



SERVICES FOR SCHOOLS AND ACADEMIES

Traded Services for Schools
2026/27

Please ensure the form recording the choice
of services is completed and returned, by
email at the latest by 1 May 2026

TORBAY COUNCIL

Providing quality support
for schools, academies
and colleges

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WELCOME

Welcome to our Services to Schools brochure 2026-27 edition for maintained schools and academies.

Whether you are a school that has already achieved academy status or are in the process of moving towards this, we hope that the relationship between your school and the local authority will continue through the delivery of services offered through this directory.

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.

Working with Torbay Council services

The Council has a long standing business relationship with many Torbay schools and academy trusts. Delivering high quality services that offer value for money with local insight and an understanding of school priorities.

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. These 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.

Please note

- The **period of the subscription** is shown on the pages listing the services.
- Where **pupil numbers** are referenced, the autumn term census will be used unless stated otherwise.

Customer Service

Torbay Council strives to provide an excellent service and your feedback is valued by us. We proactively seek customer feedback to enable us to deliver services to meet your needs and exceed them.

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If you feel there is a service we could provide, or deliver an existing service differently, please let us know. Please contact businessdevelopment@torbay.gov.uk with any feedback on our service.

How to purchase

1. Review the services and options in the directory below and complete the buy back form we will send you.
2. If you have any questions, or require a bespoke service, discuss this with the relevant Service Contacts. Any variations to the services outlined should be discussed with the identified service manager and formally agreed in writing
3. Your choices will be sent automatically to service managers and finance. They will make the necessary arrangements to provide and invoice for your chosen services. We will consolidate as many invoices as possible to reduce administration

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.

If your requirements change, Schools may subscribe to additional services at any point during the subscription period, we would be happy to discuss arrangements with you.

FINANCIAL ADVISORY SERVICE - MAINTAINED

Professional financial support from a Principal Accountant, Senior Finance Officer and Finance Officer. 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.
- Financial modelling of future years funding allocations.
- Budget monitoring including critical friend support.
- Consistent financial reporting – Co-ordination and submissions.
- Closure of the accounts.
- VAT helpline. VAT returns for Local Payment Schools.
- Ensuring compliance with School Finance Regulations and any other enactments relating to the management and operation of a delegated school budget.
- Support for achievement of the Schools Financial Value Standard.
- Access to model financial policies.
- Annual health check on FMS to ensure robust underlying data.
- Attendance at governing body meetings re financial management and reporting issues.
- Support and attendance at interviews for Finance and support staff.

Benefits to your school

- Resilience in financial support through access to an experienced financial team with a named contact that knows your school
- Improved end to end financial management, from financial planning and budget setting through to budget monitoring and year end closure of accounts.
- Expert advice to schools via phone, email and personal visits
- 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 £1,590 + £2.42/pupil
>250 pupils £2,680 + £2.42/pupil


Local payment Schools (LPS)

Set up charge including mandatory training £980

LPS specific work carried out £3,290
Financial Support including helpline, budget setting, account closure

Example costing for a new LPS school
Total cost for first year of operation £4,270
Annual cost thereafter £3,290

Who to contact

 **Rob Parr**
Principal Accountant – Schools
T: 01803 208273
E: rob.parr@torbay.gov.uk

 **Laura Bowden**
Senior Finance Officer - Schools
T: 01803 208935
E: laura.bowden@torbay.gov.uk

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

- High quality support and advice to facilitate accurate payments to suppliers and creditors whilst complying with statutory legislation.
- Prompt payment of invoices in line with payment terms.
- Setting up new supplier/creditor records (Masterfiles) and initiating any employment status checks on individuals to comply with HMRC regulations.
- Updating Masterfile 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 supplier/creditors and duplicate payments and recovering where appropriate. Liaising with suppliers to resolve payment queries on your behalf.
- Re-imbursement of Petty Cash expenditure.
- 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.

“ 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.”

Charges per annum

Maintained schools

Processing of creditor payments using the SCAMP interface – one off charge of £850 per annum.

