

A background image showing a group of school children walking outdoors. In the foreground, two girls in white school uniforms and dark skirts are smiling and walking towards the camera. They are carrying backpacks. Other children are visible in the background, slightly out of focus. The image is overlaid with a dark, semi-transparent geometric shape on the left side, which contains the text.

# SERVICES FOR SCHOOLS AND ACADEMIES

Traded Services Directory  
2022/23

Please ensure the form recording the choice  
of services is completed and returned, by  
email at the latest by 2 May 2022

**TORBAY COUNCIL**

Providing quality support  
for schools, academies  
and colleges

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# WELCOME

Welcome to our Services to Schools brochure 2022-23 edition. Torbay Council can provide schools with a range of services that enable the provision of high quality learning experiences for children.

Our team of highly skilled and knowledgeable educational professionals, are on hand to help you tackle the priorities you face.

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

Torbay Council is a trusted provider of educational and business services and is active across Torbay and beyond.

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.

Responsive, professional support services are a key factor in improving school outcomes in a demanding environment. Torbay Council services operate on a cost recovery basis, and with local insight strive to always offer value for money.

The long term best interests of your school and learners are at the heart of everything we do.

### 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.

## Testimonials

Hear what our customers have to say about Torbay Council services. 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 your feedback is valued by us. We proactively seek customer feedback to enable us to deliver services to meet your needs and exceed them.

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](mailto:businessdevelopment@torbay.gov.uk) with any feedback on our service.

Contact details are listed on each service page.

You will receive confirmation of the services you purchase as part of the service contracts. Schools will be invoiced for the support services you have opted for.

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.

## Let's talk...

Contact details are listed on each service page. Alternatively contact our Business Development Manager:

**Julie Kniveton**

E: [julie.kniveton@torbay.gov.uk](mailto:julie.kniveton@torbay.gov.uk)

Tel: 01803 207953 / 07825 274152

# FINANCIAL ADVISORY

## SERVICE - MAINTAINED

Professional financial support from a Principal Accountant, Senior Finance Officer and Finance Officer. Advice to schools via phone, email 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 £1,510 + £2.30/pupil

>250 pupils £2,550 + £2.30/pupil

### Local payment Schools (LPS)

Set up charge including mandatory training £930

LPS specific work carried out £3,130

Financial Support including helpline,  
budget setting, account closure

Example costing for a new LPS school

Total cost for first year of operation £4,060

Annual cost thereafter £3,130

## Who to contact



**Rob Parr**

Principal Accountant – Schools

T: 01803 208273

E: [rob.parr@torbay.gov.uk](mailto:rob.parr@torbay.gov.uk)



**Laura Bowden**

Senior Finance Officer – Schools

T: 01803 208935

E: [laura.bowden@torbay.gov.uk](mailto: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.
- Health checks on payment processes and guidance to facilitate best practice specific to the school's 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.



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 £775 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



### Lorraine Woolcock

Principal Finance Officer for  
Payments and Payroll

T: 01803 207290

E: [payments.section@torbay.gov.uk](mailto:payments.section@torbay.gov.uk)

# 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 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.

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



## Charges per annum

### Maintained schools

Flat fee of £775

### Academies

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

## Who to contact



**Lorraine Woolcock**  
Systems Manager

T: 01803 207290

E: [lorraine.woolcock@torbay.gov.uk](mailto:lorraine.woolcock@torbay.gov.uk)



**Paula Baker**  
(for queries and requests for collection)

T: 01803 207255

E: [cashiers@torbay.gov.uk](mailto:cashiers@torbay.gov.uk)

# 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**  
Print Manager

T: 01803 207499

E: [stuart.rickards@torbay.gov.uk](mailto:stuart.rickards@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 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.

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.



