

Norfolk County Council's Guiding Principles

The “core values” or guiding principles adopted by
Norfolk County Council are:

Improving Public Services

Representing Norfolk people effectively

Targeting resources where most needed

Delivering value for money

Investing in the future of Norfolk

Services to Schools

2003-2004

Services provided by
Norfolk County Council

A Guide for Headteachers
and Governors

Dear Colleague

Welcome to the 2003-4 Services to Schools brochure. I hope you find it easy to use and that the services described here are those which you and your school need in this coming year.

As part of the LEA response to Ofsted we are committed to ensuring that the support services provided by the County Council and the LEA continuously improve. We will continue to challenge the way we deliver these services, through our partnership mechanisms. For example there is an on-going Best Value Review looking at the way some of these services are delivered. In particular, school responses to the quality and the relevance of the service provision do influence what we offer.

Overall, we aim to provide a package of coherent support to schools which is a valued element of school management by Headteachers and Governors in Norfolk, and to do so in a way which enhances the growing culture of working in partnership. It is encouraging that the high level of buy back has been maintained and has shown a steady increase year on year with more schools buying the small schools plan and the school package.

Details of how to purchase these services will be sent to you by the end of February to coincide with School Budget Share details.

I hope we can continue to build on the successful "working together" commitment.



Director of Education

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Initial point of contact for service provision

Section A

Section A details the services that were in the brochure last year, which together form the 'Partnership Package'. A 10% discount is given if all standard or above services from Section A are purchased.

Services may, however, be purchased individually if required.

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| Education Personnel Services | 7 |
| Peter Mann | 01603 223476 |
| Grounds Advisory Services | 11 |
| Tonia Rumble | 01603 406820 |
| Jimmy Richardson | 01603 406820 |
| Ken Stevenson | 01953 456545 |
| Caretaking and Cleaning | 13 |
| North & Central - Carol Bowen | 01603 222524 |
| Western - Maureen Smith | 01553 669206 |
| Southern - Mick Meeson | 01953 456545 |
| Eastern - Colin Makepeace | 01493 336315 |
| NPS Property Consultants Ltd | |
| Building Maintenance Support | 15 |
| Laurence J Cooper | 01603 222621 |
| Paul Elsegood | 01603 222606 |
| Payroll Services | 17 |
| Linda Bicker | 01603 495765 |
| Legal Services | 19 |
| Pamela Cary | 01603 222943 |
| Education Advisory Service | 21 |
| John Spradbery (Secondary and Special) | 01603 433276 |
| Heather Tyrrell (Primary) | 01603 433276 |
| School Library Service | 25 |
| Philip Cocker | 01603 222266 |
| Finance Support | 29 |
| Philip Neave | 01603 223485 |
| ICT Solutions - Helpdesk | 35 |
| | 0845 303 3003 |
| General enquiries on any delegation matter | |
| Frances Willis | 01603 222120 |
| Stephanie Harris | 01603 223408 |
| Kevin Blazey | 01603 223815 |

Section B

Section B details services which may be purchased on the 'Contract to Purchase' form but which do not attract the package discount.

| | | Page no. |
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| Sickness Insurance | | |
| Hilary Bradshaw | 01603 222427 | 43 |
| Building Maintenance Partnership Pool | | 47 |
| Laurence J Cooper | 01603 222621 | |
| Paul Elsegood | 01603 222606 | |
| Governor Support Service | | 49 |
| Anne Genge | 01603 433276 | |

Section C

Section C details information on other Norfolk County Council Services purchasable on an ad-hoc basis.

| | | |
|--|--------------|----|
| Music Services | | 53 |
| Maureen Hanke | 01603 433276 | |
| Contracting Services Division | | 54 |
| Ian Tarry | 01263 738506 | |
| Helen Wills | 01263 738511 | |
| Printing | | 55 |
| Interprint | 01603 222124 | |
| Bus Fleet | | 57 |
| Margaret Saul | 01603 728810 | |
| Furniture | | 59 |
| Bridget Meagher (Southeast and West Areas) | 01603 706653 | |
| Simon Wilson (North and Central Areas) | 01603 706652 | |
| Buildings Insurance | | 61 |
| John Baldwin | 01603 222827 | |
| NPS Property Consultants Ltd | | 63 |
| Laurence J Cooper | 01603 222621 | |
| Paul Elsegood | 01603 222606 | |

The Small Schools' Plan consists of the delegated figure relating to Section A plus the sum of selected items from Section B.

Section A

Section A details the services that were in the brochure last year, which together form the 'Partnership Package'. A 10% discount is given if all standard or above services from Section A are purchased.

Services may, however, be purchased individually if required.

Education Personnel Services
Grounds Advisory Service
Caretaking and Cleaning Management Support Services
Building Maintenance Support
Payroll Services
Legal Services
Education Advisory Service
School Library Service
Finance Support
Education ICT Solutions

EDUCATION PERSONNEL SERVICES

Who we are

The Education Personnel Services Unit provides Norfolk's schools with a comprehensive service on all personnel related matters. Being an integral part of the LEA gives us many advantages: -

- We understand the key personnel issues that are facing schools, and we are able to deliver our services in a way that schools find helpful.
- As part of the LEA 'network' we can provide support and advice in an integrated way, with services that meet the needs of schools.
- We have well-developed working relationships with other agencies, such as Capita Payroll, Teachers' Pensions etc., which enable us to provide you with a "one-stop shop" for your payroll and pension queries.

Purchasing your personnel support service from your local provider enables you to reap the benefit of those advantages. Our services to you are automatically enhanced as a result of EPS being part of the wider education community in Norfolk, and feedback from colleagues in schools confirms that our service is highly valued by all who use it. However we are not complacent, and are ready and willing to listen to any schools that would like to discuss how our service to them could be improved.

