ROYAL BOROUGH OF GREENWICH
DIRECT SERVICES TO SCHOOLS
2014 - 2015
This Award is part of the Quality in Study Support Programme at Canterbury Christchurch University and is endorsed by the Department for Education.
INTRODUCTION

Welcome to the 2nd edition of our Royal Borough of Greenwich Direct Services to Schools brochure.

It’s been another great year for Royal Greenwich schools, achieving top quartile performance for every headline measure at KS2 and KS4, additionally:

- Ranked 1st Nationally - Early Years Foundation Stage Profile
  Headline Good Level of Development measure
- Ranked 11th Nationally - Primary Schools
  Headline Level 4+ in reading, writing and maths measure
- Ranked 29th Nationally - Secondary Schools
  Headline 5+ A* - C grades including English and maths measure
- Ranked 7th Nationally - Attendance in Primary Schools
- Ranked 19th Nationally - Attendance in Secondary Schools

Thank you for your valuable feedback regarding Direct Services. As a result we are continuing to review our systems and processes and develop the way we offer our services to schools. We now have an established and committed central Direct Services team that manages and coordinates our processes, ensuring we provide the best service possible to you. We also welcome and thank you for the on-going emails and quotes received (some outlined below) in relation to individual teams/services:

“Your input and the tone you encouraged was just what we needed. I will ensure our new governors are aware of the outstanding support we have received from Greenwich”

“There have been some complex and sensitive issues and these have been handled very professionally. Many thanks and well done”

Moving forward, we have created a new web-based system for our services and development opportunities. The new online system will enable schools to access all Direct Services (on-line), book courses and receive instant notifications regarding up and coming opportunities. This online system became available to schools in January 2014.

In order to make this year as simple as possible, we have provided a single renewal form that enables you to renew all services you purchased last year, on one form.

Direct Services remains committed to supporting schools in providing the best quality education that continues to improve outcomes for our children and young people.

We would like to take this opportunity to thank you for your continued support.

Tracy Russell
Assistant Director, Inclusion, Learning and Achievement
Children’s Services
OUR SERVICES

To enable ease of access, we have again this year grouped teams according to areas of expertise.

These are:

- STANDARDS
- CURRICULUM
- VIRTUAL SCHOOL FOR LOOKED AFTER CHILDREN
- BEHAVIOUR AND ATTENDANCE
- SPECIAL EDUCATIONAL NEEDS (SEN)
- GOVERNOR SUPPORT
- NEWLY QUALIFIED TEACHERS (NQT)
- CLUSTER SUPPORT
- SCHOOLS ACCOUNTING AND BURSARIAL SERVICE
- HUMAN RESOURCES COACHING AND ADVICE SERVICE
- HUMAN RESOURCES COACHING AND ADVICE SERVICE - ACADEMIES
- PAYROLL SERVICE
- OCCUPATIONAL HEALTH, SAFETY AND WELLBEING SERVICE
- OCCUPATIONAL HEALTH, SAFETY AND WELLBEING SERVICE ACADEMIES
- INSURANCE SERVICE
- LEGAL SERVICE
- PROPERTY CONSULTANCY SERVICE
- RESPONSIVE AND CYCLICAL MAINTENANCE SERVICE
- ENERGY PROCUREMENT SERVICE
- GSPLUS ICT SUPPORT SERVICES FOR SCHOOLS

All services provided by Royal Borough of Greenwich Direct Services can also be found and accessed via our website: http://servicestoschools.royalgreenwich.gov.uk

OUR CHARGES

The brochure provides a clear outline of our charges. These have been approved by school representatives attending focus groups within the Local Authority. All charges are competitive in the current market and provide good value for money.

In the purchasing of any Direct Service, schools can ensure economies of scale by commissioning and purchasing services on a cluster basis.

Further details can be found within each service description contained in this brochure, or by contacting the named individual for bespoke packages.

OUR PLEDGE

Royal Borough of Greenwich Direct Services realise the importance of working with stakeholders to ensure that we maintain and improve on the effective and good quality services we offer. To achieve this we have embedded in all packages, mechanisms that support both on-going evaluation and the implementation of stakeholder feedback.
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CORE SERVICES AVAILABLE TO THE ROYAL BOROUGH OF GREENWICH SCHOOLS

STANDARDS

Early Years Foundation Stage, Primary and Secondary Standards Service

- Provision of training and advice in Early Years Foundation Stage (EYFS) assessment
- Ensuring all settings have systems in place to enable them to submit reliable and accurate EYFS Profile data
- Provision of Early Years Profile moderation visits and moderation meetings that secure the consistency and accuracy of judgements made by different practitioners
- Ensuring that schools and other EYFS providers have a good understanding of and are able to follow Assessment and Reporting Arrangements (ARA)
- Effective school self-evaluation to accelerate improvement in all schools
- Brokering of school-to-school support to build capacity and make a bigger difference
- Early, swift and decisive intervention in schools causing concern
- Facilitation of moderation in order to provide external challenge and validation of school results, enabling leaders to be confident, robust and accurate
- Support that encourages early moderation that influences the outcomes of teaching and learning
- The provision of key information, advice and guidance
- Local Authority forum which help leaders and managers to keep up to date on live issues, explore the implications and share exemplary practice
- Local Authority and School Monitoring Meetings (LASMMs) for maintained providers, whose results indicate underperformance and limited progress in closing the gap with national, and where appropriate, London performance
- Support schools in ensuring that Ofsted judgements of good or better are achieved or maintained
- LA projects to monitor the impact of strategies for using the Pupil Premium effectively, targeting the progress of more able students etc.
- Leadership and facilitation of the Learning Improvement Partnerships (LIP) to accelerate achievement and raise standards
- Advice, support and guidance on 14-19 statutory responsibilities and accountabilities
- Challenge meetings for providers where there is underperformance in 14-19 outcomes
- Monitoring the delivery of 14-19 priorities and outcomes for young people
- Monitoring and evaluation of the IAG contract and sharing best practice (Information Advice and Guidance)
- Monitoring the delivery of 14-19 priorities and outcomes for young people
- Sharing of provider predictions at both KS4 and KS5 to identify where support and intervention is appropriate
- Guidance on changes to 16-19 funding arrangements and checking accuracy of outcomes
- Post 16 progress meetings with providers which identify strengths and areas for development and which help leaders to rehearse the narrative for their self-evaluation
CURRICULUM
Personal, Social, Health and Economic Education (PSHE) Service
- Advice and support for curriculum development, including specific PSHE topics and SMSC development
- Delivery of Sex and Relationships Education (SRE)

Virtual School for Looked After Children
All looked after children education services outlined within brochure are considered as Royal Borough of Greenwich core services

BEHAVIOUR AND ATTENDANCE
Attendance Advisory Service
- Child Missing Education (CME) advice and guidance and support
- Child Employment and Entertainment (CEO) advice and guidance; issuing of child performance chaperones and employment licenses, in agreement with schools
- Prosecution of parents/carers who fail to ensure regular attendance at school through Magistrates’ Court
- Advice for parents and schools on issues relating to Elective Home Education
- Penalty notices issued to parents who fail to ensure regular attendance for their children
- School Attendance Orders for children and young people who have no designated school or where parents do not engage with their child’s identified school
- All maintained schools will have a named Attendance Advisory Officer
Behaviour Support Service

- Access to Primary and Secondary Fair Access Panel (FAP), supporting educational needs of pupils with a history of challenging behaviour and/or deemed as being vulnerable
- Support for schools with exclusion: information, advice and guidance regarding procedures and legal framework when need arises. Attendance at disciplinary committee hearings and support with setting up exclusion review panels

Educational Psychology Service

- Named Education Psychologist to provide 4 visits per academic year, per school
- Provision of statutory assessment-related advice and support

SEN

- All SEN services outlined within brochure are considered as Royal Borough of Greenwich core services

GOVERNOR SERVICE

- Advice and guidance on all legal aspects of governance to governors and independent clerks
- Completion of Instrument of Government, as required
- Maintenance of database of governors and clerks
- Support for governing bodies of schools causing concern or requiring intervention, in partnership with other direct services to schools staff
- Directors Briefing to Chairs of Governors - 3 times a year

CLUSTER SUPPORT SERVICE

- Cluster Collaboration (full description on page 34)
- Cluster Commissioning Support (full description on page 34)

HUMAN RESOURCES COACHING AND ADVICE SERVICE

- National/Local Conditions of Service - Notification of national pay awards and new conditions of service arising from the national negotiating machinery, and of any local agreements, for both teaching and support staff
- Dismissal of Staff - The Director of Children’s Services (DCS) has the right to attend any hearing that could end in dismissal of staff employed by the Local Authority
- Pre-Employment Safeguarding Checks – Basic checks to support safer recruitment of staff i.e. Enhanced DBS Checks, List 99, administered by Payroll
- School Workforce Census - Royal Greenwich will submit the return on behalf of schools. The Schools’ HR Coaching & Advice Team reserves the right to levy an additional charge for those schools generating substantial errors and queries. £10 per error/query may be charged
- Industrial Action - Written information will be provided on statutory advice. We will collate and provide information to corporate and external regional bodies on the effects of industrial action

Please note: core services are only offered to Royal Borough of Greenwich Schools
The Standards Service in the Royal Borough of Greenwich consists of highly skilled and qualified improvement advisors who are totally committed to ensuring the best possible outcomes for children and young people.

We have a history of strong partnership work with schools and settings which has contributed to the transformation of outcomes for children and young people in the Royal Borough of Greenwich.

We will work in partnership to provide well matched, bespoke programmes which will challenge all schools and settings to improve.

Curriculum support in the core areas of communication, English, mathematics and science can be provided by specific improvement advisors, who have had considerable success in raising standards and improving teaching and learning. They will work with you to provide effective subject support, specific to the needs of your school.

These packages are focused on building capacity so that you can continue your journey towards outstanding. In addition, the Performance Analysis and Systems Service (PASS) can provide in-depth data analysis to support this work.

Our services are available to any individual or organisation involved in the education and care of ALL children and young people.
How can we help you?

The achievement of children and young people
- Ensuring that tracking systems are robust and that appropriate strategies are in place to enable all children and young people to make expected or better progress
- Supporting settings, schools and colleges to make secure judgements about pupil progress through quality assurance and moderation
- Ensuring effective use of resources, including the Pupil Premium, to secure the best outcomes for vulnerable and disadvantaged groups

Improving the quality of teaching
- Tailoring support for practitioners, teachers and leaders to enable them to meet the rigour of the Teaching Standards so that their practice is typically good or better
- Supporting schools in understanding and developing innovative and appropriate curricula
- Ensuring that assessment data, including high quality feedback, is used effectively to inform learning

Behaviour for learning
- Understanding how well-being and involvement improve outcomes for young learners
- Ensuring that pupils are effectively engaged in their learning in order to maximise the impact in lessons
- Encouraging positive transitions and independence so that pupils are successful and take ownership of their learning

Quality of leadership and management
- Building leadership capacity, at all levels, to identify precisely areas of strength and areas requiring further improvement
- Challenging leaders at all levels, to evaluate their impact on standards and outcomes for children and young people
- Supporting supervision and performance management, including headteacher appraisal
Any of our services can be tailored to suit your individual needs.

