Welcome

I am pleased to present Together for Children’s new service offer to schools and early years settings for 2017/18. We are a new organisation, owned by Sunderland City Council and commissioned to provide children’s services on their behalf. Our primary purpose is to deliver the best possible outcomes for children and young people in Sunderland.

Although this is our first year of operation, the services we have described have been built on decades of experience. However, rather than simply repackaging the services our teams previously provided as part of Sunderland City Council, we have prioritised those services that we think can really make a difference in enabling you to achieve your aspirations for children in our city.

As part of establishing the company, we have consulted with many of you to understand the support you need. You have told us you want cost effective, high quality services that prioritise children and young people in Sunderland. We’ve worked hard to drive out inefficiencies and have invested in our capacity in the areas you have told us you most need support. We believe the offer we’ve described will meet your expectations.

The conversation we’ve begun with you doesn’t end here. In the coming year we will work with schools, academies and early years settings to shape our services together. If you need something different or additional to what we have presented here, we will work with you to tailor our services to meet your individual needs.

We know that we share with you all a vision for ensuring that children and young people have the support they need to reach their full potential. I look forward to working with you all this year to ensure that this vision becomes a reality for children and young people in Sunderland.

Kind regards

Alex Hopkins

Director of Children’s Services and Chief Executive,
Together for Children
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How the service works

The brochure outlines the statutory services we provide to schools in Sunderland along with the additional enhanced support (premium offer) which schools can choose to purchase over and above statutory provision.

You’ve told us what services you need to deliver your aspirations for children in our city. However, we recognise that each school’s specific needs are unique. This year, a Together for Children representative will meet with each school to discuss the services we provide, and between us, we will agree your package of support for the year. Following the meeting, the Business Relationship Manager will provide you with a full price breakdown to discuss with your governors and will assist you with any amendments you may require after the initial discussions.

At the back of the brochure, we have also included the services that continue to be provided by both Sunderland City Council and the Link School.

What you can expect from us

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>March 2017</td>
<td>Schools and settings receive their new brochure</td>
</tr>
<tr>
<td>March to April</td>
<td>A Together for Children representative</td>
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<tr>
<td>April 2017</td>
<td>Schools consider their options and request additional information</td>
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<tr>
<td>May 2017</td>
<td>Service Level Agreements are sent to schools with agreed options for signature</td>
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<tr>
<td>September 2017</td>
<td>Services to schools commence for the new academic year</td>
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Your Business Relationship Manager will be available throughout the year to help you with any queries or questions you may have regarding your services. This is your first point of contact should you need to contact Together for Children regarding the services we provide to you and will make every effort to resolve any queries you may have.

Thank you for your continued support. We look forward to meeting you soon.

Tony Davey
Business Relationship Manager
T: 0191 561 1458 or 0191 561 1444
E: tony.davey@sunderland.gov.uk
School Improvement

Our vision for school improvement

Together for Children is committed to ensuring that all children are able to attend a school that is ‘good’ or better, and are supported to fulfil their full potential. As a new company, raising educational achievements for children and young people in Sunderland is one of our top priorities.

In recent years, as public spending has reduced, so too has the availability of high quality support and challenge from skilled and experienced school improvement practitioners locally. While our service has continued to provide statutory support to maintained schools in Sunderland, many of our schools currently purchase additional support from outside our city.

As part of establishing Together for Children, we have consulted with headteachers, senior and middle leaders and governors. You have told us that you want a high quality and independent school improvement offer that prioritises Sunderland schools, and supports and challenges you to continue to raise standards.

We are committed to designing and delivering a comprehensive school improvement offer that is sustainable, meets your individual needs and enables you to deliver your unique aspirations. However, we know that school leaders themselves are best placed to shape the kind of support we provide and we do not want to design our offer in isolation.

With this in mind, for the academic year 2017/18, we will continue to focus on delivering our statutory school improvement service to maintained schools in the city. Alongside this, we will build a team of high quality and experienced associate school improvement partners. The additional capacity will enable us to make our statutory offer available to academies that wish to commission our support and to offer a limited amount of additional bespoke in-school support to both maintained schools and academies. We will also work with headteachers to put in place arrangements to enable school-to-school support, facilitating a school-led improvement system for Sunderland.

Increasing, the availability of our support will enable us to build your confidence in the quality of our offer and to develop an understanding of the level of demand for our services in Sunderland. Building on this confidence and understanding, we will work with you throughout the year to design a school improvement offer that meets your needs, is cost effective and is sustainable for the future.

Statutory duties

At the beginning of the academic year, schools will continue to be categorised based on their current performance. The process of categorising schools is outlined in the Schools Causing Concern document and has been agreed by the headteacher forum. The amount of support we provide will be based on the level of need within a school. The greater the need, the greater the support we will provide with Category A requiring the least amount of support and Category E, the most. Regardless of which category your school is allocated, all support to schools will include a review of the school’s data analysis, and the quality of self-evaluation and school improvement planning.
<table>
<thead>
<tr>
<th>Category</th>
<th>Our support</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>One visit per annum by your link school improvement officer (SIO) (annual review)</td>
</tr>
</tbody>
</table>
| B        | One visit per annum by your link SIO (annual review)  
The option of an annual visit by an EYFS, literacy, numeracy or SEN lead |
| C*       | One visit per annum by your link SIO (annual review)  
A half termly meeting between your link SIO, the chair of governors and the headteacher  
A termly support and challenge session from your link SIO  
One day of support each from an EYFS, literacy, numeracy and SEN lead  
A termly meeting between the SIO and chair of governors |
| D1*      | One visit per annum by your link SIO (annual review)  
A half termly meeting between your link SIO, the chair of governors and the headteacher  
A termly support and challenge session from your link SIO  
One day of support each term from an EYFS, literacy, numeracy and SEN lead  
A termly meeting between the SIO and chair of governors  
A review of the school development plan |
| D2*      | One visit per annum by your link SIO (annual review)  
A half termly meeting between your link SIO, the chair of governors and the headteacher  
A termly support and challenge session from your link SIO  
Three days support each term from an EYFS, literacy, numeracy and SEN lead  
A termly meeting between the SIO and chair of governors  
A review of the school development plan |
| E*       | One visit per annum by your link SIO (annual review)  
Weekly support and challenge sessions with your link SIO  
A half termly meeting between your link SIO, the chair of governors and the headteacher  
Ongoing support from an EYFS, literacy, numeracy and SEN lead as needed  
A termly meeting between the SIO and chair of governors  
A review of the school development plan |

* All category C, D and E schools will be invited to mid-term moderation meetings and will be moderated at the end of the Early Years Foundation Stage, Year 1 phonics screening, Year 2 and Year 6, where these age groups are present in the school.

