Services for schools and academies
2016 – 2017

Providing quality support for schools, academies and colleges.

Please ensure the form recording the choice of services is completed and returned, by email at the latest by 1 May 2016.
Welcome

Welcome to our refreshed Services to Schools Brochure 2016-17 which brings together a wide range of services available to you. Many of the services will be familiar to you, but there are some additions to provide you with a wider range of support. New service additions this year include Consultations, Educational Psychology, Coaching, Brixham Harbour tours and Clerking services.

Our teams at Torbay Council have a wealth of experience and expertise across a broad spectrum of services. We can also offer you bespoke packages of support and training to meet the needs of individual and families of schools.

The brochure is intended to help schools and academies to make decisions about services you want to buy. We aim to support you in making most effective use of your resources. If you can’t find what you need in this brochure, then please do not hesitate to contact our staff using the contact details provided.

To make doing business with Torbay Council as easy as possible, we have a dedicated single point of contact for all inquiries.

You can contact us on 01803 207953 or email us on julie.kniveton@torbay.gov.uk
The brochure provides an overview of each service however should you need more information please contact us to discuss your requirements in more detail.

We understand the challenges we are all operating in, and we are confident our services continue to provide value for money.

Our charging structures are designed to be as transparent as possible to aid your budgets for the year ahead.

The charges reflect the needs of different types of schools, and are explained within each service providers section.

Where a bespoke service is required, please contact us to discuss the development of a tailored pricing package.

Our aspiration is to enable schools and academies to realise the best value, from services designed to provide robust, effective support, and be responsive to need.

We hope that the increased range of services in the brochure will improve the information provided, and support you in making the best possible choices for your schools. Torbay Council look forward to working in partnership with you during the year ahead.

For information on new offers and service updates, sign up to our periodic newsletters by following this link and completing the simple form http://eepurl.com/bvQEqX. Please choose the services to schools option for updates most relevant to you.
Why choose Torbay Council Services?
Developing long term relationships with schools as important customers is a key aspect of our service offer. Central to this is the ongoing development of services to ensure we provide the support you need. As a result some services have been reshaped to better meet the needs of customers.

Torbay Council’s team of experienced staff have a wealth of knowledge and expertise in supporting the education sector which you can trust and depend on. We therefore believe we are best placed to respond to the specialised needs of schools and academies both in Torbay and the surrounding areas.

Quality Assurance – Torbay Council is committed to providing the high level of standards that schools can trust. We are building on ongoing work to adopt a smarter way of working with you, while maintaining our continuous improvement ethos.

Our aspiration continues to be to enhance the partnerships we have with schools and academies, and we are committed to continuous improvement of our services. We understand how high quality support services are a key factor in improving school outcomes in an evolving environment.

Torbay Council services will:
- Provide services which will enable you to focus on providing the highest standards of education to your students.
- Deliver reliable and robust services that you can depend on.
- Provide excellent value for money.
- Support compliance with legislative standards.
- Work with you to shape and improve our future services.
- Foster an ethos of continuous improvement in our interface with schools and academies.
- Provide you with access to highly qualified professional staff to support your school.
The specialised nature of our relationship with schools facilitates a unique understanding of the challenges you face.

Torbay Council services are therefore designed to maximise the value you receive from your budgets. We operate on a cost recovery basis rather than making a profit, striving to always offer value for money.

**Please note**

The period of the subscription is shown on the pages listing the services.

Where pupil numbers are mentioned, the autumn term census will be used unless stated otherwise.

It is advisable for the governing body to be involved in decisions on purchasing services as part of the budget setting process.

**Testimonials**

Hear what our customers have to say about Torbay Council. You will find comments from clients throughout the brochure reflecting the high level of service we provide to our customer base.

Torbay Council strives to provide an excellent service and customer feedback is important to us. Where we have done well, we are able to share best practice across other parts of the council.

It is also important that customers tell us when things need improving, so we can put it right, and prevent a repeat occurrence. Please contact Julie.Kniveton@torbay.gov.uk with your feedback on our service.
How to purchase our services

Torbay Council aim to make purchasing our services as seamless as possible.

We have a dedicated point of contact in place to assist you with any inquiries regarding the purchase of a service agreement. An advisor is available on 01803 207953 Monday to Friday 9.00am to 5.00pm.

Service Level Agreements – Maintained Schools

- Agreements are offered for one, two, or three year periods, enabling you to manage your cost base effectively.
- Where an agreement is to be terminated the terms and conditions in the Service Level Agreement will apply.
- You may mix one, two and three year service level agreements across the range of council services offered.
- Some services may rely on minimum subscription levels. If the subscriptions do not meet the required levels the council may suggest alternative suppliers that may be of interest.

Contracts for Academies

- Agreements are offered for one, two, or three year periods, enabling you to manage your cost base effectively.
- To facilitate budgeting and promotion of service stability, we recommend that you discuss the option of a three year contract with your council advisor.
- Where an agreement is to be terminated the terms and conditions in the contract will apply.
- You may mix agreements of different tenures across the range of council services offered.
- Some Services may rely on minimum subscription levels. If the subscriptions do not meet the required levels the council will suggest alternative suppliers that may be of interest.

Where multiple services are purchased the teams are able to offer a joined up approach, saving you time and effort.
Who to contact?

There are contact details listed on each service page. Alternatively contact our Business Development Manager as follows:

Email: julie.kniveton@torbay.gov.uk

Telephone: 01803 207953

You will receive confirmation of the services you request as part of the new service contracts.

Please note all prices are shown exclusive of VAT.

Where schools or academies are interested in multiple services from Torbay Council, discounts may be available. Please contact us to discuss a bespoke pricing package tailored to your requirements.

Upon purchasing services, schools will be invoiced for the support services you have opted for.
Finance

Financial Advisory Service - Maintained

Professional financial support from both a qualified Accountant and two Accounting Technicians, in providing advice to schools via phone, e mail and personal visits to enable schools to fulfil their financial management responsibilities on key accounting functions.

Service descriptions

• Budget preparation including three year budgets and one to one support.
• Budget Monitoring including critical friend support.
• Closure of the accounts including training sessions.
• Support for achievement of the Schools Financial Value Standard.
• Annual health check on FMS6 to ensure robust underlying data.
• VAT helpline.
• VAT returns for Local Payment Schools.
• Consistent Financial reporting – Co-ordination.
• Attendance at governing body meetings re financial management and reporting issues.
• Ensuring compliance with School Finance Regulations and any other enactments relating to the management and operation of a delegated school budget.
• Support and attendance at interviews for Finance and support staff.
• Access to model financial policies
• Modelling future years funding allocations.

Benefits to your school

• A friendly professional and experienced team that know your school.
• Cost effective and timely service delivery.
• Services compliant with both guidelines and regulations for managing school finance.
• Easy access to all year round specialist support.
• Best practice guidance sharing.
**Charges per annum**

Primary and special schools (central payments)

- <250 pupils £1300 + £2/pupil
- >250 pupils £2200 + £2/pupil

**Local payment Schools (LPS)**

Set up charge including mandatory training ........................................................................ £800

LPS specific work carried out .......................................................................................... £2,700

Financial Support including helpline, newsletters, budget setting, account closure

**Example costing for a new LPS school**

Total cost for first year of operation .............................................................................. £3,500

Annual cost thereafter .................................................................................................... £2,700

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**Who to Contact?**

Lisa Finn  
*Finance Manager*  
01803 208283  
lisa.finn@torbay.gov.uk

Amanda Haley  
*Principal Accountant - Schools*  
01803 208284  
amanda.haley@torbay.gov.uk
Finance

Financial Advisory Service – Academy

Torbay has a wealth of technical experience in the accounting and financial reporting needs of Academies. The team offer bespoke financial support including:

• Preparation and drawing up of Charities Commission compliant accounts.
• Completion of DFE returns such as the Annual Accounts Return.
• Budget planning, indicative and final budget submissions to the EFA.
• Budget monitoring advice and assistance with production of reports for governors.
• Advice pertaining to production of financial reports to governors.
• Finance training covering accounting procedures and processes.
• Critical friend of systems and processes.
• System maintenance and health check.
• Technical accounting advice including interpretation of the DfE Academy Finance Handbook.

The service enables a tiered support level from 1 - 4 with a range of additional services available to purchase on an ad hoc basis.
Service Descriptions

Level 1 – Technical and funding advice
- Analysis of Torbay’s funding allocation in conjunction with EFA funding allocations.
- Salary Ready Reckoners, salary funding modelling calculators and templates e.g. budget, cashflow
- Financial advisory helpline on technical accounting and funding issues as they arise.
- Monthly newsletter

Level 2 – as Level 1+
- Day to day procedural advice
- A financial assurance visit every term.

Level 3 – As level 2 plus
- Termly visits replaced with Monthly financial assurance visits.

Level 4 – All inclusive package
- Provision of all financial services, up to and including the production of the Statutory Accounts. This includes:
  - Free of charge conversion support (financial/system related, including set up of financial system structure ready for conversion date)
  - Access to helpline for all academy related queries.
  - Monthly newsletter
  - Unlimited financial assurance visits providing support with budget setting, budget planning, closure of the accounts, fixed assets and any other issues that arise.
  - Finance training covering accounting procedures and processes
  - System health check
  - Training
  - Production of Extended Trial Balance
  - Production of the Annual Accounts
  - Assistance with the preparation of statutory returns as required by the DfE/EFA
Optional additional Services

Conversion Support
• Accounting software support
• Design of the finance cost centre structure
• Advice in respect of ongoing financial requirements
• Assistance with EFA Reporting requirements
• Assistance with closing the school accounts
• Review of trial balance - VAT/Taxation issues.

Preparation of Extended Trial Balance
• Compiling your financial information into an extended Trial Balance for use in production of the accounts

Assistance with statutory and taxation returns
• Accounts return/Whole Government Accounts returns/ Corporation tax returns.