## Charges

A flat fee of £250 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](mailto:russell.farley@torbay.gov.uk)



**Stuart Rickards**

Print Manager

T: 01803 207499

E: [stuart.rickards@torbay.gov.uk](mailto:stuart.rickards@torbay.gov.uk)



# 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 school

- We will ensure your website meets Ofsted requirements
- Packages to suit all budgets
- Help and support available from an experienced team

## Who to contact



**Nikki Massie**

Website Design and  
Development Manager

T: 01803 207098

E: [nikki.massie@torbay.gov.uk](mailto:nikki.massie@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.

- Uncapped individually tailored HR Service
- Dedicated on-site support
- HR Portal
- Well Being at Work
- Payroll/Pensions Self Service
- No hidden charges
- 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 covering:

- Employee resourcing, including redundancy, reorganisation and redeployment
- Absence management, including support to address short term and long term absences
- Employee reward including School Teacher Pay and Conditions, Job evaluation and Support Staff Pay
- Conduct and performance management, including capability and day to day management of staff
- Working with a range of differing terms and conditions which may operate under one roof.
- Subscription to our service provides you with access to our full range of comprehensive model policies, advice and guidance as well as legally compliant contracts of employment. We will provide you with up to date news and changes to legislation as well as guidance on how best to ensure you are fully compliant, protecting your school and staff. You also receive on line access to our dedicated HR Portal containing policies, procedures and model letters.



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 2021/22 are dependent on the type of service required. We offer the following:

- Core Service (annual subscription)
- Bespoke additional services (pay on demand)
- Consultancy service (bespoke or annual subscriptions are available)

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 207374

E: [educationHR@torbay.gov.uk](mailto:educationHR@torbay.gov.uk)

# OCCUPATIONAL HEALTH

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 or Academies purchasing Human Resources via Torbay will also benefit from HR Advice both before and after the referral process, as well as support to write referrals.

# EMPLOYEE ASSISTANCE PROGRAMME

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 Health Assured offers to help you deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing.

The Employee Assistance Programme can provide you and your immediate family members with:

- Unlimited access to a 24 hours a day, 7 days a week, 365 days confidential helpline
- Access to a 24/7 critical incident telephone support
- Access to face to face, telephone or online counselling
- Access to Legal information services
- Access to Debt and financial information
- Access to a Family advice line on topics such as childcare and eldercare
- Access to online wellbeing portal and a mobile app



## 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 207359

E: [educationHR@torbay.gov.uk](mailto:educationHR@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 207374

E: [educationHR@torbay.gov.uk](mailto:educationHR@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

# Classwork

## 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](mailto: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: [educationhr@torbay.gov.uk](mailto:educationhr@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 Babcock 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



### Debbie Horn

School Improvement and  
Performance Officer

T: 01803 207881

E: [debbie.horn@torbay.gov.uk](mailto:debbie.horn@torbay.gov.uk)

# 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 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 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

Basic Council Tax check for Main Round  
Admissions £50

## Who to contact



Sue Mills Senior Officer, Schools  
Services

T: 01803 20908 / 07717 517122

E: [pupil.services@torbay.gov.uk](mailto: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.

## 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 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 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.



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.
- 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

## Charges

Cost per appeal: £195

Cost per appeal if withdrawn two weeks before the hearing date: £130

Exclusion review: £850 per half day (based on one student) for the first four hours, £300 per hour thereafter.

## Who to contact



**Amanda Coote**

Governance Support Team Leader

T: 01803 207026

E: [amanda.coote@torbay.gov.uk](mailto:amanda.coote@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 20908 / 07717 517122

E: [pupil.services@torbay.gov.uk](mailto: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



**Debbie Horn**

School Improvement and  
Performance Officer

T: 01803 207881

E: [debbie.horn@torbay.gov.uk](mailto:debbie.horn@torbay.gov.uk)

# EDUCATIONAL PSYCHOLOGY AND ADVISORY TEACHER

This is a service for maintained schools and academies. The team work 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

Work in partnership with schools to improve their wider practice in meeting children's needs at a group or whole school level.

