

North East Lincolnshire Council Services for Schools Catalogue



1st September 2021 –
31st August 2022



Services for Schools Catalogue 2021-2022

Welcome to the Services for Schools Catalogue.

The Services for Schools catalogue is a 'one stop shop' for schools to purchase North East Lincolnshire Council services.

This refreshed catalogue offers 15 quality services delivered by North East Lincolnshire Council. Please take the time to read through the catalogue and see for yourself the excellent value for money services on offer.

As in previous catalogues, the generic Terms and Conditions apply to all services and have been amended to clarify and set out each party's obligations under this agreement.

The Deed of Agreement lists every service available in the catalogue so that Head Teachers and Governing Bodies only have to sign once to cover all services they wish to purchase. The Deed of Agreement must be signed by both the Head Teacher and the Chair of Governors and returned to the Procurement team of North East Lincolnshire Council no later than **12:00 noon on 23rd July 2021**

For more detailed information on services within the catalogue please refer to the individual Service Level Agreements which provide comprehensive coverage of the services available. If you require further clarification relating to a specific Service Level Agreement, please contact the service provider directly using the contact details provided.

Should you have any queries relating to the process of purchasing services, please contact the Procurement team directly on 01472 323018 or e-mail procurement@nelincs.gov.uk

Yours sincerely,

Jo Robinson
Assistant Director Policy Strategy & Resources
Environment Economy and Resources

Services for Schools Catalogue 2020-2021 Contents
Welcome Message
Contact Details
Terms and Conditions
Service Level Agreements:
Accounts Payable
Audit and Assurance Services
Community Educational Psychology Service
Design and Print People
Education Welfare Service
Educational Visits Service including the Evolve System
Financial Accountancy Services
Free School Meals Eligibility Checking Service
Governor Support Service
Grounds Maintenance Service
Healthy Places
Income Service including Recovery of Overdue Accounts
Learning and Development Team - Workforce Development and Training Services
Legal Services
North East Lincolnshire Regeneration Partnership - Security Services

Service	Name	Contact Number	E-mail
Accounts Payable Service	Debbie Lacey	01472 325995	debbie.lacey@nelincs.gov.uk
Audit and Assurance Services	Peter Hanmer	01472 323799	peter.hanmer@nlbusinessconnect.co.uk
Community Educational Psychology Service	Ellie Triantafyllou	01472 323496	Eleni.Triantafyllou@Nelincs.gov.uk
Design and Print People	Julia Hickson	01472 326221	Julia.Hickson@nelincs.gov.uk
Education Welfare Service	Jenifer Steel	01472 326745	jennifer.steel@nelincs.gov.uk
Educational Visits service including the Evolve System	Sue Campbell	07919304494	sue.campbell@nelincs.gov.uk
Financial Accountancy Services	Dave Kirven Alex Allenby	01472 325898 01472 325521	dave.kirven@nlbusinessconnect.co.uk alex.allenby@nlbusinessconnect.co.uk
Free School Meals Eligibility Checking Service	Sue Hickman	01472 323716	sue.hickman@nelincs.gov.uk
Governor Support Service	Matthew Ward	01472 323069	matthew.ward@nelincs.gov.uk
Grounds Maintenance Service	Chris Pulford	01472 325860	chris.pulford@nelincs.gov.uk
Healthy Places	Laura Peggs	01472 325776	laura.peggs@nelincs.gov.uk
Income Service including Recovery of Overdue Accounts	Debbie Lacey	01472 325995	Debbie.Lacey@Nelincs.gov.uk
Learning and Development Team - Workforce Development and Training Services	Daniel Paterson	01472 324094	Daniel.Paterson@nelincs.gov.uk peopleandculture-general@nelincs.gov.uk ,
Legal Services	Eve Richardson-Smith	01472 324159	eve.richardson-smith@nelincs.gov.uk
North East Lincolnshire Regeneration Partnership - Security Services	Kevin Hynes	01472 325793	kevin.hynes@nelincs.gov.uk

TERMS AND CONDITIONS FOR THE SUPPLY OF SERVICES

1. Interpretation

The following definitions and rules of interpretation apply in this agreement.

1.1 Definitions

Charges: the charges payable by the Purchaser for the provision of the Services as set out in the corresponding service level agreement for each Specific Service

Confidential Information: means any information which has been designated as confidential by the Council or that is known to be or ought to be considered as confidential (however it is conveyed or on whatever media it is stored) including information which would or would be likely to prejudice the commercial interests of any person, trade secrets, Intellectual Property Rights, know-how of the Council and all personal data and sensitive data within the meaning of the Data Protection Legislation.

Council: North East Lincolnshire Borough Council.

Council's Equipment: any equipment, including tools, systems, cabling or facilities, provided by the Council or its subcontractors and used directly or indirectly in the supply of the Services.

Council's Manager: the Council's manager for the Services appointed under clause 3.3.

Data Protection Legislation:

- a) To the extent the UK GDPR applies, all applicable law of the United Kingdom or of a part of the United Kingdom which relates to the protection of personal data in force from time to time including but not limited to the UK GDPR; the Data Protection Act 2018 (DPA 2018) (and regulations made thereunder), the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended, the Regulation of Investigatory Powers Act 2000 and the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000
- b) To the extent the EU GDPR applies, the law of the European Union or any member state of the European Union to which the Council or Purchaser is subject, which relates to the protection of personal data.

Controller, Processor, Data Subject, Personal Data, Personal Data Breach, processing and appropriate technical and organisational measures: as defined in the Data Protection Legislation.

Deliverables: any deliverables specified in the corresponding service level agreement for each Specific Service

Document: includes, in addition to any document in writing, any drawing, map, plan, diagram, design, picture or other image, tape, disk or other device or record embodying information in any form.

Educational Psychology Service or EPS This is the North East Lincolnshire Council Educational Psychology Service

EPS practitioners: Includes all members of the EPS providing a service: Psychology Assistants, Trainee Educational Psychologists, Educational Psychologists, Specialist Senior Educational Psychologists, Senior Educational Psychologists and Principal Educational Psychologist.

EPS Senior Managers: The Senior Management Team of the Educational Psychology Service (the Principal and Senior Educational Psychologists).

EU GDPR: the General Data Protection Regulation ((EU) 2016/679).

Intellectual Property Rights: patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trade marks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how), and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

Pre-existing Materials: all Documents, information and materials provided by the Council relating to the Services which existed prior to the commencement of this agreement, including computer programs, data, reports and specifications.

Purchaser: the person named as such in the SLA.

Purchaser's Equipment: any equipment, systems, cabling or facilities provided by the Purchaser and used directly or indirectly in the supply of the Services.

Purchaser's Manager: the Purchaser's manager for the Services, appointed in accordance with clause 4.1.

Services: the services to be provided by the Council under this agreement as set out in the SLA together with any other similar services which the Council provides or agrees to provide to the Purchaser.

Service Level Agreement (SLA): the Deed of Agreement signed on behalf of the parties incorporating the corresponding service level agreement for each Specific Service and incorporating these Terms and Conditions.

Specific Service: an individual service from the North East Lincolnshire Council Services for Schools Catalogue or Services for Academies Catalogue, being one of the services listed in the SLA, and which together comprise the Services.

The Educational Psychologist's Professional Judgement: The professional judgement of the Educational Psychologist applied in relation to Health & Care Professions Council (HCPC) regulations and core principles, standards and conduct and ethics.

UK GDPR: has the meaning given to it in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018.

VAT: value added tax chargeable under English law for the time being and any similar additional tax.

- 1.2 Clause, Schedule and paragraph headings shall not affect the interpretation of this agreement.
- 1.3 A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- 1.4 Any Schedule to this agreement forms part of this agreement and shall have effect as if set out in full in the body of this agreement. Any reference to this agreement includes such Schedules.
- 1.5 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.
- 1.6 Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.
- 1.7 A reference to any party shall include that party's successors and permitted assigns.
- 1.8 A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time.
- 1.9 A reference to a statute or statutory provision shall include all subordinate legislation made from time to time under that statute or statutory provision.
- 1.10 A reference to **writing** or **written** includes fax and e-mail.
- 1.11 Any obligation on a party not to do something includes an obligation not to allow that thing to be done.
- 1.12 Any references to clauses and Schedules are to the clauses and Schedules of this agreement and any references to paragraphs are to paragraphs of the relevant Schedule.
- 1.13 Any words following the terms **including, include, in particular, for example** or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

2. Commencement and duration

- 2.1 The Council shall provide the Services to the Purchaser on the terms and conditions of this agreement.
- 2.2 The Council shall provide the Services to the Purchaser from the **1st September 2021**
- 2.3 The Services supplied under this agreement shall continue to be supplied up to and **including 31st August 2022** subject to termination in accordance with clause 12.

3. Council's obligations

- 3.1 The Council shall use reasonable endeavours to provide the Services, and to deliver any Deliverables to the Purchaser, in accordance with the SLA in all material respects.
- 3.2 Time shall not be of the essence:
- 3.2.1 for any times when the Services are to be performed, whether given or agreed to by the Council; or
 - 3.2.2 for the length of time that any of the Services are to take, whether specified in the SLA or otherwise
- 3.3 The Council shall appoint the Council's Manager generally for the Services or for each Specific Service, but may replace the Council's Manager from time to time where reasonably necessary in the interests of the Council's business.

4. Purchaser's obligations

- 4.1 The Purchaser shall:
- a) co-operate with the Council in all matters relating to the Services and appoint the Purchaser's Manager in relation to the Services;
 - b) provide, for the Council, in a timely manner and at no charge, access to the Purchaser's premises, office accommodation, data and other facilities as reasonably required by the Council;
 - c) provide, in a timely manner, such information as the Council may reasonably require, and ensure that it is accurate in all material respects;
 - d) be responsible (at its own cost) for preparing and maintaining the relevant premises for the supply of the Services;
 - e) inform the Council of all health and safety rules and regulations and any other reasonable security requirements that apply at the Purchaser's premises;
 - f) ensure that all Purchaser's Equipment is in good working order and suitable for the purposes for which it is used in relation to the Services;
 - g) obtain and maintain all necessary licences and consents and comply with all relevant legislation in relation to the Services, in all cases before the date on which the Services are to start; and
 - h) not dispose of or use the Council's Equipment other than in accordance with the Council's written instructions or authorisation.
 - i) instruct the Purchaser's staff and agents to co-operate and assist the Council.
- 4.2 If the Council's performance of its obligations under this agreement is prevented or delayed by any act or omission of the Purchaser, its agents, subcontractors, consultants or employees, the Council shall not be liable for any costs, charges or losses sustained or incurred by the Purchaser that arise directly or indirectly from such prevention or delay.

4.3 The Council may charge the Purchaser for any additional reasonable costs and expenses incurred by the Council caused by changes in the Purchaser's instructions, failure to provide instructions, or failure to comply with Clause 4.1.

4.4 The Purchaser shall not, without the prior written consent of the Council, at any time from the date of this agreement to the expiry of six months after the termination of this agreement, solicit or entice away from the Council or employ or attempt to employ any person who is, or has been, engaged as an employee of the Council in the provision of the Services.

5. Change control

5.1 If either party wishes to change the scope or execution of the Services, it shall submit details of the requested change to the other in writing.

5.2 If either party requests a change to the scope or execution of the Services, the Council shall, within a reasonable time, provide a written estimate to the Purchaser of:

- a) the likely time required to implement the change;
- b) any necessary variations to the Council's charges arising from the change; and
- c) any other impact of the change on this agreement.

5.3 If the Purchaser wishes the Council to proceed with the change, the Council has no obligation to do so unless and until the parties have agreed the necessary variations to its charges, the Services and any other relevant terms of this agreement to take account of the change and this agreement has been varied in accordance with clause 14(Variation).

5.4 All agreed variations to a service level agreement for a Specific Service and/ or the Terms and Conditions shall be documented in writing and signed by both Parties with changes clearly identified.

5.5 In the event that the Parties are unable to agree a proposed variation or where the Parties are unable to agree a change to the Charges, the Client may;

5.5.1 Allow the Council to fulfil its obligations under this agreement without the variation, or

5.5.2 Where a resolution cannot be reached, the matter shall be dealt with under the Dispute Resolution procedure detailed at Clause 27.

6. Charges and payment

6.1 In consideration of the provision of the Services by the Council, the Purchaser shall pay the Charges.

6.2 The Council shall invoice the Purchaser for the Charges at the time and intervals stated in the SLA or (in the absence of such statement) monthly in arrears. The Charges are exclusive of VAT, and/or any other applicable taxes or levy, which shall

be charged in addition at the rate in force at the date any payment is required from the Purchaser.

- 6.3 The Purchaser shall pay the Charges in full and in cleared funds, within 30 days of the date of the invoice to a bank account nominated in writing by the Council.
- 6.4 Without prejudice to any other right or remedy that it may have, if the Purchaser fails to pay the Council on the due date:
- a) the Purchaser shall pay interest on the overdue amount at the rate of 4% per annum above Barclays Bank plc's base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment;
 - b) the Council may require that the Purchaser makes a payment in advance of any Services or part of the Services not yet supplied; and
 - c) the Council may suspend all Services until payment has been made in full.
- 6.5 All sums payable to the Council under this agreement shall become due immediately on its termination, despite any other provision. This clause 6 is without prejudice to any right to claim for interest under the law, or any such right under this agreement.
- 6.6 All amounts due to the Council under this agreement shall be paid in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).

7. Intellectual property rights

- 7.1 As between the Purchaser and the Council, all Intellectual Property Rights and all other rights in the Deliverables and the Pre-existing Materials shall be owned by the Council. The Council licenses all such rights to the Purchaser free of charge and on a non-exclusive basis to such extent as is necessary to enable the Purchaser to make reasonable use of the Deliverables and the Services. If this agreement is terminated, this licence will automatically terminate.

