ROYAL BOROUGH OF GREENWICH
DIRECT SERVICES TO SCHOOLS AND CHILDREN’S CENTRES 2016 - 2017
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 4th edition of the Royal Borough of Greenwich Direct Services to Schools brochure which provides an overview of core and contracted services provided for schools.

Our on-going commitment to schools is to provide cost effective, flexible and high quality school improvement support and business support services.

We believe that the services we offer have a unique and important part to play in supporting schools in driving up standards. Therefore we continue to base our delivery model on both feedback and strong and effective partnerships with schools.

In line with our agreement with schools, we have carefully reviewed the possible impact on our customers with regard to increasing some of our prices in 2016-17. We are very pleased to note that with the introduction of the 2-year SLA agreement (with the exception of one or two services), we have been able to maintain last year’s prices.

The Direct Services website is now fully functional, allowing schools to have instant access to Service Level Agreements and their detailed service specifications.

We continue to encourage your feedback to enable us to develop services and provide effective support that meets the changing needs of children and young people in our schools.

Thank you for your continued support and we look forward to working with you.

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

To enable ease of access, we have again grouped teams according to areas of expertise. These are:

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

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. Schools will be provided with at least 3 months’ notice of any amendments to charges due to be implemented during the 2nd year of the Service Level Agreement.

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 ongoing evaluation and the implementation of stakeholder feedback. Additionally, please contact Caroline Banin, Head of Direct Services to Schools on caroline.banin@royalgreenwich.gov.uk or 020 8921 4704.
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CORE SERVICES AVAILABLE TO ROYAL BOROUGH OF GREENWICH SCHOOLS

STANDARDS

Early Years Foundation Stage, Primary and Secondary Standards Service

- The provision of key information, advice and guidance: EYFS – KS5
- Brokering of school-to-school support to build capacity and make a bigger difference
- Support for schools to ensure that Ofsted judgements of good or better are achieved or maintained
- Effective school self-evaluation to accelerate improvement in all schools
- Early, swift and decisive intervention in schools causing concern
- 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
- Ensuring all schools have systems in place to enable them to submit reliable and accurate data
- Provision of training and advice in EYFS, KS1 and KS2 assessment and reporting arrangements
- Facilitation of moderation EYFS – KS5 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
- Local Authority networks which help leaders and managers to keep up to date on live issues, explore the implications and share exemplary practice
- 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)
- 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)
- Delivery of Drug Education

Virtual School for Looked After Children

- All looked after children education services outlined within the brochure are considered as Royal Borough of Greenwich core services

BEHAVIOUR AND ATTENDANCE

Attendance Advisory Service

- Child Missing Education (CME) advice, guidance and support
- Child Employment and Entertainment (CEE) advice and guidance; issuing of child performance chaperones and employment licences, in agreement with schools
- Prosecution of parents/carers who fail to ensure regular attendance at school through Magistrates’ Courts
- 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 the 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
- Support for governing bodies of schools causing concern or requiring intervention, in partnership with other Direct Services to Schools staff
- Director’s Briefing to Chairs of Governors - 3 times a year

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 and The Children’s Barred List, 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

CHILDREN’S CENTRES

- Quarterly monitoring of Children’s Centre services and performance by a specialist, multi - disciplinary LA team
- Ensuring a named LA representative attends Children’s Centre Advisory Board meetings to provide key updates and identify development needs

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 Service (PAS) 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 2016 - July 2017)

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:

- Effectiveness of leadership and management
- Quality of teaching, learning and assessment
- Personal development, behaviour and welfare
- Outcomes for children and learners
- SMSC – Spiritual, Moral, Social and Cultural Development

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 of £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.

IMPROVEMENT PARTNER PROGRAMME CONTACTS

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

Secondary
Tim Feast
Head of Secondary Standards
Tel: 020 8921 5560
Email: tim.feast@royalgreenwich.gov.uk
Performance Analysis Service (PAS)
(Sept 2016 - July 2017)

Primary data analysis and support
- One page results summary
- Phonics analysis pack
- Key Stage 1 analysis pack
- Key Stage 2 analysis pack
- Pupil premium gap analysis
- Fischer Family Trust (FFT)

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 4 analysis pack
- Key Stage 5 pack (as applicable)
- Bespoke performance analysis (up to one day)
- FFT 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

Cost of this package for special schools: £800

Optional extras
- RAISEonline training session at a school
- FFT training session at a school
- Bespoke school/school area analysis

Daily cost of optional extras: £350

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

PAS CONTACT
Joanne Burgess
Head of Performance Analysis Service
Tel: 020 8921 3579
Email: joanne.burgess@royalgreenwich.gov.uk

Helen Crystal
Performance Analysis Team Manager
Tel: 020 8921 4774
Email: helen.crystal@royalgreenwich.gov.uk

Tiarnan Doherty
Senior Performance Analysis Officer
Tel: 020 8921 6678
Email: tiarnan.doherty@royalgreenwich.gov.uk
Curriculum support will focus on improving the quality of teaching, 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.

**Music Hub Service**
*(Sept 2016 - July 2017)*

**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: £1600 per term
- First Access Plus: a two term programme providing progression. Cost: £3200

**Secondary**
- Second Access: a specialist whole class tuition programme for beginners, targeted at year 7. Cost: £1600 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 £120 per term
COSTS
Charges for tutors are by the hour – standard rate £40.

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

Lindsay Evernden
Head of Music Hub Services
Tel: 020 8921 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, and for 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, SMSC, SRE and Drug Education services are core services and FREE of charge to Royal Borough of Greenwich Schools

Cost of services relating to LGBT support 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 and the expenditure of the PE sport premium
- 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

Geraldine Turton
Senior Development Officer
Tel: 020 8921 6811
Email: geraldine.turton@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 (often abbreviated to CLA).

