

Services for schools 2019/20

Directory of services for Ealing schools



Ealing

www.ealing.gov.uk



Welcome

This brochure signposts you to detailed information about all Ealing services available to schools, how they can be accessed and who to contact with queries.

As well as the services which are available to schools with no additional charge, the brochure also highlights those which can be purchased on a pay as you go basis or annually via the online order form which has now launched for 2019-20 services.

The deadline this year for submitting your orders for all services is 28 February 2019.

It is wonderful that nearly all Ealing schools (95%) have signed up to Ealing Learning Partnership 2019/21 and the council has renewed its financial commitment for another two years.

This enables us, together, to build on the great work to date towards a collaborative, school-led, self-improving system and achieve our collective aims and priorities for children and young people.

Immediate advantages to schools include the infrastructure and framework for: capacity building of leaders and teachers, streamlined communication and processes; economies of scale; generation of grant funds; greater school influence on council services; and the availability of additional, local, high quality traded school improvement services (p7).

We look forward to receiving your order forms by 28 February and to working with you in the two years ahead and to our closer collaboration through the Ealing Learning Partnership (www.egfl.org.uk/ELP)



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Assistant director children's services
Schools planning and resources



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Purchasing services for 2019/20

Ealing's services for schools online order form is available for purchasing 2019/20 services. Headteachers and nominated buyers can review service information and place orders.

You can find information about services for schools on the Ealing Grid for Learning (EGfL) in five categories:

ELP services	Facilities	Finance and data	Human resources	Services for children
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The lists of services within each of these categories are located on the right hand side and have direct links to the web pages.

Each individual service gives an overview that applies to all relevant schools.



Further details and costs

You must log in to see further details about services including prices where applicable. Use your EGfL username and password. These icons show how the service is available to you:



No additional cost to schools



Pay as you go service



Ealing Learning Partnership subscription



Other arrangements



Annual buyback using order form, **submit by 28 February 2019.**

If a service is provided by a contractor and if a service commitment is for more than one year, it will be stated in the service description. Service contacts listed in the service pages are happy to discuss any customised requirements that you may have.

Online order form for annual buy back

Each headteacher and nominated buyer has access to the online order form using their EGfL user account.

Log in to EGfL to use the **school order history** tab to view the annual buyback services you purchased in previous years at www.egfl.org.uk/order-history

Work through the form saving and editing as many times as you need to before the deadline. Save the order form before you submit it. Annual buyback services will be listed on your order form with the prices specific to your school and must be ordered by **28 February 2019.**

Once submitted you cannot access the order form to make changes. You will receive an automated email which lists and confirms your order. You can also log in during the year to view your order under the order history tab.

We will process your order in April. We will be in touch about 'price on application' items or if we have any questions. We will confirm your final decisions and the costs and issue invoices in the summer term.

You will get services at the appropriate rates and period detailed in the individual service descriptions. If you ordered bespoke services, colleagues will contact you to clarify your specific needs.



Changes



Ealing learning partnership services

Ealing learning partnership (ELP) has now been established and 95% of schools have signed up for 2019-21. This brings a core entitlement and an additional contribution from Ealing Council above its statutory funding to support the partnership.



All arrangements are described in the ELP brochure as well as ongoing developments which will be shared at www.egfl.org.uk/elp

Schools can continue to purchase support and ELP LA school improvement traded services through annual buyback using the order form or as PAYG. ELP schools will receive preferential rates.

Service changes for this year

Services now available on the order form:

- ◆ Behaviour and inclusion service (high schools)
- ◆ Educational psychology
- ◆ Communicating during a crisis.

Renamed services:

- ◆ Virtual school for looked after children and care leavers
Formerly Looked after children (LAC)
- ◆ Ealing Primary Centre Outreach service
Formerly Primary behaviour service.

Services not available this year:

- ◆ Audit and investigation - post 16 funding audits
- ◆ Capita SIMS - Capita support service
- ◆ Computing and ICT SLA.

Deadline

Your decision to purchase an annual buyback service should be made by **28 February 2019** using the order form through EGfL.