8. Confidentiality and the Council's property

- 8.1 Each Party ('Receiving Party') shall keep the Confidential Information of the other Party ('Supplying Party') confidential secure and secret, whether disclosed to or received by the Receiving Party. The Receiving Party shall only use the Confidential Information of the Supplying Party for performing the Receiving Party's obligations under the SLA. The Receiving Party shall inform its officers, employees and agents of the Receiving Party's obligations under the provisions of this Clause 8, and ensure that the Receiving Party's officers, employees and agents meet the obligations.
- 8.2 The obligations of Clause 8.1 shall not apply to any information which:
- 8.2.1 was known or in the possession of the Receiving Party without obligation of confidentiality before it was provided to the Receiving Party by the Supplying Party;
 - 8.2.2 is, or becomes, publicly available through no fault of the Receiving Party;

- 8.2.3 is provided to the Receiving Party without restriction or disclosure by a third party, who did not breach any confidentiality obligations by making such a disclosure;
- 8.2.4 was developed by the Receiving Party (or on its behalf) who had no direct access to, or use or knowledge of the Confidential Information supplied by the Supplying Party; or
- 8.2.5 is required to be disclosed by law or order of a court of competent jurisdiction.

8.3 All materials, equipment and tools, drawings, specifications and data supplied by the Council to the Purchaser (including Pre-existing Materials and the Council's Equipment) shall, at all times, be and remain as between the Council and the Purchaser the exclusive property of the Council, but shall be held by the Purchaser in safe custody at its own risk and maintained and kept in good condition by the Purchaser until returned to the Council, and shall not be disposed of or used other than in accordance with the Council's written instructions or authorisation.

9. Data protection

9.1 Both Parties acknowledge their own obligations as data processors or data controllers as relevant under the Data Protection Legislation and must assist each other as necessary to enable each other to comply with these obligations.

9.2 In processing or controlling data both Parties agree that they will comply with the provisions of the Data Protection Legislation and the Parties acknowledge that:

9.2.1 in relation to Personal Data, the processing of which may be required by the Purchaser in connection with this agreement and for purposes including but not limited to quality assurance, performance management, contract management and safeguarding that the Purchaser and the Council be 'Joint Data Controllers' (as defined by the Data Protection Legislation); and

9.2.2 in relation to any other Personal Data processed by the Council for the purpose of delivering the Service the parties will agree whether the Purchaser is the sole data controller or whether the Parties are Joint Data Controllers.

9.3 Where the parties are Joint Data Controllers as defined within the Data Protection Legislation, a separate data sharing agreement shall be entered into between the Parties.

9.4 The provisions of this clause shall apply during the continuance of the agreement and indefinitely after its expiry or termination.

10. Liability

10.1 Each Party's total aggregate liability under or in connection with the agreement (whether in tort, contract or otherwise) is no more than 125% of the Charges paid or payable to the Council.

- 10.2 No Party is liable to the other for:
any indirect losses;
loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).
- 10.3 In spite of clause 10.1, neither Party limits or excludes any of the following:
- (a) its liability for death or personal injury caused by its negligence, or that of its employees, agents or subcontractors;
 - (b) its liability for bribery or fraud or fraudulent misrepresentation by it or its employees;
 - (c) any liability that cannot be excluded or limited by law.
- 10.4 Each Party must use all reasonable endeavours to mitigate any loss or damage which it suffers under or in connection with the agreement, including any indemnities.

11. Freedom of Information

- 11.1 The parties each acknowledge that the other is subject to the requirements of Freedom of Information Act 2000 and the Environmental Information Regulations 2004 and each party shall assist and co-operate with the other to enable both parties to comply with these information disclosure requirements.
- 11.2 Where the Council holds information solely for the purpose of providing the Services, such information shall be presumed (unless the contrary is established) to be held for the Purchaser.

12. Termination

- 12.1 Without affecting any other right or remedy available to it, either party may terminate this agreement on not less than three months' notice, given to expire at the end of a school term.
- 12.2 Without affecting any other right or remedy available to it, either party may terminate this agreement with immediate effect by giving notice to the other party if:
- a) the other party fails to pay any amount due under this agreement on the due date for payment and remains in default not less than 14 days after being notified in writing to make such payment;
 - b) the other party commits a material breach of any other term of this agreement which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 30 days after being notified in writing to do so; or
 - c) the Purchaser becomes insolvent or if an order is made or a resolution is passed for the winding up of the other party (other than voluntarily for the

purpose of solvent amalgamation or re-construction), or if an administrator, administrative receiver or receiver is appointed in respect of the whole or any part of the Purchaser's assets or business, or if the Purchaser makes any composition with its creditors or takes or suffers any similar or analogous action in consequence of debt

13. Consequences of termination

13.1 On termination or expiry of this agreement:

- a) the Purchaser shall immediately pay to the Council all of the Council's outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, the Council may submit an invoice, which shall be payable immediately on receipt;
- b) the Purchaser shall return forthwith all of the Council's Equipment, Pre-existing Materials and Deliverables. Until they have been returned or repossessed, the Purchaser shall be solely responsible for their safe keeping;
- c) the following clauses shall continue in force: clause 7 (Intellectual property rights), clause 8 (Confidentiality and the Council's property), clause 9 (Data Protection), clause 10 (Liability), clause 11 (Freedom of Information), clause 22 (Notices), clause 24 (Dispute Resolution) and clause 26 (Governing Law)

13.2 Termination or expiry of this agreement shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the agreement which existed at or before the date of termination or expiry.

14. Force majeure

14.1 **Force Majeure Event** means any circumstance not within a party's reasonable control including, without limitation:

- a) acts of God, flood, drought, earthquake or other natural disaster;
- b) epidemic or pandemic;
- c) terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations;
- d) nuclear, chemical or biological contamination or sonic boom;
- e) any law or any action taken by a government or public authority;
- f) collapse of buildings, fire, explosion or accident; and
- g) any labour or trade dispute, strikes, industrial action or lockout.

14.2 Neither Party shall have any liability under or be deemed to be in breach of this agreement for any delays or failures in performance of this agreement which result from a Force Majeure Event. The Party affected by such circumstances shall promptly notify the other Party in writing when such circumstances cause a delay or failure in performance and when they cease to do so. If such circumstances continue for a continuous period of more than three months, either Party may terminate this agreement by giving 30 days' written notice to the other Party.

14.3 Termination under this clause 14 shall be without prejudice to the rights of the parties in respect of any breach of this agreement occurring prior to such termination.

15. Variation

No variation of this agreement shall be effective unless it is in writing and signed by the parties (or their authorised representatives) and follows the procedure in clause 5.

16. Waiver

No failure or delay by a party to exercise any right or remedy provided under this agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

17. Severance

17.1 If any provision of this agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision under this clause shall not affect the validity and enforceability of the rest of this agreement.

18. Entire agreement

18.1 This agreement constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.

18.2 Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this agreement.

19. Conflict

19.1 If there is an inconsistency between the corresponding service level agreement for each Specific Service and these Terms and Conditions, these Terms and Conditions shall prevail.

20. Assignment and other dealings

- 20.1 This agreement is personal to the Purchaser and the Purchaser shall not assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any of its rights and obligations under this agreement.
- 20.2 The Council may at any time assign or transfer any or all of its rights and obligations under this agreement, provided that the Council gives prior notice to the Purchaser.

21. Third party rights

No one other than a party to this agreement shall have any right to enforce any of its terms.

22. Notices

- 22.1 Any notice given under this agreement shall be in writing and shall be served by hand or post by sending the same to the address for the relevant party set out in the SLA.
- 22.2 Notices:
- a) by post and correctly addressed shall be effective upon the earlier of actual receipt or 2 Business Days after mailing;
 - b) by hand shall be effective upon delivery.
- 22.3 Either party may change its address for service by serving a notice in accordance with this clause 22.

23. Counterparts

- 23.1 This agreement may be executed in any number of counterparts, each of which when executed shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement. No counterpart shall be effective until each party has executed a counterpart.

24. Dispute Resolution

- 24.1 If a dispute arises out of or in connection with this agreement or the performance, validity or enforceability of it (**Dispute**) then the parties shall follow the procedure set out in this clause:
- a) either party shall give to the other notice of the Dispute, setting out its nature and full particulars (**Dispute Notice**), together with relevant supporting documents. On service of the Dispute Notice, the Purchaser's Manager and the Council's Manager shall attempt in good faith to resolve the Dispute; and
 - b) if the Purchaser's Manager and the Council's Manager are for any reason unable to resolve the Dispute within 30 days of service of the Dispute Notice, the Dispute shall be referred to senior representatives of the parties nominated by their respective chief executives or similar

- c) officers who shall attempt in good faith to resolve it within 60 days; and
- d) If the senior representatives are for any reason unable to resolve the Dispute within 60 days of it being referred to them, the parties may terminate the agreement in accordance with clause 12.

25. Governing law

This agreement shall be governed by and construed in accordance with the law of England and Wales.

SERVICE: ACCOUNTS PAYABLE

DETAILS OF THE SERVICE PROVIDER

The Accountancy Service Desk Team provide all the facilities necessary for a complete accounts payment service. The emphasis is on practical support by nominated officers who are responsible for all education specific processing including urgent and non-urgent invoice payment and payments falling within the construction industry scheme.

SERVICES AVAILABLE TO PURCHASE

A comprehensive invoice and miscellaneous payments service that ensures full compliance with current and future regulations from the Customs and Excise and Inland Revenue in respect of VAT and CIT and Schedule E tax, areas where severe penalties can be applied when mistakes and omissions occur.

The team will:

- process certified invoices and bacs requisition documents
- automatically provide cost analysis for processing to financial management systems
- process urgent payments
- ensure invoices are correctly certified and charged to a valid code.
- update and maintain computer master file of creditor names and addresses.
- maintain creditors' payments history and provide detailed information to the Council's purchasing team to assist in reducing costs by use the purchasing power available.
- control and allocation of VAT and construction industry tax (CIT)
- liaise with and respond to queries from VAT inspectors during regular inspections.
- deal with enquiries from suppliers
- scan invoices into the system and retain hard copies for a period of 3 months (as agreed by HMRC)
- cancel and replace lost cheques.

It should be noted that this SLA represents the services as they are currently provided. Should these services be amended by virtue of improvement or for efficiency reasons than the SLA will be adjusted and if appropriate, re-negotiated.

With the data generated by the corporate system clients have a greater opportunity to share in the potential volume discounts negotiated by the council's central purchasing scheme.

RESPONSIBILITIES OF THE SCHOOL

To assist the Accountancy Service Desk Team in providing high quality service it is expected that the client will:

- Prepare all documentation required for the completion of the services using the standard forms and procedures in force at the time.
- Submit all documentation within approved time scales, such timescales to be agreed six months in advance.
- Nominate staff as contact points for each and every service to be provided.
- Implement immediately any changes to accounts payable procedures where such changes will result in improvement of the services provided.

STATUTORY ROLE OF THE COUNCIL

The Council has a statutory duty to ensure that Value Added Tax is correctly accounted for on all payments for goods and services and travel and subsistence claims.

Accounts payable enquiries

Tel: 01472 325995

Address

Municipal Offices
Town Hall Square
Grimsby
DN31 1HU

SERVICE: AUDIT/ASSURANCE SERVICES FOR MAINTAINED SCHOOLS

DETAILS OF THE SERVICE PROVIDER

The Assurance People is a joint service containing experienced audit, risk and counter fraud practitioner which works across North East Lincolnshire and North Lincolnshire Councils. We understand the challenges you face in ensuring that your school has in maintaining effective governance, risk management and counter fraud arrangements.

We can provide a full range of support services, including sharing knowledge and best practice, in addition to the cyclical audit carried out on behalf of the Council. These include:

- Specific reviews of your systems of internal control to provide assurance on their operation, and to work with you to advice on their development.
- Support for the development of your approaches to risk management to ensure you are able to identify the key risks and mitigating actions relating to you.
- Advice on your counter fraud arrangements, including providing support into the investigations of allegations if required.

RESPONSIBILITIES OF THE SCHOOL

The SLA assumes that the school identifies sufficient capacity and experience within school support staff to undertake day to day financial administration in line with school financial procedure rules and maintains compliance with Audit and Audit Committee requirements.

SERVICES AVAILABLE TO PURCHASE

Audit, Risk and Fraud

We can provide a professionally qualified and independent assurance service on the adequacy of governance arrangements within your school. Services which can be provided include:

- Audit of fund-raising accounts.
- Support the development and maintenance of your risk register.
- Provide advice and support on the development of your anti-fraud and corruption policies, as well as carrying out investigations if required.
- Bespoke training and awareness sessions for Governors in relation to governance, internal control and fraud, risk management or governance.
- Training and awareness sessions for Governors in relation to governance, internal control, fraud, or risk management

HOW TO CONTACT US

We have dedicated members of the team who are able to provide expert financial advice and support to schools.

Your Relationship Manager will be Helen Asher.

Other main contacts are:

Head of Audit and Assurance	Peter Hanmer ICAS, CIPFA and CMIIA qualified peter.hanmer@nelincs.gov.uk	(01472) 323799
Strategic Lead (Audit)	Helen Asher- CIPFA qualified helen.asher@northlincs.gov.uk	(01724) 296046
Strategic Lead (Risk and Governance)	Caroline Wilson AAT qualified caroline.wilson@northlincs.gov.uk	(01724) 296050
Strategic Lead (Fraud)	Mark Edwards Counter Fraud qualified mark.edwards@nelincs.gov.uk	(01472) 323916

In addition, your school will have support and access to a range of professionally qualified internal auditors and fraud investigators with public, commercial and private sector experience.

