maintenance activities or new works that might have a detrimental impact on the management of asbestos/ fire and legionella management.

Notice and Disclaimers

NOTICE PERIOD:

Should you wish to opt out of the service during the buyback period you are required to give 1 years notice NB this may incur additional fees should your school be tied into a specific contract – please speak to Property services for guidance.

DISCLAIMERS:

Should you wish to opt into this service outside of the buyback process, please liaise with Property services direct to progress your request. Please note that this may not always be possible.

Service subject to change or withdrawal with minimal notice

Additional Details

We encourage you to give us as much feedback as you can – if you have any questions, comments or suggestions regarding the services in this brochure, or on what you would like to see on offer in the future, please email us at: property.services@rbwm.gov.uk



REACTIVE REPAIRS & SERVICE CONTRACTS (PART 1)



Overview

We provide competitively tendered term contractors available for repair work for building, electrical and mechanical works at agreed rates. The property services team provide an excellent service to our clients across the borough comprising a full range of building and maintenance works. We have the size to cope with larger schemes and a highly skilled and focused reactive maintenance team to deal with any emergencies or small works. We have the skill sets to deliver and are committed to a quality product that ensures our customers' confidence in our service is well founded. Please refer to the pricing section for more information. The management fee is included within part 2.

Service features

In our commitment to provide an efficient and effective service to our customers, during the hours, 8.30 a.m. to 4.30 p.m. Monday to Friday a member of the help desk team will be ready to receive and deal with your call promptly and effectively.

The Helpdesk Service assists all our customers with any aspect of day-to-day building maintenance needs, including all general enquiries and orders or work etc.

Emergency works are responded to within one hour
Urgent Works are responded to within 24 hours

Benefits to Schools

- Facility to get repairs completed quickly without the need to obtain competitive quotes
- An agreed schedule of rates for specific works.
- Access to a HelpDesk

Notice and Disclaimers

NOTICE PERIOD:

Should you wish to opt out of the service during the buyback period you are required to give 1 years notice NB this may incur additional fees should your school be tied in to a specific contact – please speak to Property services for guidance.

DISCLAIMERS:

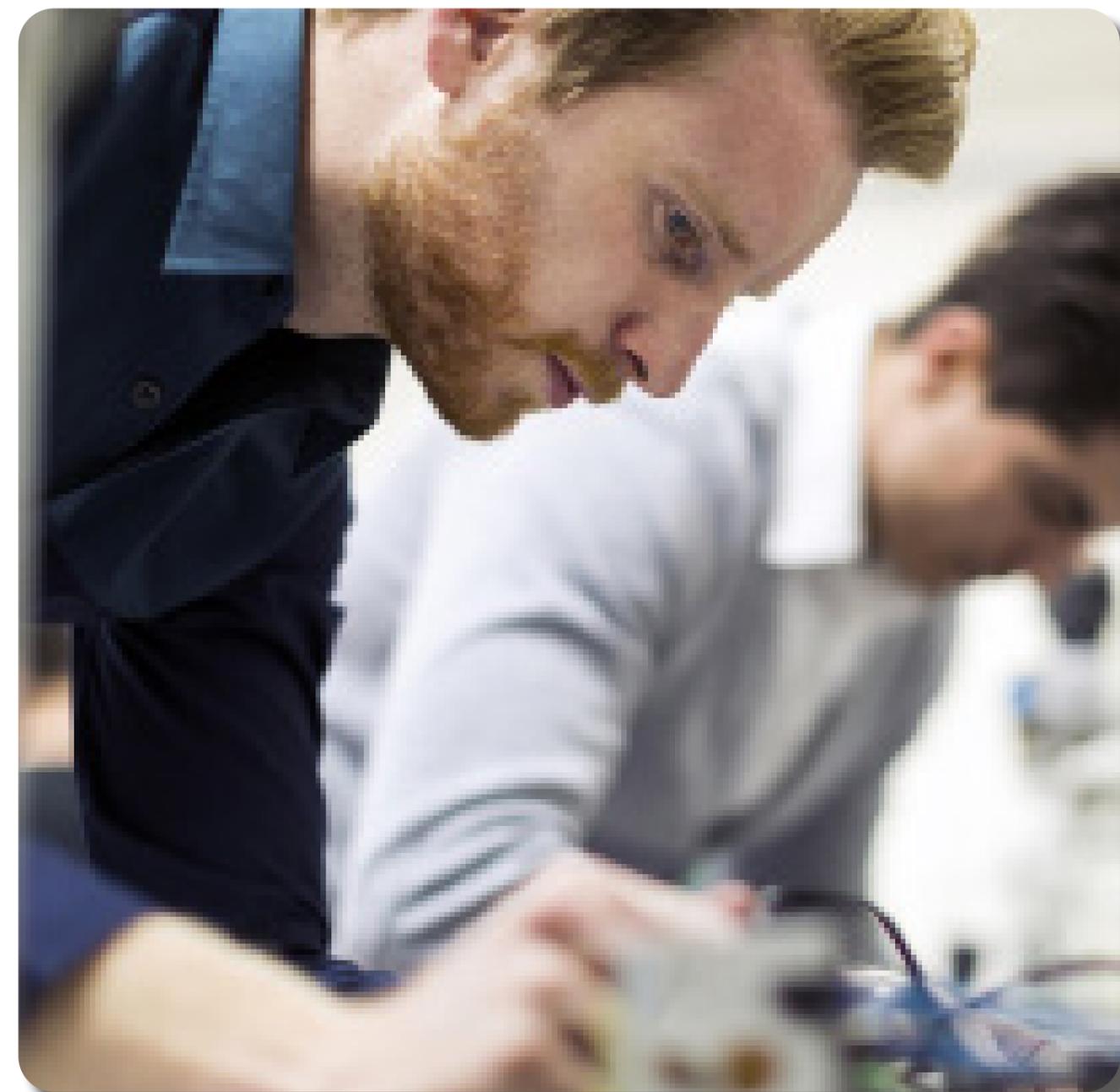
Schools must purchase both part 1 and part 2 to access the service

Should you wish to opt into this service outside of the buyback process, please liaise with Property services direct to progress your request. Please note that this may not always be possible.

Service subject to change or withdrawal with minimal notice

Additional Details

- Charges for the different disciplines and response times can be found in the pricing schedule
- Please be aware work over the value of £400 will not proceed without your authorisation
- For further information on how costs are built up, please refer to the Pricing schedule
- Email: colin.smith@rbwm.gov.uk



REACTIVE REPAIRS & SERVICE CONTRACTS (PART 2)



Overview

We provide schools with a comprehensive range of service contracts to ensure they comply with contract rules and are covered for compliance on building services items of plant and equipment. A management fee will be charged for delivering this service as well as individual school charges for specific service contracts.

Service features

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

Service Contracts Available

The service contracts currently available are as follows and will be tailored to the needs of your school. The Building Services Team will deal with all administration of these contracts.

- | | |
|--------------------------------------|---|
| • Energy Management System (JEL) | • Boilers |
| • Chimneys & Lightning conductors | • Electrical Wire testing |
| • Portable Appliance Tests | • Legionella water hygiene monitoring * |
| • Intruder Alarms | • Fan convectors/fan coil units |
| • Passenger Lifts & Cradles | • Legionella risk assessments |
| • Fire Alarms & Emergency Lighting * | • Air conditioning/air handling units |
| • Sewage Pumps | • Kilns |
| • Doors & Gates | • Pressurisation units |
| • Fume Cupboards | • Moveable wall |
| • Sprinkler Systems | • Automatic Doors |

*These starred contracts enable schools to manage their statutory duty to comply with legislation regarding Fire Safety and Legionella management. See Schedule 2 for further details.

As each school has different contract requirements, Property Services will issue a personalised Service Contract Schedule that itemises the services they receive annually (with exception of the 5 year fixed wire electrical inspection, which will only be included in the year to be completed)

Benefits to Schools

The Property Service Team offers Schools the opportunity to benefit from economies of scale generated by bulk purchasing of contracts for statutory servicing of Mechanical & Electrical installations.

- Contract Tendering - All Service contracts are re-tendered at the appropriate time in accordance with contract rules.
- Individual Service Contracts List appropriate to school needs.
- Help Line - Should you have any queries our Help line will be pleased to answer them or direct you to one of our Building Surveyors or Engineers

Notice and Disclaimers

NOTICE PERIOD:

Should you wish to opt out of the service during the buyback period you are required to give 1 years notice NB this may incur additional fees should your school be tied in to a specific contact – please speak to Property services for guidance.

DISCLAIMERS:

Should you wish to opt into this service outside of the buyback process, please liaise with Property services direct to progress your request. Please note that this may not always be possible.

Please note that access to the Helpdesk only or individual Service Contracts only is not available as part of this service

Service subject to change or withdrawal with minimal notice

Additional Details

The priced Schedules for Service elements of each site are sent via email, these provide information on contracts, contract suppliers, number of service visits and cost.

email: property.services@rbwm.gov.uk

PLANNED PROJECTS



Overview

Our team of Surveyor's has the technical knowledge and expertise to advise and guide you in producing a maintenance plan for your school. The general principle of any maintenance plan is to reduce the high cost of Emergency Works and Day-to-Day reactive repairs by the implementation of a predetermined programme of planned maintenance work. Property Services can help you to deliver your own funded condition works or building

The maintenance plan to work it is essential to understand what property maintenance actually means; in its broader sense it can be defined as having the following objectives (not in priority order):

- Minimising cost of repairs
- Compliance with statutory requirements
- Prolonging the buildings useful and economic life
- Allowing the building to function correctly
- Providing a pleasant environment
- Reducing serious structural problems

They can offer basic advice as to how to proceed – which would normally be charged on an hourly basis – or can manage the whole project for you, usually charged as a percentage. Charges will be assessed on an individual basis depending on the nature of the work.

Service features

This service could range from advice to get you started to full management of your scheme.

This could include:

- In consultation with the school, establish and prepare the brief
- Feasibility/Option appraisal
- Detailed design
- Tender document preparation
- Tendering procedures and implementation.
- Tender analysis and recommendations
- Document processing for legal to allow contracts to be drawn up
- Appointment of contractor
- Pre-start preparations, meetings, and document distribution
- Contract administration and/or project management
- Financial management and invoice processing
- Statutory approvals processing

- CDM Co-Ordinator services under CDM and Health & Safety issues/audits
- Compliance with contract rules and European legislation
- Dealing with all internal issues, procedures, and problems, consultations that may arise on your behalf

Benefits to Schools

Access to a team of professionals who can advise on or deliver projects.

Notice and Disclaimers

NOTICE PERIOD:

Should you wish to opt out of the service during the buy back period you are required to give 1 years notice NB this may incur additional fees should your school be tied in to a specific contact – please speak to Property services for guidance.

DISCLAIMERS:

Should you wish to opt into this service outside of the buyback process, please liaise with Property services direct to progress your request. Please note that this may not always be possible.

Service subject to change or withdrawal with minimal notice

Additional Details

The services we offer are designed to meet the diverse range of requirements that you may have and ensure your buildings meet the needs of your students, staff and other users.

We provide a responsive cost effective service from our team of highly experienced professionals and support you to achieve your objectives and get the best out of your establishment.

Whether using us for a programme of planned maintenance, a new build project, or in an emergency through our 24-hour emergency call out service, you can rest assured that the quality of the service you receive from us will be first rate.

Email: colin.smith@rbwm.gov.uk



COMMUNICATIONS AND MARKETING



Overview

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

The services we provide are:

- Public relations
- Design
- Digital marketing
- Home-school communication
- Printing
- Recruitment video
- Strategic marketing advice
- Video production

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

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

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

Service Features

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

Examples of crises that are looked at:

- Bomb threats - process and checklist.
- Extreme weather.
- Heatwave plan: a guide for teachers and professionals.
- Emergency schools closure.
- ACT - terrorism guidance.
- Winter plan 2017-18.

Graphic design services utilise the latest in design applications (Adobe Creative Suite) and offer variety of different multimedia outputs such as:

- Standard artwork for posters/popup banners/booklets/leaflets.
- Infographics.
- Video/animation.
- Content for social media.
- Bespoke PowerPoint designs.

Benefits to Schools

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

Notice and Disclaimers

NOTICE PERIOD:

N/A - price upon request service

DISCLAIMERS:

Service subject to change or withdrawal with minimal notice

Additional Details

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



CATERING ADVISORY SERVICE

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

Overview

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

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

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

Service Features

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

Benefits to Schools

- Impartial advice regarding the service you deliver
- Knowledge that the menus are reviewed against the Food Standards
- Confirmation that Food Safety and Hygiene Standards are adhered to
- Confirmation that equipment is fit for purpose and in full working order
- Access to advice as and when required ensuring you comply with relevant health and safety requirements and legislation
- Advice on best practise approach to managing the provision effectively

Notice and Disclaimers

NOTICE PERIOD: N/A - one off service

DISCLAIMERS:

- Please note that this service is only available to those **not** in the corporate contract
 - Should you wish to opt into this service outside of the buy back process, please liaise with the service direct to progress your request.
 - Any additional costs resulting from the inspection will be the responsibility of the school site
- Service subject to change or withdrawal with minimal notice

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Additional Details

- Kitchen monitoring visit - One scheduled visit per annum upon request. Charge includes report and follow up on any non-compliance with regulatory and contractual requirements.
- Kitchen Equipment Repair and Replacement Scheme - If additional works are required and you have not opted into this scheme additional fees will apply. Costs are charged upon request. NB: Only covers equipment purchased by RBWM or from recommended supplier
- Hygienic and Deep Cleaning of Kitchens - If additional cleans are required and you have not opted into this scheme additional fees will apply. Costs based on type of school together with known costs and estimates for individual schools. Costs included within cleaning relevant section of the brochure.
- Email: Business.Development@achievingforchildren.org.uk or Call: 01628 796599



EMERGENCIES & KEY HOLDING

Overview

The service comprises three different elements:

- Basic Information - Emergency Contacts – Free to all schools
- Level 1 - List of school key-holders
- Level 2 - Security company key-holder (includes level 1)

Service Features

Basic Information- Emergency Contacts: All schools are required to supply a minimum of 3 contacts, Headteacher, Caretaker & Finance/Business Manager for emergencies and urgent contact. This is free to all schools and details will be used by Council staff.

Level 1 - List of school key-holders:

- Contacting Keyholders in urgent or emergency situations usually following calls from alarm companies or members of the public. This service is managed by the Help-desk during normal office hours and by Tinker's Lane Control Room outside office hours.
- A list of school contact names and numbers for key staff including key-holders who can attend site if necessary. This service enables the council to telephone a key-holder if an alarm is activated at your school or for example, if a contractor cannot gain access to carry out pre-arranged work.
- The database is managed by AFC Children's Services School Support Services team and is shared with the Helpdesk and Tinkers Lane for overnight contacts.
- Free to RBWM maintained schools.

Level 2:

- Letting and managing a contract for an emergency key-holding company to visit the site when called out and if necessary to arrange temporary remedial actions.
- This contract is managed by School Support Services team. The charges in this booklet are for letting and managing the contract only. Additional fees are charged directly by the security company – based on an annual fee plus a call-out fee for individual occurrences.
- All features of level 1 are also included in this option

Benefits to Schools

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



Notice and Disclaimers

NOTICE PERIOD:

6 Months in writing required.

If opting out of level 2 Arena Security (the current provider) will honor their charges for the remaining year usually (Sept-May) After which they will charge the new rate.

