



Traded Services Brochure

2022-23

Formal Agreement Policy (SLA 1)



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Royal Borough
of Windsor &
Maidenhead

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1. CONTEXT

1.1. Goals and Objectives

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

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

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

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

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

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

2. ARBORICULTURE SERVICES

2.1. Overview

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

2.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

- Undertake visual tree assessments. This is a non-invasive method of examining the health and structural condition of individual trees. The inspection will also record cases where trees conflict with statutory obligations, such as the Highways Act 1980, or where it is obvious an actionable nuisance (in the legal sense of the term) is occurring. Cultural work to promote better tree health will also be identified. A schedule of work and associated plans resulting from the inspection will be provided, along with a recommended timescale for completing the work.
- Supply a list of reputable local tree contractors for the school to obtain quotes from.
- Provide advice on issuing and monitoring works.
- Provide advice on tree and hedge planting, species selection and maintenance.
- Produce tree surveys to British Standards 5837:2005 and tree constraints plans to inform site layout and design for proposed development schemes.
- Produce arboricultural implication assessments (AIA) in relation to proposed development, hard standing and utilities/drainage schemes.
- Produce arboricultural method statements (AMS) and tree protection plans (TPP) for planning applications.
- Provide advice on tree related insurance claims.
- Provide general advice on any arboricultural issue.

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

<https://www.foxtreeconsultants.co.uk/about-us> It is always best to obtain a couple of quotes prior to engagement..

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

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

CUSTOMER REQUIREMENTS

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

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

SERVICE PROVIDER REQUIREMENTS

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

- To provide an appropriate and professional response.

SERVICE ASSUMPTIONS

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

- N/A.

2.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** 01628 796134 or 01628 683800
Monitored 8.45 am to 5.15 pm, Monday to Thursday
8.45 am to 4.45 pm on Fridays
- Calls received out of office hours will be forwarded to an answering service where a member of staff will aim to contact you within 24 hours during weekdays.

- **Email support:** trees@rbwm.gov.uk
Monitored 8.45 am to 5.15 pm Monday to Thursday
8.45 am to 4.45 pm Fridays

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working days.

Any concerns or escalations are to be sent to Helen Leonard (Arboricultural Co-ordinator) by emailing helen.leonard@rbwm.gov.uk

ADMINISTRATION & FINANCE SERVICES

3. AGRESSO SUPPORT

3.1. Overview

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

- Scanning of invoices,
- BACS payments,
- Central income collection and reimbursements
- Direct Debit reconciliation
- On line electronic authorisation of Orders and Payments
- Regular data check reports from the Systems Accountancy Team
- Data backed up centrally
- CFR compliant system
- Real time CFR monitoring reports and data availability
- E-procurement facilities with secure portal and best value compliant.

3.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

CUSTOMER REQUIREMENTS

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

- Accurate provision of information using established methods.
- If attending a formally organised course then cancellation of courses must be within 48 hours of the course date. Failure to do so will incur a £52 charge per delegate.
- Completion of Training Evaluation Forms
- Make prompt payment for any chargeable training (dependant on circumstances of need.)

SERVICE PROVIDER REQUIREMENTS

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

- Provide a high standard service that meets the needs and requirements of the customer.
- Ensure Availability of helpdesk, processing services and information during working hours.
- Ensure any actions from feedback questionnaires is carried out

SERVICE ASSUMPTIONS

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

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

3.3. Service Management

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

SERVICE AVAILABILITY

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

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

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS (including out of hours)

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

- Provide initial response to queries within 3 working days.

Any concerns or escalations are to be sent to systems.accountancyteam@rbwm.gov.uk

4. AUDIT SERVICES: LA Maintained Schools Only

4.1. Overview

Internal Audit is an independent appraisal function for the review and evaluation of financial, corporate and other systems of control. RBWM's Internal Audit and Investigation Team is now part of a Shared Audit & Investigation Service with Wokingham Borough Council. The Team has extensive experience in auditing schools and was the accredited External Assessor (Financial Management Standard in Schools) for all of RBWM's schools from 2006 to 2010.

The statutory basis for Internal Audit stems from the Accounts and Audit Regulations 2015, which require every local authority to maintain an adequate and effective Internal Audit of their financial affairs and system of internal control. Under S151 of the Local Government Finance Act 1972, the S151 Officer is responsible for ensuring that proper arrangements exist for the management of the Authority's financial affairs. Reliance upon Internal Audit is fundamental to the fulfilment of that responsibility.

4.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

CUSTOMER REQUIREMENTS

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

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

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

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

4.3. Service Management

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

SERVICE AVAILABILITY

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

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

SPECIFIC TERMS:

Please note the following terms for this offering: N/A

SERVICE REQUESTS (including out of hours)

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

- Provide initial response to queries within 3 working days.

Any concerns or escalations are to be sent to Sheldon.Hall@wokingham.gov.uk

5. SCHOOL BURSAR SUPPORT SERVICE: LA MAINTAINED SCHOOLS ONLY

5.1. Overview

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

5.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

- **Site Visits** - Maximum number of visits included each year for up to 2 hours. The option of using one meeting within normal office hours e.g. a meeting with the Governing Body
- **Telephone Support** - Telephone calls for day-to-day problem solving and advice, both on financial matters and in respect of FMS6.
- **Bursar Briefing Meetings** - Places at half yearly Bursar Briefing Meeting
- **Training - unlimited training courses** – 1/2 places per school as per SLA purchased
- **Financial Regulations** - Advice and support in respect of DfE Financial Regulations, especially in school arrangements for authorising and monitoring expenditure including benchmarking where appropriate.
- **Budgets** - Assistance and support with budget planning, monitoring and evaluation where appropriate.
- **Financial Reports** - Assistance with customising financial reports and templates.
- **Banking, Best Value, VAT and Financial Reporting** - Advice on Banking, Best Value, related issues and give advice on reconciling payroll provider reports.
- **Grant Monitoring** - Advice and support with monitoring external agencies e.g. ESFA.
- **Accounting** - Advice on accounting practices and procedures.
- **News** - Half yearly Newsletter from Bursar Support Team on financial issues
- **OFSTED Support** - Assistance in providing financial information for an OFSTED inspection and follow up action plans.
- **Annual Budgets** - Additional assistance in the construction and calculation of annual budget plan/3 Year Plan.
- **Governors Meeting Attendance** - Attending Governors Meeting to assist in setting up the budget or to work with the Head teacher and/or Bursar in the preparation of expenditure monitoring reports. This can be offered within working hours and counts as one of the visits identified within the SLA package purchased by the school.
- **CFR Returns** - Completion of CFR Return to DfE.
- **SFVS** - SFVS support and training.
- **Support for new staff** – Intensive one-to-one support for new Finance Officer.

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

- **Provide Pupil Premium Grant** monitoring spread sheet.
- **UFSM** Universal Infant Free School Meal Calculation
- Support and advice for schools in financial difficulties
- Advice on Audit related issues

CUSTOMER REQUIREMENTS

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

- Head teachers and Governors should ensure that all data held on school systems is accurate and timely.
- Cancellation of courses must be within 48 hours of the course date. Failure to do so will incur a £94 charge per delegate.
- Information required by the Education Directorate, (to enable it to carry out its financial and statutory requirements,) is provided by the required date and in a form agreed between schools and the Authority.
- Head teachers and Governors should ensure that DfE statutory instruments and guidelines are adhered to.

SERVICE PROVIDER REQUIREMENTS

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

5.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** We operate a call back service
Term Time Only Monday to Friday 9am – 3pm

School Holidays – Limited services will be available
- **Email support (First Class):**
- Bursar Support – NON CONFIDENTIAL – bursar.support@achievingforchildren.org.uk for all correspondence, **except** emails containing sensitive information (e.g. Pupil or Staff names).
- Bursar Support (CONFIDENTIAL) – bursar.support@achievingforchildren.org.uk in an email with [official sensitive] in the subject line before your subject via CISCO IronPort account (this will encrypt the email).

SPECIFIC TERMS:

Please note the following terms for this offering: N/A

SERVICE REQUESTS

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

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

Any concerns are to be sent to Siân Bolton (Bursar Support Team Leader) via e-mailing sian.bolton@achievingforchildren.org.uk.

6. SCHOOL BURSAR SUPPORT SERVICE: ACADEMIES

6.1. Overview

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

6.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement

- **Site Visits** - Maximum number 3 visits included each year for up to 2 hours. The option of using one meeting within normal office hours e.g. a meeting with the Governing Body.
- **Telephone Support** – Unlimited telephone calls for day-to-day problem solving and advice, both on financial matters and in respect of software where possible - e.g. SIMS Capita, SAGE.
- **Bursar Support Meetings** - Places at termly Bursar Support Meeting.
- **Training - unlimited training courses** – 1/2 places per school as per SLA purchased
- **Financial Regulations** - Advice and support in respect of DfE-Financial Regulations, especially in Academy arrangements for authorising and monitoring expenditure.
- **Budgets** - Assistance and support with budget planning, monitoring and evaluation where appropriate.
- **Financial Reports** - Assistance with customising financial reports and templates.
- **Accounting** - Advice on accounting practices and procedures.
- **News** - Half yearly Newsletter from Bursar Support Team on financial issues
- **OFSTED Support** - Assistance in providing financial information for an OFSTED inspection and follow up action plans.
- **Annual Budgets** - Additional assistance in the construction and calculation of annual budget plan/3 Year Plan for Academies.
- **Governors Meeting Attendance** - Attending Governors Meeting to assist in setting up the budget or to work with the Head teacher and/or Bursar in the preparation of expenditure monitoring reports. This can be offered within working hours and counts as one of the visits identified within the SLA package purchased by the Academy.
- **CFR Returns** - Completion of CFR Return to DfES in first year after conversion.
- **FMGS** – Financial Management & Governance Self Assessment support and training
- **Support for new staff** – Intensive one-to-one support for new Bursar
- **Salary tool with projections** - Provide salary tool with 3 year projection and cash flow forecast for current year. Provide Pupil Premium Grant monitoring spreadsheet for Academies
- Provide Pupil Premium Grant monitoring spreadsheet

CUSTOMER REQUIREMENTS

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

- Head teachers and Governors should ensure that all data held on school systems is accurate and timely.
- Cancellation of courses must be within 48 hours of the course date. Failure to do so will incur a £94 charge per delegate.
- Information required by the Education Directorate, (to enable it to carry out its financial and statutory requirements,) is provided by the required date and in a form agreed between schools and the Authority.
- Head Teachers and Governors should ensure that DfE statutory instruments and guidelines are adhered to.