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 to allocate extra tuition or 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 and sharing of practice opportunities for all staff working with Looked After Children, for example whole school teaching on attachment and learning

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 governing bodies, Headteachers and designated teachers have a clear understanding of how to meet their 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
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 that provides 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
- Meeting with parents and pupils
- Case 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 SERVICE
CONTACT

Jack Kenny
Head of Behaviour & Attendance Service
Tel: 020 8921 8318
Email: jack.kenny@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
- Support for year 6 pupils with secondary school transition

Whole School ‘Behaviour for Learning’
As part of a quality assurance process, and for Ofsted inspection preparation, 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 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
Primary Behaviour Manager
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 social, emotional and mental health needs to ensure that they receive suitable and appropriate education

Behaviour support

- Management of Early Help Assessment (EHA) 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 for Ofsted inspection preparation, 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
Inclusion Development and Support Services (IDSS)

How can we support you?

Outreach Learning Mentors

- The Outreach Learning Mentor team consists of qualified and experienced Learning Mentors who possess a wide range of specialist skills. Learning Mentors support children and young people with issues that affect their learning, attendance and punctuality, as well as children at risk of exclusion such as difficulties with behaviour, relationships, self-esteem, bullying, bereavement and loss.

Restorative Approaches

- A Restorative Approach focuses on repairing the harm done to relationships, placing people at the heart of its response to conflict. We can support parties to repair the damage and move on after individual conflicts, or provide advice on how to use RA as a tool to develop and maintain healthy relationships within school communities – offering skills practice, mentoring and support and network groups for staff trained in RA.

Anti-bullying initiatives

- Provision of range of interventions including cyber bullying workshops, secondary school transition programmes, conferences for children and young people and bespoke support and advice on all issues related to bullying and bullying prevention.

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. The programme is currently delivered via a partnership between Save the Children and the Royal Borough of Greenwich.

Peer Mentoring Package

- Delivering a complete Peer Mentor package including strategic planning with school staff, training sessions and follow up support, which encourages the effective participation of pupils.

Duke of Edinburgh’s Award

- One to one support for all secondary schools and 6th form colleges to deliver a high quality, challenging and successful DofE programme at all Award levels.
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 for children and young people

- This school-based service provides a safe, confidential place to talk about problems and traumatic experiences. By receiving emotional support from a qualified professional, children and young people are better equipped to achieve their full potential. The service is provided by professionally qualified, experienced counsellors and also by counsellors who are in the final 2 years of studying for the Higher Professional Diploma in Counselling and Psychotherapy. Trainee counsellors receive on-site supervision from a fully trained counsellor.

On-site supervision for Learning Mentors and other school-based support staff

- Half-termly, on-site supervision meetings for Learning Mentors and staff in similar positions help to ensure that they are confident in their roles, feel supported and have a safe space to discuss concerns, development needs, and strategies.

Apprenticeship Programme

- We are really proud to introduce to Direct Services our Apprenticeship Programme. Apprenticeships can be a life changing experience for young people and can provide schools with ‘home grown’ staff who are familiar with their school’s ethos and procedures. We are offering fully supported apprenticeship programmes in Supporting Teaching and Learning in Schools and Business Administration. We are looking for schools to work in partnership with us to provide apprenticeship placements. Apprentices will work for four days a week and study for one day per week for an appropriate vocational qualification. Apprentices will receive support and guidance from a mentor and NVQ assessor and there will be on-going liaison between the apprenticeship co-ordinator and schools.

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). Please contact us for Apprenticeship Programme costs.

IDSS CONTACT

Caroline Banin
Head of Direct Services to School
Tel: 020 8921 4704
Email: caroline.banin@royalgreenwich.gov.uk

For Outreach Learning Mentors and Bereavement Support, contact:
Tanya Titterrell
Lead Officer, Direct Services
Tel: 020 8921 8938
Email: tanya.titterrell@royalgreenwich.gov.uk
Special Educational Needs Services are divided into three main service areas to meet the needs of SEND children and young people:

1. Integrated Support for Children and Young People with SEND
2. SEND Outreach Support Services
3. Educational Psychology Service

These SEN services work together to empower school staff to improve the outcomes of children with complex learning needs that include Autistic Spectrum Disorder (ASD), Dyslexia, Downs Syndrome, Deafness and Vision Impairment. Experienced and specialist staff will provide schools with a range of comprehensive programmes of assessment, training, support and resources that enable pupils to achieve the best possible educational outcomes.

1. Integrated Support for Children and Young People with SEND

How can we support you?

- Providing advice, support and direction to schools and colleges in respect of provision for pupils receiving SEN support or who have statements of SEN or EHC plans
- Monitoring the quality and outcomes of personalised plans in schools, and providing direction for the improvement of plans in liaison with EPs and other support service colleagues
- Working collaboratively with other professionals in developing the capacity of mainstream schools in Royal Greenwich, to meet the needs of children with special educational needs
- Support at key annual reviews e.g. transitions or where the review is considering if the school is able to meet the child or young person’s needs

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

CONTACT
Joan Lightfoot
Head of Integrated Support for Children and Young People with SEND
Tel: 020 8921 3955
Email: joan.lightfoot@royalgreenwich.gov.uk

Alison McIlwraith
Team Leader – SEN team
Tel: 020 8921 4908
alison.mcIlwraith@royalgreenwich.gov.uk
Children with Disabilities 
Social Work Team

This is a specialist social work team supporting children and young people with complex disabilities from 0-18. Referrals to this service are through the MASH but there is a duty worker available everyday to provide advice on 0208 921 2599

SEND Keyworking Team

How can we support you?