DISCLAIMERS

- School Support Services will request updates periodically to maintain the database.
- Schools are required to inform School Support Services Team of names & phone numbers changes as soon as any changes occur.
- If you choose to opt out of RBWM Emergency contact & Keyholding services, you will need to reroute your Alarm Systems. This will involve contacting your current Alarm Company and arranging new instructions. If you also have level 2 you will also need to contact them to arrange new instructions & advise them that you have opted out of RBWM. Please note your fees will increase as you will no longer benefit from the RBWM contract. You will also need to contact School Support Services helpdesk 01628 796710 they will guide you through the transition.
- Even if you opt out of RBWM Emergency contact & Keyholding services you will still need to supply emergency contact details for Headteachers, Caretakers & Finance staff.
- Any additional costs outside of the service agreement will be the responsibility of the school site Service subject to change or withdrawal with minimal notice
- Email: Business.Development@achievingforchildren.org.uk or Call: 01628 796710

Additional Details

The Annual charge covers management and administration only for levels 1 and 2. Schools will be charged individually for their contract amount and any individual call-out charges for Level 2.

Operating Hours:

SBS Helpdesk: 01189 746888 Mon-Thurs(Inc. School Holidays) 8.30am – 4.30pm Fri 8.30am – 4.00pm. Please note that from 1st April 2020 this number will change to 01628 796004

Tinkers Lane: 01753 853517 Mon- Fri evenings / Weekends/Bank Holidays

Contacts:

Email: business.development@achievingforchildren.org.uk

Telephone number: 01628 796599



EQUIPMENT SERVICING



Overview

This service ensures annual checks of kitchen equipment (listed in Service Features below) are carried out to ensure compliance with the government's national health and safety standards.

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

Service Features

Sourcing, administration, payment processing and delivery of the following:

- Gas Safety inspections
- Fire Fighting Equipment
- PE Equipment
- COSHH & Machine Tool Equipment

Benefits to Schools

- Annual inspection by qualified experienced contractors ensuring the safety of your pupils on time in line with current legislation
- A point of access for all queries and complaints

Notice and Disclaimers

NOTICE PERIOD:

Should you wish to opt out of the service during the buy back period you are required to give 1 terms notice. NB this may incur additional fees – please speak to the service direct for guidance.

DISCLAIMERS:

- This service covers all those listed within service feature. It is not possible to purchase individual items.
- Any additional costs resulting from the inspection will be the responsibility of the school site
- All inspections listed under service features are included in the price for this offering. **Please note: [This service is a legal requirement](#)** – should your school or academy choose to not buy it back through the traded services brochure you are legally required to ensure that you make suitable arrangements yourself.
- If you do not purchase this service you are not covered for gas safety inspections
- Completion certificates will be issued to you when available or uploaded to Technologyforge once access is available.
- Service subject to change or withdrawal with minimal notice

Additional Details

- Email: Business.Development@achievingforchildren.org.uk
- Telephone: 01628 796599

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FILM & MUSIC LICENSING



Overview

This service provides schools with the administration, processing for payment and registration of legally required Licences to be able to record, perform music, play hymns, perform plays and photocopy documents in addition to those licences which are provided by and negotiated centrally by the Secretary of State.

Service Features

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

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

Benefits to Schools

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

Notice and Disclaimers

NOTICE PERIOD:

N/A

DISCLAIMERS:

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

Service subject to change or withdrawal with minimal notice

Additional Details

- For all school establishments the LA charge covers management and administration of the service.
- Schools need to secure licences for the activities they undertake and to make the appropriate returns to the licence companies.



FREE SCHOOL MEALS



Overview

The Eligibility Checking Service enables Free School Meal qualification to be determined without the need for paper evidence. By purchasing this service, schools will be access to manage applications via a cloud based solution that liaises with the relevant third parties in order to ascertain a pupils eligibility status.

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

Service Features

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

Benefits to Schools

For Children

- Speeds up access to free school meals
- Removes stigmatising processes associated with free school meal application

For Parents/Carers

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

For Schools

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

Notice and Disclaimers

NOTICE PERIOD:

- Schools are tied into the service via the annual charge which is collected in April each year.
- To opt out of the service for the following year schools are required to give notice in writing by December annually. NB this may incur additional fees – please speak to the service direct for guidance.

DISCLAIMERS:

- Schools who participate in the corporate contract for this service are liable for the duration of the arrangement and must opt in annually.
- Schools who do not wish to opt into the corporate offering are responsible for putting their own eligibility system in place.
- Please note that parents should liaise with their childrens schools in the first instance with any enquiry regarding free school meals and this is specified on the RBWM website.
- This offering is to supply administration support with escalations only. Schools will be issued user guides and will be responsible for managing their site requirements.
- Any additional costs incurred outside of the standard license agreement will be the responsibility of the school site.
- Service subject to change or withdrawal with minimal notice

Additional Details

- Email: Business.Development@achievingforchildren.org.uk
- Telephone: 01628 796599



HYGIENIC DEEP CLEANING



Overview

Regular deep cleaning of your kitchen is essential for hygiene and safety reasons, as well a legal requirement. Without regular deep cleaning, the build up of food, grease, dust and debris may occur in your kitchen. This can present a hazardous environment due to:

- Increased risk of fire,
- Increasing the likelihood that accident such as slips
- Increasing the likelihood that trips and falls will occur
- Potential to spread bacteria
- Potential for cross contamination

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

Service Features

- This contract has been procured in accordance with EU, UK and local procurement rules
- Compliance with insurer's stipulation that all school meal's kitchens' ventilation systems, extract ducting, fans and motors should be cleaned a minimum of once a year
- Filters are to be cleaned every two months (please note this is the responsibility of the school and should be included in any annual maintenance plans)
- DBS checked staff
- TR19 compliant

Benefits to Schools

The Specialist Cleaning Contractor provides:

- A high standard of the hygienic deep cleaning of kitchens to include the annual cleaning of ventilation systems, namely fans, motors, and ducting together with canopies where applicable
- In addition on an annual basis the service includes high level cleaning of walls and ceilings, specialist floor cleaning and deep-cleaning of catering equipment to comply with Environmental Health Regulations
- The Council's Contract Manager will liaise with the contractor to ensure that the hygienic cleaning of schoolkitchens meets quality standards and complies with Health & Safety and the safe use of chemicals in accordance with Council aims
- The Contract Manager will undertake regular meetings with the contractor to ensure the service meets the needs of the contract - this will also include making the necessary annual arrangements.

Additional Details

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

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

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- To come out of the contract, schools must supply requests in writing giving 6 months notice. Failure to do so may result in penalty fees applying.

DISCLAIMERS:

- Please note: [This service is a legal requirement](#) - should your school or academy choose to not buy it back through RBWM you are legally required to ensure that you make suitable arrangements yourself.
- Costs above are based on type of school together with known costs and estimates for individual schools. These Costs include cleaning service and a nominal administration charge.
- Charges for this service are for the annual clean only. Any additional charges resulting from the clean - e.g. new duct work - will be the responsibility of the school site.
- Service subject to change or withdrawal with minimal notice



KITCHEN DESIGN



Overview

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

This service can help support schools with basic advice as to how to proceed or potentially can manage the whole project for you. Charges will be assessed on an individual basis depending on the nature of the work.

Service Features

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

Benefits to Schools

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

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

N/A (Price upon request service)

DISCLAIMERS:

Please note the cost of the refurbishment is to be self funded.

Additional Details

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

Service subject to change or withdrawal with minimal notice

Email: Business.Development@achievingforchildren.org.uk

Telephone: 01628 796599



KITCHEN REPAIR & REPLACEMENT



Overview

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

Service Features

This service provides a help desk facility for the reporting of kitchen equipment faults and breakdowns, kitchen pest control calls, gas leaks and general queries. All call out repairs will be sourced from approved appointed suppliers at competitive rates to support value for money for schools.

Benefits to Schools

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

Additional Details

Pricing changes for 20/21

Pricing for this service is now changing from the start of the new buyback cycle. This means it will no longer be an “insurance type scheme” and will be moving to a “pay as you go” model. This will mean:

- All schools will have to pay a management fee to access the service - this is to support the administration of the process. This fee will be taken as usual as part of the buyback cycle.
- Schools will still be able to report faults in the same manner as they currently do - please note that supplier call out charges will be liable from the point of the logging the call with the help desk.
- Options on repairs and replacements to resolve call outs will be issued to school business managers for approval in writing prior to them being carried out by engineers.
- All costs will be charged to schools upon completion of the works.

Capital Funding

The Royal Borough does get limited funding (called the Schools Condition Allocation) to carry out larger capital repairs and planned maintenance work at community and voluntary controlled schools. This is managed by AfC and can cover both planned and reactive (i.e. emergency) projects. The funding is usually reserved for schemes that cannot be paid for by a school’s Devolved Formula Capital.

The School Places and Capital Team will be writing to schools shortly about future capital repairs and planned maintenance work. There are different arrangements for repairs and planned maintenance works at

academies and voluntary aided schools, which you can find out more about on the Department for Education website at <https://www.gov.uk/guidance/condition-improvement-fund>. Please be aware that the government is currently updating this guidance.

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- Schools must supply requests in writing giving 6 months notice - management fees are non-refundable.

DISCLAIMERS:

Grease Traps/ Combi Ovens

The routine replacement of both the grease trap solution/grease trap servicing and combi ovens are not included in the cost of this item but can be arranged via us as part of the service. Please note that Hobart do offer a service contract for their combi ovens at an additional cost - please speak to the helpdesk for further information.

It is the responsibility of schools to ensure that kitchens on site have suitable grease traps in place to prevent the build up of grease in the drains. Should issues with drainage be caused by grease buildup and suitable solutions are not in place to help prevent it, schools will be liable for the additional costs to repair.

- Schools with combi ovens must buy back Kitchen equipment repair & replacement
- The replacement of gas catering equipment is dependent upon adequate extraction/ventilation being available. Any additional costs incurred to support this will be the responsibility of the school site.
- This service supports repairs to the following:
 - Taps/ Repairs to taps
 - Toilets
 - Sinks
 - Main kitchen equipment (third party installed equipment will not be included)
- We would recommend that schools purchase both “kitchen equipment repair and replacement” as well as “repairs to fabric of the school kitchen buildings” as they are complementing services (Maintained schools only)

Schools not in the corporate catering contract:

- Those schools that operate a non RBWM catering contract are invited to participate in this service, however please note that we are unable to include any equipment purchased by non RBWM catering contractor. This also applies to equipment bought by individual schools in the Borough contract.
- These schools are also reminded that it is their responsibility to ensure directly awarded catering providers are handling the equipment in the correct manner and all appropriate training is given at both kitchen staff inductions and annual refresher training - failure to do so could result in equipment damages and higher cost repairs.

LIGHT CATERING EQUIPMENT

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

Overview

A one-stop-shop for all your light catering kitchen and dining items, provided by a reputable company, for those **NOT** in the corporate contract.

Service Features

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

Benefits to Schools

The service provides support to schools not in the borough contract covering:

- Purchasing and monitoring necessary levels of light equipment, knives and utensils
- Purchase of light equipment at a competitive price

Additional Details

- Pricing for this service is now changing from the start of the new buyback cycle. This means it will no longer be an “insurance type scheme” and will be moving to a “pay as you go” model. Please refer to the kitchen repair and replacement section for further details on this change.
- For educational establishments not in the RBWM catering contract, equipment will be purchased at a competitive rate and costs recharged to Maintained Schools and invoiced to all other types of establishment.

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- Schools must supply requests in writing giving 6 months notice - management fees are non-refundable.

DISCLAIMERS:

- If you are part of the corporate catering contract please liaise with your kitchen team to make arrangements for purchasing of additional light equipment.
- Please note top up of equipment will meet the inventory levels on file.
- It is the schools responsibility to ensure that the caterers that they have put on site are trained to manage their light equipment levels effectively - repeat orders may incur additional fees.
- Service subject to change or withdrawal with minimal notice



REPAIR TO FABRIC OF BUILDINGS

Overview

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

Service Features

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

Benefits to Schools

The service provides support to schools not in the borough contract covering:

- Repairs to walls ceilings, and floors
- Plumbing *
- Electrics
- Purchasing through RBWM ensures best value for money and provides peace of mind, knowing accredited contractors will always be appointed.

Additional Details

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

Please note: “Fabric of the building” refers to the internal kitchen area only. This service includes the following:

- Pipe Works
- Tiles
- Doors/ Shutters
- Walls
- Plumbing
- Boilers
- Floors
- Ceilings
- Although RBWM will carry out checks on the fabric of the building when visits are made, it is important that both the caterer and the school ensure that any faults are reported immediately to ensure the kitchen remains up to standard
- Matters relating to external maintenance still remain the responsibility of the school
- We would recommend that schools purchase both “kitchen equipment repair and replacement” as well as “repairs to fabric of the school kitchen buildings” as they are complementing services

NOTICE AND DISCLAIMERS:

NOTICE PERIOD: N/A (Price upon request service)

DISCLAIMERS: *Some plumbing works remain the responsibility of the school site - advice will be provided on individual requests. Service subject to change or withdrawal with minimal notice



SCHOOLS CATERING SERVICE

For those **included** in the corporate catering contract

Overview

We recognise the importance a school meal plays in children's lives, helping to maintain their concentration and energy levels throughout the day. Therefore to coincide with this RBWM have a highly qualified and experienced contractor in place to ensure that pupils in your school have access to tasty and nutritious meals all year round following an extensive re-tendering exercise in 2018. Menu development is completed in collaboration with the contractor based on the national food standards and forms a significant part of the management of the contract. The Business Development Team are committed to supporting Maintained Schools & Academies with a complete service covering the administration and monitoring of the School Meals Catering Service.

Service Features

- Provision of a professional catering service, cashless payments system and light equipment service
- The Contract Manager has regular meetings with the Operations Manager and Director who provide management information as well as uptake ratios
- A 'hands on' monitoring service
- A dedicated contract Manager who is available to deal with any issues or concerns Supportand guidance with any legislative changes (e.g. introduction of universal free school meals)
- Access to best value meal prices through a competitive procurement process.

Benefits to Schools

The Contractor provides:

- Full school meal catering service at a competitive rate through a corporate arrangement
- Savings through a combined offering with cashless payments and light equipment
- Appropriately trained and DBA checked staff
- Annual monitoring service carried out by an independent provider
- A varied menu developed to meet Nutritional and Legislative compliance Standards
- Hospitality Service
- Theme Days e.g. Christmas, Royal Events, National Holidays etc
- Support for curriculum activities with linked meal theme days
- A team of supervisory staff to ensure that all kitchen staff are fully supported and high standards are maintained
- A group contract which helps ensure best value for money
- Support with parent liaison, e.g. taster events, promotions etc
- The new arrangement includes the cost for cashless payments and light equipment to add the best value to the contract.



NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- If you chose to come out of the contract, you must supply your request in writing giving 6 months notice which may incur additional fees. Failure to do this may result in additional penalty fees applying.

DISCLAIMERS:

- If you are already part of this contract you are liable for charges against this service for the duration of the contract.
- Additional schools are welcome to opt in at anytime - please liaise with the service to discuss your requirements
- Please ensure your selection is correct on your quotation form to continue receiving this service.
- Fees taken as part of the buy back exercise are to cover the management fee and your annual charge - any additional charges resulting from the clean - e.g. failure to report school trips in advance - will be the responsibility of the school site.
- Light equipment will be replenished based on the inventory levels on file (taken at start of the contract)
- Service subject to change or withdrawal with minimal notice

Additional Details

- If at anytime the school does not require the meals service (e.g. school trips) where the whole school is absence, the school is still liable to pay for loss of sales to the caterer. This does not apply to inset days
- Costs vary according to numbers on roll and include the cost of the management and monitoring service together with nominal tender costs that will be spread over the period of the contract.NB: Includes a proportion of the cost for the Help Desk Service.