For the academic year 2017/18, we will make this statutory offer available to academies wishing to commission our support.
**Premium offer**

To access further support, maintained and academy schools can choose to purchase additional support from our associate school improvement partners. This support could include:

- a termly report to governors (two reports in the autumn term)
- additional email and telephone support or advice when needed
- enhanced support for headteacher and senior leadership recruitment
- pre-inspection support and training
- support during inspection
- support post-inspection (action planning)
- support where needed for HMI or DfE monitoring visits
- advice with headteacher performance management review and objective setting (if requested)
- learning walks
- targeted lesson observations
- support in conducting self-evaluation
- support to broker school-to-school support
- bespoke in-school support and development for individuals, teams or whole staff from:
  - senior school improvement advisors
  - a performance and data manager and trainer
- a range of conferences including:
  - an annual SENCo conference
  - best practice networks

Further information about the full menu of activities we can offer can be found in our menu of activities. Additionally, information about learning and development opportunities for schools personnel can be found at the Sunderland Learning Hub.
Early Years Foundation Stage

Our service supports children’s centres, nurseries, maintained and PVI settings and schools to improve outcomes for babies, children and young people. We provide advice, guidance and training opportunities with the aim of ensuring the availability of high quality early years education and childcare provision to families in Sunderland.

Our experienced Early Years Team provides you with tailored improvement support to ensure the statutory Early Years Foundation Stage (EYFS) framework and profile are in place, that excellent practice is developed and maintained in your setting and that children’s attainment is the best it can be at the end of the EYFS.

We also provide high quality training opportunities, linked closely to the EYFS framework, essential for early years and childcare staff to fulfil a variety of roles in schools, children’s centres and childcare settings across all sectors.

This is a premium service only.

Premium offer

Early Years Improvement

We work with settings to understand their needs, strengths and areas for improvement to design tailored programmes of support. This can include:

• mock inspections to baseline the setting’s existing position
• pre and post Ofsted inspection support
• support and intervention to improve the quality of provision following a mock (or real) inspection
• audits and follow-up support in the following areas:
  • business planning
  • data analysis
  • safeguarding
  • EYFS
  • Prevent
  • SEND
  • inclusion
  • risk management
  • safer recruitments
  • moderation
• tracking, monitoring and reporting on children’s progress
• bespoke performance and data analysis
• support in developing policies and procedures
• support in conducting self-assessment audit, including SEF and self-assessment tools
• SENCo (birth to 5) support
• EYFS lead support
Early Years Training and CPD Programme

By subscribing to our training and CPD programme, up to two early years professionals from your setting are able to access unlimited statutory training courses (such as safeguarding, paediatric first aid, food hygiene). A subscription also grants your setting access to two places on any training linked to teaching, learning and assessment in early years in each academic year (September to end of August). Places are allocated on a first come first served basis. This training is designed in response to current developments in the early years sector, changes to the EYFS statutory requirements and early years inspection requirements, as well as recommendations from recent Ofsted inspections of early years provision.

In addition to a subscription to our training and CPD programme, settings can choose to purchase additional training by our team for all staff within your settings. For example, ‘Getting Ready for your Early Years Ofsted Inspection’ can be tailored to meet the needs of your setting.

What our customers say

The support and advice we have received from the Early Years team has been excellent. Their knowledgeable and friendly approach in working with the team has enabled the individual staff within the children’s centre as a whole to develop. **Children’s Centre Lead, East Locality**

I don’t know where I would be without the support of the Early Years Service. I don’t think I would be doing this job if I didn’t get my training through them. The cost is very reasonable. When I’ve asked for specific training for myself and other childminders we have always been able to get it. **Childminder**

We have felt so supported and on a personal level, the Early Years team has really helped me to find my feet within this sector. The support has been outstanding and has truly helped the staff to feel empowered. They have become eager to learn and have been brought up to date with early year’s pedagogy. We have gone from a ‘Requires improvement’ Ofsted grading to ‘Good’ with ‘Outstanding’ features within six months with the support from the team. **Daycare Manager**
Governor Support

Governor Support provides a comprehensive support, advice and continuing professional development (CPD) service for governors, associate members and clerks from all school settings. We aim to provide the guidance, advice and tools that governors and clerks need to fulfil their duties effectively. We also provide a governor clerking service, to ensure that the business of governing bodies and their committees is carried out efficiently and in line with regulations.

Statutory duties
Includes the following, where necessary:
• raising Instruments of Government (IoGs)
• changes to the constitution of a governing body
• the recruitment and nomination of local authority governors

Premium offer
Support, advice and guidance including:
• online, telephone and email advice and support on any governance issue
• regular e-bulletins for heads, chairs and other governors on relevant issues
• access to the termly school governing bodies agenda
• CPD and a comprehensive package of training and development activities for governors
• access to an online governor training package

Governor clerking service
A named governor clerk, with more than two years’ experience of schools’ governance clerking, will act as the school’s primary contact with the service and will assist with general ad hoc advice and support on school governance issues. Through the service, we will also:
• supply an experienced governor clerk
• organise governors elections, appointments and ballots where required
• provide an induction pack for new governors
• process Disclosure and Barring Service checks on school governors
• undertake governor skills audits to ensure effective governance for maintained schools and academies
Educational Psychology

The Educational Psychology Service’s aim is to build and sustain positive change and provide every child and young person (0 to 25 years) with the opportunity to succeed as effective learners, confident individuals and engaged and informed contributors to society. The Educational Psychology Service is a new, dynamic and innovative service that applies psychological and evidence-based practice grounded in theory and research to achieve its aims.

The Educational Psychology Service’s delivery consists of a range of psychological methods and approaches to identify and evaluate children’s strengths and needs to promote early intervention and minimise barriers to learning. Educational Psychologists work with teaching staff, parents, pupils and other agencies to generate solutions to concerns and to facilitate change. The Educational Psychology Service works as a resource for schools and early years settings for all children, promoting psychological wellbeing, inclusion and raising standards across the full range of ages and abilities.

The Educational Psychology Service values customer feedback. A survey will be available annually to seek views for the purposes of measuring service impact, maintaining high standards and ensuring customer satisfaction.

Statutory duties

All maintained schools in Sunderland receive an allocation of core time through which all statutory work in undertaken.

The Educational Psychology Service undertakes a range of statutory activities related to the assessment of students with special educational needs and disabilities (SEND) under the terms and conditions of the Children and Families Act (2014) and the Code of Practice (2014). This comprises providing psychological advice, contributing to review processes, advocating for the child’s voice and engaging in consultation and collaborative conversation with professional partners to ensure the best outcomes for children and young people.

The service also delivers support outlined in a statement of special educational needs (SEN) or education, health and care plan (EHCP), will contribute to conversion of statements to EHCPs and supports intervention for looked after children and those who are the subject of a child protection plan as part of a multi-agency team.