Annual Accounts production
• Production of the academy accounts for submission to the academy’s external auditor.

Multi Academy Trusts
Multi Academy Trust service level agreements are available and charges will be dependent on the number of academies in the trust. Please contact us for further details.

Benefits to your Academy
• A friendly professional and experienced team that know your academy.
• Cost effective and timely service delivery.
• Compliant services with both guidelines and regulations for managing academy finance.
• Easy access to all year round specialist support.
• Best practice guidance sharing.
Charges per annum
Tiered Service Levels
Level 1 .............................. £2000 per annum
Level 2 .............................. £3000 per annum
Level 3 .............................. £5000 per annum
Level 4 .............................. £7,500 per annum
(excludes accounts production)
Level 4 .............................. £10,000 per annum
(includes accounts production)

Additional Services
What’s new Newsletter.......................... £150
Additional site visits.......................... £300
(per visit. Morning or Afternoon)
Conversion support.......................... £900
Preparation of extended
Trial Balance................................. £750
Assistance with statutory returns .......... £300
Completion of statutory returns
   including submission (per return)........ £500
Annual accounts production.............. £2,500
Technical advice
   (Funding/Accounting) ..................... £1000

Please note all charges are exclusive of VAT

Multi Year Service Level Agreements
For SLA’s agreed for more than one year, a
5% discount will be applied. Please contact
us for more details.

*The differentiation between maintained schools
charges and academies reflect the needs of different
types of schools.

Who to Contact?
Lisa Finn
Finance Manager
01803 208283
lisa.finn@torbay.gov.uk

Amanda Haley
Principal Accountant - Schools
01803 208284
amanda.haley@torbay.gov.uk
Finance

Payment of Accounts

This is a service for maintained schools and academies. Our team provides a reliable and secure service for payment of creditor invoices

Service description – maintained schools and academies

• High quality support and advice to facilitate accurate payments to creditors whilst complying with statutory legislation.
• Prompt payment of invoices in line with payment terms.
• Setting up new supplier records (Masterfiles) and initiating any employment status checks on individuals to comply with HMRC regulations.
• Updating supplier records in a timely manner
• Advice and guidance on best practice for the submission of invoices for processing, and/or the facility to upload a file for us to process transactions on your behalf.
• Sense check to detect unauthorised payments, payments to incorrect creditors and duplicate payments and recovering where appropriate. Liaising with suppliers to resolve payment queries on your behalf.
• Re-imbursement of petty cash expenditure.
• Health Checks on payment processes and guidance to facilitate best practice specific to the schools requirements.
• Urgent payments on request. All payments made by secure efficient methods. Purchase cards – advice on use and setting up accounts.
Benefits to your school or academy

• A high quality value for money service.
• Access to experienced staff with knowledge of working with schools and academies.
• Impartial advice and guidance.
• Efficient resolution of transaction queries.

Testimonials

“I have worked at two different schools and have used Torbay’s Payment Services for a number of years. I have always found them to be very helpful, supportive and friendly. They have helped with many queries and if they have been unable to help, they have pointed me in the right direction.”

Torbay school

“I work closely with Torbay Council Payments Department especially Fleur and Lucy. I have always found them to be very helpful, reliable and friendly. They always answer my queries quickly and efficiently and are forgiving of my mistakes!”

Brixham CofE primary school

Charges per annum

Maintained schools

• Processing of creditor payments using the SCAMP interface – one off charge of £745 per annum.

Academies

• Payment Services can be provided: please contact the Payments Manager to discuss specific requirements and applicable charges. We are now a BACS Bureau which enables us to make payments on behalf of external organisations.

Who to Contact?

Anne Easton
Principal Finance Officer for Payments and Payroll
01803 208561
anne.easton@torbay.gov.uk
Finance

Income Collection

This is a service for maintained schools and academies.

Service description

• Secure cash collection and banking service.
• Collection on Tuesdays and Thursdays during term time.
• Use of RWars software to record and allocate income to your accounts  
  (Maintained schools only)

Benefits to your school.

• Specialist advice and support from experienced staff, who know your school.
• Secure method of managing your cash and banking.
• Regular collection dates to minimise cash left on school premises.

Charges per annum

Maintained Schools ................................................................. flat fee of £745

Academies are welcome to contact us to discuss specific enquiries and applicable charges.

Who to Contact?

Lorraine Woolcock
Systems Manager
01803 207290
lorraine.woolcock@torbay.gov.uk

Paula Baker
(for queries and requests for collection)
01803 207250
torquay.cashiers@torbay.gov.uk
Information Communication Technology (ICT)
Print and Post

This service provides a cost effective solution for all your print and visual communication requirements. We can also supply fundraising opportunities for your school.

Service description

• School branded calendars with important school dates highlighted. Ideal for fundraising. Christmas cards with the children’s artwork and designs.

• Business cards and compliment slips – everything you need for your school or business promotional cards. From single sided business cards to multipage folded cards.

• Leaflets – including flyers and brochures, in full colour, any amount of pages with any fold configuration and many types of binding.

• Banners – quality banners are printed in full colour on a 440gsm heavyweight PVC banner material so they won’t let you down. Ideal for advertising school fete’s, your schools Ofsted rating, or sports days.

• Stickers – a cost effective way of promoting your business or school.

• Posters – If you need to make a big statement then our large format fast poster printing service is just the thing.

• Roller Banners – excellent for add on’s on exhibition stands or as an alternative to conventional stands. Ideal for reception areas or school halls.

• Booklets – booklets, brochures, prospectus, manuals, programmes, orders of service etc.

• Any size – bespoke printing for requirements outside of the conventional printing sizes, please contact us for information.
Benefits to your school

• Cost effective solutions to promoting and displaying school activities.

• The Torbay team have in depth expertise and are able to offer advice and guidance across the spectrum of print techniques.

• The service operates on a pay as you use basis, enabling ease of budgeting and planning.

Post Room

Service description

The team’s mission is to provide an efficient mail sorting and distribution service. A cost effective solution for all your school mailing requirements. Talk to us about our Hybrid Mail system which offers your school significant savings in mailing and resource costs.

Please contact us for further information.

Who to Contact?

Stuart Rickards

Printing Manager

01803 207499

stuart.rickards@torbay.gov.uk
Information Communication Technology (ICT)

Education Courier Service

This is a service for academies.

Service description – Core services

Collection and delivery from schools and academies of internal mail destined for Torbay Council concerns within Torbay (locations covered by the service are listed on the intranet http://insight/index/information/corporate-admin/internalcourier.htm)

Deliveries on Tuesdays and Thursdays, during TERM TIME only, to all Torbay schools and academies.

Collection and onward delivery of all INTERNAL mail for all maintained schools, and subscribing academies. Mail transferred must fit the mail pouches provided.

Larger items or excess volume may require an additional collection which can only be provided when courier staff and a vehicle are available.

Additional Service

Delivery or collection of ad-hoc items e.g. larger parcels, pupil files, and external agencies leaflets as and when resources allow. An additional fee would be negotiated for this.

Collections are not made from non-subscribing academies, but quotes can be provided on an ad-hoc basis for one-off internal deliveries.
**Benefits to your school**

- A safe and secure service allowing documents and packages to be delivered promptly.
- Excellent customer care to your school.
- Trained and experienced couriers offering a cost effective service.

**Charges per annum**

A flat fee of £250 per annum is applied.

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**Who to Contact?**

**Russell Farley**  
*Corporate Admin Team Leader*  
01803 207512  
russell.farley@torbay.gov.uk

**Stuart Rickards**  
*Printing Manager*  
01803 207499  
stuart.rickards@torbay.gov.uk
Information Communication Technology (ICT)

Customer Services

The service has contact centres in Paignton Library and Brixham Library as well as our main centre in the Connections office at Torquay Town Hall.

Service description

• Contact centre to manage call volumes.

• E contact – we are developing a web based contact channel for customers wishing to complete inquiries or transactions over the web.

• Options to host surgeries.

• Call scripts agreed to schools own preferences.

• Top quality technology to service your inbound call demand.

• Experienced team of call handlers managing a wide range of services.

• Provision of information to callers as agreed with schools.

Charges

Please contact us to discuss your requirements.

Who to Contact?

Alison Whittaker
Customer First Service Manager
01803 207221
alison.whittaker@torbay.gov.uk
Information Communication Technology (ICT)

IT Training

This is a service for maintained schools and academies. iTec Torbay provided by Torbay Council’s IT Training team of qualified and highly experienced IT trainers. Microsoft is one of the largest software providers in the world, it’s therefore no surprise that many employers value Microsoft certification.

Service description

• Qualifications based and bespoke training available to candidates. We are an authorised testing centre for Microsoft Office Specialist (MOS) qualifications.

• Classroom based training available or alternatively online/open learning.

• We also offer a Fasttrack service which is accommodated in our fully equipped and spacious IT training suites at Torbay Town Hall.

• Courses provided from beginners to advanced users.

• Choose from Specialist to Master level training courses covering all MS office 2010 applications.

• Included in the price per module is MOS registration, Highly experienced trainers, GMetrix online learning registration, up to 15 hours Fast Track classroom training, a Fast Track revision manual, the examination and one resit.

• Telephone and e mail support is available to all candidates.

• We can also offer tailor made training courses to suit your needs using the MS Office 2010 applications
Benefits to your schools

• 99% of all certification participants substantially increased their Microsoft Office know how by becoming MOS certified.

• 85% of supervisors report that MOS certified employees are more productive because of their certification.

• Employees receive an industry standard qualification aiding their personal development.

• Training helps us do what we do better and faster, making our organisations run more efficiently.

Charges

MOS online/open learning per module .. £45
MOS Fasttrack Classroom training....... £200
Bespoke Training .............. Pricing on request

Who to Contact?