Advisory teacher offering training, assessments (particularly around literacy and numeracy), need's 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 condition spectrum 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 £412 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



### **Mike Freeman**

Admin Support for the Educational Psychologist Service

T: 01803 208261

E: [michael.freeman@torbay.gov.uk](mailto:michael.freeman@torbay.gov.uk)

# 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.

As a service we are committed to supporting continuous professional development (CPD) for all early years' practitioners working with schools, with the aim of narrowing the attainment gap and making a difference to children. The purpose of our offer is to help ensure staff have access to both the CPD opportunities and bespoke visits they need in order to maintain high quality of the early year's provision in school, resulting in improved outcomes for all children and families in Torbay.

Further details can be found on the website:

[www.torbay.gov.uk/early-years-and-childcare-advisory-service/](http://www.torbay.gov.uk/early-years-and-childcare-advisory-service/)

### 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.
- Support you to meet your statutory requirements.



## Charges

Training charges can be found within the Available Services Document on the Early Years webpage.

Please get in touch to discuss your requirements.

## Who to contact



**Emma Kerridge**

Senior Early Years Advisory Teacher

T: 01803 208772

E: [emma.kerridge@torbay.gov.uk](mailto:emma.kerridge@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.

COVID safety requirements may restrict the capacity the hall can host for an event. Please contact us for further information.

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.

A large crowd of people is gathered in a hall, likely for a community event or fair. The hall has a high ceiling with a large circular window and several columns. People are standing, talking, and some are looking at information on a table in the foreground. The overall atmosphere is busy and social.

## Who to contact



**Julie Kniveton**  
**Business Development**

T: 01803 207953

E: [businessdevelopment@torbay.gov.uk](mailto:businessdevelopment@torbay.gov.uk)

# HEALTH AND SAFETY



## Service description

- Access to online health and safety manual documents.
- Guidance and assistance with risk assessments including fire assistance and evaluation of health and safety self audits.
- Guidance and assistance with inspections and incident investigations.
- Access to Torbay Council corporate health and safety training courses, and accredited IOSH Managing Safely and IOSH Working Safely training courses.
- Radiation Protection Officer (RPO) providing guidance and assistance for the storage and use of radiological substances. (dependent on school/college membership of CLEAPSS).
- Access to Consortium of Local Education Authorities for the Provision of Science Services (CLEAPSS) advice and guidance (Maintained schools – free. Academies – CLEAPSS membership required. Enquire with Health and Safety team for further information).

## ASSURE

With our health and safety software solution, Assure, you can effectively manage health and safety with the confidence that you are in control. All your staff can have access to the GDPR compliant web based system. This includes:

### Incident Reporting and Investigation

The SHE Assure Incident Management module records all incidents across your school/college. The Torbay Council system has 7 categories of incident to report against:

- Employee Accidents
- Non-employee accidents (pupils)
- Occupational Health
- Near misses
- Hazards
- Environmental incidents
- Regulatory visits.

RIDDOR regulatory reporting forms will be managed and completed by the Torbay H&S team on your behalf.

### Risk Assessment

This 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 health and safety risks relevant to your school's activities, including COSHH assessments with a library of MSSDS, DSE, Radiation sources, Fire Risk, Working at Height and Manual Handling.

### People and Training

This module records, documents and reports on your school's employees' training compliance, 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.

### Audit and Inspection

This module helps organisations to maintain compliance and best practice across multiple locations. From a range of standard inspection audit templates, bespoke templates can be created using specified scoring methodologies. The inspection/audit report is conducted on SHE Assure to provide a robust documented/auditable system.

## Additional Services

### (additional charges apply)

- Health and Safety.
- Fire awareness
- Paediatric first aid.
- Emergency first aid.
- First aid at work.
- Plus bespoke courses such as COSHH, Working at Height, Manual Handling, and Incident Investigation etc.