This service is for children/young people 0-18 years with severe or complex disabilities living in the Royal Borough of Greenwich.

- The SEND Keyworker Team will support a child/young person with a combination of needs or a significant disability as mentioned below
- We support children with complex disabilities
- We offer an intensive, practical home based support for families who have a child with complex SEND needs
- We will allocate a keyworker to co-ordinate the complete package of multi-agency care that a family receives
- The focus is on early help and early intervention to prevent children & young people with additional needs and disabilities hitting crisis points

- We will also offer target play support at home

Referrals to the SEND Keyworker team will not be accepted by families directly but we will accept referrals from:

- Early years setting (PVI) including child-minders
- Any Health/Education professional working with a child or family
- Any voluntary service working with a child or family
- Children’s Social Care/Children with Disabilities Team

CONTACT

Jodi Mathers – Team leader CwDT
Tel: 020 8921 2589
Email: jodi.mathers@royalgreenwich.gov.uk

Michelle La Roche (SEND Keyworker Team Leader)
Tel: 020 8921 6530
Email: michelle.laroche@royalgreenwich.gov.uk

For more information about services available for children and young people with Special Educational Needs and Disabilities, and their families and how they can access services and activities, please visit: www.royalgreenwich.gov.uk/localoffer
2. SEND Outreach Support Services

Autistic Spectrum Disorder - ASD Outreach

How can we support you?

Supporting the achievement of individual children with a diagnosis of Autism by:

- 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 /Early Bird Plus 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
Head of SEND Outreach Support Services
Tel: 020 8921 3311
Email: roz.weeks@royalgreenwich.gov.uk

ASD support for families
Early Years Inclusion Team Service

How can we support you?

We work with parents, carers and professionals to ensure an integrated approach to the planning and support of young children (under statutory school age) by:

- Ensuring non-school early years foundation stage providers are inclusive and support the identification and development of children with special educational needs (SEND)
- Offering advice and support to providers for under 3s (including those in school settings)
- Providing early years consultation sessions in collaboration with the Royal Borough of Greenwich Education Psychology Services

Early Years Inclusion Team:
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.

This includes:

- Development of staff skills in understanding and meeting the needs of young children with SEND in their setting
- Understanding and implementation of legislation/guidance related to SEND
- Direct support and training to setting based SENCOs in their role, including induction and on-going CPD

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

CONTACT
Roz Weeks
Head of SEND Outreach Support Services
Tel: 020 8921 3311
Email: roz.weeks@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 colleges 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 for nursery 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
Rory McDonnell
Head of Sensory Service
Tel: 020 8921 5215
Email: rory.mcdonnell@royalgreenwich.gov.uk
Support Team for Education in Primary and Secondary 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, 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 AND SECONDARY SCHOOLS (STEPS) CONTACT
Jill Gormley
STEPS Leader
Tel: 020 8692 1483
Email: jillian.gormley@royalgreenwich.gov.uk
3. **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
- Behaviour
- Social, emotional and mental health needs
- Early Years
- Supervision and Coaching
- Organisational consultancy
- Cognitive behavioural approaches
- Video Interaction Guidance

**Pupils**

- Providing consultation, assessment and intervention, including person centred planning, 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 Development**

- Providing coaching, supervision and a range of development programmes to work with staff on challenging aspects of their work roles to help achieve positive change

**Training**

- Designing a bespoke programme that meets your needs, helping 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

**Parents & Carers**

- Workshops, groups and drop-ins for parents and carers
- Advice and guidance on issues relating to home-school relationships and parental engagement
- Video Interaction Guidance to promote positive parenting and children’s social and emotional development

**COST**

£450 per half day session (minimum 3 hours) inclusive of all necessary follow up work including liaison with other professionals, TAC meetings, CIN, CP and LAC reviews, administration, data analysis and interpretation, research and report writing.

£399 when purchased through the cluster or when purchasing a minimum of 6 sessions (4 for one-form entry primary schools).

(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
NQT INDUCTION SERVICE
(1st September 2016 - 31st August 2017)

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 have the main responsibility for quality assurance for induction. We support schools in ensuring that they are fulfilling all their duties in relation to induction.

How can we support you?

- On-going support, guidance and advice 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 Appropriate Body Service Level Agreement for:
Royal Greenwich Schools: £230 per NQT per year
Maintained Schools outside of Royal Greenwich: £250 per NQT per year
Independent schools: £350 per NQT per year
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 SERVICES
Governor Services provide high quality professional clerking, crucial to the effective functioning of governing bodies. The Governor Services team help governing bodies to understand their role, function and the legal duties of school leadership and management.

Standard Package

Clerking, Advice and Training
- The clerking of full governing body meetings - involving planning and preparation of agendas, electronic distribution of papers, production of minutes, national and local updates and follow up action
- Provision of generic agendas
- Updates for the governing body on national and local updates through the production and circulation of the Termly Information Paper
- Support and preparation for Ofsted inspection
- Advice on governors’ attendance/continued membership of the governing body
- Attendance of one delegate at the biennial Governors’ Conference
- Support with the development of the governing body strategic plan
- Advice and support on all legal aspects of governance, including pupil discipline committees, staff discipline committees and complaint hearings
- Termly, targeted briefing sessions through the clerks’ update at governing body meetings
- Supply and analyse the governing body skills audit
- 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
- Advice and guidance on all legal aspects of governance on request

- Attendance at all training and development courses e.g. induction training for new governors and chairs’ training

Additional Services (can be purchased)

Schools have the opportunity to buy additional services:
- Bespoke training, 2 hours - £250
- Clerking of extra meeting, including committee, complaints, disciplinary etc. (up to 8 hours including preparing and post meeting follow up) - £200

Where a school has an independent clerk, please contact Governor Services so a bespoke package of support can be tailored to your needs.