SERVICE PROVIDER REQUIREMENTS

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

- As outlined in the annual Traded Services Brochure.

SERVICE ASSUMPTIONS

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

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

6.3. Service Management

SERVICE AVAILABILITY

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

- **Telephone support:** We operate a call back system
Term Time Only Monday to Friday 9am – 3pm
School Holidays – Limited services will be available
- **Email support (First Class):**
- Bursar Support – NON CONFIDENTIAL
 bursar.support@achievingforchildren.org.uk
 For all correspondence, except containing sensitive information (e.g. Pupil or Staff names)
- Bursar Support (CONFIDENTIAL)
 bursar.support@achievingforchildren.org.uk in an email with [official sensitive] in the subject line before your subject via CISCO IronPort account (this will encrypt the email).

SPECIFIC TERMS:

Please note the following terms for this offering: N/A

SERVICE REQUESTS

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

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

Any concerns are to be sent to Siân Bolton (Bursar Support Team Leader) via e-mailing sian.bolton@achievingforchildren.org.uk

PROPERTY SERVICES

7. PLANNED PROJECTS

7.1. Overview

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

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

- Low risk as defined by the risk matrix as green
- The School has obtained the approval of RBWM Property Services, AFC and Health and Safety to manage the works themselves via project Notification Process known as PNF

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

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

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

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

- The Property Services Team has broken down the services provided to you into three sections for this part. However, we appreciate that due to the nature of the work undertaken that it often requires either more or less of the stated services. Therefore, subject to agreement, we will generally alter the services we provide to suit your needs.
- Planned projects are defined as any construction related works that are not a reactive repair, servicing or works covered by a utility contract. They are by nature programmed in advance and are subject to a formal contract that should be entered into in accordance with the Authority's contract rules.
- For convenience we have categorised the typical procurement arrangement as follows:
 - Planned maintenance projects procured by the school
 - Planned maintenance projects procured by Property Services on behalf of the school.
 - Planned improvements/new build (Major works) projects procured by Property Services on behalf of the Learning & Care Directorate.

7.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

Planned Maintenance Projects Procured by Schools

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

Planned Maintenance Projects Procured by Building Services on Behalf of Schools

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

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

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

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

7.3. Service Management

SERVICE AVAILABILITY

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

- **Telephone support: 01628 796004**
Monitored Monday to Friday 8.30am – 4:30pm
- **Email support (First Class):** Maintenance.requests@rbwm.gov.uk
Monitored Monday to Friday 8.30am – 4:30pm

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- We will respond to telephone messages by the end of following working day.
- We will visit on a mutually agreed date.
- We will respond to all correspondence within 5 working days.
- All e-mails to the Mailbox will be acknowledged within 2 working days.

Any concerns are to be directed to:

Colin Smith (Senior Project Manager) colin.smith@rbwm.gov.uk

Gary Ellis (Electrical, Mechanical, Property Surveyor) gary.ellis@rbwm.gov.uk

Sharon Surridge (Water Hygiene) sharon.surridge@rbwm.gov.uk

or if you are unsatisfied with the initial response then

Nadine Barnes (Head of Compliance & Operations) nadine.barnes@rbwm.gov.uk

8. REACTIVE REPAIRS & SERVICE CONTRACTS (Part 1)

8.1. Overview

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

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

8.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

- Two-hour emergency response OUT OF HOURS (Charged at plus 150% standard hourly rate). Between 17.15 and 08.00 Normal working days and all weekends and bank holidays.
- 8Two-hour emergency response (Charged at plus 75% standard hourly rate. Requests must be with the help desk by 17.15. Contractor will charge time to collect materials and two operatives may respond). *
- Four-Hour or same day emergency response (Charged at plus 50% standard hourly rate. Requests must be with the help desk by 14.45. Contractor will charge time to collect materials and two operatives may respond).
- Next Day response (Charged at plus 15% standard hourly rate. Requests must be with the help desk by 12.45. Contractor will charge time to collect materials and two operatives may respond).
- 48 Hour response (Charged at standard hourly rate, timed from time order raised. Contractor will charge time to collect materials and two operatives may respond).
- 7 Day Standard response (Charged at the standard hourly rate. The Contractor will not be paid to collect materials and for minor works one operative should respond unless H & S or the nature of the task requires two).

CUSTOMER REQUIREMENTS

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

- Emergency Call Out – Provide details of key-holders
- Call Out Service – Give help desk response time required, location and extent of works (where known) and the term contractor required to respond (building, electrical or mechanical).
- Help Desk – Give helpdesk response time required, location and extent of works (where known) and the term contractor required to respond (building, electrical or mechanical).
- Professional Support & Advice – Where works are of a non-emergency nature email photo to aid fault diagnosis

- Records Maintenance – Pass on to the help desk details sent direct to the site.
- Reactive Work – It is the school’s responsibility to record the time spent on site by the contractors (by signing them in and out of the premises) and issue a permit to work. Give the contractor a copy of the A-Ticket upon satisfactory completion of works.
- Contractor Performance Management – Complete the quality feedback on the A-Ticket
- Contracts – N/A

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

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

8.3. Service Management

SERVICE AVAILABILITY

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

- **Telephone support: 01628 796004**
Monitored Monday to Friday 8.30am – 4:30pm
- **Email support (First Class):** ● Maintenance.requests@rbwm.gov.uk
Monitored Monday to Friday 8.30am – 4:30pm

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- We will respond to telephone messages by the end of the following working day.
- We will visit on a mutually agreed date.
- We will respond to all correspondence within 5 working days.
- All e-mails to the Mailbox will be acknowledged within 2 working days.

Any concerns are to be directed to:

Gary Ellis (Electrical, Mechanical, Property Surveyor) gary.ellis@rbwm.gov.uk

or if you are unsatisfied with the initial response then

Nadine Barnes (Head of Compliance & Operations) nadine.barnes@rbwm.gov.uk

9. REACTIVE REPAIRS & SERVICE CONTRACTS (Part 2)

9.1. Overview

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

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

Service Contract:

Energy Management System (JEL)	Mixing valves*
Chimneys & Lightning conductors*	Boilers*
Annual Portable Appliance Tests*	Fixed Electrical Wire testing (5 yearly)*
Intruder Alarms	Legionella water hygiene monitoring*
Passenger Lifts & Cradles*	Legionella risk assessments*
Fire Alarms & Emergency Lighting*	Air conditioning
Sewage Pumps	Kilns
Pressurisation units	Doors & Gates
Moveable wall	Fume Cupboards*
Fan Convectors & Air Handling Units	Display Energy Certificates (DEC)

9.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

- **Contract Tendering** - All Service contracts are re-tendered at the appropriate time in accordance with contract rules.
- **Service Contracts List** - You will receive a comprehensive list of all service contracts for your school. This is sent to you so that you can identify contractors who will look after your plant and equipment. Their personnel must report to your staff in the normal way when attending the premises.
- **Costs** - The cost for each service contract is as set out in the schedule. The fixed management fee covers all elements set out in the service specification. You are only charged for the service contracts applicable to your school.
- **Administration** - The Property Services Team will deal with all administration of these contracts on your behalf and therefore you will not need to contact any of these companies directly.
- **Help Line** - Should you have any queries our Help line will be pleased to answer them or direct you to one of our Building Surveyors or Engineers.
- **Service Contracts** - Service contract provision - Mandatory by Legislation & Policy: We enter bulk contracts to minimise cost and to ensure that your premises are maintained in accordance with statutory regulations.
- **CAD Archive** - Maintenance of a digitised CAD archive - Mandatory by Policy: Building Services maintains an electronic drawing CAD archive of school premises. It is essential for

your drawing records to be kept up to date. If you carry out a project that alters the school layout it is mandatory that you provide updated CAD drawings to the School Accommodation Team Learning a Care. They in turn will pass them to us for archiving. Simply archiving drawings does not incur any charges, however, if the drawings are not suitable for archiving then they will need to be adapted to comply, this will incur an hourly charge. All drawings provided must be compatible with AutoCAD LT and be provided in .dwg format.

- **Professional services / ad hoc commissions** – Preparation of bespoke contract documents / specifications: Typically, this would be for works, products and materials.

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

Professional services: These encompass the following: -

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

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

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

CUSTOMER REQUIREMENTS

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

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

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

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

9.3. Service Management

SERVICE AVAILABILITY

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

- **Telephone support: 01628 796004**
Monitored Monday to Friday 8.30am – 4:30pm
- **Email support (First Class):** Maintenance.requests@rbwm.gov.uk
Monitored Monday to Friday 8.30am – 4:30pm

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- We will respond to telephone messages by the end of following working day.
- We will visit on a mutually agreed date.
- We will respond to all correspondence within 5 working days.
- All e-mails to the Mailbox will be acknowledged within 2 working days.

Any concerns are to be directed to:

Colin Smith (Senior Project Manager) colin.smith@rbwm.gov.uk

Gary Ellis (Electrical, Mechanical, Property Surveyor) gary.ellis@rbwm.gov.uk

Sharon Surridge (Water Hygiene) sharon.surridge@rbwm.gov.uk

or if you are unsatisfied with the initial response then

Nadine Barnes (Head of Compliance & Operations) nadine.barnes@rbwm.gov.uk

COMMUNICATIONS & MARKETING

10. COMMUNICATIONS

10.1. Overview

Emergency communications – 24 hours

Standard communications query – 2 working days response

SERVICE SCOPE

The following Services are covered by this Agreement;

- Bespoke communication, design and marketing work tailored to your needs.

CUSTOMER REQUIREMENTS

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

- Provide transparency when request services so we have a full picture of the request and any potential issues that may be encountered

SERVICE PROVIDER REQUIREMENTS

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

- Professional service with discretion regarding any confidential communications.

