MANCHESTER CITY COUNCIL SCHOOLS FORUM

Date of Meeting: 7 February 2011
Subject: Service Level Agreements
Report of: John Taylor

Contact Details:
Name: John Taylor
Tel: 0161 234 7727
E-mail: j.taylor@manchester.gov.uk

Introduction
The purpose of the Report is to provide schools with information on Manchester City Council SLAs, including a copy of the Service Level Agreement directory, which details the services, an offer for 2011/12.

Summary
- Report provides a copy of the Service Level Agreement directory, which includes easy reference and contact details of the services to be offered to schools by Manchester City Council in 2011/12.
- For the first time the directory will be issued in an electronic format as a link to the intranet.
- Work is in progress to include standard service level agreements on the intranet. Schools will be able to download these agreements for reference.

Recommendations
- To note the information.

Implementation Date: April 2011
1. **Introduction**

1.1 The purpose of the Report is to provide schools and academies with information on Manchester City Council Service Level Agreements (SLAs), including a copy of the Service Level Agreement Directory, which details the services, available in 2011/12.

1.2 A number of services are offered to schools and academies as service level agreements either annually or for extended periods of up to five years. In line with last year’s format this directory has included some basic information about Traded Services; more detailed information (including contact details) on these services is issued to schools and academies in a comprehensive product brochures and training catalogues.

2. **Key Issues**

2.1 **SLA Directory**

The SLA Directory, in appendix one gives schools and academies a single reference document with summaries of services and contact points for advice on the services available for purchase from Manchester City Council.

2.2 This year a feedback sheet has been included to invite comments from headteachers and principals on the directory.

2.3 The directory will be issued within a covering circular letter with a link to the directory and an intention to purchase form for downloading from the Intranet.

2.4 Service information is still not available for Legal Payroll and Pensions due to operational considerations and service review. The details will be included in the directory via the intranet as soon as these are confirmed.

3. **Timetable**

3.1 For the year 2011/12, the Service Level Agreement Directory will be issued to schools and academies in one phase.

3.12 The directory including the intention to purchase form will be emailed during February to give head teachers and principals time to consider the services available to purchase. The intention to purchase forms need to be completed and returned to Children’s Services, Customer and Business Support team by Friday 18 March 2011.

4. **Work in Progress**

4.1 Some service level agreement service details and price information is still being worked up as a consequence of the recent impact of the spending review and ongoing service redesigns.

5. **Recommendations**

SLA 2011/12
5.1 Members are asked to note the information and content and electronic format for distribution of the directory.

5.2 Agreed that the directory with any updated price information can be distributed to schools and academies during February.
Appendix one

Contents

Introduction
How to purchase our services
Conditions
Flowchart
General Terms and Conditions

Service Level Agreements:

- Building Maintenance and Facility Services
- Catering Services
- Education Services – Academy Governor Package

- Education Services – Clerking Support

- Education Services – Universal Governor Support
- Education Services – formerly Education Operations

- Governor Support LA Run Clerking Service
- Energy Management Unit

Financial Services

ICT Support Services
- Insurance and Risk Management
- Legal Services
- Management Support to Schools and Shared Services
- Personnel

Passport “2” Sport Payroll and Pensions
- School Swimming Programme

Trading Services – Caretaking
- Trading Services – Schools Cleaning

Feedback Form
Introduction

Dear Colleague,

This year the format for this directory has changed as it will only be available in electronic format. If you prefer to have a hard copy, please print one for your reference.

Some service level agreements have changed in that services have merged or in some cases are now provided by Traded Services.

We have provided a range of contact information so if you have any queries please contact services who will clarify any issues about choosing the right service level agreement (SLA).

Services providers appreciate the feedback from schools and academies and will be pleased to receive any comments you have to improve the quality of provision. You can offer feedback on this directory to the Customer and Business Support Team at CSBusinessServices@manchester.gov.uk.

Councillor Sheila Newman            Pauline Newman
Executive Member                   Director of Children’s Services

SLA 2011/12
How to Purchase our Services

The Directory
The directory is a signpost of all the services available to schools and academies with the following benefits:

- Schools and academies have all the details in one document;
- There are easily accessible contact details if you have any enquiries;
- By completing one Intention to Purchase Form you can notify services of all your SLA preferences;
- All the co-ordination of the request for service level agreements is managed through the Customer and Business Support team;
- Service providers receive early identification of likely take up for services and can prioritise and plan future service demand.

For 2011-2012 the directory will be issued week commencing 7 February 2011, with a deadline to return completed forms by Friday 18 March 2011.

Intention to Purchase/Request for Advice Form

Intention to Purchase - Please complete this part of the form for those SLA’s renewed annually using ticks in the appropriate columns to record Service Level Agreement choices and required levels of agreement (ie. Level 1, Level 2, Level 3).

Request for Advice - It would be helpful if you would complete this part of the form only in relation to those SLA’s which are for more than twelve months duration. These have not been listed on the standard Intention To Purchase form because some schools have already signed up to such contracts for example for three years. The service providers just need to know whether schools and academies want to sign up for the first time, wish to terminate or continue with the agreement for the remainder of the term as agreed.

This form is not a legally binding document. However, if you decide to withdraw from an agreement, one term’s notice is required.

If you have any need for clarification and advice about these longer term agreements, please contact the service providers as detailed.

Please return the Intention to Purchase/Request for Advice Form to Customer and Business Support, Manchester Children’s Services Directorate, Overseas House, Quay Street, Manchester, M3 3BB no later than Friday 18 March 2011.

If you require further information on the above, please contact John Taylor or Nicola Clayton in the Children’s Services Customer and Business Support on 0161 234 7374 or e-mail to j.taylor@manchester.gov.uk or n.clayton1@manchester.gov.uk
Conditions

The services you intend to purchase from Manchester City Council will be provided according to the General Terms and Conditions and Service Specifications described in the Directory of Services to Schools and Academies and the individual service level agreements.

The service level agreements will operate for the year from 1 April 2011 until 31 March 2012, unless otherwise stated.

Services not included in the Directory and variations to service level agreements must be negotiated with the individual service managers and formally agreed by them and both the headteacher/principal and chair of governors as detailed in an exchange of documentation before services are commenced.

It is the responsibility of the headteacher/principal to ensure that all relevant staff are aware of the services, levels of service and service specification to be purchased from the City Council.

Please return the Intention to Purchase Form to:

Customer and Business Support
Manchester Children’s Services Directorate
Overseas House
Quay Street
Manchester
M3 3BB

Tel: 0161 234 7374

E-mail: csbusinessservices@manchester.gov.uk
Read Directory of Services; consider services offered by Manchester City Council

Are you going to buy services from Manchester City Council?

NO

Investigate alternative arrangements for those services you are not buying from Manchester City Council including alternative providers.

Seek advice from Manchester City Council service managers.

Give notice to terminate current Service Level Agreement (if appropriate) in accordance with the terms of the SLA

YES

Receive Budget Share

Decide which services you are going to buy and from whom. Are you going to buy services from Manchester City Council?

NO

Complete Intention to Purchase Form indicating you do not wish to purchase services and return by 18 March 2011; and

Ensure that your alternative service provider has everything in place to take over service delivery.

Ensure all staff know who your service provider is and exactly what service they are delivering.

YES

Complete Intention to Purchase Form with the selection of services you wish to purchase and return by 18 March 2011
General Terms and Conditions

If you choose to purchase a service described in this Directory, the service level agreement will be made between the GOVERNING BODY AND HEADTEACHER OR PRINCIPAL and MANCHESTER CITY COUNCIL.

The Agreement

1. The purpose of an SLA is to purchase and provide specific City Council services to schools and academies as specified within the Agreement.

2. The service provider shall be entitled to assume that all forms and communications from schools and academies are properly signed and that any information is properly given. The service provider will not be under any duty to check that any person purporting to have authority to sign and bind the school has such authority.

3. The service provider will deliver a quality service as set out in the service details within the service level agreement.

4. Schools and academies will provide access and information as agreed, meet target dates and pay the agreed charges in respect of services provided.

5. The school/academy and the service provider will comply with guidance and financial regulations as set out in the School Standards and Framework Act 1998.

6. The school/academy and the service provider will comply with all legislation, statutory and other regulations, orders, statutes, by-laws and notices that are applicable to the provision of the relevant services.

7. The service provider may use whatever resources are required, in order to deliver the service as specified, within the budgetary constraints, standing orders and business conditions of the City Council.

Additional Services

8. Schools and academies should negotiate any “Additional Services” they require directly with each individual service manager, unless otherwise specified in the service level agreement. If a school/academy requires any “Additional Services” during the management period these may be negotiated, by contacting the relevant service manager. All “Additional Services” will be mutually agreed, may incur additional charges and are subject to availability.

Variations to Agreements

9. Should the school/academy and/or service provider require to revise or modify the extent of its service(s) during the agreement period, such revisions must be negotiated and implemented by mutual agreement. Revisions agreed must be recorded in writing, signed by both the school/academy and the service representative and attached to the original SLA.
Service Disruption Factor

10. In the event of severe disruption(s) that are outside the control of the service provider(s) and/or the school/academy, the service provider will endeavour to provide the best service possible within the prevailing conditions.

11. In the event of service disruption, the school/academy will be informed of the level of service available, as soon as the extent of the disruption is known. The school/academy will also be informed of the estimated delay before resumption of the service as specified in the SLA.

12. Possible disruptions include:

   - Power supply failures or interruption to utilities;
   - Industrial action by staff or suppliers, transport strikes or embargoes;
   - Fire, flood, extreme weather conditions;
   - The effects of war, civil or political disturbances;
   - Major disasters such as explosions or epidemics;
   - Changes in school requirements or relevant circumstances not notified to the service provider;
   - Equipment or materials being altered, adjusted or interfered with by unauthorised persons;
   - Buildings, equipment or materials being vandalised;
   - Equipment or materials not being returned by the school or other schools and academies;
   - Personnel/recruitment difficulties.

13. The charges for each service are detailed in the individual SLAs.

If Things Go Wrong

14. We are committed to the highest possible standards in delivering our Service Level Agreements but sometimes things do go wrong. If so we will want to deal with your concerns quickly and effectively.

15. First, discuss the issue with the staff who are providing the service. Most concerns can be dealt with informally.

16. If you are still unhappy you can make a formal complaint. Do this by writing to the appropriate Head of Service concerned.