The Educational Psychology Service can offer professional consultation or witness support for Tribunal activities and will respond to critical incidents or school emergencies offering strategic guidance, support and immediate psychological intervention, free of charge.
Premium offer

Key functions of the service can be summarised by the five following activities: consultation, assessment, intervention, research and training. These are undertaken at a variety of different levels as follows.

Individual level
- Psychological assessment to help define the nature and implications of children’s and young people’s difficulties
- Psychological interventions (including therapeutic interventions)
- Support on setting and evaluating objectives, outcomes and impact
- Psychological advice to staff focused on narrowing gaps in attainment and improving academic progress
- Contribution towards multi-agency meetings about a child or young person

Group level
- Psychological interventions to develop particular skills, such as study skills, thinking skills, overcoming exam stress, improving social skills, self-esteem, dealing with depression or anxiety
- Psychological interventions focused on narrowing the gap and improving academic progress
- Support to small groups of staff in managing a particular issue such as challenging behaviour and disaffection
- Parent workshops and training

Strategic level
- Support the development of whole school strategies and systems
- Continuing professional development (CPD) for staff on school-determined topics with a psychological basis
- Project development and research work, for example evaluating interventions. We offer full support services designed to help ensure that the interventions and learning packages that schools provide for pupils are evidence-based and proven to be effective
- Support preparing and responding to school emergencies

Additional offer

Those schools that commission non-statutory Educational Psychology Service involvement will benefit from:
- one free consultation planning meeting a year to help prioritise referral routes and interventions
- access to current research applications and relevant literature
- opportunities to engage in group activities hosted by the Educational Psychology Service designed to promote the principles and values held within Together for Children.
Together for Children’s Connexions Service provides independent careers education, information, advice and guidance to pupils aged 13 to 19 years and to those between 20 and 25 with special educational needs and disabilities (SEND). We work with schools to identify pupils who are in need of targeted support or who are at risk of not participating in post-16 education or training opportunities. We also provide a wide range of additional services and activities which can be purchased by both maintained and academy schools to support their students to make well-informed decisions regarding their career options and pathways.

**Targeted offer**

The nature and scope of our targeted offer is currently under review.

**Premium offer**

The list below outlines the entire range of services and activities that schools can choose to purchase to support their students to make well-informed decisions regarding their career options and pathways.

- One-to-one career guidance and counselling
- Option choice: Understanding Qualifications & Pathways (1) GCSE, Vocational Qualifications and Understanding Qualifications & Pathways (2) Advanced programmes
- Understanding Qualifications and Pathways (3) Higher Education
- Online guidance sources including paper resources where appropriate
- Apprenticeship briefings (general, sector, specific and small group work on applications)
- Labour market information including U Explore/online (specific tailored sessions per year group)
- Supporting alternative education groups
- Parents’ events (coffee mornings, apprenticeship briefings, options evenings and follow-up appointments)
- Exam results day(s) attendance and follow-up appointments
- Intended destinations and activity survey
- Half day consultancy support for school staff on the topic of school or academy choice
- Education Business Partnership (EBP) and mock interviews with employers
- Key Stage 4 and 5 month-by-month tracking and monthly updates
- Additional support for vulnerable groups
- An opportunity to participate in the Inspiring IAG Quality Award and Champions Programme

**What our customers say**

We were really pleased with Sunderland Connexions. It seemed so much more open and all the posters and information were clearly displayed. A big plus is that it now has free wifi. The staff were lovely and we as young people would feel really comfortable going in and speaking with someone. **Young Inspector**

Our participation was seen very favourably by Ofsted and we have been able to plan more effectively for improving our programme. **Headteacher commenting on their experience of participating in the Inspiring IAG programme**

This was the second time I’d visited Connexions… I received top quality information. **A parent discussing the information she had been given regarding her son**
Schools Finance

Our service provides support, advice and guidance to enable maintained schools to discharge their financial management responsibilities and to meet their regulatory and statutory requirements. Through our service, we will provide you with a dedicated schools finance officer who will be supported by Together for Children’s wider Finance Team to provide you with added resilience when you need it most. We also provide schools with access to the SAP financial management system which includes all of the standard functions required to manage your accounts effectively on behalf of your school.

This is a premium service only.

**Premium offer**

**Support, advice and guidance**

As part of subscribing to our core service, all schools will have access to:

- a telephone enquiry service between 8.30am and 4.30pm, Monday to Friday
- online budget planning software for the purposes of setting the annual budget plan and three to five year financial planning tools that include:
  - salary costing provided in advance of setting medium to long term budget plans
  - annual salary tables for teaching and non-teaching staff
- advice, support and guidance on the completion of the statutory self-evaluation statement for the Schools Financial Value Standard
- advice, guidance and analysis of school and early years funding
- access to user groups for nursery, primary and special schools
- access to a template for the effective management and reporting of school imprest accounts.

**SAP financial management system and technical services**

We can also provide you with access to the SAP financial management system. SAP incorporates the standard functions of an accounting system including accounts payable, accounts receivable, general ledger and payroll.

In addition to the services provided as part of subscribing to our core offer, schools can also choose to purchase additional support from the list of services outlined below.

- Attendance by a school finance officer at the annual budget meeting including the preparation and drafting of the three year budget plan for approval by the governing body
- Assistance in the preparation of early years and daycare budgets
- Providing estimates to support staffing restructures and alternative budget models
- Monitoring of the latest BI salary report against expected costs
- Offering advice and support where potential budget difficulties are identified, including support with deficit recovery plans for submission to the local authority for approval
- An out-turn visit which includes reviewing progress of expenditure and income against planned budgets for each cost centre and the provision of a summarised projected out-turn
- Presentation of out-turn reports at governors meeting where required
• Advising schools on the effective use of surplus balances
• Finalising year end accounts and drafting of the surplus balances return for presentation to governors and submission to the local authority
• Production and analysis of benchmarking data, including a comprehensive report for governors
• An annual audit of school private funds, including the provision of an electronic template to record and monitor transactions as required and the issue of an audit certificate
• An independent annual audit assurance statement for return to the DfE of specific grant allocations such as teaching schools
• Individual school-based training and development to support finance staff or school senior management

Our offer to academies and maintained schools considering academy conversion

Whether you are thinking of becoming an academy or have already converted, our team is here to assist. We understand the challenges you face throughout the financial cycle from budget setting and monitoring through to year end preparation. Our School Finance Team offers a range of financial services to support you through these challenges. We have wealth of experience and a proven track record working with academies and depending on your needs we will tailor our services to your unique requirements.

We also offer the provision of a bespoke finance system personalised to the requirements of your academy which incorporates the standard functions of an accounting system including accounts payable, accounts receivable, general ledger and payroll.