Our correspondence address is:

Audit and Assurance, Municipal Offices, Town Hall Square, Grimsby. DN31 1HU

SERVICE: COMMUNITY EDUCATIONAL PSYCHOLOGY SERVICE

DEFINITIONS OF TERMS

“EPS practitioners”	Includes all members of the EPS providing a service: Psychology Assistants, Trainee Educational Psychologists, Educational Psychologists, Specialist Senior Educational Psychologists, Senior Educational Psychologists and Principal Educational Psychologist.
“EPS Senior Managers”	The Senior Management Team of the Educational Psychology Service (the Principal and Senior Educational Psychologists).
“Organisation”	The body named above.
“Educational Psychology Service” or “EPS”	This is the North East Lincolnshire Council Educational Psychology Service.
“The Service Level Agreement (SLA)”	This agreement.
“Service”	Those activities described in Section 5 of this ‘SLA Details’ document
“The Educational Psychologist’s Professional Judgement”	The professional judgement of the Educational Psychologist applied in relation to Health & Care Professions Council (HCPC) regulations and core principles, standards and conduct and ethics
“Service Level agreement Request”	The attached form requiring completion by commissioning schools, settings and other organisations

NATURE OF SLA

- This SLA describes the level and type of Service that will be provided to the Organisation and between the dates specified.
- The Service will be provided by the Educational Psychology Service (EPS), who will be responsible for supervision and quality standards.
- EPS practitioners may include Trainee and Assistant Educational Psychologists supervised by a named Educational Psychologist.
- Organisations structured around the academic year which commit funding as part of a Service Level Agreement (SLA) by 1st July will have their Service prioritised within the academic year starting 1st September of the same year. Requests made later in the academic year will only be delivered if staffing is available.
- Organisations structured around the financial year which commit funding as part of a Service Level Agreement (SLA) by 28th February will have their Service prioritised within the next financial year. Requests made later in the financial year can only be delivered if staffing is available.
- Each part or full session will be recorded by the EPS with notification emailed to the setting. This notification will inform the setting of the length of the session, a total of time used by the setting and a total of time remaining for the academic year. Settings are encouraged to keep a record of all notification emails.
- Where organisations work together as a consortium, cluster or hub, a lead manager or head teacher must be identified as responsible for negotiating and agreeing the commission.
- For spot-purchases, the delivery dates will be identified as soon as possible from the date of the SLA, subject to the priorities of the local authority and the school.

ESSENTIAL CRITERIA FOR SERVICE DELIVERY

- The child or young person is in the age range birth to 19 years and attending school, or if subject to a current Education, Health & Care Plan (EHCP), to 25 years and engaged in education or recognised training.
- The Educational Psychologist's professional judgement will be used to consider requests; agreement for service delivery is through negotiation between the commissioning agency and the EPS, with reference to the EP Service's core principles and priorities.
- EPS practitioner involvement with individual children/young people requires informed and signed consent either from those with parental responsibility or from the young person, if 18 years or older. For work with those in care to the local authority signed consent from the social worker will be required.
- Commissions will not be accepted from parents. Any parental requests for commissioned work will be redirected to the web-site of the Health & Care Professions Council (HCPC) and/or the British Psychological Society (BPS). These sites provide registers of private practitioners. Parents are advised to discuss their concerns with their child's school prior to seeking any commissioned work, to ensure that this would not be more appropriately commissioned by their child's school or other education setting.

NATURE OF SERVICE PROVIDED THROUGH COMMISSIONING

The Service will constitute the activities set out in this section. EPS support will be made available for a range of work aimed at promoting inclusion, psychological well-being and raising standards across the full range of age and abilities.

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

At the **individual level**, EPS practitioners will be able to:

- Provide psychological interventions (including some therapeutic interventions), assessment and recommendations for individual children.
- Provide psychological interventions with families as part of the individual child interventions e.g. Video Interaction Guidance.
- Contribute towards multi-agency meetings about children and young people as appropriate.

At the **group and class level**, EPS practitioners will be able to deliver services that:

- Provide psychological interventions aimed at developing particular skills of small groups of children (e.g. social skills; thinking skills).

- Provide psychological interventions and advice that focus upon narrowing gaps in attainment and improving academic progress (e.g. study skills; literacy and numeracy attainment; memory skills/understanding).
- Provide support to small groups of staff in managing a particular issue (e.g. bullying).
- Provide parent workshops/programmes/drop-in sessions in schools or other suitable settings.
- Provide professional supervision to staff regarding individual, group or class issues.
- Provide Joint Problem Solving and/or Solution Focused Consultation at individual and systems levels, including to staff and senior management groups.

At the **strategic, systems and organisational** levels, the EPS practitioner will be able to:

- Provide psychological support for schools in developing strategies and systems around whole school matters (e.g. policy development). This may include advice and recommendations with reference to current Ofsted inspection requirements.
- Provide Continuing Professional Development for staff on a wide range of topics with a psychological, learning and child development basis.
- Provide support for and/or deliver project development and research work (e.g. around transitions; evaluating interventions; participation in school development work).
- Provide professional supervision to staff (including heads and senior teachers; specialist staff such as SENCos and staff in 'designated' roles (e.g., safeguarding, Looked After, Mental Health)) regarding strategic, systemic and/or organisational issues.

EPS RESPONSIBILITIES & SERVICE DELIVERY

- The Educational Psychology Service has a duty to ensure that assessment and intervention practice is compliant with Health & Care Professions Council (HCPC) standards of proficiency and code of conduct/ethics regulations. This information is available online at www.hcpc-uk.org
- As county council employees, the EPS management will ensure that all practitioners have successfully undergone all necessary pre-employment checks, including that they:
 - are appropriately qualified for the work undertaken.
 - have received enhanced DBS disclosures (Disclosure & Barring Service), as required, appropriate for regulated activities, including regular contact and unsupervised working with vulnerable children and those who work with them.
 - have and will display for inspection their County Council employer's photo-ID badge.

- The EPS operates within the North East Lincolnshire Local Safeguarding Children's Board safeguarding procedures and will take actions, when required, in accordance with these procedures.
- The EPS practitioner providing the additional service may not be the school's link Educational Psychologist; the EPS reserves the right to identify the educational psychologist most appropriate for the delivery of the commission.
- All work carried out as part of this commission will be chargeable. This includes writing of reports and/or consultation records and all other case-related record keeping, research, scoring and other activities integral to the service commissioned, much of which will be completed off-site.
- Multi-agency/professional liaison time and contact with parents (including telephone consultation/liaison and home visits, where required), will be included as part of the time bought by organisations, including when delivered off-site, such as home visits or visits to other professionals' bases.
- The EPS requests that all settings divide their bought EPS time as evenly as possible over the three academic terms. This is essential in ensuring fairness to all settings throughout the year along with ensuring that there is EPS service capacity to meet the requirements of all settings in the summer term.

PLANNING

The Service will be planned and negotiated in consultation with the relevant Senior Staff of the Organisation.

ARRANGEMENTS FOR THE CIRCULATION, RECORDING AND STORAGE OF RECORDS AND DOCUMENTS

- Reports about individual children/young people will be sent by e-mail, when appropriately protected through the 'MOVEit system', to the commissioning setting with an expectation that the commissioning setting will share all reports with those named in the Request for Involvement as having parental responsibility.
- For children/young people attending early years' settings, and state-funded education establishments in North East Lincolnshire, the storage of records and documents will be organised through the usual EPS processes in accordance with North East Lincolnshire County Council and EPS policies. All documents stored are subject to access under Data Protection Act requirements and the General Data Protection Regulation (GDPR). They should be considered open to scrutiny by the subject of the file or those with parental responsibility. Handwritten notes are securely destroyed once their essence has been incorporated into more formal typed reports.
- For all children and young people who have Education, Health & Care Plans (EHCPs) maintained by North East Lincolnshire Council, records will be held following the usual EPS processes in accordance with North East Lincolnshire Council and EPS policies.

MANAGEMENT, MONITORING AND REVIEW ARRANGEMENTS

The SLA will be monitored and evaluated on an annual basis through consultation between the Organisation and the EPS. This may include information gained through questionnaires and/or discussion between Organisations and EPS practitioners.

ABSENCE LIABILITY (INCLUDING SICKNESS AND HOLIDAYS)

The professional context is that there is a national shortage of educational psychologists. Recruitment and covering for absent colleagues is very challenging and service capacity may run below the levels hoped for at certain times (such as following the departure from the service of an EP). Nevertheless, service capacity is under continual review and every effort is made to provide levels of service requested.

- Depending upon the service agreed, EPS practitioners are available to provide support throughout the calendar year, by agreement with the commissioning organisation.
- The EPS will endeavour to cover any short-term EPS practitioner absences. Longer term absences may have to be reflected in a reduction in charges/support, unless other cover arrangements can be identified by the EPS.
- The EPS will use reasonable endeavours to make up time 'lost' by adverse weather or circumstances beyond control, but this cannot be guaranteed.
- Should the Organisation cancel an EPS appointment on the date of the prearranged visit, then there will be a 50% charge of the cost allocated for that appointment. For postponed appointments, while the EPS will arrange another appointment, this cannot be guaranteed to be within the same school-term.

RESPONSIBILITIES OF SCHOOLS/SETTINGS

The Organisation shall:

- Identify a senior member or members of staff for consultation, liaison and planning of EPS work and activities.
- Complete the attached Service Level Agreement (SLA) Request giving regard to timescales set out in the separate 'Nature of SLA' part of this Service Level Agreement.
- Liaise with parents/carers to ensure that all those with parental responsibility have given consent in advance of the involvement of the EP Service.
- Provide completed copies of the 'Consultation Request Forms' well in advance of the EP's visit. Staff working directly with the young person, in liaison with those having parental responsibility, should be involved in completing this.
- Work with the EPS in arranging appointments and promoting pupil and parent/carer attendance including notifying the EPS promptly if pupils are absent on a planned visit day.

- Ensure appropriate access to children and young people and staff for interview and observation.
- Provide appropriate space for the EPS practitioner to work, including for parental meetings, when required.
- Provide access to relevant records.
- Gather data to support collaborative assessment, as required.
- Ensure that all staff commissioned independently of the local authority:
 - has successfully undergone all required pre-employment checks.
 - are appropriately qualified.
 - their professional development has been maintained so that they are capable of assessing and responding to any risks identified in the course of their work.
 - they carry full professional indemnity.
- Share EP reports with those having parental responsibility.

GENERAL SERVICE ARRANGEMENTS

- If the Organisation is unhappy with any aspect of the Services provided by the EPS, discussions should occur with the EPS practitioner in the first instance.
- If the discussion with the EPS practitioner does not resolve the matter, then the issue should be referred to the EPS Principal Educational Psychologist, who may convene a three-way meeting to try and resolve the concern.
- Schools will be invoiced regularly following service delivery at least once a year.

Eleni Triantafyllou
Principal Educational Psychologist
Specialist Advisory Service
North East Lincolnshire Council

Postal address: Civic Offices, Knoll Street, Cleethorpes, DN35 8LN

Email: Eleni.Triantafyllou@nelincs.gov.uk | www.nelincs.gov.uk

Telephone: 01472 323496

End of SLA details

Service Level Agreement (SLA) Request

SERVICE DURATION: Minimum of 3 terms

CONTACT DETAILS:

Eleni Triantafyllou, Principal Educational Psychologist, 01472 323496
eleni.triantafyllou@nelincs.gov.uk

Video Interaction Guidance – Service Level Agreement NELC Community Educational Psychology Service

WHAT IS VIG?

Video Interaction Guidance is an intervention that aims to enhance communication within relationships. It works by engaging a client in a process of change, guiding them towards their hopes for a better future in their relationships with others who are important to them. VIG guiders support a position of respect and empowerment, recognising that people in troubled situations do want to change and with help, have the capacity to change their own situations.

VIG is usually used within a dyad of a child (of any age) and an adult (parent/carer or professional), although it can also be used within pairs or larger groups. It can be used by professionals to reflect on their communication with others to support professional development.

VIG is a strengths-based approach, focusing only on elements of interaction that are successful, and supporting clients to make changes where desired.

AIMS OF VIG:

- To move at the clients' pace; identify their current concerns and their 'reality' so the client is actively involved in their change process
- To support clients and VIG Practitioners to become more attuned to and respectful of each other's communications
- To support clients and VIG Practitioners to develop their capacity to reflect on what they are doing in their most attuned moments.
- To support clients to develop new narratives about themselves as parents, their child and their relationship with their child
- To share "VIG Attuned Principles" and theoretical base with clients and VIG Practitioners, through modelling attunement and providing clear information (including pictorial representations).

WHAT IS THE EVIDENCE BASE?

There is an increasing evidence-base for VIG within the UK.

- In a meta-analysis, Bakermans-Kranenburg et al. (2003) found that relatively short interventions using video-feedback were more effective than those without and that interventions that focused on adult sensitivity along were the most effective.
- A review of studies conducted by the Department for Children, Schools and Families (Barlow & Schrader-MacMillan, 2010) indicate that targeted early interventions that are aimed at increasing parental sensitivity and promoting attachment are effective in preventing emotional maltreatment.
- Video interaction Guidance was one of two recommended programmes in the NSPCC's evidence to England's review of the delivery of early interventions (NSPCC, 2010).
- VIG is described as a *cost effective* yet *minimal* intervention (Maxwell et al. 2016).

In addition, the National Institute for Health Care Excellence (NICE) recommends video feedback programmes within the following guidance documents:.

- Children's attachment: attachment in children and young people who are adopted from care, in care or at high risk of going into care (NG26):
 - Pre-school children with or at risk of attachment difficulties.
 - Pre-school children in the care system, subject to SGO and adopted from care.
- Social and emotional wellbeing: early years (PH40):
 - Antenatal and postnatal home visiting for vulnerable children and their families to improve maternal sensitivity and mother-infant attachment.
- Autism spectrum disorder in under 19s: support and management (CG170):
 - Psychosocial interventions - include techniques of therapist modelling and video-interaction feedback.

WHAT DOES VIG INVOLVE?