17. If you have any queries or concerns about the way your complaint is dealt with please write to: Customer and Business Support, Children’s Services, Overseas House, Quay Street, Manchester, M3 3BB or telephone 0161 234 7228 or email: csfeedback@manchester.gov.uk.
Building Maintenance and Facility Services

Key Contacts:

<table>
<thead>
<tr>
<th>Contact number:</th>
<th>Anthony Gregory (Commercial Director)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone:</td>
<td>0161 274 0985</td>
</tr>
<tr>
<td>Fax:</td>
<td></td>
</tr>
<tr>
<td>Mobile:</td>
<td></td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:anthony.gregory@manchesterworking.co.uk">anthony.gregory@manchesterworking.co.uk</a></td>
</tr>
</tbody>
</table>

Nature of Service Provided:
Manchester Working Ltd (MWL) is a Joint Venture Partnership between Morrison Facility Services and Manchester City Council formed in September 2006. We deliver services in and around Manchester offering statutory good practice and reactive building maintenance. Additional specialist services also include emergency call out, asbestos removal, fabrication and joinery services, and CCTV and lift repairs. We have the resources and capability to get the job done, whatever the scale and whatever the duration.

Services Offered to Schools and academies

MWL offers a comprehensive building services solution, in response to demand from schools and academies, to provide a fully integrated service. We have developed a package that includes building maintenance on a reactive basis, statutory and good practice maintenance and asbestos project work. We are an experienced licensed asbestos removal company. We offer security and fire system design and advice on costing, installation and ongoing maintenance.

The service employs over 500 staff who are committed to the highest possible standards in service delivery.

MWL works in partnership with Manchester City Council. This joint venture was formed after a rigorous selection process where MWL was judged to offer the best technical and best value solution to the City Council building requirements.

1. Basic statutory maintenance

Schools and academies have responsibility for all those elements of building maintenance covered by statute. This statutory maintenance must be undertaken at the requisite time and frequency by an organisation accredited to appropriate industry standards. In addition, auditable records will be provided by MWL to demonstrate that the works have been completed in accordance with the relevant requirements.

It is vital to the safe operation of the school for statutory maintenance to be carried out. Not doing so will increase Health and Safety risk to all building users, including potential exposure to risks such as Legionnaires’ disease, carbon monoxide poisoning and electrocution.
With this in mind, MWL will develop a bespoke maintenance regime for schools and academies, setting out the maintenance work to meet statutory requirements. This service will ensure that the staff and pupils are not exposed to Health and Safety risks and will fully discharge the client’s duty of care for building maintenance.

2. Good Practice Maintenance Service

Good practice is the next level up from the basic statutory service, where the emphasis is on delivering maintenance in a planned, preventative and routine fashion.

MWL will ensure all good practice maintenance services required to maintain the mechanical, electrical and specialist services installations at premises will be undertaken, in line with good practice, manufacturer’s recommendations and industry standards. This service brings a number of key advantages;

- significantly improving the longevity of the buildings and services and increasing value for money. Building assets last considerably longer when maintained properly;
- maximising the performance of the school buildings – ensuring you achieve the most from your building facilities; and
- minimising service failures and reactive problems that can cause inconvenience and disruption.

What will this service cost?

On request from the school to the Business Development Manager, we will give a firm price for the statutory maintenance and good practice maintenance (PPM).

3. Reactive Maintenance Service

MWL can also offer for a further fixed fee, a flexible and reactive maintenance service, where our engineers will respond at pre-defined reaction times to remedy any unforeseen events related to the building services. This provides a straightforward method for the school to quickly address any problems that arise. As well as ensuring the reactive repairs are completed to a standard of workmanship commensurate with the good practice service, which protects all relevant warranties, the reactive service will provide the client with financial security.

Reactive Maintenance Service covers the mechanical, electrical and specialist services installations. We can provide a schedule of works covered within this service. Reactive events are capped at a maximum value of £500 per event, including labour, parts and consumables. The service does not include vandalism or deliberate damage events, building fabric or life cycle replacement failure.

MWL ensures that:

1. The school/academy meets statutory requirements in relation to:

- Gas Testing
- Boiler Servicing
- Electrical Hardwire
Emergency Lighting
PAT
Fire Alarm
Fire Fighting Equipment
Legionella
Chlorination
Lifts
Lightening Protection Systems
Pressure Vessels

2. Good Practice Maintenance is carried out for:

Asset Management
Department for Children, Schools and Families Condition Surveys
Life Cycle Replacement planning
Boiler plant servicing
Heating system servicing
Electrical installation maintenance and servicing
Specialist installations maintenance and servicing
Health and Safety including Risk Assessments
Reactive Fabric M and E services

Service Standards and Evaluation

1. A dedicated officer will be assigned to ensure good management of the working of the SLA by constant review, supplemented by good working relationships.

2. MWL will hold quarterly review meetings to discuss performance standards in the provision of the services as well as any other matters, which both parties agree require discussion.

3. MWL will provide to the client on a quarterly basis, not less than ten working days before the quarterly review meeting, such performance information as required to enable effective performance review.

4. A formal service review will be undertaken by MWL annually not less than three weeks before the expiry of the initial twelve month SLA or any extension.

5. All complaints will be recorded, acknowledged within three working days, investigated and a response provided within ten working days or an explanation why a reply may take longer. Where you have a serious complaint this will be dealt with in accordance with MWL Complaints Procedure.

6. Survey questionnaires will be provided for all subscribing schools and academies and these, together with the record of comments and complaints will be used to measure quality of performance.

7. We have the facility to produce a wide range of reports on an ad-hoc basis to suit your requirements. Every effort will be made to produce these as part of
this agreement but it may be necessary to levy a charge in some circumstances.

Performance Targets

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<tr>
<th>No</th>
<th>Measure</th>
<th>Target</th>
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<tbody>
<tr>
<td>1</td>
<td>Respond to all enquiries within agreed timescales</td>
<td>98%</td>
</tr>
<tr>
<td>2</td>
<td>Once commissioned - to provide accurate and appropriate programme delivery dates and meet actual delivery times, and the issue of relevant certification within seven days of completion of the works.</td>
<td>100%</td>
</tr>
<tr>
<td>3</td>
<td>Provide accurate financial information relating to the cost of the works and keep the client fully informed of all variations, which will affect the financial outcome.</td>
<td>98%</td>
</tr>
<tr>
<td>4</td>
<td>Ensure all procedures relating to agreed management practices are followed and reported on an agreed criterion.</td>
<td>98%</td>
</tr>
<tr>
<td>5</td>
<td>Deliver the service as per the agreed service schedule on time and to the quality standards expected through appropriate supervision.</td>
<td>100%</td>
</tr>
<tr>
<td>6</td>
<td>Ensure all activities undertaken on behalf of the Organisation meet the appropriate level of satisfaction.</td>
<td>100%</td>
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Charges

- Charges will be based on the services required and can be fixed for a 12 month period.
- MWL will invoice schools and academies on a monthly basis.
- Additional services or changes to existing practices and procedures required by schools and academies, which are not included in the SLA will be the subject of individual negotiation and priced on request.
- SLAs are for one year, with an option for up to three years. Where the three year option is selected then years two and three will be at a reduced charge.

Catering Services

Key Contacts:

Margaret Ball & Kate Evans (Operations Managers)
Telephone: 0161 908 5895 & 908 5802
Fax: 0161 274 7277
Mobile: M.B.- 07798 947 564
Mobile: K.E.- 07786 708 593
E-mail: m.ball@manchester.gov.uk
E-mail: k.evans@manchester.gov.uk

SLA 2011/12
Nature of Service Provided
To work in partnership with the school to provide healthy nutritious meals and other catering services for pupils and staff as part of the whole school food policy, which supports the main aims and objectives, culture and ethos of the school.

To offer a service that not only offers value for money, from a local provider but also adds value through service development.

To support the school with meeting current nutritional legislation by providing lunchtime menus that adhere to food and nutrient based standards.

To work in partnership with the school to develop a service that meets the ever-changing and diverse trends and the demands of the customers.

To utilise the school kitchen, equipment, dining room and dining furniture to offer a bespoke catering service which meets the needs of the school.

To manage the repair, servicing and maintenance of kitchen premises and equipment and dining rooms (where designated dining room only).

To be flexible in our service provision and be open, honest and transparent at all times.

The Service Offered to Schools

On Site Catering Team
A skilled, dedicated catering team responsible for ensuring pupils are provided with a healthy, freshly prepared, nutritious school meal everyday.

Operational Support - A team of Operations Managers, Area Managers and Operations Training Managers responsible for:
- supporting onsite-catering team;

Louise McErlain (Nutritionist)
Telephone: 0161 908 5791
Fax: 0161 274 7277
Mobile: 07766 728 571
E-mail: l.mcerlain@manchester.gov.
risk management;
managing and developing the catering services within your school;
ensuring that Manchester Fayre service surpasses all targets in relation to the food standards, health and safety and food hygiene.

Menu Planning and Nutrition responsible for:
- Development of menus to meet the food and nutrient based standards, in line with current nutritional legislation;
development of recipes and menus to reflect the diversity of Manchester, including cultural, religious and medical requirements;
screening of all food commodity specifications to ensure compliance with Manchester City Council Food Additive and Ingredient Policy.

Marketing provision includes:
- An innovative approach to marketing and promotion of the school meals service to all stakeholders e.g. pupils, parents, and governors;
promotional campaigns, health initiatives and website management.

Procurement and Technical Support responsible for:
Purchasing of quality produce at a cost effective price;
sustainability in procurement e.g. local sourcing, seasonal products;
management of equipment and premises budget including servicing of equipment.

Human Resources and Training responsible for:
Identifying, arranging delivering and monitoring of training to provide a well trained workforce able to deliver a quality and value for money catering service; and
recruitment, retention and monitoring of staff and other HR functions including enhanced CRB checks and sickness cover for essential staff.

In addition to the main service we can offer the following added value services:
- Breakfast service;
- picnic bags for school trips;
purchase of fruit and vegetables for use in healthy tuck shops;
teacher meal-deals and pre-order teacher meals;
additional catering for special occasions;
after school provision; and
health promotion initiatives, including classroom lessons, interactive activities and support to health events.

Service Standards and Performance Targets
Our Service Standards and performance targets encompass our commitment to a high quality, value for money service, our staff, the food we serve and the dining environment. They are displayed in all units and are available on request.

Charges for Catering Services’ SLA
Meal Charges
Prices are subject to increase which will be in line with the City Councils agreed inflation figure and other influencing factors.

Primary Schools:
− Schools will be invoiced on a monthly basis for meals ordered or served (whichever is the greater); and
− Manchester Fayre will review their charges as part of their business planning process and advise schools of increased charges.

Secondary Schools & Special Schools:
Each School has individual finance arrangements, and charging mechanisms.

Transport Charges
In instances where schools do not have a production kitchen on site and meals have to be transported in from another unit, a charge will be made to reflect the transport costs. These schools with ‘dining centres' will be invoiced for this charge at the beginning of each financial year.

Catering Premises and Equipment Management Charges
Schools will be informed of the charge for the management of Catering Premises and Equipment at 1\textsuperscript{st} April each year, for the year in which the Service Level Agreement applies. Schools will be invoiced for this charge at the beginning of each financial year.