Jo Walton
IT Training Team Leader
01803 207471
jo.walton@torbay.gov.uk

Testimonials

“Our small school didn’t want a standard Excel training package because the personnel we wanted to train covered a range of user levels. Tony came up with a day’s training that allowed the basic users to appreciate the functionality range of the software package and then gave them confidence to explore further.

For the more experienced he provided techniques, methods and different ways to calculate and present data more professionally. All of this was supported by a well written training manual - thanks Tony - we will be using your training department again.”

Julie Shears, School Business Manager, Torbay School and Torbay Pupil Referral Unit
Information Communication Technology (ICT)
Website Design and Development

This is a service for maintained schools and academies. With the Internet being a primary source of information for parents, effective presentation of the school on your website is essential to showcasing your achievements. Does your website work on mobile, tablet and desktop for example?

Service description
• We can offer schools a new or refreshed website package including initial set up and a defined number of changes over a twelve month period.

• The website will be designed with creating that right first impression for parents in mind.

• Our website design team will work with you to understand the school and your ambitions to develop a website that achieves your goals.

• The team will provide a quality content management system to enable the ability to easily and quickly alter web pages

• Bespoke design service. We can guide you to a user friendly, modern website to encourage parent engagement.

• Mobile first responsive designs that work on any device.

• Provide a framework for your website to have web forms, photo galleries, blogs, event calendars, searchable directories, maps and videos

• Fully accessible to WCAG 2.0AA standards

• Social media account set up and training

• Hosting service available.

Benefits to your schools
• We will ensure your website meets Ofsted requirements

• Packages to suit all budgets

• Help and support available from an experienced team
Testimonials

“Working with the team was easy and they were quick to offer practical guidance, advice and solutions to any of the queries we threw at them. Issues were responded to efficiently and the website was ready to go live within our deadline and within budget. We have been very impressed with both the quality of the product we received and the service provided during and since the building of the website.

We would have no hesitation in recommending Torbay Council’s Web Team to anyone looking to build a website”

Who to Contact?

Nikki Roylance
PACS Manager

01803 207098
nikki.roylance@torbay.gov.uk
HR Services
Advice and Support

This is a service for maintained schools and academies. Unlimited professional HR advice and support provided through a team of advisors on a wide range of Schools Employee Relations and Performance Management issues. We can help you find employee relations solutions that are right for your school.

Service description

• HR advisor attendance at school meetings as required providing unlimited advice and support at formal meetings, investigations, hearings and consultation meetings.

• Allocated HR advisor who will understand your school and operating model.

• Attendance by a HR professional at up to two governors meetings per academic year.

• A comprehensive portfolio of School Employment policies and procedures will be available to all schools via Torbay Council’s Schools intranet pages.

• Advice and Information on Safer Recruitment and the criminal records checking process/Disclosure & Barring Service.

• Robust support and advice to support school leaders in effectively managing employment issues, with Employment Law support through our partnership provider.

• Advice and guidance on terms and conditions of service, contracts of employment and employment legislation.

• Support to plan and implement workforce change including advice on TUPE and retirement.

• Support for redundancy, change management, disciplinary and grievance cases.

• A comprehensive Occupational Health service will be available to you. Ask us for more details.

• We can offer a critical friend review of your HR practices, giving you confidence best practice is being followed.
Benefits to your school

• Professionally qualified and experienced business partners who have extensive knowledge of working with schools.

• Comprehensive up to date knowledge of HR best practice

• Reduced workload on your resources and time spent on administration activity.

• Services designed to meet your needs and priorities.

• Written policies and procedures specifically designed to meet the challenges you face.

• Protect you as an employer and help you achieve your ambitions.

Charges

Maintained Schools
The subscription charges for the 2015/16 academic year are based on:

Primary and Secondary schools
£4.06/pupil + £27.74/employee

Special
£14.65/pupil + £38.38/employee

IMPORTANT – Please note that a 2% saving on the above charges will be available to schools that purchase both HR and Payroll Services.

Academies
Individual agreements will be made with Academies wishing to purchase HR/Payroll services at Torbay Council will be contacted directly to discuss their requirements.

Schools with contract cycles in place will be charged at the agreed contractual rate for the duration of the contractual cycle.

Who to Contact?

Paul Garside
Senior HR Advisor – Schools Lead
01803 207345
paul.garside@torbay.gov.uk
HR Services

Payroll and Pensions Services

This is a service for maintained schools and academies. Your subscription will buy a fully managed payroll and pension’s service. The locally based team are on hand to assist you with support and advice. Our team offer a comprehensive cost effective service which will ensure your compliance with legislative requirements.

Service description - Payroll Maintained

- Submitting on behalf of the schools a timely secure BACs file detailing monthly salaries for payment to staff bank accounts for payment on the appropriate payment date.
- Calculating all payments and deductions in accordance with statutory and contractual requirements.
- Providing full HM Revenue and Customs compliance in relation to payments made via the payroll as authorised by the school.
- Guaranteed reliable and accurate payroll every pay cycle, providing you with confidence that an important process has been taken care of.
- Implementation of pay awards and accurate calculations of back pay.
- Settlement of authorised expense claims through the payroll process.
- Calculating and paying annual increments.
- Payment of statutory and contractual sickness, maternity, paternity and adoption pay to employees.
- Provision of confidential pay advice containing detailed pay analysis to employees.
- Making all necessary returns to HM Revenue and Customs.
- End of year returns, including P60’s and P11d’s.
- Experienced team available to provide support for your payroll queries.
- We will provide you with guidance and support to ensure your school meets any changes to regulation or legislation.
- Our flexible payroll system is designed to accommodate all of your schools needs including Salary Sacrifice schemes.
- Administration of both the Local Government and Teacher’s Pension Scheme.
Testimonials

“I have worked alongside the HR team at Torbay for almost 17 years. They have consistently provided excellent advice and support on every occasion. During my time as Principal of the Academy we have had some difficult HR issues and having the Torbay team working with me who have such a wealth of experience and knowledge makes my job much easier.

I have recently had access to some very expensive HR advice and I can confidently say that their skills, knowledge and experience is not as good quality as the Torbay HR team”

Jane English - Principal Paignton Community & Sports Academy
HR Services
Payroll and Pensions Services

Service description – Pensions

• Dedicated pensions advisor.

• Provision of general telephone advice on a range of pension issues incorporating both Local Government and Teachers Pensions schemes.

• Provide one full set of pension estimates per annum for scheme members who may be at risk of redundancy, are interested in taking flexible retirement or are nearing retirement age.

• Provide employer costs to headteachers and bursars by calculating estimated redundancy payments and pension strain costs associated with possible staff redundancies.

Benefits to your school

• We are a specialist education payroll provider with knowledge of your school.

• Access to a high quality professional payroll and pension service that is statutorily compliant.

• Flexibility of service which is tailored to your needs, providing value for money.

• Cohesive working with your HR advisors to promote an end to end service, reducing the burden on school staff.

• Fostering an ethos of continuous improvement to ensure your school is fully compliant with current regulation.
Charges

Maintained
Primary schools .................................................................£5.33/pupil + £11.24/employee
Secondary schools .............................................................£5.12/pupil + £11.24/employee
Special schools.................................................................£17.27/pupil + £11.24/employee

IMPORTANT – Please note that a 2% saving on the above charge will be available to schools that purchase both HR and Payroll Services.

Academies
Individual SLA’s (including costs) will be agreed with academies wishing to purchase HR and/or Payroll services. Academies currently using services will be contacted directly to discuss their ongoing requirements at the appropriate renewal date.

Academies with contract cycles in place will be charged at the agreed contractual rate for the duration of the contract cycle.

*The differentiation between maintained schools charges and academies reflect the needs of different types of schools.

Who to Contact?

Tania Hutchings
Payroll Manager
01803 208497
tania.hutchings@torbay.gov.uk
HR Services

Coaching – Personal Development

This is a service for maintained schools and academies. Our ILM qualified team can offer you 1-2-1 coaching sessions for individuals to aid your staff’s personal development and achieve their professional goals.

Service description

Coaching is a conversation with a purpose. Taking you from where you are now to where you want to be. Our coaches can enable problem solving, goal setting, feedback sessions, inspiration and motivation, providing a sounding board with encouragement and support.

- Access to hourly individual sessions of confidential coaching from our accredited team.
- Support to achieve your specific professional goals, ambitions or shape cultural shift within your organisation.
- Learning style starter questionnaires to help you identify your learning preferences and goals.
- Coaching contracts to define your target achievements capturing the changes you want to make, and the learning from those actions.
- Representational assessments to identify your preferred style enabling you to maximise the benefit you realise from the coaching.
- Helping you to be the best you can be through a supportive and safe environment.
- Coaching for Excellence -Developing good performers so that they can be excellent.
- Follow up actions from coaching sessions to ensure continued learning.
- Coaching focused on helping staff fulfil their potential and ultimately contributing to the schools ambitions.

New for 2016
Benefits to your school

- Improved personal effectiveness in the school setting.
- Increased job satisfaction for staff.
- Opportunity for career development through personal growth.
- Helping you to help yourselves, and overcoming obstacles in an effective and positive way.
- Cost effective training within your own school.
- Improved performance and productivity from staff.
- Increased motivation and flexibility to release untapped potential.
- Development of leadership capacity and supporting school improvement plans.
- Creation of a coaching and development climate in your school.

Charges

Coaching 1-2-1 sessions are charged at £65 per session (each lasting an average of 90 minutes)

Who to Contact?

Please contact a member of the HR Team ask for coaching

01803 207359
hrsupport@torbay.gov.uk

We can also design bespoke/group coaching sessions tailored to meet your specific need. Please contact us for more details.

Testimonials

“The Coaching sessions really helped me focus on how to deal with the situation; how to approach the employee in the right manner; and feel empowered by using the techniques I had discussed with my coach, not just in this scenario but any other situation that could arise in the future. I am so glad I took the opportunity and time out to utilise this service, which has made me feel good about myself and has given me the confidence to deal with any situation that arises going forward”

Manager, Financial Services
Other Services

Governing Body Support

This service is available to all governors, head teachers/principals, clerks and associate members of maintained schools and academies. Our team provides advice, development, training and information on all aspects of school and academy governance. The service aims to help all governing bodies become excellent, contributing to improved outcomes for children and young people.