The timescale for making purchasing decisions is critical to our planning and service availability again this year with continuing pressures on all council funding and the Ealing Learning Partnership business model.

Completing your online order form by the deadline will enable us to manage our resources effectively so we can continue to provide excellent services at great value for money.

Given the time involved in making changes to services, there is a basic minimum requirement of one year's notice to cancel a traded service or one term before the end of the contract period for certain services.

Please see specific service information for variations on this.

By subscribing to ELP in January 2019 schools have committed to a two-year partnership 2019-21. Each year will be invoiced separately as part of the services for schools annual order form and invoice.

There will be no option to cancel subscription during the two-year period as the partnership infrastructure and activities are planned and resourced based on the total number of schools subscribing in January 2019.



Ealing services for schools can be accessed in the following ways:

Free of charge **FOC**, Pay as you go **PAYG**, Ealing SLA annual buyback **ABB**, other arrangement **OA**
Ealing learning partnership subscription **ELP**



ELP services

FOC	PAYG	ABB	OA	ELP	Title
	•	•			Behaviour and inclusion service (BIS)
	•	•			Continuing professional development (CPD) and training
	•				Ealing education centre (EEC) training and meeting venue
•				•	Ealing Grid for Learning website
•	•				Ealing Learning Partnership statutory functions
	•	•	•		Ealing music service
•					Gypsy, Roma and Traveller achievement service
•	•	•			Health improvement
		•		•	NQT Appropriate Body
•	•	•		•	School governance development
•	•	•		•	School improvement for high schools
•	•	•		•	School improvement for primary/special schools
	•	•	•	•	School partnerships and enrichment
	•	•			School workforce development support

Facilities

FOC	PAYG	ABB	OA	Title
	•	•		Corporate health and safety SLA
	•	•	•	Courier service to schools
	•			Courier, post, print and scan solutions
	•			Design and production services (PrintOut)
			•	Grounds maintenance
•				Libraries
•	•			Local history service
			•	Pitzhanger Manor House and Gallery
•	•			Property services
	•	•		Property services support surveyor
			•	Property services – maintenance
		•		Refuse and recycling collection
			•	School meals

Ealing services for schools can be accessed in the following ways:

Free of charge **FOC**, Pay as you go **PAYG**, Ealing SLA annual buyback **ABB**, other arrangement **OA**, Ealing learning partnership subscription **ELP**



Finance and data

FOC	PAYG	ABB	OA	ELP	Title
		•		•	Access to FFT Aspire
•	•				Audit and investigation
	•				Audit and investigation - school financial value standards
		•			Capita SIMS - licences
			•		Insurance and operational risk management
	•				Legal services
		•			Long term sickness and maternity insurance scheme
	•				Procurement advice
	•			•	Schools research and data
	•	•			School bursarial service
•					School finance

Human resources

FOC	PAYG	ABB	OA	Title
	•	•		HR advice and consultancy
	•	•		HRSSC administration
		•		HRSSC E-teach recruitment platform
	•	•		HRSSC pay as you go services
		•		HRSSC payroll
	•	•		HRSSC pensions
	•	•		Occupational health service

Ealing services for schools can be purchased in the following ways:

Free of charge **FOC**, Pay as you go **PAYG**, Ealing SLA annual buyback **ABB**, other arrangement **OA**



Services for children

FOC	PAYG	ABB	OA	Title
•				Access to resources
•				Admissions
•	•			Admission appeals and exclusion review service
•		•		Admissions distance measurement
•				Admissions in-year and children missing education
•				Child and adolescent mental health services (CAMHS)
•				Children educated at home
			•	Clinical psychology in schools
•				Commissioning of health, preventative and educational services
		•		Communicating during a crisis
•				Ealing alternative provision (EAP)
•				Ealing children's integrated response service (ECIRS)
•				Ealing primary centre outreach service
•				Ealing safeguarding children board (ESCB)
•				Ealing school nursing service
•				Ealing services for children with additional needs (ESCAN)

FOC	PAYG	ABB	OA	Title
•	•	•		Educational psychology service
•				Exclusions team
•				Family information service
•		•		Free school meal eligibility checking
•				Parenting service
	•			Pyramid club
	•		•	Safeguarding training for schools overview
•	•			School attendance service
•				School travel plans
•				Special educational needs (SEN) assessment service
•				Special educational needs (SEN) transport
•	•			Supportive action for families in Ealing (SAFE)
•				Virtual school for looked after children and care leavers
			•	Willow Tree school sport partnership
•				Youth offending service
•				Youth service

General terms and conditions

Ealing services for schools are supported by our general terms. Additional and specific T&Cs for individual services can be found in the service pages for those services.