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**Education Services, Universal Governor Support**

**Key Contacts:**

Susan Majeed (Team Leader, Governor Support)

**Contact number:**

Telephone: 0161 245 7020  
E-mail: governorsupport@manchester.gov.uk

**Nature of Service Provided:**

Universal Governor Support for the whole governing body  
£780 Primary and Special Schools  
£960 Secondary Schools

Supporting strategic and operational improvements in school governance:  
• **Daily Helpline**: daily advice and consultancy on procedural, legal and good practice in school governance (telephone and email)  
• **Resources for Chairs** (and Head teachers/Principals): termly standard agenda pack; monthly information update; regular email updates; and twice-yearly Chairs of Governors conference (one place at each).
• **Resources for all governors**: termly newsletter; password-protected online resources; annual training programme* (four places Primary, six places Secondary); places on New Governor Induction, How to be an effective chair

• Manchester Governor Association (MGA) membership

*Training advertised termly on a first come first served basis

If you want **special** support and training delivered to your governing body, packages 1 or 2 are strongly recommended:

1: **Sustaining success in your governing body** - £750
2: **Supporting improvement in your governing body** - £1,200

If you want to buy **extra** support and resources, packages 3 to 7 are available:

3: **Six additional governor training places** - £400
4: **Governor Champion support** - £250
5: **Online training** - £200
6: **One Parent Governor Election** - £200
7: **Exclusions panel meeting support** - £245

**OPTIONAL EXTRAS** (only available when purchasing universal package)

**Package 1: Sustaining success in your governing body** - £750
Sustaining your governance improvements / system leadership, if your governing body has assessed itself as Good and Improving or System Leaders

• A self-assessment and six two hour sessions of Governor Champion peer support and challenge

• Three extra places on any governor training*

**Package 2: Supporting improvement in your governing body** - £1,200
Supports your governing body to improve your self assessment rating, using Stronger Governance training, if your governing body has assessed itself as Maximising Progress or Becoming Consistent.

• Self assessment and three workshop sessions of essential specialist support for governors in school improvement. Training options include: Strategic Role; School Improvement; and Using Performance Data.

• Four extra places a year on governor training*

**Package 3: Additional governor training places** - £400
Six places a year on any governor training or event

**Package 4: Governor Champion support** - £250
Short term peer support and challenge, delivered in four sessions of two hours with your governing body. Choose one key area for improvement from: strategic approach, organisation and delegation, challenge and support, succession planning, coaching new governors

**Package 5: Online training** - £200
24 hour online training from Modern Governor, in over 20 national quality assured areas, to meet the needs of busy governors

**Package 6: One parent governor election - £200**
Delivering a well-run, compliant parent governor election, including preparation of all pre-election paperwork for issue by your school, adjudication at vote counting (for contested elections), post-election paperwork and regulatory and procedural advice throughout

**Package 7: Exclusions panel meeting support - £245**
Supporting well-run, compliant Exclusions panels, with professional and regulatory advice, pre-meeting paperwork, attendance at meeting to minute and provide guidance, post meeting paperwork including informing stakeholders of the decision

*Choose from any governor training (as advertised) such as:*
Ofsted and Equality * School Improvement and Self Evaluation * RAISE Online * Head teacher Performance Management * New Governor Induction * How to Become an Effective Chair * Sustainable Schools * Building School Resilience * Looked After Children * Disability Discrimination Act * Exclusions * Behaviour and Attendance *

(bookings terms and conditions apply)

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<th>Period:</th>
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<tbody>
<tr>
<td>The agreement is for the 2011/12 year from 1(^{st}) April 2011 to 31(^{st}) March 2012.</td>
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<table>
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<tr>
<th>Service Fee:</th>
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<tbody>
<tr>
<td>See above</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment:</th>
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<tbody>
<tr>
<td>An invoice will be submitted in May 2011 for the annual service fee.</td>
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**Education Services, Clerking Package**

**Key Contacts:**
Susan Majeed (Team Leader, Governor Support)

**Contact number:**
Telephone: 0161 245 7020
E-mail: governorsupport@manchester.gov.uk

**Nature of Service Provided:**
£ tbc per Full Governing Body Meeting
£ tbc per Finance Committee Meeting
£ tbc per Other Committee Meeting
Clerking Package
Supporting your governing body to attain and maintain a high level of effective governance.
This level of support will assist your governing body in meeting the ever challenging demands and responsibilities on governing bodies.

Experienced clerks providing a dedicated clerking service, including effective meeting support, development needs advice and professional guidance and support on governance issues:

- **Attendance at each scheduled meeting** by an experienced clerk, with a planning meeting for every clerked meeting, agenda setting advice and guidance, copy and issue of all relevant papers, taking and recording compliant and best practice meeting minutes and preparation and issue of draft minutes for approval.
- **Professional, regulatory advice, research and support on governance issues**, tailored to the needs of the governing body on governance issues, best practice, governing body self evaluation and follow up on governing body actions and signposting.
- **Governing body development advice**, support and signposting, regular liaison with the Chair and Headteacher and governing body members between governing body meetings.
- **Full follow up and report back on regulatory and all minuted actions**, statutory, and recommended record keeping, including maintaining a register of pecuniary interests and policy renewal in line with agreed standards (Ofsted, best practice).
- **Changing Instrument of Government** as required, monitoring governors attendance and actioning any non-attendance issues.

**Period:**
The agreement is for the 2011/12 Academic year from 1 September 2011 to 31 August 2012, or rolling annually from any other date as needed.

We ask for an **annual commitment** to be made on the number of scheduled meetings you require clerking for at the point of requesting the service

**Service Fee:**
See above

**Payment:**
An invoice will be submitted in each term, from the autumn term, based on your annual commitment.

**Terms and Conditions**
See detailed service level agreements to be sent to Chairs of Governors and Head teachers

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**Education Services, Academy Governor Support**

**Key Contacts:**
Susan Majeed (Team Leader, Governor Support)
Nature of Service Provided:

A package of services that, together, can meet all your governing body needs

£tbc General Academy Governance Support
£tbc per Governing Body Meeting

Universal Academy Governance Support for the whole governing body
Supporting strategic and operational improvements in Academy Governance

- **Daily Helpline**: daily consultation and development advice and consultancy from your Consultant Clerk Account Manager on procedural, legal and good practice in Academy school governance (telephone and email)
- **Support with Statutory Returns**: Assist with filing of Academy annual accounts and statutory returns with Companies House, updating and maintenance of statutory instruments, declaration of business interests, safe recruitment administration
- **Induction support** for new governors including training and welcome information
- **Resources for Chairs**: Termly Academy Standard Agenda Pack for Chairs and Principals, termly Academy synopsis of all key items of national and local interest for all governors, twice-yearly Chairs of Governors Conference (one place at each), monthly Governors Information Update to Chairs and Principals.
- **Resources for all governors**: termly newsletter, password-protected online resources, annual training programme* (six places),

*Choose from any governor training (as advertised) such as:
Ofsted and Equality * School Improvement and Self Evaluation * RAISE Online * Head teacher Performance Management * New Governor Induction * How to Become an Effective Chair * Sustainable Schools * Building School Resilience * Looked After Children * Disability Discrimination Act * Exclusions * Behaviour and Attendance *

(bookings terms and conditions apply)

Academy On Site Meeting Support
Supporting your governing body to attain and maintain a high level of effective governance. This level of support, co-ordinated by your dedicated Consultant Clerk Account Manager, will assist your governing body in meeting the ever challenging demands and responsibilities on Academy governing bodies.

Experienced clerks providing a dedicated clerking service, including effective meeting support, development needs advice and professional guidance and support on governance issues:
• **Dedicated Consultant Clerk Account Manager** provides consultancy and development advice and organises and quality assures on site meeting support for every scheduled meeting in the annual meeting programme from your Academy Clerk

• **Attendance at every scheduled meeting** by your Academy Clerk at each scheduled meeting, with Agenda Planning meetings with the Chair and/or Principal, copy and issue of all relevant papers, taking and recording compliant and best practice meeting minutes and preparation and issue of draft minutes for approval.

• **Professional and regulatory advice on governance issues** and, if needed, research tailored to the needs of the Academy and relevant statutory, legislative, procedural and governance issues, and advice on best practice.

• **Governing Body development planning and advice**, if required, agreed with the Chair, and/or Principal

• **Liaison between meetings**, with the Chair, Academy Principal and governors by your Academy Clerk, supervised by the Consultant Clerk Account Manager.

• **Full follow up and report back** on regulatory and all minuted actions by your Clerk.

• **Statutory, and recommended record keeping**, including maintaining a register of pecuniary interests and policy renewal in line with agreed standards (Ofsted, best practice) by your Clerk.

---

**Period:**
The agreement is for the 2011/12 Academic year from **1 September 2011 to 31 August 2012**, or rolling annually from any other date.

We ask for an **annual commitment** to be made on the number of scheduled meetings you require clerking for at the point of requesting the service

**Service Fee:**
See above

**Payment:**
An invoice will be submitted in each term, from the autumn term, based on your annual commitment.

**Terms and Conditions**
See detailed service level to be sent to Chairs of Governors and Principals

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SLA 2011/12
Education Services (formerly Education Operations)

Key Contacts:
Sue Power (Area Manager, North Manchester)
Ken Power (Area Manager, South Manchester)

Contact number:
Telephone: 0161 957 8314/5/6
Fax: 0161 274 7243
Mobile: s.power@manchester.gov.uk
E-mail: k.power@manchester.gov.uk

Education Services provides additional support for schools and academies, delivering quality assured products and services focused on pupil outcomes and building capacity.

Our operating philosophy is to provide high quality services and 'value for money'. Our qualified and experienced specialists offer measurable achievements against agreed criteria.

Education Services comprises:
✓ Traded Services (not to be confused with Trading Services
✓ Learning Strategy
✓ Manchester Music Service
✓ Management Support
✓ Outdoor Education
✓ Special Educational Needs, and
✓ Inclusion Support

Brief service details:

<table>
<thead>
<tr>
<th>Traded Services</th>
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<tr>
<td>Jane Sowerby, Service Manager</td>
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</table>

Support includes specialist professional consultancy in the following areas:
✓ Attendance
✓ Behaviour
✓ Educational Psychology
✓ Ethnic Minority Achievement
✓ Governor Support
✓ Learning Needs
✓ Reading Recovery (MECaR)
✓ Specific Learning Difficulties

Full details of the support available, and the applicable fees, can be found in the
Traded Services Brochure for 2010-11, copies of which were circulated to academies and schools during the Summer 2010 term. Further copies are available on request. Details are also available on-line at:

www.mewan.net/tradedservices

As well as our advertised products and training courses, each team offers bespoke packages of support to meet the specific requirements of schools and academies. Our Service Managers would be pleased to meet with you to discuss what is available and how we can help you.

