



Service Level Agreement


Prepared for: The Lighthouse Schools Partnership

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LIGHTHOUSE
SCHOOLS PARTNERSHIP

Contract from 1 September 2022 until July 2023

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Service

By purchasing a package from Noble Education Services (NES), The Lighthouse Schools Partnership access years of knowledge in all aspects of Education Welfare.

We will use our professional expertise to support you in meeting all aspects listed below and required by schools under the '*Summary table of responsibilities for school attendance*' issued by the Department for Education May 2022.

ALL PUPILS

Have a clear school attendance policy on the school website which all staff, pupils and parents understand.

Develop and maintain a whole school culture that promotes the benefits of good attendance.

Accurately complete admission and attendance registers.

Have robust daily processes to follow up absence.

Have a dedicated senior leader with overall responsibility for championing and improving attendance.

PUPILS AT RISK OF BECOMING PERSISTENTLY ABSENT

Proactively use data to identify pupils at risk of poor attendance.

Work with each identified pupil and their parents to understand and address the reasons for absence, including any in-school barriers to attendance.

Where out of school barriers are identified, signpost and support access to any required services in the first instance.

If the issue persists, take an active part in the multi-agency effort with the local authority and other partners. Act as the lead practitioner where all partners agree that the school is the best placed lead service. Where the lead practitioner is outside of the school, continue to work with the local authority and partners.

PERSISTENTLY ABSENT PUPILS

Continued support as for pupils at risk of becoming persistently absent and:

Where absence becomes persistent, put additional targeted support in place to remove any barriers. Where necessary this includes working with partners.

Where there is a lack of engagement, hold more formal conversations with parents and be clear about the potential need for legal intervention in future.

Where support is not working, being engaged with or appropriate, work with the local authority on legal intervention.

Where there are safeguarding concerns, intensify support through statutory children's social care.

Work with other schools in the local area, such as schools previously attended and the schools of any siblings.

SEVERELY ABSENT PUPILS

Continued support as for persistently absent pupils and:

Agree a joint approach for all severely absent pupils with the local authority.

SUPPORT FOR COHORTS OF PUPILS WITH LOWER ATTENDANCE THAN THEIR PEERS

Proactively use data to identify cohorts with, or at risk of, low attendance and develop strategies to support them.

Work with other schools in the local area and the local authority to share effective practice where there are common barriers to attendance.

SUPPORT FOR PUPILS WITH MEDICAL CONDITIONS OR SEND WITH POOR ATTENDANCE

Maintain the same ambition for attendance and work with pupils and parents to maximise attendance.

Ensure join up with pastoral support and where required, put in place additional support and adjustments, such as an individual healthcare plan and if applicable, ensuring the provision outlined in the pupil's EHCP is accessed.

Consider additional support from wider services and external partners, making timely referrals.

Regularly monitor data for such groups, including at board and governing body meetings and with local authorities.

The following Services are covered by this Agreement	
Trust Attendance Reviews	
School Leader Attendance Review – Primary	
Looking at:	
<ul style="list-style-type: none"> • Overall school attendance • Key group attendance • PA rate • Key group PA rate • Trust/ National comparisons • Agree support for the next term 	
School Leader Attendance Review – Secondary	
Looking at:	
<ul style="list-style-type: none"> • Overall school attendance • Key group attendance • PA rate • Key group PA rate • Trust/ National comparisons • Agree support for the next term 	
Attendance contract meetings with families	
Work with pupils	
Home visits	
Warning letters	
Formal attendance meetings with families	
Attendance at EH/SG meeting	
Telephone and email advice and support	
Casework, as well as liaison with other professionals working with your students	
Developing Parenting Contracts and attendance plans for children with persistent absence	
Bespoke training for school staff about lone working, legislation, penalty notices and other aspects	
Support preparing court paperwork for local authority	

Termination Clause

1. Non-performance/ inefficiency: If the Service Provider is unable to perform as per this the Customer should make clear their dissatisfaction in writing. The Service Provider shall respond within one month and implement an improvement plan. If the service cannot be provided at all, for example, through insufficient staffing, the contract will be subject to immediate termination.

** In other circumstances termination of the contract should be resorted to only in case of unsatisfactory progress with the improvement plan. In this event the Customer will give three months' notice in writing of their intention to terminate the contract at which point the contact will terminate.

**In the event of prolonged school closure such as one due to national disruption, flooding, or damage to buildings NES will adapt their service delivery to meet school need within the schools allocation (where compliant with national advice or guidance of the day) for example use of virtual meetings, and ongoing contact with pupils and families. Where it isn't possible due to the school closure for all allocated hours to be used by school NES will where possible reallocate the hours to a later date. To maintain service delivery and business continuity NES will invoice in line with the SLA and require prompt payment.

2. Termination for Non-Payment. Service Provider may, upon written notice to Customer, terminate this Agreement if Customer has failed to pay any undisputed charges within thirty (30) days after receiving written notice from Service Provider of the possibility of termination for failure to make such payments.

3. The vendor will abide by the Trust's/School Code of Conduct which applies to contractors.