A suite of discrete packages is detailed on our website.

**STANDARDS CONTACTS**

**Early Years Foundation Stage and Primary Standards**

Julie Taylor  
Head of Early Years Foundation Stage and Primary Standards  
Tel: 020 8921 5560  
Email: julie.taylor@royalgreenwich.gov.uk

**Secondary Standards**

Tim Feast  
Head of Secondary Standards  
Tel: 020 8921 5560  
Email: tim.feast@royalgreenwich.gov.uk

**COSTS**

Daily cost per service provider  
Early Years Foundation Stage £550 per Advisor  
Primary Standards £550 per Advisor  
Secondary Standards £550 per Advisor  
(note all charges are inclusive of administration costs)

These services are offered in addition to core services listed on page 4.
Improvement Partner Programme (IP)  
(Sept 2014 - July 2015)

School Improvement specialists work with schools to support and validate self-evaluation, undertake reviews of teaching and learning and support the development of subject leaders. They also help schools assess themselves against the OFSTED framework including:

- Achievement and attainment
- Quality of teaching and learning
- Behaviour and safety
- Attendance
- Leadership and management
- Spiritual, Moral, Social & Cultural development (SMSC)

How can we support you?

Your Improvement Partner will provide three half day visits. The focus of visits will be:

Autumn Term – Achievement and Attainment  
Spring Term – Teaching and Learning  
Summer Term – Leadership, Management and Governance

You will receive a record of each visit, which can be part of your evidence of external challenge and validation.

You can contact your Improvement Partner by phone or email to discuss specific school issues, including agreeing the specific focus for the spring and/or summer visits.

The Improvement Partner will:

- undertake a half day preparation in the autumn term
- work with the Local Authority (LA) phase lead to broker support for the school to moderate, challenge and support the work of the IP

COSTS

The total cost of the service is £1,750 per academic year for maintained schools and £1,850 for academies.

You can also commission additional work from the Improvement Partner to support your Improvement Plan at a cost £550 per day.

For Royal Borough of Greenwich schools that are part of the Local Authority and School Monitoring Meeting (LASMM) process the cost will be met by the LA as part of the package of targeted support.
Performance Analysis and Systems Service (PASS)  
(Sept 2014 - July 2015)

**Primary data analysis and support**  
- One page results summary  
- Early Years Foundation Stage Profile pack  
- Year 1 phonics analysis pack  
- Key Stage 1 pack  
- Key Stage 2 pack  
- Detailed cluster level analysis  
- Vulnerable group analysis  
- FFT access and support  
- PIVATS access and support  

Cost of this package for primary schools  
- £850 for 1 - 1.5 form entry schools  
- £1,100 for 2+ form entry schools

**Secondary data analysis and support**  
- One page results summary  
- Key Stage 3 conversion tables  
- GCSE pack  
- Key Stage 5 pack (as applicable)  
- Vulnerable group analysis  
- FFT access and support  
- PIVATS access and support  

Cost of this package for secondary schools  
- £1,500 for schools and academies without a sixth form  
- £1,800 for schools and academies with a sixth form

**Special school analysis and support**  
- One page results summary  
- Bespoke performance analysis (up to 2 days)  
- FFT access and support  
- PIVATS access and support  

Cost of this package for special schools: £800

**Optional extras**  
- RAISEonline training session at a school  
- PIVATS training session at a school  
- FFT training session at a school  
- Bespoke school or cluster data analysis to support targeted intervention within or between schools  
- CLLD phonics end of year analysis pack for non-project schools

Daily cost of optional extras: £350

**External service offer to other LAs (prices available on request)**  
RAISEonline training session  
PIVATS training session  
FFT training session  
Submission of results to DfE  
Performance analysis packs

**PASS CONTACT**  
Helen Crystal  
Performance Analysis Team Manager  
Tel: 020 8921 4774  
Email: helen.crystal@royalgreenwich.gov.uk
Music Hub Service

How can we support you?
The Music Hub provides a range of services through a School Music Agreement. The offer has been extended and enriched this year and includes the following packages:

Primary
- First Access: a specialist whole class tuition programme for beginners targeted at years 3 and 4. Cost £1468 per term

Secondary
- Second Access: a specialist whole class tuition programme for beginners, targeted at year 7. Cost £1,468 per term (2 classes)

Cross Phase
- School-based curriculum and leadership challenge & support to ensure the school is meeting Ofsted requirements and providing good quality music for all. Cost £225 for half day
- Access to large scale, high profile celebration and performance events e.g. a singing concert at the 02 complex. Cost: £200
- Specialist instrumental tuition (SIMT); a progression route for young musicians showing promise. Cost: Hub tutors £40 per hour
- Ensemble leader tuition: specialist support to improve the standard of school ensembles. Cost: Hub tutors £40 per hour
- Singing tuition: support for school choirs and whole school singing: Cost: Hub tutors £40 per hour
- Instrumental loan service: Instruments are available at differing rates according to the value. Class sets are £100 per term

CURRICULUM SUPPORT SERVICE
Curriculum support will focus on improving the quality of teaching and learning and leadership linked to the Ofsted criteria. Schools will be offered effective programmes targeting their specific needs with a particular focus on vulnerable groups of children and young people. Our specialist advice and support provides a major contribution to schools’ statutory responsibilities to promote pupils’ wellbeing, as well as the development of a positive school ethos.

This service will be delivered by experienced experts in the following subject areas: Music, Personal Social Health and Economic Education (PSHE), Physical Education and Religious Education.

- First Access Plus: a two term programme providing progression. Cost £2,936

Secondary
- Second Access: a specialist whole class tuition programme for beginners, targeted at year 7. Cost £1,468 per term (2 classes)

Cross Phase
- School-based curriculum and leadership challenge & support to ensure the school is meeting Ofsted requirements and providing good quality music for all. Cost £225 for half day
- Access to large scale, high profile celebration and performance events e.g. a singing concert at the O2 complex. Cost: £200
- Specialist instrumental tuition (SIMT); a progression route for young musicians showing promise. Cost: Hub tutors £40 per hour
- Ensemble leader tuition: specialist support to improve the standard of school ensembles. Cost: Hub tutors £40 per hour
- Singing tuition: support for school choirs and whole school singing: Cost: Hub tutors £40 per hour
- Instrumental loan service: Instruments are available at differing rates according to the value. Class sets are £100 per term
COSTS
Charges for tutors are by the hour – standard rate £40.
Daily cost per Music Advisor £450
(note all charges are inclusive of administration costs)

MUSIC HUB CONTACTS
Maggie Croxford
Head of Workforce Development & Curriculum
Tel: 020 8921 5612
Email: maggie.croxford@royalgreenwich.gov.uk

Lindsay Evernden
Head of Music Hub Services
Tel: 0208 921 5622
Email: lindsay.evernden@royalgreenwich.gov.uk
Personal, Social, Health and Economic Education (PSHE) Service

How can we support you?

Development of whole school approaches to health and wellbeing
- Development of school ethos and learning climate
- Review of PSHE provision
- Advice and support for curriculum development, including specific PSHE topics Spiritual, Moral, Social and Cultural (SMSC) development
- Curriculum planning and development on all aspects of PSHE education
- PSHE Education assessment for learning

Curriculum planning
- Delivery of Sex and Relationships Education (SRE)
- Delivery of Drug education
- Delivery of Lesbian, Gay, Bisexual and Transgender (LGBT) inclusion

Pupil and parent voice
- Advice and support on school provision
- Advice and support on identifying the needs and impact of working with parents/carers to establish partnerships for learning

COSTS
PSHE and SMSC services are core services and FREE of charge to Royal Borough of Greenwich Schools

Cost of services relating to drug education and LGBT are outlined below:

Daily cost per PSHE Advisory Teacher £450 (note all charges are inclusive of administration costs)

PSHE CONTACT
Michele Holmes
PSHE Advisor
Tel: 020 8921 6813
Email: michele.holmes@royalgreenwich.gov.uk
Physical Education Service

How can we support you?

The achievement of children and young people
- Guidance and support on Physical Education and School Sport (PESS) entitlement
- Guidance and support on inclusive practice

Improving the quality of teaching
- Lesson observations and feedback to improve quality to good or outstanding
- Provision of model lessons
- Supporting schools in understanding and developing innovative and appropriate pedagogy
- Ensuring that assessment data, including high quality feedback, is used effectively to improve learning

Behaviour and safety of children and young people
- Providing guidance on the safe practice of PESS
- Advice and guidance on health and safety and risk assessment of PE outdoor activity
- Guidance on quality assurance of external agencies

Leadership and management
- Supporting leadership of PESS activities in the school provision
- Access to inter and intra school competition through the School Games Competition Framework
- Advice on the strategic planning of the PE curriculum
- Linking schools with external agencies
- Keeping schools up to date with local and national developments

COSTS
Daily cost per Advisory Teacher (PE and Sport) £450 (note all charges are inclusive of administration costs)

PHYSICAL EDUCATION CONTACT
Michelle Moore
Head of Partnerships and Development
Tel: 020 8921 6812
Email: michelle.moore@royalgreenwich.gov.uk
Religious Education (RE) Service

How can we support you?

The achievement of children and young people
- Meeting the needs of all children and young people and ensuring the curriculum meets those needs in line with the Royal Greenwich Agreed Syllabus or other relevant statutory documents

Improving the quality of teaching
- Advice and guidance on delivering the Royal Greenwich Agreed Syllabus for religious education
- Bespoke support for teaching high quality religious education
- Advice and guidance on policy development and curriculum mapping

Behaviour and safety of pupils
- Specialist support in the teaching of and planning for Spiritual, Moral, Social and Cultural (SMSC) development
- Specialist support in catering for the diversity of beliefs and values in school communities

Leadership and management
- Advice and guidance on subject knowledge, resources, collective worship, making links with faith communities and sharing best practice
- Provision of updates on national and local developments in RE via SACRE (Standing Advisory Council for RE)

COST
Daily cost per RE Advisor £450
(note all charges are inclusive of administration costs)

RELIGIOUS EDUCATION CONTACT
Michele Holmes
PSHE Advisor
Tel: 020 8921 6813
Email: michele.holmes@royalgreenwich.gov.uk
VIRTUAL SCHOOL FOR LOOKED AFTER CHILDREN

“Providing leadership to those supporting educational outcomes of the looked after child.”

The Virtual School Team is committed to working in partnership with schools to narrow the outcome gap that is seen nationally for Looked After Children.

Our dedicated and experienced team work in partnership with schools and all those who affect the education of Looked After Children. We monitor and track individual children and provide guidance on appropriate strategies. We advise and guide on leadership issues, legislation and statutory areas. Our bespoke services support staff to both understand the issues that affect Looked After Children and to develop strategies to support them achieve.

Our services are available to any school or organisation that works with Looked After Children.

How can we support you?