Academies

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

Who to contact

 **Caroline Yeandle**
Principal Finance Officer
for Payments
T: 01803 208285
E: caroline.yeandle@torbay.gov.uk

INCOME COLLECTION

This is a service for maintained schools and academies.

Service description

- Secure cash collection and banking service.
- Ad hoc Monday and Fridays collection
- Use of RWars software to record and allocate income to your accounts (Maintained schools only).

Benefits to your school or academy

- 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 £850

Academies

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

Who to contact

- 

Paula Baker
(for queries and requests for collection)
T: 01803 207255
E: income@torbay.gov.uk
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Curtis Bond
T: 01803 207308
E: income@torbay.gov.uk

EDUCATION

COURIER SERVICES

This is a traded service for academies.

Service description

- 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/information/it/post-room/>)
- Deliveries once per week 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.
- Onwards transit of mail into NHS postal network via regular delivery to Torbay Hospital post room.

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.

The service is offered subject to Government and Torbay Council HR guidelines in respect of Covid-19

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.

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.

Charges

A flat fee of £125 per annum is applied for Academy schools.

Maintained schools benefit from free collections.

Who to contact



Russell Farley
Corporate Admin Team Leader
T: 01803 207512
E: russell.farley@torbay.gov.uk

HR SERVICES, ADVICE AND SUPPORT

We have a long tradition of supporting Schools and Academies in the South West. Working with maintained, voluntary, academy, free schools and colleges. We offer a range of high quality services to education settings. Our Education Human Resources service is a forward thinking and customer orientated organisation, providing effective, individual solutions to our schools and academies.

We are a team that fully appreciates that your business is about the teaching, learning and safety of your pupils. That’s why our business is to make sure you receive the very best in Human Resources services, so that you can focus on what matters most.

Effective outcome focused support services are essential to protecting you as an employer and enabling you to achieve your schools ambitions by providing unlimited support which is responsive to your needs.

Our dedicated experienced team can support you through the most challenging of situations, ensuring that you can operate at your very best.

- Individually tailored HR Service
- Dedicated on-site support (capped at 22.2hours per academic year)
- Uncapped virtual HR service
- A comprehensive portfolio of Essential Policies and Procedures, including model and draft letters
- Attendance for Head Teacher Recruitment Selection events (not using capped allowance)
- HR Portal
- Well Being at Work
- Payroll/Pensions Self Service
- HR consultancy advice

Our Team

We provide a comprehensive service, providing fully compliant HR consultancy advice. All members of the HR team are Level 7 qualified through the Chartered Institute of Personnel and Development and offer professional support.



Over the years working with the HR team, I have been navigated through some tricky issues, which they have enabled me to resolve effectively. It is great to know that I have such a fabulous team backing up my work in schools.”

Charges

Charges for academic year 2026/27 are dependent on the type of service required. We offer the following:

- Core Service (annual subscription)
- Bespoke additional services and Consultancy service (pay on demand)

We can price for services that meet your needs and are flexible to the size of your school or academy so please contact us for a quote.

Enhancements to our Core Service

We offer a range of enhancements to our core offer including:

- Occupational Health and Wellbeing
- DBS checking
- Safe Recruitment Training
- Coaching
- Employee counselling
- Mediation
- Bespoke training

Who to contact



Please contact a member of the HR Team

T: 01803 207343
E: operationalHR@torbay.gov.uk

OCCUPATIONAL HEALTH

NB: For 2026/27 this service will only be available to customers purchasing either HR Services, Advice and Support or Payroll.

We provide comprehensive Occupational Health services via our provider Heales Medical. Occupational Health provides independent medical advice through its online system to support you on the following:

- Pre-employment screening
- Work-station assessments
- Medical prognosis and fitness to return to work
- Reasonable adjustments
- Phased returns to work
- Advice following access to GP and consultant medical reports
- Ill Health Retirement

The service provides both Nurse Practitioner and Physician appointments and is managed via a management referral process, telephone or face to face appointments and written feedback.

Schools purchasing HR Advice and Support will also benefit from HR Advice both before and after the referral process, as well as support to write referrals.