SERVICE ASSUMPTIONS

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

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

10.2. Service Management

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

SERVICE AVAILABILITY

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

- **Email support:** business.development@achievingforchildren.org.uk
Monitored 9 A.M. to 5P.M. Monday – Friday
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 2 working day

Any correspondence is to be sent to Louisa Dean via e-mailing louisa.dean@rbwm.gov.uk and communications@rbwm.gov.uk is to be copied in as a second point of contact in the event where the manager is absent.

CONTRACT MANAGEMENT SERVICES

11. CATERING ADVISORY SERVICE

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

11.1. Overview

RBWM's Catering Advisory Service offers support and advice in helping schools and Academies take stock of their existing school catering service

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

11.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

- Independent audits and checks only - bespoke and specialist cleaning services available on request at additional costs (for example Deep Hygienic Cleaning of ventilation systems, Purchase of any equipment through the repair and replacement scheme etc)
- Advice on letting and managing contracts, with advice on areas of catering and facilities management.

CUSTOMER REQUIREMENTS

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

- Notify the team of changes in catering suppliers
- Notify the team of when you would like your audit to take place – please note all audits should be unannounced to kitchen staff in order to get a clear representation of the current conditions and working practices.
- Provide copies of current menus when required prior to visit.
- To provide all change requests in writing/ Please note that some change requests may not be possible or may be liable to additional charges as are dependent on terms within specific service contracts.

SERVICE PROVIDER REQUIREMENTS

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

- Visits on request only with a detailed report highlighting assistance in compliance
- Kitchen premises, equipment and services are monitored to ensure compliance

SERVICE ASSUMPTIONS

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

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

11.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** Service operates a call back only service via email request
Monitored 8:00 A.M. to 5:15 P.M. Monday – Thursday
8:00 A.M. to 4:45 P.M. Fridays
- **Email support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working days

Any concerns are to be sent to Business Development via e-mailing business.development@achievingforchildren.org.uk

12. EMERGENCY CONTACT AND KEY-HOLDER SERVICE

12.1. Overview

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

12.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

The service comprises three different elements:

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

Key holding/ Out of Hours Call Out

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

CUSTOMER REQUIREMENTS

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

- Notify the team of any change in key-holder details as soon as possible to ensure details are current and up to date.
- Reply to correspondence in connection with contractual matters by required deadlines.
- To provide all change requests in writing. Please note that some change requests may not be possible or may be liable to additional charges as are dependent on terms within specific service contracts
- If opting out of level 2 Arena Security (the current provider) will honour their charges for the remaining year usually (Sept-May) After which they will charge the new rate.

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

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

- If you choose to opt out of RBWM Emergency contact & Key holding services, you will need to reroute your Alarm Systems. This will involve contacting your current Alarm Company and arranging new instructions. If you also have level 2 you will also need to contact them to arrange new instructions & advise them that you have opted out of RBWM. Please note your fees will increase as you will no longer benefit from the RBWM contract. You will also need to contact School Support Services helpdesk 01628 796710 they will guide you through the transition.
- Even if you opt out of RBWM Emergency contact & Key holding services you will still need to supply emergency contact details for Head teachers, Caretakers & Finance staff.

12.3. Service Management

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

SERVICE AVAILABILITY

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

Key-holder Queries

- **Telephone support:** Service operates a call back only service via email request
- **Email support:**
school.accomodationteam@rbwm.gov.uk
 Monitored 9:00 A.M. to 4:00 P.M. Monday – Friday
 Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

Emergency & Alarm Helpdesk

- **Telephone support:**
Building Services Helpdesk - 01628 796004
 Monitored 8:00 A.M. to 4:30 P.M. Monday – Friday

Out of Hours Emergency & Alarm Helpdesk

- **Telephone support:**
Control Room (Tinkers Lane) - 01628 796476
 Monitored 5:00 P.M. to 8:00 A.M. Monday – Sunday (incl. bank holidays)

SERVICE REQUESTS

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

- Provide initial response to queries within 1 working days

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

13. EQUIPMENT SERVICING

13.1. Overview

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

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

13.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

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

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

CUSTOMER REQUIREMENTS

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

- Allow access to relevant areas by above contractors
- To provide all change requests in writing/ Please note that some change requests may not be possible or may be liable to additional charges as are dependent on terms within specific service contracts.

SERVICE PROVIDER REQUIREMENTS

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

- Provide an annual inspection by qualified experienced contractors ensuring the safety of pupils. Any non DBS suppliers will only be allowed on site out of school operating hours.
- A point of access for all queries and complaints.
- Provide all correspondence relating to visits in time and as agreed with customers.

SERVICE ASSUMPTIONS

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

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

13.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** Service operates a call back only service via email request
Monitored 8:00 A.M. to 5:15 P.M. Monday – Thursday
8:00 A.M. to 4:45 P.M. Fridays
- **Email support:** business.development@achievingforchildren.org.uk
Monitored 8:45 A.M. to 5:15 P.M. Monday – Thursday
8:45 A.M. to 4:45 P.M. Fridays
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working days

Any concerns are to be sent to the team via emailing at business.development@achievingforchildren.org.uk

14. FILM & MUSIC LICENSING

14.1. Overview

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

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

14.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

WHO IS THE LICENSEE?

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

WHERE IS MY LICENCE?

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

INFORMATION ABOUT WHAT THE LICENCES COVER

What is the SPML and what content is covered?

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

What is the CLA Licence and what content is covered?

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

What is the NLA Licence and what content is covered?

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

What is the ERA Licence and what content is covered?

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

What is the PVSL and what content is covered?

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

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

What is the MPLC licence and what content is covered?

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

What is the PRS licence and what content is covered?

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

What is the PPL licence and what content is covered?

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

What is the MCPS licence and what content is covered?

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

What is the CCLI licence and what content is covered?

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

Does the DfE cover all copyright licences for the sector?

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

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

CONTACTS

Who should I contact?

- Terms and Conditions, rights and repertoire of the CLA, SPML or NLA Licence
<http://schools.cla.co.uk/get-in-touch/contact-the-schools-team-at-cla/>
- Terms and Conditions, rights and repertoire of the ERA licence www.era.org.uk
- Terms and Conditions, rights and repertoire of the PVSL www.filmbank.co.uk/pvsl/terms.
- For information on the PVSL, contact T: **01494 836 231** or email pvsl@cefm.co.uk. The licence terms and conditions for the PVSL can be found at:
<http://www.filmbank.co.uk/images/80989/pvsl%20terms%20&%20conditions%20feb%202013.pdf>. By screening films from copyright owners licensed under the PVSL scheme, each school, agrees to be bound by and comply with these terms and conditions.
- Terms and Conditions, rights and repertoire of the MPLC
<http://www.themplc.co.uk/page/contact-the-mplc>
- Terms and Conditions of the PPL licence can be found at:
<http://www.ppluk.com/I-Play-Music/Businesses/Why-do-I-need-a-licence/>
- Terms and Conditions of the PRS licence can be found at:
<http://www.prsformusic.com/users/businessesandliveevents/generaltermsandconditions/Pages/default.aspx>
- Terms and Conditions of the MCPS Limited Manufacture licence can be found at:
<http://www.prsformusic.com/SiteCollectionDocuments/LM%20TandC.pdf>
- Terms and Conditions of the CCLI licence can be found at:
<http://schools.ccli.co.uk/pdfs/schools/terms/SchoolLicenceTermsUK.pdf>
- Independent fee paying school licensed through the Independent Association of Prep Schools can obtain advice at <https://www.iaps.org.uk/about/copyright-and-schools>

CUSTOMER REQUIREMENTS

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

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

SERVICE PROVIDER REQUIREMENTS

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

- Provide initial response to queries within 3 working days

14.3. Service Management

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

SERVICE AVAILABILITY

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

- All enquiries need to be made to the DfE direct - <https://www.gov.uk/contact-dfe>

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working day

Any concerns are to be sent via email to the business.development@achievingforchildren.org.uk

15. FREE SCHOOL MEAL ELIGIBILITY CHECKING

15.1. Overview

This service provides for:

- The administration support for schools and academies for escalations using the SDA system.
- The Department for Education's Eligibility Checking Service enables Free School Meal eligibility to be determined without the need for paper evidence and with an extremely fast turnaround.
- The Eligibility Checking Service draws together information from the Department of Work and Pensions, the Home Office and HMRC (Revenue and Customs) to enable Parents/Carers, Schools and the LA to check free school meal eligibility.

15.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

Free Schools Eligibility Checking

- Ensure SDA FSM system is available to use to those schools who subscribe to the service. www.cloudforedu.org.uk/ofsm/rbwm/
- Ensure the system is available to use by the school administrators who subscribe to the service www.cloudforedu.org.uk/ofsm/rbwm/school
- The LA is the conduit between the schools and the authors of the online Eligibility Checking Service SDA Ltd for technical questions not answered by online help or provided user guides.
- The creation of nominated school Administrator accounts to enable schools to process parent/carer applications as online requests.
- The system to return immediately application results to schools showing whether applicants are eligible or not for FSM.
- Complete annual consultation with schools to assess system as part of Account Manager review meetings.
- Continue to evaluate system to ensure maximum efficiency for parents/carers, schools and LA staff in conjunction with software provider Software for Data Analysis Limited.
- Schools are tied into the service via the annual charge which is collected in April each year.

CUSTOMER REQUIREMENTS

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

- Reading and to the best of your ability fully understanding the SDA FSM Back-Office User Guide and the SDA FSM Online Application User Guide.