What our customers say
The support I have received from my School Finance Officer has been exemplary. Headteacher
I fully support the work of the School Finance Team…keep doing what you are doing. Headteacher
We were very impressed. You were very well prepared, and obviously knew your way around our budget. The staffing (salaries etc) information you brought were 100% accurate, and very clearly set out. You answered our questions knowledgeably, and with complete clarity. Headteacher
We aim to ensure maximum take up of pupil benefits by eligible families. The service offers a complete solution for checking entitlement, assessment and processing of applications effectively and swiftly with a minimum burden on schools.

**Statutory duties**
- Support to schools in administering their own free school meal (FSM) eligibility and registration process

**Premium offer**
- Access to the free school meals administrative service offering advice and guidance provided by dedicated experienced staff, giving complete support for schools
- Access to the online application process for FSM that is being launched in summer 2017
- On-going automatic eligibility checking throughout the year using our eligibility checking service. Any parent that is no longer entitled to free school meals is contacted and given a two week window in which to submit evidence
- Automatic renewal service to schools where no additional information is required from parents
- Regular reports to schools on free school meals entitlement and the status of applications received
- Support with planned marketing to parents
Performance, data and intelligence

Ensuring that schools have access to accurate, timely and intelligent information is fundamental to the success of the services they deliver and can significantly support performance management arrangements.

Together for Children’s performance and data specialists have significant expertise, knowledge and skills in the creation and provision of management and performance information and can provide a range of advisory and technical support packages to meet your needs. We can also offer bespoke services to meet any additional requirements, which can be discussed and agreed on an individual basis.

This is a premium service only.

**Premium offer**

Our premium offer will ensure that your statutory data responsibilities are fulfilled. This includes submission of your school results and school census to the Department for Education. The package includes:

- a dedicated named data specialist
- advice and support on how to collect and share your files
- technical advice and support for your data queries
- checking and validation on the quality of your data
- submitting your school’s census
- collating GCSE and A Level results and providing you with a summary analysis of Sunderland schools’ performance against national performance
- collecting attainment data for the Early Years Foundation Stage, Key Stage 1 and Phonics
- entering Key Stage 2 data into Keypas

There is a minimal charge for our premium offer, however this will vary depending upon your current IT provider and systems. Please refer to our price list for further details.

**Enhanced offer**

This package offers an enhanced service for those who require more comprehensive support. This includes everything detailed within the premium offer, plus:

- real time data
- enhanced graphical representation through a performance dashboard
- a single route of contact in a secure environment
- access to other data such as exclusions, attendance and Ofsted inspection

In addition to the above, depending on the type of provision, you will also be given the following depending upon the type of establishment.

**Nurseries**

- Annual School Profile (contextual information and summary)
- Nursery leaver Early Years Foundation Stage Profile feedback reports
**Infant schools**

- Annual School Profile (contextual information, attendance, exclusions, attainment) by end of summer term
- Early Years Foundation Stage Profile: school level feedback reporting by end of summer term and updated with national results in autumn
- Key Stage 1: school level feedback reporting by end of summer term and updated with national results in autumn

**Primary schools**

- Annual School Profile (contextual information, attendance, exclusions, attainment) by end of summer term
- Early Years Foundation Stage Profile: school level feedback reporting by end of summer term and updated with national results in autumn
- Key Stage 1: school level feedback reporting by end of summer term and updated with national results in autumn
- Key Stage 2: school level feedback reporting, including progress of vulnerable groups. Early, provisional data supplied in July and refreshed in autumn term

**Junior schools**

- Annual School Profile (contextual information, attendance, exclusions, attainment)
- Key Stage 2: school level feedback reporting, including key progress of vulnerable groups. Early, provisional data supplied in July and refreshed in autumn term

**Secondary schools**

- Annual School Profile (contextual information, attendance, exclusions, attainment)
- Year 7 pre-admission information: Common Transfer File containing basic pupil details; transfer of Key Stage 2 sub-levels
- Key Stage 4: individual subject reports with value added. Reports include comparative results for other Sunderland schools
- Key Stage 4: vulnerable group reports (free school meals, deprivation, language other than English, special educational needs)

If you feel that the premium or enhanced offer does not reflect your needs, please feel free to contact us so that we can assist you further with your bespoke requirements.
Fisher Family Trust

Fisher Family Trust (FFT) Aspire is an online reporting, and monitoring system used by schools, local authorities and academy sponsors to producing interactive reports which analyse pupil results and progress across all subjects and key stages. The system provides schools with a broader and richer set of data about pupil performance using the most recent curriculum and accountability measures. Together for Children subscribes to FFT Aspire which enables us to offer the system to Sunderland schools at a reduced rate.

This is a premium service only.

Premium Offer

The key features of the system are:

• governor dashboards for governors and school leaders providing an easy to use and detailed overview of past performance and future progress in your school
• interactive reports analysing pupil results and progress across all subjects and key stages
• a wide range of data and contextual information to highlight potential opportunities and risks for future performance
• exports to management information systems, quick downloads of pupil and school level data (including FFT estimates) from FFT Aspire to your MIS and pupil tracking systems

Importantly, using the system supports your school improvement activity by enabling senior leaders and middle leaders to:

• see key performance information about the school
• set challenging and aspirational targets at pupil and school level
• compare pupil progress with national average (value added) and with similar schools (contextual value added)
• self-evaluate school performance
• prepare for Ofsted inspections
• access the latest DfE national datasets on pupil performance
Human Resources

Together for Children’s Human Resources (HR) team provides the advice, training and practical support that schools need to fulfil their duties as an employer and develop their staff. Our offer is complemented by other HR services offered by Sunderland City Council, which include payroll, pensions, occupational health, and health and safety.

Our team of dedicated HR professionals has years of experience of working with schools in Sunderland and an unparalleled knowledge of employment legislation and staff terms and conditions. As the primary provider of children’s services in Sunderland, we have a vested interest in supporting local schools to achieve the best possible outcomes.

This is a premium service only.