EMPLOYEE ASSISTANCE PROGRAMME

NB: For 2024/25 this service will only be available to customers purchasing either HR Services, Advice and Support or Payroll.

Under Heales Medical, Schools and Academies can benefit from an additional Employee Assistance Programme. This is charged at a minimal cost per employee per year.

The Employee Assistance Programme (EAP) provided by Red Poppy offers to help you deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing.

Charges

The occupational health service is available as an annual subscription, covering all employees. The employee assistance programme is available via a pay as you use basis.

Contact us for a quotation

Who to contact



Please contact a member of the HR Team
T: 01803 207343
E: operationalHR@torbay.gov.uk

MEDIATION – RESOLVING WORKPLACE DISPUTES

This service is available to schools and academies as a bespoke service, and aims to allow organisations to successfully resolve workplace disputes between two individuals.

This service works at its best when there are two individuals who need to remain working with each other after following a formal procedure (such as grievance) or as a means of resolving informal grievances.

The Process

Pre-Mediation - Your assigned Mediator will discuss the situation with management and will make an initial assessment as to whether mediation is appropriate and likely to be successful.

Mediation Day (AM) - Individual sessions with the Mediator

Mediation Day (PM) - Formal mediation session

Formal agreement is typed up and signed by both parties.

Charges

Mediation is charged on a day rate basis. Team mediation sessions are also available. Please contact us for a quotation.

Who to contact



Please contact a member
of the HR Team

T: 01803 207343

E: operationalHR@torbay.gov.uk

PAYROLL AND PENSIONS SERVICES

We provide a professional and comprehensive end to end payroll and pensions service with a focus on schools and academies. Using an award winning payroll solution that currently pays 1 in 6 of the national workforce, our experienced team deliver a service with a personal touch.

Service description – Payroll

- Submitting a timely secure BACs file on behalf of our customers ensuring 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 customer.
- Reliable and accurate payments every pay period, providing you with confidence that an important process has been taken care of.
- Implementation of pay awards and accurate calculations of back pay.
- Payment 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 provide guidance and support to ensure our customers meets any changes to regulation or legislation.

- An intuitive and robust self service facility giving customers the ability to perform many online payment submissions eliminating the need for paper whilst delivering real time employee data.
- Real time reports available via our Self Service functionality
- Service managed and maintained by fully qualified CIPP (Chartered Institute of Payroll Professionals) professionals.

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 and experience of National Conditions of Service relevant to the Education arena.
- 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.
- By purchasing Payroll in conjunction with our HR Services to Schools, access to a cohesive an end to end service.
- Fostering an ethos of continuous improvement to ensure your school is fully compliant with current regulation.

Charges

Please contact us for further information.

Who to contact



Tania Hutchings
Payroll Manager
T: 01803 208497
E: tania.hutchings@torbay.gov.uk

COACHING - PERSONAL DEVELOPMENT

Our ILIM qualified team can offer you one-to-one coaching sessions for individuals to aid the personal development of your staff and achieve their professional goals. 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.

We have successfully supported staff in:

- Lesson observations – how not to fall apart when Ofsted arrive
- Confidence issues – what are the barriers and how to overcome them
- Coaching for Excellence – being even better
- Positive reframing – being able to see positive alternative to problems
- Life issues – helping to eliminate the impact on work

Coaching sessions

We advise a minimum of two – six sessions depending on the employee and their needs. All sessions are completely confidential and a contract is made between the individual and their coach.

We provide some pre-coaching questionnaires to help employees understand their own learning style and preferred communication style and coaching will be completely tailored to the individual and their needs.

Ultimately, it is hoped that the individual will be able to fulfil their potential and ultimately contribute to the school’s ambitions.

“ The coaching sessions really helped me focus on how to deal with the situation, how to approach an employee in the right manner and feel empowered by using the techniques I had discussed with my coach.

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.”

Charges

Coaching one-to-one sessions are charged per session (each lasting an average of 90 minutes). We can also design bespoke/group coaching sessions tailored to meet your specific need. Please contact us for more details.