- The VIG practitioner takes a client-centred approach. At all times, they are attentive to the client and receive their concerns. They support the client to be actively engaged in their own change journey by helping them to form questions about how they can improve their relationships.
- The VIG practitioner takes a short video of interaction between parent-child, teacher-child etc. This video can be coached and is often "better than usual" moments.
- The VIG Practitioner selects clips to highlight moments where the interaction is attuned and which relate to the client's goal.

- The VIG Practitioner shares these video clips with the client in a ‘shared review’, studying the video carefully together with the aim of supporting the client to see what they are doing that is making a positive difference to their relationship, and thinking about the importance of this to others involved. The shared review is also recorded to enable the VIG practitioner to reflect on their own practice.
- The VIG Practitioner engages in on-going reflection through a collaborative supervision process. They video the shared review, and together with their Supervisor they actively reflect on their attunement to the client, reflecting on the balance between ‘activating’ the client, following the client and sharing their own ideas and beliefs (‘compensation’).
- This process is repeated usually for 3-4 ‘cycles’ where a cycle is a video of the client followed by a shared review.
- Each VIG cycle is not prescribed in a manual – the VIG Practitioner develops skills in using the core VIG values and Principles of Attunement, focusing on a balance between ‘activation’ and compensation’.

WHO CAN BENEFIT FROM VIG?

VIG principles and practice can be applied to any relationship and any age range. VIG can be used initially to support a dyad (e.g. mother and child) and then used systemically (e.g. with extended family and the team around the family). VIG may also be useful in supporting professionals, such as school staff, to improve communication and relationships.

CONSENT

- Children and their families (or those participating) are informed that they can withdraw their consent for recording at any point during the session.
- The video recording should not commence until written consent is gained from all present and/or verbally depending on a child’s age and ability. Written consent forms will be stored in relevant files, for example in the NELC Community Educational Psychology Team they will be kept in the child’s file.
- It is advisable that the VIG practitioner reads the consent form aloud to the family or those participating. If a child is not willing for a recording to be made, then there will be no recording even if someone with parental responsibility consents.
- It is important to ensure that all family members or those participating have understood what it is they are consenting to and that a context is created for genuinely informed consent to take place.
- If a child is videoed in the context of a group, the practitioner(s) should obtain written parental consent for all children involved before any recording occurs.

WHAT HAPPENS TO THE CLIPS?

The only persons who have access to video recordings include:

- The VIG practitioner(s) as part of ongoing work and as part of VIG supervision of ongoing work.

- Supervisors external to NELC who provide supervision to the practitioners.
- It would not be usual practice to share the clips with any other agencies involved with the family without first gaining parent/carer consent.
- The child, family, or those participating, who are the subject of the video recordings have a right to review recordings of themselves if they were present at the session concerned.
- If a family member wishes to see a recording at which they were not present, all other family members present and the practitioner(s) would have to give consent first.
- The practitioner will show the family only edited material (as is usually the case with VIG). The practitioner should explain and check with the family or those participating that they understand that the full video from which edited clips have been taken will also be stored in line with the conditions stated on the consent form.

OWNERSHIP OF VIDEO RECORDINGS:

- The making, ownership and access to recordings is subject to the policies of NELC.
- Practitioners may print still shots from the video clips for clients.
- Where the practitioners retain the video recordings, the recordings will be subject to the policy of disposal outlined below.

POLICY ON THE TRANSPORT, STORAGE AND KEEPING OF VIDEO RECORDINGS IN OUR POSSESSION

- All video recordings/digital images once taken should be transferred onto the secure network drive as soon as possible. It may be necessary and is acceptable to temporarily save films to the C: drive in order to upload or edit them. Digital images of children and/or their families should not be permanently stored on the C: drive of a computer, but only on a secure network drive.
- Should any equipment or materials (camera, laptop, iPad) go missing this must be reported immediately to a line manager as well as to those who have been recorded.
- Any time a clip is copied from its secure location to be taken to supervision or accreditation the copy should be deleted within 24 hours of being used for that purpose.
- Only the essential video recordings should be transported to minimise risks. Only edited clips will be stored to be used at the shared review. All other video recordings will be deleted immediately.
- Video recordings are to be erased by the practitioner within three months of the intervention completion date or within 3 months of the recording being used in an accreditation/final supervision session unless express permission has been given for them to be used for the purpose of training/presentation.
- Once involvement with the family or those participating has ended, video recordings should be deleted from the secure network drive, and the recycle bin emptied. If you do not empty the recycle bin the data is recoverable and therefore could be used for purposes that were not intended

- A log of films/recordings that have been taken and deleted will be kept in order to ensure that recordings are erased 3 months after work has been ceased.

WHAT HAPPENS AT THE END OF VIG?

In the final shared review, the VIG practitioner and client will decide together that the helping question has been achieved and no further cycles are needed at this time.

There will be no formal report completed, but the client and VIG practitioner may wish to complete a Traject Plan with the VIG practitioner to quantify the progress that has been made.

All video recordings will be deleted within 3 months of the intervention completion date.

Clients will be asked to complete a Disclaimer form as part of the final shared review.

Clients will be given the opportunity to complete an online feedback form rating the impact of the intervention they have received.

WHO DELIVERS VIG?

Currently, two members of the NELC Community Educational Psychology Service have completed initial training in VIG. With monthly supervision, they are able to work with families and school staff to undertake cycles of VIG.

VIG skills are developed as follows.

1. 2-day AVIGuk accredited Initial Training Course
2. Regular supervision over a training period (often 18-24 months)
3. Rigorous accreditation process at each stage of the training.
4. Peer supervision continues once a VIG practitioner becomes accredited

The training and supervision process mirrors the core attuned principles and beliefs of VIG, in which the supervisor scaffolds each trainee's learning, building on their unique strengths. The trainee practitioner engages in high levels of reflective practice, thus maximizing their professional development.

The Association of Video Interaction Guidance UK (AVIGuk) regulates the standards of the quality of VIG training and practice in the UK, and in the affiliated countries which have chosen to follow the UK training standards: Czech Republic, Finland, Italy, Greece, Malta, Australia, Mexico, Ecuador, Argentina.

WHERE CAN I FIND OUT MORE?

- Association for Video Interaction Guidance UK
<https://www.videointeractionguidance.net/>
- Videos developed by other services within the UK and give a useful overview of the VIG process:
 - Kent Educational Psychology Service - youtu.be/YRVaL_ZlxHs
 - Bolton CAMHS - www.youtube.com/watch?v=dpSHHS_YMLE

With thanks to Cheshire East Educational Psychology Service for sharing their VIG guidance documents, which have been used to write this document.

SERVICE DURATION: Minimum of 3 cycles

CONTACT DETAILS:

Eleni Triantafyllou, Principal Educational Psychologist, 01472 323496

eleni.triantafyllou@nelincs.gov.uk

EarlyBird Plus Programme – Service Level Agreement

NELC Community Educational Psychology Service

WHAT IS EARLYBIRD PLUS?

A 3 month training programme for parents/carers of young children (4-9 years) with a diagnosis of autism spectrum condition, and for any professionals who support them. The programme involves 8 group sessions and two home visits. Each training session lasts for approximately 2.5 hours, and each home visit for around 1.5 hours. Families receive a parent training book that they will need to work through the programme each session. It is also handy for them to constantly refer back to. In some instances, it may be possible to offer the parent training book in another language. The parent training is available from the National Autistic Society, via the Educational Psychology Service.

WHO CAN ATTEND THE PROGRAMME?

Families of a child between the ages of four and up to 10 years of age (the families ideally will have completed the course before the child's 10th birthday). Three places are allocated for each family: two for parents/carers and one place for a professional who is currently working with the child. It isn't mandatory that a professional attends, but families generally prefer to extend an invitation, as the programme helps the professional have a better understanding of the needs of the child.

Up to 6 families at a time can attend the 3 month programme. **Family inclusion is on a first come, first served basis.** It is a compulsory requirement of the programme that every family wishing to access the programme attend the initial information meeting. This is because at the meeting parents will need to be informed what they are committing to. Families can't pick and choose which modules of the programme they wish to attend. All aspects of the programme need to be completed.

WHEN AND WHERE ARE THE SESSIONS HELD?

The 8 group sessions are held locally on the same day each week.

WHO RUNS THE PROGRAMME?

The programme is run by two Educational Psychologists who have been trained at the National Autistic Society EarlyBird Centre. It is a requirement of the programme that it should be delivered by two professionals who have received their licensed accreditation to deliver the training.

WHAT ARE THE AIMS OF THE PROGRAMME?

- To empower parents/carers of autistic children.
- To encourage a consistent approach between home and school by training parents/carers and professionals together.

WHAT WILL PARENTS/CARERS/PROFESSIONALS LEARN?

The National Autistic Society EarlyBird approach will help people to:

- Understand their child's autism
- Improve communication with their child
- Develop strategies to pre-empt problem behaviours and/or manage those which do regularly occur

Members of our team are also licensed to deliver Teen Life, the National Autistic Society programme for parents of teenagers who have been diagnosed with autism spectrum condition.

EarlyBird Plus/ Teen Life Service Level Agreement (SLA) Request

CONTACT DETAILS:

Eleni Triantafyllou, Principal Educational Psychologist, 01472 323496

eleni.triantafyllou@nelincs.gov.uk

Feedback is important to us:

We use it to further enhance our service to you and others in the future.

Please take the time to give us your feedback to <https://edpsych.questionpro.eu> (different versions for parents, professionals and children/young people)

SERVICE: DESIGN & PRINT PEOPLE

DETAILS OF THE SERVICE PROVIDER

The Design & Print People are a collaborative print and design unit provided by North East Lincolnshire Council. It provides a total 'one stop shop' approach to creative design, print, photography and marketing requirements. A team of 6 dedicated solely to the efficient production of "all things print".

Team members are all fully qualified within their particular print related field, such as print, graphic design and photography.

The Design & Print People provide a printing & design service to schools and governing bodies thus ensuring the efficient and effective use of resources. The team also assists in maintaining a high standard of the public image & visual impact for schools via their printed literature and promotional output. If it's printed, we certainly can produce it.

Our new Quick Print service offers fast, effective printing for simple jobs such as general forms, letters (including completed mail merged letters), training handouts/information, questionnaires. Our aim is to reduce printing costs and minimize staff time spent printing.

RESPONSIBILITIES OF THE SCHOOL

To assist the section in providing high quality service it is expected that the client will:

- prepare all documentation required for the completion of the services using the standard forms and procedures in force at the time.
- nominate staff as contact points for each and every service to be provided.
- submit any authorised documentation and official orders within approved time scales to ensure printing can commence.

SERVICES AVAILABLE TO PURCHASE

- Printing including traditional printing in any colour on any stock, letterheads, orders, compliments slips, business cards, posters, sickness books, report books, promotional items, school brochures and prospectus'.
- Digital full colour printing.
- Digital black & white print.
- Desktop publishing & graphic design
- Print finishing, including numerous types of binding, numbering, perforating, laminating, scoring, folding, creasing and collating.
- Poster printing in large format up to A0.
- Pop Up banners & Promotional items.
- Photography, including Staff ID Cards.

HOW TO CONTACT US:

Julia Hickson: 01472 (32) 6221 – Senior Graphic Designer/Print Unit Lead

Maggie Camburn: 01472 (32) 4190 - Digital Print Specialist

Gary Whitford: 01472 (32) 4186 - Digital Print Specialist Assistant

Kirsty Dodd: 01472 (32) 4164 – Digital Print Specialist – Quick Print

David Hanks: 01472 (32)4187 – Art Worker and Digital Print Specialist

Chris Howson: 01472 (32) 6254 - Senior Graphic Designer

The Design & Print People

Municipal Offices

Town Hall Square

Grimsby

N.E. Lincs

DN31 1HU

EDUCATION WELFARE SERVICE

SERVICE LEVEL AGREEMENT for SCHOOLS & ACADEMIES

Introduction from the Education Welfare Service

Dear Head Teacher, Chair of Governors, and School Business Manager,

We recognise that school attendance is a crucial factor in determining the outcomes for both schools and individual pupils. The Education Welfare Service supports schools and settings to achieve Government targets for overall attendance and persistent absenteeism.

Our team of experienced Education Welfare Officers can help improve pupil attendance, attainment and the emotional wellbeing and health of children and young people. All members of the team have an extensive knowledge on all attendance issues relating to the law, legislation and government guidance regarding attendance and our core statutory work.

Unlike other attendance companies, we coordinate the prosecutions for North East Lincolnshire, so are in a unique position to follow a case throughout the entire Fast Track process, as well as having our own service level agreement with NELC Legal Services. During the Coronavirus pandemic, the service worked closely with Public Health and provided advice and guidance to schools in relation to updated guidance. We continue to be a vital point of contact as School Link Officers.

The Education Welfare Service forms part of a wider offer whereby we are uniquely co-located within wider Education Services. This means we have immediate access to School Admissions, CLA and Behaviour team, Governor Services, SEN, Educational Psychology and Education Transport.

Whilst the Education Welfare Service has a standard SLA, the option is also available to tailor the package to suit your settings needs, including:

- Both early and late attendance interventions to address individual pupils and groups causing concern
- Home visits
- Implementing the Fast-Track Process from the initial attendance concern to prosecution for non-attendance.
- Completion of court papers
- SAP and LAP meetings
- Attendance data analysis
- Strategic advice on policy, practice, procedure, and updated attendance guidance
- Register audits and reviews.
- Child employment support
- Family interventions and special packages of care requests
- Presenting to year groups and short assembly talks (RSE), as well as being present at parent events
- Training sessions for teachers and attendance staff on the analysis of attendance data and achieving attendance targets, reducing persistent absenteeism.
- Coordinate a robust and effective legal process to address parental responsibility.
- Supervision and CPD opportunities for non-teaching and teaching pastoral staff
- Signpost families to specialist support services including early intervention.
- Maintain multi-agency practices to address issues affecting school attendance.