- Ensuring that two members of school staff are capable of operating the SDA FSM system to maintain continuity of FSM processing
- To be able to check and enter data via online screens.
- Notifying parents whether or not they are eligible for FSM.
- To provide all change requests in writing (formal document to be provided) Please note that some change requests may not be possible or may be liable to additional charges as are dependent on terms within specific service contracts
- Should you wish to opt out of the service for the following year you are required to give notice by December annually. NB this may incur additional fees – please speak to the service direct for guidance. Should you not wish to opt into the corporate offering, schools are responsible for putting their own eligibility system in place.
- Please note that parents should liaise with their children’s schools in the first instance with any enquiry regarding free school meals.
- This offering is to supply administration support with escalations

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

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

15.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** Service operates a call back only service via email request
Monitored 9:00 A.M. to 5:00 P.M. Monday – Thursday
9:00 A.M. to 4:30 P.M. Fridays
- **Email support:** business.development@achievingforchildren.org.uk
Monitored 9:00 A.M. to 5:00 P.M. Monday – Thursday
9:00 A.M. to 4:30 P.M. Fridays
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working days

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

16. HYGIENIC AND DEEP CLEANING OF KITCHEN EQUIPMENT

16.1. Overview

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

16.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

Kitchen Cleaning:

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

CUSTOMER REQUIREMENTS

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

- Retain records of cleaning in kitchens for one year.
- Arrange for the removal and replacement of filters every two months.
- Ensure hot water supplies are available e.g. during school holidays/out of kitchen hours.
- Telephone the contractor if the school has to close, in order to avoid abortive call charges.
- Remain open until the clean is completed. Normally takes 5 – 6 hours for a standard kitchen.
- Inform caretaker/site controller that contractor is working out of school hours.
- Inform the Team if any kitchen equipment has been damaged during the clean.
- To provide all change requests in writing (formal document to be provided) Please note that some change requests may not be possible or may be liable to additional charges as are dependent on terms within specific service contracts
- If you chose to come out of the contract, you must supply your request in writing giving 6 months' notice. Failure to do this may result in penalty fees applying.

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

SERVICE PROVIDER REQUIREMENTS

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

- Provide initial response to queries within 1 working day

SERVICE ASSUMPTIONS

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

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

16.3. Service Management

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

SERVICE AVAILABILITY

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9:00 A.M. to 4:30 P.M. Fridays
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working days

Any concerns are to be sent to business.development@achievingforchildren.org.uk

17. KITCHEN EQUIPMENT REPAIR & REPLACEMENT

17.1. Overview

In order to make this service affordable and manageable for all customers, this service is now a pay as you go scheme

Please note that an additional management fee is applicable to access the service

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

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

17.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

- Arrange for an accredited contractor to visit the site once approval for the cost of the visit is received by the school business manager.
- E-mail schools to advise that an engineer is due on site
- Ensure that all kitchen equipment is maintained to legal standards and new equipment purchased where necessary with the schools approval;
- Ensure all kitchen equipment repairs are completed as quickly and efficiently as possible;
- Ensure that pest control calls (kitchen only) are dealt with as a matter of urgency;
- Check standard of work prior to processing invoice for payment;

CUSTOMER REQUIREMENTS

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

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

- To provide all change requests in writing. Please note that some change requests may not be possible or may be liable to additional charges as are dependant on terms within specific service contracts

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

- Changes to services will be communicated and documented to all stakeholders.
- Schools will cover 100% of all work charges incurred (nothing will be actioned without prior approval from the school in the first instance)
- Pest Control (kitchen only);
- Day-to-day repairs to catering equipment (including emergency calls for gas leaks); together with any other work in order to adhere to legal requirements.
- Compliance with Environmental Health Regulations, purchase of new catering equipment where necessary to comply with legal standards, together with all the administration involved in obtaining quotes, checking work done and payment of invoices.

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

17.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** Service operates a call back only service via email request
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9:00 A.M. to 4:30 P.M. Fridays
- **Email support:** business.development@achievingforchildren.org.uk
Monitored 9:00 A.M. to 5:00 P.M. Monday – Thursday
9:00 A.M. to 4:30 P.M. Fridays
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working days

Any concerns are to be sent to business.development@achievingforchildren.org.uk

18. LIGHT CATERING EQUIPMENT

18.1. Overview

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

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

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

The service provides for:

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

In order to make this service affordable and manageable for all customers, this service is now a pay as you go scheme

Please note that an additional management fee is applicable to access the service

18.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

Light Catering Equipment:

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

CUSTOMER REQUIREMENTS

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

- Provide approval for purchases to be made in a quick and efficient way in order to support the processing of the work.
- Agree if light equipment is taken away from the kitchen/dining area it is returned to the kitchen on a daily basis;
- Lunchtime supervisory staff are requested to assist in the care and retention of light equipment, especially cutlery.
- To provide all change requests in writing. Please note that some change requests may not be possible or may be liable to additional charges as are dependant on terms within specific service contracts

SERVICE PROVIDER REQUIREMENTS

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

Purchasing and monitoring necessary levels of light equipment comprising:

- Stainless steel cutlery
- Plates, bowls, side plates, beakers, jugs
- Kitchen utensils/salad tongs
- Saucepans/cooking equipment
- Serving dishes/gastronorm tins
- Internal waste bins

SERVICE ASSUMPTIONS

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

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

18.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** Service operates a call back only service via email request
Monitored 9:00 A.M. to 5:00 P.M. Monday – Thursday

9:00 A.M. to 4:30 P.M. Fridays

Calls received out of office hours will be forwarded to an answer phone and will be answered on return to normal operating hours.

- **Email support:** business.development@achievingforchildren.org.uk

Monitored 9:00 A.M. to 5:00 P.M. Monday – Thursday

9:00 A.M. to 4:30 P.M. Fridays

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

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working days

Any concerns are to be sent to business.development@achievingforchildren.org.uk

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

19.1. Overview

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

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

In order to make this service affordable and manageable for all customers, this service is now a pay as you go scheme. Please note that an additional management fee is applicable to access the service

19.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

CUSTOMER REQUIREMENTS

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

- Provide approval for works to be carried out in a quick and efficient way in order to support the processing of the work.
- Provide access/accurate information to Contractors to avoid abortive call-out charges
- Issue Permits to Work where appropriate
- Replace kitchen ceiling lights where necessary
- Ensure constant electricity supply to the kitchen area in order to maintain fridges and freezers in working order especially in times of work being carried out in the school and during holiday periods.
- To provide all change requests in writing. Please note that some change requests may not be possible or may be liable to additional charges as are dependant on terms within specific service contracts

SERVICE PROVIDER REQUIREMENTS

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

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

- Raise 'A' Ticket with appropriate details and response times
- Liaise with Building Services
- Scan and email 'A' Ticket to school to enable Permit to Work to be completed

SERVICE ASSUMPTIONS

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

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

19.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** Service operates a call back only service via email request
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9:00 A.M. to 4:30 P.M. Fridays
Calls received out of office hours will be forwarded to an answer phone and will be answered on return to normal operating hours.
- **Email support:** business.development@achievingforchildren.org.uk
Monitored 9:00 A.M. to 5:00 P.M. Monday – Thursday
9:00 A.M. to 4:30 P.M. Fridays
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working days

Any concerns are to be sent to business.development@achievingforchildren.org.uk.

20. SCHOOLS CATERING SERVICES

20.1. Overview

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

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

20.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

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

CUSTOMER REQUIREMENTS

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

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

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

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

20.3. Service Management

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

SERVICE AVAILABILITY

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- **Email support:** business.development@achievingforchildren.org.uk
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9:00 A.M. to 4:30 P.M. Fridays
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working days

Any concerns are to be sent to business.development@achievingforchildren.org.uk

21. UNDER 5'S SCHOOL MILK

21.1. Overview

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

21.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

CUSTOMER REQUIREMENTS

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

- Changes to requirements will be communicated and documented to the LA.
- To provide all change requests in writing (formal document to be provided) Please note that some change requests may not be possible or may be liable to additional charges as are dependant on terms within specific service contracts

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

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

21.3. Service Management

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

SERVICE AVAILABILITY

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

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

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working days

Any concerns are to be sent to business.development@achievingforchildren.org.uk

22. WASTE MANAGEMENT

22.1. Overview

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

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

22.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

CUSTOMER REQUIREMENTS

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

- Advise if extra collections are required;
- Advise if any large quantities of waste and/or additional black sacks need to be collected;
- Ensure that access is available to the contractor during school holidays and out-of-hours if required;
- Send Duty of Care notices back to the Contractor within a timely manner.
- To provide all change requests in writing. Please note that some change requests may not be possible or may be liable to additional charges as are dependant on terms within specific service contracts

SERVICE PROVIDER REQUIREMENTS

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

- Provide initial response to queries within 1 working day

SERVICE ASSUMPTIONS

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

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

22.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** Service operates a call back only service via email request
Monitored 9:00 A.M. to 5:00 P.M. Monday – Thursday
9:00 A.M. to 4:30 P.M. Fridays
Calls received out of office hours will be forwarded to an answer phone and will be answered on return to normal operating hours.
- **Email support:** business.development@achievingforchildren.org.uk
Monitored 9:00 A.M. to 5:00 P.M. Monday – Thursday
9:00 A.M. to 4:30 P.M. Fridays
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working days

Any concerns are to be sent to business.development@achievingforchildren.org.uk

EDUCATION SERVICES

23. EDUCATIONAL PSYCHOLOGY

23.1. Overview

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

All AFC/RBWM EP services are provided by fully trained and qualified EPs, Trainee EPs and Assistant Psychologists (who receive regular, high quality supervision with us while completing their doctoral training). All our EPs (statutorily registered with the Health Care Professions Council (HCPC)) Trainee EPs and Assistant Psychologists are DBS checked, and receive regular reflective supervision, performance planning and Continued Professional Development (CPD).

Your link Educational Psychologist will work within our Service Delivery Model, which is based on our joint Assess-Plan-Do-Review approach. This approach presents opportunities for problem solving discussions and work at a range of levels. For more information please email edpsych@achievingforchildren.org.uk.

If you purchase our CORE+ Service (50% direct EP contact time and 50% back up time), we will be able to discuss all the possible options for working together for your school at the joint scheduled planning meeting. Our services can be divided into four broad areas:

- School staff training, social emotional and wellbeing, consultation and coaching.
- Specialist support and interventions for CYP (including adult consultation; individual pupil assessment and interventions and group intervention).
- Working with the family and key professionals involved.
- Research and evaluation.

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

23.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

School staff training, development, consultation and coaching – (Examples include Circles of Friends work and highly successful initiatives such as ELSA Supervision, Executive Functioning Skills.) We offer both online and in person training based on current research using psychological theory.