Who to contact



Please contact a member of the HR Team

T: 01803 207374
E: coaching@torbay.gov.uk

GOVERNING BODY SUPPORT

The service is available to all Governors, Head Teachers/Principals, clerks and associate members of maintained schools and academies. We provide advice, development, and access to training and information on all aspects of school and academy governance.

The aim of the service is to help all governing bodies to become excellent, contributing to improved outcomes.

Service description

- Confidential advice and support on legal and other governance matters by telephone and e mail (or face to face) as appropriate.
- Free attendance at all courses in the published programme - including new governor induction, being an effective chair, introductory courses on governing body responsibilities for personnel, finance, school environment, the curriculum and standards, clerk's updates, performance management, new clerk induction.
- A regular electronic update circulated via clerks.

Benefits to your school

- Legal and procedural advice available to subscribers provided by well trained staff.
- News, updates and good practice shared with governors available throughout the year.
- Access to written and telephone advice for head teachers and school governors throughout the year.

Charges

Maintained Schools

£45 for every governor position shown on the instrument of government + £45 for each clerk, Head teacher/Principal and associate member

Academies

£45 for every governor position shown on the articles of association + £45 for each clerk and associate member.

Who to contact



Louise Willmott
Childrens Services
T: 01803 207881
E: louise.willmott@torbay.gov.uk

SCHOOL’S 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 governing bodies 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

- Where we will measure the distance of all applicants from home to school in a straight line.

Full service

Where we will:

- Advise on policy matters, helping to reduce the number of challenges to schools from parents and carers.
- Check and validate all applications, in accordance with current codes of practice.
- Verify addresses when a school is oversubscribed.
- Rank applications according to schools admission criteria.
- Prepare appeal statements, providing guidance to your school. Present appeals alongside senior school manager.
- Basic Council Tax Check for Main Round Admissions. This will consist of running a report on all main round application addresses within Torbay with a basic comparison report from council tax records held by Torbay Council. (charges apply)

Training for admission authorities that are completing their own admissions for the first time, to include face to face and telephone support through first admission round, preparation of first appeal statement and co-presentation of first appeal.

Please note:

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

The full service is not available to VA schools.

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 school’s 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
- Basic Council Tax check for Main Round Admissions £50

Who to contact



Sue Mills
Senior Officer, Schools Services
T: 01803 208908 / 07717 517122
E: pupil.services@torbay.gov.uk

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.

Assisting with responses to complaints or requests for information from the Local Government and Social Care Ombudsman or the Secretary of State for Education.

Service description

Communicating with all parties to ascertain

- Confirming the date and arranging a timetable for all the appeals for a school.
- Arranging a suitable venue for exclusion appeal hearings (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 parent's (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 seven years.
- Secure destruction of all appeal paperwork after seven 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.

“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.”

Benefits to your school

- Access to highly experienced and trusted staff in this field, who understand your school.
- Supported compliance in the Schools Appeals Code.
- Supported compliance in the Suspension and Permanent Exclusion from maintained schools, academies and pupil referral units in England, including pupil movement: Guidance for maintained schools, academies and pupil referral units in England.
- Reduced risk of additional appeals, complaints and costs.
- No need to recruit and retain specialist clerks and legal advisors.
- Our team will manage what can be a time consuming process leaving your staff free to focus on your primary role

Note: You must sign up to our admission appeals service in order for us to support your exclusion reviews.

Note: The Local Authority expects maintained schools to use the Torbay Independent Appeals Panel, the costs for this service must be met by the school.


Charges

Cost per appeal: £255

Cost per appeal £210 if withdrawn up to 2 weeks before the hearing date, otherwise full charge will be applicable.

Exclusion review: £1,000 per half day (based on one student) for the first four hours, £450 per hour thereafter.

Who to contact

 Lorraine Rawles
Senior Democratic Services Officer
T: 01803 207071
E: lorraine.rawles@torbay.gov.uk

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

 **Sue Mills**
Senior Officer, Schools Services
T: 01803 208908 / 07717 517122
E: pupil.services@torbay.gov.uk

EAL/GRT

English as an Additional Language (EAL)

This is a service available for all maintained schools provided through our contract with Babcock Education Services.