Our prices are set and guaranteed for the period September 2010 to August 2011, and we are working very hard to avoid any future price increases. To this end we are constantly reviewing our operation to ensure optimum efficiency and cost effectiveness.

Schools and academies will be provided with our new brochure, including costs, for the 2011/12 academic year during the Summer 2011 term.

### Learning Strategy

<table>
<thead>
<tr>
<th>Christine Nicholson, Service Manager</th>
<th>0161 245 7453</th>
<th><a href="mailto:c.nicholson@manchester.gov.uk">c.nicholson@manchester.gov.uk</a></th>
</tr>
</thead>
</table>

This service supports Academy Principals, School Headteachers and leadership teams in the planning, development and implementation of teaching and learning strategies.

Our Learning Strategy Officers provide bespoke advice and support across the curriculum, offering a uniquely designed service to meet the needs of your school and to improve the outcomes for all your pupils.

### Manchester Music Service

<table>
<thead>
<tr>
<th>Lindsay Thomas, Service Manager</th>
<th>0161 226 4422</th>
<th><a href="mailto:l.thomas3@manchester.gov.uk">l.thomas3@manchester.gov.uk</a></th>
</tr>
</thead>
</table>

The Manchester Music Service has a national, and international, reputation for the quality and variety of its work in field of music and creative arts. It provides:

- Vocal and instrumental tuition (including ensemble opportunities)
- In-service training programmes and support to enable school teachers to meet the curriculum requirements of music as a foundation subject
- Projects that encourage cross-curricular and multi-disciplinary work
## Management Support

| Phil McKenna, Service Manager | 0161 234 7195  
<table>
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<tr>
<th></th>
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<tbody>
<tr>
<td><a href="mailto:p.mckenna@manchester.gov.uk">p.mckenna@manchester.gov.uk</a></td>
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</tr>
</tbody>
</table>

Support includes:
- Management Support to Schools – including legal and HR advice
- Emergency helpline
- Information Systems

For more details see the separate entry on page XXX

## Outdoor Education

| Graham Jones, Service Manager | 01539 443751  
<table>
<thead>
<tr>
<th></th>
<th></th>
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<tbody>
<tr>
<td><a href="mailto:graham@ghyllheadoec.co.uk">graham@ghyllheadoec.co.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

Based in the Lake District, the Ghyll Head Outdoor Education Centre is barrier-free, allowing teachers to continue curriculum based education outdoors, giving a different dimension to lessons. There are a full range of activities available, aimed at:
- Raising self esteem and personal confidence
- Promoting teamwork through the outdoor experience
- Developing a love and understanding of the outdoors
- Promoting tolerance, respect and cooperative attitudes

## Special Educational Needs

| Kent Wells, Service Manager | 0161 245 7440  
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td><a href="mailto:k.wells@manchester.gov.uk">k.wells@manchester.gov.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

Support includes:
- Casework
- Statutory Assessments
- SEN Travel Solutions – including the award winning ‘Travel Training’ programme

## Inclusion Support

| Paula McKeogh, Service Manager | 0161 223 3158  
<table>
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<tbody>
<tr>
<td><a href="mailto:p.mckeogh@manchester.gov.uk">p.mckeogh@manchester.gov.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

Inclusion Support provides specialist teacher support and expertise in:
- International New Arrivals
- Traveller education
- Supplementary Schools
- LAC
- Sensory Support
*** PRICES AVAILABLE ON APPLICATION ***

Service Level Agreements

Since our launch in April 2008 it has become clear that headteachers and principals generally prefer not to enter into a lengthy SLA. Many of our products and services can be ‘spot purchased’. You’ve told us this is better and we are committed to developing this approach as widely as possible.

There are a small number of services where you need consistency of personnel so an SLA is necessary and helps to ensure that the school can have a level of consistency over the course of a full academic year.

Customer Feedback

All our support is quality assured. However, to ensure standards are maintained to our customer’s satisfaction, at the end of each piece of work we ask for customer feedback. On a scale of 1 to 10, customers are asked to mark the service they have received, with 10 being Highly Satisfied. As at the 31 August 2010:

- 85% of our customers rated the service they received as 8, 9 or 10.
- 43% rated the service as 10.

We are committed to maintaining, if not improving, this high level of customer service satisfaction.

Further information

If you would like further information or a visit to discuss your requirements please contact the Service Managers listed above, or Education Services directly on:
Telephone 0161 219 6841
E-mail g.deakin@manchester.gov.uk
Fax 0161 274 7242

Energy Management Service

Key Contacts: Walter Dooley

Contact number:
Telephone: 0161 234 3633
Fax: 0161 236 0357
E-mail: w.dooley@manchester.gov.uk
Please note:  
All schools are already signed up for this Service Level Agreement 2007-2012. This entry in the directory is for information only.

Nature of Service Provided:

The Energy Management Unit offers a comprehensive service covering all aspects of energy and water provision, use and conservation. In addition, the service provides the framework for legislative compliance in terms of the requirements for Display Energy Certificates (DEC), and the mandatory participation of schools the Governments “Carbon Reduction Commitment” (CRC) scheme.

For most schools, utility costs represent one of the largest areas of controllable expenditure. The aim of the Energy Management Service is to support schools in minimising expenditure on utilities, help reduce energy use and conserve natural resources and improve environmental performance.

As well as serving all City Council Departments, the Energy Management Unit (EMU), also carries out work on behalf of a number of other public and private sector clients. These organisations see the service as a cost effective way to access professional advice, reduce operating costs and benefit from a range added value services.

The Standard Service Package provides a comprehensive service for the provision, management and efficient use of energy and water. The service includes:

Energy Purchasing

1)  Purchasing energy from the competitive energy supply markets in order to achieve best value for money and maximise bulk purchasing discounts.
2)  Handling all aspects of the competitive tendering and analysis process with full regard to EU Procurement Directives
3)  Carrying out all work, including tendering and purchasing with full regard to the City Council’s Financial Standing Orders.
4)  Making arrangements for all associated mandatory contracts required for the provision of energy, including Meter Operator Contracts, Data Collection, Connection Agreements etc.
5)  Recording and updating all necessary information and records relating to individual school’s energy use in order to enable the most effective energy purchasing and contract management regimes to take place.
6) Maintaining an up to date and accurate database of all relevant supply point and meter point reference information.

Utilities Management

7) Acting on behalf of schools to investigate supply, billing, data or site enquiries with suppliers, and where necessary mediating with suppliers, network operators and the industry regulators to resolve problems.
8) Providing budget advice on utilities expenditure.
9) Identifying, highlighting and investigating unusual energy and water consumption variations.
10) Where appropriate, monitoring and investigating electricity charges relating to power factor, service capacity, maximum demand, use of system and losses.
11) Keeping accurate records of all variations in oil, gas, electricity and water charges and ensuring that information on supplier and rate changes are communicated to schools in a timely and accurate manner.

Technical Support

12) Providing a pro-active energy auditing service based on suppliers billing information.
13) Providing training and advice for building managers, caretakers or other nominated staff on the correct operation of equipment, plant and automatic controls.
14) Providing advice on all aspects of energy and water expenditure including budget forecasts, recharges for other site users, cost apportionments and utility cost segregation.
15) Providing an on site service to function check the operation of all automatic energy control equipment for heating, hot water, air conditioning, ventilation, lighting systems etc.. Providing a written report of defects and faults identified and the remedial works required.
16) Providing a comprehensive energy bureau service for monitoring plant performance and energy control for all site connected to the corporate Building Energy Management Systems (BEMS) network.
17) Providing suitably qualified and experienced staff to attend the on site demonstration and commissioning of new automatic building services control systems. Providing written reports of all faults and operational deficiencies identified.
18) Providing independent advice on the appropriateness and cost effectiveness of energy and water saving equipment and devices.
19) Providing support to schools in raising awareness of energy through the promotional material, site visits and school energy “walk abouts” etc.
20) Supporting those schools seeking to improve their environmental performance through initiatives such as Eco Schools and Schools Energy Certification Scheme.
21) Responding to requests for advice and assistance where schools are experiencing dissatisfaction with internal temperatures, humidity, ventilation, lighting levels etc., and providing a written report and option appraisal to resolve or alleviate the problem.
22) Providing advice on any proposed modification, adaptation or addition to the schools buildings or building services, with particular reference to the interface with existing systems and to future energy use and controllability.

23) Investigating variations in energy and water use in order to identify possible waste, plant malfunction, automatic control failures, metering or billing errors etc..

24) Providing information and advice to schools on the availability of any grant aid or other funding opportunities that may exist for the introduction of energy and water saving technologies.

Legal Compliance


2) Data gathering, reporting and administration required on behalf of the school in connection with their mandatory participation in the Carbon Reduction Commitment.

Service Standards

All work undertaken will be in accordance with current legislation and in particular will be in line with the energy codes and guidance issued by the Chartered Institute of Building Services Engineers.

All financial and accounting activities will comply with Manchester City Council Financial Regulations.

Key activities carried out in the execution of this Service Level Agreement will normally be subject to the following response times:

<table>
<thead>
<tr>
<th>TASK</th>
<th>RESPONSE TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simple cost/consumption enquiries</td>
<td>Same day/next day</td>
</tr>
<tr>
<td>Tariff/Contract enquiries</td>
<td>Within 2 days</td>
</tr>
<tr>
<td>Requests for a site visit</td>
<td>Within 1 week</td>
</tr>
<tr>
<td>Reporting of serious faults</td>
<td>Same day</td>
</tr>
<tr>
<td>Reporting non serious faults</td>
<td>Within 1 week</td>
</tr>
<tr>
<td>Provisional response to visit/survey</td>
<td>Within 2 weeks</td>
</tr>
<tr>
<td>Submission of full written report</td>
<td>Within 1 month</td>
</tr>
</tbody>
</table>

The Energy Management Unit is fully staffed from Monday to Friday 0830/1630. Outside of this core time, it is normally possible to contact a member of the team anytime from 0730/1830. When the office is not occupied, all telephone lines into the Unit have 24 hour answer phone facilities and there is a 24 hour Fax line as well as full e mail access.

The school’s role as a partner in the Service Level Agreement

In order for the Energy management Unit to deliver the service for the maximum benefit of schools, access to utility billing data is essential. In most instances EMU can arrange this direct with the suppliers and the school need take no action. In
certain cases, or where data protection issues exist, the school may be required to provide EMU with written authorisation to gather data on their behalf. Such information will be kept in commercial confidence and will not be used for any other purpose than the execution of this agreement.

In order for EMU to keep an up to date profile of each school, any material changes to buildings, building services or building use should be communicated to the Energy Management Unit.

**Agreement Period and Termination Option**

This SLA constitutes an in principle agreement between the parties for the period from 1 April 2007 to 31 March 2012. Notwithstanding this, should a school wish to terminate the agreement for any reason during this period, it may do so by giving 3 months written notice.

