

Ealing services for schools 2022/23

Directory of services for Ealing schools



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 2022-23 services.

The sign-up date this year for submitting your order form is **31 March 2022**.

It is wonderful that nearly all Ealing schools (90%) have signed up to Ealing Learning Partnership 2021/23 and the council has renewed its financial commitment to ELP.

This enables us, together, to build on the great work to date towards a collaborative, school-led, self-improving system and achieve our ambitious 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 31 March and to working with you in the year ahead and to our exceptional collaborative working through the Ealing Learning Partnership.

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Business planning and resources strategic lead
Schools planning and resources

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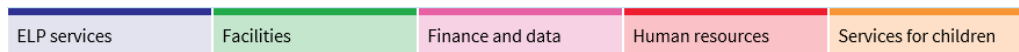
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Purchasing services for 2022/23

Ealing's services for schools online order form is available for purchasing 2022/23 services. Headteachers and nominated buyers can view service information and place orders.

Services can be found under these five categories, listed on the right hand side.



Each individual service gives key information, service contacts and costs where relevant.

Further details and costs

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



No additional cost to schools



Pay as you go service



Ealing Learning Partnership subscription



Annual buyback using order form, **submit by 31 March 2022**



Other arrangements

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 are happy to discuss bespoke requirements.

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

Annual buyback services are listed on your order form with prices specific to your school. You can save and update the order form as many times as you need to. Submit the order form by 31 March 2022.

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 log in during the year to view your order under the order history tab.

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 April.

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



Changes

Ealing Learning Partnership services

90% of schools have signed up to the partnership for 2021/23. This two year commitment enables a significant contribution from Ealing Council to support the partnership and provide joint-funded and co-led core services for ELP schools.



All arrangements are described in the ELP offer brochure as well as ongoing developments which are 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 2022/23

New services

[GovernorHub and The Key for Governors 2022/23](#)
For ELP schools only

Services coming to an end

Capita SIMs

Schools who have previously bought SIMS with us will now need to pay Education Software Solutions (previously Capita) directly for their licence. Education Software Solutions (ESS) and the LA will be in contact in the coming weeks regarding the new direct contract arrangements.

If you have any questions, contact Jen Bull bullj@ealing.gov.uk.

School courier service 2022/23

Service will only cover autumn term 2022.

Annual buyback sign up

Your decision to purchase an annual buyback service should be made by **31 March 2022** using the order form through EGfL.

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

Completing your online order form by the sign-up date 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 December 2020, schools committed to a two-year partnership 2021-23. 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 December 2020.



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 Appropriate Body
	•				Ealing education centre (EEC) training /meeting venue
•				•	Ealing Grid for Learning website
		•		•	Ealing Learning Partnership (ELP)
	•	•	•		Ealing music service
		•			GovernorHub and The Key for School Governors
•	•	•			Health improvement
	•	•			Looked after children (LAC), adopted children and post LAC support
•	•				School effectiveness statutory functions
•	•	•		•	School governance development
•	•	•		•	School improvement for high schools
•	•	•		•	School improvement for primary/special schools
	•	•	•	•	School partnerships and enrichment
	•	•			School workforce development support
		•			The National Governance Association (NGA) membership

Facilities

FOC	PAYG	ABB	OA	Title
	•	•	•	Courier service to schools*
	•			Courier, post, print and scan solutions
	•			Design and production services (PrintOut)
•				Libraries
•	•			Local history service
•	•			Property services
	•	•		Property services support surveyor
			•	Property services – maintenance
		•		Refuse and recycling collection
			•	School meals

* Autumn 2022 term only

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
			•		Insurance and operational risk management
	•				Legal services
		•			Long term sickness / maternity insurance scheme
	•				Procurement advice
	•	•			School bursarial service
•					School finance
	•			•	Schools research and data

Human resources

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

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**



Services for children

FOC	PAYG	ABB	OA	Title
•				Admissions
•	•			Admission appeals and exclusion/suspension review
•		•		Admissions distance measurement
•				Child and adolescent mental health services (CAMHS)
•				Children educated at home
•				Children missing education (CME) service
			•	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 partnership (ESCP)
•				Ealing school nursing service

FOC	PAYG	ABB	OA	Title
•				Ealing services for children with additional needs (ESCAN)
•	•	•		Educational psychology service
•				Exclusions and suspensions team
•				Family information service
•		•		Free school meals eligibility checking
•				Parenting service
	•		•	Pyramid club
	•		•	Safeguarding training for schools overview
•	•			School attendance service
•				School travel plans
•				Special educational needs assessment service
•				Special educational needs (SEN) transport
•	•			Supportive action for families in Ealing (SAFE)
•				Youth justice 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 individual service pages for 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 and 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 sign-up date 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

Staff headcount 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 have a service specific question, get in touch with the named service contact 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 31 March 2022 sign up?
18. Why can't I find a service I purchased last year?
19. Where is last year's services information (2021/22)?
20. If I have a complaint about a service, who should I contact?
21. Where are last year's order details (2021/22)?
22. Where is this year's order details (2022/23)?

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 **31 March 2022**. 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 services in 2021-23 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 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.

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 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 2022.

If you purchase an academic year service, it will start from 1 September 2022.

This only applies if you submit your order by the sign-up date of **31 March 2022**.

See individual service information for other arrangements.

17. What if I miss the sign-up date?

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 **31 March 2022**. We cannot extend that period for the buyback services. Prices and availability are better if you get your order in by the sign-up date.

The pay as you go services are still available for you to purchase after the sign-up date **31 March 2022**.

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 (2021/22)?

On the current service web page, you will see links to last year's information which will be available until September 2022.

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 (2021/22)?

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 (2022/23)?

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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