Service description

- Confidential advice and support on governance legislation and other governance matters by telephone or email.
- Free attendance at a range of local courses.
- Regular electronic newsletter circulated via clerks to keep you up to date, to include good practice guidance and
- Access to a mentor for new chairs of governors.
- Access to additional services – some at subsidised rates (separate charge).

Benefits to your school

- Legal and procedural advice provided by well trained staff.
- News, update and good practice shared with governors throughout the year.
- Local face to face training by experts to enable all governors to become informed and valued.
Charges
£55 for each governor position shown on the instrument of government or articles of association + £55 for each clerk, head teacher/principal and associate member. Where a multi-academy trust does not have local governing bodies please contact governor support for an individual quote.

Additional services
• GEL online training for governors £65 per year per school/academy
  Provides a wide range of online modules for governors to study individually
• School/Academy Review of Governance £1000
  In depth review provided by a National Leader of Governance
• Governing body self-evaluation health check/skills audit – cost notified on request
  With input from a National Leader of Governance and a toolkit

Please contact us for a full list of courses available during the year.

Who to Contact?
Sue Wilcocks
Governing Body Support Officer
01803 208233
susan.wilcocks@torbay.gov.uk
**Other Services**

**Schools admissions**

This service is available to foundation schools, voluntary aided schools and academies. The team offer a comprehensive service for all school admissions. Our aim is provide a high quality support service to enable admission authorities to fulfil their statutory responsibilities.

Co-ordination of admissions for reception, year 7 and for in year is provided to all Torbay schools without a charge.

We offer three optional, additional high quality services for schools to purchase:

**Service description**

**Measuring only service**

We will provide straight line distance measurements for all applicants, measured using grid references and the council’s GIS system. N.B. for Torbay students we have access to a more accurate measuring tool than schools can access via the council’s website.

**Full Service**

We will:

- Collect individual evidence from parents to verify addresses where council tax records do not support the claim to live at an address.
- Challenge parents where address is doubtful and undertake additional checks where necessary.
- Prepare papers for appeals (main round and in year as long as we do the processing).
- Attend and present the admission authority case at appeals (you will be invited to attend alongside and co-present if you choose).
- Advise on admission policy updates and compliance.
- Supply model documents for you to adapt for consultation purposes.
- Provide links from our web site to your consultation.
- Provide expert advice on any admission matter.
Training
We will guide and support your staff through the above process through an academic year with a mix of face to face, email and telephone support so that you can deliver an efficient and fair admission service to your school applicants.

Please note:
We can only provide a full service where we can manage a schools admission criteria through our electronic system – Please check if you are changing your criteria or want to buy in for the first time.

• We cannot prepare and present in year appeals where a school has opted out of the in year co-ordinated scheme.

Benefits to your school
• Access to experienced and qualified staff with knowledge of your school and application of the schools admissions code.
• Assurance that the process is carried out effectively, efficiently and fairly.
• The Schools Admissions and Schools Appeals Code of Practice will be adhered to.
• Reduced administration burden at the school level

Charges
Measuring only service..................................................................................................................£3 per application
Full Service......................................................................................................................................£1200 plus £6 per application
Training.............................................................................................................................................£300

Who to Contact?
Tricia Harwood
Admissions, Transport & Development Officer
01803 208245
tricia.harwood@torbay.gov.uk
**Other Services**

**Torbay Independent Appeals Panel**

The Torbay Independent Appeals Panel is dedicated to ensuring all appeal hearings are heard fairly, equally and within the requirements of the school admissions Appeals code.

**Service description**

- Communicating with all parties to ascertain convenient dates/times for appeal hearings.
- Confirming the date and arranging a timetable for all the appeals for a school.
- Arranging a suitable venue for the appeal hearing (including appropriate costs for room hire and refreshments).
- Providing three trained Panel Members and Clerk at each appeal hearing.
- Ongoing recruitment and mandatory training of panel members and clerks.
- Providing written notification of the date, time and venue for the appeal to Panel members, clerks, schools and parents (within the statutory timescales) and arranging the presence of a SEN expert in the case of an exclusion review if requested.
- Reproducing and circulating relevant paperwork to all panel members, clerks, schools and parents (within the statutory timescales).
- Providing independent and impartial advice and guidance prior to the appeal on procedural aspects of the appeal.
- Providing a clerk to attend the appeal to record proceedings, attendance, voting outcomes, Panel decisions and reasons; the Clerk also provides written confirmation of the Panel’s decision to all parties.
- Reimbursement of panel members expenses.
- Assisting with responses to complaints or requests for information from the Local Government Ombudsman or the Secretary of State for Education.
- Secure storage of all appeal paperwork for a period of two years.
- Secure destruction of all appeal paperwork after two years.
- Ability to provide statistical data on appeals for inclusion in a school’s DfE returns.
- Advice on specific legal issues in respect of admission appeals if they arise. A member of the legal team will be present at an exclusion review.
- Training and advice to presenting governors/head teachers/admission officers on the appeals process including a suggested format for school statements.
Benefits to your school

• Access to experienced staff with knowledge of your school and of the schools admissions code.

• Assurance that the process is carried out effectively, efficiently and fairly.

• Knowledge that the School Admissions and Schools Appeals Code of Practice will be adhered to reducing the likelihood of successful appeals.

• Reduced administrative burden at the school level

Charges

Cost per appeal ....................................... £135

Cost per appeal if withdrawn before the hearing date: ........................................... £80

Exclusion review: £500 per half day (based on one student) for the first four hours, £100 per hour thereafter.

Testimonials

“When we became an academy the Appeals service was one of the Local Authority services we retained. The reason for this was the consistent high quality, professional advice and support they have provided us over many years. They have made a difficult process as pain free as possible, I would and have recommended their services to other schools”

Dr Smith – Torquay Girls Grammar School

Who to Contact?

Amanda Coote
Governance Support Team Leader

01803 207012
amanda.coote@torbay.gov.uk
Other Services

Processing Free School Meals Applications

This is a service for academies. The free school meals service provides reassurance that schools are meeting their statutory responsibilities under regulatory guidelines.

Service description

• Prompt and efficient checking of all Free School Meal applications to establish eligibility.

• Checking of ALL KS1 pupils registering for free school meals to assess eligibility for Pupil Premium.

• Online application service allowing instant delivery of applications and therefore quicker checking and faster access to entitlement.

• Following up queries with the relevant government department and, if necessary with the parent. Advice and guidance provided to support parents and schools.

• Checks as required to ensure continuing eligibility, allowing for temporary qualification and changes in applicants circumstances. Confidentiality of personal information is assured.

• Our systems and processes check against data from the DWP, Home Office, and HMRC.

• Provision of an up to date list of pupils entitled to Free School Meals shortly after each census date and as required between census dates.

• All Torbay Council staff receive training on Data Protection responsibilities, and we apply the Caldicott principles of data management when handling school data.

• Support with queries, issue resolution, and updates as required.
Benefits to your school

- Unlimited access to expertise relating to all aspects of free school meals eligibility.
- Maximisation of free school meals take up
- Advice and guidance to parents and schools.
- Reduced demand on school resources leaving staff free of a considerable administrative task to focus on your primary role.
- Accuracy in accessing funding for your school, ensuring your school is able to maximise funding for every eligible pupil.
- Full compliance with the Data Protection Act.

Charges

Primary schools ......................................... £275 or £11 per eligible pupil whichever is lower.
Secondary schools .................................... £435 or £11 per eligible pupil whichever is lower.

Who to Contact?

Tricia Harwood
Admissions, Transport & Development Officer
01803 208245
tricia.harwood@torbay.gov.uk
Other Services

EAL/Ethnic minority achievement service

This is a service available for all maintained schools and academies.

Advice, training and information on all aspects of teaching pupils with English as an Additional Language will be provided. The aim of the service will be to enable pupils to reach their full potential in English Language so that they have equal access to the breadth of the National Curriculum.

Service description

New arrivals

• Ideas and strategies to help welcome a new bilingual pupil to your school and an initial meeting with parents.
• Working with newly arrived primary EAL pupils if necessary
• Provide schools with information about silent period, top tips to support newly arrived primary EAL children.
• Secondary assessments – optional baseline assessments and ongoing assessments of English Language development.

Benefits to your school

• This offer will support you to build the foundations and steps for bilingual learners and those new to English, enabling them to thrive and feel like they are included and valued in your school. This in turn will lead to better outcomes.

Who to Contact?

Debbie Horn
School Improvement and Performance Officer
07920 503803
debbie.horn@torbay.gov.uk

Rachel Williams
Early years Manager
01803 208743
rachel.williams@torbay.gov.uk
Other Services

Gypsy, Romany Traveller service

This service is available to all maintained and secondary schools and academies.

The aim is to provide an outreach service directly to Gypsy, Roma and Traveller families to support access to and inclusion in education. The ultimate aim of the service is to ensure that Gypsy, Roma and Traveller (GR&T) children, young people (0-19) and their families have unhindered access to universal services.

Service description

Advisory teachers, with their local, regional and national knowledge are able to use their expertise to provide support to schools to find solutions to the most challenging inclusion issues, which include:

Ascription - Raising Traveller families’ confidence to declare their children as being part of the GR&T community, which will aid us in understanding, monitoring and supporting their educational needs and progress.

Access - Advising schools on the preparation of distance learning packs and supporting their implementation. We endeavour to place pupils from unauthorised encampments into the most appropriate educational setting within three school days. We promote and assist transition through all key stages. We support schools and families with induction and assessment for admissions including mid-term.

