Services for schools and academies

Traded Services for Schools

Providing quality support for schools, academies and colleges.

2018 - 2019
Please ensure the form recording the choice of services is completed and returned, by email at the latest by 1 May 2018.
# Welcome

How to purchase our services ................................................................. 6

## Finance

Finance Advisory Service ............................................................................. 8
Payment of Accounts .................................................................................... 9
Income Collection ........................................................................................ 10

## Information, Communication & Technology

Print and Post ............................................................................................ 12
Post Room .................................................................................................. 12
Education Courier Service ........................................................................... 13
Website Design and Development ............................................................. 14
Graphic Design ......................................................................................... 15

## Human Resources & Payroll Services

Advice and Support .................................................................................... 17
Occupational Health Service ..................................................................... 18
Counselling Service ................................................................................... 18
Mediation - Resolving Workplace Disputes ................................................. 19
Payroll and Pensions Services .................................................................. 20
Coaching - Personal Development ............................................................. 21

## Other Services

Governing Body Support ............................................................................ 23
Schools admissions .................................................................................... 24
Torbay Independent Appeals panel ............................................................ 25
Processing Free School Meals Applications ............................................. 26
EAL/Ethnic minority achievement service ............................................... 27
Educational Psychology and Advisory Teacher ......................................... 28
Early Years and Childcare Advisory Service ............................................ 29
Assembly Hall ............................................................................................ 30
Clerking Service ........................................................................................ 31
Health and Safety ...................................................................................... 32
Corporate Security ...................................................................................... 33
Food Safety Training .................................................................................. 34
Legal Services .............................................................................................. 35
Marketing, Design and Communication services ..................................... 36
Procurement ................................................................................................. 37
Information Compliance ............................................................................. 38
Insurance Services ...................................................................................... 39
Consultations ............................................................................................... 40
Natural Environment Services ................................................................... 41
TDA Property Services ................................................................................. 42
TDA Property Management Service .......................................................... 43
Torre Abbey ................................................................................................. 44
Brixham Harbour - Educational tours ....................................................... 45
Torbay Libraries Public (not Schools) Library Service .............................. 46
Devon Audit Partnership ............................................................................. 48
Welcome to our Services to Schools Brochure 2018-19. Here you will find comprehensive information on the services available to education establishments, both in Torbay and beyond. In all, there are now 32 service offers available and we regularly review our offerings in conjunction with our education partners to identify additional service needs.

The brochure is intended to help schools and academies to make decisions about services you want to buy. We aim to support you in making most effective use of your resources. If you can't find what you need in this brochure, then please do not hesitate to contact our staff using the contact details provided.

Torbay Council look forward to working in partnership with you during the year ahead.

For information on new offers and service updates, sign up to our periodic newsletters by following this link and completing the simple form http://eepurl.com/bvQEqX. Please choose the services to schools option for updates most relevant to you.

**Working with Torbay Council services**

Developing long term relationships with schools as important customers is a key aspect of our service offer. Central to this is the ongoing development of services to ensure we are responsive to need.

To make doing business with Torbay Council as easy as possible, we have a dedicated single point of contact for all enquiries. You can contact us on 01803 207953 or email us on julie.kniveton@torbay.gov.uk.

Our charging structures are designed to be as transparent as possible to aid your budgets for the year ahead. The charges reflect the needs of different types of schools, and are explained within each service providers section. Where a bespoke service is required, please contact us to discuss the development of a tailored pricing package.

Quality Assurance – Torbay Council is committed to providing the high level of standards that schools can trust. We are consolidating ongoing work to adopt a smarter way of working with you.

We appreciate how high quality support services are a key factor in improving school outcomes in an evolving environment. The specialised nature of our relationship with schools facilitates a unique understanding of the challenges you face.

Torbay Council Services operate on a cost recovery basis rather than making a profit, striving to always offer value for money.

We hope you find this brochure a useful guide to our services, but please remember further information is available, please get in touch by phone or email with any questions you might have.

---

**Please note**

The period of the subscription is shown on the pages listing the services.

Where pupil numbers are mentioned, the autumn term census will be used unless stated otherwise. It is advisable for the governing body to be involved in decisions on purchasing services as part of the budget setting process.

**Testimonials**

Hear what our customers have to say about Torbay Council. You will find comments from clients throughout the brochure reflecting the high level of service we provide to our customer base.

Torbay Council strives to provide an excellent service and customer feedback is important to us. Where we have done well, we are able to share best practice across other parts of the Council.

It is also important that customers tell us when things need improving, so we can put it right, and prevent a repeat occurrence.

Please contact businessdevelopment@torbay.gov.uk with your feedback on our service.
Torbay Council aim to make purchasing our services as seamless as possible. We have a dedicated point of contact in place to assist you with any enquiries regarding the purchase of a service agreement. An advisor is available on 01803 207953 Monday to Friday 9.00am to 5.00pm.

**Service Level Agreements**

- Agreements are offered for one, two, or three year periods, enabling you to manage your cost base effectively.
- To facilitate budgeting and promotion of service stability, we recommend that you discuss the option of a three year contract with your Council advisor.
- Where an agreement is to be terminated the terms and conditions in the contract will apply.
- You may mix agreements of different tenures across the range of Council services offered.
- Some Services may rely on minimum subscription levels. If the subscriptions do not meet the required levels the Council will suggest alternative suppliers that may be of interest.

Where multiple services are purchased the teams are able to offer a joined up approach, saving you time and effort.

**Who to contact?**

Contact details are listed on each service page. Alternatively contact our Business Development Manager as follows:

Email address: businessdevelopment@torbay.gov.uk

Telephone Number: 01803 207953

You will receive confirmation of the services you request as part of the new service contracts.

Please note all prices are shown exclusive of VAT.

Where schools or academies are interested in multiple services from Torbay Council, discounts may be available. Please contact us to discuss a bespoke pricing package tailored to your requirements.

Upon purchasing services, schools will be invoiced for the support services you have opted for.

The brochure is issued to coincide with the timing for schools to be considering their requirements for the year ahead, but we always welcome enquiries from schools throughout the year. If your requirements change, Schools may subscribe to additional services at any point during the subscription period, we would be happy to discuss arrangements with you.
Professional financial support from a Principal Accountant, Senior Finance Officer and Finance Officer. Advice to schools via phone, e-mail and personal visits to enable schools to fulfill their financial management responsibilities on key accounting functions.

**Service description**

- Budget preparation including three year budgets and one to one support.
- Budget Monitoring including critical friend support.
- Closure of the accounts including training sessions.
- Annual health check on FMS to ensure robust underlying data.
- VAT helpline.
- VAT returns for Local Payment Schools.
- Consistent Financial reporting – Co-ordination and submissions.
- Attendance at governing body meetings re financial management and reporting issues.
- Ensuring compliance with School Finance Regulations and any other enactments relating to the management and operation of a delegated school budget.
- Support and attendance at interviews for Finance and support staff.
- Access to model financial policies.
- Modelling future years funding allocations.

**Benefits to your school**

- A friendly professional and experienced team that know your school.
- Cost effective and timely service delivery.
- Services compliant with both guidelines and regulations for managing school finance.
- Easy access to all year round specialist support.
- Best practice guidance sharing.

**Charges per annum**

- **Primary and special schools** (central paymts)
  - <250 pupils £1339 + £2.06/pupil
  - >250 pupils £2266 + £2.06/pupil

- **Local payment Schools (LPS)**
  - Set up charge including mandatory training ................... £824
  - LPS specific work carried out .. £2,781
  - Financial Support including helpline, newsletters, budget setting, account closure
  - Example costing for a new LPS school
  - Total cost for first year of operation ..... £3,605
  - Annual cost thereafter ............... £2,781

**Who to contact?**

- **Rob Parr**
  - Principal Accountant - Schools
  - T: 01803 208273
  - E: rob.parr@torbay.gov.uk

- **Laura Bowden**
  - Senior Finance Officer - Schools
  - T: 01803 208935
  - E: laura.bowden@torbay.gov.uk
Payment of Accounts

This is a service for maintained schools and academies. Our team provides a reliable and secure service for payment of creditor invoices

Service description

- High quality support and advice to facilitate accurate payments to suppliers and creditors whilst complying with statutory legislation.
- Prompt payment of invoices in line with payment terms.
- Setting up new supplier/creditor records (Masterfiles) and initiating any employment status checks on individuals to comply with HMRC regulations.
- Updating Masterfile records in a timely manner.
- Advice and guidance on best practice for the submission of invoices for processing, and/or the facility to upload a file for us to process transactions on your behalf.
- Sense check to detect unauthorised payments, payments to incorrect supplier/creditors and duplicate payments and recovering where appropriate. Liaising with suppliers to resolve payment queries on your behalf.
- Re-imbursement of Petty Cash expenditure.
- Health Checks on Payment processes and guidance to facilitate best practice specific to the schools requirements.
- Urgent payments on request. All payments made by secure efficient methods. Purchase cards – advice on use and setting up accounts.