UNDER 5'S SCHOOL MILK



Overview

School milk is excellent as a mid-morning drink. It provides a nutritional boost and keeps children hydrated between breakfast and lunch, helping them to concentrate and learn.

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

Service Features

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

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

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

Benefits to Schools

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

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

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- If you chose to come out of the contract, you must supply your request in writing giving 1 terms notice. Failure to do this may result in penalty fees applying.

DISCLAIMERS:

Service subject to change or withdrawal with minimal notice

Additional Details

Email: Business.Development@achievingforchildren.org.uk



WASTE MANAGEMENT



Overview

This service operates a locally based service for local businesses, including all educational establishments, and the service is tailored to meet customer's needs, providing a reliable and comprehensive service.

Schools can be sure that all your legal obligations as a commercial waste producer are being met. A flexible service is provided with the added benefit of being able to adjust your contract requirements on demand.

This service was re-tendered in February 2019 to now also include a food waste provision.

Service Features

The Service provides for the letting, managing and monitoring of the waste collection and disposal from schools (excluding clinical waste) to meet requirements. Questions, concerns and escalations are logged and managed through the help desk function.

This service does not include the provision of collection and disposal of schools recycling - this is managed under the RBWM corporate contract - please liaise with the contact centre for further details (01628 683800)

Benefits to Schools

- Audit of bin size and individual school requirements to best suit your schools needs - this also include support with optimising how your school manages their waste requirements.
- Compliance with the latest waste management legislation
- Potential savings through new innovation and initiatives throughout the duration of the contract

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- If you chose to come out of the contract, you must supply your request in writing giving 6 months notice. Failure to do this may result in penalty fees applying.

DISCLAIMERS:

- If you are already part of this contract you are liable for charges against this service for the duration of the contract.
- Please ensure your selection is correct on your quotation form to continue receiving this service.
- Fees taken as part of the buy back exercise are to cover the management fee only and your annual charge - schools will be charged separately for any additional work.

Additional Details

Please note:

- Typically based on a 46 week pick-up, but can be tailored to suit customer requirements
- Charges for this service are recharged monthly. Any additional charges will be the responsibility of the school site.

BEHAVIOUR SUPPORT

THE INCLUSION AND PUPIL SUPPORT SERVICE



Overview

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

Middle, Secondary and Academy schools are invited to purchase a package of time to suit their needs.

The behaviour support package is under review and will be subject to change from April 2021. Further details will be provided on enquiry.

Service Features

All packages are purchased in advance and include access to:

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

Targeted Individual Intervention:

- Initial meeting with parental involvement (if requested)
- 8-10 individual sessions based around need (including self-esteem, social skills, managing anger, friendships, school transition, bullying).
- Support with Early Help Planning and Review (as appropriate)
- Completion and reporting of outcome measures (pre and post intervention)
- Additional review sessions provided if the individual case is complex

Group and Whole Class Interventions :

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

School Transition work:

- Educational stage transition comprises of 3 sessions with follow-up monitoring at the pupil's next school
- Moving on Up in school transition for individuals and groups.
- Support for individual pupils transitioning mid-year or not attending due to emotional and/or behavioural issues.
- Onwards and Upwards Summer Transition programme for vulnerable children about to transfer to secondary education.

Staff Support and Training:

- Behaviour management and targeted strategy advice for dealing with specific pupils.
- Early Help Plan support.
- Bespoke in-house training for Teachers, TA's and Playground Supervisors

Benefits to Schools

- Knowledge of locality to enable appropriate signposting and access to specialist services
- Evaluation measures in place to support evidenced based progress around areas of concern
- Bespoke training to support your school development priorities linked to your self-evaluation form (SEF)
- Pupils demonstrate increased motivation and ability to access the curriculum and are supported to stay in school
- Staff have increased knowledge to understand and positively manage behaviour and develop social/emotional skills
- Nurturing groups and transition programmes lead to enhanced social/emotional and learning abilities in Children/Young People.

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

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

'The team were fantastic, friendly and competent.'

'Having people willing to help her, listen to her, understand how she was feeling...'

'... he has really enjoyed coming to the group, he also said all the behaviour support staff are amazing'

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

School:

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

'The class teacher found strategies given very helpful and saw an impact on the class.'

'The behaviour support workers have been fantastic at supporting our vulnerable children.'

Children and young people:

'... it (group) helped by finding ways to stop worrying'

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

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

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- N/A

DISCLAIMERS:

Service subject to change or withdrawal with minimal notice

Additional Details

See pricing schedule (Secondary and Academy schools only)

To ensure successful partnership working and optimum impact, school responsibilities include:

- Obtaining written parental permission for individual pupils.
- Providing data on individual pupil needs and how these have been prioritised/ addressed in school, as well as pupil progress over time
- Ensuring key staff and facilities are available in school to enable best practice and joined up working.
- Ensuring the availability of confidential, appropriate facilities for individual and group work or systemic consultation meetings to take place
- Academies, middle and secondary schools can purchase any one of the five package options, with flexibility to tailor packages to meet the particular needs of your school

For further information please email: edpsych@achievingforchildren.org.uk

EDUCATIONAL PSYCHOLOGY



Overview

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

Service features

- A named link Educational Psychologist (EP).
- Good links to and knowledge of other local services and provision, e.g. CAMHS; CYPDS; EWO; and School Support Services.
- Consultations with school staff, parents and carers strengthens working alliances around the school, family and CYP, and facilitates reflection, joint problem solving, joined up planning and positive outcomes for all.
- Opportunities for problem-solving discussions and work at an individual, group and whole school level.
- Possibilities for working with parents.
- Assessment and intervention design around individual CYP.
- Access to a range of evidence-based psychological approaches to address learning, emotional behavioural and social issues.
- Set up and run group interventions e.g. Circle of Friends; Circles of Adults; Circles of Support; and Solution Circles.
- A 'Listening Space' option in school for parents/carers/staff
- Staff training and development, including:
 - Coaching and ELSA supervision
 - Precision teaching
 - Sociograms
 - Loss & Bereavement
 - Attachment Theory and Nurturing Principles
 - Understanding SEND, including Autism, Dyslexia, Dyspraxia and ADHD to develop provision bespoke training
 - Executive Functioning Skills, promoting successful learning
 - Emotionally Based School Avoidance, good practice, what works and why for CYP presenting with EBSA



Benefits to Schools

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

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- N/A

DISCLAIMERS:

- Service subject to change or withdrawal with minimal notice

Additional Details

We continue to offer a free core service provision to RBWM schools covering:

- Up to three Planning and Review meetings offered per year
- Direct response by phone/email for schools and parents
- Critical incident support

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

For more detailed information about our EP Core and Core+ service, please refer to our School Booklet or email: edpsych@achievingforchildren.org.uk

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



NEW OFFER: Assistant Psychologists

Schools buying an EPS Package of 5 days or above can now purchase an accompanying Assistant Psychologist (AP) option. This consists of having an AP based in your school for ½ day per week, 15 or 10 day package. Their work is supervised by your link EP. The package can be purchased in April and the service delivery will be from September-July to span the academic year rather than the financial year to ensure that you have continuous service with the same link Assistant Psychologist.

Assistant Psychologists are Psychology graduates with extensive experience working with children and young people in a variety of roles. APs can work with school staff and CYP to:

- Embed interventions and advice arising from EP involvement.
- Carry out classroom and playground observations, including Functional Behavioural Analysis where appropriate.
- Support school-led strategies and offer consultations to school staff on SEND concerns.
- Support with SEND audits.
- Develop pre- and post-intervention measures to evaluate SEND/SEMH project/group effectiveness.
- Design and assist with school based small-scale action research projects.
- Research the school’s existing student support practices.
- Lead or support school staff and ELSAs to run group interventions, such as
 - Circle of Friends
 - Exam anxiety and coping skills
 - Resilience/self-esteem
 - Social skills
 - Social Use of Language groups to promote social and communication skills

EDUCATION STANDARDS

Overview

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

All schools are provided with a School link adviser as point of contact – Schools graded by Ofsted as Requires Improvement or below are entitled to free support as shown in table below

Category	RBWM Support & Challenge Provision
Requires Improvement (Free Core Offer – maintained schools)	<ul style="list-style-type: none"> • Agreed days of tailored support • Agreed support to address the needs of the school improvement plan led by the school and link adviser; and a termly visit from Head of Service to monitor progress on RI issues. • HMI monitoring visits: Lead school link advisor to meet HMI and attend feedback.
Ofsted Category	<ul style="list-style-type: none"> • Agreed days of tailored support “Team around the school” • Agreed support to address the needs of the school improvement plan led by the school and the link adviser; and a termly visit from Head of Service to monitor progress. • link adviser and/or Head of Service attends IEB meetings • HMI monitoring visits: lead school link advisor to meet HMI and attend feedback
LA Statutory assessment functions Academies and free schools are charged	<ul style="list-style-type: none"> • Early Years, Key Stage One/ Two moderation and • monitoring visits for phonics screening check, Key Stage One and Two assessments and tests.

“Team around the school” features

School link advisers will work with school leaders to establish:

- A targeted plan to address the identified areas of weakness holding the school back.
- A collection of appropriate resources from across the Borough and without as necessary to deliver the expertise to help the school improve.



- The evidence of impact from the action plan and sustainable change to enable the school to be secure in its improvement.

Service features

In addition education settings can purchase support in four areas:

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

Benefits to Schools

We can support and target training to develop the following:

- Leaders in schools are judged by how well they develop and maintain the quality of teaching and learning in their schools. Teaching is first and foremost judged through its impact on learning, using a range of evidence over time.
- School leaders need to be equipped with the knowledge and skills to accurately evaluate current strengths and identify which key areas for development will have the greatest impact on standards. Leaders need to have a compelling vision for the curriculum.
- Our Teaching and Learning reviews will provide you with a clear, external view of your school's strengths, weaknesses and recommended key areas for development. We help you to focus development within the school to impact on teaching and learning.

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- N/A

DISCLAIMERS:

- Service subject to change or withdrawal with minimal notice

Additional Details

Additional School Link Adviser support and challenge including:

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

Email: clive.haines@achievingforchildren.org.uk

EDUCATION WELFARE SERVICE



Overview

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

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

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

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

Service Features

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

Benefits to Schools

- Partnership working with schools and families to increase school attendance leading to improved attainment.
- Improved monitoring and early intervention.
- Support to vulnerable pupils.
- Awareness of current law and legislation relating to school attendance.

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- N/A

DISCLAIMERS:

- Service subject to change or withdrawal with minimal notice

Additional Details

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



GOVERNORS SERVICES STRATEGIC SCHOOLS LEADERSHIP



Overview

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

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

Service features

- Support and advice for all aspects for school governance and Clerks
- Continual Professional Development (CPD) and training opportunities

Benefits to Schools

- Comprehensive support and advice service throughout the year for all aspects of school governance and Clerks
- Continual Professional Development opportunities for Governors, Clerks

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- N/A

DISCLAIMERS:

- Service subject to change or withdrawal with minimal notice

Additional Details

- Please note charges will apply to schools that do not buy back the service but request advice and support on governance issues
- Website: www.rbwm-education.org
- Email: Rebecca.Walker@achievingforchildren.org.uk

OUTDOOR EDUCATION & VISITS ADVISOR



Overview

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

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

Service Features

- Full support on all aspects of educational visits and potential hazardous activities : Either by telephone, email or mobile
- Experienced staff: The Advisor is a member of the national Outdoor Education Advisers Panel (OEAP), is a qualified teacher and holds National Governing Body Awards in Outdoor Activities.
- The Outdoor Education Project is licensed under the Government AALA scheme (Adventurous Activities Licensing Authority).

Training:

- EVC training; which is a national training on behalf of the DFE,
- EVL training; Educational Visits Leading, for all pastoral staff in schools.
- Training in outdoor learning and relevant national qualifications.

Benefits to Schools

Registration and induction into RBWM Policy

This service provides introductory support and advice to schools including:

- Advice and guidance regarding the effective planning and organisation of non- residential activities, ensuring adherence to the RBWM, HSE, AALA, DfE and common practice standards, regulations and guidelines
- Processing and monitoring of the RBWM Residential regulations including administration of OA Forms
- Updating and informing on all relevant changes to policy, procedures and legal requirements
- Registration of relevant activity service providers in the Royal Borough
- Support and advice via telephone, fax and email
- A training programme providing induction to the RBWM Leading of Educational Visits
- Assistance and support with planning, monitoring and evaluation in residential and relevant activities
- Advice on Best Value in the context of outdoor learning management

Management of individual residential activities

This service provides detailed support and advice to schools in the preparation of documented planning for residential activities including:

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

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- N/A

DISCLAIMERS:

- Service subject to change or withdrawal with minimal notice

Additional Details

If the school is opting out of this service The Children's Services Directorate must be provided with the evidence that the school has an EVA (Educational Visits Advisor). This person has to have;

- Practical experience in all off-site activities
- Be independent of the school
- Be independently insured to provide such advice, minimum £5 million public liability and £1 million professional indemnity
- Be adequately experienced in relevant Health and Safety matters and be part of the OEAP
- Able to fulfil the Borough processes as in the Off-site Policies and Procedures document
- When arranging the contract advice must be sort from the boroughs legal contracts department

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

Email: outdoor.education.visits@achievingforchildren.org.uk



SCHOOL ADMISSIONS & APPEALS



Overview

The School Admissions Team provide a full and comprehensive service for all aspects of co-ordinated school admissions and admissions appeals throughout the academic year for schools that are their own admitting authority.

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

Service Features

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

Benefits to Schools

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

NOTICE AND DISCLAIMERS:

NOTICE PERIOD: N/A

DISCLAIMERS: Callback service only. Service subject to change or withdrawal with minimal notice

Additional Details

- Please note that the aforementioned services in this section are not chargeable to RBWM community schools
- Email: school.admissions@achievingforchildren.org.uk

SCHOOL SUPPORT: ETHNIC MINORITY & TRAVELLER ACHIEVEMENT SERVICE (EMTAS)

PWSS PACKAGE



Overview

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

Service features

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

Benefits to Schools

- Our new arrival support increases pupil well-being and facilitates inclusion (academically, culturally and socially).
- Our assessments enable teachers and schools to better address the specific needs of new arrivals to the country.
- Increased understanding of barriers to achievement for vulnerable groups.
- Facility to work at individual pupil, class and/or whole school level.
- Strengthen links with parents/carers in hard to reach groups and expertise in improving parental engagement with schools.
- School staff becomes more confident in the support of BME/EAL pupils as a result of our training programmes.

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- N/A

DISCLAIMERS:

- Service subject to change or withdrawal with minimal notice

Additional Details

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



SCHOOL SUPPORT: ADVISORY TEACHERS FOR SPECIAL EDUCATIONAL NEEDS (SEND)


 A gold shopping bag icon with the text "CLICK HERE FOR PRICES" inside it.
Overview

Our team of specialist advisory teachers will continue to work in partnership with schools to meet the needs of individual pupils and support mainstream provision for special educational needs.

The team helps to support the entitlement of all pupils to a broad, balanced and personalised curriculum, enabling school staff to meet the additional needs of individual pupils and support mainstream provision for special educational needs.

We provide schools with the opportunity to purchase qualified specialist advisory teachers with SEND expertise to administer assessments, give personalised advice and strategies and deliver a wide variety of bespoke training.

Advice, guidance and support (according to capacity) can be requested through the Area SENCO, Kelly Nash.