Achievement of children and young people

- Supporting and attending Personal Education Planning meetings
- Using the data you provide us with to allocate extra tuition or other support in the home
- Liaising with other boroughs and other agencies to ensure all Looked After Children achieve the best outcomes
- Working with your designated teacher to ensure Pupil Premium is used on the most effective strategies for individual Looked After Children
- Supporting young people in care to engage in extra curricular activities
- Supporting young people in care to have post 16 and post 19 aspirations

Improving the quality of teaching

- Supporting the implementation of whole school teaching strategies for Looked After Children
- Providing strategies that assist social workers and foster carers in supporting young people with their education
- Providing training for designated teachers sharing of practice opportunities for all staff working with Looked After Children

Behaviour and safety of young people

- Providing guidance on exclusions and attendance policies for Looked After Children
- Providing guidance on supporting individual young people who are struggling with school

Leadership and management

- Supporting strategic development of services for Looked After Children
- Ensuring schools have a clear understanding of statutory responsibilities
- Linking schools with each other and with external agencies
- Keeping schools up to date with national developments

COSTS

Core services, FREE of charge to Royal Borough of Greenwich Schools

CONTACT

Sally Kelly
Headteacher, Royal Borough of Greenwich Virtual School, Inclusion, Learning and Achievement
Tel: 020 8921 5821
Email: sally.kelly@royalgreenwich.gov.uk
Our Behaviour and Attendance specialists practice a holistic approach that is both responsive and flexible to the needs of service users.

Through early intervention our services contribute positively to improving school attendance and reducing persistent absence, in addition to investing in the social and emotional development of children and young people.

Our methodology brings together diverse skills, experience and knowledge that aims to develop school confidence to affect behaviour change for children and young people and supports staff in promoting sustainable change and development, providing the very best outcomes for pupils.

### Attendance Advisory Service

**How can we support you?**

- Strategic support, advice and guidance on DfE initiatives, statutory guidance, legislation, data analysis, whole school systems, code analysis and absence categorisation, reduction of absence (overall, unauthorised and persistent) in preparation for an Ofsted inspection
- Production of an attendance strategy and associated guidance documents
- Support for pastoral staff and attendance leads in schools
- Pre CAF and CAF meetings in school, including TAC meetings
- Meeting with parents and pupils
- Case work and outreach work with pupils and families
- Gathering evidence to demonstrate the correlation between good school attendance and high pupil attainment
COST
Attendance & Behaviour Support Services:
Daily cost per Behaviour and Attendance Advisor
Between £350 - £450 per day, dependent on service required
(note all charges are inclusive of administration costs)
These services are offered in addition to core services listed on page 4

ATTENDANCE ADVISORY CONTACTS
Jack Kenny
Head of Behaviour & Attendance Service
Tel: 020 8921 8318
Email: jack.kenny@royalgreenwich.gov.uk

Paul McCarthy
Head of Attendance Advisory Service
Tel: 020 8921 8517
Email: paul.mccarthy@royalgreenwich.gov.uk
Primary Behaviour Support Service

How can we support you?

Planning, delivery and monitoring of support and intervention for pupils

- At risk of exclusions
- Via Early Intervention
- With BESD to ensure that they receive suitable and appropriate education

Behaviour support

- Early Intervention via Pastoral Support Programme (PSP), Common Assessment Framework (CAF) and Team Around the Child (TAC)
- Management of CAF and TAC process including organisation of meetings, and monitoring of plan including Lead Professional role
- Committed work in partnership with families, a range of professionals and voluntary organisations
- Support with access to Local Authority Fair Access Panel (FAP) to facilitate managed moves with allocated support according to need as discussed and agreed at FAP
- Dedicated team to work with Primary pupils in their new setting and alongside class and school staff to support the reintegration
- Management of FAP placements and monitor by review
- Attendance at Child Protection Conferences
- Advice and consultation on managing pupil exclusion and how to use statutory exclusion guidance

Whole School ‘behaviour for Learning’

As part of a quality assurance process, and to prepare for Ofsted inspection, the review would include

- Evaluation of the impact of systems and procedures to manage and improve behaviour
- Analysis of the school’s exclusion/ inclusion data, including internal exclusion, with a focus on specific groups if appropriate
- Discussion with groups of representatives from key stakeholders: SLT, staff (teaching and nonteaching), pupils, parents’/carers and governors
- Evaluation of behaviour for learning in lessons
- Evaluation of the behaviour and safety of pupils around school.
- Senior leaders joining consultants in lesson observations and behaviour and safety walks

COST

Core services, FREE of charge to Royal Borough of Greenwich Schools

BEHAVIOUR SUPPORT CONTACTS

Jack Kenny
Head of Behaviour & Attendance Service
Tel: 020 8921 8318
Email: jack.kenny@royalgreenwich.gov.uk

Sara Sparham
Lead Officer Primary Behaviour
Tel: 020 8921 2133
Email: sara.sparham@royalgreenwich.gov.uk
Secondary Behaviour Support Service

How can we support you?

Planning, delivery and monitoring of appropriate support and intervention for pupils

- At risk of exclusions
- With additional needs to ensure that they receive suitable education provision
- Placed in education other than mainstream school
- With BESD to ensure that they receive suitable and appropriate education
- Teenage pregnant parents support to ensure that they continue to access education

Behaviour support

- Management of Common Assessment Framework (CAF) process and facilitation of Team Around the Child (TAC), including organisation of meetings and attendance at initial meeting, including Lead Officer role
- Support with access to the LA Fair Access Panel to facilitate managed moves to participating schools
- Advice and consultation on managing pupil exclusions and how to use statutory exclusion guidance
- Advice and support on the quality assurance of alternative provisions
- Working with groups as well as individual pupils

Whole-school ‘Behaviour for Learning’ review

As part of a quality assurance process, and to prepare for Ofsted inspection, the review would include

- Evaluation of the impact of systems and procedures to manage and improve behaviour
- Analysis of the school’s exclusion/inclusion data, including internal exclusion, with a focus on specific groups if appropriate
- Discussion with groups of representatives from key stakeholders: SLT, staff (teaching and non-teaching), pupils, parents’/carers and governors
- Evaluation of behaviour for learning in lessons
- Evaluation of the behaviour and safety of pupils around the school corridors, meeting areas, school grounds, beyond the school perimeter
- Senior leaders joining consultants in lesson observations and behaviour and safety walks

COST

Daily cost per Behaviour and Attendance Advisor
Between £350- £550 per day, dependent on service required (note all charges are inclusive of administration costs)

These services are offered in addition to core services listed on page 4

BEHAVIOUR SUPPORT CONTACTS

Jack Kenny
Head of Behaviour & Attendance Service
Tel: 020 8921 8318
Email: jack.kenny@royalgreenwich.gov.uk

Pat Sims
Secondary Behaviour Intervention Manager
Tel: 020 8921 8443
Email: pat.sims@royalgreenwich.gov.uk
Educational Psychology Service

How can we support you?

We offer the full range of educational psychology services with areas of specialism including

- Autistic Spectrum Disorders
- Literacy including dyslexia
- Learning difficulties
- Working memory
- Behaviour and emotional wellbeing
- Early Years
- Coaching
- Organisational consultancy

Pupils
- Providing consultation, assessment and intervention to help schools achieve the very best outcomes for pupils with special educational needs, those at risk of exclusion and those whose life chances are impaired as a result of social and emotional deprivation

Workforce
- Providing a range of bespoke interventions coaching and staff development programmes to work with clients on challenging aspects of their work roles and help improve performance

Development
- Designing a programme that meets your needs and helps you to apply the learning to improve your practice and evaluate its impact

Whole school
- Psychological approaches to school improvement, advice and guidance on managing change processes and, in particular, managing the emotional dynamics that resist change

Parent & carers
- Providing a range of bespoke support for parents
- Advice and guidance on issues relating to home-school relationships and parental engagement

COST
Daily cost per Educational Psychologist £450
(note all charges are inclusive of administration costs)

These services are offered in addition to core services listed on page 4

EDUCATIONAL PSYCHOLOGY SERVICE
CONTACT
Michael Sutoris
Principal Educational Psychologist
Tel: 020 8921 4818
Email: michael.sutoris@royalgreenwich.gov.uk
Inclusion Development and Support Services (IDSS)

How can we support you?

Outreach learning mentors
- Supporting children and young people with issues that affect learning, attendance and punctuality such as difficulties with behaviour, relationships, self-esteem, bullying, bereavement and loss

Restorative approaches
- Supporting parties in conflict through the facilitation of restorative meetings that repair damage to relationships, including skills practice and support groups for staff trained in Restorative Approaches

Anti-bullying initiatives
- Providing a range of interventions, such as policy writing, cyber bullying workshops, secondary school transition programmes and conferences for children and young people, in addition to bespoke support and advice on bullying behaviour

Domestic violence recovery groups
- Support for children and young people affected by domestic violence. Groups allow for the safe expression of built-up feelings, the development of coping strategies and the building of resilience

Families and Schools Together (FAST)
- Support to implement the FAST universal family engagement programme that encourages the strengthening of relationships within and between families, schools and the wider community

Peer mentoring and school council/pupil participation support
- Strategic planning and training to encourage effective pupil participation

Study support/enrichment/extended learning opportunities
- Support to develop strategically focused and inclusive programmes
- Support schools to implement the Duke of Edinburgh Award, enabling the development of a wide range of life skills in children and young people

Bereavement support for children
- Supporting children and young people who have experienced loss through 1:1 and group sessions, enabling children and young people to express their feelings in a safe environment and learn coping strategies

Counselling service
- Provision of school-based, fully supervised trainee counsellors studying at Higher Professional Diploma Level 2

COST
Schools can purchase various fixed packages of support
or
Daily cost per IDSS Officer/Advisor £350
(note all charges are inclusive of administration costs)

IDSS CONTACT
Debbie Edwards
IDSS Manager
Tel: 020 8921 8305
Email: debbie.edwards@royalgreenwich.gov.uk
**Autistic Spectrum Disorder - ASD Outreach**

**How can we support you?**

**Supporting the achievement of individual children with a diagnosis of Autism**
- Providing specialist advice for schools from a range of professionals including: specialist teachers, speech and language therapists, outreach workers and an occupational therapist
- Providing individual children with consultative visits and on-going support as appropriate
- Providing schools with a range of training opportunities to develop understanding of autism and good educational practice
- Training and supporting staff in the implementation of specialist interventions in school
- Delivering group based interventions such as social skills and friendship groups
- Ensuring smooth transitions: through the provision of a structured programme of support for pupils e.g. when children are moving from primary to secondary school

**ASD support for families**
- Following diagnosis the child's family is offered targeted training to assist their understanding and ability to support their child. ASD outreach staff are licenced trainers of the National Autistic Society Early Bird and Barnado's Cygnet parent programmes

**The service also provides on-going support, advice and sign posting for individual families**

**Providing support to children pre-diagnosis with a confirmed social communication disorder**
- Delivering targeted support to pupils awaiting a diagnostic assessment where required

**COST**
Core services, FREE of charge to Royal Borough of Greenwich schools

**CONTACT**
Roz Weeks
Acting Team Leader for Outreach Services/Head of ASD Outreach Service
Tel: 020 8921 3311
Email: roz.weeks@royalgreenwich.gov.uk
Greenwich Inclusive Literacy Team (GILT)

How can we support you?