Benefits to your school

- A high quality value for money service.
- Access to experienced staff with knowledge of working with schools and academies.
- Impartial advice and guidance.
- Efficient resolution of transaction queries.

Charges per annum

Maintained schools
Processing of creditor payments using the SCAMP interface – one off charge of £765 per annum.

Academies
Payment Services can be provided: please contact the Payments Manager to discuss specific requirements and applicable charges. We are now an accredited BACS Bureau which enables us to make payments on behalf of external organisations.

Who to contact?
Anne Scott
Principal Finance Officer for Payments and Payroll
T: 01803 208561
E: anne.scott@torbay.gov.uk

“I have worked at two different schools and have used Torbay’s Payment Services for a number of years. I have always found them to be very helpful, supportive and friendly.

They have helped with many queries and if they have been unable to help, they have pointed me in the right direction.”

Torbay school
This is a service for maintained schools and academies.

**Service description**

- Secure cash collection and banking service.
- Collection on Tuesdays and Thursdays during term time.
- Use of RWars software to record and allocate income to your accounts (Maintained schools only)

**Benefits to your school**

- A specialist advice and support from experienced staff, who know your school.
- Secure method of managing your cash and banking.
- Regular collection dates to minimise cash left on school premises.

**Charges per annum**

Maintained Schools: flat fee of £775

Academies are welcome to contact us to discuss specific enquiries and applicable charges.

**Who to contact?**

Lorraine Woolcock  
Systems Manager  
T: 01803 207290  
E: lorraine.woolcock@torbay.gov.uk

Paula Baker  
(for queries and requests for collection)  
T: 01803 207250  
E: cashiers@torbay.gov.uk
Information, Communication & Technology
This service provides a cost effective solution for all your print and visual communication requirements. We can also supply fundraising opportunities for your school.

Service description

• School branded calendars with important school dates highlighted. Ideal for fundraising. Christmas cards with the children's artwork and designs.
• Business cards and compliment slips – everything you need for your School or business promotional cards. From single sided business cards to multipage folded cards.
• Leaflets – including flyers and brochures, in full colour, any amount of pages with any fold configuration and many types of binding.
• Banners – quality banners are printed in full colour on a 440gsm heavyweight PVC banner material so they won’t let you down. Ideal for advertising school fete’s, your schools Ofsted rating, or sports days.
• Stickers – a cost effective way of promoting your business or school.
• Posters – If you need to make a big statement then our large format fast poster printing service is just the thing.
• Roller Banners – excellent for add on’s on exhibition stands or as an alternative to conventional stands. Ideal for reception areas or school halls.
• Booklets – booklets, brochures, prospectus, manuals, programmes, orders of service etc.
• Any size – bespoke printing for requirements outside of the conventional printing sizes, please contact us for information.

Benefits to your school

Cost effective solutions to promoting and displaying school activities.
The Torbay team have in depth expertise and are able to offer advice and guidance across the spectrum of print techniques.
The service operates on a pay as you use basis, enabling ease of budgeting and planning.

Who to contact?
Stuart Rickards
Printing Manager
T: 01803 207499
E: stuart.rickards@torbay.gov.uk

Post Room

Service description

The teams mission is to provide an efficient mail sorting and distribution service. A cost effective solution for all your school mailing requirements. Talk to us about our Hybrid Mail system which offers your school significant savings in mailing and resource costs.

Please contact us for further information.
This is a traded service for academies.

Service description

- Collection and delivery from schools and academies of internal mail destined for Torbay Council concerns within Torbay (locations covered by the service are listed on the intranet http://insight/index/information/corporate-admin/internalcourier.htm).
- Deliveries on Tuesdays and Thursdays, during TERM TIME only, to all Torbay schools and academies.
- Collection and onward delivery of all INTERNAL mail for all maintained schools, and subscribing academies. Mail transferred must fit the mail pouches provided.
- Larger items or excess volume may require an additional collection which can only be provided when courier staff and a vehicle are available.

Additional Service

- Delivery or collection of ad-hoc items e.g. larger parcels, pupil files, and external agencies leaflets as and when resources allow. An additional fee would be negotiated for this.
- Collections are not made from non subscribing academies, but quotes can be provided on an ad-hoc basis for one-off internal deliveries.

Benefits to your school

- A safe and secure service allowing documents and packages to be delivered promptly.
- Excellent customer care to your school.
- Trained and experienced couriers offering a cost effective service.

Charges

A flat fee of £250 per annum is applied for Academy schools. Maintained schools benefit from free collections.

Who to contact?

Russell Farley
Corporate Admin Team Leader
T: 01803 207521
E: russell.farley@torbay.gov.uk

Stuart Rickards
Printing Manager
T: 01803 207499
E: stuart.rickards@torbay.gov.uk
This is a service for maintained schools and academies. With the Internet being a primary source of information for parents, effective presentation of the school on your website is essential to showcasing your achievements. Does your website work on mobile, tablet and desktop for example?

**Service description**

- We can offer schools a new or refreshed website package including initial set up and a defined number of changes over a twelve month period.
- The website will be designed with creating that right first impression for parents in mind.
- Our website design team will work with you to understand the school and your ambitions to develop a website that achieves your goals.
- The team will provide a quality content management system to enable the ability to easily and quickly alter web pages
- Bespoke Design service. We can guide you to a user friendly, modern website to encourage parent engagement.
- Mobile first responsive designs that work on any device.
- Provide a framework for your website to have web forms, photo galleries, blogs, event calendars, searchable directories, maps and videos
- Fully accessible to WCAG 2.0AA standards
- Social media account set up and training
- Hosting service available.

**Benefits to your school**

- We will ensure your website meets Ofsted requirements
- Packages to suit all budgets
- Help and support available from an experienced team

**Who to contact?**

Nikki Massie  
Website Design and Development Manager  
T: 01803 207098  
E: nikki.massie@torbay.gov.uk

“We have been very impressed with both the quality of the product we received and the service provided during and since the building of the website. We would have no hesitation in recommending Torbay Council’s Web Team to anyone looking to build a website.”
Torbay Council’s Communications Team offers a multi-disciplined design service, providing innovative, cost effective and bespoke solutions.

Our team supports more than 700 council services, providing marketing, media, public relations and design solutions. We also provide this range of commercially effective services to other organisations, including the NHS.

The team has a wealth of experience in both the public and private sectors and boast in excess of 50 years of collective knowledge and talent. Our designers have worked in agencies producing concepts and design work for high end companies.

Service description
A wide range of experience can be offered in media and graphic design arenas and in the development of the look and feel of projects to meet your requirements. Developing and creating effective and attractive brand guidelines, identities, concepts, and designs for a range of purposes and services is an integral part of everything we do. Examples of our design experience include:

- Strategic documents
- Campaigns
- Exhibitions
- Vehicle graphics
- Infographics
- Illustrations
- Newsletters
- Leaflets/posters
- Adverts
- Digital Media
- Animation and video
- Signage
- Other printed material

As an in-house local authority Communications Team, we are experienced in working with other public sector bodies. We are also uniquely placed to understand the importance of providing value for money for residents and stakeholders, whilst enhancing the reputation of your school and the services you provide.

Benefits to your school
- We will ensure that your school has a strong consistent branding on collateral produced
- From one off newsletters to full school rebrands we can undertake any size design job

Charges
- We charge £35 per hour and can always quote for work before we start any job.

Who to contact?
Beth Hill
Senior Graphic Designer
T: 01803 208859
E: beth.hill@torbay.gov.uk

“We needed a unique identity to present our network of Enterprise Centres. It also had to align to our corporate brand plus have the potential for sub-branding. This was not a simple task yet they succeeded and have produced an identity that professionally presents our Centres in the marketplace.”

Somerset County Council
Human Resources & Payroll Services
We offer a tailored HR Service that meets the needs of your business, whether you are a maintained school, single Academy or Multi-Academy Trust.

We pride ourselves in being a personal team who will understand your business and provide bespoke advice, tailored to your circumstances.

We offer a full range of services as part of our core offer, with the ability for additional services to be purchased. We can also develop a consultancy model for Multi-Academy Trusts working alongside your own HR Manager.

Our Team

Our team has over 40 years of Education HR experience working with a range of different types of school and new Trust models, including Trusts taking on schools with multiple terms and conditions of employment.

We are based in Torquay, with easy links to Exeter and Plymouth and we support schools in Torquay, Exeter and Plymouth.