- Attendance sweeps to target priority areas as agreed with the school attendance lead.

Our support is not limited to the solutions listed, and the service can adapt to meet each school's individual needs. Should you have any further questions in relation to the SLA, please do not hesitate to get in touch.

We very much look forward to working with you in 2021-2022

Jennifer Steel

Education Welfare Service Manager

DETAILS OF THE SERVICE PROVIDER:

This service is provided by the Education Welfare Team in North East Lincolnshire Council's Children's Services.

The Education Welfare Service fulfils both statutory and non-statutory functions in relation to compulsory school aged children and young people, addressing issues related to:

- Admissions and attendance registration

- School attendance and absence
- Elective Home Education (EHE)
- Children Missing from Education (CME)
- Child employment
- Child entertainment
- Issuing licenses for chaperones
- Complex case management

The Educational Welfare Service operates with NELC'S Access and Inclusion Service and can offer advice and support to schools & academies, pupil referral units, alternative education providers, as well as parents/carers, employers, and a range of multi-agency professionals regarding legislation in these areas to support them in fulfilling their legal and statutory responsibilities.

SERVICES AVAILABLE TO PURCHASE:

During the year, circumstances in relation to children's and young people's patterns of attendance can and do change markedly for a wide variety of reasons. It is strongly advised that all schools/academies purchase at least the minimum recommended hours to ensure they are covered for any unforeseen attendance issues that may arise over the academic year.

Services purchased through this Service Level Agreement include:

1. Comprehensive support and intervention to improve school attendance through the pathway.
2. Comprehensive preparation and completion of court documentation
3. The quality assurance and issuing of penalty notices (in accordance with the North East Lincolnshire Penalty notice Protocol)
4. Liaison with Legal Services including subsequent legal action.

Option 1: Purchasing Educational Welfare Officer Time

This can include:

- Case management
- Case work

- Preventative and early intervention and approaches.
- Staffing for Service Provision
- Consultation and reviewing Educational Welfare Service
- Penalty Notices
- Training, guidance, and advice
- Data collection and analysis

Examples of support and advice:

- Developing strategies for tackling attendance related problems including lateness.
- Complex case management including the preparation of case studies.
- Developing whole school/academy attendance policies.
- Use of attendance data analysis and audits.
- Registration legislation advice.
- Strategies to reduce absence rates due to 'leave of absence' requests during term time.
- Develop/review policies regarding pupils who are unable to attend school due to medical needs.
- Contribute to the delivery of curriculum related issues including, for example, school age employment and attendance matters.
- Training and support for key stakeholders: for example, DSLs, SENCOs, Child Protection Co-ordinators as well as designated governors.

Option 2: Management Support

For those individual schools/academies which decide not to purchase EWO hours on a weekly agreement, and who directly employ an Attendance Officer, Educational Welfare Service can also offer a bespoke management cost agreement. This can include:

- Provision of updates on changes to or the introduction of new legislation, associated guidance, and good practice.
- Evaluation on the impact of the role of the Attendance Officer in relation to school attendance and persistent absence (PA) targets.
- Strategic support, advice, and direction in relation to school attendance, Parenting Orders, Education Supervision Orders, low school attendance, the management of leave of absence requests and penalty notices.
- Support from other EWOs in casework related matters.
- Access to relevant information i.e., risk assessment alerts on addresses, home visits and previous Educational Welfare Service involvement with families (this must be requested through the school directly & not via a third-party organisation)
- Access to professional supervision, performance, and caseload management.
- Access to EWO training programmes including Legal Services updates.
- Access and support on specialist areas i.e., CLA, CME, Exclusions, EHE, Alternative Provision.
- Support if required in recruitment and selection.

SLA CHARGES:

Agreements with schools/academies can be discussed and negotiated on an individual basis to enable a bespoke service to be offered to meet the needs of the school/academy through statutory and non-statutory work. Suggested requirements will be based on:

- Absence higher than North East Lincolnshire average.
- Absence higher than national average.
- PA (Persistent Absentees) higher than national average.
- FSM (Free School Meals) higher than North East Lincolnshire average. (Data will be based on the most recent PLASC return by school/academy and DfE Statistical Releases).

PLEASE NOTE: Schools/academies who do not enter into a Service Level Agreement with the Educational Welfare Service will only be entitled to access the **basic statutory elements** of the service:

1. The quality assurance only of legal documentation for prosecution; schools and academies are expected to complete the court papers and the collation of supporting evidence.
2. The quality assurance and issuing of the penalty notices (in accordance with the North East Lincolnshire Local Authority Penalty Notice Protocol)
3. Liaison with Legal Services including subsequent legal action.

Education Welfare Service Contacts:

Jennifer Steel Inclusion Lead
01472 326745 – jennifer.steel@nelincs.gov.uk

Educational Welfare Service business support (01472) 326291 opt 1.
ews@nelincs.gov.uk

Appendix A

STATUTORY ROLE OF THE COUNCIL:

To meet its statutory responsibilities, the service has a range of objectives within its core areas of work:

- To ensure children of compulsory school age are receiving a suitable education either by regular attendance or otherwise.
- To enforce school attendance under Sections 444, 444a and 444za of the Education Act 1996.
- Undertake enforcement proceedings under Section 103 of the Education and Inspections Act 2003.
- To instigate proceedings under Section 444 of the Education Act 1996.
- To consider applying for an Education Supervision Order (ESO) before commencing legal proceedings against parents and/or carers and delivering directions.
- To support school improvement through promoting regular attendance at schools/academies as a pre-requisite for improving rates of progress and raising

levels of attainment for pupils in line with Department for Education (DfE) Statutory Guidance and Ofsted's Inspection Framework.

- To undertake the council's statutory duty under the Education Act 1996, the School Standards and Framework Act 1998, and Education (Pupil Registration) Regulations 2006 in relation to school attendance and children missing from education.
- To fulfil the LA statutory duties in relation to child employment under the Children & Young Persons Act 1933 (as amended), the Children (Protection at Work) Regulations 2000, North East Lincolnshire Borough Council Employment of Children Byelaws and Children in Entertainment and Licensing of Chaperones under relevant legislation.
- To ensure schools/academies are compliant with the Education (Pupil Registration - England) Regulations 2006 and Section 434 and 551 of the Education Act 1996.
- To assist in fulfilling the obligations placed on the LA under the Children Act 1989 in relation to Child Protection, the Children in Need Assessment Framework, Education Supervision Orders and Looked After Children.
- To ensure that vulnerable children and young people, identified by schools/academies, parents or carers, self, or other agencies are supported to access their education where there are issues relating to attendance.

SERVICE: EDUCATIONAL VISITS SERVICE INCLUDING THE EVOLVE SYSTEM FOR MAINTAINED SCHOOLS

DETAILS OF THE SERVICE PROVIDER

Educational Visits advice, guidance, and support service assists schools to deliver off-site visits to national standards, ensuring Health & Safety and Safeguarding issues are addressed.

Thank you for your continued support and commitment to 'Learning Outside the Classroom'. Educational Visits advice, guidance, and support service assists schools to deliver off-site visits to national standards, ensuring H&S and Safeguarding issues are addressed.

The funding for this support did come out of the Direct Schools Grant and direct subsidy from North East Lincolnshire Children & Families Directorate. This service is now being provided by North East Lincolnshire Council Young and Safe section of SAFER NEL

With the transfer of central support funding back to establishments, all Maintained Schools including Community, Voluntary Controlled, Voluntary Aided, Foundation, School and Independent will need to fund the Educational Visits Advice and the Evolve online reporting system from within their school budget.

Employers have statutory responsibility for Health and Safety and Duty of Care and must be clear about what happens when responsibilities and functions are delegated, especially the detailed requirements for notification and/or approval of activities. (OEAP National Guidance - Employers' requirements) see link: www.oeapng.info

We aim to provide support to educational establishments so that staff can engage in offsite work confidently and safely. Our Educational Visits support service has a clear and robust set of standards, a proven framework and an effective training offer delivering useful tools to leaders, governors and schools. Schools working to national standards, within a proven framework and with trained leaders will know that they can handle an immediate problem with confidence and will have an appropriate defence against claims of negligence. Having trained EVC's with robust systems of support and guidance in place will enable you to demonstrate employers' Health and Safety responsibilities. Establishments are monitored through the Evolve system to establish that your systems are suitable and sufficient to meet these requirements.

NELC can help. We aim to provide support to educational establishments so that staff can engage in offsite work confidently and safely. Our Educational Visits support service has a clear and robust set of standards, a proven framework and an effective training offer delivering useful tools to leaders, governors and schools. Schools working to national standards, within a proven framework and with trained leaders will know that they can handle an immediate problem with confidence and will have an appropriate defence against claims of negligence.

SERVICE OUTLINE

The North East Lincolnshire Youth Engagement Team provides advice, training and monitoring support to North East Lincolnshire schools and Young and Safe section of SAFER NEL

The same level of service is also offered to Academies through Service Level Agreement. Although these services are generally non-statutory they are provided to help ensure that current Health and Safety legislation for employers is met, good practice is followed and to

- Promote the safe use of Learning Outside the Classroom as an educational tool.
- Provide a range of advice on taking children outdoors whether it is into the school grounds or further afield.
- Provide a range of advice on adventurous activities and overseas expeditions.

WHAT WE OFFER

Access to advice, guidance, and support in relation to all aspects of educational visits:

- The Outdoor Learning & Educational Visits Advisor will provide professional advice and guidance support so informed decisions can be made on all aspects of the educational visits process, through the office of the establishment Educational Visits Coordinator (EVC).
- Provide access to the NELC web-based system 'EVOLVE' to facilitate the efficient planning, management, approval, and evaluation of visits. All staff that lead or accompany visits can access their own EVOLVE account, which is set up by their establishment's Educational Visits Coordinator (EVC). As well as being an efficient tool for planning and approving visits, EVOLVE also contains a variety of features including: search and report facilities, downloadable resources and information, staff records and visit history, etc.
- Provide support in approving visits to ensure current guidelines and good practice is met, offering a clear set of protocols to all schools in North East Lincolnshire.
- Provide the current NELC off-site visits policy documents.
- Keep the establishment informed, via the EVC, of any changes to policy or good practice, nationally or locally.
- Review policies and procedures in the light of lessons learnt.
- Work with the EVC to monitor their work and to identify training needs delegation and so on
- Monitoring of Providers and Schools visits to ensure standards are met.
- Notify of suitable staffing and pupil staff ratios; seek advice and information of other professionals and organisations as required and agreed with the School. The School will be responsible for any costs and charges levied by such professionals including any VAT charged.
- The local authority Outdoor Learning and Educational Visits Advisor is a member of the Outdoor Education Advisors Panel (OEAP) with strong network across the north east region and nationally to ensure consistency of approach.

- Offer training in planning and running off-site visits ensuring compliance with current legislation including Health and Safety at Work etc. Act and the Equalities Act
- Assistance with risk assessments.
- Advice on transport issues, providers, visits abroad including skiing and expeditions.
- Advice on dealing with issues surrounding the Equalities Act and inclusion.

NB The Local Authority is not responsible for the conduct, behaviour or safety of participants whilst undertaking educational visits or any loss or damage incurred during or as a result of such visits.

BENEFITS TO YOU

We provide specialist support via the designated off-site visits advisor to the School in relation to educational visits in order to meet their legal obligations under the Health and Safety at Work etc. Act (1974), the Managing Health and Safety Regulations (1999) and the Children Act (2004) among others.

- Access to professional advice from a qualified and experienced Outdoor Learning & Educational Visits Advisor.
- The Outdoor Learning & Educational Visits Advisor commissioned by the authority is a member of the Outdoor Education Advisors Panel (OEAP), is fully accredited to deliver Educational Visits Coordinator and Visit Leader training. Under the HSE's register of approved consultants (Occupational Safety and Health Consultants Register) it has been agreed by the HSE that accredited members of the OEAP are the competent people to deliver advice, guidance and training on school trips and adventurous activities.
- The Outdoor Learning & Educational Visits Advisor will aid in decision making to enable you to discharge your legal responsibilities under health and safety law, safeguarding and equality.
- Support you in the writing of a school policy and risk assessments.
- Where required to support you in any queries or disputes in respect of providers.
- Support for your staff to empower them to feel confident in planning and running off-site visits.
- Systems and procedures are monitored and information / procedures are developed as appropriate in response to legislative requirements and current best practice to ensure you are kept up to date with the latest developments.
- Offer training for EVCs and group leaders at NELC rates.

WHAT WE REQUIRE FROM YOU

- The Health and Safety at Work etc. Act 1974 places overall responsibility for health and safety on educational visits with the employer. For community schools, community special schools, voluntary controlled schools, maintained nursery schools, pupil referral units, and statutory youth groups, the employer is the local authority. These establishments must adhere to the document: *North East Lincolnshire Council Educational and Off-Site Visits Inc. Adventurous Activities Policy & Framework*.
- It is good practice for each establishment to have an Educational Visits Co-ordinator (EVC). This may be the Head teacher, a teacher or another member of school staff appointed to act on the behalf of the Head teacher. The EVC will be involved in the planning and management of educational visits led by school staff.
- The EVC will be appropriately trained and competent for the role.
- The School EVC will act as the first/main point of contact for communications from the outdoor education advisor except when a prior arrangement has been agreed.
- The School will have an education visits policy in operation as part of their Health and Safety requirements.
- The School should arrange for approval of all educational visits by the responsible person (for example the Principal, or a delegated senior member of staff) and the governing body where required.
 - Level 1 & 2 Visits: Establishment Head/Manager ,(delegated approval from LA). Can be approved without reference to the Outdoor Education & Learning Outside the Classroom Advisor.
 - Level 3 Visits:
 - Overseas
 - Residential
 - Adventurous/Outward Bound
 - Student Exchange
 - Must be submitted to the Outdoor Learning & Educational Visits Advisor after initial approval from the responsible person and the governing body. The Outdoor Learning & Educational Visits Advisor will advise as to whether or not the visit should be processed and recommend what actions if any needs to be taken before approval should be granted.
- Applications for visits approval must be submitted via the Evolve system with any relevant supporting information (for example risk assessments, itinerary and so on) a minimum of 3 weeks (term time) prior to the start of the visit.
- Integral with this the School will appoint suitably competent people to plan, organise and run educational visits.
- To provide the service with a purchase order for places on training courses and other resources/support outside the main agreement

OUR SERVICE STANDARDS

- Response to enquiries via telephone and email within 3 working days of receipt during term time. If, due to leave or NELC commitments, the Outdoor Learning & Educational Visits Advisor is not available for a period that would not allow this to be met the School will be informed.
- Response to requests for advice relating to specific visits forms, previously approved by the School within 10 working days of approval by the School.