Specialist support and intervention for CYP - (including adult consultation, individual assessment and interventions and group intervention). Examples include listening spaces for staff, short-term pupil intervention using CBT or solution focused approaches.

CUSTOMER REQUIREMENTS

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

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

SERVICE PROVIDER REQUIREMENTS

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

- Provide applied psychology to your school/cluster through work negotiated and agreed and an individual/group and whole school level.
- Collaborative working with adults involved (parents/carers, teachers or other staff)
- Capture the views and needs of the CYP to ensure that they are at the centre of the assessment process.
- Provide written or oral advice/information. Where direct work is done with an individual CYP, this will always be communicated to key staff and parents/carers.
- Meet with the person or people most concerned about an individual pupil.
- Seek information from you to inform the outcomes of EP involvement

- Working with the family - (Examples include; drop-in sessions and workshops for parents/carers) Agree an appropriate programme for a group of parents/carers based on need and current best practice.
- Research and Evaluation – (Examples include tracking the impact of SEMH initiatives.) We will conduct high-quality evaluative or exploratory research and produce a summative report.

SERVICE ASSUMPTIONS

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

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

23.3. Service Management

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

SERVICE AVAILABILITY

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

- **Please email in the first instance to edpsych@achievingforchildren.org.uk**
- However, if your query is urgent please call 07926 075 218
Emails received outside of office hours will be collected, we aim to respond to all emails and telephone messages within 3 working days.

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working day

Any concerns are to be sent to Dr Frances Lee (Principal Educational Psychologist). If the request comes through email then edpsych@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

24. EDUCATION WELFARE SERVICE

24.1. Overview

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

24.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

- Named Education Welfare Officer
- Regular liaison meetings with designated staff
- Deliver appropriate interventions for the children/young people and parents/carers where necessary
- Guidance around alternative provision, reduced timetables, elective home education and children missing from education
- Home visits where appropriate
- Liaison with other relevant professionals
- Liaison with families/children to support the bridge between school and home
- Signposting to relevant support services e.g. mental health support services/supporting children with additional needs
- Guidance on reasonable adjustments
- Recommendations to help resolve/support attendance concerns
- Attendance at core groups/TAC meetings
- Capturing the voice of the child

CUSTOMER REQUIREMENTS

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

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

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

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

24.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** 01628 796411 or your EWO's direct number
The nature of the team's work means that they are often out of the office. Messages will be picked up regularly and we aim to respond within 48 hours.
- **Email support:** edu.welfare@achievingforchildren monitored 8:45 – 5.00 Monday to Friday or email your allocated EWO emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 2 working day.

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

25. GOVERNORS SERVICES STRATEGIC SCHOOLS LEADERSHIP

25.1. Overview

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

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

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

25.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

- **CDP** - Access to central CPD programme
- **Advise & Support** - Advice and support to leadership teams and governors
- **Induction Training** - To provide induction training
- **Specific Role Training** - To provide bespoke training for specific roles
- **Child Protection** - Provide training in response to legislation e.g. child protection
- **Leadership Update** - Publish and distribute regular Leadership Updates
- **Additional Skill Governors** - Identify additional skills governors and broker support
- **Collaborative Ventures** - Facilitation for clusters of schools for a range of collaborative ventures
- **Governance Reviews** - Perform a review of the effectiveness of boards of governors:
 - when schools commission
 - when the service identifies the need for a review

CUSTOMER REQUIREMENTS

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

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

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

- Three levels of service are offered within the SLA: Standard 1 (Support), Standard 2 (Support and CPD) and Standard 3 (Support, CPD and 3 Bespoke Training Sessions/Ofsted Support)
- Additional CDP is offered outside the SLA agreement and will be separately costed
- All aspects of the service will be subject to regular monitoring and evaluation

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A
- Email: Rebecca.Walker@achievingforchildren.org.uk

26. OUTDOOR EDUCATION AND VISITS ADVISOR

26.1. Overview

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

26.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

Centralised activities and database

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

Registration and induction into RBWM Outdoor Education Policy

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

Management of individual residential activities

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

CUSTOMER REQUIREMENTS

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

- Head teachers, EVC's and Aided School Governors must ensure that all off-site and hazardous activities are planned and implemented in accordance to the RBWM Educational Visits Policy.
- OA1 forms must be signed by the Advisor before any bookings are made. The authority cannot accept responsibility for problems that arise if contracts are signed without Borough approval. Insurance may be jeopardised.
- The OA forms MUST be in before the deadlines, failure to comply will incur penalty charges which will be according to the extra work which is generated and if any staff have to be employed to cover work time. The Advisor is only .5 employed for the Service.

SERVICE PROVIDER REQUIREMENTS

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

- Initial response within 5 working days

SERVICE ASSUMPTIONS

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

- **Local support:** Either by telephone, e-mail or mobile. The Advisors office is based in Maidenhead making all schools reasonably accessible.
- **Experienced staff:** The Adviser works full time with young people providing a service in Outdoor Education for the Borough, and has led and organised all types of residential activities, expeditions, off-site activities and exchanges whilst working in Berkshire and the Royal Borough. The Advisor is a member of the National Outdoor Education Advisers Panel, is a qualified teacher and holds National Governing Body Awards in Outdoor Activities. The Outdoor Education Project is licensed under the Government AALA scheme (Adventurous Activities Licensing Authority).
- **Training:** Learning programmes in all aspects of the Royal Borough's off-site activities regulations and the provision of national qualifications required to manage off-site activities, can be arranged or provided.
- **Knowledge of your school and similar size schools in your area:** The Outdoor Education Project has worked with many of the schools in the Royal Borough and seeks to respond to the diverse range of requirements of local education establishments regarding off-site and hazardous activities management.

26.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** 01628 675517
Monitored 9 A.M. to 12 P.M. Monday – Thursday
- **Email support:** outdoor.education.visits@achievingforchildren.org.uk
Monitored 9:00AM to 12.00 Monday-Thursday Term time
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 5 working days

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

27. SCHOOL ADMISSIONS AND APPEALS

27.1. Overview

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

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

27.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

CUSTOMER REQUIREMENTS

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

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

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

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

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

27.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** 01628 683870 (via Customer Contact Centre)
- Callback service only
Monitored 9:00 A.M. to 5:15 P.M. Monday – Thursday
9:00 A.M. to 4:45 P.M. Friday
- **Email support:** rbwm.admissions@achievingforchildren.org.uk
Monitored Monday to Friday
Emails received outside of office hours may be collected, however no action can be guaranteed until the next working day

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

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

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

28. SPECIALIST ADVISORY TEACHER SERVICE (SEND/EAL)

28.1. Overview

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

28.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

SEND/EAL

Specialist support and intervention:

- Provide professional advice, recommendations and implementation of teaching programmes.
- 1:1 and/or group interventions, planned and taught by the specialist teacher (ten weeks per term). The first 4 hours of all teaching packages may include staff training prior to the beginning of direct teaching.
- Direct teaching will commence not later than the third week of any term.
- Advice and support on accessing the mainstream curriculum for learners of English.

Specialist Assessments:

- Assessment of pupil's special educational needs using a range of standardised tests (numeracy/literacy/coordination). 6 hours to be deducted from any package for these assessments.
- Full Dyslexia assessments.
- Initial English Language assessment for New Arrivals from abroad.

Bespoke, in-house Training:

- Training programmes for all school staff (Teachers as well as Support Assistants) centered around identified CPD needs.
- Communication to understand the desired outcomes of the training
- Training resources are printed by the school or electronically disseminated.
- Completion of evaluations
- Payment of invoice in a timely manner

CUSTOMER REQUIREMENTS

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

- Satisfactory completion of referral forms as well as attached relevant evidence, returned in a timely manner so work with pupils can begin.
- Obtain signed parental permission for School Support staff to work with designated pupils as well as GDPR consent to hold pupil details centrally.
- Provide background information as necessary on supported pupils especially any current safeguarding concerns.
- Provide suitable facilities for specialist teachers to work with designated pupils as well as a member of school staff to shadow the intervention being run.
- Size of intervention group taken into consideration (Max 6 per group).
- Consideration of amount of groups per session (Max 7 per full day)
- Agreed liaison meetings which must take place within the first two weeks of term, after this package hours will be allocated.
- Informing the specialist teacher visiting the school if for some reason the planned meeting/intervention/assessment cannot proceed.
- Dissemination of feedback/assessment/ and advice to relevant teaching staff and parents/carers.
- Completion of evaluations
- Payment for all support costs

SERVICE PROVIDER REQUIREMENTS

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

- The Inclusion Service will ensure that all practitioners are appropriately qualified and DBS certified for the work requested.
- Delivery of specific packages purchased as outlined in the traded brochure.
- Liaison with SENCo or nominated staff member and additional agencies, when requested by the school.

SERVICE ASSUMPTIONS

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

SEND/EAL

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

28.3. Service Management

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

SERVICE AVAILABILITY

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

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

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 2 working day

Any concerns are to be sent to Kelly Nash (School Support Manager)
Kelly.Nash@achievingforchildren.org.uk

29. Personal, Social and Health Education Services

29.1. Overview

These sessions on contraception and sexual health will be delivered by fully qualified and registered specialist practitioner nurses. A range of delivery options are available and bespoke packages can be offered if required. This will support the school in offering high quality, evidence based teaching to help pupils make better decisions around their own and others wellbeing and to become successful members of society.

29.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

- These sessions will be delivered within the PSHE curriculum.

CUSTOMER REQUIREMENTS

- Provision of suitable classrooms with IT facilities and internet access.
- Opportunity to meet with PSHE lead to ensure sessions are appropriately integrated within the PSHE programme.
- Teacher support should be available if necessary.
- Opportunity to evaluate sessions.

SERVICE PROVIDER REQUIREMENTS

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

- A one off drop in session for pupils following the sessions to address any concerns or confidential enquiries.

SERVICE ASSUMPTIONS

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

- That school has made parents aware of the nature and content of the sessions.