If a school doesn’t buy into the Standard Service and a governor would like to attend a training course the following charges would apply.

Attendance for one governor at a:
- 2 hour training session: £60
- Full day training session: £120
- Attendance at conference: £120
COSTS
Standard package - Clerking, Advice and Training: £3,400
Advice and Guidance: £850
(This support can be purchased where the school has an independent clerk)

Service standards and benefits
Governor Services aim to secure school improvement through enhancing the quality of governance in schools. This will include provision of high quality support and advice services that incorporate the key values of self-evaluation and improvement.

We will provide:
● A high quality service delivered by trained, experienced clerks with a strong understanding of governing bodies’ operational and strategic needs and enhanced DBS
● Agendas and minutes to all members of the governing body in an electronic format. Draft minutes from governing body meetings will be sent within a maximum of ten working days
● A rapid and effective response to all queries
● A flexible and responsive service which will meet the needs of your governing body with a dedicated support officer who has an understanding and knowledge of your school’s context
● Comprehensive and high quality Continual Professional Development programme

GOVERNOR SERVICES TEAM CONTACT
Michelle Moore
Head of Partnerships and Development
Tel: 020 8921 6812
Email: michelle.moore@royalgreenwich.gov.uk
DIRECT SERVICES - SUPPORT SERVICES

Our newly refurbished Professional Development Centre comes fully equipped to accommodate a range of training needs. We offer a variety of on-site administrative and technical services, including delegate registration, badge distribution, room direction and printing to compliment both large and small events.

Training/Meeting Rooms
- Rooms available accommodating from 2-120 delegates for training and meetings
- Various room set-ups available
- On-site Cafeteria serving hot & cold food, snacks, refreshments and hot & cold drinks
- Administration support
- Technical support
- Conference booking support

Room bookings will soon be available via the Direct Services Website

Design and Printing Services
- Black & White A5 – A1 printing available, from £0.03 per copy
- Full colour A5 – A1 printing available, from £0.20 per copy
- A4 Thermal binding service available, from £2.50
- A5 – A1 Laminating service available, from £1.50

Additional Design and Print Services available
- Brochures
- Programmes
- Banners
- Posters
- Training Resources
- Conference Packs
- Booklets

ICT Services
- CD copying/creation
- USB data key resources
- Digital photography
- Digital filming
- Equipment loan

Quotation for all support services available on request

SUPPORT SERVICES CONTACT
Theresa Riches
Business Manager
Tel: 020 8921 5645
Email: theresa.riches@royalgreenwich.gov.uk
The Schools Accounting Bursarial Service provides a flexible package designed to meet the specific needs of your school. Our specialist team of officers maintains an up-to-date knowledge of both DfE and Local Authority financial requirements and regulations that enables the provision of detailed, high quality financial management reports, promotes effective management of resources and reduces risk of budget deficits.

A dedicated officer for each school can provide support during finance staff absences, ensuring the continuation of essential financial 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

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 one-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 and salary costings £880
2 budget monitoring reports and salary costings £2,050
2 budget monitoring reports, salary costings, budget preparation and 1 outturn summary £3,500

Financial admin
2 site visits £300
6 site visits £880
12 site visits £1,730

Consultancy / Ad-hoc support
Deficit Recovery Planning / Consultancy / Ad Hoc £310 per day (pro rata)
SCHOOLS ACCOUNTING CONTACT

Terry Miller
Finance Manager - Children’s Services
Tel: 020 8921 8005
Email: terry.miller@royalgreenwich.gov.uk

or

Janet Davis
Principal Accountant – Schools
Tel: 020 8921 8294
Email: janet.davis@royalgreenwich.gov.uk
HUMAN RESOURCES SERVICE – MAINTAINED SCHOOLS

Royal Borough of Greenwich Schools’ Human Resources team can meet all the HR advice and support needs of your school. We provide the core service in line with statutory requirements, and also offer through a traded service a comprehensive, responsive, high quality HR consultancy and advisory service within a framework of confidentiality, professionalism and pragmatism.

Providing a dedicated service to schools, we support the focus of school improvement and the delivery of teaching and learning to pupils, whilst understanding the many demands schools face. We work closely with Royal Greenwich Children’s Services to support you, giving you a seamless HR service. Choosing our HR services will enable you to carry out all statutory responsibilities and be safe in the knowledge that you 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 schools’ that identifies areas of best practice and risk and provides clear recommendations
- Provision of model procedures relating to recruitment and selection, capability, disciplinary, 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, disciplinary, grievance and attendance management procedures including investigation and attendance at formal hearings/meetings
- Provision of statutory and procedural advice and support in relation to 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

Traded Service (Level 2)

- Headteacher recruitment. A comprehensive package that supports the attraction and selection for Headteacher recruitment
- Workplace mediation. A voluntary and confidential process for resolving workplace differences and disputes between colleagues through the assistance of trained and accredited mediators
- Bespoke training. Provision of training to suit specific school needs i.e. policy workshops for Senior Leaders and Governing Bodies and access to half day workshops on model procedures and provision of tailored consultancy