Our Service

We provide professional support and advice on the full range of HR requirements including:

- Terms and conditions of employment
- TUPE transfers and Academy conversions
- Performance Management, Capability, Disciplinary, Grievance, Absence procedures and settlement processes (ensuring you can robustly and confidently manage staff)
- Change processes such as Re-organisations and Redundancies
- Pay and grading, particularly in relation to Job Evaluations, Equal Pay structures and multi-academy trust pay structures.
- Regular newsletters
- Annual Education HR Conference on latest topics, allowing for peer support and networking
- A full suite of policies and procedures, tailored to your needs

We are also registered with the Safer Recruitment Consortium and can offer Safer Recruitment Training and best practice advice. We have dealt with a range of serious safeguarding issues and can support you to deal with allegations management as well as referrals to professional bodies where required.

We Also Offer a Range of Additional Services

- Access to legal advice.
- DBS Checks
- Single Central Record Audits
- Mediation
- Settlement Agreements
- Apprenticeship Levy toolkit
- Wellbeing at Work support

Charges

Charges for academic year 2018/19 are dependent on the type of service required. We offer the following:

- Core Service (annual subscription)
- Bespoke Additional Services (pay on demand)
- Consultancy service to Multi-Academy Trusts (bespoke or annual subscriptions are available.)

We can price for services that meet your needs and are flexible to the size of your school or academy so please contact us for a quote.

IMPORTANT – Please note that a discount is available where both HR and Payroll Services are purchased.

Who to contact?

T: 01803 207374
E: educationHR@torbay.gov.uk

“Churston Grammar School has been using Torbay HR service for many years. We have always received a highly professional service that has been tailored to our needs”

Bob Owers – Churston Ferrers Grammar School
We provide comprehensive Occupational Health services via our provider IMASS. Occupational Health provides independent medical advice through its online system to support you on the following:

- Pre-employment Screening
- Work-station Assessments
- Medical prognosis and fitness to return to work
- Reasonable adjustments
- phased returns to work
- Advice following access to GP and consultant medical reports
- Ill Health Retirement

The service provides both Nurse Practitioner and Physician appointments and is managed via a management referral process, telephone or face to face appointments and written feedback.

Schools or Academies purchasing Human Resources via Torbay will also benefit from HR Advice both before and after the referral process, as well as support to write referrals.

**Charges**

This service is available via an annual subscription covering all employees, or via a more flexible pay as you use basis. Contact us for a quotation.

**Who to contact?**

T: 01803 207379  
E: educationHR@torbay.gov.uk

---

**Counselling Service**

We provide individual Counselling services for employees delivered via our external partner provider and have access to qualified and specialised counselling support sessions.

The service is designed to support short term requirements for Counselling support, such as to help with loss and bereavement for example. All sessions are completely confidential and independent of Human Resources and therefore, your school can truly offer a confidential service to your staff.

**Charges**

This service is available via a pay as you use basis. Contact us for a quotation.

**Who to contact?**

T: 01803 207379  
E: educationHR@torbay.gov.uk
This service is available to schools and Academies as a bespoke service, and aims to allow organisations to successfully resolve workplace disputes between two individuals.

This service works at its best when there are two individuals who need to remain working with each other after following a formal procedure (such as Grievance) or as a means of resolving informal grievances.

**The Process**

**Pre-Mediation** - Your assigned Mediator will discuss the situation with Management and will make an initial assessment as to whether mediation is appropriate and likely to be successful.

**Mediation Day (AM)** - Individual sessions with the Mediator

**Mediation Day (PM)** - Formal Mediation session

Formal agreement is typed up and signed by both parties.

**Charges**

Mediation is charged on a day rate basis. Team mediation sessions are also available. Please contact us for a quotation and Payroll Services are purchased.

**Who to contact?**

T: 01803 207374  
E: educationHR@torbay.gov.uk
We provide a professional and comprehensive end to end payroll and pension service for customers that includes schools and academies. Using an award winning payroll solution that currently pays 1 in 6 of the national workforce, our experienced team deliver a service with a personal touch.

Service Description

Payroll

• Submitting a timely secure BACs file on behalf of the schools ensuring payment on the appropriate payment date.
• Calculating all payments and deductions in accordance with statutory and contractual requirements.
• Providing full HM Revenue and Customs compliance in relation to payments made via the payroll as authorised by the school.
• Reliable and accurate payroll every pay cycle, providing you with confidence that an important process has been taken care of.
• Implementation of pay awards and accurate calculations of back pay.
• Payment of authorised expense claims through the payroll process.
• Calculating and paying annual increments.
• Payment of statutory and contractual sickness, maternity, paternity and adoption pay to employees.
• Provision of confidential pay advice containing detailed pay analysis to employees.
• Making all necessary returns to HM Revenue and Customs.
• End of year returns, including P60’s and P11d’s.
• Experienced team available to provide support for your payroll queries.
• An intuitive and robust self service facility giving customers the ability to perform many online payment submissions eliminating the need for paper whilst delivering real time employee data.
• Service managed and maintained by fully qualified CIPP (Chartered Institute of Payroll Professionals) professionals.

Payroll

• Dedicated pension’s advisor.
• Provision of general telephone advice on a range of pension issues incorporating both Local Government and Teachers Pensions schemes.
• Provide one full set of pension estimates per annum for scheme members who may be at risk of redundancy, are interested in taking flexible retirement or are nearing retirement age.
• Provide employer costs to Headteachers and Bursars by calculating estimated redundancy payments and pension strain costs associated with possible staff redundancies.

Benefits to your school

• We are a specialist education payroll provider with knowledge of your school.
• Access to a high quality professional payroll and pension service that is statutorily compliant.
• Flexibility of service which is tailored to your needs, providing value for money.
• By purchasing Payroll in conjunction with our HR Services to Schools, access to a cohesive an end of end service.
• Fostering an ethos of continuous improvement to ensure your school is fully compliant with current regulation.

Charges

IMPORTANT – Please note that a 2% saving on charges will be available to schools that purchase both HR and Payroll Services. Please contact us for further information.

Who to contact?

Tania Hutchings
Payroll Manager
T: 01803 209497
E: tania.hutchings@torbay.gov.uk
Our ILIM qualified team can offer you one-to-one coaching sessions for individuals to aid the personal development of your staff and achieve their professional goals. Coaching is a conversation with a purpose. Taking you from where you are now to where you want to be. Our coaches can enable problem solving, goal setting, feedback sessions, inspiration and motivation, providing a sounding board with encouragement and support.

We have successfully supported staff in:

- Lesson observations – how not to fall apart when Ofsted arrive
- Confidence issues – what are the barriers and how to overcome them
- Coaching for Excellence – being even better
- Positive reframing – being able to see positive alternative to problems
- Life issues – helping to eliminate the impact on work

**Coaching sessions**

We advise a minimum of two – six sessions depending on the employee and their needs. All sessions are completely confidential and a contract is made between the individual and their coach.

We provide some pre-coaching questionnaires to help employees understand their own learning style and preferred communication style and coaching will be completely tailored to the individual and their needs.

Ultimately, it is hoped that the individual will be able to fulfil their potential and ultimately contribute to the school’s ambitions.

**Charges**

Coaching one-to-one sessions are charged per session (each lasting an average of 90 minutes). We can also design bespoke/group coaching sessions tailored to meet your specific need. Please contact us for more details.

**Who to contact?**

T: 01803 207359  
E: HRSupport@Torbay.gov.uk

“**The Coaching sessions really helped me focus on how to deal with the situation; how to approach the employee in the right manner; and feel empowered by using the techniques I had discussed with my coach, not just in this scenario but any other situation that could arise in the future. I am so glad I took the opportunity and time out to utilise this service, which has made me feel good about myself and has given me the confidence to deal with any situation that arises going forward**”.

Manager, Financial Services
Other Services
The service is available to all Governors, Head Teachers/Principals, clerks and associate members of maintained schools and academies. We provide advice, development, access to Babcock training and information on all aspects of school and academy governance.

The aim of the service is to help all governing bodies to become excellent, contributing to improved outcomes.

Service description

- Confidential advice and support on legal and other governance matters by telephone and email (or face to face) as appropriate.
- Free attendance at all courses in the published programme - including new governor induction, being an effective chair, introductory courses on governing body responsibilities for personnel, finance, school environment, the curriculum and standards, clerks updates, performance management, new clerk induction.
- A weekly electronic update circulated via clerks.
- A twice yearly newsletter
- A Governors toolkit including a glossary and exemplar link visit notes.

Additional service

Subscribing schools and academies can take out a substantially discounted subscription to GEL online training.

GEL online training is available to subscribing governing bodies for an additional £60 annual charge per school or academy.

Benefits to your school

- Legal and procedural advice available to subscribers provided by well trained staff.
- News, updates and good practice shared with governors available throughout the year.
- Access to written and telephone advice for Head teachers and school governors throughout the year.

Charges

Maintained Schools

£45 for every governor position shown on the instrument of government + £45 for each clerk, Head teacher/Principal and associate member

Academies

£45 for every governor position shown on the articles of association + £45 for each clerk and associate member.

Who to contact?