Availability of the service

You will find this information on the individual service pages.

Cancellation

Where schools sign up for a one-year service there may be no right of cancellation within that year. For other arrangements, schools are required to give a minimum of one school term's notice if they no longer want to receive a buyback service that they have signed up for. Where it is possible to cancel within the year agreed, as an example, if a service is no longer required from April, notice must be given to the service provider in writing by the end of the previous autumn term (December), otherwise it will automatically continue to the end of August.

Administration charges may be applied for cancellation mid-year and deducted from any pro-rata refund where it is applicable.

Some individual services have no right to cancellation as they match specific council contracts and schools will have had to commit to those for the period of the contract.

Also see terms relating to specific services.

Complaints and disputes

If a school is dissatisfied with the service provided, the school should initially liaise with the nominated service contact. Contact details are on the relevant service web page.

If the outcome of the initial investigation is unsatisfactory or a dispute arises, schools can escalate concerns to the service manager. If concerns are still not addressed then progress them to the assistant director/director of the service, then to the director/executive director. If the outcome is unsatisfactory the school can refer their concerns to the council's chief executive.

Disclosure & barring service checks

All council staff that work with schools and young and vulnerable people have been subjected to an enhanced check. If a check is pending, a risk assessment will be completed by the service head.

Identity badges

When visiting schools' council staff will carry a photo identity badge.

Payment of invoices

Payment is required within 30 calendar days of issue of the invoice.

Quality assurance

We provide a high quality, timely and cost effective service to schools and meet the standards of customer care described in service details. Quality is monitored by feedback sought from schools through regular contact with headteachers and service users, through headteacher consultative and network groups and service self-evaluation.

Any perceived failure in the service should be drawn to the attention of the service provider who will carry out an investigation and offer an explanation and ensure prompt remedial action is taken where appropriate.

Email and correspondence

Emails will be acknowledged within 24 hours, Monday to Friday. We will respond within five working days; complex enquiries within 10 working days. If we need more time we will let you know and keep you posted. Also refer to individual service detail for specific quality standards.

School commitment

To enable the service to be efficient, effective and responsive, the school undertakes to provide required information in a timely manner and comply with any deadline set by the service provider.

Academies and schools other than Ealing maintained schools

There may be separate service agreements and contracts applicable to academies for certain services. See specific service details.

Headcount

Where service prices are based on staff headcount this is based on iTrent data from the January census.



Frequently asked questions

Commonly asked questions related to the services we offer and the order process are outlined below. If you still have a service specific question, get in touch with the named service contact. This is specified on the service pages on EGfL.

1. What do I need to do after receiving this brochure and by when?
2. I have forgotten my password for my EGfL user account
3. Who do I contact if I have a query about the ordering process?
4. Who do I contact if I have a query about a service?
5. What are core, pay as you go and annual buyback services?
6. How do I know what the cost of a service will be to my school?
7. Where are the terms and conditions of the service?
8. Where can I get a paper copy of the brochure and order form?
9. Where can I find the services I am committed to?
10. Can I submit the order form only online?
11. How will I know my order form has been successfully submitted?
12. What if I need to change my submitted order form?
13. My headteacher is absent; I need to access the order form?
14. Why can I see the brochure but not the order form?
15. Why have the prices of a service changed?
16. When will the service I ordered start?
17. What if I miss the 28 February 2019 deadline?
18. Why can't I find a service I purchased last year?
19. Where is last year's services information (2018/19)?
20. If I have a complaint about a service who should I contact?
21. Where are last year's order details (2018/19)?
22. Where are this year's order details (2019/20)?