29.3. Service Management

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

SERVICE AVAILABILITY

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

- Telephone support:
01628 682979
Monitored 9AM to 5PM Monday- Friday
The nature of the team's work means that they are often out of the office. Messages will be picked up regularly and we aim to respond within 24 hours.
- **E-mail support**
school.nursing@achievingforchildren.org.uk
Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 5 working days

Any concerns or escalations are to be sent to Rachael Park-Davies by emailing rachael.park-davies@achievingforchildren.org.uk and school.nursing@achievingforchildren.org.uk is to be copied in as a second point of contact in the event where the Business Manager is absent.

HUMAN RESOURCES

30. HEALTH & SAFETY

30.1. Overview

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

30.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

CUSTOMER REQUIREMENTS

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

- To take all reasonable measures to ensure compliance with health and safety legislation.
- To consider the advice and guidance from the Corp. Health & Safety team when making decisions.
- To carry out risk assessments and implement suitable control measures.
- To investigate accidents at work and to send a completed accident form to the Health & Safety Team.
- Carry out periodic inspections
- Identify staff training needs.
- Schools that store or use radioactive sources need to hold membership of CLEAPSS. RBWM can organise this on the schools behalf on an annual basis. This will be an additional charge

to the school. Please refer to our price list. (If membership of CLEAPSS is not maintained, the school will not have access to the RPO and MUST appoint an independent RPA.)

- Comply with the requirements of the Ionising Radiations Regulations 1999.

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

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

30.3. Service Management

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

SERVICE AVAILABILITY

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

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

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Acknowledgement of requests within 2 working days

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

31. HUMAN RESOURCES

31.1. Overview

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

31.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

Recruitment

- **DBS online application process**
 - HR to verify, countersign and complete the list 99 check.
 - HR will deal with any queries our software provider and or the DBS may have.
- **Head Teacher recruitment:** support schools with HT recruitment processes in line with agreed timetable.
- **Process advertising invoices and recharging including schools** - Action advertising invoices, including the checking and the completion of journals, and forwarding them onto relevant areas (this is applicable only in relation to adverts placed on the council's website).

Employment Contracts & Variations

- **New Starter and Contract Variation Documentation** - Check and process all documentation ensuring consistency e.g. posts numbers, job titles and grades match.
- **Contracts of Employment** - Issue all contracts of employment/ variation letters
- **Medical Clearances** - Process all medical clearances
- **Advice on contract Terms & Conditions** - Provide advice on contract terms & conditions and variations to contract terms and conditions.
- **Service Occupancy Agreements** - Instruct Legal Services to prepare service occupancy agreements for caretakers / site controllers
- **Remuneration** - Advice on salary details e.g., progression through upper pay range, TLR's and recruitment and retention allowances for teachers, rates of pay, salary scales / spinal points, increments for support staff in line with national and local policies.
- **Family Leave** - Advice to employees and schools on maternity, paternity, adoption etc. related matters.
- **TR6 Processing** - Process TR6's for all new starters (teachers' pension form).
- **Teacher Salary Increases** - Process all teacher salary increases in line with Performance Management reviews.
- **Terminations** - Action terminations received in time for relevant month's payroll. Late paperwork where overpayment involved will be expedited
- **FTC Process** - Administer FTC process including notification to School Business Managers/Bursars/Heads.

- **Supply Teacher Administration** - Perform the relevant checks where supply teachers are employed directly by school and not via approved supply teacher agency.

HR Advice

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

HR Information

- **FOI's** - Supply information when requested, minimum of five working days' notice is required.
- **General information requests** - Provide accurate and relevant responses to requests received.
- **Publication and removal of HR information on the AfC Leadership Update and School's Bulletin website or the HR Hub** - Ensure that the latest relevant information is available to view.

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include maintaining and supplying to HR the names of those authorised on behalf of the school to submit documentation to action and:

Recruitment

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

Employment Contracts & Variations

- All documentation must be received by the fourth working day of the month in the correct format to ensure that it is actioned in time for the next payroll run. Employment law requires employers to issue new employees with their contract of employment by the first day of employment at the latest. HR requires a minimum of 5 working days' notice to prepare and supply a contract of employment.
- The school/academy will be responsible for sending their applicants the link to the online medical questionnaire for them to complete.

HR Advice

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

HR Information

- Provide sufficient information that may be necessary to enable HR to complete the task required.
- Ensure that you are using the correct HR process when completing forms by using the latest information from the AfC Leadership Update and School's Bulletin website.

SERVICE ASSUMPTIONS

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

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

31.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** Details in the HR Contact Plan on the AfC Leadership Update and School's Bulletin website or the HR Hub
 Monitored 9:00 am to 5:00 pm Monday – Thursday
 9:00 am to 4:30pm. Fridays

Calls received out of office hours will be forwarded to an answering service where a member of staff will aim to contact you on the next working day.

- **Email support:**

- hr.operations@rbwm.gov.uk
- Trent.support@rbwm.gov.uk
- hr.businesspartners@rbwm.gov.uk

Monitored 9:00 A.M. to 4:30 P.M. Monday – Friday

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within two working days.

Any concerns or escalations are to be sent to:

HR Advice - Kathy Hook, Service Lead HR Business Partnering by e-mailing kathy.hook@rbwm.gov.uk

Recruitment, Employee Contracts and Variations, HR Information and iTrent– Vanessa Faulkner, Service Lead - HR People Services by emailing vanessa.faulkner@rbwm.gov.uk

32. PAYROLL SERVICES

32.1. Overview

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

32.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

Salary and Benefits

- Check the documentation has been correctly authorised and process in accordance with information received.
- Make any permanent and temporary adjustments required to employee records, to ensure correct payments through the payroll complying with the appropriate regulations, contract and employment law.

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

- Check the documentation has been correctly authorised and process in accordance with information received.
- Check all appropriate documentation received and decide eligibility for payment. Process and verify accuracy of both statutory and occupational payments. Issue notification of expiry of occupational pay at full rate and at half rate as necessary.
- Issue statutory pay related documentation as required.

Statutory and Voluntary deductions

- Check the documentation has been correctly authorised and process in accordance with information received.
- Make any permanent and temporary adjustments required to employee records, to ensure correct payments through the payroll complying with the appropriate regulations, contract and employment law.
- Deduct and report any deductions from employees to Third Party organisations.
- Calculate & pay mileage and expenses included on the Pay Settlement Agreement.

Pay awards:

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

Changes to permanent allowances.

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

Attachment to earnings orders.

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

Issue monthly pay slips and P60's annually.

- Create pay slips and publish in Employee Self Service to be available to staff on pay day.
- Create and publish P60's in Employee Self Service to qualifying employees before the statutory date.

Leavers P45's and other related documents.

- Provide a leavers P45 and any relevant documentation held (e.g. exemption certificates).

Informing Pensions providers of any changes in accordance with regulations.

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

Costing Queries

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

Requests for Salary information.

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

Identify and assist with the Debt Recovery process.

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

Unpaid Leave

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

Act as the Agent for all correspondence with HMRC.

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

FOI's

- Supply information when requested, minimum of five working days' notice is required.

General information requests

- Provide accurate and relevant responses to requests received.

Publication and removal of Payroll documents on the AfC Leadership Update and School's Bulletin website.

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

CUSTOMER REQUIREMENTS

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

- The forms submitted to Payroll must be accurate and signed off by an authorised signatory. The forms must be in an agreed format and include the payroll reference number of the individual the document refers to (with the exemption of a new starter). The form must be received into Payroll by the agreed cut of date (normally the 4th working day) in order for them to be actioned on the next pay run.
- Provide full details of pay awards on the 25th of the month prior to the month in which the changes are to be actioned in such a format to enable all entitled employees' records to be readily amended to ensure accurate payment. (For December payroll, deadline is earlier and notified to schools by the start of November).
- Advise where increments are not due to an employee by the payroll cut-off date.
- Forward any Attachment to Earnings Orders by the payroll cut-off date. In the case of RBWM court orders you will need to supply any details necessary to enable accurate implementation.
- Provide the details of the leaver and any annual leave adjustments and final payments due before the payroll cut-off date in the month of leaving.
- Provide the details of employees that are retiring as soon as they are known, in order for us
- to supply the relevant information to their pension provider.
- Respond to any queries payroll may have within four working days or prior to notified cut-off date. Instruct payroll whether the correction needs to be applied to the next payroll run.
- Provide the authorisation required.
- Provide full details as necessary to enable correct calculations.
- Ensure that the school abides by the agreement made with HRMC.
- Provide details of expenditure covered in the PSA each to enable calculation.
- Pay over monies due to the HMRC, including monthly liability as required.
- Provide any information that may be necessary to enable task completion.
- Ensure schools are using the correct salary information when completing forms by using the latest salary scales held on the AfC Leadership Update and School's Bulletin website or as sent directly to the school
- Payroll re-runs as a result of an error by the school, or delay in submission of data, will incur an additional charge.
- Where an error or delay in submission of data (by the school) results in a variance of less than 10% of the total of an employee's average gross pay, RBWM will either process the payment in the following month or facilitate an additional payment, which will incur an additional charge.

SERVICE PROVIDER REQUIREMENTS

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

- Accurately process salaries in accordance with the payroll cut off dates for the pay period.
- Ensure Family Leave pay including occupational and Statutory Sick Pay, maternity, paternity and adoption pay is accurately completed in accordance with the payroll cut off dates for the pay period.
- Voluntary deductions to be accurately completed in accordance with the payroll cut off dates for the pay period.
- Mileage and expenses to be accurately processed in accordance with the payroll cut off dates for the pay period.
- Pay awards are accurately completed in accordance with payroll cut off dates for the pay period.
- Changes to permanent allowances to be accurately completed in accordance with the payroll cut off dates for the pay period.
- Attachment of Earnings orders to be accurately completed in accordance with the payroll cut off dates for the pay period.
- Delivery of payslips/P60's in time for pay day in accordance with payment date for the period.
- Pension details to be completed by the 19th of the month or in accordance to the SLA in place with the pension provider.
- Action costing responses received by the next payroll run.
- Respond to requests for salary information within 5 working days or advise if there is to be a delay.
- Requests for support with debt recovery to be raised within five working days of receipt of fully completed documentation or within five working days of the month end if the full details are received within the payroll process cycle.
- Deductions for unpaid leave to be completed in accordance with the payroll cut off dates for the pay period.
- Respond to FOIs, a minimum of five working days' notice is required.
- Requests for general information to be responded to within five working days
- Publish updated payroll information on the appropriate area within five working days.
- For payroll re-runs because of a RBWM error that is more than 10% of the total of an employee's average gross pay there would be no additional charge
- For a RBWM payroll error that is less than 10% of the total of an employee's average gross pay RBWM will either process the payment in the following month or facilitate an additional payment at no charge.