- A range of interventions that support dyslexic secondary pupils by removing barriers to achievement
- One to one teaching to dyslexic pupils giving individual multi-sensory programmes of work and detailed reports
- Small group work for pupils with literacy difficulties
- Support and advice to schools on intervention programmes for pupils with dyslexia
- Assessment of pupils for dyslexia
- Assessment of pupils for access arrangements to GCSEs
- Bespoke training to school staff to raise awareness and confidence about meeting the needs of pupils with dyslexia
- Bespoke training to school staff to raise awareness and confidence about meeting the needs of pupils with dyslexia.

COST
Core services, FREE of charge to Royal Borough of Greenwich schools

GREENWICH INCLUSIVE LITERACY TEAM (GILT) CONTACT
Lesley Whitelock
Service Manager Greenwich Inclusive Literacy Team
Tel: 020 8921 6828
Email: lesley.whitelock@royalgreenwich.gov.uk
Prospects Early Years Service
(Portage, Early Years Inclusion and Early Support Service, 0-5 years only)

How can we support you?

Early Support:
We work with parents/carers and professionals, enabling an integrated approach to planning for the needs of the child by:

- Ensuring non-school early years foundation stage providers are inclusive and support the identification and development of children with special educational needs (SEND)
- Providing a service to families of children under 5 years of age with very complex needs
- Offering advice and support to providers for under 3’s (including those in school settings), and accepting referrals from schools for younger siblings causing concern with parental consent
- Providing early years consultation sessions in collaboration with the Royal Borough of Greenwich Education Psychology Services

Portage Service
Promoting the health, development and wellbeing of very young children with disabilities or those at risk of developmental delay by:

- Providing of a combination of structured teaching, child-led play and family support according to the family’s needs
- Providing transition planning and follow up contact/advice for the first 6 weeks of attendance for children that have transferred from Portage to a school nursery/reception setting

Early Years Inclusion:
The provision of training and support to childcare providers and early education providers in the private, voluntary and independent sector (including child minders), enabling children with disabilities and additional needs to receive appropriate and inclusive childcare and early learning when accessing their setting.

COST
Core services, FREE of charge to Royal Borough of Greenwich schools

CONTACT
Deborah Rolfe
Service Manager, Portage, Early Years Inclusion Team & Early Support
Tel: 020 8921 3820
Email: deborah.rolfe@royalgreenwich.gov.uk
Sensory Service for Deaf and Vision Impaired Children

How can we support you?

We will work with

- Pre school children from birth, including attendance at hospital and clinic appointments
- Children attending local mainstream nurseries and schools up to the age of 16 with support in key social settings
- Children with additional needs and sensory loss who attend special schools up to the age of 19
- Young people who attend a range of post 16 provisions e.g. 6th form centres, Shooters Hill Post 16 Campus, FE college and HE provisions
- Home visits when children are not in school or nursery and when needed for older children
- Support for families regarding general concerns about vision impairment and deafness.

Support to nurseries’ schools, FE and HE

Advice on teaching strategies to support access e.g.

- Multi-sensory approaches
- Differentiation
- Access in examinations – particularly external examinations
- Managing the physical environment

Support for learning for some pupils

- A block of 1:1 or small group work relating to agreed targets
- Language development
- Pre braille and braille skills
- Sign language and note-taking support for deaf students at 16+

- Specific support dependent on assessed need and student communication preference
- Support within all teaching and learning sessions

Language assessment

- Carried out by teachers of the deaf e.g. British Picture Vocabulary Scale (BPVS)
- Carried out by Speech and Language Therapists with specialism in deafness to cover phonological, grammatical, interactive and pragmatic skills
- Carried out by SALTs and the Deaf Instructors e.g. British Sign Language, expressive and receptive skills

Functional vision and hearing assessments

- Carried out by Advisory Teachers to determine how well hearing and vision are used in a range of practical situations within the classroom

Observations in class

- For information on the effectiveness of inclusion strategies and the functional ability of sensory impaired children in the classroom setting
Provision of low vision aids/radio aids
- Specialist equipment to improve access to visual or spoken information; on basis of assessed need

Liaison between families and schools
- Reports on visits
- Home visits to discuss and agree strategies in the school setting for children needing substantial support
- Attendance at annual reviews

Touch typing for children
- Special classes for children with vision impairment, usually after school

Habilitation training for all ages
- Usually for vision impaired children
- How to travel round school or make the journey from home to school
- How to manage the physical environment and use every day equipment

COST
Core services, FREE of charge to Royal Borough of Greenwich schools

DEAF AND VISION IMPAIRED CHILDREN
CONTACT
Andrew Burgess
Head of Sensory Service
TEL: 020 8921 2422
Email: andrew.burgess@royalgreenwich.gov.uk
Special Educational Needs Monitoring and Assessment Service

How can we support you?

- Implementing systems that enable Greenwich pupils with Statements of Special Educational Needs or EHC Plans attending schools within and outside the borough, to receive the provision that meets their special educational need. The needs and provision of these children and young people to be reviewed annually (including transition reviews) to ensure Royal Borough of Greenwich meets its statutory duties.

- Providing advice, support and direction to schools, in respect of provision for pupils with and without Statements or EHC Plans.

- Monitoring the quality of personalised plans in schools, and providing direction on the improvement of plans in liaison with Educational Psychology and support service colleagues.

- Working collaboratively with other professionals in developing the ability of mainstream schools in Greenwich to meet the needs of children with special educational needs.

COST

Core services, FREE of charge to Royal Borough of Greenwich schools

CONTACT

Julia Cleary
Acting Head of SEN
Special Educational Needs Monitoring and Assessment Service Children’s Services
Tel: 020 8921 8424
Email: julia.cleary@royalgreenwich.gov.uk
Support Team for Education in Primary Schools (STePS)

How can we support you?

The achievement of pupils
- Personalised learning programmes
- 1:1 specialist dyslexia teaching and assessment
- Support for children with Downs Syndrome and complex needs including: p-level, Makaton, Downs Syndrome, story box and word-up training to raise the achievement of pupils

Improving the quality of teaching
- Range of specialist development and teaching packages
- Outreach support, advice and supervision
- Bespoke, inclusive and personalised development and teaching resources including Dyslexia Friendly Schools Quality Mark

Behaviour and safety of pupils
- Advice and support on creating safe learning environments in classrooms
- Advice and support that ensure smooth transition pathways

Quality of leadership
- Impact evaluation and development planning with school leadership teams
- Advice and support on provision mapping, involving all stakeholders

COST
Core services, FREE of charge to Royal Borough of Greenwich schools

SUPPORT TEAM FOR EDUCATION IN PRIMARY SCHOOLS (STePS) CONTACT

Jill Gormley
Steps Leader
Tel: 020 8692 1483
Email: jillian.gormley@royalgreenwich.gov.uk
We are a specialist team, offering support for schools and their NQTs from the moment an induction year begins and throughout the induction period. As Appropriate Body, we are responsible for informing the National College of Teaching and Leadership of all NQTs registered and tracking their progress, as well as providing independent quality assurance of statutory induction.

**How can we support you?**

- On-going support, guidance and advice (by phone and email) from the experienced borough Induction Co-ordinator
- Access to an online monitoring tool, NQT Manager, which includes a bank of resources to support the induction process; a user friendly, simple system which records all statutory registration and assessment details
- Procedures for schools to follow, ensuring compliance with statutory requirements
- Quality assurance tools provided for schools to evaluate their induction programme

- Support for struggling NQTs and validation of schools’ assessments

**COST**

Schools can purchase:

The above listed Appropriate Body Service Level Agreement (SLA) between £230 and £350 per NQT per academic year or Daily cost per NQT Induction Advisor £450 (note: all charges are inclusive of administrative costs).

**NQT INDUCTION CONTACT**

Claire Ramadan
School Workforce Development Officer
Tel: 020 8921 5586
Email: school-workforce@royalgreenwich.gov.uk
GOVERNOR SERVICE

Governor Services will provide high quality professional clerking, crucial to the effective functioning of governing bodies, as outlined in the Department for Education Advice for School Leaders and Governing Bodies (January 2014). The team of officers have extensive experience of governance as ex-chairs of governors and Governor Mark assessors.

How can we support you?

Comprehensive clerking, advice and support

- Clerking the school’s governing body meetings (3 per year, involving preparation of agendas, electronic distribution of papers, production of minutes and follow up action
- Advice on governors’ attendance/continued membership of the governing body
- Advice and support on all legal aspects of governance including pupil discipline committees, staff discipline committees and complaint hearings
- Attendance of a delegate at the biennial Governors’ Conference or the ‘Back to School’ training day
- A choice of either a training bespoke session, prior to a governing body meeting, which is especially tailored to your needs or the clerking of two additional meetings per year
- Trained assessor who can provide support to governing bodies who wish to either pursue the Governor Mark Accreditation or use the materials as a toolkit for self-evaluation

COSTS

Comprehensive clerking, advice and support £2,500

Advice and Support for Governing Body and Independent Clerk

This service is intended to be purchased where the school has an independent clerk

- Advice and guidance for governors, Headteachers and independent clerks

COSTS

Advice and Support for Governing Body and Independent Clerk £746

Training and Development Opportunities

Governors can access opportunities within the School Development Workforce Programme.

Unlimited access to the following:

- Safer Recruitment
- Induction Training for New Governors
- The Next Step
- Chair’s Training

Plus attendance of two Governors at two of the following courses:

- Preparation for Ofsted, to include governors’ role in school self-evaluation, school improvement planning and leadership and management
- Tracking and Monitoring Pupil Progress, including the effective use of Pupil Premium
- Behaviour for Learning
- Health and Safety and Emergency Planning
- Pay Policy, Performance Related Pay and Performance Management/Appraisal
- Effective Learning Environments and the importance of Learning Walks
- How to become a Dyslexia Friendly School or an ASD Friendly School

Attendance of governors over and above this will be
charged in line with the costs advertised within the School Workforce Development Programme

COSTS
Training and Development Opportunities £500

Additional services offered independently of the comprehensive package
- Clerking of additional governing body meetings
- Provision of bespoke development packages
- Range of optional services to suit the governing body’s individual needs, including planning meetings, review and monitoring of the work of the governors, bespoke training relating to school improvement
- Advice on school governance issues e.g. disputes with parents, discipline of pupils, signposting legal considerations

- Trained assessor who can provide support to Governing bodies who wish to either pursue the Governor Mark Accreditation or use the materials as a toolkit for self-evaluation

COSTS
Daily cost per Governor Service Advisor £450 (note all charges are inclusive of administration costs)
Hourly cost per Governor Service Advisor £65 (plus pre and post meeting administration)

GOVERNOR SUPPORT CONTACT
Michelle Moore
Head of Partnerships and Development
Tel: 020 8921 6812
Email: michelle.moore@royalgreenwich.gov.uk
This specialist service provides a key role in building the effectiveness of cluster collaboration by brokering new relationships with partners, commissioning services and sourcing funding. The service will enable clusters to work more strategically to meet the needs of all children and young people.