Service features**(Termly over the academic year)**

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



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

Enhanced Service

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

Benefits to Schools

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

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- N/A

DISCLAIMERS:

- Service subject to change or withdrawal with minimal notice

Additional Details

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

Email: kelly.nash@achievingforchildren.org.uk or Linda.Powell@achievingforchildren.org.uk



PERSONAL, SOCIAL AND HEALTH EDUCATION SERVICES



Overview

The School Nursing Team will work with teachers to enhance the knowledge of pupils by bringing specialist input and interactive ways of engaging them within the school's Personal, Social, and Health Education (PSHE) curriculum. This will develop pupil's understanding of health, introduce them to intimate relationships and sex, help them explore how they can take responsibility for their own sexual health and know where to seek help if things go wrong.

The sessions can cover:

- Contraception – the facts about the full range of contraceptive choices and efficacy.
- Safe sex –how the risks (pregnancy, sexually transmitted infections (STI's), regret) can be reduced through safer sex (including condom use). Reasons for delaying sexual activity.
- Sexually transmitted infections - How STI's are transmitted, the prevalence of some STI's, the impact they can have and how to access confidential sexual health advice and treatment.
- The law and consent including age of consent.
- Transition to adulthood (6th form)

We will work with schools to ensure the sessions are integrated appropriately within the programme and would be happy to develop bespoke packages to suit the need.

It would be at the school's discretion as to which year group the content was delivered to and how they would approach communication of the sessions to parents. Generally the sessions are recommended for year 9 and above.

Service Features

We are able to offer the following approaches for delivery:

- One hour year group assembly/presentation on a topic
- Individual tutor group sessions to one year group, over separate days or a whole day.
- Contribute to an all-day event planned by the school i.e. alongside other agencies that also deliver health promotion sessions.

We would recommend that pupils have access to a one-off health drop-in session following delivery of sessions and this is included within the package. Timing of this would be discussed and agreed with the school.

Benefits to Schools

- Pupils will learn from high quality, evidence based teaching of these subjects. The content will be delivered in a non-judgemental, factual way.
- Pupils will gain knowledge and attributes in an age and developmentally appropriate way to support their own and others wellbeing and become successful members of society.
- This knowledge will help build pupils confidence and self-esteem, help them make better decisions and lay the foundations for safe, fulfilling and healthy sexual relationships.
- Pupils will be aware of agencies they can contact for help and support should the need arise.
- The school will be supported in their efforts to promote physical, mental and social and cultural development of their young people.
- There is a strengthening of the links between Health and Education.

Notice & Disclaimers

Prior to the above, the subject Leads and the Chair of the Governors would have access to the lesson plan and PowerPoint presentation to approve the content.

It is the school's responsibility to decide which year group the content is delivered to and how they will approach communication of the sessions to parents. Generally the sessions are recommended for year 9 and above.

Service subject to change or withdrawal with minimal notice

Additional Details

Comments from year 9 pupils:

"I thought it was helpful to know what things look like. And I have learnt new things for the future"

"I found the lesson helpful and I now understand more about different signs of diseases"

"It was good. I learnt a lot"

"Very helpful. I will always use protection"

Email: school.nursing@achievingforchildren.org.uk



HEALTH & SAFETY



Overview

We provide a comprehensive information, support and advisory service on all health and safety matters to help schools meet their statutory duties and to help prevent accidents and incidents. We know your core business is teaching and we understand the challenges, resourcing and budget demands you face, so we will work with you and support you to meet your health and safety needs. Our health and safety team offers a single point of contact for all health and safety advice, which will enable your school to meet health and safety legislation and best practice.

Service Objectives:

- To support and advise head teachers, senior leadership teams and governors in meeting their statutory duty to protect the health, safety and wellbeing of their employees, pupils and visitors involved in or affected by school activities.
- To help promote a positive safety culture in the school, ensuring a safe and healthy environment for all staff, pupils and visitors.
- To provide a service that is responsive, customer focused and supportive.
- To apply a practical and common sense approach to risk based solutions.

The basic service comprises of access to competent health and safety advice and documentation, accident investigation and reporting (RIDDOR), routine inspections and health and safety audits.

We can provide additional services to you, including:

CLEAPSS Annual Subscription: (Secondary schools and Academies only)

CLEAPSS is an advisory service providing support in science and technology. CLEAPSS provides support and advice to teachers, technicians, head teachers and governors on how best to use high quality practical work to support pupils learning in science, design and technology and art and design.

We can offer schools and academies the opportunity to purchase an annual CLEAPSS subscription at a discounted price. The subscription includes access to a Radiation Protection Officer (RPO) including site visit and assessment and Radiation Protection Adviser (RPA).

Radiation Protection Officer Service (RPO) (Secondary schools and Academies only)

The RPO has a crucial function in the CLEAPSS RPA service as the RPO is the intermediary between the RPA and the school. The RPO will provide advice to the school and monitor it to ensure that it is implemented, as with other health and safety matters. The RPO will carry out an audit of your Radiation Protection Arrangements once every 2 years.

Fire Risk Assessment

Your buildings will be inspected for fire hazards, and the control measures currently in place will be checked to minimise risk. A report will be produced which will highlight fire control measures in place or needing to be implemented. In discussion with your school, an action plan will be formulated and any required actions will be agreed and prioritised (price is based on the size of school site).

Fire Risk Assessment review

Fire risk assessments must be reviewed annually or following a significant change to the premises or work process. The health and safety adviser can carry out a review in conjunction with the school and will advise of any changes that may be required (price is based on the size of school site).

Access to a range of e-learning training courses

With our easy-to-use video based eLearning platform and extensive library of accredited courses, it's simple to get your health and safety compliance training sorted out. Our excellent online courses only take an average of 30 - 45 minutes to complete, so you don't need to worry about wasting your valuable working hours.

Construction Design Management (CDM) / Client support

We can advise and assist you with your CDM duties for the duration of your contract and take the lead in planning, managing, monitoring and coordinating health and safety during the pre-construction phase (design and planning stage).

Annual Asbestos Inspection Service

This service is for a re-inspection of existing survey data. The regular inspection of the condition of asbestos in schools is a legal requirement for all schools.

The survey provides you with details of all visible / known asbestos within your premises.

The service offer is for an annual re-inspection of the survey data, to check for deterioration or damage. The fee includes professional support and guidance. In addition to this service, schools need to manage their asbestos on a day to day basis, including informing contractors of the presence of asbestos.

This service includes the review of the current on site AMS and a full site inspection (subject to access) to review the condition of the known asbestos within the premises. Re-inspection documentation will be issued on satisfactory completion of the inspection.

RBWM Health & Safety team have qualified staff available to answer any concerns about the management of asbestos, maintenance activities or new works that might have a detrimental impact on the management of asbestos.

Statutory Compliance

All schools have a duty to comply with the legal requirements outlined in the Health and Safety at Work Act 1974 and its associated regulations.

Where the Local Authority is the employer it delegates day to day responsibility for health & safety to its schools and this process of delegation is largely exercised through the devolution of school budgets, whereby schools are directly in charge of the finances necessary to implement statutory health & safety and maintenance requirements.

However, the LA retains the ultimate responsibility no matter who carries out the tasks. This creates a unique situation in which LA controlled schools have a significant level of autonomy, and yet the consequences of any health & safety failings or breaches of regulations committed by them, is commonly borne, either wholly or in part, by the LA.

It is therefore reasonable that the LA have certain powers to monitor and enforce, if need be, health & safety compliance.

Benefits to Schools

Health and Safety

- Advice on legislation, policy, practices and procedures.
- Reduce the impact of accidents and incidents and identify problem areas and any necessary remedial actions.
- Help to reduce the likelihood and extent of legal or claimant action.
- Satisfy themselves that they are compliant with health and safety legislation.
- Reduce the likelihood of poor publicity and preserve the reputation of the school.
- Access to cost effective health and safety training to ensure statutory obligations are met.

CLEAPSS

- Discounted annual subscription.
- Access to resources on the CLEAPSS website, including customisable documents guidance leaflets and a wide range of free publications.
- Termly newsletters providing information on practical work in science and technology and on current health and safety issues.
- A telephone helpline providing access to dedicated subject experts and the most up to date advice and support.
- Access to model risk assessments

CLEAPSS RPA/RPO Service

- Ensures compliance with the Ionizing Radiation Regulations 2017

Fire Risk Assessments and Reviews

It is a statutory requirement under the Regulatory Reform Order (Fire Safety) Order 2005 that all buildings have a fire risk assessment.

Work with the school to reduce or eliminate the risk of fire.

CDM Client support

A principal designer has an important role in influencing how the risks to health and safety should be managed and incorporated into the wider management of a project. Design decisions taken during the pre-construction phase can have a significant effect on whether a project is delivered in a way that secures health and safety.

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

Should you wish to opt out of the service during the buyback period or not renew at the end of the current service period you are required to give 3 months' notice.

DISCLAIMERS:

All advice is given in good faith based on the facts presented by the school and will represent our professional advice to minimise the risk of non-compliance with legislation or a legal challenge. In the event of a legal challenge where the school has decided not to adhere to the advice given, the council will not accept liability and any consequential additional costs will be the responsibility of the school.

Service subject to change or withdrawal with minimal notice

Additional Details

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



HUMAN RESOURCES & PAYROLL COMBINED SERVICE



Overview

The Human Resources team offer a high quality, comprehensive and cost effective service across the employee lifecycle. The team has significant expertise in delivering services to schools and the specialist knowledge required to support your workforce of teachers and support staff. We also have extensive expertise in providing advice and guidance to Governors on all employment related matters.

We pride ourselves on our quick response, can do attitude and pragmatic approach to finding solutions to your HR issues. We recognise and understand the pressures schools are facing and will work with you to achieve your objectives.

Our team consists of:

HR Operations – supporting recruitment and contractual changes during employment, advising on current pay and conditions of employment and leaver arrangements.

Human Resources Information System (HRIS) team – ensuring our HR system is configured to deliver the best service to schools, providing data and online access to School Business Managers/administrators and as well as supporting access to employee self- service for staff.

Payroll team - offering a fully-inclusive, timely, resilient payroll, capable of dealing with high volumes and yet responsive to local needs. The Payroll team has significant experience of providing payroll services to schools, including academies. This includes extensive in depth of experience of dealing with H.M. Revenue & Customs, and with the Teachers' and Local Government Pension schemes.

HR Business Partners – supporting all your challenging employee relations issues from sickness absence management, ill health retirements, capability and conduct through to change management involving redundancies and TUPE transfers.

Strategic HR – in addition to providing model policies and advice on pay and benefits, the provision of advice and information relating to national developments in pay and terms and conditions, as well as legislative changes and case law that impact on schools.

Service features

HR Operations:

- Undertake statutory and other pre-employment checks including DBS and List 99 and health screening.
- Process starters/leavers/changes in the HRIS System to enable payroll processing.
- Issue contracts of employment and variations within the statutory timeframes.
- Provide advice and guidance on current terms and conditions of employment and pay for teaching and support staff.
- Provide recruitment and selection support for Head Teachers.
- Access to council website for adverts, discounted advertising via external local advertising agency.

HRIS:

- Help desk support for School Business Managers and staff in relation to the councils HRIS (currently iTrent).
- Provision of data, as reportable from the HR system via a standard suite of reports.
- Roll out of enhancements to the system, where appropriate, to improve customer/user interaction with the software.
- System training and development.

Payroll:

- Named key contact.
- Monthly payroll processing.
- Administration of approved salary sacrifice schemes.
- Processing all statutory and contractual deductions.
- Production of year end returns.
- Administration of all 3rd party payments.
- Administration of pension schemes and auto-enrolment.
- Employer self-service with direct input access straight into the HR system.
- Employee self-service with access to on-line payslips and P60's.
- Ensure all payroll services conform to relevant statutory legislation.
- Our Payroll service guarantees to pay all of your staff on an agreed date every month.
- We can also accommodate one-off ad-hoc payments subject to an additional charge. Schools who use RBWM finance can have these raised on their behalf. For all other schools/academies we will provide you with the figures to raise the payments yourselves.
- Submission of pay related monthly and annual returns to HM Revenues and Customs.
- Provision of payroll guidance and advice.

HR Business Partners:

- Provide advice, support and procedural templates to manage grievance, disciplinary and absence management cases.
- Advice and support with performance management issues including appraisal and capability.
- Advice and support with all change management activities including TUPE transfers, restructures and redundancies.



- Liaison with the Trade Unions.
- Occupational health referral service.

Strategic HR:

- Advice on pay and grading issues including job evaluation.
- Interpretation and advice on pay, terms and conditions including developments nationally and locally as well as statutory changes.
- Account management of employee benefits such as childcare vouchers.
- Policy development and review including model policies and procedures.
- Procurement of external HR support services that provide value for money and meet the council's required service standards e.g. employee assistance service, occupational health advice, recruitment advertising.

Benefits to Schools

- Access to a dedicated, professionally qualified and knowledgeable team of experts with a vast wealth of experience of working with and developing successful relationships with the borough's schools and academies.
- We provide expert advice, guidance and support with all your HR issues during the employee life cycle.
- We will help you achieve your objectives, whilst minimising risk and protecting you from challenge.
- A real emphasis on meeting your needs through the delivery of a high-quality service, whilst continuing to offer value for money.
- Proven track record of completing projects/case work to agreed timescales, to budget and managing associated risks.
- You can be confident that your staff will be paid correctly and on time and that statutory deadlines will be met for returns and payments to third parties.
- Compliance with statutory changes will be assured and regular audits undertaken to ensure effective system controls are maintained.
- Direct access to input of information into our HR system, for time and expenses and all absence.
- Easy online access to pay slips, P60s and P45s for employees.
- The ability to run reports from our standard online suite of reports e.g. structures, starters and leavers and absence.
- Responsive service via telephone, face to face or email duty system.
- Using technology to support the services we provide and continuously reviewing and improving our processes to deliver the best services we can to customers.

Notice & Disclaimers

NOTICE PERIOD:

Should you wish to opt out of the service during the buyback period or not renew at the end of the current service period you are required to give a minimum of 3 months' notice. An exit fee of £1,500 will be charged in the event that data needs to be transferred to a new provider using our standard due diligence offboarding report. Any additional data will be the provided at the prevailing report provision rates. Refer to the section on Specific terms in the SLA.

DISCLAIMERS:

All advice is given in good faith based on the facts presented by the school and will represent our professional advice to minimise the risk of non-compliance with legislation or a legal challenge. In the event of a legal challenge where the school has decided not to adhere to the advice given, the council will not accept liability and any consequential additional costs will be the responsibility of the school.

Service subject to change or withdrawal with minimal notice

Additional Details

We are also able to provide:

- Management of Employment Tribunal cases.
- Qualified conflict resolution specialists providing workplace mediation support.
- Access to RBWM run training courses (course fees apply)
- Support with training needs analysis and organisational development activities.
- Access to an employee assistance service*.

These activities are charged at an hourly rate or negotiated project rate.

*Additional fee for academies only.

SIMS AND COMPLETE DESKTOP SUPPORT



Overview

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

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

We offer:

- SIMS installation, upgrade, training and support
- Administration Desktop Support with the option of hardware and software procurement
- Hardware recycling service

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

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

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

Service features

Option 1: SIMS Licensing and Support

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

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

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

Support

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

Option 2: SIMS Support (as above) + Administration Desktop Support

Adds an enhanced management of your administration ICT system as follows:

- Unlimited Helpdesk support
- Unlimited on-site visits when required to address problems
- Windows peer-to-peer networking and related security
- Support of the following software as a minimum:
- Microsoft Windows 8 and Windows 10
- Microsoft Office 2013, 2016 and 2019
- Microsoft SQL Server 2012, 2014 and 2016
- SQL Express 2012, 2014 and 2016
- Adobe Acrobat Reader
- Printer drivers as required
- Local backup software
- Quick Assist, GoToAssist or suitable alternative software for remote support connection purposes

Please note that this list will change as new software becomes available or support of software versions is withdrawn by the manufacturer. Supported schools will be informed of the withdrawal of support when this information is available.