Advice, training and information on all aspects of teaching pupils with English as an Additional Language (EAL) 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.

Gypsy, Roma and Traveller (GRT)

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

Initial assessments and follow up support will be paid by the Authority. Any additional support can be bought in by the school.

GRT is free to all schools.

Who to contact



Louise Willmott
 Childrens Services
 T: 01803 207881
 E: louise.willmott@torbay.gov.uk

ASSEMBLY HALL

Looking for a venue for your school prom that offers space, a central location, and the chance to design your celebration to your own requirements?

Could your school benefit from some additional exam hosting facilities or event venue?

Torbay Town Hall venue hire offers 1930's glamour in our art deco assembly hall. Thinking about a celebration event, music venue or conference? The assembly hall is the natural setting for a range of ceremonies and events, and includes elegant features such as wood panelling, art deco light features, sprung dance floor, and VIP entrance foyer.

We can accommodate a variety of decorative themes for your event, and can offer stewarding services as required.

With a capacity for up to 500 for a standing reception, our venue provides a beautiful setting for your event, both business and private related.

We are fully licensed for dancing and music, with a large stage area available. Kitchen areas can support your catering needs, and our in house security team can be hired at reasonable rates.

Get it touch to hire the Assembly Hall, to organise viewings, quotes and any further information.

Who to contact



Julie Gruit
Facilities Management
T: 01803 208526
E: torquaytownhall.roombooking@torbay.gov.uk

HEALTH AND SAFETY



As part of the core offer - your school will have access to Torbay Council’s web-based health and safety management and recording system, Assure. Our health and safety service is provided by qualified health and safety professionals.

Service description

- Access to the Torbay Council health and safety management system (Assure).
- Access to online health and safety policies and documents.
- Guidance and assistance with risk assessments including fire assistance and evaluation of health and safety self-audits.
- Guidance and assistance with inspections and accident, incident and near miss investigations.
- Access to Consortium of Local Education Authorities for the Provision of Science Services (CLEAPSS) advice and guidance (Maintained schools – free. Academies – free). Enquire with the Health and Safety Team for further information.
- Radiation Protection Officer (RPO) providing CLEAPSS guidance and assistance for the storage of radiological substances and conducting RPO visits.
- Access to Torbay Council corporate health and safety training courses, and accredited IOSH (Institution of Occupational Safety and Health) Working Safely and/or Managing Safely training courses (additional charges may apply).

ASSURE

With our health and safety management system (Assure) you can effectively manage health and safety with the confidence that you are in control. 2 x staff members shall have access to the GDPR compliant web-based system. This includes:

Incident Reporting and Investigation

The Assure Incident Management module enables you to record all incidents across your school/college. The Torbay Council system has various categories of incident reporting modules:

- Employee and non-employee (e.g., pupils)
- Accidents, incidents and near misses.
- Occupational Health
- Hazards

- Environmental incidents
 - Regulatory visits.
- RIDDOR regulatory reporting forms shall be managed and completed by the Torbay Council Health and Safety Team on your behalf.
- #### Risk Assessment
- The risk assessment module provides your school with a range of flexible, configurable templates to simplify the recording and monitoring of risk assessments. Using simple, intuitive tools, you can identify, assess and manage the health and safety risks relevant to your school’s activities, including:
- Activity Risk Assessments (model risk assessments/templates available)
 - DSE Assessments
 - Manual Handling Assessments
 - Fire Risk Assessments
 - Hazard Spotting
 - COSHH Activity Assessments with a library of Safety Data Sheets
- The People and Training module can enable you to record, document and provide reports on your school’s employees’ training compliance, training renewal dates and non-compliances. A training matrix report identifies employees or contractors who are compliant, due for renewal or who are non-compliant. Training needs are identified, supporting future training planning, compliance management and individual appraisal conversations.
- The Audit and Inspection module helps you to maintain compliance and best practice across multiple locations. From a standard inspection to a full audit template, bespoke templates may be created using specified scoring methodologies. The inspection/audit report is conducted on Assure to provide a robust documented/auditable system. This should enable you to provide reassurance to your SLT and Board of Governors by demonstrating health and safety compliance.