Debbie Horn
School Improvement and Performance Officer
T: 01803 207881
E: debbie.horn@torbay.gov.uk
This service is available to foundation schools, voluntary aided schools and academies. The team offer a comprehensive service for all school admissions. Our aim is provide a high quality support service to enable governing bodies to fulfil their statutory responsibilities.

Co-ordination of admissions for reception, year 7 and for in year is provided to all Torbay schools without a charge.

We offer three optional, additional high quality services for schools to purchase:

**Service description**

**Measuring only service**

Where we will measure the distance of all applicants from home to school in a straight line.

**Full Service**

We will advise on policy matters, helping to reduce the number of challenges to schools from parents and carers.

Check and validate all applications, in accordance with current codes of practice.

Verify addresses when a school is oversubscribed.

Rank applications according to schools admission criteria.

Prepare appeal statements, providing guidance to your school. Present appeals alongside senior school manager.

Training for admission authorities – that are completing their own admissions for the first time, to include face to face and telephone support through first admission round, preparation of first appeal statement and co-presentation of first appeal.

**Please note:**

*We can only provide a full service where we can manage a school’s admission criteria through our electronic system – Please check if you are changing your criteria or want to buy in for the first time.*

*The full service is not available to VA schools.*

- We cannot prepare and present in year appeals where a school has opted out of the in year co-ordinated scheme.
The Torbay Independent Appeals Panel is dedicated to ensuring all appeal hearings are heard fairly, equally and within the requirements of the school admissions Appeals code.

**Service description**

- Communicating with all parties to ascertain convenient dates/times for appeal hearings.
- Confirming the date and arranging a timetable for all the appeals for a school.
- Arranging a suitable venue for the appeal hearing (including appropriate costs for room hire and refreshments).
- Providing three trained Panel Members and Clerk at each appeal hearing.
- Ongoing recruitment and mandatory training of Panel Members and Clerks.
- Providing written notification of the date, time and venue for the appeal to Panel members, Clerks, schools and parents (within the statutory timescales) and arranging the presence of a SEN expert in the case of an exclusion review if requested.
- Reproducing and circulating relevant paperwork to all panel members, clerks, schools and parents (within the statutory timescales).
- Providing independent and impartial advice and guidance prior to the appeal on procedural aspects of the appeal.
- Providing a clerk to attend the appeal to record proceedings, attendance, voting outcomes, Panel decisions and reasons; the Clerk also provides written confirmation of the Panel’s decision to all parties.
- Reimbursement of Panel Members expenses.
- Assisting with responses to complaints or requests for information from the Local Government Ombudsman or the Secretary of State for Education.
- Secure storage of all appeal paperwork for a period of two years.
- Secure destruction of all appeal paperwork after two years.
- Ability to provide statistical data on appeals for inclusion in a school’s DfE returns.
- Advice on specific legal issues in respect of admission appeals if they arise. A member of the legal team will be present at an exclusion review.
- Training and advice to presenting governors/head teachers/admission officers on the appeals process including a suggested format for school statements.

**Benefits to your school**

- Access to highly experienced and trusted staff in this field, who understand your school.
- Supported compliance in the Schools Appeals Code.
- Reduced risk of additional appeals, complaints and costs.
- No need to recruit and retain specialist clerks and legal advisors.
- Our team will manage what can be a time consuming process leaving your staff free to focus on your primary role.

**Charges**

Cost per appeal: ......................... £155
Cost per appeal if withdrawn before the hearing date: ......................... £90
Exclusion review: £500 per half day (based on one student) for the first four hours, £100 per hour thereafter.

**Who to contact?**

Amanda Coote
Governance Support Team Leader
T: 01803 207026
E: amanda.coote@torbay.gov.uk

“When we became an academy the Appeals service was one of the Local Authority services we retained. The reason for this was the consistent high quality, professional advice and support they have provided us over many years. They have made a difficult process as pain free as possible, I would and have recommended their services to other schools.”

Dr Smith – Torquay
This is a service for academies. The free school meals service provides reassurance that schools are meeting their statutory responsibilities under regulatory guidelines.

**Service description**

- Prompt and efficient checking of all Free School Meal applications to establish eligibility. Checking of ALL KS1 pupils registering for free school meals to assess eligibility for Pupil Premium.
- Online application service allowing instant delivery of applications and therefore quicker checking and faster access to entitlement.
- Following up queries with the relevant government department and, if necessary with the parent. Advice and guidance provided to support parents and schools.
- Checks as required to ensure continuing eligibility, allowing for temporary qualification and changes in applicants circumstances. Confidentiality of personal information is assured.
- Our systems and processes check against data from the DWP, Home Office, and HMRC.
- Provision of an up to date list of pupils entitled to Free School Meals shortly after each census date and as required between census dates.
- All Torbay Council staff receive training on Data Protection responsibilities, and we apply the Caldicott principles of data management when handling school data.
- Support with queries, issue resolution, and updates as required.

**Benefits to your school**

- Unlimited access to expertise relating to all aspects of free school meals eligibility.
- Maximisation of free school meals take up.
- Advice and guidance to parents and schools.
- Reduced demand on school resources leaving staff free of a considerable administrative task to focus on your primary role.
- Accuracy in accessing funding for your school, ensuring your school is able to maximise funding for every eligible pupil.
- Full compliance with the Data Protection Act.

**Charges per annum**

- Measuring only service £3 per application
- Full Service £1200 plus £6 per application
- Training £300

**Who to contact?**

Tricia Harwood  
Senior Officer, Schools Services  
T: 01803 207290  
E: tricia.harwood@torbay.gov.uk
This is a service available for all maintained schools provided through our contract with Babcock Education Services.

Advice, training and information on all aspects of teaching pupils with English as an additional Language will be provided. The aim of the service will be to enable pupils to reach their full potential in English Language so that they have equal access to the breadth of the National Curriculum.

Service description

New arrivals
- Ideas and strategies to help welcome a new bilingual pupil to your school and an initial meeting with parents.
- Working with newly arrived primary EAL pupils if necessary.
- Provide schools with information about silent period, top tips to support newly arrived primary EAL children.
- Secondary assessments – optional.
- Baseline assessments and ongoing assessments of English Language development.

Gypsy, Roma and Traveller (GRT) pupils are among the lowest achieving groups of pupils at every key stage of education, although some GRT pupils achieve very well at school.

There are many complex and interwoven factors that may influence the educational attainment of GRT pupils. This offer can make a big difference to their life chances through:
- clear high expectations of all pupils, regardless of their background
- an inclusive culture that welcomes all communities
- strong engagement from parents

Benefits to your school
This offer will support you to build the foundations and steps for bilingual learners and those new to English, enabling them to thrive and feel like they are included and valued in your school. This in turn will lead to better outcomes.

Charges
Initial assessments and follow up support will be paid by the Authority. Any additional support can be bought in by the school. GRT is free to all schools

Who to contact?
Debbie Horn
School Improvement and Performance Officer
T: 01803 207881
E: debbie.horn@torbay.gov.uk
Educational Psychology and Advisory Teacher

This is a service for maintained schools and academies. The team work with individual children, their families, school staff and other agencies. Our aims are to support schools in developing their own capacity to increase standards of achievement for all, but particularly those children and young people who have or may develop special educational needs (SEN).

Service description

• Work in partnership with schools to improve their wider practice in meeting children’s needs at a group or whole school level.

• Advisory teacher offering training, assessments (particularly around literacy and numeracy), need’s based observation and advice, support for members of staff, including mentoring SENCO’s new to role.

• Educational Psychology offering support in blocks of time to suit your requirements. This includes training, assessments, consultations and reviews, direct intervention, staff surgeries and parent drop in sessions.

• Training courses – we are pleased to offer a unique range of Training opportunities for professionals. Our courses are specifically designed to develop your confidence and enable you to increase your effectiveness in the work you undertake with children, young people and adults in a variety of educational and community settings. These include attachment theory, social inclusion, behaviour management and autistic condition spectrum to name a few. Please ask to see our training courses brochure for further details.

Benefits to your school

• Improved understanding of the psychological and systemic processes that affect the development of children and young people.

• Improved confidence and competence for staff in meeting the full range of needs of the young people in their care.

• Access to a range of knowledge and expertise to support you in addressing an issue or develop best practice.

• Advice regarding the management of critical incidents

Charges

A day of Educational Psychology or Specialist Teacher time will cost £400 for Torbay Schools – this cost is subsidised by the Local Authority.

A day of Educational Psychology or Specialist Teacher time will cost £500 to schools outside of Torbay LA. We additionally encourage non-Torbay partners to use their local service.

Who to contact?

Mike Freeman
Admin Support for the Educational Psychologist Service
T: 01803 208261
E: michael.freeman@torbay.gov.uk
Early Years and Childcare Advisory Service

This service is available for maintained schools and academies and provides, advice, support, bespoke visits and training for all staff working within the Early Years Foundation Stage

Service description
The Early Years and Childcare Advisory Service has responsibility for developing and sustaining high quality, inclusive early years provision and ensuring compliance with all statutory functions related to Ofsted.