- Hardware and software procurement, taking advantage of the increased buying power of the Council as a whole. Advice will be provided on suitable hardware specifications and software versions.
- Installation of all hardware and software purchased through RBWM ICT.

Option 3: Hardware Recycling.

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

Benefits to Schools

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

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

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

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

Should you wish to opt out of the service during the buyback period you are required to give two months’ notice. NB this may incur additional fees should your school be tied into a specific contact – please speak to the service direct for guidance.

DISCLAIMERS:

Please note that central software licensing arrangement is only available to maintained schools. Should you wish to opt into this service outside of the buyback process, please liaise with the service direct to progress your request.

Service subject to change or withdrawal with minimal notice

Additional Details

Email: simsteam@rbwm.gov.uk



INSURANCE & RISK MANAGEMENT



Overview

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

RBWM is not licenced to provide advice on, or arrange, other insurance services on behalf of third party organisations, including Academy schools.

Service features

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

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

Benefits to Schools

By choosing this service you will:

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

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

If the school decides to withdraw from the SLA wef 1st April of the following policy year, the school will need to give a minimum of four months' notice. This is to meet the insurers' renewal timescales and budget setting for the forthcoming financial year. Should the school wish to withdraw from the SLA due to exceptional reasons at any other time during the policy year, four months' notice will again be required.

Terms of withdrawal will be discussed on a case by case basis.

DISCLAIMERS:

- N/A - none to disclose

Additional Details

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

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

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

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

Optional Insurances available:

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

Email: insurance@rbwm.gov.uk

DATA PROTECTION OFFICER



Overview

As data controllers in their own right, schools must meet their statutory obligations under the UK Data Protection Act 2018 and the General Data Protection Regulation 2016, including the appointment of a Data Protection Officer (DPO). Failure to comply with data protection legislation may result in fines of up to £17,000,000.

Service Features

The DPO Service to schools is as follows:

- The DPO is the Link Officer for the school and the Information Commissioner's Office (ICO) and will deal with all data protection complaints/queries.
- Unlimited Data Protection advice and guidance
- Support the processing of Subject Access Requests and reviewing all redactions prior to disclosure.
- Review data protection training material for staff, both teaching and administration/school support.
- Review privacy notices
- Provide targeted face to face training in response to a serious data breach.
- Advice on data breach reporting procedures
- Advice on registering with the ICO
- Advice and support on producing Information Sharing Agreements with 3rd parties where necessary
- Advice on processing police requests for personal data disclosures
- Review of lessons learnt following a data breach to ensure new processes/procedures are embedded.

Benefits to Schools

RBWM's Data Protection Officer is an ISEB/BCS qualified data protection practitioner with practical and relevant experience of the GDPR and Data Protection Act 2018 in a public sector context.

Schools have a duty to ensure that they maintain high standards of professional conduct when processing personal data.. The DPO ensures that schools are supported and aware of their GDPR/DPA obligations in the processing of personal data and data subjects' rights. The DPO interprets best practice and guidance issued by the ICO and will work with schools to ensure that learning outcomes are identified and embedded in the event of personal data breaches or GDPR non-compliance.

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

N/A

DISCLAIMERS:

Schools are not obliged to buy data protection services from RBWM. You may wish to look at the many private companies providing this service to the education sector to ascertain what is the best fit for your school.

Service subject to change or withdrawal with minimal notice

Additional Details:

Email: DPO@rbwm.gov.uk



LEGAL SOLUTIONS



Overview

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

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

Service features

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

Contracts

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

Property

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

Education

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

Employment Law

- Employment Tribunals.

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

Exclusions

The following are not covered and, in these instances, we will suggest an alternative source of specialist advice, but it will be the responsibility of the school to pay for it from their own funds:

- Where a Barrister is required, e.g. attendance at Court and/or Tribunal;
- A school would like a second opinion from external solicitors and/or a Barrister;
- A school and the Council are in conflict, and the Council is unable to act for the school on that matter;
- Where a school does not follow the legal advice provided by Select Business Services: Legal Solutions.

Benefits to Schools

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

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

Charging Information

Select Business Services: Legal Solutions charges £100 an hour plus VAT for all legal advice and assistance. This includes same day telephone contact for brief queries and emergencies. There is no up-front fee.

Quality Assurance

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

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

Notice & Disclaimers

NOTICE PERIOD:

- N/A - price upon request service

DISCLAIMERS:

Service subject to change or withdrawal with minimal notice

Additional Details

sean.oconnor@wokingham.gov.uk

MUSEUMS



Overview

Windsor & Royal Borough Museum, the Borough's local history collection, presents some fascinating stories about the Royal Borough of Windsor & Maidenhead.

The Museum is on the ground floor of the Guildhall and is built on the site of the old Market House. This historic location enables visitors to listen to tales of the courtroom, stand in the dock, re-enact royal weddings, and explore a place that still plays its part in the history of Windsor.

Service features

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

Court in the Act KS2+ (held in the Museum and Guildhall)

This 2 hour local history session will help students find out about the past in the Royal Borough through:

- Handling museum objects
- Using original court records for evidence
- Re-enacting a real court case
- Working in small groups with allocated roles
- Developing literacy and persuasive language skills

Windsor through Time KS1 (held in the Museum and Guildhall)

This 2 hour object based session focuses on the history of the local area and some of the town's residents by:

- Developing literacy skills through group based discussion
- Using maps to build awareness of the local area
- Comparing and contrasting the past with the present
- Handling museum objects

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

Benefits to Schools

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

Additional Details

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

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

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

Email: museum@rbwm.org.uk

Telephone: 01628 685 686

Museum Web site: www.rbwm.gov.uk/web/museum.htm

Access: The museum is on the ground floor of the Guildhall and is wheelchair accessible. The Guildhall Chamber and Ascot rooms are on the first floor and there is no lift access due to restrictions in place as a Grade I listed building. There is a stair lift available if required.



UTILITY MANAGEMENT

RBWM Maintained Schools – Utility Management and DEC's. Academies – DEC's only

Overview

All maintained schools are included in the RBWM corporate energy and water contracts i.e. (Gas, electric, oil & water). The Energy team procure and provide ongoing support of these contracts and will assist with any queries on request. Using the Council's purchasing power and utilising the Crown Commercial Services energy framework, we are able to purchase energy at very competitive prices helping to reduce overall costs.

To ensure all schools are meeting their energy compliance needs, the Council organises a Display Energy Certificate service which all schools can access.

Service features

Maintained schools only - Utility contracts

- Contract procurement along with all other Royal Borough buildings to ensure value for money through bulk purchasing.
- Contract administration and relationship management between the energy companies and RBWM schools.
- Contract monitoring including auditing, review and contract compliance.
- Provide help and support when utility queries arise such as around bills
- Basic energy advice
- Utility Annual Management Fee - £240

All Schools - Display Energy Certificates

Legislative

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

Benefits to Schools

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



Notice & Disclaimers

NOTICE PERIOD: N/A - price upon request service

DISCLAIMERS: Service subject to change or withdrawal with minimal notice

Additional Details

Utility bills are sent direct to schools for payment.

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

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

The Display Energy Certificates/ Advisory Reports carried out under this Utility Management 2020/21 SLA will be produced in July 2020 for maintained schools and July 2021 for academy schools. Please note that delivery of the certificate may be delayed if requested information is not provided to the assessor in a timely manner. If data is not provided, no certificate will be produced.

Email: energy.manager@rbwm.gov.uk



AFC APPRENTICESHIP SUPPORT



Overview

Apprenticeships are a great way for schools to improve the skills base of their employees. They are a tried and tested way to recruit new staff, and to re-train or upskill existing staff of all ages and levels of experience in a wide variety of roles. Apprenticeship training can be tailored to the needs and requirements of your school, with structured learning taking place in the workplace as well as thorough formal regulated training, to minimise disruption and maximise impact.

Service Features

- Specialist apprenticeship support and advice for Head Teachers and SBM's
- Tailored evaluation of your school's apprenticeship levy value and contributions
- SLT and Governor Apprenticeship briefing and support sessions
- Assembly talks for students from year 9 : Traineeships and Apprenticeships
- Bespoke Apprenticeship careers guidance workshops for students

Benefits to Schools

The AfC Apprenticeship Support service can provide you with the following benefits

- Support you to utilise your levy fund contributions
- Grow your staff team while keeping costs down
- Support with a total recruitment solution – 'simpler and cheaper'
- Develop your staff to meet your skills needs
- Ensure you have clear succession planning processes in place
- Support you with identifying fresh talent, new skills and energy
- Ensures you meet your social responsibility and public sector apprenticeship targets

By using this service we can ensure you

- Don't make any (NIC's) National Insurance Contributions for Apprentices
- Drawdown financial incentives from central government

NOTICE AND DISCLAIMERS:

NOTICE PERIOD:

- Should you wish to opt out of the service during the buy back period no refunds are applicable.
- You are required to give of 3 months prior to new financial year ie by 31st December 2020. NB this may incur additional fees should your school be tied in to a specific contact – please speak to the service direct for guidance.

DISCLAIMERS:

- Service subject to change or withdrawal with minimal notice

ADDITIONAL DETAILS:

Email: barri.ghai@achievingforchildren.org.uk

Barri Ghai
Way2Work Apprenticeships Manager
Achieving for Children
Phone: 0208 734 3380

Website: www.way2work.org.uk



AFC CAREERS SUPPORT FOR SCHOOLS



Overview

The Government's careers strategy published in December 2017 sets out that every school and academy providing secondary education should use the Gatsby Charitable Foundation's Benchmark to develop and improve their careers provision. Meeting these requirements is often challenging, time consuming and costly for schools to implement and maintain. The AFC Careers Support Service for Schools provides much needed guidance and help to ensure every school uses the Gatsby Benchmark to improve their overall careers provision and meet statutory requirements.

Careers guidance and support is provided for years 8 to 13 students offering advice and practical support to pupils that includes; individualised career mapping, personal skills identification and post 16 application support for vocational pathways. This service will also support a higher number of pupils progressing to positive destinations such as apprenticeships, technical routes, school sixth forms, sixth form colleges, further education colleges, universities or even employment.

Service Features

The following outlines the service features (more information can be provided upon request)

- Assembly talks for students from year 9 : Post 16 career pathways
- Bespoke careers guidance workshops for groups or individual students
- Individualised career mapping and planning for pupils from year 8 to 13
- Advice and guidance on Apprenticeships, Traineeships and vocational pathways
- Careers guidance interviews with a qualified and experienced career adviser

Benefits to Schools

The AfC Careers Support for Schools service can provide the following benefits

- A higher number of pupils progressing to positive destinations
- Reducing the NEET population and those at risk of becoming NEET
- Support for schools to have a more stable, structured careers programme
- Support for teachers to link curriculum learning with careers
- Support for Senior staff to externally evaluate their careers offer against the Gatsby Benchmarks
- Support for schools to use the Gatsby Benchmarks to improve their overall careers provision
- Providing tailored support for pupils at an early stage to help motivate, encourage and focus their educational priorities.

NOTICE AND DISCLAIMERS:

NOTICE PERIOD: N/A

Should you wish to opt out of the service during the buy back period no refunds are applicable.

You are required to give of 3 months prior to new financial year ie by 31st December 2020. NB this may incur additional fees should your school be tied in to a specific contact – please speak to the service direct for guidance.

DISCLAIMERS:

Should you wish to opt into this service outside of the buyback process, please liaise with the service direct to progress your request.

Service subject to change or withdrawal with minimal notice

ADDITIONAL DETAILS

Email: barri.ghai@achievingforchildren.org.uk

Barri Ghai
Way2Work Apprenticeships Manager
Achieving for Children
Phone: 0208 734 3380

Website: www.way2work.org.uk



EMPLOYABILITY & PREPARATION FOR WORK SKILLS

CLICK HERE
FOR PRICES

Overview

This service is designed to support students to improve their own employability skills, with a view to increasing their chances of post 16 employment in the future. This qualification is suitable for all students if they are currently studying at school, preparing for employment, a Traineeship or Apprenticeship, and considering undertaking a work experience opportunity in years 9 and 10.

Service Features

We are able to offer you the following features

- Entry 3 or Level 1 accredited employability and preparation for work skills qualifications for students consisting of (Writing a CV, Interviews skills, personal presentation)
- Internally assessed and externally moderated portfolio of evidence to support the qualification
- Advice, guidance and support

Benefits to Schools

This AfC service can provide you with the following benefits and is suitable for all students at all levels of ability

- Support for year 9, 10 and 11 students to prepare them for the world of work
- An accredited and certified Entry 3 or Level 1 qualification for students
- Classroom based delivery between 3 & 5 teaching days or can be offered flexibly over 12 x 2 hour sessions

Outcomes of this service offer include:

- Students will develop and enhance the skills required for the working environment
- Students will develop confidence for employment and motivation
- Students will Improve their communication skills and personal effectiveness

NOTICE AND DISCLAIMERS:

NOTICE PERIOD: N/A

Should you wish to opt out of the service during the buyback period no refunds are applicable.

You are required to give of 3 months prior to new financial year ie by 31st December 2020. NB this may incur additional fees should your school be tied in to a specific contact – please speak to the service direct for guidance.

DISCLAIMERS: N/A

Should you wish to opt into this service outside of the buyback process, please liaise with the service direct to progress your request. Service subject to change or withdrawal with minimal notice

ADDITIONAL DETAILS

Email: barri.ghai@achievingforchildren.org.uk



NQT RECRUITMENT



Overview

Through this service we aim to support primary schools in RBWM in the recruitment of high quality newly qualified teachers (NQTs), scrutinised by practising headteachers and deputy headteachers.

We offer a comprehensive NQT recruitment service with a proven track record of successfully generating high numbers of quality applicants. A dedicated officer leads the marketing and promotion of RBWM as attractive destinations for a first teaching post. Through representation at teacher recruitment fairs, drawing on established links with initial teacher training providers and marketing and promotion of subscribing schools, we generate significant interest from NQTs locally and nationally.

We run the recruitment process on an annual cycle, generating a pool of scrutinised candidates from which schools can recruit each year. We receive and quality assure applications to ensure diverse and skilled teachers proceed through to longlisting. From here, candidates are shortlisted and interviewed by panels of local headteachers and deputy headteachers from schools subscribing to the service. Recruitment from the pool is facilitated by an easy to use online password-protected service with search and select facilities. Schools subscribing to the NQT recruitment service have priority access to the pool and can recruit at preferential rates.

Service Features

The NQT recruitment service comprises of the following key features

- Marketing and promotion of RBWM attractive destinations for a first teaching post.
- Representation at university recruitment fairs
- Access to database of diverse and talented Newly qualified teachers
- One application form
- Management of annual recruitment recycle
- Established links with teacher training providers
- Shortlisting carried out by experienced headteachers and deputy heads
- Management of interview events
- Initial interviews carried by experienced headteachers and deputy heads
- The pool is facilitated by an easy to use online password-protected service with search and select facilities

Benefits to Schools

The benefits of the service to schools include:

- One stop shop for access to a number of scrutinised Newly Qualified Teachers
- Priority access to the database
- Timesaving search and select options
- Discounted competitive rates for recruitment of an NQT
- Robust quality assurance checks and balances
- Hassle free interview days
- No requirement to attend recruitment fairs

NOTICE AND DISCLAIMERS:

NOTICE PERIOD: N/A

Should you wish to opt out of the service during the buyback period no refunds are applicable.