How can we support you?

Cluster collaboration
- LA attendance at cluster meetings: cluster collaboration support through facilitating partnership working within and between clusters, and supporting the implementation of cluster priorities
- Coordination of borough-wide cluster level delivery ensuring efficiency and consistency
- Coordination: borough-wide networks and sharing best practice

Cluster commissioning support
- Value for money and meeting identified needs of children and young people
- Effective support for cluster commissioning of services and brokering relationships with services/providers across the council and third sector organisations
- Brokering of strategic cross-cluster partnership working

Cluster structures and activity
- Project Development including stakeholder engagement, negotiation with independent and voluntary organisations and sustainable planning for measurable outcomes
- Fundraising support including development to address identified needs, bid writing, monitoring and evaluation reports

COST
Cluster Collaboration and Commissioning support are core services and free of charge to the Royal Borough of Greenwich Schools

Daily cost per Cluster Advisor £450 (note all charges are inclusive of administration costs)

CLUSTER SUPPORT CONTACT
Geraldine Turton
Senior Development Officer
Tel: 020 8921 6811
Email: geraldine.turton@royalgreenwich.gov.uk
SCHOOLS ACCOUNTING BURSARIAL SERVICE

The Schools Accounting Bursarial Service provides a flexible package designed to meet the specific needs of your school. Our specialist team of officers maintain an up-to-date knowledge of both DfE and Local Authority financial requirements and regulations that enable the provision of detailed, high quality financial management reports, promote effective management of resources and reduce risk of budget deficits.

A dedicated officer for each school can provide support during finance staff absences, ensuring the continuation of essential finance functions e.g. payment of invoices. We also present financial reports to the school finance committee and provide technical support for infrequent activities e.g. financial year closedown.

The Schools Accounting Bursarial Service will also provide access to an established network of key council staff including resources, deficit management officers and improvement partners.

How can we help you?

Financial management
- Supporting schools in budget preparation and monitoring, including salary costings, budget build and the production of detailed monitoring reports

Financial administration
- On-site visits to provide support for school finance staff, including completion of monthly finance tasks, updating and maintaining finance data held on the school financial system, financial year closedown and assistance with the completion of statutory financial returns

SIMS personnel
- Supporting schools to set-up and maintain employee information on the SIMS personnel module. This includes entering contract details, pay and condition information and mapping through to FMS6 for budget costings

Multi-Year budget planning
- Facilitating schools in the preparation of medium term budget plans across two to three financial years. These plans form the basis for deficit recovery planning or financial modelling

Consultancy/ad-hoc services
- Schools not wishing to enter into an annual service level agreement (SLA) may buy in support during the year on a once-off/ad-hoc basis, for example at financial year end

Comprehensive SLA available on request

COSTS
The service is offered on a tiered basis to reflect the degree of support required and therefore the price payable. Prices are based on the most common packages of support that schools generally buy into.
**Financial management**

1 budget monitoring report or salary costings  
£860

2 budget monitoring reports and salary costings  
£2,000

3 budget monitoring reports, salary costings and budget preparation  
£3,415

**Financial admin**

2 site visits  
£290

6 site visits  
£860

12 site visits  
£1,690

**Consultancy / Ad-hoc support**

Deficit Recovery Planning / Consultancy / Ad Hoc  
£300 per day (pro rata)

SIMS Personnel Module  
£265 per day pro rata

**SCHOOLS ACCOUNTING CONTACT**

Alison Deadman  
Finance Manager - Children’s Services  
Tel: 020 8921 8013  
Email: alison.deadman@royalgreenwich.gov.uk
Royal Borough of Greenwich Schools HR Coaching & Advice team can meet all the HR advice and support needs of your school. We provide the core service in line with statutory requirements, but also offer a more comprehensive traded service comprised of responsive, high quality HR coaching and advisory service within a framework of confidentiality, professionalism and pragmatism.

We provide a dedicated service to schools, supporting the focus of school improvement and the delivery of teaching and learning to pupils, and we understand the many demands schools face. We will work closely with the Directorate of Children’s Services to support you, giving you a seamless HR service. Buying our HR services will enable Headteachers and Governors to carry out all their statutory responsibilities and be safe in the knowledge that they are using good employment practices and have access to supportive and practical HR advice.

How can we help you?

Traded Service (Level 1)

- Provision of a comprehensive annual HR health check of your school that identifies areas of best practice and risk, and provides clear recommendations
- Provision of model procedures, relating to recruitment and selection, capability, discipline, grievance, redundancy, and sickness absence management
- Provision of advice and guidance relating to pay and conditions of employment for all categories of staff, including implementation of national and local government regulations and formation of contracts of employment
- Telephone advice and support on the implementation of the school’s capability, discipline and grievance procedures and, throughout the investigation process, in addition to attendance at formal hearings/meetings
- Telephone advice and support on the implementation of the school’s sickness absence management procedures, including attendance at formal meetings

Traded Service (Level 2)

Headteacher recruitment

- A comprehensive package that supports the attraction and selection campaigns for Headteacher recruitment, including design and creation of adverts, job description, person specification and high quality application packs
- Provision of training to suit specific school needs i.e. policy workshops for senior leaders and governing bodies, access to half day workshops on model procedures and provision of consultancy tailored for specific needs of your school

- Provision of statutory and procedural advice and support in relation to the redundancy processes
- Telephone advice and support on all issues relating to employment tribunals including access to specialist legal advisors and national/regional employer advisory bodies
COSTS

Level 1
Charges are based on the number of staff working at each school at a fixed rate £48.00 Note there is a 7.5% fee reduction for Special Schools, Nurseries, and Children’s Centres.

Level 2
Includes all Level 1 services plus additional headteacher recruitment, training and consultancy tailored to suit your needs

- Headteacher recruitment, running of the attraction and selection campaign from £4500, or £6500 for an all inclusive campaign
- Half day workshops on model procedures: £40 per delegate
- Bespoke training on HR Issues: Charged at £100 per hour or £300 for a half day
- Consultancy charged at an hourly rate of £70
- £600 for the compilation of schools specific data e.g. TUPE transfers (where the school also buy into payroll)
- Contracts: Issuing of contracts is a school responsibility but we can provide this service at a cost of £50 per draft contract
- Compromise Agreements: Payment of the legal fees and the processing of the special payment

COSTS FOR OPTED OUT SCHOOLS

These costs will be applied where schools do not opt for our traded service, or where there is a failure to comply with our advice and instructions, when buying into our traded service.

- £600 for the compilation of school specific data i.e. School Workforce Census
- £250 for the completion of a compromise agreement excluding payment of legal fees
- Issuing of contracts is a school responsibility but we would charge £100 per contract to provide relevant support and drafting.

HR CONTACTS

Dave Rogers
Head of HR
Telephone: 020 8921 3861
Email: dave.rogers@royalgreenwich.gov.uk

Donna Cusack
Schools HR Coaching and Advice Team Leader
Telephone: 020 8921 8259
Email: donna.cusack@royalgreenwich.gov.uk
HUMAN RESOURCES COACHING AND ADVICE SERVICE – ACADEMIES

Royal Borough of Greenwich Schools HR Coaching & Advice team can meet all the HR advice and support needs of your school. We provide a traded service in line with statutory requirements that offers a responsive, high quality HR consultancy and advisory service within a framework of confidentiality, professionalism and pragmatism.

We provide a dedicated service to schools, supporting the focus of school improvement and the delivery of teaching and learning to pupils, and we understand the many demands schools face. Buying our HR services will enable Headteachers and Governors to carry out all their statutory responsibilities and be safe in the knowledge that they are using good employment practices and have access to supportive and practical HR advice.

How can we help you?

National/local conditions of service
- Notification of national pay awards and new conditions of service arising from the national negotiating machinery, and of any local agreements, for both teaching and support staff

Pre-employment safeguarding checks
- Basic checks to support safer recruitment of staff i.e. Enhanced DBS disclosures, List 99. The Academy will be responsible for the cost of the DBS check. Rechecks will incur an additional charge (details available upon request).

Model procedures
- Provision of model procedures, relating to recruitment and selection, capability, discipline, grievance, redundancy, and sickness absence management

Industrial action
- Written information will be provided on statutory advice. We will collate and provide information to corporate and external regional bodies on the effects of industrial action.

Formal termly visits and annual health check
- Comprehensive, annual HR Health Check of your school that identifies areas of best practice and risk, provision of clear recommendations

Pay and conditions of service
- Provision of advice and guidance relating to pay and conditions of employment for all categories of staff, including implementation of national and local government regulations and formation of contracts of employment

Capabilities/ disciplinaries/ grievances casework
- Telephone advice and support on the implementation of the school’s capability, discipline and grievance procedures and throughout the investigation process, in addition to attendance at formal hearings/meetings (subject to prior agreement)

Sickness absence management casework
- Telephone advice and support on the implementation of the school’s sickness absence
Employee relations
- Provision of statutory and procedural advice and support in relation to the redundancy processes

Employment tribunals
- Telephone advice and support on all issues relating to employment tribunals

Additional services
Additional bespoke services such as Headteacher recruitment, training and consultancy tailored to suit your needs

Headteacher recruitment
- A comprehensive package that supports the attraction and selection campaigns for Headteacher recruitment including designing and creation of adverts, job description, person specification and high quality application packs. Provision of a contact point for dispatching of application packs
- Provision of training to suit specific school needs i.e. policy workshops for Senior Leaders and Governing Bodies, access to half day workshops on model procedures and provision of consultancy tailored for specific needs of your school

COSTS
An annual fee is charged to schools buying into the service although there is the opportunity to buy extra services

Annual fee
Charges are based on the number of staff working at each school at a fixed rate £48.00 for each member of staff/employee

Optional charged services
Includes all services outlined above plus Headteacher recruitment, training, compromise agreements and consultancy tailored to suit your needs
- Headteacher recruitment, running of attraction and selection campaign from £4500 or £6500 for an all inclusive campaign
- Access to half day workshops on model procedures (offered to Royal Greenwich schools): £40 per delegate
- Bespoke training on HR issues £100 per hour or £300 for a half day
- Consultancy, charged at an hourly rate of £70.
- £600 for the compilation of school-specific data e.g. TUPE transfers (where the school also buy into payroll)
- Compromise Agreements: payment of all legal fees
- Fees for legal support in preparation for, and at Employment Tribunals, will be provided upon request.