COSTS

Level 1
Charges are based on the number of staff working at each school at a fixed rate of £48.00. Note there is a 7.5% fee reduction for Special Schools and Nurseries.
Level 2
This includes all Level 1 services plus additional Headteacher recruitment, training, consultancy and mediation tailored to suit your needs

- Headteacher recruitment. Attraction and selection campaign from £4500, or £6500 for an all-inclusive campaign
- Half day workshops on model procedures: £40 per delegate
- Mediation: charged at a daily rate of £500
- Bespoke training on HR Issues: charged at £100 per hour or £300 for a half day
- Consultancy charged at an hourly rate of £70 or £350 for a full day
- Compilation of school specific data e.g. TUPE transfers (where the schools also buys into payroll): £50 per employee
- Contracts: Issuing of contracts is a school responsibility but we can provide this service at a cost of £50 per draft contract
- Settlement 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 settlement 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
- £100 per delegate to attend half day workshops on model procedures
- £70 for each post evaluated under The Greater London Provincial Council Scheme
- Where the above do not apply, charges will be applied to schools for any obligatory work undertaken at a standard consultancy rate of £100 per hour.

HR CONTACTS
Donna Cusack
HR Manager
Telephone: 020 8921 8259
Email: donna.cusack@royalgreenwich.gov.uk

Penny Gifford
Head of HR
Telephone: 020 8921 6237
Email: penny.gifford@royalgreenwich.gov.uk
Royal Greenwich Schools’ Human Resources 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 comprehensive, responsive, high quality HR consultancy and advisory service within a framework of confidentiality, professionalism and pragmatism.

Providing a dedicated service to schools, we support the focus of school improvement and the delivery of teaching and learning to pupils, whilst understanding the many demands schools face. Choosing our HR services will enable you to carry out all statutory responsibilities and be safe in the knowledge that you 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 pre-employment safeguarding checks to support safer recruitment, i.e. DBS and The Children’s Barred List checks. The academy will be responsible for costs
- 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, disciplinary, 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, disciplinary, grievance and attendance management procedures, including investigation and attendance at formal hearings/meetings
- Provision of statutory and procedural advice and support in relation to redundancy processes
- Telephone advice and support on all issues relating to employment tribunals

Traded Service (Level 2)

- Headteacher recruitment. A comprehensive package that supports the attraction and selection for Headteacher recruitment
- Workplace mediation. A voluntary and confidential process for resolving workplace differences and disputes between colleagues through the assistance of trained and accredited mediators
- Bespoke training. Provision of training to suit specific school needs i.e. policy workshops for Senior Leaders and Governing Bodies and access to half day workshops on model procedures and provision of tailored consultancy

COSTS

Level 1
Charges are based on the number of staff working at each school at a fixed rate of £48.00

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

- Headteacher recruitment. Attraction and selection campaign from £4500, or £6500 for an all-inclusive campaign
- Half day workshops on model procedures: £40 per delegate
- Mediation: charge at a daily rate of £500
- Bespoke training on HR Issues: charged at £100 per hour or £300 for a half day
- Consultancy: charged at an hourly rate of £70 or £350 for a full day
- Compilation of school specific data e.g. TUPE transfers (where the school also buy into payroll): £50 per employee
- Settlement Agreements: payment of the legal fees
- Fees for legal support in preparation for and at Employment Tribunals will be provided upon request

**HR CONTACTS**

Donna Cusack  
HR Manager  
Telephone: 020 8921 8259  
Email: donna.cusack@royalgreenwich.gov.uk

Penny Gifford  
Head of HR  
Telephone: 020 8921 6237  
Email: penny.gifford@royalgreenwich.gov.uk
HUMAN RESOURCES SERVICE – CHILDREN’S CENTRES

Royal Greenwich HR Traded Services team can meet all the HR advice and support needs of your centre. 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, academies and children’s centres, supporting the focus of improvement and the delivery of teaching and learning to pupils. Buying our HR services will enable you to carry out all statutory responsibilities and be safe in the knowledge that you 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 pre-employment safeguarding checks to support safer recruitment, i.e. DBS and The Children’s Barred List checks. The centre will be responsible for costs
- Provision of a comprehensive annual HR Health Check of your centre that identifies areas of best practice and risk, and provides clear recommendations
- Provision of model procedures, relating to recruitment and selection, capability, disciplinary, 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 centre’s capability, disciplinary, grievance and attendance management procedures, including investigation and attendance at formal hearings/meetings
- Provision of statutory and procedural advice and support in relation to redundancy processes
- Telephone advice and support on all issues relating to employment tribunals
Traded Service (Level 2)

- Workplace mediation. A voluntary and confidential process for resolving workplace differences and disputes between colleagues through the assistance of trained and accredited mediators
- Bespoke training. Provision of training to suit specific centre needs i.e. policy workshops for Senior Leaders and Governing Bodies and access to half day workshops on model procedures and provision of tailored consultancy

COSTS

Level 1
Charges are based on the number of staff working at each centre at a fixed rate of £48.00

Level 2
Includes all Level 1 services plus additional training, consultancy and mediation tailored to suit your needs
- Half day workshops on model procedures: £40 per delegate
- Mediation: charged at a daily rate of £500
- Bespoke training on HR Issues: charged at £100 per hour or £300 for a half day
- Consultancy charged at an hourly rate of £70 or £350 for a full day
- Compilation of centre specific data e.g. TUPE transfers (where the centre also buy into payroll): £50 per employee
- Settlement Agreements: payment of the legal fees
- Fees for legal support in preparation for and at Employment Tribunals will be provided upon request

HR CONTACTS
Donna Cusack
HR Manager
Telephone: 020 8921 8259
Email: donna.cusack@royalgreenwich.gov.uk