HOW TO CONTACT US:

Sue Campbell

sue.campbell@nelincs.gov.uk

Tel: 07919304494

North East Lincolnshire Council.
Young People's Support Services
People Directorate.
Old Clee School
Colin Avenue
Grimsby
North East Lincolnshire
DN32 8EN

SERVICE: FINANCIAL ACCOUNTANCY SERVICES

DETAILS OF THE SERVICE PROVIDER

Financial Accountancy Services provides a financial support service to all Directorates and to schools.

Financial Accountancy Services provides support and advice to schools and governing bodies on all aspects of finance to ensure the efficient and effective use of resources and to highlight future financial issues.

Within the team, Alex Allenby, (Commercial Accountant) and Tiffany Rowbotham, (Finance Practitioner) are dedicated solely to schools finance.

The team is overseen by Dave Kirven, Strategic Lead who is significantly but not solely dedicated to educational matters.

Financial Accountancy Services aims to build strong relationships with schools to ensure high quality financial management and governance within schools and to assist schools in managing change. The team's experience and close working ensures the provision of timely, relevant and value-adding advice and issue resolution. Team members hold qualification membership of the Association of Accounting Technicians (or equivalent) or are working towards an accountancy qualification.

The Commercial Accountant leading the team has a total of 25 years accountancy experience and is knowledgeable in all aspects of school funding, budget preparation, budgetary control and the delivery of training programmes. Training programmes are targeted to schools and delivered by team members with a detailed practical knowledge of financial systems,

Day to day contact with schools initially is through the team's Finance Practitioner.

The service is headed by a professionally qualified Strategic Lead who leads on strategic issues in relation to Education Funding, working with the School's Forum and input into major change programmes (e.g. school reorganisation)

RESPONSIBILITIES OF THE SCHOOL

Schools are responsible for planning and using their financial resources effectively. Schools must manage their finances in accordance with the Scheme for Financing Schools and within the law. This includes:

- Ensuring that the first formal budget plan of the year is approved by the governing body of the school.
- Coordinating the budget with the School Development Plan.
- Submission of a budget plan to the Council at the start of each year in accordance with the dates set out in the Scheme for Financing Schools where a school has not been able to balance its budget the submission must also include a forward plan demonstrating that any resulting deficit will be cleared within a further two financial years.
- Submission of a formal revised plan to the Council during each year, in accordance with the dates set out in the Scheme for Financing Schools
- Establishing proper financial management arrangements and accounting procedures.
- Abiding by the requirements set out in the Scheme for Financing Schools, the School's Financial Regulations, and where appropriate the Council's Financial Procedure Rules and Contract Procedure Rules.
- Maintaining a sound system of internal control.

- Ensuring that the delegated budget is used for the purposes intended.
- Agreement by the governing body of a statement setting out what steps they will be taking in the year to ensure that expenditure reflects best value principles.
- Compliance with the Council's annual Closedown timetable to enable the Council's Statement of Accounts to be submitted in accordance with statutory deadlines.
- Providing a detailed explanation of year end balances
- Adherence to the accounting framework set out in the Consistent Financial Reporting framework.
- Ensuring that their staff are sufficiently trained and competent to handle financial matters.
- Providing sufficient information in a timely manner to enable the Council to produce its VAT claim within the timescales directed by the Government.

STATUTORY ROLE OF THE COUNCIL

To enable schools to fulfil their financial responsibilities the Council will, at no charge to schools provide the following statutory entitlement:

- Maintained funding formula that is simple, transparent, easy to predict and conforms to current guidelines and legislation including distribution of grant funding.
- School block funding allocations by the dates prescribed by the Education & Skills Funding Agency at the latest.
- A current copy of the Scheme for Financing Schools including updates.
- Closedown timetable and relevant guidance and support for the end of each financial year.
- Prepare and submit the S251 Budget and Outturn Statements.
- Maintain the Schools FMS Accounting Structure and amend errors on the FMS system that are caused by Council Directorates.
- Make advances to cheque book schools in accordance with the timetable set out in the Scheme for Financing Schools
- Collate and prepare the VAT claim.

The Council will also provide the following discretionary services at no cost to schools:

- Maintain a Manual of Financial Guidance for NELC Schools incorporating Financial Procedure Rules and Contract Procedure Rules.
- Budget monitoring spread sheet with written guidance
- School Fund monitoring spread sheet

SERVICES AVAILABLE TO PURCHASE

To support schools to fulfil their responsibilities, the following financial accountancy services are available for purchase:

Financial Advice and Budgeting - an enhanced package includes up to 8 days contact time:

- 3 year funding model with written guidance and support to aid completion, including annual and in year updates to the model. This will include interpretation of budget scenarios and the identification of risks and opportunities.
- Submission of Consistent Financial Reporting data to the Education, Skills & Funding Agency (ESFA), within the deadlines set by ESFA (whilst this is a legal responsibility on schools, the importance of CFR is such that where schools wish we will co-ordinate CFR submissions at no additional charge to schools that purchase the SLA)
- Review of School spend and financial arrangements to identify cost saving and VFM opportunities (e.g. smarter procurement)
- Support and guidance in preparing the school's annual budget and 3 year plan
- Preparation and delivery of mid-year budget review and virement generation
- Preparation and delivery of January budget meeting to review forecast outturn position
- Advice and management of school balances (surpluses and deficits) and development of deficit recovery plans.
- Financial advice and guidance throughout the year (by email/phone and in person at the school).
- Support and guidance in reconciling Local Bank Account (LBA)
- Training for staff in preparing and administering a Local Bank Account (LBA).
- Training in the use budget monitoring Excel spreadsheets produced by the Council.
- Training for staff in schools who handle financial matters (including assessment and support in respect of resource competencies) if required.
- Direct support and training to schools senior management and chair of governors.
- Advice and guidance with meeting the requirements of ESFA Schools Financial Values Standard (SFVS).
- Training in utilisation and reconciliation of school fund spread sheet.
- Guidance and advice on making budget efficiencies and the preparation of scenarios for presentation to Governors.
- Attendance at Governing body meetings (as required).

The Financial Advice and Budgeting SLA day allowance includes preparation time by the School Finance team.

The service charge is for 8 days support (whether utilised by schools or not)

Bookkeeping Service for Non FMS Users

A complete bookkeeping service for schools using our specifically developed budget monitoring spread sheet. The complete service includes:

- Budget allocation to codes, salary commitments, input of orders, invoices and income received filing and reconciling paperwork for same.
- Reconciliation of the school accounts to the council finance ledger on a monthly basis.
- Monthly reports and recommendations to ensure effective budgetary control.

The level and quality of this service is partly dependent on the school being able to provide finance team members access to premises, working space and other facilities as well as appropriate school records, including budget monitoring spread sheets, and to appropriate personnel.

HOW TO CONTACT US

Where possible all notification of funding and general notices will be communicated electronically, by e-mail.

All queries, whether by letter, e-mail or by telephone will receive a response within 5 working days of their receipt. All general enquiries should initially be directed to the Service Desk.

Contact for individual team members are as follows:

General queries Tel: 01472 325995

E-mail: AccountancyServiceDesk@nelincs.gov.uk

Dave Kirven	Tel: 01472 325898	E-mail: dave.kirven@nelincs.gov.uk
Alex Allenby	Tel: 01472 325521	E-mail: alex.allenby@nelincs.gov.uk
Tiffany Rowbotham	Tel: 01472 325494	E-mail: tiffany.rowbotham@nelincs.gov.uk

Our correspondence address is:

North East Lincolnshire Council, Accountancy, Municipal Offices, Town Hall Square,
Grimsby. DN31 1HU

SERVICE: Free School Meals (FSM) Eligibility Checking Service

DETAILS OF THE SERVICE PROVIDER:

NELC Benefit Section offers a FSM Eligibility Checking Service.

The allocation of funding via the pupil premium is directly related to the number of pupils entitled to FSM at a school, and it is important to make the process as easy and convenient as possible for parents/carers in order to maximise take up of the scheme.

We can provide you with independent confirmation of entitlement to support applications for this funding.

We have provided the service to maintained schools since 1999 and understand the challenges of obtaining and verifying evidence in support of claims. We have access to information not available to staff outside a Local Authority which reduces the need for parents/carers to provide paper proof of income:

- Joint applications with claims to other benefits, reducing the need for duplicate forms, and allowing information obtained in support of other claims to be used
- Access to the Department for Education (DfE) Eligibility Checking Service website which holds entitlement information provided by the Department for Works and Pensions (DWP) and Her Majesty's Revenues and Customs (HMRC)
- Telephone access to HMRC for specific queries

RESPONSIBILITIES OF THE SCHOOL:

- Advise parents/carers how to apply for Free school meals. Customers can apply on-line or print a form from North East Lincolnshire Council website. Schools/Academies may wish to provide this service to customers wanting to apply.
- Accept application forms and forward to the Benefit Section within 2 working days
- Tell the Benefit Section when children leave the school
- Tell the Benefit Section when any doubt arises about entitlement
- Provide to the Benefit Section, on request, information about moves to secondary schools

STATUTORY ROLE OF THE COUNCIL:

- Award free school meal entitlement in accordance with legislation upon receipt of valid application form

SERVICES AVAILABLE TO PURCHASE:

We offer as standard:

- Schedule of entitled pupils at the start of each term.
- Weekly reports showing additions and deletions to the full schedule.
- Decision letter to parent/carer when claim processed.
- Telephone enquiry service for both parents/carers and Academies

- Access to the latest advice and information
- Depth and breadth of staff expertise for business resilience

HOW TO CONTACT US:

Your Relationship Manager will be Benefits Team Manager, Sue Hickman

Tel: 01472 323716

Sue.hickman@nelincs.gov.uk

The majority of day to day support will be through the dedicated Free School Meal Officer Jeni Taylor Tel: 01472 323732

Jenifer.Taylor@nelincs.gov.uk

Local Taxation and Benefits

Municipal Office

Town Hall Square

Grimsby

DN31 1HU

Freeschoolmeals@nelincs.gov.uk

GOVERNOR SUPPORT SERVICE

SERVICE LEVEL AGREEMENT for SCHOOLS & ACADEMIES

DETAILS OF THE SERVICE PROVIDER:

This service is provided by the Governor Support Team in North East Lincolnshire Council's Education Services.

SERVICES INCLUDED:

Clerking: Comprehensive service comprising legal, procedural advice, ensuring that Governors fulfil their statutory duties, administration and minuting meetings.

Governor Induction: Each new governor is offered an in-house Induction, to help governors effectively fulfil their roles and responsibilities.

Governor Forum: Bi-annual governor forum designed to facilitate networking and information sharing

'Pay-as-you-use': additional options to suit your needs to include clerking additional governing body meetings and development opportunities for independent clerks to governors.

- Provide an administrative advisory clerk to advise on administrative, legal and procedural matters of school governance before, during and after meetings.
- Send a draft agenda to the Headteacher and the Chair for approval.
- Send agenda and documents to governors in preparation for the meeting.
- Distribute draft minutes to Headteacher and Chair of committee within 4 weeks.
- Follow up matters arising at meetings and arranging action(s)/report(s).
- Keep a check on the constitution of the governing body and inform governors that their term of office is coming to an end.
- Maintain a database of the composition of committees and their attendance.
- Provide governors with a calendar of committee meetings for the academic year.

SERVICES AVAILABLE TO PURCHASE:

Service/Issue

1. Providing a full clerking service for an additional governing body meeting (calling the meeting, sending out papers, attending and clerking the meeting and administration).
2. Complaints /Pupil Discipline/Staff Disciplinary Committee – Clerk attending and producing minutes of a committee meeting

3. Other Committee Meetings
4. Independent Review Panel – (calling the meeting, sending out papers, attending and clerking the meeting, providing legal advice before, during and after, adhering the statutory process, and associated administration). NB where applicable additional charges apply for postage & packaging and copying papers.

Governor Support Service Contacts:

Matt Ward – Finance, Provision & Business Manager
01472 323069 – matthew.ward@nelincs.gov.uk

SERVICE: GROUNDS MAINTENANCE

DETAILS OF THE SERVICE PROVIDER

The Grounds Maintenance Team provides many services throughout North East Lincolnshire, including award winning resort beds and parks. We maintain a large portion of schools within the borough and pride ourselves on quality standards, incorporating regular, reliable delivery of services with a large multi-skilled and well trained staff base.

The past 5 years have seen many awards presented for the work completed by the North East Lincolnshire Councils Neighbourhood Operations Team. On the back of gold awards for Grimsby & Cleethorpes in Bloom.

Choosing the Grounds Maintenance service allows schools to purchase a quality service in the knowledge:

- All health and safety requirements and legislation are followed correctly.
- Staff providing the services are fully trained to recognised standards which
- allow them to carry out the service effectively and safely.
- COSHH considerations are followed.
- Public Liability insurance is in place.
- Risk Assessments & Safe Systems of work are followed.
- As a large operational employer we will be able to cover sickness / holidays to deliver a fully continuous service.
- The service operates a Quality Assurance Scheme which aims to record and establish that the agreed standards are being achieved and consistently maintained.