HR CONTACTS
Dave Rogers
Head of HR
Telephone: 020 8921 3861
Email: dave.rogers@royalgreenwich.gov.uk

Donna Cusack
Schools’ HR Coaching and Advice Team Leader
Telephone: 020 8921 8259
Email: donna.cusack@royalgreenwich.gov.uk
The Payroll team is able to meet all the payroll service needs of your school. We have a dedicated schools payroll team who are extremely experienced and will provide a comprehensive, secure and accurate payroll service throughout the course of the year. This includes a full systems back up and close links to other Council directorates which ensures staff are paid on time, that pay awards are implemented, and statutory and voluntary deduction are made when required. The payroll team will deal with any pay queries from staff and will ensure that these are dealt with quickly and professionally. Our aim is to make sure that you do not have to worry about any aspect of payroll delivery and that schools have confidence in a professional service that will provide all the support you require.

How can we help you?

We have a comprehensive service which provides the following:

- Calculation and payment of pay arrears/awards, occupational/statutory sick pay, occupational/statutory maternity and paternity pay, bonus payments, overtime and expenses
- Arranging the transfer, via the BACS system, of net pay to each employee’s bank account
- Organising end of year proceedings in accordance with government legislation and local government policy and procedures
- Administering the correct application of all government benefit payments
- Calculation and payments made to the appropriate bodies HMRC, Court Order payments, CSA, Union subs, Child care vouchers and all other deductions made from payroll
- The facility of having rent/council tax (for properties managed by the Royal Borough of Greenwich), trades unions/credit union fees deducted from employees’ pay
- Ensuring that payslips are accessible to all employees on a monthly basis detailing a breakdown of their salary
- Ensuring accurate payments are made to all employees on a monthly basis on the agreed payment date
- Processing of the school’s master file, plus amendments provided by each school
- Dealing with written and telephone enquiries, and liaising with external and government bodies in relation to payroll queries
- Changing employee records and pay as appropriately notified
- Making monthly/annual returns for employees (Inland Revenue P60, P45, P11Ds, FPS, EPS)
- Maintaining accurate and auditable records and taxation codes
- User Management of Line Manager Self Service, including password resets, creating new users and liaising with the Greenwich Network provider to resolve issues with logging in
- Providing training for new users and refresher training for existing users in the form of group training and small workshops
- Advising schools of enhancements made to the HRMS
- Undertaking data quality checks to identify any anomalies and advising schools on appropriate action
Providing a range of financial information including standard pay reports, monthly payments of PAYE, NI, pension contributions

Administration of the LGPS and Teachers pension schemes

A Payroll Services SLA is available on request which gives more detail on the service and costs.

COSTS

A core fee is charged to schools buying into the service although there is the opportunity to buy extra services:

Level 1
Includes all the services outlined above. Charges are based on the number of staff working at each school at a fixed rate £62.00 for each member of staff/employee i.e. a school with 30 members of staff will be charged £1860 (30 x 62 = £1860). Note there is a 7.5% fee reduction for Special Schools, Nurseries, and Children’s Centres.

Level 2
Includes all Level 1 services plus payroll training and consultancy tailored to suit your needs:

Bespoke training:
- Provision of training to suit specific school needs i.e. workshops, charged at £100 per hour or £300 for a half day

Consultancy:
- Will be charged at an hourly rate of £70 and can be tailored for specific needs.

ADDITIONAL COSTS

We will charge the following costs where school client responsibilities are not met:

- Any payment that is requested after the cut-off dates due to late or incorrect paperwork will incur an administration fee of £55
- Any overpayment caused by submission of late paper work or incorrect paperwork, which can be recovered within Tax Year will incur an administration fee of £55
- Any overpayment caused by submission of late paper work or incorrect paperwork, which can only be recovered outside of the current Tax Year will incur an administration fee of £200
- Cost of emergency payment due to school error will incur a fee of £55
- Additional payslip insertion at an additional cost which is subject to negotiation

N.B. A new internet based HRMS, iTrent, will be implemented during 2014 that will give schools improved access to/reporting on their staff data. iTrent will give staff access to their own personal data via a self service module.

PAYROLL CONTACTS

Kelly Scotford
Head of Payroll, Pension and Financial Systems
Telephone: 020 8921 6949
Email: kelly.scotford@royalgreenwich.gov.uk

Tracy Vizzard
Principal Payroll Officer
Telephone: 020 8921 8658
Email: tracy.vizzard@royalgreenwich.gov.uk
ROYAL BOROUGH OF GREENWICH DIRECT SERVICES TO SCHOOLS

OCCUPATIONAL HEALTH, SAFETY & WELLBEING SERVICE - MAINTAINED SCHOOLS

The Royal Borough of Greenwich (RBG) Health, Safety and Wellbeing Service (HSWS) will deliver all the necessary services to help you maintain a safe environment to protect your staff and pupils, as well as providing Occupational Health and Employee Assistance Services to your staff throughout the year.

We offer a high quality level of service that is tailored to the needs of schools and which will ensure that you are kept up to date, and compliant with current legislation and best practice. It is important you feel confident in the knowledge that you have a professional and dedicated team who are available to provide the support and advice that you need, and who will take a robust approach to ensuring Health, Safety and Wellbeing is being managed proactively in your school. The HSWS is also perfectly placed to manage the relationship with other RBG departments which may be required during the course of the year. The team also provides direct support for your staff throughout the year with comprehensive wellbeing services that ranges from broad occupational health management through to a more focused employee assistance programme. These services relate to maintained schools, academies can also access similar support via HSWS contacts.

How can we help you?

- Access to high quality advice from professional Health, Safety & Wellbeing Officers, provided by telephone, email or visit as appropriate
- Provision of a Health, Safety & Wellbeing Management system that includes health, safety and wellbeing procedures, guidance notes and example risk assessments
- Access to dedicated health, safety & wellbeing website. The site can be accessed at www.royalgreenwich.gov.uk/schoolshealthandsafety. The website contains information about the Occupational Health Service Provider (Health Management Ltd) and access to the online user guide, reference manual and associated referral forms
- There is also information about how to access the confidential Employee Assistance Programme provided by Workplace Options for RBG
- The web site has regular news items to keep you up to date with legal issues and other items of interest
- Provision of an annual audit to assess all aspects of the school’s health, safety & wellbeing management systems and provision of recommendations and opportunities to discuss successes and areas for development
- Assistance with accident investigation and support where litigation is probable
- Accidents can now be reported electronically via our dedicated website
- Indication of the key trends and issues affecting the school from HSWS management information data
- Access to the RBG corporate training programme at competitive rates
- Liaison with enforcing officers from the HSE and LFEPA
ROYAL BOROUGH OF GREENWICH DIRECT SERVICES TO SCHOOLS

- Guidance during construction work or other activities taking place on school premises
- Occupational Health advice
- New Starter Work Health Assessment
- Health surveillance as required by health and safety legislation
- Access to the RBG Employee Assistance Service which offers both telephone and face-to-face counselling and support
- Priority access to additional consultancy as required e.g. risk assessments, policy reviews or events

COSTS

Level 1
Includes the services described above. Charges are based on the number of staff working at each school at a fixed rate £58.00 for each member of staff. Note there is a 7.5% fee reduction for Special Schools, Nurseries, and Children’s Centres.

Level 2
Includes all Level 1 services plus H&S consultancy tailored to suit your needs

Fire safety:
- A School Fire Risk Assessment £550 - £750 dependant on size and complexity of school
- Completion of Personal Emergency Evacuation Plan (PEEPs) - £75 each

Other risk assessments:
Risk assessment can be provided to cover the following common requirements:
- Manual Handling - £75 per assessment if opt in (£110 if not buying our services)
- Display Screen Equipment - £55 per assessment if opt in (£75 if not buying our services)
- New and Expectant Mothers - £55 per assessment if opt in (£75 if not buying services)

General consultancy:
For general consultancy the hourly rate is £70 per hour if opted in (£100 per hour if opted out) and capped at £375 per day

Note: For Schools opting out of our service, charges will be applied to schools for any obligatory work undertaken at our standard consultancy rates listed above.

HSWS CONTACTS

Dave Rogers
Head of HR
Telephone: 020 8921 3861
Email: dave.rogers@royalgreenwich.gov.uk

Al Parry
Health, Safety & Wellbeing Manager
Telephone: 020 8921 5196
Email: al.parry@royalgreenwich.gov.uk

Andrew Hutchinson
Senior Health, Safety & Wellbeing Officer
Telephone: 020 8921 5588
Email: andrew.hutchinson@royalgreenwich.gov.uk
The Royal Borough of Greenwich (RBG) Health, Safety and Wellbeing Service (HSWS) will deliver all the necessary services to help you maintain a safe environment to protect your staff and students as well as providing Occupational Health and Employee Assistance Services to your staff throughout the year.

We offer a high quality level of service that is well equipped to meet to the needs of academies and which will ensure that you are kept up to date, and compliant with current legislation and best practice. It is important you feel confident in the knowledge that you have a professional and dedicated team who are available to provide the support and advice that you need, and who will take a robust approach to ensuring Health, Safety and Wellbeing is being managed proactively in your academy. The HSWS is also perfectly placed to manage the relationship with other Royal Greenwich departments which may be required during the course of the year. The team also provides direct support for your staff throughout the year with comprehensive wellbeing services that ranges from broad occupational health management through to a more focused employee assistance programme.

How can we help you?

- Access to high quality advice from professional Health, Safety & Wellbeing Officers, provided by telephone, email or visit as appropriate
- Provision of a template Health, Safety & Wellbeing Management system that includes health, safety and wellbeing procedures, guidance notes and example risk assessments which may be adopted by your academy.
- Access to dedicated health, safety & wellbeing website. The site can be accessed at www.royalgreenwich.gov.uk/schoolshealthandsafety. The website contains information about the Occupational Health Service Provider (Health Management Ltd) and access to the online user guide, reference manual and associated referral forms
- There is also information about how to access the confidential Employee Assistance Programme provided by Workplace Options
- The web site has regular news items to keep you up to date with legal issues and other items of interest
- Provision of an annual audit to assess all aspects of the academy’s health, safety & wellbeing management systems and provision of recommendations with opportunities to discuss successes and areas for development
- Assistance with accident investigation and support where litigation is probable
- Arrangements which allow accidents to be reported electronically via our dedicated website
- Indication of the key trends and issues affecting learning establishments within the borough from HSWS management information data.
- Access to the RBG corporate training programme* at competitive rates
- Liaison with enforcing officers from the HSE and LFEPA
● Guidance during construction work or other activities taking place on your premises

● Access to clinical support from Occupational Health Physicians and OH Nurses

● Including OH referrals/appointment, GP reports, physiotherapy, new starter work health assessment and ill health retirement reports at competitive rates*.

● Access to the Councils’ Employee Assistance Service which offers both telephone support and face-to-face* counselling

● Priority access to additional consultancy as required e.g. risk assessments, policy reviews or events

* Itemised prices available on request

COSTS

Level 1
Includes the services described above. Charges are based on the number of staff working at each premises at a fixed rate £58.00 for each member of staff.