Premium offer

HR advice

We offer the following face-to-face, telephone and web-based advice and support:

• general advice: covering areas such as employment legislation, terms and conditions of employment, salary, pay progression and grading
• advice on issues and cases, such as attendance, performance and capability. We can help you to handle disciplinary and grievance issues, including allegations of harassment or abuse
• organisational re-structures: we will guide you through the process of organisational restructures, including consultations with employees and trade unions, and management of redundancies. We can also support you with the HR and employment aspects of academy conversion and TUPE transfer

Workforce development and training

Our core workforce development and training offer gives you:

• 24/7 access to more than 100 online courses delivered through our internet-based learning management system (Schools Hub), along with telephone and email support for learners training on HR issues for governing bodies, headteachers and senior management
• HR administration and management information (maintained and voluntary aided schools only)

Maintained and voluntary aided schools also have access to a range of other services through our core offer:

• management information (if SAP HCM payroll system is used): employee information and maintenance of organisational structures, ad-hoc provision of workforce information and profiling, detailed analysis of sickness absence
• school workforce census: recording, reporting, and analysing workforce data required for the school workforce census statutory return, to be uploaded within required DfE timescales
• HR administration, including production of letters of appointment and all associated contractual documentation, including Statements of Particulars and letters confirming changes or leavers, provision of advice and correspondence regarding maternity or paternity leave entitlement and pay
**Recruitment and selection**

We offer a full, end-to-end recruitment administration service, covering:

- templates and documents, including job profiles, and application packs
- advertising: all vacancies will be advertised via the North East Jobs Portal, Sunderland City Council job circular or bulletin, and other relevant portals
- selection: we can provide support with shortlisting, interview questions, and access to online personality and psychometric assessments, with feedback by a member of the British Psychological Society
- safer recruitment processes once a conditional offer of employment is made. This includes processing DBS applications on your behalf

**Workforce development and training**

Our consultants can deliver or commission a range of courses to meet your school’s needs. These include:

- face-to-face training, delivered by our experienced trainers, in a wide range of generic subjects such as leadership skills, change management, performance management, and safer recruitment. We can also customise training specifically for your school, delivered at a training venue within Sunderland or at your school
- customised online courses, which can be delivered through your own networked system or through the Workforce Development learning management system
- organisational and personal development

We offer a variety of development programmes, targeted at organisational, team or individual level:

- strategic leadership and management advice: our holistic approach will support you with the vision and direction of your organisation whilst supporting you to successfully formulate and implement change strategies
- talent management programme for organisational development: our award winning strengths approach to recruiting and developing people, created in partnership with SHL, (a leading provider in the field of psychometric research and testing) will enable you to identify team and individual strengths to ensure you realise the potential of your employees, make a significant difference to outcomes and achievement of both pupils and colleagues
- leadership and performance coaching, including mediation, by experienced and qualified coaches. Our team of qualified coaches are experienced in using techniques such as psychometrics, NLP, hypnotherapy and mindfulness

**Policy development**

We can review and update your HR policies and procedures for governing bodies to adopt, including carrying out trade union consultation, based on industry best practice.
Behavioural Support

Nursery and Key Stage 1 Behaviour Support Service

We work closely with nurseries and schools providing early intervention to identify and improve the behaviour and emotional wellbeing of young children. We will support the development of positive attitudes to learning and the improvement of conduct and behaviour in and around your setting. We support the re-engagement of children and their families at the earliest stage to improve progress and positive outcomes by developing strategies to improve behaviours. We will work with staff and children to reduce levels of disruptive behaviour that can hinder learning and, in doing so, we aim to reduce exclusions. We also offer support to staff to enhance their understanding of the roots of behaviour, enabling them to build the skills needed to develop tailored approaches to managing the behaviour of children in their setting.

Staff are accredited ‘Nurture group’ practitioners and can offer guidance and support to schools in developing their own nurture groups. Nurture groups are proven to improve progress for children who have early emotional or behaviour challenges and for those with low self-esteem and attachment difficulties. This is an effective use of Pupil Premium and SEN funding.

Our service for nursery schools

We offer three packages for nursery schools to choose from depending on the level of need within their setting.

**Package A: Consultancy**

Up to six hours’ consultancy can be used to enable a variety of activities including:

- observing children
- offering advice, guidance and strategies to staff
- attending meetings with teachers
- providing evidence to contribute towards an education health and care plan (EHCP)
- role modelling delivering playgroup activities for your staff

Support can include guidance on setting up your own nurture group.

**Package B: Onsite intervention within your nursery setting**

This consists of intervention to support the needs of one child (individually or within a small group) using evidence-based strategies to support them to develop listening, speaking and concentration skills. The interventions we deliver may include: Chit Chat, Singing Hands, Listening Programme or Circle Games. Alternatively, a member of the team can work alongside a key worker to offer support and advice towards improving the behaviour of a referred child.

Parents may also attend our weekly informal creative parent group at our Valley Road setting to discuss concerns and to benefit from support and advice. Staff are invited to attend early years behaviour forums, to develop their skills, practice and strategies for use within your setting. This package also includes three hours of consultancy time.
Package C: Offsite intervention within our playgroup at our Valley Road setting

As part of this package, we work with children intensively to improve behaviour by promoting positive interactions, turn taking, sharing, listening and positive communication. Our staff will engage parents in developing strategies and preparing their child for school. We also provide support to enable children to be reintegrated into school. An open invitation is available for parents of any referred child to attend our weekly parent group to discuss concerns and to receive support and advice. Nursery staff are also invited to attend early years behaviour forums, to develop their skills, practice and strategies for use within their setting. This package also includes three hours of consultancy time.

Our service for EYFS and Key Stage 1 within infant and primary schools

We offer thee packages for schools to choose from.

Package A: Consultancy

Up to 12 hours’ consultancy can be used to enable a variety of activities including:

- observing children and offering advice, guidance and strategies to staff
- attending meetings with teachers
- providing evidence to contribute towards an EHCP
- role modelling delivering playgroup activities for your staff to observe

Package B: Referral for one child only

An observation will take place within school to provide advice and strategies. Outreach intervention can be offered within your school, for up to 10 weeks. Intervention is based around the needs of one referred child. As part of this support, we can attend meetings about the child and where required provide evidence to contribute towards an EHCP. Our intervention will support the development of skills such as listening, speaking, concentration, turn taking, sharing and interactions with others. Programmes may include Singing Hands, Listening Programme, Fun Friends, or be designed specifically to address issues such as emotional understanding, self-esteem, playground rules, friendships, anger, etc.

Playgroup can also be offered for 3 to 4 year olds and their parents for between 12 to 24 weeks, one session a week, in a small specialist playgroup at our Valley Road setting. Skilled staff work with a group of preschool children to improve behaviour by promoting positive interactions, turn taking, sharing, listening and positive communication. Our staff will engage parents in developing strategies and preparing their child for school. We also provide support to enable children to be reintegrated into school.

An open invitation is also available for parents of any referred child to attend our weekly parent group to discuss concerns and to receive from support and advice. This package also includes five hours of consultancy time.

Package C: Referrals for up to three children

Package C offers the same support as package B for up to three children and includes 10 hours of consultancy time.

Package D: Referrals for up to six children

Package D offers the same support as package B for up to six children and includes 15 hours of consultancy time.
**Training**
A range of training is available provided at a reduced rate for nurseries and schools that have decided to buy in to our SLA.

Training can include:
- behaviour management strategies
- raising self-esteem
- six principles of nurture groups

**Additional services**
We also hold regular behaviour forums for colleagues from settings, to gain from the shared experiences of others and so increase understanding, confidence and strategies to support children in their settings and promote a positive learning climate.