## Benefits to your school

This service will enable you to:

- Understand and 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

< 449 pupils: £1000.00

450-1400 pupils: £1500.00

Access to Torbay Council corporate health and safety training courses:

■ Maintained schools – No charge

■ Academies – Accredited courses per person costs apply. Half day course £75, One day course £150, Three day course £300.00, Non-accredited courses – half day course £50.00, one day course £100.00).

## Fire risk assessment

Risk assessment of premises with report and action plan: £300/day

## Conducting a health and safety audit

Audit of the school's management systems and risk control arrangements: £300/day

## Who to contact



**Giles Watson**

Corporate Health and Safety Officer

T: 01803 207631 / 07385 407687

E: giles.watson@torbay.gov.uk



# 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
- Nightly patrols of buildings and grounds
- Event security.

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

## Charges

### Keyholder/alarm response

#### Primary

£150.00pa+ £35 ph per call (first hour, £30ph thereafter)

#### Secondary

£175.00pa+ £35 ph per call (first hour, £30ph thereafter)

#### Special

£150.00 pa+ £35 ph per call (first hour, £30ph thereafter)

## Who to contact



### Simon Cheetham

Corporate Security / CCTV Supervisor

T: 01803 207654

M: 07920 275641

E: [simon.cheetham@torbay.gov.uk](mailto:simon.cheetham@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

### Allergen Training

The Food Information Regulations EU1169/2011 (FIR Regs) came into force on 13th December 2014 and require all food businesses, no matter what size, to be able to manage allergens in any of the food they sell. Our team offers training on your responsibilities under the regulations so you can get it right.

### Food Hygiene Training

We run monthly Level 2 Food Hygiene Training courses within Torbay. The course is delivered by experienced Environmental Health Officers. Any specific learning requirements are likely to be able to be accommodated e.g. other languages.

### 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

### Allergen training

£75.00 per course

One fixed price no matter how many staff you have in attendance.

### Level 2 Food Hygiene Training

£60 per person including exam and handbook

We can offer bespoke training on site, please get in touch for a competitive quote.

### Food Safety Advice Visit

£130

1½ 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



**Sara Desbois**

Senior Environmental Health Officer

E: [sara.desbois@torbay.gov.uk](mailto:sara.desbois@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 conflict of interest arises 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](mailto:philip.taylor@torbay.gov.uk)

# MARKETING 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. Do you need to communicate your latest Ofsted rating? 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.

## 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.
- 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 organisation

- Reduces the burden on school staff to handle media inquiries.
- Cost effective advice and support on all types of communications issues.
- 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 15 hours support  
Charge: Under 500 pupils = £299  
Over 500 pupils = £399

## Package 2

Offer: Up to 25 hours support  
Charge: Under 500 pupils = £499  
Over 500 pupils = £599

## Tailor Made Package

Each communication package can 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 £50 per hour. Non-subscribers will be charged a flat daily rate of £375 for communications advice and support.

Schools are invited to contact the Head of Communications to discuss specific requirements or to make further enquiries about the services on offer.

## Who to contact



**Michelle Pierce**

Head of Communications

T: 01803 208832

E: [michelle.pierce@torbay.gov.uk](mailto:michelle.pierce@torbay.gov.uk)

# CREATIVE DESIGN

Torbay Council's Communications Team offers a multi-disciplined creative design service, providing innovative, cost effective and bespoke solutions for schools of all sizes.

The team has a wealth of experience in the public and private sectors and collectively possess over 25 years of knowledge and talent. Our designers have worked both in-house and commercially, producing creative concepts and design solutions for businesses large and small.

- We will work with you to develop materials which reflect your values and enhance the reputation of your school.
- We offer solutions to suit all budgets, from simple reusable office templates to a full suite of digital and printed marketing materials.
- We have specialist knowledge relating to accessibility, such as clear print guidelines, creating inclusive signage and designing for people with additional needs.