**Charges:**

For the Standard Service as summarized above, a fixed price of £43 for Primary Schools, and £61 for Secondary Schools in respect of each oil, gas and electricity account held. This covers the arrangement and management of the utility supply contracts. In addition, a further variable charge of 6.7p/m² of internal floor area covers all other aspects of the service provided. Although the cost of producing Display Energy Certificates (DEC) will be included in the above, an additional charge of £100 per Primary School DEC, and £150 per High School DEC will be made to cover expenses incurred in the required lodgement of the DEC’s on the national register and associated administration.

Should a particular school wish to have any variation or addition to the standard service offering, please contact the Energy Management Unit direct, and we will endeavour to accommodate your specific requirements.

**Financial Services**

**Key Contacts:**

<table>
<thead>
<tr>
<th>Paul Greenhalgh (Head of Schools Finance)</th>
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<tbody>
<tr>
<td>Telephone: 0161 234 7714</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:p.greenhalgh@manchester.gov.uk">p.greenhalgh@manchester.gov.uk</a></td>
</tr>
</tbody>
</table>

**Introduction**

The financial position of a school is a crucial element of the overall management and development of the school.
The service offers support in all areas of school finance including assistance in maintaining and recording financial systems and accounts, budgetary advice, forecasting for the current and future years and a range of financial training courses.

There are fourteen permanent members of staff in Schools’ Finance and collectively they have a comprehensive understanding of the topical financial issues faced by schools. There is substantial Education experience and commitment within the team and all are continuing training and development to ensure continued improvement and efficiencies to the services offered.

The team has detailed knowledge of both schools’ financial needs and Authority’s own regulations. We have direct links with the Department of Education across all aspects of school funding and financial management practice. As an Authority we work closely with other Capita and HCSS to support FMS6 and HCSS budgeting tool across the City.

**Nature of Service**

This combined service has been structured to offer the full range of financial support required to empower schools so they can plan and manage their resources effectively and efficiently, reflecting their school development plan. The SLA is also therefore intended to assist schools in achieving the financial management standard in schools (FMSiS).

**Service Level Agreement to Schools**

Schools can opt to purchase different types of support. The types of service we provide are:

i) Financial Advisory Support Service  
ii) Finance Manager Support  
iii) Bursary Service

**Financial Advisory Support to Service**

Schools purchasing this service receives financial advice and support. Individual officers from the team provide support to a group of schools. When purchasing this service schools receive a certain number of hours of on-site support from a named officer, access to a telephone helpline, finance training, annual financial profile report and access to a Finance Cluster groups.

The on-site support could include advice and support on:

- Production of a budget plan for 1 to 5 years  
- Monitoring of the budget  
- Support on year-end procedures  
- Reporting to Governors and the School Management Team  
- FMSiS  
- Recovery planning when a school is forecasting or in a deficit position  
- SIMs FMS6 system  
- HCSS Multi-year budget planning tool
School Forum – 7 February 2011

Agenda Item 9

- How to carry out FMS6 system checks
- Payroll, bank reconciliations and scrutiny
- Day to day finance process training of school staff
- Working through Internal Audit recommendations
- Value for Money and benchmarking

Schools can opt to purchase a set number of visits a year within this part of the SLA. In order to ensure we support schools effectively we will aim to ensure that there are an equal number of visits each term.

Telephone Support

A duty officer will take calls from schools requiring support and guidance. The telephone support would be available during the working week from 9.00am to 4.30pm.

Finance Training – The target audiences for the training detailed in the Service Level Agreement below would be Head teachers, Finance Officers based in schools and Governors.

**ICT Support Services (Information Systems)**

<table>
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<tr>
<th>Key Contacts:</th>
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| **Ann Sutton (Head of Information Systems)**  
Tel: 0161 234 7787  
E-mail: a.sutton@manchester.gov.uk |
| **Vince Slatford (MIS Support Manager)**  
Tel: 0161 234 7787  
E-mail: v.slatford@manchester.gov.uk |
| **Jude Ledger (Principal Training and Marketing Manager)**  
Tel: 0161 234 7787  
E-mail: j.ledger@manchester.gov.uk |
| **Carl Sullivan (Curriculum ICT Support Manager)**  
Tel: 0161 234 7787  
E-mail: c.sullivan@manchester.gov.uk |
| **Graham Donaldson (MEWAN Manager)**  
Tel: 0161 234 7787  
E-mail: g.donaldson@manchester.gov.uk |

**Contact number:**

Telephone: 0161 234 7787  
Fax: 0161 274 7077  
E-mail: mis-support@mewan.net

SLA 2011/12
New for this year

SIMS learning Gateway will be available to purchase this year allowing teachers and parent’s access to the schools MIS system over the internet. Teaching staff will be able to mark registers and input assessments etc while parents will be able to view their child’s details on a read only basis. The added benefit of this system is that schools will now not need to upgrade their current classroom devices as this application is accessed via a web browser and will not require any additional disk/memory space.

Previous Government funding allowing subsidised annual maintenance of the MIS licences has now ceased resulting in additional charges from 2011/2012. This will now mean schools paying more for their contracts but still at a far lower rate than if they were to go direct to Capita. Also any school not buying into the SLA will be charged for support for statutory functions such as the pupil and staff CENSUS.

We will also be introducing a new level of technical support this year allowing an option for remote backups and remote access to your schools device included in the package.

Nature of Service Provided:

We recognise that some schools and academies have either the relevant ICT knowledge in house or indeed purchase certain services from other suppliers. We have designed an SLA allowing schools and academies to purchase specific areas of their ICT requirements, which are not already catered for in any other way. We are continuously attempting to improve our services and give schools and academies greater value for money and a better overall service. It is with this in mind that Capita has accredited us for the MIS support we provide to schools and academies.

The Information Systems Team has provided support to schools and academies for many years, having developed an extensive range of services as demands in schools and academies around Manchester have changed. These services are grouped into seven areas of our SLA and are categorised as follows: -

Service descriptions:

Service A Accredited SIMS.net and Facility software support
Software support for school Management Information Systems, e.g. ‘SIMS.net’ and ‘Facility’. Support is delivered though our main Support desk but can be escalated to site visits or remote support depending on the nature of the problem. Using remote support over the past year has allowed our support team to resolve most calls immediately and has also had an environmental effect turning Information Systems into a ‘Greener’ support unit. Buying into this service will allow unlimited access to our Support desk
on 0161 234 7787 and also provide a number of free visits throughout the year to discuss how your MIS systems can improve areas such as attendance, attainment and behaviour. As the only Authority in the Country to have Accreditation status for both SIMS.net and Facility support, we feel that we can offer schools and academies a service beyond other support providers. We offer decades of knowledge in both Education and Information Systems and provide expert advice that has been proven to assist whole school improvement.

**Service B Accredited hardware/technical support (Administration)**
Technical support for school administration networks, including support for the server and workstations running your MIS Software. Buying into this service will allow unlimited access to our Support desk on 0161 234 7787 and also provide a number of free visits throughout the year to discuss how your network is being utilised to its greatest capacity allowing the best use of I.T. within your school.

**Service C Hardware/technical support for teaching staff (Curriculum Support)**
Information Systems recognise that your MIS system is moving away from the heart of the school (Administration Office) and is now being used by the whole school including, teaching staff, support staff, senior leadership teams and Headteachers. It is with this in mind that our knowledge of MIS systems and technical support makes this service invaluable to schools and academies. We feel that any provider can offer technical support in the classrooms, but only Information Systems have the knowledge to link the I.T. requirements of the whole school in the most effective way possible. Technical support for school curriculum networks, covering the server, workstation and peripherals used in the delivery of the curriculum will be provided on a weekly basis by the same technician. This will allow familiarity with the technician who will then be in a position to provide a professional and efficient service. We also offer training, consultation and various levels of support time. We recognise that schools and academies differ in size and the support required may vary considerable. Please feel free to contact our curriculum manager for further details.

**Service D Internet and e-mail support**
MEWAN (Manchester Education Wide Area Network) offers 2 service elements: (a) Broadband Connection Service (provided by BT which includes Internet and intranet access), and (b) Networking and Content Services (including network and desktop security and safety, curriculum services, information and training). This service has seen a number of changes recently with the introduction of more reliable and effective cache boxes and a generally more stable infrastructure. We certainly hope that all schools and academies notice the difference in this new financial year.

**Service E Training for all school staff**
The training service provides training in all SIMS.net and Facility modules including timetabling, examination, cover, reports, attendance and assessment, together with various courses aimed at supporting the curriculum and business needs of schools and academies and other educational establishments. Information Systems recognise that your MIS system is moving away from the heart of the school (Administration Office)
and is now being utilised by the whole school including, teaching staff, support staff, senior leadership teams and Headteachers. It is with this in mind that we now offer courses during twilight sessions in school and other courses away from our main training centre at Overseas House. Please feel free to contact our training and marketing manager for further details.

Service F Consultancy advice for whole school improvement
Additional consultancy services are provided by Information Systems to assist in improving a school’s use of their management information system or delivery of the curriculum. Information systems are proud to call upon the services of our consultants who have a wealth of experience in education. They can offer advice on all areas of school improvement including attendance, behaviour and attainment. We can also offer pre Ofsted consultation visits from our Ofsted inspector who can facilitate in making sure your school is ‘ready and prepared’ for the crucial and all important Ofsted visit. These consultancy sessions have been invaluable to our schools and academies so far.

Additional
Strategic functions are now no longer subsidised due to funding reductions. Therefore, support and assistance for all statutory functions such as pupil and staff CENSUS as well as key stage assessments will now be chargeable to all schools not buying into our SLA for MIS support.

Charges:
It is envisaged that the basic SLA costs will remain the same for the SLA period 2011/2012. However, due to a reduction of Government funding, additional charges will occur in regards to MIS annual maintenance and assistance with statutory returns. Charges for the new SIMS Learning Gateway will also be published in the near future but these will be around 25% cheaper than comparable costs from Capita.

Insurance & Risk Management Group

Key Contacts:
George Pinder (Insurance Officer)
Ann Peel (Insurance and Risk Officer)

Contact number:
Telephone: 0161 234 5259
Fax: 0161 274 7002
E-mail: insurance.and.risk.management@manchester.gov.uk
Nature of Service Provided:
The Insurance and Risk Management Group offers to schools and academies a comprehensive package of insurance covers including Property, Engineering, Officials’ Indemnity, Employers’ Liability, Public/Products Liability, Personal Accident, Travel, Money and Fidelity Guarantee.

During the last year the Council has undertaken a significant realignment of insurance arrangements for schools and academies, allowing for closer communication between schools and academies and insurers and also providing additional capacity for the Insurance Group to provide risk management advice and support.