Other training includes:
- NQT behaviour management
- Why won’t that child behave?
- Oppositional defiance disorder
- Foetal alcohol syndrome

**How to access our support**
To access our support, please make a referral through the Strengthening Families weekly panels or email your locality panels.

To discuss a direct school referral, or a referral for a child via a social worker where no other agencies are involved, please contact our team:

T: 0191 553 7791
E: emma.peacock@schools.sunderland.gov.uk

**Additional information**
Accessing services through our team will strengthen any future request you may need to the central provisions panel for placements within the Key Stage 1 PRU. You will need to evidence that you have acted upon advice from a Specialist Behaviour Support Service to access a PRU placement. Please note that PRU placements are not part of this SLA and are costed separately on the usual sessional rates.

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**What our customers say**

My son has loved attending playgroup and always looked forward to it. Both at home and school, there has been a huge improvement in behaviour, social interaction, group joining in and consideration for other children. **Parent**
Key Stage 2 to 4 Behaviour Support Service

The Behaviour Support Service works under the leadership of the Link School Sunderland (formerly the PRU). We work with maintained schools and academies to improve behaviour and ensure that young people engage in education. We strive to achieve positive outcomes for young people and their families and will support the schools we work with to develop a culture of positive behaviour management. Our established model of integrative practices allows us to work in partnership with and support referrals to a wide range of external agencies within the Strengthening Families framework. We work with schools and families to enable them to take responsibility for improving the behaviour of their young people to ensure that they are able to fulfil their potential.

Our service

We provide support, advice, outreach and specialist training within schools to support positive behaviour management and reflective practice. The overall aim of our service is to reduce levels of disruptive behaviour and to reduce exclusions. We offer a range of packages of support depending on the level of need within a school. For detailed information on the level of support included in these packages, please refer to our price list, which can be accessed by your Business Relationship Manager or via Glenn Robson.

Our offer is broken down into consultancy and direct work.

Consultancy can include:

- assessing a child’s support needs, which may develop into a behaviour support plan
- observations of pupils leading to advice and strategies to support them
- attending reviews LAC, TAF, SEN and EHCP assessment planning meetings
- providing written advice in relation to statutory requests linked to Education Health Care Plans
- advice on behaviour related issues such as policies, positive handling, etc
- brokering support to pupils, parents and carers where the family is not ready to access full Strengthening Families support, but may do so through our service

Direct work can include:

- up to 12 weeks of intervention or support. This will usually take the form of an initial assessment and intervention plan leading to a range of strategies to take forward within the school following the intervention
- attendance at meetings regarding the individual child or young person during the period of intervention such as the TAF, SEN review and/or multi-agency meetings
- group work centred around the individual referral and up to three other pupils, as positive role models, for a period of six weeks
- reintegration work following a Link School 12 week placement. Requests for reintegration support should be made no later than week 6 of a Link School placement to ensure full planning for reintegration support which will last up to six weeks back in the mainstream school

Training

In addition to consultancy and direct work, we also offer a range of training opportunities. Training is offered at a significantly reduced rate for those who have bought into our SLA. For full details on pricing please refer to the price list. Training options can include:

- Team Teach (one day course) – can be provided for whole schools in the school setting or for staff from a variety of schools as part of an open course at the Link School. The course is targeted at staff from mainstream settings and covers de-escalation, physical intervention, law and guidance within an accredited training framework
- Team Teach (two day course) – for high risk specialist settings aimed at de-escalation, physical intervention, law and guidance within an accredited training framework
• De-escalation (two hour INSET in school) – often delivered as twilight training or part of an INSET day. This covers body language and help scripts, de-escalation scenarios, stages of a crisis and the importance of follow-up and having a plan for specific children
• Lunch time training (primary only) – adapted to school needs and subject to availability. This course could cover de-escalation in the playground and observation of lunchtime practice to provide practical strategies of support
• SEN Code of Practice (two to three hour INSET whole staff) consisting of ‘what to know’ and ‘how to write effective SEN support plans’ including looking more closely at the graduated response within the ‘assess, plan, do, review ’cycle

Expectations of schools and academies
• To ensure the pupil receiving the support is either on the SEN register at time of intervention or immediately following a referral.
• To inform the Behaviour Support Service if a pupil is absent on any day of contact (ASAP).
• To provide an appropriate environment (room) for work with individual pupils that allows comfort and confidentiality.
• To introduce the young person to the Behaviour Support Service case worker during initial appointment.
• To ensure timely completion of evaluations at the end of the intervention period. Report recommendations from the service should be evidenced in future SEN support plans where appropriate.

How to access our support
Access to all SLA packages is via telephone or email initially, followed by the appropriate referral system. To progress a consultancy referral, it is suggested that the school contact Glenn Robson to discuss the case.

Direct work or intervention with a pupil must be accessed via the Strengthening Families weekly panels. For a small number of cases, a direct referral may be appropriate if the school can demonstrate that there are no other needs beyond the behaviour in school and no other agencies are involved. For pupils where there are safeguarding concerns, the direct referral form should be used for intervention where appropriate. Parental consent is essential.

Our intervention also includes support through to the Central Provisions Panel (CPP) to access the Link School and support for the Education Health Care Plan process where appropriate. Accessing intervention from the team will strengthen any later request for CPP placements, provided the referral has been completed in a timely manner.

Please note that additional ‘top ups’ are only available to schools who have bought into the SLA from the period September 2017, and are subject to availability and capacity at the time the school makes the request. They are not accessible on a ‘pay as you go’ basis.

Contact information
For specific school requirements or bespoke packages please contact Glenn Robson, Director of School Services and Training, to discuss further.
T: 0191 562 3209
M: 07920 254541
E: glenn.robson@sunderland.gov.uk

What our customers say
We did see a great improvement in pupil behaviour due to the one-to-one support.

School Lead
The service has thrived for this individual student and it has been of great benefit to him.

School Lead
The service is professional, approachable and really cares about the children.

School Lead
The training was thought provoking and opened staff’s eyes to a whole new way of handling children and dealing with challenging situations.

Deputy Headteacher Primary School
We hope you are always satisfied with the services you receive. However, if this is not the case, and you have been unable to resolve the issue direct with the service lead, we have set out the process below for resolving any disputes.

**Stage 1**
School to raise issue with Business Relationship Manager (BRM)

BRM to raise issue with service lead

Service lead to respond to school and BRM

10 working days response time

**Stage 2**
School not satisfied and responds to service lead and BRM

BRM to raise issue with service head

Service head to respond to the school, service lead and BRM

10 working days response time

**Stage 3**
School not satisfied and responds to service lead and BRM

BRM refers issue to Director of Education Services, including a summary of the correspondence

Director of Education Services responds directly to the school

10 working days response time

In the unusual event that the dispute is not resolved, the school may liaise with the Director of Education Services until a resolution is agreed.
Local Authority Services

The following services continue to be provided by Sunderland City Council. They are designed to sit alongside and complement the range of other services provided by Together for Children.