You are required to give of 3 months prior to new financial year ie by 31st December 2020. NB this may incur additional fees should your school be tied in to a specific contact – please speak to the service direct for guidance.

DISCLAIMERS: N/A

Should you wish to opt into this service outside of the buyback process, please liaise with the service direct to progress your request. Service subject to change or withdrawal with minimal notice

ADDITIONAL DETAILS

Email: nqt@achievingforchildren.org.uk

Telephone : 020 8831 6353



ORGANISATIONAL DEVELOPMENT SUPPORT

Professional profiling for team and leadership development



Overview

Organisational Development support - Professional profiling for team and leadership development

Achieving for Children can provide a Personal Profile Analysis (PPA). This is a psychometric assessment designed to support schools and early years settings with the following two key areas:

- Skills conversations and development
- Recruitment (shortlisting or assessments stages to support job roles vs skills compatibility of candidates)

Skills conversations and development

This analysis will complement continuous professional development for leaders across the organisation. Based on the DISC theory, this assessment will provide insights on individuals behaviours based on their self-image, when working within their role and when operating under pressure.

It will be able to suggest individual's motivations and basic fears, the value they bring to the organisations, preferred communication and leadership style, and potential worries, stresses and frustrations. For schools and early years setting this is a great addition to your team development days.

Recruitment

Our profile readers can work with schools and early years to develop job description/specification, assessing the skills needed to fulfil the role. Candidates can complete the PPA at any point during the recruitment process and the resulting analysis is shared with the candidate and interview panel as a report. The report will provide feedback on the potential candidates areas of strengths, how well they match the skills needed, if they are likely to succeed, communication style, leadership approach.

The PPA is based on the DISC theory and is approved by the British Psychological Society.

All of this service can be tailored to your organisation, we know that it is important to ensure the right people with the right skills are employed. Use these services to help shape your teams.

Service Features

Our service includes the following key features

- A short online assessment that takes 5 - 8 minutes to complete
- A personalised telephone feedback on assessments to individuals (30 minutes)
- A personalised report providing feedback on assessments to individuals
- Support to identify the 'best fit' personal profile (Behaviours and relationship) based on the Job description/specification to identify the profile most likely to succeed in the role
- Supporting recruitment long or short listing processes

Benefits to Schools

Our service:

- Contributes to investment in staff developments
- Contributes to performance management discussions or schemes
- Can support mediation to resolve employee disputes
- Identify learning and development opportunities
- Can motivate and engage staff
- Improve communication and understanding
- Create saving potential on recruitment by getting the right person at the first time
- Candidates will benefit from the feedback and unique recruitment experience

NOTICE AND DISCLAIMERS:

NOTICE PERIOD: N/A

Should you wish to opt out of the service during the buyback period no refunds are applicable.

You are required to give of 3 months prior to new financial year ie by 31st December 2020. NB this may incur additional fees should your school be tied in to a specific contact – please speak to the service direct for guidance.

DISCLAIMERS: N/A

Should you wish to opt into this service outside of the buyback process, please liaise with the service direct to progress your request. Service subject to change or withdrawal with minimal notice

ADDITIONAL DETAILS

Email: systems.accountancyteam@rbwm.gov.uk

PROFESSIONAL DEVELOPMENT PACKAGE



Overview

The Children's Workforce Development Team form a part of AfC and we are responsible for the commissioning, delivery and quality assurance of all training for those working with children, young people and their families across Kingston, Richmond, Windsor and Maidenhead local authority areas.

We offer a large variety of continuing professional development opportunities, this includes; one day courses, conferences, network meetings, access to e-learning and accredited training. All programmes are open to a wide range of professionals from teachers, social workers and early years' practitioners to volunteers, Health Visitors and the Police.

As well as the Royal Borough's multi agency safeguarding partnership endorsed safeguarding training, we offer comprehensive and highly evaluated training programmes on a wide range of relevant topics. If you work with children, young people and their families we are here to help meet your training needs. We continually seek to strengthen our offer by learning from innovation and by investing in the skills and professional abilities of our workforce. Access to the learning offer ensures staff have the right skills, knowledge and expertise to work with and support children, young people and their families.

Service Features

Our service includes the following features

- A responsive and flexible team who will work with you to develop a learning offer that meets your local school and early years needs
- A comprehensive multi agency CPD programme - open to all!
- Safeguarding provision which includes local processes and procedures
- A board range of provision offered under 12 specialist programmes
- An online booking portal CPDonline <https://www.afcpdonline.co.uk/cpd/portal.asp>
- An extensive range of learning methods offered (eg face to face training, conference and elearning)
- A wide pool of experienced trainers who are able to differentiate provision according to learning needs, roles or organisation - we can always deliver events to you in your own school!
- A selection of packages available for different sized organisations

Benefits to Schools

We know your people are one of your most important resources and this offer provides you with the following fantastic benefits

- Cost effective offer that includes discounts
- A one stop shop for you, no longer do you need to hunt around for your training needs
- Access to local venues
- The ability to produce training reports at the touch of a button
- Access to local expertise, processes and messages
- A team of dedicated and professional colleagues to support you with your organisation's learning needs

NOTICE AND DISCLAIMERS:

NOTICE PERIOD: N/A

Should you wish to opt out of the service during the buyback period no refunds are applicable.

You are required to give of 3 months prior to new financial year ie by 31st December 2020. NB this may incur additional fees should your school be tied in to a specific contact – please speak to the service direct for guidance.

DISCLAIMERS: N/A

Should you wish to opt into this service outside of the buyback process, please liaise with the service direct to progress your request.

Service subject to change or withdrawal with minimal notice

ADDITIONAL DETAILS

Email: training@achievingforchildren.org.uk

Telephone : 020 8831 6353



QUALITY ASSURANCE

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

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

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

Our approach to quality assurance means that we:

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

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

Customer service standards & service impact measures

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

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

1. Timeliness

When you contact us, we will:

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

2. Professionalism

We will:

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

3. Quality and availability of information

We will clearly and accurately tell you about:

- The services we provide and how you can access them
- Our standards of customer service and how well we are performing

4. Resolving problems

We will acknowledge all complaints within five working days and respond fully within ten working days and always consider whether we have got something wrong and take appropriate action. A further 10 working days may be requested and used if further investigations required.

5. Customer feedback

We routinely use customer feedback to inform service development. We will seek your views using a combination of the following methods:

- Annual satisfaction survey
- Complaints, compliments and comments
- Evaluation of specific events or interventions
- Specific user, partnership and focus group

6. Evaluation of specific events or Interventions

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

7. Specific user focus groups

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

Addressing problems or under Performance

We have a two step process for addressing any problems or issues, which ensures that these are resolved promptly and escalated where appropriate.

- First step - contact relevant service: In the event of a problem with a service, please inform the appropriate service lead, who will discuss a solution with you and take the necessary action
- Second step - contact Customers Services: Where a problem is not resolved satisfactorily, please contact the Customers Services help desk who will investigate and co-ordinate a response.

FREQUENTLY ASKED QUESTIONS

Why should I opt in with RBWM/AfC?

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

How do I raise a concern?

The quality of all the services is extremely important to us, so performance will be monitored on a regular basis by our team via annual account manager meetings, against strict quality standards. If however you do have a complaint about a service that you have purchased from us, then we will investigate this efficiently on your behalf. Please email Business.Development@achievingforchildren.org.uk or call 01628 796599 to log any issues with your account manager.

How can I provide feedback?

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

How do I purchase new services not on my quotation?

- If you are interested in taking up a new service, simply reply to your initial quotation issued by Business Development asking for the additional services to be added in
- If you would like to discuss your requirement of a specific service, please liaise with the service area direct using the contact details at the bottom of their section in the brochure or Business Development can do this on your behalf.
- Should you need any assistance with this, please speak to your relevant account manager as usual

What happens if my school doesn't purchase your services?

- Headteachers, governors and school business managers have the responsibility to purchase services which provide good value for money and are of high quality. RBWM staff are committed to delivering efficient, effective and high quality services which are tailored to meeting the particular needs of the borough and individual schools. We are constantly striving to improve the quality of the provision
- It is important to note that some services are a legal requirement whether you purchase them through RBWM or not – this will be noted in the details of each service if relevant

Should your school wish to opt in for a service mid year, please liaise with your account manager. Services will only be available from the start of your arrangement if they are included on your formal agreement but can be added in at a later date if required.

Who can I talk to?

- The Brochure and full SLA (schedule 2) list contact methods for each individual service should you have any business as usual enquiries that need resolving. However, Business Development is responsible for the account management process so issues can be reported via your annual account manager meetings or by directly contacting the team on either :
01628 796599 or email business.development@achievingforchildren.org.uk

What are the service standards?

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

What will we ask of you?

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

What happens to my data

Any data collected as part of the annual buyback process will be shared with any relevant RBWM/AfC employees only who require order details to support the delivery of your purchases.



HOW TO BUY

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

If you are happy with the initial quotation - simply reply to Business Development in writing to highlight your acceptance to be issued with your formal agreement for signature.

If you require any changes - please respond to Business Development and highlight any services to be removed or added. Please include any of the additional services that you have decided to purchase this year

Please note - we may need to liaise with the service area direct should you require any additional information. Contact details can be found in their section of the brochure should you wish to contact them direct. Business Development will amend quotations to match your requirements and re-issue them until you are happy to accept. At this point, simply reply to Business Development in writing to highlight your acceptance.

2. Once your acceptance is received, you will be issued with a formal agreement (SLA 1) for you to sign and return to us at the address shown. Signing this document gives RWM permission to put your payments in place. This document is broken down into 3 sections:

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

An additional document called SLA 2 (schedule two) will be published on the corporate website – and is available upon request – for you to refer to. This document outlines the specific details of each individual service listed in the brochure, including the number of days, services, timescale for delivery, your expectations and any variations to the general terms and conditions.

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

Notice Periods and Disclaimers

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

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ARBORICULTURE SERVICES



Session	Hourly Rate	Notes
Arboricultural Officer	£74	It is likely that we will obtain external support from arboricultural consultants. We will provide you with a competitive rate for any work and will charge you it at cost plus up to a 13% administration charge for any work carried out.

AGRESSO SUPPORT



Option	Cost
Amount per pupil	£4.65
Minimum Charge	£871
Maximum Charge	£5,750

AUDIT SERVICES: LA Maintained Schools Only



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

Services detailed in the Traded Service Brochure 2020-21 are now available to Academies at a daily rate of £283 - please liaise with the service direct for more information.

BURSAR SUPPORT: MAINTAINED SCHOOLS



Service Provided	Standard SLA	Standard plus SLA	SLA Extra Package	Extra Costs
Maximum number of visits included each year for up to 2 hours. The option of using one meeting within normal office hours e.g. a meeting with the Governing Body	3	8		£73 per hour
Unlimited telephone calls to helpline for day-to-day problem solving and advice, both on financial matters and in respect of FMS6 and its links with SIMS Personnel/ Agresso	Yes	Yes		N/A
Places at all Bursar Briefing Meeting	1	2		£114 per place
One place at training sessions	4	8		£73 per extra place
Advice and support in respect of DfE Financial Regulations, especially in school arrangements for authorising and monitoring expenditure including Benchmarking.	Yes	Yes		£73 per hour
Assistance and support with annual budget planning, 3year Planning, monitoring and valuation.	Yes	Yes		£73 per hour
Assistance with customising financial reports and templates.	Yes	Yes		£73 per hour
Advice on Banking, Best Value, VAT related issues and reconciling RBWM Financial Reports.	Yes	Yes		£73 per hour
Advice and support with monitoring and other external agencies (ESFA)	Yes	Yes		£73 per hour
Advice on accounting practices and procedures	Yes	Yes		£73 per hour
Half yearly newsletter from Bursar Support Team on financial issues	Yes	Yes		N/A
Assistance in providing financial information for an OFSTED inspection and follow up action plans		Yes		£73 per hour

Service Provided	Standard SLA	Standard plus SLA	SLA Extra Package	Extra Costs
Additional assistance in the construction and calculation of Annual Budget Plan and 3 Year Plan		Yes		£73 per hour
Attending Governors Meeting to assist in setting up the budget or to work with the Headteacher and/or Bursar in the preparation of expenditure monitoring reports. This can be offered within working hours and counts as one of the visits identified within the SLA package purchased by the school		Yes		£73 per hour
Annual completion of CFR Return to DfE	Yes	Yes		N/A
SFVS support and training	Yes	Yes		N/A
Salary tool including training for 2021-22 with projections for next 2 years.	Yes	Yes		N/A
Pupil Premium Spreadsheet – To track outcomes and monitor funding, updates on DfE requirements and what to publish on the school website	Yes	Yes		N/A
Intensive one-to-one support for new Bursar up to 10 hours.			£599	£73 per hour
Hourly rate				£73 per hour
PRICE FOR BURSAR SUPPORT SLA	£2,225	£2,624		

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

Service Provided	Cost
Per place at Bursar Briefing Meetings	£287
Per place on half day training course	£287
Hourly charge for work undertaken	£173
Package: Intensive one –to–one support for new Finance Officer up to 10 hours	£1,131
CFR return	£457
Telephone/ e-mail support standard charge per case. Additional charges based on hourly rate above.	£83
Salary tool for 2019-20 with projections for next 2 years <ul style="list-style-type: none"> • Salary Tool without Training • Salary Tool including Training 	£213 £320
Pupil Premium Spreadsheet – To track outcomes and monitor funding, updates on DfE requirements and what to publish on the school website <ul style="list-style-type: none"> • Initial purchase including training • Upgraded spreadsheets only (no further training required) 	£320 £213
Half yearly newsletter from Bursar Support Team on financial issues	£68

Note for all schools: Cancellation of courses must be within 48 hours of the course date. Failure to do so will incur a £85 charge per delegate.

BURSAR SUPPORT: ACADEMIES



Service Provided	Standard SLA	SLA Extra Package	Extra Cost per hour/ Place
Max. visits included each year, up to 2 hours. Option of using one within normal office hours for meetings e.g. Governing Body	3		£73 per hour
Unlimited calls to helpline for day-to-day advice, Financial matters.	Yes		N/A
Places at half yearly Bursar Support Meeting or Academies meeting with specific issues and advice relating to academies.	1		£114 per place
Maximum half-day places each year at training sessions.	4		£73 per extra place
Assistance with customising financial reports and templates.	Yes		£73 per hour
Advice on accounting practices and procedures.	Yes		£73 per hour
Half yearly newsletter from Bursar Support Team on financial issues.	Yes		
Assistance in providing financial information for an OFSTED inspection and follow up action plans.	Yes		£73 per hour
Additional assistance in the construction and calculation of Annual Budget Plan/3 Year Plan.	Yes		£73 per hour
Attending Governors Meeting to assist budgeting or to work with the HT or Bursar in the preparation of expenditure monitoring reports. This is offered within working hours and counts as one of the visits within the SLA package purchased by the Academy. Annual completion of Financial return to DfE	Yes		£73 per hour
Intensive one-to-one support for new Bursar up to 10 hours.	N/A	£599	£73 per hour
Hourly rate			£73 per hour
Academy specific salary tool for 2021-22 with projections for next 2 years and cash flow facility.			
Standard Version	Yes		£213 (each)
Salary Tool with training	Yes		£320 (each)

Service Provided	Standard SLA	SLA Extra Package	Extra Cost per hour/ Place
Pupil Premium Spreadsheet – To track outcomes and monitor funding, updates on DfE requirements and what to publish on the school website			
Without Training			£213 (each)
With Training	Yes		£320 (each)
Completion of CFR in year after transition related to previous years data.			For school not purchasing Academies SLA £457
PRICE FOR ACADEMIES BURSAR SUPPORT SLA	£1,829	£2,438	

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

Service Provided	Cost
Per place at Bursar Briefing Meetings	£287 per place/ per meeting
Per place on half day training course	£287 per course
Hourly charge for work undertaken	£173
Package: Intensive one –to–one support for new Bursar up to 10 hours.	£1,131
Completion of mandatory CFR in year after transition (related to previous years data 2020-21) for schools not purchasing Academies SLA.	£457
Telephone/ e-mail support standard charge per case. Additional charges based on hourly rate above.	£83
Academy specific salary tool for 2021-22 with projections for next 2 years and cash flow facility	
Salary Tool without training	£213
Salary Tool including training	£320
Pupil Premium Spreadsheet – To track outcomes and monitor funding, updates on DfE requirements and what to publish on the school website	
Upgraded spreadsheets only (no further training required).	£213
Initial purchase including training.	£320
Half yearly newsletter from Bursar Support Team on financial issues	£68

Note for all schools: Cancellation of courses must be within 48 hours of the course date. Failure to do so will incur a £85 charge per delegate.