The Grounds Maintenance Team can provide a wide range of services including:

Grass Cutting playing field & ornamental	General Ornamental Maintenance rose bed, shrub and flower bed maintenance
Sports Field marking	Road Sweeping
Hard Court marking	Gully Cleaning
Landscaping	Tree Pruning – Felling & Planting
Weed Spraying	Playing field maintenance
Hedge cutting	24/7 call out - additional costs apply

RESPONSIBILITIES OF THE SCHOOL

The School / Academy / College will allow access at any time for the mobile teams to undertake scheduled maintenance.

The School / Academy / College will liaise with the charge hand to advise of any restrictions on site.

STATUTORY ROLE OF THE COUNCIL

To ensure all purchased services are provided in line with all Health and Safety legislation.

SERVICES AVAILABLE TO PURCHASE

The Grounds Maintenance Team work within an outcome based specification, meaning we maintain to the conditions specified below, our total visits to site will depend on the seasonal variations in weather conditions. Mild winters, wet summers and drought conditions all affect the growth rates of plants, and thus the number of visits needed to maintain to the correct standards.

GRASSED AREAS	
Verges and Amenity Areas	<p>Maintain grass to a height of between 15mm and 50mm in summer and 50mm and 70mm in winter.</p> <p>Keep obstructions (e.g. manholes) free of long grass by cutting as close as possible to the surface.</p> <p>Maintain a general litter free appearance of grass areas. Collect litter, stones and other debris immediately prior to cutting.</p> <p>Grass cutting will commence in March / April through until October with cuts taking place during the winter months if weather conditions dictate. During recent mild winters grass cutting has been carried out in November and February. If drought conditions occur during the summer months grass cutting operatives are utilised on other work.</p>
Embankments	<p>Maintain grass to a height of between 15mm and 50mm in summer and 50mm and 70mm in winter.</p> <p>Keep obstructions (e.g. manholes) free of long grass by cutting as close as possible to the surface.</p> <p>Maintain a general litter free appearance of grass areas. Collect litter, stones and other debris immediately prior to cutting.</p> <p>Grass cutting will commence during March / April, through until October.</p>

Wildflower areas	Maintain in accordance with individual site management plans or instructions.
Playing Fields	<p>Maintain grass to a height of between 15mm and 25mm in summer and 25mm and 50mm in winter.</p> <p>Keep obstructions (e.g. manholes) free of long grass by cutting as close as possible to the surface.</p> <p>Maintain perimeter of playing fields to a height of between 25mm and 50mm in summer and 50mm and 100mm in winter.</p> <p>Maintain a general litter free appearance of grass areas. Collect litter, stones and other debris immediately prior to cutting.</p> <p>Grass cutting will commence in March / April through until October. Cuts will take place during the winter months if weather conditions dictate. In recent years it has not been uncommon for grass cutting to take place in November and February due to the mild conditions.</p>
Hedges	<p>Maintain in accordance with site management plans, as instructed or as required for public safety, taking account, where possible, of appropriate requirements for individual species and bird nesting seasons.</p> <p>Hedges are cut during the growing season (August to October). Any major pruning work to reduce either the height or width of the hedge is carried out between November and March.</p>

PLANTED AREAS	
Rose beds/Shrub beds	<p>Maintain beds in a weed-free condition. Cultivate soil as necessary. Top up mulch where used. Prune roses as necessary in accordance with good horticultural practice. Regularly remove dead heads, damaged flowers and suckers and dispose of. Use fertiliser as appropriate. Maintain a general litter free appearance of beds.</p> <p>Roses & shrubs will be pruned between November and March, From April through to October, monthly maintenance visits will take place to cut back overhanging branches, remove weeds and litter and apply herbicide.</p>
Flowerbeds	<p>Supply, plant and maintain bedding plants to provide floral displays throughout the year. Maintain beds in a weed-free condition. Cultivate soil as necessary. Use fertiliser as appropriate. Use chemical pesticide/ fungicide as required to keep plants pest and disease free. Water as necessary. Maintain a general litter free appearance of beds.</p> <p>Beds are planted twice yearly, once in late May / early June to provide the Summer display, then again in September / early October to provide the Spring display.</p>

Weed kill	Weed killer will be applied during the growing season when required to maintain a weed free appearance.
Rockeries/ shrubberies	Maintain in a weed-free condition. Cultivate soil as necessary. Regularly top up mulch where used. Prune shrubs as appropriate for the species and season. Remove dead wood and dead flower stems as necessary. Use fertiliser as appropriate. Maintain a general litter free appearance of beds.
Grass Edging –Half Moon	Edging of all grassed areas adjoining paved areas /walkways to be carried out during November & March.

SPORTS FACILITIES	
Football pitches	Mark out pitches and maintain clear markings throughout the season. Erect football posts and backstays once in August prior to the start of the season. Dismantle posts and backstays once in May at the end of the season. Paint posts and backstays prior to the start of the season. Reseed worn areas to football pitch once at the close of the football season.
All-purpose pitches	Mark out pitches/courts as required.
Running Tracks & Associated markings	Mark out running track and all associated markings, Maintain clear markings throughout the season, April to July
Tennis and Netball (hard)	Mark out pitches and maintain clear markings throughout the season.
Cricket squares (Grass)	Maintain grass to a height of 12mm in summer and 25mm in winter. Contain, collect and remove all arising's and dispose of. Use herbicide/fungicide as appropriate to maintain turf free of moss, annual and perennial weeds. Apply fertiliser and top dressing as appropriate to maintain good quality turf. Roll to maintain true levels and scarify and spike to maintain quality of sward. Repair and re-seed as necessary. Maintain a general litter free appearance of grass areas. Collect litter and other debris immediately prior to cutting. Mark out wickets and maintain clear markings throughout the season.
Cricket outfield	Maintain grass to a height of between 15mm and 25mm in summer and 25mm and 50mm in winter.

	<p>Keep obstructions (e.g. manholes) free of long grass by cutting as close as possible to the surface.</p> <p>Maintain perimeter of playing fields to a height of between 25mm and 50mm in summer and 50mm and 100mm in winter.</p> <p>Maintain a general litter free appearance of grass areas. Collect litter, stones and other debris immediately prior to cutting.</p>
Artificial wickets	To be swept, cleared and marked out twice annually during the Cricket season.
Jump Pits	Dig out pits and remove all debris, litter, dog fouling and any other foreign matter. Import soft sand lay and rake level. Once per year in April /May
Leaf Clear	Leaf clear contaminated areas once per month during October, November and December.

Variation Work/one offs / work outside the normal contract	<p>This type of work is carried out throughout the year on agreement between the Area Manager representing NELC and the representative from the School – Academy - College.</p> <p>Upon agreement of the work to be undertaken and the costs the School – Academy - College is required to issue NELC with an official order number prior to the commencement of any works.</p> <p>Alongside this we operate a 24/7 call out service dealing with a range of emergencies from wind-blown trees and branches. Should this service be called upon a recharge will be raised against the School – Academy - College.</p>
---	---

HOW TO CONTACT US

Neighbourhood Services operate on a 24 hour call out, 365 days a year. Within operational hours the office telephone number should be used to raise any issues that may occur. Outside of operational hours, the gatehouse will log all calls and pass to the relevant Area Manager on call.

Office Hours Contact:

Admin Office:
01472 325827

Fax: 01472 325726

Chris Pulford
(Area Manager)

Out Of Hours Correspondence Contact:

Gatehouse:
01472 325718

Address:

Neighbourhood Services
Doughty Road Depot
Doughty Road
Grimsby
DN32 0LL

01472 325860

Chris.pulford@nelincs.gov.uk

SERVICE: HEALTHY PLACES

DETAILS OF THE SERVICE PROVIDER

Happy, healthy people are at the heart of any great organisation. Evidence shows that a culture which promotes health and wellbeing will reap the benefits of improved attendance, productivity and attainment, greater happiness, morale and staff retention.

Over a year on from the start of the Covid-19 pandemic, there has never been a greater time to prioritise health and wellbeing. The Healthy Places team will work with your school/academy to promote the health and wellbeing of everyone within your school community. We have a variety of support on offer, no matter how far along your school/academy is in its health and wellbeing journey. The service we offer is tailored to the needs of each individual school/academy.

RESPONSIBILITIES OF THE SCHOOL

- To make available appropriate space for face-to-face meetings and training as required.
- To release staff when necessary, to participate in meetings/training or to have discussions with the Healthy Places team.
- To carry out the necessary internal communication to facilitate effective work e.g. ensuring teachers are aware of upcoming training.
- Where possible to notify Healthy Places with two weeks' notice to cancel places on training courses.
- To notify Healthy Places promptly if any planned meetings need to be cancelled.
- For any work that Healthy Places deliver to children and young people, to ensure any necessary Parental Permission forms are completed and returned to Healthy Places in a timely manner before work takes place.
- A commitment to contribute to Healthy Places' service evaluation process, e.g. completion and sharing of case studies.
- To complete other paperwork as required by Healthy Places to maximise the effectiveness of joint working.

STATUTORY ROLE OF THE COUNCIL

- N/A

Annual Membership

Membership is payable on an annual basis and for this we offer:

- An introductory workshop
- Access to North East Lincolnshire's Online Wellbeing Tool for all staff and parents/carers and a confidential staff report based on aggregated results
- An annual School Health profile, supported by School Nursing
- Year 6 or Year 10 pupils' questionnaire
- Support with health promotion sessions, based on the needs identified as part of the health profile
- A login for and access to evidence-based resources on the Healthy Places website
- 2 network events per year, 2 people per organisation
- E-Newsletter
- 20% discount off any further Healthy Places training booked within the membership period
- MECC e-learning course
- Training for up to 2 members of staff to become Wellbeing Champions
- Ongoing support and access and signposting to local experts, knowledge and services
- Monitoring, evaluation and review

Healthy Places members also have the opportunity to complete a Healthy Places Award in order to receive recognition for their investment in and commitment to health and wellbeing.

Training:

We offer a range of courses to support organisations and individuals to make a real difference to the health and wellbeing of themselves and others. The courses on offer are tailored to the statutory requirements of the Relationships and Health Education guidance. Virtual and face to face courses are available. Courses include:

- Mental Health First Aid 2 day (Adult & Youth versions)
- Mental Health First Aid Aware (Adult & Youth versions)
- Emotional Resilience
- Manager/Supervisor Mental Health Workshop
- Introduction to Statutory Relationship and Sex Education
- Body Image Awareness

More information on training courses is available on the [Together for All website](#).

Consultancy:

We recognise that every place is unique in its strengths and challenges. With over 30 years' combined experience in health promotion within Public Health, the NHS, and the Local Authority, our Healthy Places Team have a vast amount of knowledge we are ready to share with you. Talk to us about your needs so that we can develop a bespoke training package or wellbeing project tailored to the individuals in your organisation.

HOW TO CONTACT US:

Laura Peggs

Wellbeing Programme Lead (Schools)

laura.peggs@nelincs.gov.uk

01472 325776 or 07885 233472

General contact details:

Email: healthyplaces@nelincs.gov.uk

Phone: 01472 325500

Website

More information on training courses is available on the [Together for All website](#). Otherwise, please see the [Healthy Places website](#) for more information.

Social media

Healthy Places are also contactable by social media:

- Facebook, [facebook.com/livewellnel/](https://www.facebook.com/livewellnel/)
- Twitter, [@livewellnel](https://twitter.com/livewellnel)

SERVICE: INCOME INCLUDING RECOVERY OF OVERDUE ACCOUNTS

DETAILS OF THE SERVICE PROVIDER

This service is provided by the Finance & Assets.

The Income and Payments Service provides an efficient and cost effective service for the processing of invoices and the recovery of overdue debts with clients being kept fully informed of all steps within the recovery process.

RESPONSIBILITIES OF THE SCHOOL

To assist the income and payments team in providing high quality service it is expected that the client will:

- prepare all documentation required for the completion of the services using the standard forms and procedures in force at the time.
- submit all documentation within approved time scales, such timescales to be agreed six months in advance.
- nominate staff as contact points for each and every service to be provided.
- implement immediately any changes to income and recovery procedures where such changes will result in improvement of the services provided.

STATUTORY ROLE OF THE COUNCIL

The Council as a statutory duty to ensure that Value Added Tax is correctly charged on all goods and services it charges for.

SERVICES AVAILABLE TO PURCHASE

On line access, where available, to the corporate debtors system or input of manually produced income invoices. A debt recovery service is also available in cases of non-payment.

The income team:

- maintain the corporate debtor system
- process both income and expenditure elements of internal recharges
- utilise modern collection techniques and systems
- provide regular reports to clients
- instigate legal proceedings with agreement of the client
- collect unpaid debts
- store and control of invoices and retention of these for the statutory period of 6 years
- liaise with and respond to queries from VAT inspectors during regular inspections

- automatically provide cost analysis for processing to financial management systems
- provide training and support for clients who use the local network for direct access to the income system

It should be noted that this SLA represents the services as they are currently provided. Should these services be amended by virtue of improvement or for efficiency reasons than the SLA will be adjusted and if appropriate, re-negotiated.

HOW TO CONTACT US

Debbie Lacey Accountancy Service Desk Manager

Email: Debbie.Lacey@Nelincs.gov.uk

Recovery enquiries Tel: 01472 325995
Tel: 01472 325970

Address Municipal Offices
Town Hall Square
Grimsby
DN31 1HU

SERVICE: LEARNING AND DEVELOPMENT TEAM – DELIVERING WORKFORCE DEVELOPMENT AND TRAINING SERVICES

DETAILS OF THE SERVICE PROVIDER:

The Learning and Development Team co-ordinates activity that can be accessed by Academies and Schools to develop their workforce and offers learning interventions for staff. We offer a professional advice and guidance service on all matters relating to workforce development, staff learning interventions and employee engagement. The team also co-ordinates the safeguarding training on behalf of the Local Children Safeguarding Board and offers support to other agencies that employ people who work and volunteer with children and young people. Our aim is to help you to deliver and improve outcomes by providing a high quality Learning and Development package and by offering development opportunities for your workforce.