Level 2
Includes all Level 1 services plus H&S consultancy tailored to suit your needs

Fire safety:

● A site Fire Risk Assessment £550 - £750 dependant on size and complexity of the building

● Completion of Personal Emergency Evacuation Plan (PEEPs) - £75 each

Other risk assessments:

Risk assessment can be provided to cover the following common requirements:

● Manual Handling - £75 per assessment

● Display Screen Equipment - £55 per assessment

● New and Expectant Mothers - £55 per assessment

General consultancy:

For general consultancy the hourly rate is £70 per capped at £375 per day

HSWS CONTACTS

Dave Rogers
Head of HR
Telephone: 020 8921 3861
Email: dave.rogers@royalgreenwich.gov.uk

Al Parry
Health, Safety & Wellbeing Manager
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Email: al.parry@royalgreenwich.gov.uk

Andrew Hutchinson
Senior Health, Safety & Wellbeing Officer
Telephone: 020 8921 5588
Email: andrew.hutchinson@royalgreenwich.gov.uk
INSURANCE SERVICE

Our insurance service provides access to experienced insurance staff that possess an extensive understanding of your service. We provide accurate clear advice that is free from jargon and tailored to meet your needs.

Our Comprehensive insurance policies are underwritten by insurers authorised, regulated by the Financial Services Authority and provide cover for all of your key business risks. Through our regular market testing, you are guaranteed to be offered insurance at a competitive rate.

Our experienced officers provide all the necessary support and advice on making and receiving claims, including reimbursement of losses and to support in the appointment of legal representation.

How can we help you?

We offer comprehensive insurance for all aspects on your business. The cover is through the Council’s own insurance policies and will include:

- Public Liability
- Employers Liability
- Property covering buildings (including loss of rent) including fire, lightning, explosion, aircraft, riot & civil commotion
- Property including material damage and business interruption
- Engineering inspection for boilers and other machines
- Fidelity Guarantee
- Personal Accident
- Terrorism including material damage and business interruption

Claims

- Staff dedicated to handling the claims will guide you through the claims process. Should a claim be made against your business, and other support is required, a solicitor, loss adjustor, or other expert will be appointed as part of our service agreement to deal with your claims.

Advice and guidance

- Our insurance staff can provide advice to you on preventative measures to help you minimise the risk of loss and the adverse impact that an incident could have upon you business.

The insurance section also has a role on behalf of the Council as the local authority to ensure that appropriate insurance arrangements are in place at each of its schools.

Where you choose to make your own arrangements, you must provide evidence to confirm that you have the required insurance cover in place.

For both LA schools and voluntary aided schools, the insurance section will provide advice and guidance to help put the necessary insurance in place.
COSTS
For your insurance needs, contact the Insurance Section on either of the numbers below for a quote
For those who decide not to buy from the Council Insurance Service, we will still provide free advice on your proposed insurance arrangements if required

INSURANCE CONTACTS
Christopher Martin, Insurance Manager
Tel: 020 8921 5250
Email: christopher.martin@royalgreenwich.gov.uk

Charles Unazoi, Deputy Insurance Manager
Tel: 020 8921 5194
Email: charles.unazoi@royalgreenwich.gov.uk

Jacqueline Simmonds, Schools Insurance Officer
Tel: 020 8921 5193
Email: jacqueline.simmonds@royalgreenwich.gov.uk
LEGAL SERVICE

The service is provided by qualified solicitors, some of whom have many years of experience in advising schools on a wide range of matters, and have a track record of achieving good outcomes for schools. We are committed to providing an excellent legal service to support Headteachers and Governors.

How can we support you?

- High quality legal services which are pro-active and responsive. We make sure our work is cost effective, and that there is equality of opportunity in staffing and service delivery.
- A fully comprehensive, professional and cost effective legal and representation service, whether an individual piece of advice to support a headteacher, or a major piece of litigation such as a judicial review in the High Court.
- Child protection advice, contract advice and disputes, advice to schools on their parental role, advice on criminal proceedings and contact with the police, applications for reports from schools and access to documents (sometimes in the context of criminal proceedings), advice on complaints and appeals procedures and Freedom of Information and Data Protection advice.
- We do not advise on claims for negligence and on employment disputes through this buy-back service. This is because negligence claims are dealt with under insurance arrangements, and legal work in connection with employment disputes is paid for by the Council.

COSTS

The service is offered on an “all inclusive” basis. All you pay is a standard annual fee, no matter how much the school needs the service, or how much a Barrister costs. (The fee is based on the number of pupils on roll and averages out at 75 pence per pupil for the year).

You will receive an individual quote for the cost of the service for your school. If you wish to purchase the service, please let us know by 31st May 2014.

An invoice will be issued in October this year and payment should be made within 28 days of the date of the invoice.

LEGAL CONTACTS

Ingrid Brown (Senior Lawyer)
020 8921 5111
Email: ingrid.brown@royalgreenwich.gov.uk

Oluchi Onwere (Senior Lawyer)
020 8921 6173
Email: oluchi.onwere@royalgreenwich.gov.uk

Philomena Jemide (Contracts Lawyer)
020 8921 3869
Email: philomena.jemide@royalgreenwich.gov.uk
The Council has a vested interest in school buildings and services. Our skilled and experienced team of surveyors and engineers with an accumulated wealth of experience and knowledge of Greenwich schools, is able to support your school with an efficient one-stop-shop service that provides access to a cost effective range of professional services.

Our service has a good customer service satisfaction rate and is noted for its consistency of professional technical advice to individual schools and across the portfolio.

With a flexible approach and understanding of issues and demands when working within education premises, we are able to provide full project management services from inception to implementation and completion.

We have a good understanding of the importance of utilisation of in-house professional staff and their technical expertise. We are also able to fully support schools to deliver projects to Council standards, whilst following corporate guidelines in terms of procurement, legislation and health & safety.

How can we help you?

Maintenance, improvement projects and other building related professional services
- Major planned maintenance projects such as boiler renewals, re-wiring, re-roofing, window renewals and re-decorations
- Improvement or alteration projects (examples of specifically designed projects include extensions, refurbishment and space planning, heating and electrical improvements)

Project management
- We provide a complete project service agreeing requirements at the outset, managing the design work, obtaining tenders, supervising contractors and managing the payment processes

Other professional services
We provide valuations, disposals, acquisitions, space-planning, party wall matters, insurance claim management, asbestos surveys and advice on structural and drainage issues
COSTS

Level 1
Cost of works
Fee costs for maintenance, improvements/adaptations & new construction

Up to £5000 17.50%
minimum charge £150
£5001 - £15,000 15.00%
£15,001 - £50,000 12.00%
£50,001 - £100,000 11.00%
£100,001 - £500,000 9.50%
£500,001 - £1,000,000 8.50%
Over £1,000,000 8.00%
Project Management 3.00%

Level 2
This service is offered on demand and does not require schools to sign into an annual buy-back arrangement.

Description of work  Cost per hour
Feasibility Studies/Scheme and Estimate reports £56
Building and structural surveys £52
Party wall £44
Additional project works duties £73
Planning advice/Application £59
Space Planning £47
Schedule of dilapidation £42

PROPERTY CONTACTS

For general enquiries
Christine Webb
Customer Liaison Officer
020 8921 5506
Email: christine.webb@royalgreenwich.gov.uk

For technical enquiries
Cami Gilani
Maintenance Group Manager
020 8921 5552
Email: cami.gilani@royalgreenwich.gov.uk

Dean Bresnahan
Principal Surveyor
020 8921 5563
Email: dean.bresnahan@royalgreenwich.gov.uk
Property services is the Council’s in-house property consultancy for the maintenance of buildings. We take instructions for repairs, give advice and make site inspections to check on works carried out. We monitor our contractors closely to ensure that schools get the best value.

Property services has teams of building surveyors and service engineers (mechanical and electrical) and specialists who will assess your responsive and cyclical maintenance requirements and engage the most effective contractors to deal with them. We appoint and manage contractors on your behalf, agree invoices and deal with any disputes. We are independent of contractors and monitor their work closely to ensure you receive value for money.

Our contractors hold both local and responsive technical expertise and are available 24 hours a day, 365 days of the year to provide a cost effective, responsive day-to-day repairs, cyclical maintenance and servicing of plant.

How can we support you?

- Responsive maintenance including day-to-day repairs following breakdown, damage or vandalism
- Cyclical maintenance including regular servicing of heating, ventilation, air conditioning, alarms and CCTV systems
- Inspection and testing including inspection of fixed electrical installations and testing of water systems for Legionella
- 24/7 emergency breakdown and repair service
- Assessment of faults (conducting site visits where necessary) to identify problems and give advice
- Operation and administration of the term contracts, processing orders and payments for repairs and cyclical servicing
- Independent inspection and monitoring to ensure works are carried out correctly, on time and charged as agreed

Heating and ventilation systems

- Management of the servicing of boilers, burners, heating and hot water plant, ventilation, air conditioning, pressurising units, filters and controls operating this equipment

Electrical installations

- Management of the inspection and testing of lighting, power, wiring, plug sockets, switches, fuses and junction boxes

Fabric

- Repairs to ‘building fabric’ including roof, walls, windows, ceiling, insulation, floors and coverings. It also includes external cladding, water supply, sanitary fittings and elements outside the buildings such as playgrounds, safety surfaces, fence and shelters

Alarm systems

- Servicing of fire and intruder alarms including CCTV and access control systems
**Legionella assessment**
- Management of the treatment of water systems including tanks

Comprehensive SLA available on request

**COST**

**Premier Service Level**
The service level cost (£125 per element) is a one-off cost for buying into the Premier Plus service level

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Heating systems</td>
<td>£125</td>
</tr>
<tr>
<td>2</td>
<td>Electrical installations</td>
<td>£125</td>
</tr>
<tr>
<td>3</td>
<td>Fabric</td>
<td>£125</td>
</tr>
<tr>
<td>4</td>
<td>Alarms systems including CCTV</td>
<td>£125</td>
</tr>
<tr>
<td>5</td>
<td>Legionella assessment</td>
<td>£125</td>
</tr>
</tbody>
</table>

All Elements £500
(inclusive of £125 discount)

In addition to the above one-off cost, you pay the cost of the works and 25% professional/administration fees on each order.

**Premier Plus Service Level**
The service level cost (£200 per element) is a one-off cost for buying into the Premier Plus service level

<table>
<thead>
<tr>
<th>Element</th>
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<th>Cost</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Heating systems</td>
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<tr>
<td>2</td>
<td>Electrical installations</td>
<td>£200</td>
</tr>
<tr>
<td>3</td>
<td>Fabric</td>
<td>£200</td>
</tr>
<tr>
<td>4</td>
<td>Alarms systems including CCTV</td>
<td>£200</td>
</tr>
<tr>
<td>5</td>
<td>Legionella assessment</td>
<td>£200</td>
</tr>
</tbody>
</table>

All Elements £800
(inclusive of £200 discount)

In addition to the above one-off cost, you pay the cost of the works and 20% professional/administration fees on each order.

For those who decide not to buy in to our service, we can provide an emergency service. For this level there is a call-out charge of £100 per occasion, plus an hourly charge for our staff (minimum one hour). The hourly charge is £56 per hour.