Charges:

Services Offered to schools and academies

1. Core Service
The Insurance and Risk Management Group (IRG) works in partnership with a number of departments to provide a core insurance and risk management service in the following ways:

(i) Arrangement of appropriate levels of insurance cover to provide a high level of financial protection against significant risks

<table>
<thead>
<tr>
<th>Risk</th>
<th>Level of Insurance</th>
<th>Excess</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property – Material Damage and Business Interruption (incl. Terrorism)</td>
<td>Full Reinstatement Value</td>
<td>£200 / £500</td>
</tr>
<tr>
<td>Engineering (incl. Statutory inspection service)</td>
<td>Up to £5M</td>
<td>£500</td>
</tr>
<tr>
<td>Officials Indemnity</td>
<td>£5M</td>
<td>£500</td>
</tr>
<tr>
<td>Employers’ Liability</td>
<td>£100M</td>
<td>£500</td>
</tr>
<tr>
<td>Public/Products Liability</td>
<td>£100M</td>
<td>£500</td>
</tr>
<tr>
<td>“Injuries Scheme”</td>
<td>Up to £37,500</td>
<td>-</td>
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<tr>
<td>Personal Accident</td>
<td>Up to £120,000</td>
<td>-</td>
</tr>
<tr>
<td>Travel – Medical Expenses, etc.</td>
<td>Up to £Unlimited</td>
<td>-</td>
</tr>
<tr>
<td>School Pupils - Travel – Medical Expenses, etc.</td>
<td>Up to £5M</td>
<td>£50</td>
</tr>
</tbody>
</table>
Personal Accident – Pupils on Work Experience £10,000 -

Money Various -

Fidelity Guarantee £10M £500

(ii) Advice and assistance regarding the submission of insurance claims

(iii) Post-loss support including the assessment of damage to school property and the procurement of, and supervision of, reinstatement works

(iv) Defence of liability claims made against a school arising out of death, injury, illness, or loss of or damage to third party property

inspection of engineering equipment (lifting equipment and pressure plant) by competent persons at the required frequency in compliance with statutory obligations.

As governors of voluntary aided schools are no longer able to rely upon the receipt of government grant to fund 90% of their responsibilities for reinstating property following significant sudden and unforeseen damage or loss, the property cover included in the core service is extended to provide a means of funding in lieu of grant.

The IRG aims to provide a first class service at a competitive cost by achieving the most cost effective balance between the procurement of insurance cover through the commercial insurance market and use of the City Council’s in-house Insurance Fund.

The IRG and its partners have had many years experience in procuring and managing insurance arrangements both for the local authority and for local schools and academies.

2. Optional Covers

The following covers are not included in the core insurance and risk management service, but are available upon request:

(i) Motor Vehicle (Comprehensive including uninsured loss recovery) for school vehicles other than vehicles hired from Environment & Operations (Fleet Management)

(ii) Motor Vehicle Loss of No Claim Bonus/Payment of Excess for Governors’ private cars whilst being used on school business

Agreement Period
The current agreement runs from 1 April 2008 to 31 March 2011.
The charge is based upon a cost per pupil multiplied by the total number of pupils on roll at the school as advised by the LEA.

**Charges**

We anticipate that, based upon our assessment of the risk and the prevailing market conditions, the level of the annual rate per pupil per annum could be maintained throughout the three-year period. In return for price stability from the service, we ask that any school purchasing the service gives a commitment that it would not opt out of the service provided that any increase in the rate (arising from any additional insurance costs that could not be absorbed within the rate quoted at the outset) will not exceed the rate of building costs inflation prevailing at the time.

At the present time, we do not anticipate that it will be necessary to increase the current rates. Schools and academies should have received written information by 1 March 2011 to confirm the rates for the period 1 April 2011 – 31 March 2012 or to advise on any changes.

**Rate per Pupil – Core Service**

- Nursery Schools £119.80 per place
- Primary Schools £45.46
- Voluntary Controlled Primary Schools £45.46
- Voluntary Aided Primary Schools £36.12
- Secondary Schools £62.30
- Voluntary Aided Secondary Schools £38.14
- Special Schools £96.52 per place
- Temple Primary School £17.58
- Abraham Moss High School £22.16
- Wright Robinson Specialist College £25.65
- Rodney House Special School £62.59 per place

**Rate – Optional Covers**

- Motor Vehicle (Comprehensive) – School vehicles £500.00 per vehicle
- Motor Vehicle (Loss of No Claim Bonus, etc.)
- Governors’ private cars £2.10 per governor

SLA 2011/12
Legal Services

Key Contacts:

Liz Treacy (Head of Legal Service)
Jacqui Dennis (Head of Neighbourhood Services)
Guy Twemlow (Team Leader)

Contact number:

Liz Treacy
Telephone: 0161 234 3339
Fax: 0161 274 7016
Mobile:
E-mail:

Jacqui Dennis
Telephone: 0161 234 4489
Fax: 0161 274 7016
Mobile:
E-mail:

Guy Twemlow
Telephone: 0161 234 3784
Fax: 0161 274 7016
Mobile:
E-mail: g.twemlow@manchester.gov.uk

Nature of Service Provided:
The City Solicitor will provide legal services to the School/Academy as detailed in Services Offered to Schools and Academies.

Services Offered to Schools and Academies
The City Solicitor will provide legal services to the School/Academy in the following areas:

Private Law Issues
Advice to schools on:-
- Access of school records by parents, pupils and third parties.
- Contact Disputes.
- Residence Orders and other private law application.
- Advice to teachers in order to avoid the need for attendance at Court.

Contracts
The drafting and completion of contracts/agreements. Advising on the application of Contract Regulations, E.U. Public Procurement Procedures and "Best Value".
Includes:-

SLA 2011/12
- Considering instructions and liaising with school.
- Preparing draft contract and ancillary contract documentation.
- Correspondence and attending meetings as appropriate.
- Completion of agreement.
- Advice throughout, including advice on termination and enforcement.

**General Legal Advice**

Legal Advice on:-
- Trespass and nuisance on school premises mostly relating to parents, pupils and ex-pupils who may act in a threatening manner to school staff and property.
- School specific issues concerned with:
  - Education Welfare issues concerning non-school attendance.
  - Admissions and Exclusions (including exclusions of disruptive pupils).
  - Special Educational Needs and disability issues (including representation at Special Educational Needs and Disability Tribunals).
  - Health and Safety.
  - Other miscellaneous issues affecting the school.

**Training**

Training for Staff or Governors (if required) in relation to legislation, guidance and case law.

**Additional Services**

The Council may agree to undertake services in addition to the Core Service. These will be specifically agreed between the parties and subject to the resources available to the Council. Such services could include:

- Representation at Exclusion Appeal Tribunals.
- Debt Collection for sums over £250.
- Copyright and Intellectual Property matters.
- Advice and Production and negotiations of documents relating to Property related transactions e.g. leases/occupancy agreements.

**Service Standards and Evaluation**

<table>
<thead>
<tr>
<th>No.</th>
<th>Measure</th>
<th>Target %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Acknowledge emergency instructions within 1 day of receipt</td>
<td>95%</td>
</tr>
<tr>
<td>2</td>
<td>Acknowledge instructions to act within 5 working days</td>
<td>98%</td>
</tr>
<tr>
<td>3</td>
<td>Complaints to be dealt with in accordance with procedure</td>
<td>95%</td>
</tr>
</tbody>
</table>
### Part B – Debt Matters (NB this is an Additional Service)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Debt matters – serve letter of claim within 5 working days of receipt of instructions</td>
<td>95%</td>
</tr>
<tr>
<td>8</td>
<td>Serve summons / particulars of claim within 10 working days of letter of claim.</td>
<td>95%</td>
</tr>
<tr>
<td>9</td>
<td>Take client instructions / offer advice at key stages of proceedings as agreed with client</td>
<td>95%</td>
</tr>
</tbody>
</table>

### Part C – Property (NB this is an Additional Service)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>To investigate and report on the Title to a School property within 5 days of receipt of instructions</td>
<td>98%</td>
</tr>
</tbody>
</table>

### Charges for Legal Services SLA

#### 1 The Core Service Fee

1.1 The annual fee for Legal Services for 2009/2010 is £695 for Secondary Schools and Academies, £695 for Special Schools, £480 for Primary Schools.

1.2 The Core Service Fee does not cover any disbursements, for example Counsel's fees, Court fees, etc. The School must meet all disbursements in full.

#### 2 Additional Services outside the Core Service Fee

2.1 The Council may agree to undertake additional legal services at fees of:

- Senior Manager/Principal Solicitor £95 per hour, exclusive of VAT
- Solicitor £85 per hour, exclusive of VAT
- Legal Officer £60 per hour, exclusive of VAT

Alternatively :

- Blended rate £75 per hour, exclusive of VAT

#### 3 Accounting, Billing and Paying

3.1 The Council will issue an annual invoice for the Core Service Fee.

3.2 The Council will issue monthly invoices for Additional Services completed by the City Solicitor Services. Where disbursements are incurred e.g. Court fees or barrister fees these costs will be paid by the City Solicitor and added to the next monthly invoice. A detailed schedule of all work undertaken will be provided.

3.3 Payments of compensation and Claimant’s legal costs will be paid directly by the School.

3.4 The School will settle the invoices within 28 days of receipt. Where costs are incurred as a result of additional services these will be added to the next monthly invoice, with a detailed schedule of all work undertaken.
Management Support to Schools and Shared Service Personnel

Key Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phil McKenna</td>
<td>Head of Service</td>
</tr>
<tr>
<td>Jill Neal</td>
<td>Policy Development Manager</td>
</tr>
<tr>
<td>Rachel Foster</td>
<td>Casework Manager</td>
</tr>
</tbody>
</table>

Contact Numbers

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Telephone</th>
<th>Fax</th>
<th>Mobile</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phil McKenna</td>
<td>Head of Service</td>
<td>0161 234 7195</td>
<td>0161 234 7031</td>
<td>07901 528 710</td>
<td><a href="mailto:p.mckenna@manchester.gov">p.mckenna@manchester.gov</a></td>
</tr>
<tr>
<td>Jill Neal</td>
<td>Policy Development Manager</td>
<td>0161 234 7106</td>
<td>0161 234 7031</td>
<td>07901 528 708</td>
<td><a href="mailto:j.neal@manchester.gov.uk">j.neal@manchester.gov.uk</a></td>
</tr>
<tr>
<td>Rachel Foster</td>
<td>Casework Manager</td>
<td>0161 234 7016</td>
<td>0161 234 7031</td>
<td>07901 528 708</td>
<td><a href="mailto:r.foster@manchester.gov.uk">r.foster@manchester.gov.uk</a></td>
</tr>
</tbody>
</table>

What is Management Support to Schools?

Professional support for headteachers, governors and leadership teams.

The service offers advice and practical assistance to schools, academies and other educational establishments on school management, governance and people related issues. The service received excellent feedback in the October 2010 client satisfaction survey (68% of respondents scored the service at a maximum ten on a ten point scale with 95% scoring 7 and above).