## Design solutions

There are many reasons that your school may require a professional graphic design service. Here are a selection of projects we would be happy to quote for:

- Prospectuses – we can advise on a variety of options to suit your needs, including folders with inserts, interactive pdfs and editable templates.
- Newsletters – we can produce branded templates in Word or Mailchimp, and offer training sessions if necessary.
- Signage - including vehicle livery and interior/ exterior wayfinding.
- Branding - visual identity concepts and development, to include logo design, typeface selection, design layouts for print and digital media, photography style.
- Marketing campaigns - printed publicity, ambient media, merchandise, direct mail, digital adverts, social media graphics.
- Infographics and illustrations - both static and animated.
- Exhibitions - this could include pull up banners, exhibition stand design, brochures and handouts.

## What does it mean for you?

- Better engagement - through the creation of clear and concise visuals that get your message across to your audience.
- Improved perception of your school – through credible, professional quality materials that reflect your ethos and values.
- Cost effective marketing - working with you to create powerful marketing materials that will give your school the best results.

## CHARGES

We offer a competitive rate of £40 p/h, and can also provide a fixed quote on request.

## Who to contact



**Beth Hill**

Senior Graphic Designer

T: 01803 208859

E: [beth.hill@torbay.gov.uk](mailto:beth.hill@torbay.gov.uk)



# PROCUREMENT

## Procurement and Contract Management

Procurement is the process of acquiring goods, works or services. All maintained schools and academies undertake procurement at some level, whether this purchasing goods such as stationery or contracting a whole service, such as cleaning.

Contract Management is the process that starts once a contract has been awarded and ensures that the contract is implemented well, that the supplier is meeting contractual and performance obligations, that you have good relationships with your supplier, and that best value for money is being maintained.

Like all public bodies, maintained schools and academies have a duty to deliver best value and comply with the Public Contracts Regulations 2015 when spending public money. Our Procurement, Contract Management and Commissioning (PCMC) Team is experienced in delivering a wide range of procurements, developing guidance, undertaking strategic sourcing reviews and supporting with the management of contracts. We can assist you to secure value for money and comply with legal requirements.

### Service description

- Management of your procurement processes, including assistance with developing tender documentation, advertising the opportunity and support to evaluate submissions.
- Provision of training on the Public Contracts Regulations and how to undertake a procurement process.
- Development of a bespoke procurement and contract management guide.
- Review of current spend and development of a 'Sourcing Plan'.
- Access to Torbay Council contracts
- Mobilising/ Implementing contracts.
- Understanding the contract, key roles & responsibilities, key dates, finance, reporting, KPIs.
- Support to vary and/or extend contracts.
- Access to a Contract Risk Assessment Matrix.
- Access to qualified staff with in-depth experience and knowledge of public sector procurement.
- Better understanding of your spend profile to aid compliance with legislative requirements.
- Opportunities for collaborative working with other schools to deliver efficiencies.
- Access to the Council's electronic tendering portal.
- Up skilling of school staff involved in procurement and contract management.
- Robust contracts and better relationships with your suppliers.
- Understanding your contract, the spend, the performance & taking action immediately when required, whilst ensuring best value for money.
- Better understanding of the signs of suppliers in distress.
- How to address contractual problems and disputes.
- Managing collaborative procurements
- Production of a procurement guide for use by your school, based on your Procedure Rules and the Public Contracts Regulations 2015
- Access to Contract Management Guidance, Risk Assessment and Operations Manual
- Assistance with performance and contractual problems, or Suppliers in financial or operational distress
- Spend review (examination of the procurement processes you have undertaken and identification of opportunities to reduce costs by improved procurement)
- Procurement and Contract Management training for school staff and governors
- Ad hoc queries

# CHARGES

Various types of support are available to meet your specific requirements and are charged at a rate of £50.00 per hour:

## Who to contact



### Procurement Team

T: 01803 208514

E: [procurement.team@torbay.gov.uk](mailto:procurement.team@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



**John Clewer**

T: 01803 207740

E: [highways@torbay.gov.uk](mailto:highways@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](mailto:joanne.beer@torbay.gov.uk)

# 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 school
- 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 schools ambitions.
- Our experienced staff will help you maximise the return from the survey to ensure you achieve meaningful data.
- Data protection compliance is assured.