SERVICE ASSUMPTIONS

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

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

32.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** Refer to the HR Contact plan on the AfC Leadership Update and School's Bulletin website or the HR Hub
Monitored 9:00 A.M. to 5:00 P.M. Monday – Thursday
9:00 A.M. to 4:30 P.M. Fridays
A voice-mail service is in operation outside of working hours and will be responded to on the next working day.
- **Email support:** payroll.manager@rbwm.gov.uk
Monitored 9:00 A.M. to 4:30 P.M. Monday – Friday

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Acknowledgement of requests within 2 working days

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

ICT SERVICES

33. SIMS AND COMPLETE DESKTOP SUPPORT

33.1. Overview

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

33.2. Service Agreement

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

SERVICE SCOPE

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

- Unlimited Helpdesk support
- Unlimited on-site visits when required to address problems
- Windows peer-to-peer networking and related security.
- Support of the following software as a minimum:
 - Microsoft Windows8, Windows 10
 - Microsoft Office 2013, 2016 and 2019
 - Microsoft SQL Server 2012 and 2014 and 2016
 - Microsoft SQL Express 2012 and 2014 and 2016
 - Adobe Acrobat Reader
 - Printer drivers as required
 - Local backup software F Backup
 - Quick Assist, GoToAssist or suitable alternative software for remote support connection purposes
- Please note that this list will change as new software becomes available or support of software versions is withdrawn by the manufacturer.

CUSTOMER REQUIREMENTS

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

- To ensure that all staff members are adequately skilled and trained to use PCs and associated hardware and software, and that health and safety requirements are met when doing so.
- The client should always log all calls relating to the service options outlined within this SLA with the ICT Service Desk email schoolsIT@rbwm.gov.uk. All calls are monitored and will be dealt with in strict priority.
- When logging a help call the client should provide accurate information including the user's telephone extension number and times when the user is available.
- To ensure that it is possible for RBWM to connect using suitable remote connection software in order to provide remote support. Where it is not possible to connect using this method the customer may be charged at the hourly rate for visits which would not otherwise be necessary

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

SERVICE PROVIDER REQUIREMENTS

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

- To provide technical and usage support on the software specified below via telephone, remote connection and e-mail. Where it is not possible to resolve the call using remote methods an on-site visit will be arranged. This does not extend to remote or on-site training:
 - Windows peer-to-peer networking and related security.
 - Microsoft Windows 8, Windows 10
 - Microsoft Office versions 2013, 2016 and 2019
 - Microsoft SQL Server 2012 and 2014 and 2016
 - Microsoft SQL Server Express 2012 and 2014 and 2016
 - Local Backup Software FBackup
 - Zip packages
 - Adobe Acrobat Reader
 - Printer drivers as required

o Internet Explorer version 11

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

SERVICE ASSUMPTIONS

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

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

33.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** 01628 683800
Monitored (excluding bank holidays) 8:00 A.M. to 5:15 P.M. Monday – Thursday
8:00 A.M. to 4:45 P.M. Fridays
- A 24 hour answer phone service is also provided.
- **Email support:** schoolsIT@rbwm.gov.uk

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

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

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

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

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

34. SIMS ONLY SUPPORT

34.1. Overview

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

34.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

All services as specified in the SIMS Only SLA plus:

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

CUSTOMER REQUIREMENTS

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

- To ensure that all staff members are adequately skilled and trained to use PCs and associated hardware and software, and that health and safety requirements are met when doing so.
- The client should always log all calls relating to the service options outlined within this SLA with the ICT Service Desk on 01628 683800 or e-mail schoolsIT@rbwm.gov.uk. All calls are monitored and will be dealt with in strict priority.

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

SERVICE PROVIDER REQUIREMENTS

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

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

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

SERVICE ASSUMPTIONS

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

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

34.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** 01628 683800
Monitored (excluding bank holidays) 8:00 A.M. to 5:15 P.M. Monday – Thursday
8:00 A.M. to 4:45 P.M. Fridays
- A 24 hour answer phone service is also provided.
- **Email support:** schoolsIT@rbwm.gov.uk

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

RBWM Incident Resolution Targets

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

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

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

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

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

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

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

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

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

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

35. ARBOR AND COMPLETE DESKTOP SUPPORT

35.1. Overview

Delivers support for the Arbor MIS product for all schools and academies. Further information about Arbor's Cloud based software please see <https://arbor-education.com/>

Schools can purchase their license directly from Arbor, choosing from one of their three packages:

- MIS Core
- MIS Comms
- MIS Perform

35.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

All services as specified in the SIMS Only SLA plus:

- Unlimited Helpdesk support
- Unlimited on-site visits when required to address problems
- Windows peer-to-peer networking and related security.
- Support of the following software as a minimum:
 - Microsoft Windows 10
 - Microsoft Office 2013, 2016 and 2019
 - Adobe Acrobat Reader
 - Printer drivers as required
 - Quick Assist, GoToAssist or suitable alternative software for remote support connection purposes
- Please note that this list will change as new software becomes available or support of software versions is withdrawn by the manufacturer.
- Following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

CUSTOMER REQUIREMENTS

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

- To ensure that all staff members are adequately skilled and trained to use PCs and associated hardware and software, and that health and safety requirements are met when doing so.
- The client should always log all calls relating to the service options outlined within this SLA with the ICT Service Desk on 01628 683800 or e-mail schoolsIT@rbwm.gov.uk. All calls are monitored and will be dealt with in strict priority.
- When logging a help call the client should provide accurate information including the user's telephone extension number and times when the user is available.

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

SERVICE PROVIDER REQUIREMENTS

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

- To provide technical and usage support on the software specified below via telephone, remote connection and e-mail. Where it is not possible to resolve the call using remote methods an on-site visit will be arranged. This does not extend to remote or on-site training:
 - Windows peer-to-peer networking and related security.
 - Microsoft Windows 10
 - Microsoft Office versions 2013, 2016 and 2019
 - Microsoft SQL Server 2012 and 2014 and 2016
 - Microsoft SQL Server Express 2012 and 2014 and 2016
 - Local Backup Software FBackup

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

SERVICE ASSUMPTIONS

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

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

35.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** 01628 683800
Monitored (excluding bank holidays) 8:00 A.M. to 5:15 P.M. Monday – Thursday
8:00 A.M. to 4:45 P.M. Fridays
- A 24 hour answer phone service is also provided.
- **Email support:** schoolsIT@rbwm.gov.uk

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

RBWM Incident Resolution Targets

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

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

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

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

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

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

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

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

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

36. ARBOR ONLY SUPPORT

36.1. Overview

Delivers support for the Arbor MIS product for all schools and academies. Further information about Arbor's Cloud based software please see <https://arbor-education.com/>

Schools can purchase their license directly from Arbor, choosing from one of their three packages:

- MIS Core
- MIS Comms
- MIS Perform

36.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

All services as specified in the SIMS Only SLA plus:

- Arbor licenses can be purchased directly through Arbor.
- Telephone, remote connection and/or on-site user support and consultancy will be provided on the Arbor software licensed for use in the school.
- Clear and concise written instructions will be made available relating to a variety of Arbor tasks, from upgrades to new module functionality.
- Release notes relating to Arbor updates.
- A regular newsletter to keep you abreast of Arbor developments.
- Free Arbor Software webinars. These will be provided at least three times per year to deal with statutory tasks and the related changes to the software. Other seminars will be offered to demonstrate new functionality as and when the need arises.
- Arbor training courses can be arranged as required. Courses can be delivered on-site, or at the RBWM training facility (subject to demand). Charges for these are shown separately. Information about Arbor courses hosted by Arbor can also be forwarded when requested.
- Annual courtesy visit to ensure the smooth running of your SIMS system.

CUSTOMER REQUIREMENTS

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

- To ensure that all staff members are adequately skilled and trained to use PCs and associated hardware and software, and that health and safety requirements are met when doing so.
- The client should always log all calls relating to the service options outlined within this SLA with the ICT Service Desk on 01628 683800 or e-mail schoolsIT@rbwm.gov.uk. All calls are monitored and will be dealt with in strict priority.
- When logging a help call the client should provide accurate information including the user's telephone extension number and times when the user is available.

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

SERVICE PROVIDER REQUIREMENTS

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

- To provide technical and usage support on all licensed Arbor modules which are currently supported and in use via telephone, e-mail and remote connection. Where it is not possible to resolve the call using remote methods an on-site visit will be arranged. This does not extend to remote or on-site training.
- To provide free Webinars at least three times per year in order to keep users informed. These seminars will:
 - Keep users abreast of the latest functionality in Arbor
 - Address statutory requirements where Arbor software is used.
 - Provide a forum where informal training can be provided to resolve common issues
- To make available clear and concise written instructions relating to a variety of Arbor tasks, from upgrades to new module functionality.
- To arrange Arbor training courses. Courses can be delivered on-site, or at the RBWM training facility (subject to demand). Charges for these are shown under Additional Services and Charges. Charges for courses where it is necessary to use the services of a training consultant will be charged as per agreement with those concerned.
- **or**
- To make available information about Arbor courses run by Arbor facilities when requested.
- To provide advice on and assistance with the implementation of new Arbor modules.
- To provide assistance with the installation of Arbor software on administration hardware

- To provide advice and assistance to ensure that the Arbor database and the files and exports from this database are maintained securely and that the school or academy is able to recover this data in the event of a disaster

SERVICE ASSUMPTIONS

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

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

36.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** 01628 683800
Monitored (excluding bank holidays) 8:00 A.M. to 5:15 P.M. Monday – Thursday
8:00 A.M. to 4:45 P.M. Fridays
- A 24 hour answer phone service is also provided.
- **Email support:** schoolsIT@rbwm.gov.uk

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

RBWM Incident Resolution Targets

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

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

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

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

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

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

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

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

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

37. Insurance and Risk Management Service

37.1. Overview

The Insurance and Risk Management Service can help schools meet their insurance responsibilities and advise schools on ways to minimise the risks to the school's assets and liabilities..