The service provides flexible support as required and shares knowledge and skills to enable you to manage issues effectively. The commitment is to be there when you need support.

You decide how to use the service. You can use the helpline which has handled over 400 calls per month and which, typically, answers over 80% of queries at the first contact. The helpline is staffed by very experienced advisers – the same people who
provide practical support to schools on the range of complex issues detailed below. You can use the management support website (hosted by MEWAN) and also access the document library.

Headteachers report that they value the access to a relationship manager most of all. You can discuss issues with your relationship manager in complete confidence and can expect straightforward, no nonsense and pragmatic advice and support. The service is different because it is designed around the needs of Headteachers and senior leaders in schools and provides “on the spot” support where and when you need it.

**What is included:**

- Unlimited access to our expert helpline, by phone and email
- Unlimited access to management support online
- 24/7 critical incident management support
- Named relationship manager
- Dedicated planning time with your relationship manager
- Guaranteed advisory time
  - Additional advisory time where required, at rates ranging from £160 -£190 per half day (depending on the level of resource required and current market rates)
- Free termly briefings

**Nature of Service Provided**

We work alongside you, on your priorities, on a range of complex ‘people issues’.

Typically this includes:

- Staff conduct
- Staff capability
- Investigations, hearings & tribunals
- Safeguarding and safer recruitment
- Dispute resolution
- Staff Attendance Management
- Exit strategies
- Critical incidents
- Difficult parents
- Succession planning
- Headteacher recruitment
- Staff structures
- Mediation and conciliation
- Policy production and adaptation
- Bespoke training for your staff, on your priority areas

**Charges**

The charges for 2011/12 are currently being adjusted to detach the costs of the Personnel Shared Service element (contracts and appointments, transactions and
processing) following requests that this is charged separately from the Management Support SLA. This information will be available shortly and you will be provided with the revised details as soon as possible.

**Passport “2” Sport**

**Key Contacts:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthony Thompson</td>
<td>Telephone: 0161 953 2484</td>
</tr>
<tr>
<td></td>
<td>Fax: 0161 232 3124</td>
</tr>
<tr>
<td></td>
<td>Mobile:</td>
</tr>
<tr>
<td></td>
<td>E-mail: <a href="mailto:a.thompson5@manchester.gov.uk">a.thompson5@manchester.gov.uk</a></td>
</tr>
</tbody>
</table>

**New for this year**

Passport 2 Sport now comes with an optional “festival” on the final week of delivery, with pupils taking part in low level competitions against locally clustered schools. All participants from all schools will be of the same ability, with the same coach delivering to the cluster.

No results are published anywhere, so pupils and staff can enjoy this inclusive festival environment, if desired. This already aligns to the new School Sport structure.

2010-11 also sees more clubs and professional commissioned services delivering the high quality service.

2010 – 11 also marks the start of an exciting new era in School Sport with the changes in the National School Sports Policy allowing schools more freedom to design their own provision. Passport 2 Sport can help schools fulfil their potential by consulting with you to design, deliver and evaluate all areas of PE and School Sport, from curriculum to CPD, from school sports teams to KS1 Multiskills. For more information contact Anthony Thompson, details above.

**Nature of Service Provided:**

Passport “2” Sport is a non curriculum sport and physical activity scheme designed to introduce Manchester’s primary school children to six different sports or physical activities per academic year. The service encourages physical activity amongst children and is focused on increasing participation levels outside of school by linking all sessions to local sport and activity clubs.

The scheme is targeted at all Manchester’s primary schools (mainstream and special) with the emphasis on full inclusive participation.

All sessions are delivered on school premises in a safe, effective, learning environment, by fully qualified coaching staff and sports teachers.
**Service Offered to Schools and Academies**

Each school receives one sport or physical activity per half term comprising of one session per week for five weeks.

A different sport is delivered each half term. Six sports per year from a selection below;

| “Jolly Olly” Soccer (story based soccer club) |
| Basketball                                      |
| Cheerleading                                     |
| Cricket                                         |
| Cycling                                         |
| Disability Specific Sports                      |
| Dodgeball                                       |
| Gymnastics                                      |
| Hockey                                          |
| Indoor & Outdoor Athletics                      |
| Invasion Games (Rugby, Football, Hockey, etc)    |
| Multi Skills                                    |
| Multi sports (different sports each week)        |
| Net & Wall Games (Tennis, Badminton, Volleyball, Squash) |
| Netball                                         |
| Non contact Boxing                              |
| Orienteering                                    |
| Rounder’s                                       |
| Rugby League/Union                              |
| School Team Training (Various Sports)           |
| Soccer Skills Clubs                             |
| Street Dance/ Hip Hop / Disco dance             |
| Striking & Fielding Clubs (Cricket & Rounders)   |
| Summer Sports (Cricket, Athletics, Rounders, Tennis) |
| Taekwondo                                       |
| Tag Rugby                                       |
| Tai Chi                                         |
| Tennis, badminton (Racquet Sports)              |
| Yoga                                            |

The aim of the project is to maintain and grow the network of after school sports and physical activity clubs that will expand the delivery of sport across the City in various ways in order to:

- target school years 3 to 6 at primary school and year 5 and above in special schools with a full inclusion policy so all have the opportunity to participate in sports they may have had little exposure to previously;

- provide fully qualified and CRB cleared coaches to deliver the scheme;

- use of curriculum time either before, after school or lunchtime;
• offer access at each school site and local venues where appropriate;
• provide a diverse range of sports, 6 per academic year per school;
• link to a series of city wide festivals and competitions enabling the children/schools and academies to celebrate the skills and abilities developed within the scheme;
• enable children from all backgrounds to participate in sports and enhance their skills as a participant, competitor, or official;
• link schools sports clubs to the local voluntary sports club network; and
• link schools to the Manchester Performance squads for each sport.

Standards and evaluation of the Passport “2” Sport Programme

• All sessions are delivered by Manchester Leisure Coaches, Club coaches and specially commissioned professional agencies who hold nationally recognised qualifications in:
  o National Governing Body Level 2 coaching award (or equivalent)
  o Safeguarding
  o First Aid Certificate
• All coaching staff have an Enhanced Criminal Record Bureau check and have been cleared to work on the Passport “2” Sport Programme.
• Manchester Leisure operates an ‘Open Door’ policy with regard to school liaison. The Passport “2” Sport Officer is available to visit schools and discuss any issues relating to the programme.

The School’s role as a partner in the Service Level Agreement

The school can support children in this scheme by:

• targeting the children to be involved, and encourage regular attendance;
• providing information about the group attending each sports club, e.g. names, ethnic breakdown, male/female breakdown, special medical conditions, Unique Pupil Reference Number (UPRN);
• providing information relating to risk assessment of the facility (on-site activities only);
• arranging for access to school facilities e.g. playground, field, school hall, appropriate to activity being delivered and that facilities are ready for use;
• ensure that where the school has elected to opt out of MCC insurance that school notifies their insurers about the undertaking of the sports activities in order to ensure appropriate cover;

• ensuring that only the agreed group of children attend the session;

• ensuring a member of staff remains on site for in-school activities;

• encouraging volunteer support from interested parents/welfare staff where relevant;

• providing safe and secure storage for sports equipment, maintaining and replacing lost items where relevant;

• highlighting the project with children by regular inputs in assembly and liaison with representatives of sports development; and

• encouraging continuity of sports participation at school or at local sports clubs.

**Agreement Period and Termination Option**
Schools wishing to terminate the SLA must do so in writing to the Passport “2” Sport Manager and must give one full school term’s notice of their intention to terminate the SLA.

**Charges:**
The cost to the school for 1 session per week is £450 per academic year; this amount is a percentage of the overall cost as partnership funding from the Big Lottery Fund and investment from the School Sports Partnerships cover the total amount.

**Payroll and Pensions**

**Entry to Follow**

**Manchester School Swimming Instruction Programme**

**Key Contacts:**

<table>
<thead>
<tr>
<th>Kevin Nuttall (Strategic Aquatics Manager)</th>
</tr>
</thead>
</table>

**Contact number:**

| Tel: 0161 274 1241 | Mobile: 07795 050045 | E-mail: k.nuttall@manchester.gov.uk |

SLA 2011/12
Nature of Service Provided:

**Charge for Services**
There are two service packages, which we are pleased to offer schools:

1. **Manchester School Swimming Instruction Programme Service**
   To provide a School Swimming Lesson Programme which delivers the statutory requirements of The National Curriculum for Key Stage 2 in a safe, effective, economic and flexible way, to meet the needs and requirements of all pupils and schools.

2. **Manchester School Swimming Transport Service**
   To provide a co-ordinated swimming transport service for schools taking part in the Manchester School Swimming Programme, this ensures that children are transported from school to the pool in accordance with the swimming timetable

   The distribution of the budget for both the above services is allocated to each primary school in proportion to the number of pupils on the individual school’s roll in Key Stage 2, in January 2011 for the delegated budget for 2011/2012. The same formula will be used in subsequent years.

1. **Manchester School Swimming Instruction programme Service**

   **Strategic Management Element of Service**
   - Strategic management and development of the School Swimming Programme.
   - Monitoring the delivery of the School Swimming Programme to ensure compliance to the agreed standards, programmes of study and schemes of work.
   - The preparation and maintenance of Swimming Registers which, also acts as the Record of Achievement for Schools Swimming.

   **Services to Schools**
   - Manchester Leisure provides a comprehensive swimming lesson programme, which aims to ensure that during Key Stage 2 all pupils will have the opportunity to access the school swimming programme.
   - To give pupils the opportunity to learn to swim in a safe and constructive learning environment whilst complying with the guidelines of the National Curriculum
   - The programme will follow National Governing Body Guidelines and will deliver the National Teaching Plan for Swimming
   - To develop confidence in water and show children how to rest, float and adopt support positions.
• A variety of means of propulsion, using either arms or legs or both, and how to develop effective and efficient swimming strokes on the front and on the back.

• To be taught the principles of survival and water safety skills.

• Although swimming tuition is currently timetabled in 40-minute sessions schools which have specific requirements, such as special programmes for non-swimmers, advanced swimmers or additional sessions, can be tailored into a 40-minute period to meet these needs.

• All swimming lessons are delivered by a team of specialist qualified swimming instructors employed by Manchester Leisure.

• The Programme of Study and Schemes of Work delivered by the instructors are in accordance with the requirements of the National Curriculum. All swimming instructors are constantly updated on new teaching methods and are expected to attend Amateur Swimming Association In-Service training to further develop their skills.

• Headteachers will be issued with a Manchester Schools Swimming Manual, which provides a ready reference for the swimming programme, the individual roles and responsibilities of all partners and information relating to out of school opportunities for swimming.