Derwent Hill and the External Visits Advisory Service

Derwent Hill is owned and operated by Sunderland City Council. It was one of the first local authority outdoor education centres in England and has been in operation since 1962. The centre has grown since then and now provides a wide range of services. Nonetheless, the centre’s core purpose remains the same: to provide high quality residential outdoor education for the children and young people of Sunderland, which includes some of the most deprived areas in the country.

The income generated by the centre from work with corporate clients, is used to keep down the costs of courses for schools and youth groups. The centre operates year round, employs about 30 staff and offers the following opportunities for children and young people in Sunderland.

- Residential outdoor education for schools, colleges and youth groups
- Development training and conference facilities for organisations schools
- Group accommodation and activities
- Weekend breaks and family activity holidays
- A small campsite for exclusive group bookings

For more information about Derwent Hill and the opportunities the centre provides for children, young people, schools and academies, visit www.derwenthill.co.uk

The Educational Visits Advisory Service (EVAS)

The EVAS provides academy trusts, school governing bodies and headteachers with support in carrying out their responsibilities for the health and safety of pupils and staff during educational visits. The service is delivered by Matthew Ellis, Andy Morris and Nigel Hooker, who are active members of the Outdoor Education Advisers’ Panel (OEAP).

Our service

As part of the service we provide:

- a code of practice on educational visits
- advice and guidance on the planning and management of visits
- training and revalidation for educational visits co-ordinators in schools and other establishments
- access to the Evolve online system as a tool for establishments to plan and monitor visits. This provides an audit trail of the planning, risk management and authorisation of visits, and reduces the paperwork involved
- support for setting up and using Evolve
- assessment and approval of plans for higher risk visits, overseas trips and those involving adventure activities
- approval of establishment staff to lead adventure activities
In addition to these services, we also offer the following tailored services at an additional cost

- Training visit leaders, group leaders and governors
- Provision of outdoor learning cards and training in their use
- Additional support, for example in writing an establishment policy or operating guidelines

Contact

Derwent:
T: 01768 772005
E: derwent.hill@sunderland.gov.uk

EVAS
E: EVAS@sunderland.gov.uk

What our customers say
The breadth and depth of the tutors’ knowledge at Derwent Hill is fantastic. They build excellent relationships with their groups and get them to challenge themselves. Great value for money.

John F Kennedy Primary School

The course was excellent and provided a high level of challenge for all pupils involved. After receiving feedback from pupils they all found the course to be extremely enjoyable and valuable for later life. We will definitely be returning for the John Muir Award.

Southmoor Academy
The Schools Library Service (SLS) is managed by Sunderland City Council Library Services. The service seeks to work with schools to enrich the learning experience for students in our city by enabling them to access a broad range of resources, literature, and opportunities within and outside of the school environment. The SLS also works closely with the Public Library Service to provide schools with access to well-known authors, often at a subsidised cost, and to deliver national programmes and activities including World Book Day and the summer reading scheme.

Our service

Our offer is exceptionally broad. For a more detailed overview of the services we provide, please visit our website at www.sunderland.gov.uk/index.aspx?articleid=704 where you can view a promotional video about our service. In a nutshell, our offer includes:

- professional help and advice for schools to set up or redesign the school library or resource centre including:
  - advice about the layout of the designated library space and shelving arrangements; and
  - assessment of the appropriateness and quality of library stock and recommendations for stock improvement
- access to the pupil librarian scheme which enables young people to become mentors and advocates for the library resource in their school and gives an understanding of basic library administration and basic research. Being part of the scheme can contribute to a pupil’s Duke of Edinburgh’s Award portfolio
- project loans consisting of up to 20 books on each specific subject to support the needs of the teaching staff
- staff memberships, enabling staff at subscribing schools to visit the Schools Library Service in the Sandhill Centre to select materials and resources to take away
- artefact boxes containing items that can be used by teachers and pupils in a variety of ways, from a simple classroom display to a handling session. The contents are authentic replicas and can be used to make interesting comparative studies between the way our ancestors lived and the way we live now
- story bags including items to bring the book to life
- sensory boxes which encourage all children and especially those with profound and multiple learning difficulties to participate in the learning experience
- big books, excellent for classroom storytelling – our range of fiction and non-fiction big books covers everything from the Gruffalo through to Light and Dark
- fiction loans designed to supplement the school or class library collections. They consist of an average of 80 fiction books (40 for Key Stages 1 and 2) for primary schools and 250 Key Stage 3 and 4 items for secondary schools

Additional services – Northern Children’s Book Festival (NCBF) author visits

The Northern Children’s Book Festival is a regional event run every year over two weeks in November. All 12 local authorities in the North East are involved and all schools across the city are invited to participate. The Schools Library Service administers the input from Sunderland and co-ordinates author visits at a subsidised cost to Sunderland schools.

Contact:
T: 0191 501 8868
E: schools.library@sunderland.gov.uk

What our customers say

We now have a much more varied, brighter and more modern range of books than we could provide ourselves. Teacher, Southwick Community Primary School
Facilities Management and Premises

**Asbestos Management**
The service provides ongoing monitoring of asbestos management following initial inspection. The service co-ordinates timescales and the programme for re-inspections with relevant building managers, and works with schools to ensure compliance with the Control of Asbestos Regulations 2012 and other statutory legislation.

**Contact**
T: Michael Whitaker – 0191 561 2672 / Caroline Bage – 0191 561 2712
E: michael.whitaker@sunderland.gov.uk / caroline.bage@sunderland.gov.uk

**Asset Management**
Asset Management is a professional property service that provides access to a full range of in-house property advice and expertise. The service works with schools to ensure buildings are fit for purpose and that all statutory property requirements are met. Where necessary, we oversee the contractors that undertake inspection, testing and maintenance of buildings and equipment.

**Contact**
T: Michael Whitaker – 0191 561 2672
E: michael.whitaker@sunderland.gov.uk

**Energy Conservation**

**Contact**
T: Michael Whitaker – 0191 561 2672 / Andrew Atkinson – 0191 561 2728
E: michael.whitaker@sunderland.gov.uk / andrew.atkinson@sunderland.gov.uk

**Legionella**
The service helps schools and academies comply with the HSE Approved Code of Practice. These include The Control of Legionella Bacteria in Water Systems and various elements of the Health and Safety at Work Act and COSHH Regulations.

**Contact**
T: Michael Whitaker – 0191 561 2672
E: michael.whitaker@sunderland.gov.uk

**Waste Collections (refuse and recycling)**
The service provides a reliable, safe, environmentally responsible refuse and recycling service to schools, including bulky waste collection services. The service promotes waste awareness and education among schools and provides free advice for the safe and compliant disposal of Waste Electrical and Electronic Equipment (WEEE) and hazardous waste.