Penny Gifford
Head of HR
Telephone: 020 8921 6237
Email: penny.gifford@royalgreenwich.gov.uk
PAYROLL SERVICES – MAINTAINED SCHOOLS AND ACADEMIES

The Payroll team is able to meet all the payroll service needs of your school. 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 deductions 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), trade union/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
- 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 HMRC
- 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
- System support for users of the People Manager and Employee Self Service modules, including help with logging in, creating new users and removing access to leavers
Use of Line Manager Self Service to have:

- Access to a range of staff data based at the school including emergency contacts and key dates
- Ability to input absence information and run simple reports to access absence data
- Receipt of monthly summary absence reports for the purpose of monitoring trends

Use of the Employee Self Service module to have:

- Ability to view personal data
- Ability to edit address, contacts and sensitive information
- Access to payslip

COSTS

For a detailed breakdown of payroll costs please contact:

PAYROLL CONTACTS

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

Tracy Vizard
Principal Payroll Officer
Telephone: 020 8921 8658
Email: tracy.vizzard@royalgreenwich.gov.uk

Ami Seeray
Principal Payroll Officer
Telephone 020 8921 6419
Email ami.seeray@royalgreenwich.gov.uk

Payroll: payroll@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 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 council 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 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
- The website 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
- Arrangements which allow accidents to 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
- Guidance during construction work or other activities taking place on school premises
- Access to clinical support from Occupational Health Physicians and OH Nurses including OH referrals/appointments, GP reports, physiotherapy, new starter work health assessment and ill
health retirement reports at competitive rates*

- Access to the Council’s Employee Assistance Service which offers both telephone 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 school at a fixed rate of £58.00 for each member of staff. Note there is a 7.5% fee reduction for Special Schools and Nurseries.

**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
- Display Screen Equipment - £55 per assessment
- New and Expectant Mothers - £55 per assessment

**General consultancy:**

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

**HSWS CONTACTS**

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

Penny Gifford
Head of HR
Telephone: 020 8921 6237
Email: penny.gifford@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 the needs of your teaching establishment and which will ensure that you are kept up to date, and compliant with current legislation and best practice. We offer an experienced and professional team who are able to provide the support and advice that you need, and who will assist with ensuring Health, Safety and Wellbeing is being managed proactively in your establishment. 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.

**OCCUPATIONAL HEALTH, SAFETY & WELLBEING SERVICE - ACADEMIES, COLLEGES AND OTHER NON-MAINTAINED ESTABLISHMENTS**

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.

How can we help you?

- Access to high quality advice from professional Health, Safety & Wellbeing Officers, provided by telephone, email or visits 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 establishment
- 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 website 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 establishment’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
- Access to the RBG corporate training programme* at competitive rates
- Liaison with enforcing officers from the HSE and LFEP
- 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/appointments, GP reports, physiotherapy, new starter work health assessment and ill
health retirement reports at competitive rates*.  
- Access to the Council 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  
* Invoices will be raise separately to cover costs of training courses, OH services used and EAP face to face counselling sessions provided

COSTS

Level 1
Includes the services described above. Charges are based on the number of staff working at each establishment at a fixed rate of £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 capped at £375 per day

HSWS CONTACTS

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

Penny Gifford  
Head of Human Resources  
Telephone: 020 8921 6237  
Email: penny.gifford@royalgreenwich.gov.uk
INSURANCE SERVICE

Our insurance service provides access to experienced staff, who possess an extensive understanding of schools insurance and risk management requirements. We provide accurate, clear assistance, tailored to meet your needs.

The Royal Borough’s insurance officers provide all necessary support on making and receiving claims, including reimbursement of losses and support in the appointment of carefully chosen experts in legal representation.

The Council’s insurance facilities are supported by insurers who are authorised and regulated by the Financial Conduct Authority and provide cover for your key business risks. Through our regular market testing, you will be guaranteed insurance protection and costs at a very competitive rate.

How can we help you?

We offer insurance for most aspects of your business. The cover is arranged in conjunction with the council’s own insurance policies and will include:

- Public Liability
- Employers Liability
- Property covering buildings and contents for fire, theft, aircraft, storm, flood, escape of water, impact and terrorism
- Business interruption - the additional costs incurred when insurance damage occurs to buildings
- Engineering inspections required by law for lifts, boilers and ventilation equipment
- Fidelity Guarantee (Employee Dishonesty)
- Personal Accident

Claims made against you

Should a claim be made against you, the insurance staff are dedicated to handling the claims. They will guide you through the process, and bring in other support as required; a solicitor, loss adjuster, or other expert will be appointed as part of our service agreement at no extra cost.

If you need to claim

Should an accident occur at your school, for example a flood or fire, insurance staff will work with you to deal with the problem, appointing experts to assist and help restore normal business as quickly as possible.

Risk Management

Royal Borough of Greenwich insurance section also offers advice on loss prevention and mitigation. Losses can have a major impact on schools through for example, a fire and the resultant damage of premises. The insurance section is able to provide advice on the avoidance of incidents that can substantially disrupt school operations, and ensure the continued smooth running of education and activities. We have access to facilities to arrange risk assessments, and to plan for handling those in alignment with the school’s main objectives. Our risk management services may be subject to additional fees, but we will be happy to discuss and agree your requirements, and quote fixed fees for you to consider.

Schools arranging their own insurance

The Council’s insurance section also has a role to ensure that maintained and voluntary aided schools which do not take up the council’s insurance facility, have the minimum necessary cover. Should you choose to make your own arrangements, we need evidence that adequate cover is in place.