Standards and evaluation of the Swimming Instruction Programme

• The aim of the service is to deliver a Swimming Lesson Programme, which achieves the requirements of the National Curriculum in Key Stage 2.

• This is achieved through the Programme of Study and Schemes of Work to structure lessons and to ensure pupils have realistic targets to aim for at the appropriate level to their swimming ability.

• All swimming lessons are delivered by swimming instructors who hold nationally recognised qualifications and guidelines:
  
  o ASA – Teaching of Swimming – NVQ Level 2
  o RLSS – National Pool Lifeguard
  o First Aid Certificate

• All school swimming staff have a Criminal Record Bureau check and have been cleared to work on the school swimming programme.

• To ensure that pupils are progressing at the required rate, regular assessments will be undertaken by the Swimming Instructor and these will be recorded on the Swimming Register, which also acts as the Record of Achievement.
Manchester Leisure operates an 'Open Door' policy with regard to school liaison. The Area Swimming Co-ordinators are available to visit schools and discuss any issues relating to the school-swimming programme.

Schools will be provided with a progress report at the end of each term, detailing individual pupils achievements and attendance. These will be sent directly to the Head Teacher, the Class teacher and Primary Link teachers.

At the end of each school swimming year, the school will be provided with a report on that phase of swimming lessons. Certificates will be supplied by the Instructor, for issue by the school as appropriate to the pupils.

2. Manchester School Swimming Transport Service

**Strategic Management Element of Service**

- Co-ordination of the swimming transport timetables and liaison with the transport company and school regarding any changes.
- Monitoring the performance of the transport company.
- Management of the financial arrangements within the School Swimming Transport Agreement.
- To prepare and liaise with the Chief Executive’s department for the tendering of the School Swimming Transport service.

**Services to Schools**

- Manchester Leisure manages and co-ordinates the school transport arrangements to and from pools.
- This service includes the preparation of transport timetables in conjunction with headteachers and monitoring the transport company's compliance with the agreed school transport timetable.
- Liaison between schools and the transport agreement or regarding any changes in the school's transport requirements.

3. Standards and evaluation of the Swimming Transport Programme

The aim of the service is to provide a flexible but efficient, effective and economic transport service to schools taking part in the Manchester School swimming Programme.

The Service is monitored by the Strategic Aquatics Manager, Area Co-ordinators and School Swimming Programme Administrator.
Service Standards

- The programme will deliver in line with Amateur Swimming Association recommendations of good teaching practices and deliver the content needs of the National Curriculum.

- MCC have adopted the National Teaching Plan for Swimming as recommended by the National Governing Body.

- The Manchester Leisure child protection procedure will be implemented during the delivery of the programme.

- All financial and accounting activities will comply with Manchester City Council Financial Regulations.

- To monitor the School Swimming Transport Service in the delivery of effectiveness, punctuality and overall performance of the agreement provided to the schools.

- Complaints, Praise and Correspondence will be dealt in line with the Manchester City Council procedures.

- The school swimming programme is staffed Monday to Friday 8:00 am till 14:00 pm, during the school term and various members of staff will be available outside of these hours. There is also a 24 hour Fax line as well as full E-mail access.

4. The School’s role as a partner in the Service Level Agreement

The School Swimming Programme is seen as a collaborative partnership between Manchester Leisure and the School to ensure that pupils achieve the required statutory standards for Key Stage 2 Swimming. To support this aim, the Headteacher is responsible for regular liaison with the Area Swimming Coordinator regarding swimming instruction issues, transport arrangements where applicable, the swimming timetable and any cancellations, distribution of swimming awards where appropriate to pupils and a general overview of the programme.

The school should ensure that all pupils are adequately supervised during the visit to the pool. The Head teacher arranges with the School Swimming Instructor, for any supervising class teachers and teaching assistants to be trained in the Normal Operating Procedures and Emergency Action Plan, specifically written for supervision of school swimming lessons for that facility.

Agreement Period and Termination Option
1. Manchester School Swimming Instruction Programme
   The Service Level agreement will commence from 1 April 2011 and continue through to 31 March 2012. The number of weeks per year will be determined on how many swimming weeks are in each financial year. However there will be a minimum of thirty weeks per year for this SLA.

   Schools wishing to terminate the SLA for the School Swimming Instruction Programme must do so in writing to the Strategic Aquatics Manager and must give one full school term’s notice of their intention to terminate the SLA.

2. Manchester School Swimming Transport Service
   The SLA will commence from 1 April 2011 and through to 31 March 2012.

   Schools wishing to terminate the SLA for the School Swimming Instruction Programme/Transport Service must do so in writing to the Strategic Aquatics Manager. A school must give one full school term’s notice of their intention to terminate the SLA.

Charge for Service:

Prices are looking to hold as for 2011.

Trading Services - Caretaking

Key Contacts:
- Sue Power (Area Manager, North Manchester)
- Ken Power (Area Manager, South Manchester)

Contact number:
- Telephone: 0161 957 8314/5/6
- Fax: 0161 274 7243
- Mobile: s.power@manchester.gov.uk
- E-mail: k.power@manchester.gov.uk

Nature of Service Provided:
Trading Services - Caretaking is a responsive, proactive team with many years experience in the cleaning industry. Our customers include nurseries, schools and academies, colleges and public buildings throughout Manchester. We offer a professional, customer focused service designed to meet your individual needs.

Summary of Services in the Service Level Agreement

Staff Recruitment and Selection
- Advertisement placement
- Interviewing
Training
- Caretaker and Cleaner induction
- Risk assessment, COSHH awareness
- NVQ Level 2 Building Cleaning

Relief Caretaking
Supplying cover for sickness and holidays

Key Holding Service
Providing key holding arrangements for access

Work Scheduling
- Reviewing and providing alternatives on cleaning time management
- Reworking of caretaker’s work programme

Technical Services
- Assessing staff
- Cleaning standards
- Cleaning procedures
- Record keeping of school floor cleaning area

Industrial Relations
Attendance at grievance and disciplinary meetings

The Charge...
- Primary & Special Schools £530
- Secondary Schools £1,580
- Academies £1,580

Additional Services Provided outside Agreement
Hard Floor Stripping

Hard Floor Sealing

Hard Floor Polishing

Vinyl/P.V.C./Linoleum Cleaning

Wood Floor Sanding

Carpet Cleaning

Telephone/Computer Cleaning

Graffiti Removal
Trading Services – School Contract Cleaning

Key Contacts:

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sue Power</td>
<td>Area Manager, North Manchester</td>
</tr>
<tr>
<td>Ken Power</td>
<td>Area Manager, South Manchester</td>
</tr>
</tbody>
</table>

Contact number:

<table>
<thead>
<tr>
<th>Contact</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>0161 957 8314/5/6</td>
</tr>
<tr>
<td>Fax</td>
<td>0161 274 7243</td>
</tr>
<tr>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:s.power@manchester.gov.uk">s.power@manchester.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:k.power@manchester.gov.uk">k.power@manchester.gov.uk</a></td>
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</tbody>
</table>

Nature of Service Provided:

Trading Services Cleaning Team provide quality cleaning service to commercial offices, public buildings and educational establishments in Manchester. Whatever your cleaning requirements, we can provide an efficient, cost effective solution. The School Cleaning Service will work directly with schools and academies to determine your requirements and design a tailored cleaning package to accommodate those needs.

Our School Cleaning Service is operated by a qualified and experienced management team who have extensive knowledge of the cleaning services, operating over 200 contracts in 160 buildings within the authority with particular experience in specialist floor treatment and control of infections procedures.

Service offered to schools and academies

- Sufficient and appropriate levels of staff, materials and equipment with which to carry out the agreed services.
- Offer professional advice in respect of cleaning materials including specialist cleaning as required.
- The school cleaning service will arrange comprehensive staff training including customer care and Health & Safety.
- Provision of personnel and payroll services for staff including recruitment and induction.
- Ensuring cleaning staff are CRB checked at an enhanced level.
- Provision of all cleaning equipment and arrangements for the repair and maintenance of the equipment.
• The cleaning service will be organised for the agreed daily times and frequencies.

Service Standards and Evaluation

• We will ensure that regular site visits are made to schools and academies by area managers.

• We will always ensure services comply with environmental standards.

• We will arrange replacement equipment for obsolete and condemned items.

• We will support our staff and offer guidance on a regular basis.

• We will ensure all our staff are fully trained and qualified.

• We will programme work to enable a member of our management team to meet with the client on a regular basis to review the service and standards.

• We will keep health and safety at the forefront of everything we do to ensure our staff are trained in this area.

• We will ensure that each school is allocated a named, dedicated senior supervisor who will be responsible for your school.

• We have allocated dedicated telephone help line for all client related queries, which will be available from 6.00am to 6.00pm Monday to Friday (excluding public holidays).

• A 24 hour fax and e-mail service is available

• All complaints will be recorded, investigated and a response provided within 15 working days or an explanation why a reply may take longer. Where you have a serious complaint this will be dealt with in accordance with the Council's Corporate Complaints Procedure.

• We aim to respond to telephone enquiries immediately. If this is not possible, enquiries will be noted and an officer will contact you by telephone or fax by the end of the working day or in exceptional circumstances on the following working day.

• Survey questionnaires will be provided for all subscribing schools and academies and these, together with the record of comments and complaints will be used to measure quality of performance.

Charges

What is the basis of the service price and what will the service cost?
The agreed charge will be based on an assessment of cleaning hours required to perform all cleaning duties during term time, periodic maintenance in the closure periods, relief cover and the provision of all equipment and materials.

The charges will be subject to annual inflation.

The cost for each school will be agreed on an individual basis with the client and is given in the Service Level Agreement (to be made available separately).

Examples of average costs are:
Band A - Schools and academies 1,300 sq mtrs or less £8,920 per annum
Band B - Schools and academies 1,600 sq mtrs or less £12,742 per annum
Band C - Schools and academies 2,000 sq mtrs or less £17,840 per annum

*.For Bands A, B & C It is assumed the Caretaker will clean an area the equivalent to 15 hours per week (600 sq mtrs)
Feedback

We are continuously looking at ways to improve how information is shared with schools and academies. It would be useful if you could spare some time to complete this form and return it with your completed intention to purchase form to the Customer and Business Support Team.

Quality of general information available in the directory

Excellent ☐ Good ☐ Satisfactory ☐ Poor ☐

Quality of specific service provider information available in the directory

Excellent ☐ Good ☐ Satisfactory ☐ Poor ☐

How useful do you find the directory
(1 being the least useful, 4 being the most useful)

1 ☐ 2 ☐ 3 ☐ 4 ☐

Is there anything additional that you would like to see in this directory for the future?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Name of school/academy (optional)

________________________________________________________________________

Thank you for completing this form.

Customer and Business Support Team
Manchester Children’s Services Directorate
Overseas House
Quay Street
Manchester
M3 3BB

SLA 2011/12