Frequently asked questions

1. What do I need to do after receiving this brochure and by when?



Read about the services on EGfL particularly services where you must make a purchasing decision by **28 February 2019**. These can be identified by the annual buyback icon. Headteachers and nominated buyers can complete and submit the online order form.

2. I have forgotten my password for my user account.

Go to the EGfL website and select **Log in**. Go to the **reset password** tab and enter your email address to reset your password. www.egfl.org.uk/user

3. Who do I contact if I have a query about the ordering process?

Send us an email at servicesforschools@ealing.gov.uk

4. Who do I contact if I have a query about a service?

Contact details are on individual service web pages. To email the service manager, select their email address. An email will be created that includes the title of the service automatically in the subject line.

5. What are core, pay as you go and annual buyback services?



Core services can be those provided without a direct charge to schools eg statutory or grant funded. ELP core funded entitlements in 2019-20 are those agreed to be provided as part of the ELP subscription



Annual buyback are services you purchase from Ealing Council on an annual basis, although some arrangements are for a longer period. The level, cost and length of contract for buyback is stated.



Some services are available on a pay as you go basis (PAYG). PAYG rates may be higher than those for annual contracts.

6. How do I know what the cost of a service will be to my school?

All prices and calculations are on the individual service pages and in your school's individual order form. Once you submit your order, a total charge for all annual services ordered will be invoiced to you in the summer term along with your ELP subscription. Other services eg PAYG are invoiced or charged by the specific service direct.

7. Where are the terms and conditions of the service?

See the [general terms and conditions](#) that apply to all services. Some services will have their own terms and conditions located in the service description or in 'Further details' after you log in. You can also contact the service directly.

8. Where can I get a paper copy of the brochure and order form?

You can download and print out what you need from EGfL. Some services have extra brochures, SLAs and other documents attached that you can download and print out as well.

9. Where can I find the services I am committed to?

Services you are committed to have been added to your buy back order form. Please ensure **Required** has been selected against that service. Check your **order history** for details on your committed services.

10. Can I submit the order form only online?

Yes, orders can only be submitted online by headteachers and nominated buyers.

11. How will I know my order form has been successfully submitted?

Headteachers and nominated buyers will get an automated email from services for schools to confirm their order has been submitted.

12. What if I need to change my submitted order form?

Contact us at servicesforschools@ealing.gov.uk for advice.

13. My headteacher is absent; I need to access the order form?

Contact us at servicesforschools@ealing.gov.uk for advice.

14. Why can I see the brochure but not the order form?

Everyone can view the brochure. Only the headteacher and a nominated buyer can view the order form and place orders.

15. Why have the prices of a service changed?

Please contact the service contact for this information.



Frequently asked questions



16. When will the service I ordered start?

If you purchase a financial year service, it will start from 1 April 2019.
If you purchase an academic year service it will start from 1 September 2019.
This only applies if you submit your order by the deadline **28 February 2019**.
See individual service information for other arrangements.

17. What if I miss the deadline?

We provide the information you need as early as possible and you will know enough about your budget situation to be able to make purchasing decisions in time. It will be difficult for us to organise our resources and provide services if we do not have your decision by **28 February 2019**. We cannot extend that period for the buyback services. Prices and availability are better if you get your order in by the deadline.

The pay as you go services are still available for you to purchase after the deadline **28 February 2019**.

18. Why can't I find a service I purchased last year?

For a list of changes to services see [Changes on page 5](#).

19. Where is last year's services information (2018/19)?

On the current service web page, you will see link to last year's information which will be available until September 2019.

20. If I have a complaint about a service who should I contact?

Contact the manager of the service or their team using details listed in service descriptions on EGfL. See the general terms and conditions in this brochure.

21. Where are last year's order details (2018/19)?

Headteachers and nominated buyers can log in to the EGfL website and go to the **school order history** tab at www.egfl.org.uk/order-history

22. Where are this year's order details (2019/20)?

Once you submit your order form it can be viewed under the **school order history** tab on EGfL and in the email you get when you submit your order.

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