COSTS

The insurance section will provide a summary
of insurance services, the charges for insurance, and the excesses that will apply (the first part of any claim to be met by the school - if any).

SUMMARY
The Royal Borough’s insurance section has the experience and expertise to take the problem out of your hands - arranging your school’s insurance, and dealing smoothly with any claims that occur. We can also supply assistance with loss prevention, business continuity and risk management. This is all delivered to you efficiently and at a competitive cost, leaving you to get on with the important task of educating children and young people. We look forward to being of help and receiving your enquiries.

INSURANCE CONTACTS
For all enquiries on insurance cover and costs:-
Keith Onslow - Risk and Insurance Manager
Tel: 020 8921 6060
Email: keith.onslow@royalgreenwich.gov.uk

Derryck McCready - Financial Governance Manager
Tel: 020 8921 6966
Email: derryck.mccready@royalgreenwich.gov.uk

For all claims handling and reporting:-
Charles Unazoi - Principal Claims Officer
Tel: 020 8921 5194
Email: charles.unazoi@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, for 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 85 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 2016.

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

Saira Tahir (Contracts Lawyer)
020 8921 6278
Email: saira.tahir@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, ceilings, 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 Service Level

| Element 1 | Heating systems | £125 |
| Element 2 | Electrical installations | £125 |
| Element 3 | Fabric | £125 |
| Element 4 | Alarms systems including CCTV and Fire extinguishers | £125 |
| Element 5 | Legionella assessment | £125 |

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

| Element 1 | Heating systems | £200 |
| Element 2 | Electrical installations | £200 |
| Element 3 | Fabric | £200 |
| Element 4 | Alarms systems including CCTV and Fire extinguishers | £200 |
| Element 5 | Legionella assessment | £200 |

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 £57 per hour.

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
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

<table>
<thead>
<tr>
<th>Cost of works</th>
<th>Fee costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to £5000</td>
<td>17.50%</td>
</tr>
<tr>
<td>£5001 - £15,000</td>
<td>15.00%</td>
</tr>
<tr>
<td>£15,001 - £50,000</td>
<td>12.00%</td>
</tr>
<tr>
<td>£50,001 - £100,000</td>
<td>11.00%</td>
</tr>
<tr>
<td>£100,001 - £500,000</td>
<td>9.50%</td>
</tr>
<tr>
<td>£500,001 - £1,000,000</td>
<td>8.50%</td>
</tr>
<tr>
<td>Over £1,000,000</td>
<td>8.00%</td>
</tr>
<tr>
<td>Project Management</td>
<td>3.00%</td>
</tr>
</tbody>
</table>
Level 2
This service is offered on demand and does not require schools to sign into an annual buy-back arrangement.

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

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
Sustainability and Renewal (S&R) offer a service that is designed to meet the needs of schools and children’s centres for both energy management and procurement.

ENERGY PROCUREMENT SERVICE
(IN PARTNERSHIP WITH LASER – KENT COUNTY COUNCIL’S COMMERCIAL TRADING SERVICE)

FOR INFORMATION ONLY

How can we help you?

Energy Monitoring and Reporting (Mandatory Service)

S&R provides a range of energy management and carbon reduction advice services to support schools, including:

- Collating schools energy consumption data to comply with Greenhouse Gas reporting requirements
- Arranging Display Energy Certificates (a legal requirement), through an external contract and providing the required consumption data
- Advice in relation to renewable technologies
- Providing advice and support to improve energy efficiency; generating cost savings and reducing CO₂ emissions
- Access to the RE:FIT programme, including management & Co-ordination support
- Identifying funding opportunities and assisting with preparation of bid 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

The Royal Borough procures its energy through the Central Purchasing Body LASER, whose flexible procurement approach offers an advanced means with which to control the risk inherent in the energy market, whilst also achieving greater leverage with suppliers and more competitive unit rates by aggregating energy volume requirements.

The current LASER energy contract expires on 30 September 2016. Following a review of options the Council has decided to continue with LASER for a further four years (1 October 2016 to 30 September 2020), and has invited all schools to opt in to this arrangement.

Supplies procured by LASER are either placed into a Fully Managed (FM) or Procurement Only Service Option (POSO) arrangement. The decision on which procurement arrangement to place a supply in to is based on consumption – with larger consuming supplies benefitting from the additional invoice validation that the Fully Managed service provides. The additional fee charged for this service is offset against the savings generated from the identification and resolution of billing errors. Both options provide:

- The arrangement of energy contracts
- Assistance in establishing new sites, meters, disconnections & supply transfers
- Liaison with suppliers including dispute and query resolution

Schools that have opted into the Council’s contract arrangement with LASER also benefit from:

- 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 for procurement only customers, to ensure that schools only pay for the energy they use and are not billed on estimated readings. Meter readings should be sent to: meter.reading@laserenergy.org.uk
- Access to the Council’s Energy Management Software for active consumption monitoring and forecasting.
- The initiation and resolution of queries and disputes with energy suppliers, where required.

All schools have already been contacted about whether they wish to continue with LASER for their energy procurement. Unless you have not yet returned your confirmation form you do not need to do anything.

If you have any questions regarding your current contract arrangements, or are interested in joining the LASER contract please contact S&R.