For general enquires
Christine Webb  
Customer Liaison Officer  
020 8921 5506  
Email: christine.webb@royalgreenwich.gov.uk

For technical enquires
Cami Gilani  
Maintenance Group Manager  
020 8921 5552  
Email: cami.gilani@royalgreenwich.gov.uk

Dean Bresnahan  
Principal Surveyor  
020 8921 5563  
Email: dean.bresnahan@royalgreenwich.gov.uk
How can we help you?

Mandatory Service: Energy Monitoring and Reporting

SR&F is required to comply with the requirements of the Carbon Reduction Commitment Energy Efficiency scheme, reporting on and purchasing allowances to cover schools energy consumption. This requires the monitoring of all school and children’s centre consumption, irrespective of whether the site is part of the Council’s energy procurement contract.

In addition this service includes a range of energy management and carbon reduction advice services to help support schools, including:

- Arranging Display Energy Certificates (a legal requirement), through an external contract and providing the correct information to the consultant
- Advice in relation to renewable technologies and projects for carbon reduction
- Providing advice on energy management to help reduce energy consumption and CO2 footprint and assistance with energy reduction campaigns through the Council or other partners, e.g. Energy Savings Trust, Global Action Plan, Carbon Trust, London Sustainable Schools Forum
- Identifying funding opportunities and assisting with preparation of submissions

The cost for the mandatory energy monitoring and reporting service is £412 per school. This charge applies to all schools and children’s centres, regardless of whether a school has opted into the Council’s energy contract procurement arrangement. These charges are issued automatically on an annual basis.

Energy Procurement and Invoicing

Schools and children’s centres can opt into the Council’s energy procurement contract arrangement with the energy buying group LASER, who utilise a flexible procurement strategy and benefit from economies of scale to achieve competitive unit rates. LASER’s energy contracts run for a period of 4 years; the current contract expires on 30 September 2016.

Supplies that are procured by LASER can either be placed into a Fully Managed or Procurement Only Service Option (POSO) arrangement, both of which provide:

- the arrangement of energy contracts
- assistance in establishing new sites, meters, disconnections & supply transfers
- liaison with suppliers including dispute and query resolution

The type of procurement arrangement is determined by an energy supply’s consumption. Larger consuming supplies benefit from the fully managed arrangement which includes validation of invoices by LASER before they are issued, and for which a small fee is charged that is billed within the invoice.

If you have any questions regarding your current contract arrangement or are interested in joining the
LASER contract please contact SR&F. If you are already in the LASER contract then you do not need to do anything.

Schools that are part of the Council’s energy contract also benefit from:

- The arrangement of free Automatic Meter Reading (AMR) devices to all eligible gas and electricity supplies to ensure accurate billing and monitoring for electricity, gas and water consumption.
- Meter reading reminders to ensure that schools only pay for the energy they use and are not billed on estimated reads and dedicated email addresses for schools to provide meter readings to as follows:
  - LASER customers: meter.reading@kent.gov.uk
  - RBG: SDEnergy@royalgreenwich.gov.uk
- The initiation and resolution of queries and disputes with energy suppliers, where required.

ENERGY PROCUREMENT CONTACT
Pippa Hack, Assistant Director Regeneration
Tel: 020 8921 5519
Email: pippa.hack@royalgreenwich.gov.uk
GSPLUS ICT SUPPORT SERVICES FOR SCHOOLS 2014–15

GS Plus specialises in services to the Education field and our offer includes bespoke packages to meet the ICT support needs of our schools.

All our Technicians are fully accredited and are DBS checked. They are based locally and can be placed either in your school or operate remotely to service your needs.

We’re confident that GS Plus can provide you with the highest quality, competitive prices and most reliable ICT services in the market.

In addition, this year GS Plus is delighted to be able to provide first class telephony services, as well as the introduction of some new products such as E-Safety and energy saving programs within our broad range of ICT provision, for further details and prices please contact us direct at the number below.

We look forward to working with you to achieve the very best for your school.

How can we help you?

We offer a complete ICT service package, at truly competitive prices.

We are confident we can offer the very best skills, knowledge and experience in addition to an excellent track record for delivery and customer support.

Our Partnership Promise

● We’re a one-stop shop for ICT service and support, saving you time and effort
● We guarantee competitive and transparent pricing, saving you money
● We have a friendly customer support team solving your problems, we aim to get it right first time every time
● We will treat you as individuals, listen carefully and take ownership of problems

● We will get back to you when we say we will

Managed Services

Managed networks exist to make a difference. Facilitated by qualified professionals we play a crucial role in the day-to-day operation and support of schools.

Features:

● Remote backup service for schools
● Remote user management

Benefits:

● Guarantees data security
● Reduces hassle with offsite maintenance
● Ensures peace of mind and complete satisfaction
Hardware and Software

We supply hardware and accessories from the world’s leading manufacturers. We listen to schools understand their needs and then procure the right IT solution.

Features:
- Purchasing independence for the best deals available
- Access to the widest range of hardware from 100s of manufacturers
- Full range of personal and mobile computing solutions

Benefits:
- Having the right hardware and software in place is key to helping drive achievement in Schools
- We offer clear unbiased advice
- We can create and package the best deal and option for your school

Support and Installation

Many schools may not have the resources to staff an in-house ICT support team. We provide these technical support services so you don’t have to.

Features:
- Team of experienced technicians used to working with schools
- Onsite technicians to help with technical issues
- Remote technical support when you need it
- Respectful, helpful and responsive
- Can offer impartial advice on system improvements

Benefits:
- Problems prevented, not just fixed
- Minimised disruption and classroom interruption
- Outsourced services, reduced staff costs

Telephony Services

Flexible, lower cost communications solutions

Our complete range of telecoms products and services will meet and exceed your school’s needs.

E-Safety

Protecting and educating your children, parents and staff

We provide practical advice and smart technology to safeguard pupils and meet Ofsted e-safety recommendations.

Features:
- Learn more about e-safety
- Talk to an e-safety specialist
- Know what your pupils are doing
- Be alerted to e-safety concerns
- Get e-safety advice every month

Sustainable Learning

Save electricity, go green

With our ICT power management service, you will use less energy which can improve your energy efficiency rating and performance over time. It will improve your green credentials and save you money!

Features:
- Unused PCs automatically turned off at night
- Optimised computer power settings, saving money when not in use
- Reduced power usage

Benefits:
- Reduces CO2 emissions and energy bills
- Saves up to £50 per year per computer currently left on overnight
- Promotes a greener school and a cleaner environment
For ICT enquires please email us at:
ictsupport@gsplusltd.org

For more information about our range of services
please visit: www.GSPlus.org

GSPlus ICT Support Services
PDC, Ground Floor, Eltham Green Complex,
1a Middle Park Avenue,
Eltham, SE9 5HH
Tel: 020 8294 3518
CONTRACTING OUR SERVICES

Please use the forms found on pages 60 and 61 to renew services received from Direct Services to Schools. These forms can also be used to confirm additional services you wish to purchase or to request details on a service not covered within this brochure.

Please complete the request/renewal form and send to us at the address below. Your school will then be issued with a new overarching Direct Services to Schools SLA. If you are renewing a service, you will not be required to sign individual service specifications. However schools can download 2014/15 service specifications from http://servicestoschools.royalgreenwich.gov.uk/

Unless otherwise identified, all academies will be subject to a surcharge (approx. 10% +VAT) on charges applied to maintained schools and establishments. This will also apply to schools outside Royal Greenwich Local Authority. If you have any additional requirements regarding bespoke support packages please state this on the request form or contact us for further information.

Please return form to:

Caroline Banin
Head of Direct Services to Schools
Royal Borough of Greenwich
5th Floor, Greenwich PDC
1a Middle Park Avenue,
London,
SE9 5HH

Email: caroline.banin@royalgreenwich.gov.uk or services-to-schools@royalgreenwich.gov.uk
Tel: 020 8921 4704
Fax: 020 8859 9101
RENEWAL AND REQUEST FOR ROYAL BOROUGH OF GREENWICH DIRECT SERVICES

Please complete this form and return to:
Caroline Banin, Head of Direct Services to Schools
Email: services-to-schools@royalgreenwich.gov.uk
Fax: 020 8859 9101

The Governing body of
______________________________________ School
Wishes to purchase/renew the levels of support as shown below for 2014/15

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>PURCHASE</th>
<th>RENEW</th>
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<tbody>
<tr>
<td><strong>Standards Service</strong></td>
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<td>Early Years Foundation Stage</td>
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<td>Primary</td>
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<td>Secondary</td>
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<tr>
<td>Improvement Partner Programme</td>
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<td>Performance Analysis and Systems Service (PASS)</td>
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<td><strong>Curriculum Service</strong></td>
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<td>Music Hub Service</td>
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<td>Physical Education Support Service</td>
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<tr>
<td>Personal, Social, Health and Economic Education (PSHE) Service</td>
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<td>Religious Education Service</td>
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<td><strong>Behaviour and Attendance Service</strong></td>
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<td>Attendance Advisory Service</td>
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<td>Behaviour Support Service</td>
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<td>Educational Psychology Service</td>
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<tr>
<td>Inclusion Development and Support Services (IDSS)</td>
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<td><strong>NQT Induction Service</strong></td>
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<td><strong>Governor Service</strong></td>
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<tr>
<td><strong>Cluster Support Service</strong></td>
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</tbody>
</table>

1. Number of Students on roll as of 1st April 2014 _________________
2. Number of Staff on roll as of 1st April 2014 _________________
3. Number of NQT’s (if applicable) _________________

Name __________________________________________ Position ___________________________________

Signed ___________________________ Date _____________________________
RENEWAL AND REQUEST FOR ROYAL BOROUGH OF GREENWICH DIRECT SERVICES

Please complete this form and return to:
Caroline Banin, Head of Direct Services to Schools
Email: services-to-schools@royalgreenwich.gov.uk
Fax: 020 8859 9101

The Governing body of ________________________ School
Wishes to purchase/renew the levels of support as shown below for 2014/15

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>PURCHASE</th>
<th>RENEW</th>
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<tbody>
<tr>
<td>Schools Accounting and Bursarial Service</td>
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<tr>
<td>Human Resources Coaching and Advice Service</td>
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<tr>
<td>Human Resources Coaching and Advice Service - Academies</td>
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<td>Payroll</td>
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<tr>
<td>Occupational Health, Safety and Wellbeing Service</td>
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<tr>
<td>Occupational Health, Safety and Wellbeing Service - Academies</td>
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<td>Insurance Service</td>
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<td>Legal Service</td>
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<td>Property Consultancy Service</td>
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<tr>
<td>Responsive and Cyclical Maintenance Service</td>
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<td>Energy Procurement Service</td>
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<td>GSPlus ICT Support Service</td>
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<tr>
<td>Other (please specify)</td>
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</tbody>
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1. Number of Students on roll as of 1st April 2014 _____________
2. Number of Staff on roll as of 1st April 2014 _____________
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Name ___________________________________________ Position _______________________________________

Signed _________________________________________ Date ___________________________________________
NOTES