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

# 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**

Head of Policy, Performance,  
Community Engagement and  
Empowerment

E: [consultation@torbay.gov.uk](mailto:consultation@torbay.gov.uk)



# 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.

TDA is able to provide a complete asset management service delivering innovative and practical solutions which identify opportunities and minimise risks including:



## Asset Management

- Drafting asset management strategies so schools can deliver objectives to budget and timescale
- Undertake asset audits – analysis of data and identify gaps in information, establish protocols for capturing property data.
- Facilities Management
- Risk Assessment/Fire Risk Assessment
- Care taking service
- Cleaning contracts
- Grounds and Maintenance service.

## Lease Consultancy

Negotiations for the granting and taking of leases and licences for third parties

- Instructing legal advisors and commenting on draft documents.
- Dealing with general queries, vacant accommodation inspections, rent collection, service charge administration.
- Reviewing lease repairing liabilities/Schedule of dilapidations.

## Valuations

- Undertake bespoke valuations for specialised assets such as schools.
- Provide advice on International Financial Reporting Standards Asset Classifications.
- Estimation of remaining useful life and residual values.

## Property Services

- Condition Surveys
- Statutory Compliance & Servicing including water hygiene and legionella
- Asbestos Management
- Mechanical & Electrical Engineering and design

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.

See our latest news, school customers and completed projects by visiting [www.tda.uk.net](http://www.tda.uk.net)

Join us on Twitter  @ServicesTDA



## Charges

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

## Who to contact



**David Blanchard**

Property Services

T: 01803 926336

E: [david.blanchard@tda.uk.net](mailto:david.blanchard@tda.uk.net)



**Paul Palmer**

Asset Management

01803 926391

07899 897167

[paul.palmer@tda.uk.net](mailto:paul.palmer@tda.uk.net)



**Stuart Left**

Facilities Management

01803 926413

[stuart.left@tda.uk.net](mailto:stuart.left@tda.uk.net)



# TDA EDUCATION SERVICES

TDA's Education Team is commissioned by Torbay Council to ensure there are sufficient school places and to manage and deliver the Children's Services Capital Programme.

We can also provide strategic advice and guidance for effective asset management, offering a wide range of support services to schools, Multi Academy Trusts, early years providers and other education clients.



## Service description

- CONDITION IMPROVEMENT FUND (CIF) bid writing for Academies
- URGENT CAPITAL SUPPORT FUND applications for Academies
- Producing BUSINESS CASES for school organisation changes
- Procuring, managing and delivering CAPITAL PROJECTS
- Reviewing and producing SCHOOL ACCESS PLANS
- Reviewing and producing ASSET MANAGEMENT PLANS
- CURRICULUM ANALYSIS and FEASIBILITY STUDIES to identify accommodation requirements
- Writing and conducting CONSULTATIONS
- ADVICE on GOVERNOR/TRUSTEE RESPONSIBILITIES
- SERVICE CONTRACTS for mechanical and electrical plant
- FACILITIES MANAGEMENT cleaning & caretaking and minor repairs & maintenance.

## Why appoint TDA?

- Successful track record in bidding for capital grants including CIF, Early Years Capital Grant and Basic Need
- Over 20 years of experience managing and delivering capital projects on time and within budget
- Over 20 years of experience working within the Education sector
- Extensive network of satisfied education clients across the South West.

## Benefits to your school

- Peace of mind
- Reduced administrative burden
- Effective planning to reduce expenditure
- Energy savings
- Access to capital funding
- Comprehensive support and advice
- Effective budget planning
- Prioritising asset management decisions
- Professional, experienced team
- Proven track record.

All services can be commissioned individually or as a package if preferred. For more information or a bespoke quotation please contact us.

## Charges

We offer a FREE consultation. All services can then be commissioned individually or as a package if preferred. For more information or a bespoke quotation please contact us.