ENERGY PROCUREMENT CONTACT
Heather Yedigaroff
Sustainability and Renewal Manager
Tel: 020 8921 5380
Email: heather.yedigaroff@royalgreenwich.gov.uk

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### Energy Efficiency Rating

<table>
<thead>
<tr>
<th>Very energy efficient - lower running costs</th>
<th>Current</th>
<th>Potential</th>
</tr>
</thead>
<tbody>
<tr>
<td>(92 to 100) A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(81 to 91) B</td>
<td></td>
<td></td>
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<tr>
<td>(69 to 80) C</td>
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<td></td>
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<tr>
<td>(55 to 68) D</td>
<td></td>
<td>80</td>
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<tr>
<td>(39 to 54) E</td>
<td></td>
<td>48</td>
</tr>
<tr>
<td>(21 to 38) F</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1 to 20) G</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Not energy efficient - higher running costs</th>
<th>EU Directive 2002/91/EC</th>
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</thead>
</table>

RRN: 8894-6522-7909-7266-8992
EDSURE ICT SUPPORT SERVICES FOR SCHOOLS 2016/17

Keep your annual cost fixed by subscribing to our 3 year ICT support contract.

Edsure specialises in providing ICT support services to Education. Our offer includes support services designed to meet the needs of schools.

We are confident that Edsure can provide the most reliable, high quality value for money ICT services for schools.

Our staff are fully trained and DBS checked. They have many years of experience working in schools and have the knowledge of school ICT environment.

How can we help you?

Support contracts include:

- Telephone/Email and Remote support
- Remote device monitoring and management (included in all contract types)
- Regular on site technician (optional)
- On site and workshop fault finding and repair

We work closely with RBG SIMS team and Atomwide/LGfL to help resolve related issues.

We also work with a wide range of partners to provide additional services:

- Remote backup for schools
- Fortinet wireless systems for enhanced connectivity
- Visitor management solution
- Online safeguarding for Schools
- Hardware supplies with competitive prices
- Access your school resources from anywhere
- Telephony services
- CCTV/Door entry systems
- Hardware sales with competitive prices

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

For enquiries please email us at: ictsupport@gsplusltd.org

Edsure
GS Plus Ltd
Unit 2
Thistlebrook Industrial Estate
Eynsham Drive
Abbey Wood
London SE2 9RB

Tel: 020 8294 3510
Fax: 020 8294 3518
Twitter:@EdsureICT
Web:gssol.co.uk/ict-solutions
CONTRACTING OUR SERVICES

To renew services received from Direct Services to Schools, please log on to http://servicestoschools.royalgreenwich.gov.uk/ and complete the online forms or use the forms found on pages 61 and 62 of this brochure. 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. Schools can now download 2016/17 service specifications from http://servicestoschools.royalgreenwich.gov.uk/ unless otherwise identified, schools outside Royal Borough of Greenwich Local Authority will be subject to a surcharge (approx. 10% +VAT).

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
Professional Development Centre
1st Floor
20 Orangery Lane
Eltham London SE9 1HN (to May 2016)

and

Professional Development Centre
Waterdale Road
London SE2 (from May 2016)

Email: caroline.banin@royalgreenwich.gov.uk or services-to-schools@royalgreenwich.gov.uk

Tel: 020 8921 5560
# Renewal and Request Form

Please complete this form and return to:

Caroline Banin  
Head of Direct Services to Schools  
Email: services-to-schools@royalgreenwich.gov.uk

The Governing body of  
______________________________________ School/Establishment

Wishes to purchase/renew the levels of support as shown below for 2016/17

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>PURCHASE</th>
<th>RENEW</th>
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</thead>
<tbody>
<tr>
<td><strong>Standards Service</strong></td>
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<tr>
<td>Early Years Foundation Stage</td>
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<tr>
<td>Primary</td>
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<tr>
<td>Secondary</td>
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<tr>
<td>Improvement Partner Programme</td>
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<tr>
<td>Performance Analysis Service (PAS)</td>
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<tr>
<td><strong>Curriculum Service</strong></td>
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<td>Music Hub Service</td>
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<tr>
<td>Physical Education Support Service</td>
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<tr>
<td>PSHE - LGBT Support</td>
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<tr>
<td>Religious Education Service</td>
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<tr>
<td><strong>Behaviour and Attendance Service</strong></td>
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<tr>
<td>Attendance Advisory Service</td>
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<tr>
<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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<tr>
<td>Outreach Learning Mentor and Bereavement Support</td>
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<tr>
<td>Restorative Approaches and Anti-Bullying</td>
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<tr>
<td>Duke of Edinburgh Award</td>
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<tr>
<td>Family and Schools Together</td>
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<td>Counselling in Schools</td>
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<tr>
<td>Apprenticeship Programme</td>
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<tr>
<td><strong>NQT Induction Service</strong></td>
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<tr>
<td>(Please register all NQTs via RBG NQT Manager website)</td>
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<tr>
<td><strong>Governor Service</strong></td>
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</table>

1. Number of Students on roll as of 1st April 2016

Name

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Date

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</table>
# RENEWAL AND REQUEST FORM

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

The Governing body of
______________________________________ School

Wishes to purchase/renew the levels of support as shown below for 2016/17

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>PURCHASE</th>
<th>RENEW</th>
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</thead>
<tbody>
<tr>
<td>Schools Accounting and Bursarial Service</td>
<td></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 -</td>
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<tr>
<td>Academies</td>
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<td>Human Resources Service - Children's Centres</td>
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<tr>
<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 -</td>
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<tr>
<td>Academies</td>
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<tr>
<td>Insurance Service</td>
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<tr>
<td>It is important that schools complete the RBG</td>
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<td>insurance schedule when renewing this service.</td>
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<td>This can be found on the Direct Services to Schools website.</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>EDSURE ICT Support Services</td>
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<tr>
<td>Other (please specify)</td>
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Name          Position

Signed     Date
NOTES