Benefits to your school
• Advice and support from a team of professionals with a wide background in Early Years.
• Access to effective CPD opportunities for supporting improvement in teaching and learning and pupil attainment.
• Specific support and advice to meet the individual needs of the children and staff within your school.
• Updates on current legislation and policy changes, at both a national and local level, that affect Early Years.
• Support you to meet your statutory requirements.

Charges
Please get in touch to discuss your requirements

Who to contact?
Emma Kerridge
Senior Early Years Advisory Teacher
T: 01803 208772
E: emma.kerridge@torbay.gov.uk
Looking for a venue for your school prom that offers space, a central location, and the chance to design your celebration to your own requirements?

Could your school benefit from some additional exam hosting facilities or event venue?

Torbay Town Hall venue hire offers 1930’s glamour in our art deco assembly hall. Thinking about a celebration event, music venue or conference? The assembly hall is the natural setting for a range of ceremonies and events, and includes elegant features such as wood panelling, art deco light features, sprung dance floor, and VIP entrance foyer.

With a capacity for up to 750 for a standing reception, our venue provides a beautiful setting for your event, both business and private related. We are fully licensed for dancing and music, with a large stage area available. Kitchen areas can support your catering needs, and our in house security team can be hired at reasonable rates.

Who to contact?
Business Development
T: 01803 207953
E: businessdevelopment@torbay.gov.uk
This service is a flexible professional clerking service that ensures governing body/committee/board meetings are focussed on the strategic role. Our experienced team have a wide range of skills to support you, offering a cost effective solution to resource challenges. We will provide guidance to achieving efficient, organised and well recorded meetings.

**Service description**

- Support to embed aspects of good practice in respect of member development. Designing processes or tools for training purposes. We can provide induction packs for your new members or working group.

- Support for the Monitoring officer and Returning officer role. Providing administrative services.

- Updating or producing Terms of reference for your committee/working group meetings in consultation with appropriate contributors.

- Standing orders audit. Conducting a review of your standing orders against emerging legislation to ensure compliance. Making recommendations to you on required amendments. Carrying out Critical Friend reviews of your Standing Orders.

- Guidance to ensure constitutional adherence. Ensuring compliance with decision making protocols. Reviewing constitution documents as a trusted advisor.

- Electoral support – Carrying out maintenance of the electoral register, provision of elections training and providing guidance on electoral regulations and procedures.

- Meeting attendance – support for the chairperson, issuing agendas, taking minutes, managing attendees.

- Clerking Service – including organising meetings, agendas, reports and minutes

**Benefits to your school**

- Support from experienced staff for all matters relating to constitutional arrangements for your committee or working group meetings.

- A professional clerking service that can be adaptable to your organisation.

- Cost effective access to expertise and training courses.

- News, updates and best practice sharing ensuring you are compliant at all times.

- Access to advice and information via phone and e mail.

**Charges**

Annual subscriptions available. Pricing is tailored to your requirements, please contact us to discuss your request. Pay as you Go options also available

**Who to contact?**

Teresa Buckley
Governance Team Leader
T: 01803 207013
E: teresa.buckley@torbay.gov.uk
Our Health and Safety service is provided by qualified Health and Safety professionals.

**Service description**

- On line Health and Safety Manual
- Guidance and assistance with risk assessments including Fire Assistance and evaluation of health and safety self audits.
- Guidance and assistance with inspections and accident investigations.
- Telephone support.
- Access to Torbay Corporate Health and Safety training courses.
- Radiation Protection Officer providing guidance and assistance for the storage and use of radiological materials. (dependent on school/college membership of CLEAPSS).
- Access to Consortium of Local Education Authorities for the Provision of Science Services (CLEAPSS) advice and guidance

**Additional Services**

- Available for purchase on request (additional charges apply)
- Bespoke on-site training: health and safety, Fire Awareness; Paediatric First Aid, First aid at work.
- Conducting fire risk assessment.
- Conducting a health and safety audit.
- Bespoke on site training for Health and Safety, Emergency first aid and Fire awareness
- Paediatric first aid
- First aid at work
- Conducting Health and Safety audit
- Food Hygiene

**Benefits to your school**

- This service will enable you to understand activities required to maintain legal compliance.
- Help to achieve best practice standards in health and safety management.
- Minimise work related accidents and ill health, and avoid associated costs.
- Maintain current developments in health and safety.

**Charges**

- Access to Torbay Corporate Health and Safety training courses.
  (*Academies – Accredited courses per person costs apply. Half day course £75, One day course £150. Three day course £300.00, Non accredited courses – half day course £50.00, one day course £100.00).

- **Bespoke on site training**
  - Health and Safety.
  - Emergency first aid.
  - Fire awareness
  - Paediatric first aid.
  - First aid at work.
  - £600/day plus materials, maximum 12 delegates

- **Fire risk assessment**
  - Risk assessment of premises with report and action plan............ £300/day

- **Conducting Health and Safety audit**
  - Audit of the schools management systems and risk control arrangements.................. £300/day

- **Food Hygiene**
  - Level 2 Food Hygiene courses are available on request. These can be tailored to your needs and can be run at your own venue or ours.
  - Price on application

**Who to contact?**

Asa Moss
Senior Health and Safety Officer
T: 01803 207170
E: asa.moss@torbay.gov.uk
This is a service for all schools. The Corporate Security service is provided by professional Security Industry Authority (SIA) licensed officers who can provide various security functions for your school.

**Key holder/Alarm response Service**

Corporate Security will provide a fast response key holding service for out of hours alarm activations. They will attend the site and assess the situation for signs of an intruder. In the case of fire alarms the officer will reset your system. In the event of a break in or fire, the incident will be reported to the relevant service and a nominated member of your staff. A security officer will remain on site until the site is secure.

Additional Services are available to purchase on request for additional fees:

- Conducting a security needs assessment
- Nightly patrols of buildings and grounds
- Event security

**Charges**

- **Keyholder/Alarm response**
  - **Primary**
    - £150.00pa £25 ph per call
  - **Secondary**
    - £175.00pa £25 ph per call
  - **Special**
    - £150.00 pa £25 ph per call

**Who to contact?**

Simon Cheetham  
Corporate Security / CCTV Supervisor  
T: 01803 207654  
M: 07920 275641  
E: simon.cheetham@torbay.gov.uk
This is a service for maintained schools and academies. New food allergen legislation came into force on 13 December 2014 they are called the Food Information Regulations EU1169/2011 (FIR Regs)

These mandatory regulations affect all food service organisations, no matter what the size. Our team offers training on your responsibilities under the new regulations.

Service description

- Work in partnership with schools to improve their knowledge in meeting allergen regulation requirements.
- Presentation to your staff on how to be compliant with Food Information regulations.
- Supporting template documents and mandatory poster templates provided.
- Signposting of Food Information regulation details relevant to schools.
- Our courses are delivered by experienced and highly qualified Trading Standards Officers at times convenient to your school.
- Advice of your current allergen arrangements to ensure compliance with the regulation.
- Question time following the presentation to enhance your staffs understanding.
- Certificate of Allergy awareness course completion available to your staff.

Benefits to your school

- Improved understanding of the regulations and how to achieve compliance.
- Improved confidence and competence for staff in meeting the allergen needs of the young people in their care.
- Access to cost effective training within your school environment.
- Convenient and focused training and guidance from experienced professionals

Charges

Courses are charged at £75.00 per course. One fixed price no matter how many staff you have in attendance.

Who to contact?

Nikki Blackler
Senior Trading Standards Officer
E: nikki.blackler@torbay.gov.uk

Sara Desbois
Senior Environmental Health Officer
E: sara.desbois@torbay.gov.uk
This is a service for all schools and academies. Our team of lawyers and support staff provides an effective and efficient in-house legal service for your school unmatched in the private sector. Our highly qualified staff have significant knowledge of the problems schools can face. We are therefore ideally placed to help you avoid issues, and help you solve them where they do arise. Legal Services understand the legal framework which Academies operate within, and can provide advice on day-to-day legal issues.

Service description

- Advice to schools on all aspects of educational law. We can advise on challenges to the actions of the school or Governing Body.
- Advice to schools on pupil exclusion issues. Including appeals and hearings.
- Advice on preparation, drafting and variation of contracts up to 1 hour of advice and drafting.
- Updates on significant developments in Education Law as it relates to schools.
- Dealing with parental disputes – this includes immediate guidance on emergency matters. We will guide you through the process and policies to be followed.
- Disturbance/nuisance/trespass on school premises. We will recommend options for formal/informal actions.
- Advice on individual debts exceeding £200 or cumulative over this amount by the same debtor, totalling 15 minutes of advice and a letter of claim to debtors.
- SEN matters including tribunal support
- Persons of Significant Control – Does your organisation meet the criteria to submit PSC forms to Companies House? We can help with completing registers and confirmation statements.