## Who to contact



**Clare Talbot**

Head of Education Services

T: 01803 926330

E: [clare.talbot@tda.uk.net](mailto:clare.talbot@tda.uk.net)

# TORRE ABBEY

## TorreAbbey

Torre Abbey has witnessed an extraordinary variety of events since it was founded in 1196, meaning we can offer your learners 800 years of history where it happened, with stories to inspire and ignite a world of learning and engagement through every subject.

### Service description

We have so much to offer schools and other learning groups near and far; from self-led visits, to guided tours, workshops, and bespoke projects linking in to specific curriculum areas; from History to Drama, Maths, literacy and numeracy to Music and Art. We are able to deliver learning activities and workshops relating to any topic from the Middle Ages through to the present day. 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 includes Pre-Raphaelite works including Holman Hunt's 'The Children's Holiday' and Burne-Jones' drawings for 'The Planets'. Inspired by both national and local artists we can provide art and art history workshops that help learners to acquire new skills and develop their creative confidence. Workshops can range from stained glass to printmaking and drawing to sculpture making, all tailored to your requirements.

Our gardens are a beautiful and calm oasis in between the lawns and ruins. It's a place where science, art, history and nature come together to educate through activities including soil science and learning about Agatha Christie's potent plants.

We cater for all learning groups and students of all ages and key stages - from primary to higher education and everything in between. Whether you teach in a learning facility, are a home schooler, childminder, family group, senior or teach those with SEN, our experienced Learning Officer can arrange a tailored learning package to suit your specific requirements and your group's interests

and abilities. All of our workshops have an artistic and hands-on approach to help learners gain a better understanding of art, history, culture and the world around them.

We have a fabulous purpose built classroom too; the 'Learning Lab' can host formal learning or messy creative activities for any age group, and will 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.

Contact our Learning Officer to discuss your requirements for exciting educational visits which can be designed to match your curriculum themes.

A visit to us could include these National Curriculum links:

- Literacy
- Maths
- Science
- D&T
- History
- Geography
- Art
- Drama
- Religious Studies

## 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 £15 a year, which allows free self-guided visits (subject to availability and booking) to Torre Abbey's House and Gardens and access to our on-site Community Scrapstore. Generally a school workshop costs £5 per child and lasts approximately 2 hours. However, we can adapt times and the prices may vary slightly depending on the activity. Teachers, Teaching Assistants and helpers go free.

## Who to contact



**Learning Officer**

T: 01803 208511

E: [abbeylearning@torbay.gov.uk](mailto:abbeylearning@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](mailto: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