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.
- Reduce work related accidents and ill health and avoid associated costs.
- Maintain current developments in health and safety.

Additional Services

(additional charges apply)

- Fire awareness
- Fire Marshal
- Risk Assessment
- Paediatric first aid
- Emergency first aid
- First aid at work
- Bespoke courses such as COSHH, Working at Height, Manual Handling, and Incident
- Investigation etc
- (Onsite training; maximum 12 delegates)

Charges

We offer 3 different health and safety packages designed to give you the freedom to pick what’s right for your school/ college. All our health and safety services are provided by highly qualified, friendly health and safety professionals.

- Core Health and Safety Service**, as the service description above:
- < 449 pupils: £1169
 - 450-1400 pupils: £1753
- Silver Health and Safety Service**; core service plus an annual health and safety inspection and annual fire risk assessment review:
- < 449 pupils: £1648
 - 450-1400 pupils: £2232
- Gold Health and Safety Service**; core service plus termly (x3) health and safety inspections, annual fire risk assessment review and a 3 yearly health and safety audit:
- < 449 pupils: £2206
 - 450-1400 pupils: £2790
- IOSH Accredited Training
 - Maintained schools – IOSH Accredited Training - No charge*
 - Academies – Accredited (e.g., IOSH) courses per person:
 - Working Safely (1 day) course £167 or £149 per person for more than 1 delegate booked on the same course*.
 - Managing Safely (3 day) course £334 per person or £299 per person for more than 1 delegate booked on the same course.
 - *Cancellation terms shall apply to all booked IOSH courses
 - Non-accredited courses per person – half day course £56, one day course £100
 - Fire Marshal course - £100 plus £5 per delegate.
 - Health and Safety Inspection with report and action plan: £259 per day.
 - Health and Safety Audit of the school’s management systems and risk control arrangements with report and action plan: £420 per day.
 - Fire Risk Assessment
 - Risk assessment of premises with report and action plan: £420 per day.

Who to contact



Giles Watson
Corporate Health and Safety Officer
T: 07385 407687
E: giles.watson@torbay.gov.uk

CORPORATE SECURITY

This service is available 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
- Nightly patrols of buildings and grounds
- Arrange event security.

Charges

Keyholder/alarm response

Primary School

Prices on application

Secondary School

Prices on application

Special School

Prices on application

Who to contact



Beccy Wells
Corporate Security & CCTV Manager
T: 01803 207654
M: 07920 275641
E: beccy.wells@torbay.gov.uk

FOOD SAFETY

Traded services

This is a service for maintained schools and academies. We offer a number of services to support all schools. Our Food Safety service is provided by qualified Environmental Health Officers with a wealth of experience.

Service description

Food Safety Advice

If you are thinking of changing your food service, updating your food safety documentation, fitting a new kitchen or generally require advice around food safety we can offer on site advice at a time to suit you.

Food Safety Management System

We offer the complete Safer Food Better Business Catering packs printed on good quality, wipe clean paper. This includes a 1 year diary.

You can also purchase a standalone 1 year diary from us.

Benefits to your organisation

- Improved understanding of allergen regulations and how to achieve compliance.
- Improved confidence and competence for staff.
- Improved knowledge and understanding of food safety in catering.
- Access to cost effective training within your school environment.
- Convenient and focused training and guidance from experienced professionals.

Charges

Food Safety Advice Visit

£225

Up to 2 hours of advice on site at a time to suit you.

Includes an onsite written report summarising the visit and any recommendations.