Optional services

Additional services include but not limited to:

- Additional advice on debts and recovery of debts through the court
  - Landlord and tenant matters
  - Planning advice, such as advice on an extension or change to the school premises?
  - Public Rights of Way advice.
  - Commercial Property advice – this includes all types of property transactions at affordable rates, including disposals, purchases, general landlord and tenant matters such as licences and leases*
  - Litigation support – this includes bringing and defending claims for issues such as Health and Safety, contract disputes, boundary disputes and Anti-Social behaviour issues. We can represent you at court or panels (additional costs may apply). Where is it necessary to instruct Counsel, we will facilitate this in consultation with you and where possible, seek to agree appropriate fees on your behalf.

If the service you require is not listed please contact us for further information.

Benefits to your school

- Access to advice from skilled practitioners covering a wide range of matters.
- Advice to academies post conversion on a range of issues.
- As a subscriber to an annual package you will have access to advice at a rate which is considerably less than currently available in most of the private sector.
- Schools are operating in an ever more complex legal environment. We provide ready access to sound legal advice. Suitable legal advice at the outset will usually result in the avoidance of costly litigation at a later stage.

Charges

Primary schools ...................... £475 pa
Special & Secondary schools. £695 pa

Disbursements such as Court fees, Expert Advice/Opinion, or obtaining official documents will be recharged where required.

We can also offer bespoke legal advice at a cost of £95 per hour.

This subscription excludes major projects or cumulative work exceeding 1 day in duration. Please contact us for further details.

Optional Services

Matters not included in the core subscription can be provided at an additional cost of £95 per hour.

* Where conflict of interest arises legal services will be unable to offer advice.

Who to contact?

Philip Taylor
Legal Services Office Manager
T: 01803 207142
E: philip.taylor@torbay.gov.uk

35
Our Communications Team offers a comprehensive media, design and public relations service for maintained schools and academies. Members of our team have a wealth of experience in all communication channels for both public and private sector organisations.

Incidents can and do happen that put schools under an unwelcome spotlight from local, regional and national media and through social media channels. This can be a daunting experience, particularly when several issues relating to the situation need to be managed at the same time. The support service we offer gives you the reassurance that you can turn to a professional team for help and advice on how to communicate effectively and maintain your reputation.

Support isn’t just available when times are tough, our Communications Team can also take off the pressure and help promote your school. Are you planning a complete rebrand? Do you need to communicate your latest Ofsted rating? Would you like customised templates professionally designed for all your channels of communication? Would you welcome some support communicating with parents and the wider community? Do you want to promote the positive activities you are involved in? If so, we can help you.

Service description

- Provision of expert advice and support for your school. All our staff have a wealth of experience and the relevant professional skills.
- Support to market your school to prospective pupils. From a simple advert to generate a buzz, to a full campaign.
- All aspects of media handling, marketing and public relations work undertaken.
- Handling of media calls and removing demand from your staff. Let our professional team provide expert cost effective support.
- Responding to issues - providing advice and suggested responses for press and social media inquiries.
- Advice on publicising OFSTED reports.
- The promotion of good news stories and positive activities your school is involved with.
- In the event of a high profile incident or emergency, the team will be available to support your schools needs and advise you on how to limit any reputational damage.

Benefits to your school

- Reduces the burden on school staff to handle media inquiries.
- Cost effective advice and support on producing publications.
- Opportunity to promote your school in the local community.
- We keep your school’s best interests in sharp focus. Working with us will save you time, money and hassle.
- Experienced officers are available to provide guidance in the event of an emergency or major incident.
- Access to media awareness at a lower cost than currently available in most of the private sector.

Charges

Torbay Council offers a highly competitive rate to schools who sign up for one of our yearly Communications packages.

Package 1
Up to 20 hours support, which can include up to 5 hours of design work
Under 500 pupils.......................... £299
Over 500 pupils............................ £399

Package 2
Up to 30 hours support, which can include up to 10 hours of design work
Under 500 pupils.......................... £499
Over 500 pupils............................ £599

Tailor Made Package
Each communication and/or design package will be individually priced and agreed in advance. Please get in touch to discuss your needs.

Additional requirements which aren’t covered by your chosen package can be purchased at £35 per hour.

Non subscribers will be charged a flat daily rate of £260 for communications advice and support.

Who to contact?
Michelle Pierce
Head of Communications
T: 01803 208832
E: michelle.pierce@torbay.gov.uk
Procurement is the process of acquiring goods, works or services, all maintained schools and academies undertake procurement at some level, whether this purchasing goods such as stationery or contracting a whole service, such as cleaning.

Like all public bodies maintained schools and academies have a duty to deliver best value and comply with the Public Contracts Regulations 2015 when spending public money. Our Procurement Team is experienced in delivering a wide range of procurements, developing guidance and undertaking strategic sourcing reviews. We can assist you to secure value for money and comply with legal requirements.

**Service description**

- Management of your procurement processes, including assistance with developing tender documentation, advertising the opportunity and support to evaluate submissions.
- Provision of training on the Public Contracts Regulations and how to undertake a procurement process.
- Development of a bespoke procurement guide.
- Review of current spend and development of a ‘Sourcing Plan’.
- Access to Torbay Council contracts.

**Benefits to your school**

- Access to qualified staff with in-depth experience and knowledge of public sector procurement.
- Better understanding of your spend profile to aid compliance with legislative requirements.
- Opportunities for collaborative working with other schools to deliver efficiencies.
- Access to the Council’s electronic tendering portal.
- Up skilling of school staff involved in procurement.
- Robust contracts and better relationships with your suppliers

**Charges**

Various levels of support are on offer which can be further tailored to meet your specific requirements. These have been designed to enable you to select the most appropriate level of service for your school.

**Hotline**......................... £400 per year

12 hours of specialist procurement advice, covering quick and straightforward questions and more complex queries, where a written response or further research is needed.

**Procurement Guide** ............... £750

Production of a procurement guide for use by your school, based on your Procedure Rules and the Public Contracts Regulations 2015.

**Sourcing Plan** ..................... £750

A formal report encompassing a spend review, examination of the procurement processes you have undertaken, identification of opportunities to reduce costs by improved procurement.

**Procurement Guide & Sourcing Plan** ..................... £1,350

**Full Service** ...................... £1,700

Hotline, procurement guide, sourcing plan and 2 hours training.

**Bespoke** ....................... £50.00 per hour

- Management of individual tender processes
- Managing collaborative procurements
- Procurement training for school staff and governors
- Ad hoc queries if not signed up to the ‘hotline’

**Who to contact?**

T: 01803 207049
E: procurement.team@torbay.gov.uk
This service supports head teachers, governing bodies and school staff covering maintained schools and academies. Partnering with the school, providing advice, support and guidance on all elements of Access to Information including Freedom of Information, Environmental Information Regulations, Data Protection and Information Management, to enable you to meet your statutory responsibilities.

A new Data Protection regulation comes in to force in May 2018 and all organisations will be required to comply with the new regulation including the requirement for organisations of a certain size to have a named Data Protection Officer. Our friendly team can deliver training and provide advice to assist your school to prepare for these changes.

**Service description**

- Advice on how to manage Freedom of Information requests. We can assist you in managing enquiries, processing FOIs, reviewing responses and applying exemptions.
- Advice on managing Environmental Information Regulations 2004 requests.
- Advice on handling Subject Access Requests and carrying them out for you – information collation, Adobe redaction capability, compliance with regulatory timescales. Including identification and application of exempted material.
- Audit of your policies and procedures. Assistance with complaints panel meetings as part of your complaints procedure.
- Bespoke training on data protection and advice on forthcoming legislative changes.
- Advice on managing data breaches and carrying out investigations for you.

**Charges**

Please contact us to discuss your requirements. This service operates on a pay as you go basis.

**Who to contact?**

Jo Beer  
Corporate Support Manager  
T: 01803 207177  
E: joanne.beer@torbay.gov.uk
This is a service for academies.

Academy Trusts are responsible for making arrangements for the academy and ensuring that adequate insurance is in place. The Insurance section will through an annual service level agreement between the academy and schools converting to academy status – to facilitate a smooth transition to ensure there is continuity of cover (from Midnight of the date of conversion.)

**Service description**

The annual insurance support services package will provide:

- Insurance support services including guidance regarding insurance implications for events and activities, property issues, school trips, hiring of school facilities and assistance and advice on potential claims and associated correspondence.
- Guidance and Support on day to day management of risks facing the school.

The above services can also be provided to academies who buy their own insurances through a broker or consortium. The broker or consortium will provide a level of support and assistance, but our service can offer additional support along with knowledge and expertise of Local Authority matters.