ASBESTOS ANNUAL RE-INSPECTIONS



THE ANNUAL ASBESTOS RE-INSPECTION AND UPDATE OF THE REPORT AND THE ASBESTOS MANAGEMENT PLAN (AMP) WILL BE CHARGED AT A RATE OF £325.

REACTIVE REPAIRS & SERVICE CONTRACTS (PART 1)



A management fee will be charged for delivering this service as well as individual school charges for specific service contracts.

Mechanical / Plumbing Term Contractor	Cost
Minimum Order Value	£76.00

Labour Rates	Cost (Per Hour)
Mechanical Trades Craftsman (MTC)	£44.00
Apprentice (AP)	£20.50

Plant & Material	Cost
Material	Material cost + 10%
Plant	Plant cost + 10%

Priority Uplift	Uplift labour Rate by (Per Hour)
Out of Hours Week Day (MTC)	£22.50
Out of Hours Saturday (MTC)	£21.00
Out of Hours Sunday (MTC)	£42.00
Out Of Hours Bank Holiday (MTC)	£42.00
Out of Hours Week Day (AP)	£11.25
Out of Hours Saturday (AP)	£11.25
Out of Hours Sunday (AP)	£22.50
Out Of Hours Bank Holiday (AP)	£22.50

Travel Time	Additional Cost
Mechanical Trades Craftsmen	£42*
Apprentice	£22.50*

* Travel Cost to be the hourly rate and noted on the time sheet separately to hours on site and to be calculated from engineer's location to site and return journey home.

Pricing

Electrical Term Contractor	Cost
Minimum Order Value	£75.00

Labour Rates	Cost (Per Hour)
JIB Graded Approved Electrician (AE)	£42.00
Apprentice (AP)	£22.50

Priority Uplift	Uplift labour Rate by (Per Hour)
Out of Hours Week Day (AE)	£21.00
Out of Hours Saturday (AE)	£21.00
Out of Hours Sunday (AE)	£42.00
Out Of Hours Bank Holiday (AE)	£42.00
Out of Hours Week Day (AP)	£11.25
Out of Hours Saturday (AP)	£11.25
Out of Hours Sunday (AP)	£22.50
Out Of Hours Bank Holiday (AP)	£22.50

Travel Time	Additional Cost
JIB Graded Approved Electrician	£42.00*
Apprentice	£22.50*

* Travel Cost to be the hourly rate and noted on the time sheet separately to hours on site and to be calculated from engineer's location to site and return journey home.

Building Term Contractor	Cost
Minimum Order Value	£102.00

Labour Rates	Cost (Per Hour)
Building Trades Craftsman	£50.00
Plumbing (Non-heating systems)	£58.00
Apprentice	£30.00
Labourer	£38.00

Plant & Material	Cost
Material	Material cost + 16.25%
Plant	Plant cost + 16.25%

Pricing

Priority Uplift	Uplift labour Rate by (Per Hour)
Out of hours - Emergency call out including travelling	£261.00 (one off charge)
Out of hours – (Mon 17:00 to Sat 17:00)	£15.00
Out of Hours – (Sat 17:00 to Mon 07:00)	£30.00
2 Hours	£68.00
4 Hours	£56.00
Next Day	£28
2 Days	£0.00
4 Days	£0.00
7 Days	£0.00

Travel Time	Additional Cost
Initial Call Out Charge	£0.00

REACTIVE REPAIRS & SERVICE CONTRACTS (PART 2)



- There is an annual management fee for delivering the service.
- Actual costs for the servicing of equipment and any reactive calls logged will be charged separately.
- Schools must subscribe to the full Reactive Repairs and Service Contracts service. The purchasing of individual Service Contracts is not available.
- Fees will be shown on your individual quotation unless you are newly purchasing this service.



PLANNED PROJECTS

- Quotes upon request

COMMUNICATIONS AND MARKETING

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



CATERING ADVISORY SERVICE



Option	Cost
Kitchen Monitoring Visit	£410
Kitchen Equipment Repair and Replacement & Hygienic and Deep Cleaning of Kitchens fee	Please refer to the relevant section

EMERGENCIES & KEY HOLDING



Option	Cost
Maintained Schools Level 1	FREE
Maintained Schools Level 2	£145
Academies/ Free School Level 1	£145
Academies/ Free School Level 2	£285
Call out charge	£37

EQUIPMENT SERVICING



Option	Cost
Annual Management Fee	£245

This includes inspection of:

Gas Safety Inspection, Fire Fighting Equipment, PE Equipment, Machine Tool Equipment, Supply and Servicing of Water Coolers, Fly Zappers

FILM & MUSIC LICENSING



Charges applicable for this service only if licences required in addition to the published list in Brochure - please contact the license provider to purchase.

FREE SCHOOL MEALS



Option	Cost
Annual Licence Fee	£345

GROUNDS MAINTENANCE



Option	Cost
Annual Management Fee	£245
Monthly Grounds Fee	Charged separately as based on individual school need. Prices provided on initial quotes if part of contract

HYGIENIC DEEP CLEANING



Option	Cost
Annual Management Fee	£245
Dining Centre (servery)	£240 *
Primary School	£510 *
Middle School	£950 *
Secondary (including special)	£1300 *

Charges only applicable to those who are already within the corporate contract. If you would like to join the contract please contact the service for more details

KITCHEN DESIGN



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

KITCHEN REPAIR & REPLACEMENT



Option	Cost
Management Fee	£245

Pricing for this service has now changed to a “pay as you go” scheme:

- All schools will have to pay a management fee to access the service - this is to support the administration of the process. This fee will be taken as usual as part of the buyback cycle.
- Schools will still be able to report faults in the same manner as they currently do - please note that supplier call out charges will be liable from the point of the logging the call with the help desk.
- Options on repairs and replacements to resolve call outs will be issued to school business managers for approval in writing prior to them being carried out by engineers.
- All costs will be charged to schools upon completion of the works.

LIGHT CATERING EQUIPMENT



Option	Cost
Management Fee	£245

Pricing for this service has now changed to a “pay as you go” scheme - please refer to the kitchen repair and replacement section for specifics above.

DISCLAIMERS:

- If you are part of the corporate catering contract please liaise with your kitchen team to make arrangements for purchasing of additional light equipment.
- Please note top up of equipment will meet the inventory levels on file.
- It is the schools responsibility to ensure that the caterers that they have put on site are trained to manage their light equipment levels effectively - repeat orders may incur additional fees.

REPAIR TO FABRIC OF BUILDINGS



Option	Cost
Management Fee	£245

Pricing for this service has now changed to a “pay as you go” scheme - please refer to the kitchen repair and replacement section for specifics.

SCHOOLS CATERING SERVICE



This contract went out for tender in 2018 and was awarded to Caterlink.

This contract now includes cashless payments and light equipment.

Schools who signed up to be part of this contract are tied in until the end of the current arrangement. Schools are welcome to join the corporate arrangement at any time - please liaise with the service direct for more information.

Option	Cost
Up to 220 Pupils	£2,050
221 – 400 Pupils	£2,450
Over 400 Pupils	£2,850

UNDER 5'S SCHOOL MILK



Option	Cost
Statutory Duty	£60

WASTE MANAGEMENT



Option	Cost
Annual Management Fee	£245
Monthly Waste Fee	Charged Separately on a monthly basis

Schools who signed up to be part of this contract are tied in until the end of the current arrangement. Schools are welcome to join the corporate arrangement at any time - please liaise with the service direct for more information.

BEHAVIOUR SUPPORT



Team	20 day Package 120 hrs	15 day Package 90 hrs	10 day Package 60 hrs	5 day Package 30 hrs	2.5 day Package 15 hrs
Behaviour Support	£3,802	£2,851	£1,902	£950	£476

EDUCATIONAL PSYCHOLOGY



For more detailed information and details about our Core and Core+ service, further information can be found in the School Booklet or email: edpsych@achievingforchildren.org.uk

The charges for our EPs equate to a daily rate of £400, which remains highly competitive. It may be possible to purchase a daily rate in-year subject to staff availability and committed workload. The EPS daily rate for days in addition to the core+ package is £570.

Team	20 day Package 120 hrs	15 day Package 90 hrs	10 day Package 60 hrs	5 day Package 30 hrs	2.5 day Package 15 hrs
Package for Educational Psychologist	£7,988	£5,990	£3,994	£1,996	£999

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

Team	½ day per week in school Package	15 day Package	10 day Package	Daily rate
Package for Assistant Psychologist	£3,500	£2,625	£1,750	£350

Please note, prices may be subject to change from September 2021

EDUCATION STANDARDS



School Improvement Advisor days (Including travel and preparation time)

'Pay as you go' Days	Cost
Quarter of a day/ Twilight	£166
Half a day (up to 3.5 hours)	£278
1 day (up to 7 hours)	£552
Cost Effective and flexible packages, per financial year	Cost
3 day package	£1,524
5 day package	£2,415
7 day package	£3,362
Safeguarding Package – attendance at termly Designated Safeguarding Lead Network meetings Basic awareness training for staff (one twilight or inset) Attendance at one CPD training either Safer-Recruitment or Designated Safeguarding Lead – New to the role	£508 School safeguarding audits extra £305 (half day)

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

Service Required	Cost per hour
Advice and Support on governance issues for school outside the agreement	£64
Individual Governor Attendance at central training courses	£64
Officer attendance at governing body meetings for advice and support (per hour - minimum 1.5 hours)	£64
Provision of school based/cluster training (90 minute session)	£263

EDUCATION WELFARE SERVICE



Team	20 day Package 120 hrs	15 day Package 90 hrs	10 day Package 60 hrs	5 day Package 30 hrs	2.5 day Package 15 hrs
Education Welfare	£5,468	£4,099	£2,729	£1,364	£685

Additional costing information:

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

How to access the services:

- Core or DSG casework requested through the Early Help Hub.
- Purchased packages through the individual team's link worker.
- Referrals to be made directly from school to your allocated Education Welfare Officer.

GOVERNORS SERVICES STRATEGIC SCHOOLS LEADERSHIP



Provided	Standard 1 Support only (with individual governor attendances at training courses charged separately as in * below)	Standard 2 Support + Training & Development	Standard 3 Support, Training & Development, And 3 bespoke training sessions/ Ofsted support
Schools with 200 pupils or under	£434	£780	£1,552
Schools with 201-500 pupils	£627	£1,087	£1,855
Schools with over 500 pupils	£737	£1,391	£2,131

The following charges will apply to schools that DO NOT buy back

Advice and Support on governance issues for school outside the agreement will be charged at £95 per hour (minimum of one hour)

Individual Governor Attendance at central training courses - £64 per 90 minute session.

Officer attendance at governing body meetings for advice and support:

£64 call charge and a further £64 per hour. Provision of school based/cluster training will be £263 per 90 minute session (to include preparation time).

OUTDOOR EDUCATION & VISITS ADVISOR



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

Service	Annual Cost	Residential & visits abroad	Additional costs	Penalty charges
SCS	£314			
Nurseries	£126			
Infant	£366			
First	£366			
Junior	£470			
Primary	£470			
Middle	£575			
Special	£575			
Secondary	£836			
Up to 2 nights		£67		
3 Nights or more		£188		
OA2 (1 month in advance for 2 night, 3 months for 3+nights)				Minimum £20, up to £200+*
OA3 and OA5 details (1 week in advance)				£21
Hourly charge per additional visits			£51.50	
Extra School based training			£154	

* If additional staff have to be bought in to cover Advisors time whilst visit is sorted

SCHOOL ADMISSIONS & APPEALS



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

Type of School	Standard 1 Admissions Validation Service	Standard 2 Appeals Service	Standard 3 Miscellaneous Services	Discounts
PRIMARY Also includes Infant, Junior & First Schools	£213 for Primary schools with an admission number of less than 30 £366 for Primary schools with an admission number of 30 or more	£228 per In-Year appeal £228 per Phase appeal, reducing to £192 where 6 or more Phase appeals are heard for the same school during the academic year	Calculation of the straight line distance between home address and school for in-year transfer applications, using the QGIS system: £5 per distance, or £50 annual fee if purchased in conjunction with Standard 1	Standard 1 will be discounted by 15% if purchased in conjunction with Standard 2 (Details to follow when appeals review complete)
Secondary	£1,270	£142 for each appeal lodged but not heard £101 Annual set up fee	All other miscellaneous services: £40 per hour	As Primary discounts

SCHOOL SUPPORT: ETHNIC MINORITY & TRAVELLER ACHIEVEMENT SERVICE



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

20 day Package 120 hrs	15 day Package 90 hrs	10 day Package 60 hrs	5 day Package 30 hrs	Language assessment
£6,304	£4,725	£3,153	£1579	£156

Additional costing information:

- It is possible to purchase any combination of packages, including within a team.
- Back-up time to be incorporated into hours purchased.
- No additional charge for travel, photocopying, assessment material etc. How to access the services:
- Core or DSG casework requested through the Early Help Hub
- Direct referral via Business Development buy back cycle or alternatively directly via EMTAS

SCHOOL SUPPORT: ADVISORY TEACHERS (SEND)



Core sessions offered to all RBWM schools.

Option	Price
Dyslexia Assessment with full report and recommendations	£528
Assessment of pupils special educational needs using a range of standardised tests (numeracy and literacy)	£211
Advice for pupils with Development Co-ordination Difficulties including assessment for appropriate educational provision	£211
Bespoke Staff training for teachers or support assistants (2 hours)	£190
<p>*NEW* Individual (half termly) holistic package (SEND/EAL/PP)</p> <p>Includes:</p> <ul style="list-style-type: none"> - Appropriate assessment of needs and classroom observation with recommended advice and strategies given. - One twilight staff training on area of need specific to the pupil - 5 weeks x 1 hour sessions of mentoring support for staff working with the student 	£800

20 day Package 120 hrs	15 day Package 90 hrs	10 day Package 60 hrs	5 day Package 30 hrs
£6,304	£4,725	£3,153	£1579

Additional costing information:

- It is possible to purchase any combination of packages, including within a team.
- Back-up time to be incorporated into hours purchased. How to access the services:
- Direct referral via Business Development buy back cycle or alternatively directly via SEND team

PERSONAL, SOCIAL AND HEALTH EDUCATION SERVICES



Option	Price
One hour year group assembly/presentation on on a topic	£150
Individual tutor group sessions (maximum one hour)	£100
Contribute to an all-day event planned by the school	Price Upon Request

SCHOOL SUPPORT TEAM OF SPECIALIST ADVISORY TEACHERS



Our team of specialist advisory teachers help to support the entitlement of all pupils to a broad and balanced curriculum, enabling school staff to meet the additional needs of individual pupils and support mainstream provision for special educational needs. We provide schools with the opportunity to purchase qualified specialist advisory teachers with SEND/PP/EAL expertise to administer assessments, give personalised advice and strategies and deliver a wide variety of bespoke training.