Safer Food Better Business Catering Pack

£20 including p&p

The complete pack including a 1 year diary

Safer Food Better Business 1 Year Diary

£5 including p&p

Who to contact



Samantha Hart

Principal Officer Food and Safety

E: food.safety@torbay.gov.uk



LEGAL SERVICES

This is a service for all 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 many 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.
- Advising on parental dispute matters – this may include 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.
- General debt advice.
- Persons of Significant Control – Does your organisation meet the criteria to submit PSC forms to Companies House? We can help with completing registers and confirmation statements.
- Planning advice, such as advice on an extension or change to the school premises.*
- Property advice: Boundary issues, disposals, purchases, general landlord and tenant matters such as licences and leases.*
- 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 (please note: 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 school


- Access to advice from skilled practitioners covering a wide range of matters.
- 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 and academies are operating in an ever more complex legal environment. We provide ready access to professional legal advice. Suitable legal advice at the outset will usually result in the avoidance of costly litigation at a later stage.

* Where a conflict of interest may arise legal services will be unable to offer advice.

CHARGES

Primary schools £500 pa
Special and Secondary schools £750 pa
Disbursements such as court fees, expert advice/ opinions, or obtaining official documents will be recharged where required.
This subscription excludes major projects or cumulative work exceeding 7 hours in duration. Please contact us for further details and indication of costs.

Who to contact

 **Philip Taylor**
Legal Services Office Manager
T: 01803 207142
E: philip.taylor@torbay.gov.uk

SCHOOL CROSSING PATROLS

The School Crossing Patrol officers assist children and adults across the road at the start and end of the school day.

School crossing patrols ('Lollipop' men and ladies) are employed by Torbay Council to help children and other pedestrians cross the road safely whilst they are walking to and from school.

Requesting a new crossing

School crossing patrols are not a statutory requirement. We cannot provide a patrol on every road crossed by pupils. Parents are always responsible for the safety of their children on the way to and from school, just as they do when using a zebra or pelican crossing.

However, if you think that a road would benefit from a crossing send us details of the name of the road which pupils find difficult to cross and the point on the road where the majority attempt to cross. We will then look at establishing the site subject to funding agreed by the school. This service operates at full cost recovery.



Who to contact



Sarah Green
T: 01803 207740
E: sarah.green@torbay.gov.uk

INFORMATION COMPLIANCE

This service supports head teachers, governing bodies and school staff covering maintained schools and academies. Partnering with the school, providing advice, support and guidance on all elements of Access to Information including Freedom of Information, Environmental Information Regulations, Data Protection and Information Management, to enable you to meet your statutory responsibilities.

A new Data Protection regulation comes in to force in May 2018 and all organisations will be required to comply with the new regulation including the requirement for organisations of a certain size to have a named Data Protection Officer. Our friendly team can deliver training and provide advice to assist your school to prepare for these changes.

Service description

- Advice on how to manage Freedom of Information requests. We can assist you in managing enquiries, processing FOIs, reviewing responses and applying exemptions.
- Advice on managing Environmental Information Regulations 2004 requests.
- Advice on handling Subject Access Requests and carrying them out for you – information collation, Adobe redaction capability, compliance with regulatory timescales. Including identification and application of exempted material.
- Audit of your policies and procedures. Assistance with complaints panel meetings as part of your complaints procedure.
- Bespoke training on data protection and advice on forthcoming legislative changes.
- Advice on managing data breaches and carrying out investigations for you.

CHARGES

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

Who to contact



Jo Beer
Head of Information Governance
T: 01803 207894
E: joanne.beer@torbay.gov.uk

TORRE ABBEY

TorreAbbey

History where it actually happened... come and explore a building that has witnessed events spanning 800 years with a pivotal role in the history of Torbay.

Teachers can choose to book a general free-flow visit with optional worksheets, a private guided tour of the Abbey, a bespoke workshop or a hands-on Taleblazers Workshop

If you would prefer to explore Torre Abbey independently, then an Educational Group Membership will allow any group from your school to visit for free, as many times as you would like, for a year.*

What we can offer

Torre Abbey is an archaeological site of national importance. Founded in 1196, it became the wealthiest English monastery of the order of Premonstratensian canons. The extent of its survival makes Torre Abbey the best-preserved medieval abbey in Devon and Cornwall.

Our buildings, gardens, grounds and location within the English Riviera UNESCO Global Geopark makes us the perfect space to go even further back in time, where learners can explore Torbay's exceptional local geology and natural environment.