Attendance - Persuade and reassure Traveller families to encourage their children that school is a positive environment and attending regularly leads to improved life chances. Raise awareness in schools about Traveller lifestyles and culture including issues which may affect attendance.

Achievement - Support and monitor schools to raise the level of achievement for Traveller pupils to ensure that they reach their potential. Implement intervention programmes, which support re-tracking to identify gaps missing from children’s learning.

Awareness - to offer innovative workshops for schools, promoting equality and diversity. Presently, we levy no charges for advice or training made to schools by our service, unless the school is non-LA or has Academy status.
Benefits to your school

Gypsy, Roma and Traveller (GRT) pupils are among the lowest achieving groups of pupils at every key stage of education, although some GRT pupils achieve very well at school. There are many complex and interwoven factors that may influence the educational attainment of GRT pupils. This offer can make a big difference to their life chances through:

• clear high expectations of all pupils, regardless of their background
• an inclusive culture that welcomes all communities
• strong engagement from parents

Charges

EAL - tbc

GR&T service - free to all schools

Who to Contact?

Debbie Horn
School Improvement and Performance Officer
07920 503803
debbie.horn@torbay.gov.uk

Rachel Williams
Early years Manager
01803 208743
rachel.williams@torbay.gov.uk
Other Services

Educational Psychology and Advisory Teacher- Traded services

This is a service for maintained schools, colleges and academies. The team works with individual children, their families, school staff and other agencies. Our aims are to support schools in developing their own capacity to increase standards of achievement for all, but particularly those children and young people who have or may develop special educational needs (SEN).

Service description

• We work in partnership with schools to improve their wider practice in meeting children’s needs at an individual, a group or whole school level.

• Our advisory teacher offering training, assessments (particularly around literacy and numeracy), needs based observation and advice, support for members of staff, including mentoring SENCO’s new to role.

• Educational Psychology offering support in blocks of time to suit your requirements. This includes training, assessments, consultations and reviews, direct intervention, staff surgeries and parent drop in sessions.

• Training courses – we are pleased to offer a unique range of training opportunities for professionals. Our courses are specifically designed to develop your confidence and enable you to increase your effectiveness in the work you undertake with children, young people and adults in a variety of educational and community settings. These include: attachment theory; social inclusion; behaviour management and autistic spectrum condition to name a few. Please ask to see our training courses brochure for further details.
Benefits to your school

• Improved understanding of the psychological and systemic processes that affect the development of children and young people.

• Improved confidence and competence for staff in meeting the full range of needs of the young people in their care.

• Access to a range of knowledge and expertise to support you in addressing an issue or develop best practice.

• Advice regarding the management of critical incidents.

Charges

A day of Educational Psychology or Specialist Teacher time will cost £400 for Torbay schools – this cost is subsidised by the Local Authority.

A day of Educational Psychology or Specialist Teacher time will cost £500 to schools outside of Torbay LA. We additionally encourage non-Torbay partners to use their local service.

Who to Contact?

Stacey Moates
Admin support for the Educational Psychology Service
01803 208261
stacey.moates@torbay.gov.uk
Other Services

Early Years and Childcare Advisory Service

This service is available for maintained schools and academies and provides, advice, support, bespoke visits and training for all staff working within the Early Years Foundation Stage.

Service description

The Early Years and Childcare Advisory Service has responsibility for developing and sustaining high quality, inclusive early years provision and ensuring compliance with all statutory functions related to Ofsted.

Benefits to your school

• Advice and support from a team of professionals with a wide background in Early Years.
• Access to effective CPD opportunities for supporting improvement in teaching and learning and pupil attainment.
• Specific support and advice to meet the individual needs of the children and staff within your school.
• Updates on current legislation and policy changes, at both a national and local level, that affect Early Years.

Charges

All charges are documented within the ‘Services Available for the Early Years Foundation Stage in Schools’ Brochure. This is updated every academic year to meet the identified needs of the sector.

Who to Contact?

Emma Bullock
Senior Early Years Advisory Teacher
01803 208772
emma.bullock@torbay.gov.uk

www.torbay.gov.uk/advisoryteam
Other Services

Clerking Service

This service is a flexible professional clerking service that ensures governing body/committee/board meetings are focussed on the strategic role. Our experienced team have a wide range of skills to support you, offering a cost effective solution to resource challenges. We will provide guidance to achieving efficient, organised and well recorded meetings.

Service description

- Support to embed aspects of good practice in respect of member development. Designing processes or tools for training purposes. We can provide induction packs for your new members or working group.

- Support for the Monitoring Officer and Returning officer role. Providing administrative services.

- Updating or producing Terms of Reference for your committee/working group meetings in consultation with appropriate contributors.

- Standing orders audit. Conducting a review of your standing orders against emerging legislation to ensure compliance. Making recommendations to you on required amendments. Carrying out critical friend reviews of your Standing Orders.

- Guidance to ensure constitutional adherence. Ensuring compliance with decision making protocols. Reviewing constitution documents as a trusted advisor.

- Electoral support – Carrying out maintenance of the electoral register, provision of elections training and providing guidance on electoral regulations and procedures.

- Meeting attendance – support for the chairperson, issuing agendas, taking minutes, managing attendees.

- Clerking Service – including organising meetings, agendas, reports and minutes.
Benefits to your school

• Support from experienced staff for all matters relating to constitutional arrangements for your committee or working group meetings.
• A professional clerking service that can be adaptable to your organisation.
• Cost effective access to expertise and training courses.
• News, updates and best practice sharing ensuring you are compliant at all times.
• Access to advice and information via phone and e mail.

Charges

Annual subscriptions available. Pricing is tailored to your requirements, please contact us to discuss your request. Pay as you Go options also available.

Who to Contact?

Teresa Buckley
Governance Team Leader
01803 207013
Teresa.buckley@torbay.gov.uk
Other Services

Health and Safety

Our Health and Safety service is provided by professional Chartered Members of the Institute of Occupational Safety and Health (IOSH) or equivalent who hold additional qualifications in Fire Safety Management, Radiological Protection, First Aid (including paediatrics) and training.

Service description

- Online Health and Safety Manual.
- Guidance and assistance with risk assessments including Fire risk Assistance and evaluation of health and safety self audits.
- Guidance and assistance with inspections and accident investigations.
- Unlimited telephone support.
- Access to Torbay Corporate Health and Safety training courses. (*Academies – Accredited Chartered Institute of Environmental Health (CIEH) courses per person costs apply. Half day course £50, One day course £100, Three day course £200.00, Non CIEH course – free).
- Radiation Protection Officer providing guidance and assistance for the storage and use of radiological materials. (dependant on school/college membership of CLEAPSS).
- Access to consortium of Local Education Authorities for the Provision of Science Services (CLEAPSS) advice and guidance.

Additional Services

Available for purchase on request for additional fees:

- Bespoke on-site training: health and safety, emergency first aid or fire awareness; paediatric first aid (2 days); Paediatric First Aid, First aid at work (3 days).
- Conducting fire risk assessment.
- Conducting health and safety audit.

Benefits to your school

- This service will enable you to understand activities required to maintain legal compliance.
- Help to achieve best practice standards in health and safety management.
- Minimise work related accidents and ill health, and avoid associated costs.
- Maintain current developments in health and safety.
Charges - Core service
Primary - Maintained ......................................................................................................... £800
Secondary - Maintained .................................................................................................... £950
Special - Maintained ......................................................................................................... £800
Primary - Academy ............................................................................................................ £850
Secondary - Academy .................................................................................................... £1000
Special - Academy ............................................................................................................ £850

Additional Services
Bespoke on site training
Health and Safety, Emergency first aid, Fire awareness - £265/day plus materials; maximum 12 delegates
Paediatric first aid First aid at work - £265/day (2 instructors) plus materials, maximum 12 delegates

Fire risk assessment
Risk assessment of premises with report and action plan - £265/day
Minimum 3 days

Conducting Health and Safety audit
Audit of the schools management systems and risk control arrangements. - £265/day
minimum 5 days

*The differentiation between maintained schools charges and academies reflect the needs of different types of schools.

Who to Contact?
Asa Moss
Senior Health and Safety Officer
01803 207170
asa.moss@torbay.gov.uk
Other Services

Corporate Security

This is a service for all schools. The Corporate Security service is provided by professional Security Industry Authority (SIA) licensed officers who can provide various security functions for your school.

Key holder/Alarm response Service

Corporate Security will provide a fast response key holding service for out of hours alarm activations. They will attend the site and assess the situation for signs of an intruder. In the case of fire alarms the officer will reset your system. In the event of a break in or fire, the incident will be reported to the relevant service and a nominated member of your staff. A security officer will remain on site until the site is secure.

Additional Services are available to purchase on request for additional fees:

- Conducting a security needs assessment
- Additional patrols
- Event security

Charges

Keyholder/alarm response

Primary ............................................................................................£150.00pa £25 ph per call
Secondary .......................................................................................£175.00pa £25 ph per call
Special ...........................................................................................£150.00 pa £25 ph per call
Who to Contact?

Simon Cheetham
CCTV/Security Supervisor
01803 207654
simon.cheetham@torbay.gov.uk
Other Services

Food Safety Training – Traded services

This is a service for maintained schools and academies. New food allergen legislation came into force on 13 December 2014 they are called the Food Information Regulations EU1169/2011 (FIR Regs)

These mandatory regulations affect all food service organisations, no matter what the size. Our team offers training on your responsibilities under the new regulations.

Service description

• Work in partnership with schools to improve their knowledge in meeting allergen regulation requirements.

• Presentation to your staff on how to be compliant with Food Information regulations.

• Supporting template documents and mandatory poster templates provided.

• Signposting of Food Information regulation details relevant to schools.

• Our courses are delivered by experienced and highly qualified Trading Standards officers at times convenient to your school.

• Advice on your current allergen arrangements to ensure compliance with the regulation.

• Question time following the presentation to enhance your staffs understanding.

