



Service Level Agreement


Prepared for: The Lighthouse Schools Partnership

Prepared by: Peter Noble, Noble Education Services





LIGHTHOUSE
SCHOOLS PARTNERSHIP

Contract from 1 September 2021 until 31 July 2022

07891273911 

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<https://www.nobleeducation.co.uk/> 

1 Court Close, Portishead, Bristol, BS20 6UX 

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 assist all schools across The Lighthouse Schools Partnership raise their school attendance and in turn raise pupil attainment.

NES also have extensive knowledge in areas of not only school attendance, but exclusions, child protection, court prosecutions, penalty notices, access to a wide variety of services including – High Impact Families, Youth Offending Team, Children and Mental Health Services, Social Care and Alternative Provision.

Benefits

- We will offer an Education Welfare Officer to ensure consistent approaches across your schools;
- As a service we are confident that we can reduce persistent absence across your schools;
- Offer ongoing support, advice and ideas for improving school attendance across your schools;
- The opportunity to provide earlier intervention at primary level to reduce more entrenched issues later on;
- Flexibility to change priorities;
- Access to support and help on a wide range of issues 5 days a week via phone, email and possible visits;
- Casework and home visits, as well as liaison with other professionals working with your students;
- We ensure NES are fully up to date with new legislation and initiatives;
- NES are part of the national bodies of the '*National Association of Social Workers in Education*' (NASWE) and '*Association for Education Welfare Management*' (AEWM);
- We will also work with you and support where pupils are at risk of exclusion.

Competitive

- NES are a competitive and attractive cost wise compared to other services;
- We are flexible to the ever-changing needs of your school;
- NES has a proven reliable record.

Services

In order to safeguard children and young people, NES can undertake:

- The tracking of pupils who have stopped attending and whereabouts are unknown;
- Casework for children identified as Children Missing Education (CME) – not on a school roll, but resident in the LA;
- Child Protection Case Conference attendance for referred cases, following requests by Social Care relating to pupils.

NES can provide a wide range of additional work, including individual casework, whole school attendance and support which can be tailored to meet the needs of schools and settings.

Whole School Attendance and Support to Educational Settings:

- Link EWO meetings in the educational settings;
- Reviewing attendance issues to identify those requiring intervention;
- Providing comprehensive data reports in support of review meetings;
- Completion of audits of whole setting procedures;
- Reviewing attendance policies;
- Undertaking preventative attendance surgeries for pupils with low-level absence;
- Supporting settings in their preparation for Ofsted visits, including data reports and attendance at meetings with Inspectors;
- Attendance at governor meetings and the completion of attendance reports;
- Targeted supervision/consultancy sessions for officers responsible for attendance;
- Bespoke training for school staff about their role, lone working, legislation, penalty notices and other associated tasks.

Individual Casework

NES can undertake individual casework on behalf of schools and educational settings, which can include:

- Undertaking home visits;
- Undertaking assessments of the issues impacting on a child's school attendance with the parent/ carer;
- Developing Parenting Contracts and attendance plans for children with persistent absence;
- Documenting interventions and contact with parents to meet legal requirements;
- Writing witness statements based on the above evidence to present in court;
- Acting as a liaison with Legal Services regarding Prosecution for irregular attendance after witness statement completion;
- Preparing papers to lay before Magistrates;

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.

Costings

Noble Education Services will work with The Lighthouse Schools Partnership between September 1st 2021 and 31st July 2022 to provide bespoke Education Welfare support. The cost of this is calculated at:

X3 days a week (term time only)

Total: £32,000 for academic year 2021/22

Noble Education Services will invoice The Lighthouse Schools Partnership on a termly basis £5,333 (6 terms). Invoices will be sent towards the end of each term.

Signed:

Signed:

Date:

Date:

Director Noble Education Services LTD

Executive Principal Learning Trust/Headteacher