With over 600 incredible works of art from the 18th century to the present day, the Abbey's art collection makes Torre Abbey the perfect day out for an informative educational experience outside the classroom.

We have a fabulous purpose-built classroom too; the 'Learning Lab' can host formal learning or messy creative activities for any age group, and can act as a base for your visit. Throughout the year we also offer out several spaces for school exhibitions; we can work with you to bring your exciting art projects to life.

Our beautiful 18-acre garden, with its impressive Palm House and Arid House, offers exciting opportunities for educational workshops relating to science, art, creative writing, history and geography.

Our Workshops

We have partnered with Taleblazers who are passionate about using the power of storytelling to inspire children as they walk in the footsteps of the people who made history. Forget virtual reality – we provide the real thing to make your teaching come alive.

We also offer bespoke curriculum-linked workshops to support your teaching and learning. Talk to our Education team to discuss your requirements.

Teacher's Kit

Our Teachers' Kit has been designed to support pre and follow-up learning and is free with any school trip or Educational Group Membership.

These resources link Torre Abbey with your classroom studies, focussing on first-hand evidence while providing clear links with learning outcomes.

Taleblazers' Trips at Torre Abbey

The Spanish Armada comes to Torbay: With a focus on the causes and consequences of the 16th Century war with Spain and specifically the Armada of 1588, we follow the first skirmishes of the war, the taking of the Nuestra Senora del Rosario and the subsequent imprisonment of almost 400 Spanish sailors in the barn at Torre Abbey.

Medieval Mayhem: Based on events that took place at Torre Abbey in 1351, students will be introduced to the early history of Torre Abbey. We will learn what life as a White Canon was like and how that life differed greatly to the lives of the common folk of Torbay.

Come and visit

We would love the opportunity to show you what a wonderful resource Torre Abbey could be to your teaching. If you'd like to visit free of charge to see what we can offer before booking one of our school trips then please contact us to arrange a time that suits you.

Charges

We try to keep our charges affordable as we know the challenges schools face. We offer an Educational Group Membership for schools for just £30 a year, which allows free self-guided visits (subject to availability and booking) to Torre Abbey's House and Gardens.

Self-Guided with worksheets (Minimum of 10)

£2.50 per child
plus £30 Annual Educational Group Membership

Torre Abbey Private Guided Tour

£3.75 per child
plus £30 Annual Educational Group Membership

The Spanish Armada Comes to Torbay and Medieval Mayhem Workshops

£10 per child (Minimum of 30)

Bespoke Visits

For bespoke visits, please contact our Education Team for a quote.

Who to contact



**Learning and Community
Engagement Coordinator**

T: 01803 293593

E: torreabbeyenquiries@torbay.gov.uk

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.
- Information presented by experienced industry professionals
- Opportunity to ask questions first hand and relate examples to school lessons.

Charges

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

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

Who to contact

 **Brixham Harbour Office**
Assistant Harbour Master (Brixham)
T: 01803 853321
E: simon.pinder@torbay.gov.uk

TORBAY LIBRARIES



Public Library Service – Libraries Unlimited

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. 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 online resources for children and adults including our on-line catalogue

Class visits and tailor-made workshops on themes chosen by teachers can be arranged at your local library to support curriculum topics, and your pupils are welcome to come as groups or classes to choose books

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 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 on-line.

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

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.

Who to contact



Andrea Medway

Young People's Services Librarian

T: 01803 208289

E: andrea.medway@torbay.gov.uk

DEVON ASSURANCE 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, e mail, 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 Academy Trust 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.

Devon Assurance Partnership (DAP) have a presence on the Devon Education Services online shop. However, it has been agreed that schools in Torbay are to continue to “order” Internal Audit Services via this Torbay Council brochure until otherwise notified. Please do not place an order for DAP services using the DES shop.”

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.

	Option 1 every 3 years	Option 2 Annual Audit
Primary	£647 per year	£744 per year
Secondary	£1,289 per year	£1,925 per year
Special	£1.180 per year	£1,391 per year

Devon Education Services (DES) shop - Torbay schools are to continue to “order” internal audit services locally through this brochure rather than through the shop.