From September 2020, our team will continue to provide a core service through the Area SENCo role offering support, advice and guidance, as well as networking and training opportunities to all SENCos in RBWM. In addition, we are hoping to launch a programme of centralised training focusing on upskilling school staff to disseminate the training to their wider teams. . Any additional sessions requested will be charged at the following rates: **Please note that these prices are subsidised by the LA.**

Option	Annual Costs
NEW Individual (half termly) holistic package (SEND/EAL) Includes: -Appropriate assessment of needs and classroom observation with recommended advice and strategies given. - One twilight staff training on area of need specific to the pupil - 5 weeks of mentoring support for staff working with the student	£720
Barrier to Learning Assessment (Literacy, Maths)	£211
Barrier to Learning Assessment (Coordination)	£211
Classroom Observation and Report	£211
Twilight Training (90 minutes)	£190
TA Workshops (APDR, Interventions, Effective Classroom Practice)	£190
EAL Language Assessment	£156
New Arrival EAL Language Assessment	£156
Dyslexia or Dyscalculia Assessment, diagnosis, with full report and recommendations	£528
5 Day Package (30 hours)*delivered over 1 full term	£1579
10 Days Package (60 hours)*delivered over 1- 2 full terms	£3,153
15 Day Package (90 hours)*delivered over 2-3 full terms	£4725
20 Day Package (120 hours)*delivered over 2-3 full terms	£6,304

Please contact any of the staff below or Kelly Nash, the Area SENCO, for additional support.

Kelly Nash

Area SENCO and School Support Manager

Mobile 07702618000

Kelly.nash@achievingforchildren.org.uk

Tel. 01628 683220

Clair Colton Lead SEND Advisory Teacher

clair.colton@achievingforchildren.org.uk

Mobile 07825 431012

Tel. 01628 683220

Clare Raffaelli Advisory Teacher for Medically Vulnerable Pupils

clare.raffaelli@achievingforchildren.org.uk

Mobile 07775 030450

Tel. 01628 683220

Saroj Mistry EAL Advisory Teacher

saroj.mistry@achievingforchildren.org.uk

Mobile 07717 892274

Tel. 01628 683220

Linda Powell School Support Administrator

linda.powell@achievingforchildren.org.uk

Tel. 01628 683220

HEALTH & SAFETY



Type of School	Service	Annual Costs
Nursery & Infant Schools	Health & Safety	Fee to be supplied separately
Junior, Primary & First Schools	Health & Safety	Fee to be supplied separately
Middle Schools	Health & Safety	Fee to be supplied separately
Secondary & Upper Schools	Health & Safety	Fee to be supplied separately
All Schools	CLEAPSS	POA
All Schools	Fire Risk Assessments and Reviews	POA
All Schools	CDM Client Support	POA
All School	eLearning Courts	Fee to be supplied separately
First, Infant, & Primary Academies	Asbestos Service	Fee to be supplied separately
Middle & Secondary Academies	Asbestos Service	Fee to be supplied separately

Costs for bespoke training will be dependent on specific requirements.

In the rare circumstances where significant support is required an additional negotiable cost may apply.

HUMAN RESOURCES & PAYROLL COMBINED SERVICE



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

HR will review each school 'Staff on Payroll' totals annually. These results will determine which Group Number is appropriate for the school and the associated annual cost of service.

Fees for maintained schools:

Group number	Number of staff on payroll	Annual cost
1	Up to 20	Fee to be supplied separately
2	21-30	Fee to be supplied separately
3	31-40	Fee to be supplied separately
4	41-50	Fee to be supplied separately
5	51-75	Fee to be supplied separately
6	76-100	Fee to be supplied separately
	101+	Price on application

HR ADDITIONAL INFORMATION AD-HOC SERVICES

Service	Cost	Notes
Supply Teachers	Fee to be supplied separately	Schools that employ supply teachers directly, and not via the approved supply teacher agency will incur a one off-fee for the first timesheet processed
DBS checks	£44	Includes DBS charge and HR/DBS software admin fee
DBS HR & Admin software	Fee to be supplied separately	HR/DBS software admin fee only

HR ADDITIONAL INFORMATION ADVERTISING COSTS

Type of School	1st Insertion	2nd Insertion	Notes
Schools who have bought back HR Service	Fee to be supplied separately	Fee to be supplied separately	Eligible for discounted rate for artwork and advertising space with RBWM's advertising agency
Schools who have not bought back HR Service	Fee to be supplied separately	Fee to be supplied separately	

HR ADDITIONAL SERVICES FALLING OUTSIDE THE SLA

Officer Level	Cost per hour
Head of HR	Fee to be supplied separately
HR Manager Lead Business Partner	Fee to be supplied separately
HR Consultant Business Partner Payroll Specialist HRIS Specialist HR Officer Health and Safety Consultant	Fee to be supplied separately
Payroll Assistant	Fee to be supplied separately
HR Assistant HR Operations Administrator	Fee to be supplied separately

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

PAYROLL ADDITIONAL CHARGES

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

Standard additional charges will be levied at the discretion of the Head of HR for:

Service	Standard Additional charge per item
Additional payments raised as a result of either: a) Relevant information not being received by the due date b) As a result of incorrect information being supplied c) At the request of the School	Fee to be supplied separately
Recalls of salary payments via BACS or cancellation of cheques as a result of either: Schools a) Relevant information not being received by the due date b) As a result of incorrect information being supplied c) At the request of the school	Fee to be supplied separately
Re-run of Academy Payrolls a) Relevant information not being received by the due date b) As a result of incorrect information being supplied c) if an error is less than 10% of the total of an employee's salary d) At the request of the school where timescales allow	Fee to be supplied separately
Overpayments Calculating and processing of overpayments which is not the attributable to the HR service	Fee to be supplied separately
Pay Awards Schools and Academies We will build your required pay scales once a year. if you require any subsequent changes to these scales we will need to levy an additional charge	Fee to be supplied separately
For non Academy schools only Any correspondence and/or invoices raised to recover monies due from the employee (e.g. resulting from late notification of termination of employment, etc.	Fee to be supplied separately
Duplicate Payslips and p60's Access to documents are via ESS. Access is provided for 90 days post termination, access to ESS for a limited period after this date will incur a fee.	Fee to be supplied separately

Service	Standard Additional charge per item
<p>Ad Hoc Reports Additional reporting requirements outside of the normal day to day reporting will be charged for. We will discuss any requests with you, and then advise how many hours we estimate the work to take. Once you have confirmed that you are happy with the quote, work will commence to an agreed deadline.</p> <p>Where requests are complex we may need to contract a third party to undertake the work on our behalf. The charge for this work will be passed on to the school in its entirety, however no work will be instructed without prior discussion and confirmation from the school.</p>	Fee to be supplied separately
<p>Provision of ad hoc information to external organisations Supply of miscellaneous ad-hoc information not covered by the SLA e.g. responding to a solicitor with loss of earnings information.</p>	Fee to be supplied separately
<p>Maintained schools not buying HR services LGPS/TPS processing</p> <p>Where a complete submission does not include both the monthly figures for payments and the complete MDC file on a monthly basis within timescales there will be an admin fee applied</p> <p>Where late submission from the school results in penalty charges the school will be liable for the penalty plus the admin fee.</p>	Fee to be supplied separately

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

WHAT IS OFFERED TO ACADEMIES?

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

Type	Cost per payslip
Standard Academy price per payslip	Fee to be supplied separately
Invigilator price per payslip	Fee to be supplied separately

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

Type	Set Up Cost
Software Set-up costs - for HR and Payroll Systems – Academy conversions	Fee to be supplied separately
Software Set-up costs- for HR and Payroll Systems – new customers	Fee to be supplied separately
Bacs Bureau - for payroll payments to staff	Fee to be supplied separately

Maintained Schools pay for our service once a year, this happens in April for the year ahead to the following March. If you are looking at converting to an Academy and you wish to continue to buy our service we would be happy to offset any unused portion of the maintained school payment against the recalculated Academy school charge. Refunds are not available if the service is not bought back as an Academy.

For academy schools: the price given is based on an estimated number of pay slips as stated in the quotation. The HR Service will review the actual number of pay slips mid-year and where there is a significant variation will discuss with the school if an in year adjustment should be made. At the end of the agreement period, the HR Service will reconcile the actual number of pay slips and any invigilator pay slips with the estimated number and charges and process a refund or an additional charge.

EAP SERVICE

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

EAP – Counselling and Advice Service for employees	Cost per Head per Year
Based on the number on the payroll excluding casuals.	Fee to be supplied separately

SIMS AND COMPLETE DESKTOP SUPPORT



OPTION 1: RBWM SIMS SUPPORT ONLY

SIMS License (Maintained schools only)	Price Per Pupil
Primary	Fee to be supplied separately
Middle	Fee to be supplied separately
Secondary	Fee to be supplied separately

Capita Team Charge (All schools and academies)
£260.00 per school

SIMS Support (All schools and academies)	Price Per School
Primary	Fee to be supplied separately
Middle	Fee to be supplied separately
Secondary	Fee to be supplied separately

OPTION 2: RBWM SIMS SUPPORT PLUS RBWM ADMIN DESKTOP SUPPORT

SIMS License (Maintained schools only)	Price Per Pupil
Primary	Fee to be supplied separately
Middle	Fee to be supplied separately
Secondary	Fee to be supplied separately

Capita Team Charge (All schools and academies)
£260.00 per school

SIMS Support (All schools and academies)	Price Per School
Primary	Fee to be supplied separately
Middle	Fee to be supplied separately
Secondary	POA

OPTION 3: HARDWARE RECYCLING:

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

Pupil Size	Price
Recycling 601 pupils or more	Fee to be supplied separately
Recycling 301-600 pupils	Fee to be supplied separately
Recycling 151-300	Fee to be supplied separately
Recycling 150 pupils or less	Fee to be supplied separately

Additional Services and Charges Associated with Options 1 and 2

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

Option	Price
Hourly Charge	Fee to be supplied separately
Training on site	Fee to be supplied separately
A place on a half day training course	Fee to be supplied separately
A place on a full day training course	Fee to be supplied separately
Training courses delivered by an external trainer	POA
Hourly charge for preparatory work	Fee to be supplied separately
Timetabling 1/2 day (3hrs)	Fee to be supplied separately
Timetabling (full day)	Fee to be supplied separately

Additional Services and Charges Associated with Option 2 only

Option	Price
Installation of hardware not purchased through ICT Services	Fee to be supplied separately
Installation of hardware items into equipment not purchased through ICT Services	Fee to be supplied separately
Complete software rebuild on machines not purchased through ICT Services	Fee to be supplied separately

Scale of Charges for Full Desktop Support to Option 1 Schools

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

Option	Price
Hourly charge	Fee to be supplied separately
Telephone support will be pro rata of the hourly rate	Fee to be supplied separately
Installation of hardware	Fee to be supplied separately
Installation of software	£160 per hour

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

INSURANCE & RISK MANAGEMENT



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

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

Excesses - Several of the insurance policies have internal departmental excesses which are listed below for your information.

School	Building	Contents	Public Liability*	Employer Liability	Fidelity Guarantee	Cash	Tribunal Claims
Nursery	£500	£500	£1,000	£1,000	£500	£250	£500
Primary	£500	£500	£1,000	£1,000	£500	£250	£500
Middle	£500	£500	£1,000	£1,000	£500	£250	£500
Senior	£1,000	£500	£1,000	£1,000	£500	£250	£500
Special	£1,000	£500	£1,000	£1,000	£500	£250	£500

**FOR TREE-RELATED LIABILITY CLAIMS IF THERE IS EVIDENCE OF BOTH A TWO-YEARLY TREE INSPECTION BY A QUALIFIED ARBORICULTURALIST AND CONFIRMATION THAT RECOMMENDED SAFETY WORKS HAVE BEEN UNDERTAKEN THEN THERE WILL BE NO EXCESS APPLICABLE TO THE CLAIM.*

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

WHAT IS OFFERED AT A CHARGE TO ACADEMIES?

The in-house Staff Absence Scheme (Supply Insurance Cover) is available for buy-back by Academies and this is directly arranged via Ann Griffiths.

DATA PROTECTION OFFICER



Service	Cost
Small School - up to 220 pupils -	£1,020pa
Medium School - 221 to 400 pupils	£1,525pa
Large School - Over 400 pupils	£2,035pa

Please note - Academies must state their preference by March 31st annually to access the service as it is only available against the financial year.

LEGAL SOLUTIONS



Charging Information

Select Business Services: Legal Solutions charges £100 an hour plus VAT for all legal advice and assistance. This includes same day telephone contact for brief queries and emergencies. There is no up-front fee.

How to Instruct Select Business Services: Legal Solutions

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

<https://www.selectbusinessservices.co.uk/contact-us/instruct-the-legal-solutionsteam/>

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

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

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

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

For urgent queries and emergencies, please contact Select Business Services:

Legal Solutions on 0118 908 8177.

Address: Council Offices, Shute End, Wokingham, RG40 1WH

Email: sharedlegalsolutions@wokingham.gov.uk

Office: 0118 908 8177 Fax: 0118 974 6542

MUSEUMS



Session	Duration	Cost
Court in the Act	2 hours	£96
Windsor through Time	2 hours	£96
Talks and tours	1 hour +	£54 per hour
Bespoke education session	2 hours	£96
For outreach sessions please contact the museum for further details: museum@rbwm.gov.uk 01628 685686		

UTILITY MANAGEMENT



Discounted traded services rates are as follows:

Service	Cost
Display Energy Certificate renewal only (annual renewal of certificate for building over 1,000m ²)	£90.00
Display Energy certificate and advisory report (buildings over 1000m ²):	£180
Display Energy Certificate and advisory report (buildings 250-1000m ²):	£180
New Management Fee (Maintained Schools Only)	£244

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

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

AFC APPRENTICESHIP SUPPORT



Option	Cost
Maintained Schools	£2,134
Academy Schools	£2,134

AFC CAREERS SUPPORT FOR SCHOOLS



Option	Cost
Maintained Schools	£2,692
Academy Schools	£2,692

EMPLOYABILITY & PREPARATION FOR WORK SKILLS



- Quotes upon request

NQT RECRUITMENT



Option	Cost
Annual Management Fee	£579
Price per recruitment of NQT	£305

ORGANISATIONAL DEVELOPMENT SUPPORT



Each Personal profile analysis will be charged at the following rates, if you purchase more than 6 PPA's, a discount can be applied.

Leadership and Management Fees

Option	Cost per person
Bronze: PPA online assessment with written report	£66
Silver: PPA online assessment with telephone feedback	£76
Gold: PPA online assessment with telephone feedback and written report	£102

Recruitment

Option	Cost
Set up fee	£51 per recruitment
Bronze: PPA online assessment with written report	£66 per person

PROFESSIONAL DEVELOPMENT PACKAGE



Package	Total days	Funded days	Charged days	Cost
Copper	5	1	4	£520
Bronze	10	2	8	£1,040
Silver	15	3	12	£1,560
Ruby	20	4	16	£2,080
Gold	25	5	20	£2,600
Pearl	30	6	24	£3,120
Platinum	35	7	28	£3,640
Emerald	40	8	32	£4,160
Diamond	45	9	36	£4,680
Sapphire	50	10	40	£5,200