RESPONSIBILITIES OF THE SCHOOL

The Academy/School is responsible for ensuring their workforce have sustained and effective professional development, focused on improvements that have a positive impact on the citizens of North East Lincolnshire.

The Academy/school should:

- Promote a learning culture within their organisation.
- Lead and sustain their own improvement, make a clear link between individual and team professional development and improvement
- Work with partners to plan and provide professional development opportunities for the whole workforce that improves outcomes.
- Ensure the provision of learning and development for staff in relation to the appropriate national standards and regulations.

SERVICES AVAILABLE TO PURCHASE

SAFEGUARDING TRAINING – (These courses are chargeable and are accredited by the LSCB):

- Basics in Safeguarding Children (3 hours)
- Introduction to Safeguarding Children Level 1 (1 day)
- Neglect Awareness Workshop (no charge) (2 hours)
- Safer Recruitment (1 day)
- Safeguarding Children Level 2 (2 days)
- Safeguarding Children Refresher Level 1 (half day)

- Safeguarding Children Refresher Level 2 (half day)
- Domestic Abuse Awareness Level 1 (1 day)
- Domestic Abuse & Its Impact on the Child Level 2 (2 day)
- Parental Mental Health & the Impact on the Child Level 2 (1 day)
- Keeping The Neglected Child In Focus Level 2 (1 day)
- Safeguarding Children with Disabilities and Additional Needs Level 2 (1 day)
- Awareness of Substance Use in the Family Context Level 1 (1 day)
- Substance Misuse and the Impact on the Child Level 2 (2 day)
- Child Criminal and Sexual Exploitation of Children Level 2 (1 day)
- Voice of the Child in the Assessment of Neglect Workshop (no charge) 4 hours
- Neglect in Serious Case Reviews Workshop (no charge) 4 hours
- Neglect: Breaking the Cycle Level 3 (1 day)
- Graded Care Profile V2 training (no charge) (1 day)

Safeguarding Online Learning you can access the NEL LSCB suite of e-learning courses here;

This learning is being offered in collaboration with the Safeguarding Children e-Academy (www.safeguardingchildrenea.co.uk)

You can now also self-register - putting you in charge of your learning, by following the link below:

<http://www.safernel.co.uk/work-force-development/lscb-training/#1517221618081-e14a1701-d8c1>

The benefits of online Learning are;

- Bigger variety of courses available

- Can get a large number of staff trained in awareness of a subject in a shorter timescale
- Lower overall costs to deliver – no travel costs, room costs etc.
- Can learn wherever you are at your convenience

These courses are designed to complement the face to face courses available.

Safeguarding children is everybody's business and the LSCB is committed to the continuous learning and development of staff and volunteers working with children, young people and families.

Registration

Once you have self-registered for a learner record, you will then be able to request your training from our extensive directory of Safeguarding courses. You will be able to request any of these courses from the Requested Learning Tab on your Learner Record, but you will need to complete each course before selecting a new one.

To help with the selection process we have provided a summary of the course content and target audience for each course [here](#). The courses on offer have been selected to support your on-going development.

How long will the learning take?

Each course takes approximately 1-3 hours to complete with a short test at the end. If you have passed, then you will be able to print a certificate of completion. You do not have to complete the training all at once but can dip in and out of the module at work or at home and the system will monitor your progress.

Once you request your online learning course you have 21 days to complete it. You will be sent a reminder after 2 weeks.

For learning support enquiries please contact Virtual College directly on 01943 605 976.

For details of further courses please follow this link:

<http://www.safernel.co.uk/work-force-development/lscb-training/#1517221618081-e14a1701-d8c1>

OTHER TRAINING COURSES AND SERVICES WE OFFER (These are chargeable please see below)

- Access to all short courses provided through the standard NELC corporate training offer – categories include Business, Customer Service, and Communication Skills. Management and Leadership Development and

Personal Development by contacting the Learning and Development Team on learninganddevelopment@nelincs.gov.uk or on 01472 324097.

- Access to selected e-learning courses within the same categories listed above.
- Access to the Doughty Learning Centre training facility – use for meetings, conferences or in-house training.
- Information, advice and guidance in relation to:
 - Methodology for conducting training needs analysis or skills audits
 - Procuring and quality assessing training - working together to ensure lower costs and high quality training we are also able to source additional training tailored to specific needs. By working together and jointly procuring training we can keep costs down and ensure good quality training that meets our needs. Please contact the team if you require additional training not covered in this SLA.
 - Training evaluation processes
 - Good practice induction processes
 - Performance development frameworks (e.g. appraisal, supervision, competencies etc.)
 - Management development and succession planning
 - Promoting positive employee engagement
 - Recording, filing and retention of associated centralised records in line with good practice guidelines.
- Team Teach – 6hr or 12hr courses to provide strategy and support for those working with/or managing challenging behavior from children and young people. We can also tailor packages to suit your needs, which include follow on support and additional skills workshop, refreshers and updates. We can offer individual places on our Basic Team Teach Course (12hr), this is run throughout the year.

Further Information:

For further information on charges or to discuss a particular learning need.

HOW TO CONTACT US:

North East Lincolnshire Council Learning and Development Team on Tel: 01472 325973 Option 1 or e-mail: peopleandculture-general@nelincs.gov.uk,

SERVICE: LEGAL SERVICES

DETAILS OF THE SERVICE PROVIDER:

This service is provided by the Legal Service of North East Lincolnshire Council.

The Legal Services team comprises a number of colleagues with a wide range of experience and expertise, including in depth professional knowledge on all areas of the law, specialising in local authority legal work. The department has many years of experience in supporting schools with legal queries.

The team has access to the most up-to-date legal resources and has a sound working relationship with professionals in the local area. The team will liaise with other agencies & departments, where appropriate, and can help you by delivering practical solutions backed by strong technical know-how.

The work the team carry out for North East Lincolnshire Council enables them to offer you an effective and efficient service with flexible, high quality, innovative, responsive, solution focussed legal advice, at a fraction of the costs of private firms of solicitors.

SERVICES AVAILABLE TO PURCHASE:

The team provides a full range of legal services and advice including the following areas:

Litigation – including:

- Any Court or tribunal related work such as contractual disputes, defence of proceedings, seeking Education Supervision Orders, Injunctions and Parenting Orders (NB. non-school attendance prosecutions under the Education Act 1996 undertaken by the Local Authority separately without charge)

Contract and Commercial - including:

- Preparation and execution of contracts for the supply of goods and services
- Problems with contracts / suppliers
- Procurement law
- Vetting of documents and advice before completion

Local Government, Administrative and Public Law – including:

- Access to school records, complaints, discrimination, information & data protection and health & safety
- Administrative or constitutional issues relevant to local government
- Advice on legality of actions
- Specialist advice on education issues, in particular arranging and clerking of admission and exclusion appeal hearings

Property – including:

- Any property issue from boundary / ownership matters to purchases, sales, leases and licenses

General Legal Advice

- Any other legal support required by the Head Teacher regarding any legal issues, such as trespass/nuisance on school premises, safety at school or on school trips, disruptive behaviour of pupils, parents & the public, debt collection and contact issues.

If required, the team can support you by obtaining and managing, on your behalf, any other legal problem or query the school may encounter, providing further specialist advice for particularly complex or unique issues.

CONFLICTS OF INTEREST:

We may not be able to act where there would be a conflict of interest with the section's role as legal adviser to the Council. In such cases the school would need to instruct other solicitors and the costs of doing so may be much higher than under this agreement. We will endeavour to notify the school as early as possible where such a conflict arises.

RESPONSIBILITIES OF THE SCHOOL:

You will need to help us to help you secure the best possible outcomes by contacting us as early as possible and by providing relevant information in an open and transparent manner. We may need access to your staff to enable us to properly deliver services to you. We will of course seek to minimise the disruption to the school's routine if this proves necessary. In summary, your responsibilities are centred on helping us help you.

HOW TO CONTACT US:

First point of contact: Eve Richardson-Smith – Legal Team Manager & Deputy Monitoring Officer

eve.richardson-smith@nelincs.gov.uk

Address: Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire.

DN31 1HU

NORTH EAST LINCOLNSHIRE REGENERATION PARTNERSHIP ASSET MANAGEMENT, ARCHITECTURAL DESIGN AND PARKING SERVICES

North East Lincolnshire Regeneration Partnership



SERVICE: SECURITY SERVICES

DETAILS OF THE SERVICE PROVIDER

This integrated services partnership brings together the ENGIE facilities management experience along with their asset management and highway maintenance skills.

Security Services offer expert advice on all aspects of security and have designed our services to meet the needs of the client. The unit works closely with its partners to offer security options using the latest technology. Working with our clients our aim is to assess susceptibility to crime and find a cost effective solution.

STATUTORY ROLE OF THE SERVICE PROVIDER

The Service Provider will assist and advise schools in complying with all premise related statutory obligations and in respect of the Construction (Design and management) Regulations 2007 will take on the role of Designer and CDM Co-ordinator in accordance with instructions from the school.

The service provider will advise that all contractors who provide a service under this SLA will form part of the ENGIE approved contractors lists and will work towards ensuring that they have valid Enhanced Disclosure checks completed through the Criminal Record Bureau.

SERVICES AVAILABLE TO PURCHASE

The security and CCTV services are provided by an established, professional, experienced and qualified team with a record of providing excellence. All patrols will be undertaken by fully licenced, trained and uniformed staff. All staff will be in possession of an ID card and Security Industry Authority (SIA) card.

Patrol dogs will be used where required. All Dog Handlers have undertaken a nationally recognised level 2 training course and all operate in accordance with the 1972 Guard Dogs Act and the Dangerous Dogs Act 1991.

All alarms will be monitored via the Bold Alarm Receiving system operated by systems that are compliant with British Standards BS 4737 and BS 5979.

Operating a 24hrs service gives our clients the reassurance that their valuable assets are being patrolled and monitored at vulnerable times and any incidents will be dealt with effectively and with the minimum of disruption to the client. All officers are in constant radio contact with the control room which has direct access to the Police and other emergency services and call out tradesmen.

The CCTV Control Room is capable of all variations of Alarm Monitoring including Intruder, Fire, Lift and PA Alarms.

We monitor the main town centre systems including remote wireless and Broadband transmission cameras from a number of Council owned buildings and premises.

The CCTV monitoring service includes all Police liaison, evidence gathering and provision in line with the current Code's of Practice and relevant legislative Acts.

The services offered within this part of The Security & CCTV Service are:

- a) To provide effective and efficient, well managed and delivered Security Services for schools.
- b) Management, co-ordination and monitoring of all security Services as identified in this SLA whether supplied by ENGIE or its sub-contractors or agents.
- c) Preparation, monitoring and management of the budgets for Security Services including, ordering of goods and services, authorisation of invoices, assisting in the preparation of service charges, apportionment of costs, expenditure commitment/expenditure profiling and monthly budget monitoring and reporting.
- d) Undertake a managed risk approach to all activities - incorporating legislative and good practice guidance including the Management of Health and Safety at Work Regulations 1999 and all other relevant legislation. This to include the arrangement of necessary inspection and audit regimes, where necessary.
- e) Support and provide the required input to best value, value for money developments and service reviews.

Security & CCTV Service Commitment

- a) Provide customer services 24 hours per day, 365 days a year.
- b) Provide emergency callout services around the clock 365 days per year.
- c) Liaise with premises occupants prior to undertaking any service.
- d) Monitor the quality of work and take corrective action when necessary.
- e) Put in place the necessary schedules for the delivery of services.

- f) To provide a prompt response to all enquiries.

Security & CCTV Services:

Services available to be provided and managed are;

- Mobile Patrols

- Open and Closing service

- Alarm monitoring

- Alarm Maintenance

- Alarm signalling

- Alarm response/Call out service

- Void/Temporary Alarm

- Key holding

- Lone working devices

- Provision of uniformed Static Officer

- Cash Collection and Delivery Service

- CCTV Monitoring

- CCTV Maintenance

- Confidential Waste Management and Destruction Service

Quality and Monitoring

All patrol charges are based on 18 patrols per week but can be adjusted to suit specific requirements.

- Monday to Friday 2 per night

- Bank Hols / Weekends 2 per day / 2 per night.

All patrols are recorded using an electronic reader which is downloaded each day, this allows for clarification of time on sites for insurance purposes if required.

It is the school's responsibility to provide and maintain accurate provision of:

- Key holders,

- Locks Changes

- Door & Key Pad Code Changes

- Building Works
- Anything that may threaten the health and safety of the Patrol Staff

To ensure a full and flexible service is maintained the Security Services may at times engage the use of sub-contractors when undertaking short term or short notice static guarding duties. In these cases, only fully licensed staff will be used. All sub-contract staff will be managed and monitored by within guidelines and procedures.

HOW TO CONTACT US:

All requests for work or services in relation to this Service Level Agreement during normal working hours should be referred in the first instance to the Security Team Supervisors

Tel: 01472 325831 / 324377 / 324379
EMAIL: securityservices@nelincs.gov.uk

Out of hours

Telephone on (01472) 325716 (internal)
Telephone on (01472) 313131 (external)

Kevin Hynes - Security and Civil Enforcement Manager
Doughty Road Depot
Grimsby
North East Lincolnshire
DN32 0LL

Tel: 01472 325793

Customer / Client feedback is welcomed as we strive to continually improve the services we provide. Any complaints regarding any of the services offered should in the first instance be directed in writing to Kevin Hynes at:

securityservices@nelincs.gov.uk