• Certificate of Allergy awareness course completion available to your staff.
Benefits to your organisation

• Improved understanding of the regulations and how to achieve compliance.
• Improved confidence and competence for staff in meeting the allergen needs of the young people in their care.
• Access to cost effective training within your school environment.
• Convenient and focused training and guidance from experienced professionals

Charges
Courses are charged at £75.00 per course. One fixed price no matter how many staff you have in attendance.

Who to Contact?

Nikki Blackler
Senior Trading Standards Officer
nikki.blackler@torbay.gov.uk

Sara Desbois
Senior Environmental Health Officer
sara.desbois@torbay.gov.uk
Other Services

Legal Services

This is a service for maintained schools and academies. Our team of lawyers and support staff provides an effective and efficient in-house legal service for your school unmatched in the private sector. Our highly qualified staff have significant knowledge of the problems schools can face. We are therefore ideally placed to help you avoid issues, and help you solve them where they do arise. Legal Services understand the legal framework which academies operate within, and can provide advice on day to day legal issues.

Service description

- Advice to schools on all aspects of educational law. We can advise on challenges to the actions of the school or governing body.
- Advice to schools on pupil exclusion issues. Including appeals and hearings.
- Advice on preparation, drafting and variation of contracts up to 1 hour of advice and drafting.
- Updates on significant developments in education law as it relates to schools.
- Dealing with parental disputes – this includes immediate guidance on emergency matters. We will guide you through the process and policies to be followed.
- Disturbance/nuisance/trespass on school premises. We will recommend options for formal/informal actions.
- Advice on individual debts exceeding £200 or cumulative over this amount by the same debtor, totalling 15 minutes of advice and a letter of claim to debtors.
- SEN matters including tribunal support.

Optional services

Additional services include but not limited to:

- Additional advice on debts and recovery of debts through the court.
- Planning, considering an extension or change to the school premises. We can provide advice and guidance from experienced staff.*
- Public rights of way advice.
- Commercial property advice – including landlord and tenant matters in particular in relation to schools including disposals, acquisitions, leases and licences such as letting of school halls to various after school clubs.

*Where conflict of interest arises legal services will be unable to offer planning guidance
• Litigation support – this includes bringing and defending claims for issues such as health and safety, contract disputes, boundary disputes and anti social behaviour issues. We can represent you at court or panels (additional costs may apply). Where it is necessary to instruct Counsel, we will facilitate this in consultation with you and where possible, seek to agree appropriate fees on your behalf.

If the service you require is not listed please contact us for further information.

Benefits to your organisation
• The service will provide schools with prompt, comprehensive, accurate and cost effective advice.
• Access to advice from skilled practitioners covering a wide range of matters.
• Advice to academies post conversion on a range of issues.
• As a subscriber to an annual package you will have access to advice at a rate which is considerably less than currently available in most of the private sector.

• Schools are operating in an ever more complex legal environment. We provide ready access to sound legal advice. Suitable legal advice at the outset will usually result in the avoidance of costly litigation at a later stage.

Charges
Primary schools ......................................£475 pa
Special and secondary schools ......£695 pa

Disbursements such as court fees, expert advice/Opinion, or obtaining official documents will be recharged where required.

We can also offer bespoke legal advice at a cost of £95 per hour.

This subscription excludes major projects or cumulative work exceeding 1 day in duration.

Please contact us for further details.

Optional services
Matters not included in the core subscription can be provided at an additional cost of £95 per hour.

Who to Contact?
Philip Taylor
Legal Services Office Manager
01803 207142
philip.taylor@torbay.gov.uk
Other Services

Marketing, Design and Communication services

Our Communications Team offers a comprehensive media, design and public relations service for maintained schools and academies. Members of our team have a wealth of experience in all communication channels for both public and private sector organisations. Incidents can and do happen that put schools under an unwelcome spotlight from local, regional and national media and through social media channels. This can be a daunting experience, particularly when several issues relating to the situation need to be managed at the same time. The support service we offer gives you the reassurance that you can turn to a professional team for help and advice on how to communicate effectively and maintain your reputation.

Support isn’t just available when times are tough, our Communications Team can also take off the pressure and help promote your school. Are you planning a complete rebrand? Do you need to communicate your latest Ofsted rating? Would you like customised templates professionally designed for all your channels of communication? Would you welcome some support communicating with parents and the wider community? Do you want to promote the positive activities you are involved in? If so, we can help you.

Testimonials

“We needed a unique identity to present our network of Enterprise Centres. It also had to align to our corporate brand plus have the potential for sub-branding. This was not a simple task yet they succeeded and have produced an identity that professionally presents our Centres in the marketplace.”

Somerset County Council
Service description

• Provision of expert advice and support for your school. All our staff have a wealth of experience and the relevant professional skills.
• Support to market your school to prospective pupils. From a simple advert to generate a buzz, to a full campaign.
• All aspects of media handling, marketing and public relations work undertaken.
• In house design team for production of publications, marketing materials and campaigns including school prospectus, posters, letterheads, reports and school events materials.
• Rebranding your school? Our team can help with producing brand guidelines and designs to capture attention.
• Handling of media calls and removing demand from your staff. Let our professional team provide expert cost effective support.
• Responding to issues - providing advice and suggested responses for press and social media inquiries.
• Advice on publicising OFSTED reports.
• The promotion of good news stories and positive activities your school is involved with.
• In the event of a high profile incident or emergency, the team will be available to support your schools needs and advise you on how to limit any reputational damage.

Benefits to your school

• Reduces the burden on school staff to handle media inquiries.
• Cost effective advice and support on producing publications.
• Opportunity to promote your school in the local community.
• We keep your school’s best interests in sharp focus. Working with us will save you time, money and hassle.
• Experienced officers are available to provide guidance in the event of an emergency or major incident.
• Access to media awareness at a lower cost than currently available in most of the private sector.
**Charges**

Torbay Council offers a highly competitive rate to schools who sign up for one of our yearly Communications packages.

**Package 1**

**Offer:** Up to 20 hours support, which can include up to 5 hours of design work

**Charge:**
- Under 500 pupils = £299
- Over 500 pupils = £399

**Package 2**

**Offer:** Up to 30 hours support, which can include up to 10 hours of design work

**Charge:**
- Under 500 pupils = £499
- Over 500 pupils = £599

**Tailor Made Package**

Each communication and/or design package will be individually priced and agreed in advance. Please get in touch to discuss your needs.

Additional requirements which aren’t covered by your chosen package can be purchased at £35 per hour.

Non subscribers will be charged a flat daily rate of £260 for communications advice and support.

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**Who to Contact?**

Michelle Pierce  
*Head of Communications*

01803 208832  
michelle.pierce@torbay.gov.uk
Other Services

Procurement

This is a service for maintained schools and academies. Our Corporate Procurement is a Center of Excellence providing best practice procurement techniques and guidance.

With increasingly complex UK and European public procurement legislation in place, our team offer support and guidance to ensure your regulatory compliance.

Service description

• Management of a procurement process on the schools behalf
• Provision of staff training on how to undertake a procurement process.
• Identification of significant areas of spend that can be consolidated and put out to tender, with the aim of improving service standards and gaining best value.
• Provision of guidance on established collaborative contracts that schools can benefit from utilising, due to the bulk purchasing discounts established.
• Investigation and development of electronic procurement processes with schools to create efficiencies in time and money.
• Administration and maintenance of a register of current supplies contracts and create a schedule of contracts.
• Development of a suitable procurement strategy.
• Upskilling of school staff involved in procurement.
Benefits to your organisation

• Schools and academies can benefit from savings via the available contracts negotiated by Torbay Council.

• Access to experienced and qualified staff with knowledge of the important factors to your school.

• Cost effective resourcing to meet your schools needs.

• Our Procurement processes meet all current professional standards and are fully regulatory compliant.

• Reduced burden on your staff to manage a complex and challenging environment.

Charges

Specific bespoke work with maintained schools or academies will be charged at an agreed, negotiated cost based upon the requirements outlined. This could range from basic consultation or advice, to facilitating and delivering a full procurement process. Maintained schools and academies should discuss their intentions to use the service as early as possible to ensure that a successful outcome can be delivered.

Who to Contact?

Procurement team

01803 208980
Procurement.team@torbay.gov.uk
Other Services

Information Compliance

This service is support for head teachers, governing bodies and school staff covering maintained schools and academies. Partnering with the school, providing advice, support and guidance on Information Compliance, to enable you to meet your statutory responsibilities.

Updated Data Protection rules are due to come in to force in 2017, our friendly team can assist your school in being prepared for these changes.

Service description

• Advice on how to manage Freedom of Information requests. We can assist you in managing enquiries, processing FOIs and reviewing responses.
• Advice on managing Environmental Information Regulations 2004 requests.
• Subject Access Requests – information collation, Adobe redaction capability, compliance with regulatory timescales. Including identification and application of exempted material.
• Audit of your compliant policies and procedures. Assistance with complaints panel meetings as part of your complaints procedure.
• Information sharing and data storage – guidance on production of lawful and compliant agreements. We can provide guidance on secure storage, and destruction of data.
• Briefings on any changes to legislation, and likely impact to your school

Charges for advice and guidance

Please contact us to discuss your requirements. This service operates on a pay as you go basis.
Data Protection Service description

• Data Protection Training. School based bespoke training packages tailored to your schools need. This service includes reference materials and resources to ensure your school complies with current regulation. We can deliver these courses as part of your professional training days or as required.

• Data Protection Audit. Could your school benefit from a review of personal data handling policies, and data security systems? Our experienced team will liaise with school managers and staff to undertake a critical friend review of your current arrangements including privacy notices. We can also advise you on suitable Data Protection content on your school internet and intranet.

• Data Security Breach Management – Data breaches relating to the personal data of children can have far reaching consequences. Our knowledgeable team can investigate breach incidents on behalf of your school, providing guidance on responses and recommendations to reduce the risk of reoccurrence, and the potential risk of fines from the Information Commissioners Office.