Torbay Councils Insurance services can include arrangement of insurance quotations.

- Facilitate the purchase of a comprehensive insurance package including acceptance of cover and management of policy documentation.
- On-going support and guidance relating to the insurance policy
- Information and clarification on existing policy cover.
- Point of contact with insurer for mid term adjustments, additions and deletions in cover required to reflect risk exposure as well as arrangement and management of engineering inspection reports.
- Implications for policy changes.

**Benefits to your school**

- Experienced staff with local knowledge
- A single point of contact to deal with your queries and provide assistance.
- Facilitating quality Insurance cover.
- Support and guidance when you need it most in the event of a claim.

**Charges**

**Full tender and annual support package**

5% of the annual premium. Thereafter an annual charge of £500 will apply at each subsequent renewal until the next tender of the insurances

**Risk Protection Arrangement scheme**

Obtain quotations and annual support of these policies – fee £250

**Telephone helpline support**

Available to Academy Schools to provide guidance and support or just a sounding board to discuss insurance and risk related queries with staff who have expertise and specialist knowledge of schools. Our experienced advisors will talk you through your school insurance scenario and provide support with assessing implications.

Annual fee - £100

**Who to contact?**

Evelyn Murray
Insurance Manager
T: 01803 207174
E: evelyn.murray@torbay.gov.uk
Consultations

This is a service for Maintained schools and Academies. The team offer a flexible end to end survey service, supported by experienced advisors. The quality of the survey is paramount to the team, so realistic and achievable timescales will be agreed with you for delivery.

**Service description**

- A choice of paper based or web based survey options.
- Survey design, including question wording and layout to maximise response rates.
- Robust analysis of survey results and provision of user friendly executive summary/key findings report.
- The team will assist you with a quality check and proof reading prior to the surveys release.
- Scanning and verification of paper based surveys to ensure data quality.
- Software compatible with ICT security and firewall requirements.
- Advice and support on promotion of the survey in advance of release.
- Communication with target audience throughout the process.
- Telephone helpline for survey respondents.
- Personal assistance for customers requiring support to complete the survey.
- Capability to offer in house printing and post facility for delivery of surveys.
- Presentation report of survey results in a user friendly format.
- Regular updates on the response rate, tracking of returns and follow up reminders.

**Benefits to your school**

- Cost effective solutions to connect with your target audience.
- Individual branding can be added to the survey material.
- Experienced staff to provide a sensitive and approachable response to inquiries from a wide range of target audiences.
- Reduced burden on school staff who may not have the resource or confidence to manage the survey process.
- Benchmarking against the schools ambitions.
- Our experienced staff will help you maximise the return from the survey to ensure you achieve meaningful data.
- Data protection compliance is assured.

**Charges**

As the size and complexity of the survey requirement can vary from client to client, please contact us to discuss your needs and agree a pricing package solution.

**Who to contact?**

Kate Spencer
Overview and Scrutiny Manager
E: consultation@torbay.gov.uk

---

"Torbay Council have conducted our statutory Social Care surveys for several years and we are very happy with the high quality service provided”

Performance, Contracting & Information Team, Torbay and South Devon NHS Foundation Trust
This is a service to support school and academies within Devon and the surrounding areas. The service can support any of the outdoor environment activities from playgrounds to trees.

**Service description**

This service covers parks and open spaces management, development, playground, leisure services and sports provision, grounds maintenance including verges, tree/woodland management, Public Rights Of Way, allotments and children’s’ play areas. This area of the business unit is also responsible for managing the service level agreement with Torbay Coast and Countryside Trust.

**Key Facts**

- 818,000 trees (publicly owned or protected)
- 120,000 Spring & Summer bedding plants planted annually
- 360 hectares of greenspace
- 92 hectares of woodlands
- Manage 76 play areas and leisure areas including basketball courts, skate parks, BMX tracks
- 73 miles of Public Rights of Ways
- 64 hectares of parks & gardens
- 42.7 hectares of highway grass
- 28 County wildlife sites
- Maintain 22 miles of South West coast path

**Benefits to your school**

**Playgrounds, Play Fields and Sport Areas**

- Provide a risk management solution to include play areas and sports fields. To ensure a regime of inspections and safety repairs are up to date and completed in accordance with current legislation.
- Provide a shared ‘Best economic’ maintenance solution to carry out repairs and maintenance to playground equipment.
- Provide a service of ‘one off’ safety inspections for play grounds following a new installation or provide technical advice following an accident.
- Support a procurement process and design for a new play facility.
- Provide an annual inspection regime for any play or sports facility to be recorded via an auditable data management system.

**Grounds Maintenance, Trees, Woodland Management, Landscape Design and Ecology**

- Provide a risk management solution for trees within the ownership of the facility/school.
- Provide a shared ‘Best economic’ maintenance and emergency call out solution for any tree requirement.
- Provide an inspection regime and facility to be recorded via an auditable data management system.
- Provide a shared ‘Best economic’ maintenance solution to maintain grounds maintenance areas such as sports pitches and formal garden or grass areas.
- Support through a professional officer, any development requirement advice for trees, landscape and ecology through the planning process.

**Who to contact?**

Neil Coish  
Principal Natural Environment Officer  
T: 01803 207790  
E: neil.coish@torbay.gov.uk
This is a service for maintained schools and academies within Devon and the surrounding areas. TDA provides support to help schools assess external funding opportunities for projects they wish to deliver through the application and delivery phases of a project.

TDA is able to provide a complete asset management service delivering innovative and practical solutions which identify opportunities and minimise risks including:

**Asset Management**
- Drafting asset management strategies so schools can deliver objectives to budget and timescale.
- Undertake asset audits – analysis of data and identify gaps in information, establish protocols for capturing property data.

**Facilities Management**
- Risk Assessment/Fire Risk Assessment.
- Care taking service.
- Cleaning contracts.
- Grounds and Maintenance service.
- Lease Consultancy - Negotiations for the granting and taking of leases and licences for third parties
- Instructing legal advisors and commenting on draft documents.
- Dealing with general queries, vacant accommodation inspections, rent collection, service charge administration.
- Reviewing lease repairing liabilities/Schedule of dilapidations.

**Valuations**
- Undertake bespoke valuations for specialised assets such as schools.
- Estimation of remaining useful life and residual values.

Enjoy professional guidance and support throughout the entire life of a project from a trusted and reliable partner. The TDA understands the needs of schools and is capable of providing a wide range of diversified services from a single supplier.

See our latest news, school customers and completed projects by visiting www.tda.uk.net
Join us on Twitter @ServicesTDA
TDA Schools Team is commissioned by Torbay Council to ensure there are sufficient school places and to manage and deliver the Children’s Services Capital Programme.

We can also provide strategic advice and guidance for effective asset management, offering a comprehensive property management solution that encompasses a range of features and benefits for schools and Multi Academy Trusts.

**Service description**

- FREE Health & Safety Compliance Check
- Termly site visits
- Advice and training for Senior Managers, Governors and Trustees
- Regular reports for Senior Managers, Governors and Trustees
- Assistance completing and interpreting the DfE Condition Data Collection (CDC)
- 3/5 Year Asset Management Plan
- 3 Year School Access Plan to ensure legal compliance
- Bid writing to maximise income from grants
- Advice on solutions to increase energy efficiency
- Advice on statutory processes
- Procurement and delivery of capital projects
- Commission accurate documentation to inform estate management i.e. room schedules, site plans

**Benefits to your school**

- Peace of mind
- Reduced administrative burden
- Effective planning to reduce expenditure
- Energy savings
- Access to capital funding
- Comprehensive support and advice
- Effective budget planning
- Prioritising asset management decisions
- Professional, experienced team
- Proven track record

**Charges**

All services can be commissioned individually or as a package if preferred.

**Who to contact?**

Clare Talbot  
Schools Capital & Planning Manager  
T: 01803 208220  
E: clare.talbot@tedcltd.com
This is a service for all schools

Torre Abbey can offer your learners 800 years of history where it happened, with stories to inspire and ignite a world of learning and engagement through every subject. In an age of virtual reality, television and the web we can offer the power of storytelling and engagement in the locations where events actually took place.

Service description

We have so much to offer schools and other learning groups near and far; from self-led visits, to guided tours, workshops, and bespoke projects linking in to specific curriculum areas; from History to Drama, Maths, literacy and numeracy to Music and Art.

We have a fabulous purpose built classroom too:

The ‘LearningLab’ which can host formal learning or messy creative activities for any age group, and will act as a base for your visit.

Keep an eye on our website as we are continually Contact our Learning Officer to discuss your requirements for exciting educational visits which can be designed to match your curriculum themes.

We can cater for:

• Pre School Children
• Foundation and Key Stage 1
• Key Stage 2
• Key Stage 3
• Post 16 and Adults
• SEN groups
• Language Schools
• Home Educators and Carers
• Teachers
• Families
• Special Interest Groups and Sessions

A visit to us could include these National Curriculum links:

• Literacy
• Maths
• Science
• D&T
• History
• Geography
• Art
• Drama
• Religious Studies.