**Contact**
T: Colin Curtis – 0191 561 4525
E: colin.curtis@sunderland.gov.uk
Transport and Fleet Services
The Fleet Management team works with schools to help keep the fleet as efficient as possible and legally compliant. The service offers fleet management or fuel management with a telephone helpline facility for any transport queries. The service can also offer a combined service, including both fleet and fuel management.

Contact
T: Colin Curtis – 0191 561 4525
E: colin.curtis@sunderland.gov.uk

Building Maintenance
The Building Services team provides a full responsive building maintenance repair, new construction, servicing, installation and property refurbishment. The service will ensure that all works are carried out in a professional manner and meet all appropriate statutory requirements, health and safety legislation as well as construction and servicing standards.

Contact
T: David Gustard – 0191 561 2678 / Stuart Hodgson – 0191 561 2679
E: david.gustard@sunderland.gov.uk / stuart.hodgson@sunderland.gov.uk
E: (Electrical team): electrical@sunderland.gov.uk
E: (Mechanical and Plumbing team): mechplumb@sunderland.gov.uk
E: (General Building team): building@sunderland.gov.uk
E: (Contracts team): buildingservices.con@sunderland.gov.uk

Security Emergency Planning and Business Continuity
The Security Services section seeks to ensure the safety and security of all children, staff, visitors and users of the facilities as well as the protection of all buildings, property and assets. The team also responds to major incidents or business continuity disruptions within schools and promotes business continuity management.

Contact
T: Stephen Eagling – 0191 561 2644
E: stephen.eagling@sunderland.gov.uk

Grounds Maintenance
The team provides a comprehensive grounds maintenance service to schools, including 24 hour emergency call out cover for tree and grounds maintenance. The service also offers free estimates and advice. Each regeneration area has a support officer who, on request, can arrange free educational walks, talks and activities at specific parks across the city including Herrington Country Park, Mowbray Park and Winter Gardens and Barnes Park.

Contact
T: Ian Richardson – 0191 561 4672
E: ian.richardson@sunderland.gov.uk
Management Support

School Admission Appeals
The Appeals Clerking Service provides comprehensive and independent support for maintained schools and academies, school governing bodies, headteachers, principals and parents. The service advises on how the panels should operate in accordance with the mandatory provisions of the current School Admissions Appeals Code and other relative legislation.

Contact
T: Elaine Waugh – 0191 561 1860
E: elaine.waugh@sunderland.gov.uk

Complaints Support Service
The service provides ad hoc advice and support for schools in preparing responses to complaints received. The service also supports schools in addressing individual complaints received from family members, including those raised through a solicitor or the Ombudsman.

Contact
T: Elaine Waugh – 0191 561 1860
E: elaine.waugh@sunderland.gov.uk

Information Governance
The service provides advice on access to information legislation, responding to requests for information under the Freedom of Information and Data Protection Acts and Environmental Information Regulations. Advice and support is also provided in the event that the school is subject to referral or investigation by the Information Commissioner. The service also provides advice and guidance on identifying and mitigating risks to information.

Contact
T: Elaine Waugh – 0191 561 1860
E: elaine.waugh@sunderland.gov.uk

Legal Services
The service provides advice on civil litigation in courts, tribunals and inquiries. It provides advocacy in court and tribunal proceedings and assists in the preparation of contracts in respect of the provision of goods or services and the undertaking of work. The service also advises on conveyancing, other property related work and the preparation of forms or notices that are required by statute or regulation to be served or published by the client school.

Contact
T: Elaine Waugh – 0191 561 1860
E: elaine.waugh@sunderland.gov.uk

Trade Union Facility Time
This service provides advice and guidance to help schools meet their statutory responsibilities under the Trade Union and Labour Relations (Consolidation) Act 1992 (as amended) and the Employment Act 2002.

Contact
T: Tracy Palmer – 0191 561 1722
E: tracy.palmer@sunderland.gov.uk
**Insurance (Maintained schools)**
The service can advise schools on all insurance matters and arrange a portfolio of insurance through a legally compliant procurement process. This will involve selection and procurement of the appropriate insurance, at the optimum levels, from the wide range of policies available.

**Contact**
T: David Walton – 0191 561 7545
E: david.walton@sunderland.gov.uk

**Insurance (Academies)**
The service advises academies and converting schools on all insurance matters including the Education Funding Agency’s voluntary Risk Protection Arrangement (RPA). The service can also advise on a comprehensive portfolio of insurance as recommended by the Department for Education. The team’s process ensures procurement through the appropriate, legally compliant channel.

**Contact**
T: David Walton – 0191 561 7545
E: david.walton@sunderland.gov.uk

**Risk and Assurance**
The service provides support with the identification of principal risks to the school or academy and advises on key controls and actions to manage them effectively. The service includes regular reporting to the governing body or trust board on the progress of actions and assurance that risks are being managed in line with your organisation’s objectives.

**Contact**
T: Tracy Davis – 0191 561 2861
E: tracy.davis@sunderland.gov.uk

**ICT Services**
The service provides a comprehensive service that is grouped into seven key areas. These include internet and network access service, email, school administration network, curriculum network, Schools Information Management System (SIMS), off-network SAP portal and anti-virus.

**Contact**
T: Conn Crawford – 0191 561 4235
E: conn.crawford@sunderland.gov.uk

**Internal Audit (Academies)**
The service carries out ongoing, independent review of key financial controls, systems, transactions and risk areas. The service is offered to academies in accordance with the requirements set out in the Academies’ Financial Handbook published by the Education Funding Agency. Audit provides assurance that exposure to risk in relevant areas is being appropriately managed.

**Contact**
T: Tracy Davis – 0191 561 2861
E: tracy.davis@sunderland.gov.uk
Health and Safety
The service provides a comprehensive range of professional services to assist schools in meeting their legal responsibilities under health and safety law. These services include support with preparing health and safety policy, undertaking health and safety audits and undertaking health and safety training needs analysis. The service also provides telephone advice (health, safety and fire issues), 24/7 emergency support and a termly health and safety newsletter.

Contact
T: Anthony Laing – 0191 561 2387 / Ashlea Harford – 0191 561 2385
E: anthony.laing@sunderland.gov.uk / ashlea.harford@sunderland.gov.uk

Payroll and Pensions
The service provides a comprehensive range of services to schools and academies to ensure compliance with statutory regulations. These services include the preparation of payroll and pension provision. Through the service’s close working relationships with other services including HR Advice, HR Administration, Finance, the HR Management Information team and ICT, they are able to provide schools with wider support, advice and information as and when requested.

Contact
T: Tracy Potts – 0191 561 7263
E: tracy.potts@sunderland.gov.uk