Charges for Data Protection services

Data Protection training courses are offered at a fixed fee of £75.00 per course, no matter how many staff attend.

For Data Protection Audit and Data Security Breach services, please contact us to discuss your requirements.

Benefits to your school

• Qualified experienced staff on hand to provide you with advice on managing storage of information, and disclosure of that information.

• Enabling schools to meet their statutory responsibilities and comply with regulatory guidance.

• Advice on how to redact information.

• Access to guidance on designing data protection policies.

Who to Contact?

Jo Beer
Policy Performance and Review Manager
01803 207894
joanne.beer@torbay.gov.uk
Other Services

Insurance Services

This is a service for academies.

Academy Trusts are responsible for making arrangements for the academy and ensuring that adequate insurance is in place. Through an annual service level agreement between the academy and schools converting to academy status, the Insurance section will facilitate a smooth transition and ensure there is continuity of cover (from Midnight of the date of conversion.)

Service description

The annual insurance support services package will provide:

• Insurance support services including guidance regarding insurance implications for events and activities, property issues, school trips, hiring of school facilities and assistance and advice on potential claims and associated correspondence.

• Guidance and support on day to day management of risks facing the school.

The above services can also be provided to academies who buy their own insurances through a broker or consortium. The broker or consortium will provide a level of support and assistance, but our service can offer additional support along with knowledge and expertise of Local Authority matters.

Torbay Council’s Insurance services can include arrangement of insurance quotations.

• Facilitate the purchase of a comprehensive insurance package including acceptance of cover and management of policy documentation.

• On-going support and guidance relating to the insurance policy.

• Information and clarification on existing policy cover.

• Point of contact with insurer for mid term adjustments, additions and deletions in cover required to reflect risk exposure as well as arrangement and management of engineering inspection reports.

• Implications for policy changes.
Benefits to your organisation

- Experienced staff with local knowledge.
- A single point of contact to deal with your queries and provide assistance.
- Facilitating quality Insurance cover.
- Support and guidance when you need it most in the event of a claim.

Charges

Full tender and annual support package – 5% of the annual premium. Thereafter an annual charge of £500 will apply at each subsequent renewal until the next tender of the insurances.

Motor, engineering and Foreign Travel Insurance not included under the Risk Protection Arrangement scheme – Obtain quotations and annual support of these policies – fee £250

New for 2016

Telephone helpline support

Available to academy Schools to provide guidance and support or just a sounding board to discuss insurance and risk related queries with staff who have expertise and specialist knowledge of schools. Our experienced advisors will talk you through your school insurance scenario and provide support with assessing implications. Annual fee - £100

Who to Contact?

Evelyn Murray
Insurence Manager
01803 207174
evelyn.murray@torbay.gov.uk
Other Services

Consultations

This is a service for Maintained schools and academies. The team offer a flexible end to end survey service, supported by experienced advisors. The quality of the survey is paramount to the team, so realistic and achievable timescales will be agreed with you for delivery.

Service description

• A choice of paper based or web based survey options.
• Survey design, including question wording and layout to maximise response rates.
• Robust analysis of survey results and provision of user friendly executive summary/key findings report.
• The team will assist you with a quality check and proof reading prior to the surveys release.
• Scanning and verification of paper based surveys to ensure data quality.
• Software compatible with ICT security and firewall requirements.
• Advice and support on promotion of the survey in advance of release.
• Communication with target audience throughout the process.
• Telephone helpline for survey respondents.
• Personal assistance for customers requiring support to complete the survey.
• Capability to offer in house printing and post facility for delivery of surveys.
• Presentation report of survey results in a user friendly format.
• Regular updates on the response rate, tracking of returns and follow up reminders.
Benefits to your organisation

• Cost effective solutions to connect with your target audience.

• Individual branding can be added to the survey material.

• Experienced staff to provide a sensitive and approachable response to inquiries from a wide range of target audiences.

• Reduced burden on school staff who may not have the resource or confidence to manage the survey process.

• Benchmarking against the school’s ambitions.

• Our experienced staff will help you maximise the return from the survey to ensure you achieve meaningful data.

• Data protection compliance is assured.

Charges
As the size and complexity of the survey requirement can vary from client to client, please contact us to discuss your needs and agree a pricing package solution.

Who to Contact?
Kate Spencer
Overview and Scrutiny Manager
consultation@torbay.gov.uk

Jo Beer
Policy Performance and Review Manager
consultation@torbay.gov.uk

Testimonial
“Torbay Council have conducted our statutory Social Care surveys for several years and we are very happy with the high quality service provided”

Performance, Contracting & Information Team
Torbay and South Devon NHS Foundation Trust
Other Services

TDA Property Services

This is a service for maintained schools and academies within Devon and the surrounding areas. TDA provides support to help schools assess external funding opportunities for projects they wish to deliver through the application and delivery phases of a project.

Service description

The team includes professional building and quantity surveyors and mechanical and electrical engineers who provides the service outlined below:

• New buildings, extensions and refurbishment.
• Building maintenance
• Mechanical and electrical services maintenance.
• Energy, water quality and asbestos management.
• Highways and cycle way.
• Project management.
• Structural surveys
• Condition surveys
• Drainage design
• Building Management Control
Asset Management

The team offers a complete estate service delivering innovative and practical solutions which identify opportunities and minimise risks including:

- Undertake valuations, agree rents and leases.
- Instruct legal advisors and review drafts.
- General property management on all premises.

Enjoy professional guidance and support throughout the entire life of a project from a trusted and reliable partner. The TDA understands the needs of schools and is capable of providing a wide range of diversified services from a single supplier.

Who to Contact?

Nick Clemens  
*Property Services*
01803 207377  
nicholas.clemens@tedcltd.com

Paul Palmer  
*Asset Management*
01803 207920  
paul.palmer@tedcltd.com

See our latest news, school customers and completed projects by visiting www.tda.uk.net
Join us on Twitter  
@ServicesTDA
Other Services

Schools Capital & Planning Team (SCAP)

The TDA Schools Capital and Planning Team works with schools in Torbay to ensure there are sufficient school places to meet demand for every child. The SCAP Team also manages and delivers the Schools Capital Programme providing strategic advice and guidance for the effective asset management of local authority school estate.

Service description

Schools Capital & Planning Team

The team can provide a range of services to both maintained and academy schools including:

- School organisation and place planning.
- Pupil forecasting.
- School organisation proposals.
- Identification of accommodation needs.
- Asset management for schools.
- Detailed room schedules and plans.
- Net capacity assessments.
- Condition data.
- Schools repairs and maintenance programme.
Expansions and building projects
The team offers a complete estate service delivering innovative and practical solutions which identify opportunities and minimise risks including:

- Project management.
- Bid writing and development of proposals.
- Procurement advice.
- Budget monitoring and reporting.

Enjoy professional guidance and support throughout the entire life of a project from a trusted and reliable partner.

The TDA understands the needs of schools and is capable of providing a wide range of diversified services from a single supplier.

Charges
Charges for services, projects and asset management work will be agreed on a case by case basis.

Who to Contact?
Clare Talbot
Schools Capital & Planning Manager
01803 208220
claire.talbot@tedcltd.com

Dave Kirk
Capital Programme Project Co-ordinator
01803 208918
dave.kirk@tedcltd.com

schoolscapital@tedcltd.com
Other Services

Torre Abbey

This is a service for maintained schools and academies.

Torre Abbey can offer your pupils history where it happened. They’ll stand on the actual spot where events took place hundreds of years ago. In a world of virtual reality, television and the web we are offering the real places where history happened. The power of storytelling in the locations where events took place will inspire visitors – they will be walking in the footsteps of the people who made history here.

Service description

Torre Abbey has undergone a transformation, our displays have been radically changed to include a great deal of whizzy new technology and interactive displays for children. A wonderful example is our new large top floor gallery – 800 years which takes you on a tour of the 820 years of not only local, but nationally important historic events, as witnessed by the inhabitants of the Abbey... the history of Torbay.

We have a new website with a menu of exciting educational visits for children all designed to match the new Gove curriculum. There will be downloadable teacher’s resources and beautifully illustrated Pupil Worksheets for each themed visit. Themes such as Medieval Torre Abbey, Tudor Torre Abbey, The Spanish Armada, conflict through the ages and Three Victorian Artists. These resources summarise the subject which will save you hours of research and help you prepare your children for their visit.

There are also suggestions for post-visit activities to extend your pupils’ exploration of the visit theme back in the classroom. The website includes descriptions of themed visits, risk assessments, directions, charges and opening times – all the tools you need to plan your visit.

The ‘LearningLab’ our wonderful new dedicated education space will act as a base for your visit

Keep an eye on our website as we are continually adding to our themes.
Charges
£3.00 per child – for all school students in groups of 15 or more.
(Teachers/assistants are free)
Schools groups can be self led or specialist workshops can be booked – Please contact the Abbey for details and charges.

Who to Contact?
Dee Martin
Learning Officer
01803 208511
dee.martin@torbay.gov.uk
Other Services

Brixham Harbour – Educational tours

This is a service for maintained schools and academies. Brixham Harbour boasts one of the largest fishing fleets in the UK, plus a thriving fish market to support it. Our tour gives an insight into this fascinating industry, and of course we also have the old heritage sailing trawlers usually on hand to show how far this business has come in such a short period of time.

Service description

- Your school group will be hosted by the Deputy Harbour Master based at Brixham harbour.
- Our tours last for 60 minutes and pupils will visit the Harbour Masters Office as an introduction, explaining the role of the Harbour Master and the estate management function.
- The tour will cover the history of the harbour including the heritage sailing trawlers built in Brixham. The team will explain how different fishing boats are used for different types of fishing.
- Pupils will learn about fishing equipment, fish species and boat construction.
- The tour would not be complete without a visit to the fish market where pupils will be given an overview of fishing industry methods including quotas, fish processing and grading in a working port environment.
- If your tour coincides with the fish auction, pupils will learn about the process in real time.
- Our team will answer all your questions as you tour the harbour.