Charges

We try and keep our charges affordable as we know the challenges schools face. We therefore ask for £3 per child for guided visits and workshops (teachers and helpers free entry)

Who to contact?

Learning Officer
T: 01803 208511
E: abbeylearning@torbay.gov.uk

We can cater for:

• Pre School Children
• Foundation and Key Stage 1
• Key Stage 2
• Key Stage 3
• Post 16 and Adults
• SEN groups
• Language Schools
• Home Educators and Carers
• Teachers
• Families
• Special Interest Groups and Sessions

A visit to us could include these National Curriculum links:

• Literacy
• Maths
• Science
• D&T
• History
• Geography
• Art
• Drama
• Religious Studies.
This is a service for maintained schools and academies. Brixham Harbour boasts one of the largest fishing fleets in the UK, plus a thriving fish market to support it. Our tour gives an insight into this fascinating industry, and of course we also have the old heritage sailing trawlers usually on hand to show how far this business has come in such a short period of time.

Service description

• Your school group will be hosted by the Deputy Harbour Master based at Brixham harbour.
• Our tours last for 60 minutes and pupils will visit the Harbour Masters Office as an introduction, explaining the role of the Harbour Master and the estate management function.
• The tour will cover the history of the harbour including the heritage sailing trawlers built in Brixham. The team will explain how different fishing boats are used for different types of fishing.
• Pupils will learn about fishing equipment, fish species and boat construction.
• The tour would not be complete without a visit to the fish market where pupils will be given an overview of fishing industry methods including quotas, fish processing and grading in a working port environment.
• If your tour coincides with the fish auction, pupils will learn about the process in real time.
• Our team will answer all your questions as you tour the harbour.

Benefits to your school

• Value for money tours offering children the opportunity to see the industry in action.
• Tailored to age groups to ensure pupils get maximum benefit from their visit.
• Information presented by experienced industry professionals
• Opportunity to ask questions first hand and relate examples to school lessons.

Charges

£30 per tour, per school. Please be advised that each tour can accommodate a maximum of 35 pupils.

* Please note it is the schools responsibility to arrange suitable insurance cover for the pupils attending the tours.

Who to contact?

Dave Bartlett
Deputy Harbour Master (Brixham)
T: 01803 853321
E: dave.bartlett@torbay.gov.uk
A free service for all schools and academies.

*Children who read for pleasure are likely to do significantly better at school than their peers, according to research from the Institute of Education.* (IOE 2013)

We support schools in developing their pupils’ reading for pleasure by offering a wide range of FREE services to promote a love of reading both at school and at home.

**Service description**

Free services to support your work in school

- Books on a huge range of subjects for every age and level of reading from 0 to 16 - board books, picture books, beginner reads, junior fiction, information books, graphic novels, comic books, teen & young adult titles etc. No need to worry about fines - there are no overdue charges for children’s, teen and young adult books. Class tickets are available – school staff can borrow up to 30 books for an extended loan period of 6 weeks and children can come and choose books to enjoy back at school.
- A range of on-line resources for children and adults including our on-line catalogue.
- Class visits and tailor-made workshops on themes chosen by teachers can be arranged at your local library to support curriculum topics, and your pupils are welcome to come as groups or classes to choose books.
- Many other events and activities can also be arranged to support projects in school e.g. book launches, book selection, presentations etc.
- Visits to your school from library staff to promote books and reading (individual classes or assemblies) – stories, curriculum support etc.
- Books and resources supporting children with additional needs for you to borrow - dual language books, dyslexia-friendly books, Bag Books (multi-sensory packs with story-boards and props), large print and spoken word resources.
- Advice and resources to support reluctant readers.
- Visits from library staff to school parents’ evenings etc to promote the benefits of reading can be arranged.
- We will work closely with schools to promote library membership and can arrange for your pupils to join the library through class or school promotions. We can bring joining forms to school and sort out the admin for you.
- Every library in Torbay has been designated a Children’s University ‘Learning destination’ and we are also registered as an Arts Award Supporter.
- We regularly arrange visits from authors and invite schools to attend.
- We have worked with Renaissance Learning (Accelerated Reader) to link our library catalogue to the Accelerated Reader programme. As a result of this we can offer all schools in Torbay who are using the Accelerated Reader programme a library book finder code which they can give to students and parents. This can be used on the AR website to access a list of the books we have in stock which are linked to the Accelerated Reader scheme. Students can then reserve the books on-line.
- We stock a range of books for children and young people to support their mental health and well-being as part of the Reading Well - Books on Prescription scheme.

*Schools that take the business of reading for pleasure seriously are more likely to succeed with their pupils’ reading.*’ Excellence in English’

Ofsted 2011
Free services to support your pupils at home

- A huge range of services and activities to promote family book sharing and literacy including the Bookstart scheme (gifting free books to every baby and toddler), early years activities, holiday and weekend activities, theatre performances etc all designed to encourage children to read in their own time
- A range of reading incentive schemes including the annual Summer Reading Challenge and our on-going Book Quest. These can also be run in partnership with schools
- Resources to support home learning and research – free internet access, early learning packs, CDs (stories and music), DVDs, newspapers, magazines, comics and other resources.

The importance of reading for pleasure is recognised by Ofsted and backed up by research. Torbay Libraries can help you to promote and develop a lifelong love of reading for your pupils.

Charges
None – All our services to schools are free.
We are always keen to develop the ways in which we work with schools. Please contact us if you would like to discuss a future project or for more information.
To book a visit to your library or arrange for library staff to visit your school please contact your local library.

Who to contact?
Andrea Medway
Young People’s Services Librarian
T: 01803 208289
E: andrea.medway@torbay.gov.uk

‘There is a virtuous circle between enjoying reading and being a good reader. Research for this report demonstrates that children who do not enjoy reading are ten times more likely to have fallen behind at school by 11.’

Read on. Get on. How reading can help children escape poverty. Save the Children 2014
Receiving an audit can sometimes feel a daunting prospect. Our team of dedicated schools auditors are very experienced in delivering a service that is tailored to meet schools needs and is highly praised by schools. Our customers often say how helpful our auditors are and welcome the assurance and support that we provide to the school and staff.

**Service description**

**Maintained Schools**

The services offered by DAP are on an annual subscription basis. It will be necessary for a school to subscribe for the whole of the relevant subscription period (i.e. 3 years) to be entitled to a full audit review.

Your subscription will include:

- Full Audit Review to meet minimum standards, once in every three years; schools are able to choose a more frequent visit if they so wish.
- Assurance on the DfE Schools Financial Value Standard as an integral part of the full audit.
- Continuous advice service – by phone, e mail, internet on finance standards, audit or any other school control matter.
- Seminars – presentations via Learning Community groups.

**Academies**

Service contracts can be from 1-3 years

- Internal Audit review in compliance with the Academies Financial Handbook and Charities Guidance on Internal Financial Controls
- Risk management facilitation and creation of a risk register.
- Review of Risk Management in accordance with the Charities Risk Management Guidance and audit of selected key risks in agreement with the schools Audit Committee.
- Assurance to governors for completion of the Annual Governance Statement.
- Responsible Officer Support Service if preferred to internal audit.

### Charges

**Maintained Schools – Core Service**

The full audit programme can be covered by the 3 year review or by annual visits if that is more suitable to the schools requirements.

**Option 1 - Audit every 3 years**

<table>
<thead>
<tr>
<th>Type</th>
<th>Cost per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>£500</td>
</tr>
<tr>
<td>Secondary</td>
<td>£1000</td>
</tr>
<tr>
<td>Special</td>
<td>£920</td>
</tr>
</tbody>
</table>

**Option 2 - Annual audit**

<table>
<thead>
<tr>
<th>Type</th>
<th>Cost per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>£575</td>
</tr>
<tr>
<td>Secondary</td>
<td>£1500</td>
</tr>
<tr>
<td>Special</td>
<td>£1080</td>
</tr>
</tbody>
</table>

Pay as you use services (these services can be added to the subscription if you prefer better cashflow; please call to discuss arrangements). We offer consultancy and other services on an individually charged basis. The following are examples of services which are available upon request:

- Financial audit of voluntary funds
- Risk management and consultancy
- Systems review
- Computer security review
- Partnerships and external funding
- Extended school services review

If you don’t see what you require, please call to discuss your needs. Charges for pay as you use services will be by agreement on selection of services and are dependent on the time needed to complete the audit: edaudit@devon.gov.uk

**Academies**

Initially our wish would be to identify the audit need and most suitable service to meet the requirements of the Governors, School, Senior Management and staff. Please contact us for a quotation: academies@devon.gov.uk

**Who to contact?**

David Curnow
T: 01392 382438
M: 07794 201137