37.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

- **Broker Appointments** – Responsibility for the appointment of insurance brokers and other external advisers as required
- **Placing and Continuity of Cover** – Placing the appropriate insurance cover to protect the school's assets and legal liabilities
- **Insurance Schedules and Records** –
 - Maintenance of records and returns needed for the renewal of insurance policies as appropriate
 - Maintain claims records.
- **Support and Advice** –
 - Respond to enquiries on insurance policy cover and operation
 - Provide guidance on insurance clauses in contracts
 - Provide general Risk Management advice
- **Advice on school security** – Advice on school security and fire risks
- **Claims Processing** – Ensuring prompt and effective claims processing and where appropriate settlement of all claims on behalf of the school
- **Claims Management** – Providing a claims management service using in-house staff where appropriate and engaging external expertise (of loss adjusters, solicitors, other consultants and external agents) as necessary
- Providing the school with all necessary information on Optional Insurance costs.
- Providing the school with a summary of insurance cover – Public Liability and Employers' Liability certificates.

CUSTOMER REQUIREMENTS

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

- To ensure that all staff members are aware of their responsibilities under the Health & Safety at Work Act 1974 and associated legislation
- Notify Insurance Team of any acquisitions/disposals, planned events or incidents that may have insurance implications
- Ensure any contracts let include relevant approved clauses covering insurance arrangements
- Ensure that advice from the Risk management team is sought at an early stage in the development of any new initiative/project

- Respond promptly to any requests to support the defence of a claim. Maintain a full and up-to-date inventory of the school's contents

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

- We will act as your advisers in arranging an integrated insurance programme, which protects the school's financial position and maintains the optimum balance between the levels of cover secured, the degree of risk retained and the outlay of premium.
- We will provide a prompt and efficient claims administration service.
- The School shall at its own expense: take all reasonable precautions to prevent or diminish losses or liability arising in connection with the insured risks, comply with all statutory obligations and regulations imposed by any authority and maintain an up to date inventory of its assets (this will be required to substantiate a claim and used as evidence of ownership).
- The insurance shall be voidable if the school has concealed or misrepresented and/or failed to declare any fact or circumstance material to the insurance.

37.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** 01628 796953 or 01628 796202
Monitored 9:00 A.M. to 4:30 P.M. Monday – Friday
- **Email support:** ann.griffiths@rbwm.gov.uk or Insurance@rbwm.gov.uk
Monitored 9:00 A.M. to 4:30 P.M. Monday – Friday

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 3 working days.

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

LEGAL SERVICES

38. DATA PROTECTION OFFICER ADVICE SERVICE

38.1. Overview

The UK Data Protection Act (UK DPA) and the UK General Data Protection Regulations (UK GDPR) place obligations on schools as data controllers to process the personal data they hold in a responsible and appropriate way, which fully adheres to the law. Schools process a range of categories of personal data, relating to students, parents, teachers and the public. It is important that the full range of schools' data processing conforms to the provisions of data protection legislation and that data subjects can exercise their data protection rights and receive adequate assurances that appropriate safeguards are in place to protect their data.

Where schools are found to be in breach of data protection legislation, the independent regulator can impose fines up to £17,000,000 for the most serious offences.

Since the introduction of the new Data Protection Act in 2018, schools have been required to appoint a Data Protection Officer (from within their own staff body) to uphold the principles of good data governance and responsible processing within their organisation. This service provides support to the school's appointed DPO.

38.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

Compliance with legal obligations under the Data Protection Act 2018 and UK General Data Protection Regulation. Services are delivered at two levels; Essential and Advanced. Schools have the option to purchase both service levels or can alternatively, purchase only one package depending on requirements.

Level 1 – Essential Service

- Review public policies, relating to subject access and data protection.
- Review data protection training material for staff, both teaching and administration/school support.
- Review privacy notices.
- Review data protection impact assessments
- Provide targeted face to face training in response to a serious data breach.
- Advice on data breach reporting procedures
- Advice on registering with the ICO.
- Advice and support on producing Information Sharing Agreements with third parties where necessary.
- Act as the liaison point between the school and the Information Commissioner for reporting data breaches.
- Advice on processing police requests for personal data disclosures.
- Procedural support for the processing of subject access requests

- Review of lessons learnt following a data breach to ensure new processes/procedures are embedded.

Level 2 – Advanced Service

An additional service to support the checking and redaction of subject access requests received by schools. This includes:

- Drafting acknowledgement and response letters for the school to the data subject.
- Advising on the data subject identity check process.
- Reviewing all documentation returned in a SAR search.
- Redacting information from documents which are exempt from disclosure and preparing documents ready for release directly by the school.
- Advising on the engaging of legal exemptions to disclosure.

CUSTOMER REQUIREMENTS

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

- For the Level 1 Essentials package, the customer will pay the annual fee upon acceptance of the service
- Provide a nominated Single Point of Contact (SPOC) for the school, which includes an email address and telephone number for the SPOC.
- When using the service, the customer will ensure that all queries and request for support are raised through the SPOC.
- To request support using either the new online customer portal or via telephone.
- Where purchasing the Level 2 Advanced package, the customer agrees to send all files for review by the supplier in electronic format (scanned PDFs, Word documents or Excel files) using suitable encryption/password protection.
- Where purchasing the Level 2 Advanced package, the customer will receive an invoice for the redaction work undertaken and agrees to pay the invoice within 28 days.

SERVICE PROVIDER REQUIREMENTS

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

- Provide a nominated case officer (Single Point of Contract) who will be assigned the support case.
- Where requests for support are logged, acknowledge the request within 3 working days
- Subsequent actions:
 - Evaluate the particular matter and determine any issues
 - Discuss and agree a plan of action moving forward
- Be the liaison point between the school and ICO.
- Where redaction work has been undertaken as part of the Level 2 Advanced package, the supplier will return the edited files to the customer using suitable encryption/password protection.

SERVICE ASSUMPTIONS

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

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

38.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** 07748 761207
Monitored 9:00 A.M. to 4:00 P.M. Monday – Thursday
9:00 A.M. to 3:00 P.M. Fridays
(Not including bank holidays)
Where calls are made outside of office hours, best efforts will be made to make contact with the school as soon as possible during working hours, and requests for urgent support prioritised.
- **Email support:** dpo@rbwm.gov.uk
Monitored continuously during office hours by either the DPO or Deputy DPO. Data breaches must be reported immediately to the DPO. From early 2022, a case logging portal will be in operation and schools will be required to log requests for support through the new system. Further details on how to use the new system will be provided to schools.

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

Any concerns are to be sent to via e-mailing DPO@rbwm.gov.uk. This mailbox is only accessible to the data protection team.

39. MUSEUMS

39.1. Overview

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

39.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

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

CUSTOMER REQUIREMENTS

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

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

SERVICE PROVIDER REQUIREMENTS

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

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

SERVICE ASSUMPTIONS

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

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

39.3. Service Management

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

SERVICE AVAILABILITY

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

- **Telephone support:** 01628 685686
Monitored 10:00 A.M. to 4:30 P.M. Tuesday – Saturday
- Calls received out of office hours will be forwarded to an answering service where a member of staff will aim to contact you within 24 hours.
- **Email support:** museum@rbwm.gov.uk
Monitored 10:00 A.M. to 4:00 P.M. Monday – Saturday
12:00 P.M. to 4:00 P.M. Sunday

SPECIFIC TERMS:

Please note the following terms for this offering:

- N/A

SERVICE REQUESTS

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

- Provide initial response to queries within 5 working days.

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

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

40. UTILITY MANAGEMENT

UTILITY SUPPLIES

40.1. Overview

The Council's Energy Team offers two services:

1. Utility contract procurement and management (Maintained schools only)

The Energy Team negotiates contracts for the supply of electricity, gas, oil and water taking advantage of the Borough's buying power as a major consumer of energy and water. Significant savings have been achieved over many years. The electricity procured will be generated from renewable sources ensuring schools are reflecting the concerns of their students.

2. Display Energy Certificates (All schools)

All schools are legally required to have a valid Display Energy Certificate and Advisory Report for any building 250m² or larger at all times. The Energy Team manages this process with the Display Energy Certificate assessors. The number of buildings in the portfolio means that the Council receives a discounted rate. For maintained schools, the Energy Team are often able to provide the energy data, saving the school the work of pulling together 12 months energy data.

40.2. Service Agreement

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

SERVICE SCOPE

The following Services are covered by this Agreement;

Utility Contract procurement and management

- **Procurement** - Contract procurement along with all other Royal Borough buildings to ensure value for money.
- **Contract Administration and Monitoring** - Ongoing administration of the contract including auditing, review and contract compliance.
- **Basic Advice** – Help and advice with queries around consumption raised by the school.

Display Energy Certificates

- **Procurement** - Contract procurement along with all other Royal Borough buildings to ensure value for money
- **Contract Administration and Management** - Contract administration including coordination & monitoring of Display Energy Certificate consultants appointed to deliver work.
- **Energy Data Provision** – **For maintained schools, the Energy team will in the majority of cases be able to provide the energy data required saving the school the work of collecting the data.**
- If no data is provided by academy schools after numerous requests, display energy certificates will not be produced for the school. There will be no refund for the money paid.

40.3. Service Management

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

SERVICE AVAILABILITY

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

Utility Contract Procurement and Management

Telephone support: 01628 796734

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

E-mail support: sarah.white@rbwm.gov.uk

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

Display Energy Certificates

Email support: energy.manager@rbwm.gov.uk

Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday

SERVICE REQUESTS

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

- Provide initial response to queries within 5 working days.

Any concerns or escalations are to be sent to James Thorpe by emailing James.Thorpe@rbwm.gov.uk