Benefits to your school

- Value for money tours offering children the opportunity to see the industry in action.
- Tailored to age groups to ensure pupils get maximum benefit from their visit.

Charges

£30 per tour per school. Please be advised that each tour can accommodate a maximum of 35 pupils.

* Please note it is the schools responsibility to arrange suitable insurance cover for the pupils attending the tours.

Who to Contact?

Dave Bartlett
Deputy Harbour Master (Brixham)
01803 853321
dave.bartlett@torbay.gov.uk
Recipient Services

Torbay Public Libraries (not Schools)

A free service for all schools and academies.

Children who read for pleasure are likely to do significantly better at school than their peers, according to research from the Institute of Education. (IOE 2013)

We support schools in developing their pupils’ reading for pleasure by offering a wide range of FREE services to promote a love of reading both at school and at home.

**Service description**

Free services to support your work in school

- Books on a huge range of subjects for every age and level of reading from 0 to 16 - board books, picture books, beginner reads, junior fiction, information books, graphic novels, comic books, teen & young adult titles etc. No need to worry about fines - there are no overdue charges for children’s, teen and young adult books. Class tickets are available – school staff can borrow up to 30 books for an extended loan period of 6 weeks and children can come and choose books to enjoy back at school.

- A range of on-line resources for children and adults including our on-line catalogue

- Many other events and activities can also be arranged to support projects in school e.g. book launches, book selection, presentations etc.

- Visits to your school from library staff to promote books and reading (individual classes or assemblies) – stories, curriculum support etc.

- Books and resources supporting children with additional needs for you to borrow - dual language books, dyslexia-friendly books, Bag Books (multi-sensory packs with story-boards and props), large print .and spoken word resources.

- Advice and resources to support reluctant readers.
• We will work closely with schools to promote library membership and can arrange for your pupils to join the library through class or school promotions. We can bring joining forms to school and sort out the admin for you.

• Every library in Torbay has been designated a Children’s University ‘Learning destination’ and we are also registered as an Arts Award Supporter.

• We regularly arrange visits from authors and invite schools to attend.

• We have worked with Renaissance Learning (Accelerated Reader) to link our library catalogue to the Accelerated Reader programme. As a result of this we can offer all schools in Torbay who are using the Accelerated Reader programme a library book finder code which they can give to students and parents. This can be used on the AR website to access a list of the books we have in stock which are linked to the Accelerated Reader scheme. Students can then reserve the books online.

• We stock a range of books for children and young people to support their mental health and well-being as part of the Reading Well - Books on Prescription scheme.

Free services to support your pupils at home

• A huge range of services and activities to promote family book sharing and literacy including the Bookstart scheme (gifting free books to every baby and toddler), early years activities, holiday and weekend activities, theatre performances etc all designed to encourage children to read in their own time.

• A range of reading incentive schemes including the annual Summer Reading Challenge and our on-going Book Quest. These can also be run in partnership with schools.

• Resources to support home learning and research – free internet access, early learning packs, CDs (stories and music), DVDs, newspapers, magazines, comics and other resources.
The importance of reading for pleasure is recognised by Ofsted and backed up by research. Torbay Libraries can help you to promote and develop a life-long love of reading for your pupils.

_Schools that take the business of reading for pleasure seriously are more likely to succeed with their pupils’ reading._’ Excellence in English’ Ofsted 2011

‘There is a virtuous circle between enjoying reading and being a good reader. Research for this report demonstrates that children who do not enjoy reading are ten times more likely to have fallen behind at school by 11.’ Read on. Get on. How reading can help children escape poverty. Save the Children 2014

**Charges**
None – All our services to schools are free.

**Who to Contact?**
We are always keen to develop the ways in which we work with schools. If you would like to discuss a future project or for further information please contact:

**Andrea Medway**  
*Young People’s Services Librarian*  
01803 208289  
andrea.medway@torbay.gov.uk
Other Services

Devon Audit Partnership

Receiving an audit can sometimes feel a daunting prospect. Our team of dedicated schools auditors are very experienced in delivering a service that is tailored to meet schools needs and is highly praised by schools. Our customers often say how helpful our auditors are and welcome the assurance and support that we provide to the school and staff.

Service description

Maintained Schools

The services offered by DAP are on an annual subscription basis. It will be necessary for a school to subscribe for the whole of the relevant subscription period (i.e. 3 years) to be entitled to a full audit review.

Your subscription will include:

• Full Audit Review to meet minimum standards, once in every three years; schools are able to choose a more frequent visit if they so wish.

• Assurance on the DfE Schools Financial Value Standard as an integral part of the full audit.

• Continuous advice service – by phone, email, internet on finance standards, audit or any other school control matter.

• Seminars – presentations via Learning Community groups.

Academies

Service contracts can be from 1-3 years

• Internal Audit review in compliance with the Academies Financial Handbook and Charities Guidance on Internal Financial Controls.

• Risk management facilitation and creation of a risk register.

• Review of Risk Management in accordance with the Charities Risk Management Guidance and audit of selected key risks in agreement with the schools Audit Committee.

• Assurance to governors for completion of the Annual Governance Statement.

• Responsible Officer Support Service if preferred to internal audit.
Charges

Maintained Schools – Core Service
The full audit programme can be covered by the 3 year review or by annual visits if that is more suitable to the schools requirements.

Primary
Option 1 - Audit every 3 years... £500 per year
Option 2 - Annual audit............... £575 per year

Secondary
Option 1 - Audit every 3 years. £1000 per year
Option 2 - Annual audit............. £1500 per year

Special
Option 1 - Audit every 3 years £920 per year
Option 2 - Annual audit............. £1080 per year

Pay as you use services (these services can be added to the subscription if you prefer better cashflow; please call to discuss arrangements). We offer consultancy and other services on an individually charged basis. The following are examples of services which are available upon request:

- Financial audit of voluntary funds
- Risk management and consultancy
- Systems review
- Computer security review
- Partnerships and external funding
- Extended school services review

If you don’t see what you require, please call to discuss your needs. Charges for pay as you use services will be by agreement on selection of services and are dependent on the time needed to complete the audit: edaudit@devon.gov.uk

Academies
Initially our wish would be to identify the audit need and most suitable service to meet the requirements of the Governors, School, Senior Management and staff. Please contact us for a quotation: academies@devon.gov.uk

Who to Contact?
David Curnow
07794201137 or 01392 382438
Other Services

School Library Service

(Services provided by Babcock LDP)

For all maintained schools and academies

- Is reading at the heart of your school?
- Does your school library inspire, excite and stimulate your pupils?
- Let the Babcock School Library Service work hand-in-hand with you to transform your library and reading resources, raise standards and encourage pupils to be life-long readers.

Comprehensive Service

Benefits to your school

- Complete peace of mind that your library maintains a fresh, up-to-date selection of titles
- Full support for you and your school staff by an experienced specialist library advisor
- Saving you time and money

Charges

Comprehensive Service

Primary and Special............................ £1046 plus £16.68 per pupil
Secondary........................................... £1929 plus £5.70 per pupil

Additional Support

Daily rate ......................................£257-£334

Refresh your library stock
(deposit books and exchange service)

Primary and Special............................. £748 plus £14.16 per pupil
Secondary........................................... £1631 plus £5 per pupil

Topic Boxes

Primary and Special............................. £800 plus £12.57 per pupil

Termly Network and Support Meetings

Primary: £102 Secondary ..................... £133

NEW—Accelerated Reading

3 day service to help set up system and train staff................................................ £867

Additional Support

Daily rate .......................................... £257-£334

To provide your school with flexibility some elements of the Comprehensive Service are available as stand alone services.
Accelerated Reading and Book Banding

Accelerated Reading books
- Available to purchase, or add to your library stock through exchanges.
- Books referencing AR quiz, point value, and reading level.

Book Banding
- Large collection of Book Banding books from pink to lime available.
- Schools may purchase, add to stock through exchanges or borrow in topic collections.

Accelerated Reading
- Identify and organise book stock.
- Identify and suggest reorganisation of library area.
- Train teaching staff/parents/volunteers to code books.
- Identify gaps in levels and organise book buy.

Advisory Service
Working hand-in-hand with your librarian and school staff we will:
- Evaluate your school library stock.
- Help you develop a library and whole-school reading plan.
- Provide opportunities for staff and pupil training.
- Provide talks to parents and governors.
- Provide computer management system support

Who to Contact?
Anne Akile
Babcock School Library Service
01392 287382
anne-marie.akile@babcockinternational.com
‘Book for Life’ scheme
• We can help you purchase ‘shelf ready’ books with a generous price discount.
• Subscribing schools can include these purchased books as part of their library exchange and swap old books for brand new ones.

Makeover you library and classroom book corners
Our Library Advisors can:
• Advise you on how to refresh your library with a makeover.
• Support you with your new library design.
• Offer guidance and ideas for creating inspiring reading corners.

Termly Network and Support Meetings
• Website access to subscription areas.
• Online support and telephone helpline.
Refresh your library stock
We will:
• Help you to choose a new deposit collection equivalent to 2 books per pupil.
• Work with you to provide a managed book exchange service in subsequent years.
• Enable you to refresh your stock from our Library Centre or Mobile Library.

Topic Boxes
Tailored to your needs, our topic boxes:
• Support teaching in the class-room saving your teaching staff time.
• Contain up to 20 books per box covering current curriculum themes.
• Are delivered to school free of charge.

Skill up your pupils to become School Librarians
• Offering advice and training to develop information literacy skills.
• Why not bring your student librarians with you to select your exchange titles?

Assemblies
• Promote the latest ‘hot reads’.
• Inspire reading beyond school.

Who to Contact?
Anne Akile
Babcock School Library Service
01392 287382
anne-marie.akile@babcockinternational.com