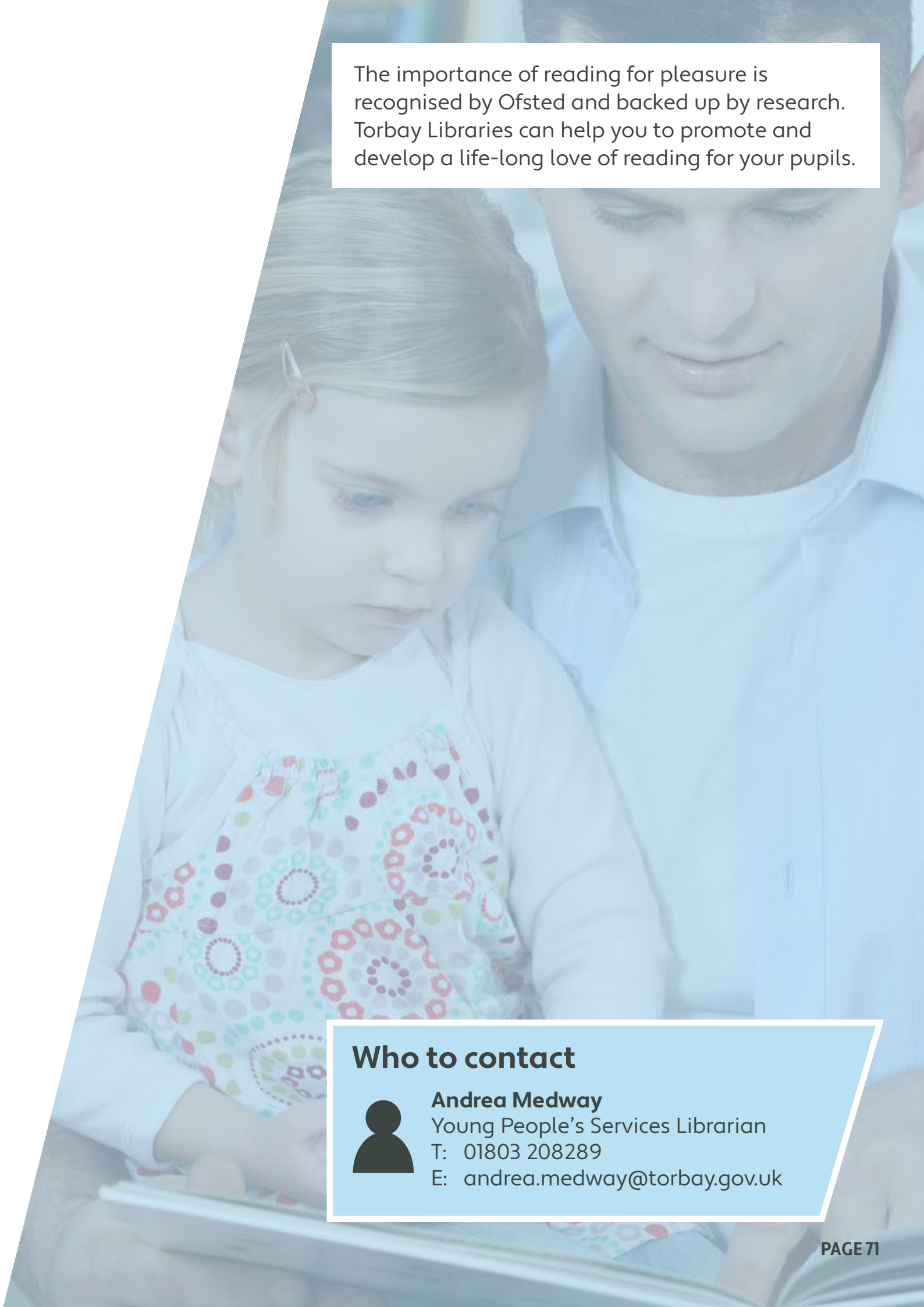
We have worked with Renaissance Learning (Accelerated Reader) to link our library catalogue to the Accelerated Reader programme. As a result of this we can offer all schools in Torbay who are using the Accelerated Reader programme a library book finder code which they can give to students and parents. 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

A photograph of a man and a young girl reading a book together. The man is on the right, looking down at the book. The girl is on the left, also looking down at the book. She is wearing a white shirt and a colorful patterned apron. The background is blurred.

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](mailto:andrea.medway@torbay.gov.uk)

# 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, 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 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 – Please contact us for further information.

*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.*

	<b>Option 1 every 3 years</b>	<b>Option 2 Annual Audit</b>
Primary	£535 per year	£615 per year
Secondary	£1065 per year	£1590 per year
Special	£975 per year	£1150 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 the following other services on an individually charged basis:

- 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 contact us. For details on charges for pay as you use services contact [edaudit@devon.gov.uk](mailto:edaudit@devon.gov.uk)

### Academies

We would identify the most suitable service to meet the requirements of the Governors, School, Senior Management and staff. Please contact [academies@devon.gov.uk](mailto:academies@devon.gov.uk) for a quotation.

## Who to contact



### Dominic Measures

Audit Manager

T: 01392 380493

E: [dominic.measures@devon.gov.uk](mailto:dominic.measures@devon.gov.uk)

[www.devonaudit.gov.uk](http://www.devonaudit.gov.uk)