What we can do for you

Access to our portfolio of services will be through named contacts with specific responsibility for supporting your school. Behind those people is a team of experts available to offer you a full range of help and advice. A one-off full year subscription payment covers all your personnel support needs for the financial year. Support and guidance is available in the following areas: -

- **Direct professional advice and support** from a Personnel Consultant with a good working knowledge of education and employment law. Telephone advice is supplemented by school visits, which can be quickly arranged whenever the problem demands it, whichever part of the County you are in.
- **A Personnel Administration Service** that eliminates the need for you to undertake the paperwork associated with employing staff. The service provides an effective interface with payroll, and includes liaising with other schools and LEAs to verify service, and maintaining service records for the DfES. This is particularly important where pension issues are concerned. Your school's Personnel Assistant understands the staffing needs of your school and is available via telephone, e-mail, fax etc. for the rapid resolution of all your day-to-day staffing queries. School visits by your Personnel Assistant can also be arranged.

EDUCATION PERSONNEL SERVICES

- **Our Recruitment Services Team** gives you immediate access to advice on the preparation of recruitment materials, including drafting and placing your recruitment advertisements at a discounted cost. They give you on-line access via Esinet to our regularly updated supply teacher database, and information on NQTs seeking their first appointments. We place your ads in our Teaching Vacancy Lists that are also now published weekly on the Internet. **N.B. This service also includes the processing of supply teachers' claim forms.**
- You will have on-line access via Esinet to our comprehensive **Personnel Handbook**, containing detailed interpretations of conditions of service, commentaries on relevant legislation, model policies and procedures, etc. You will also receive regular updates and other supplementary papers and newsletters.

A summary of our **Service A** is set out overleaf. It has a very comprehensive specification, covering all aspects of staff management. We continue to offer two alternative packages (**Services B and C**), but experience has clearly shown that the vast majority of schools decide to subscribe to our **Service A**. We also participate in the Small Schools Plan and the Partnership Package.

We are aware that some schools may wish to work with us to develop a different approach, perhaps where a school runs its own payroll or has a different payroll provider to the County Council's partner Capita Payroll Services. In these circumstances, schools should contact Peter Mann, Acting Head of EPS, to discuss their requirements. Contact: peter.mann.edu@norfolk.gov.uk

Our prices

The prices for the EPS subscription services are based on the full-time equivalent number of staff (teaching and non-teaching) in your school *who are directly funded from your school's budget*. We determine the actual FTE value of your staff paid on the January payroll, and we multiply that by the price of the Service Option of your choice, as follows:-

- Service A £110.00 per FTE member of staff
- Service B £102.00 per FTE member of staff
- Service C £62.00 per FTE member of staff

That price will remain fixed for the year regardless of any subsequent fluctuations in the FTE value (+ or -). Schools are responsible for the cost of recruitment advertisements, and for the cost of medical reports either before or during employment.

Contacting us

For further information about our services please contact: -

Peter Mann, Acting Head of EPS
Telephone 01603 223476
email: peter.mann.edu@norfolk.gov.uk

EDUCATION PERSONNEL SERVICES

Our Subscription Services

| | Service A | Service B | Service C |
|--|-----------|-----------|-----------|
| Personnel Handbook | | | |
| • On-line access via EsiNet | x | x | x |
| • Model policies and procedures | x | x | x |
| • Updates and Newsletters | x | x | x |
| Direct Personnel Advice and Support | | | |
| • Employment Legislation | x | x | x |
| • Staffing Structures | x | x | x |
| • Salary Policy | x | x | x |
| • Grievances | x | x | x |
| • Staff Reductions | x | x | x |
| • Disciplinary Cases | x | x | x |
| • Poor Performers | x | x | x |
| • Ill-health | x | x | x |
| • Trade Unions | x | x | x |
| • Dismissals | x | x | x |
| Recruitment Services | | | |
| • Wording, Design and Placement of Ads. | x | | |
| • Discounted Ads. | x | | |
| • Application Forms | x | | |
| • Equal Opps. Advice | x | | |
| • Weekly Vacancy List | x | | |
| • NQT Recruitment | x | | |
| • On-line access via EsiNet to Supply Teacher Database | x | | |
| • Supply Teacher Payment | x | | |
| Personnel Administration | | | |
| • Staff Regulations | x | x | |
| • Pre-Payroll Service | x | x | |
| • Qualified Teacher Status | x | x | |
| • CRB Disclosures/List 99 | x | x | |
| • Salary Calculations | x | x | |
| • Salary References | x | x | |
| • Appointment Letters | x | x | |
| • Contract Documentation | x | x | |
| • Sickness Absence | x | x | |
| • Conditions of Service | x | x | |
| • Maternity Leave | x | x | |
| • Pension Matters | x | x | |

Please note that these subscription services do **not** include the Norfolk Support Line Counselling Scheme.

EDUCATION PERSONNEL SERVICES

Additional Services Available

(i) The Staff Well-Being Strategy

The Well-Being Strategy is a pioneering initiative that has gained national recognition and interest. Through EPS, the Education Department is promoting the well-being of staff in schools. Schools have free access to this initiative. However, some additional services have to be funded by individual schools as their well-being projects develop.

Contact: david.saunders.edu@norfolk.gov.uk

(ii) Recruitment Administration Service

We also offer an enhanced Recruitment Administration Service which you can purchase as and when you need it. Schools who have used this support service have found that it saves them valuable time and removes an administrative burden that they can well do without. We have two options available: -

(a) Recruitment Administration Service Level A

We respond to enquiries following a vacancy advertisement by sending out job details and application forms. Completed forms can be returned either to us or to the school direct. The cost of this service in 2003/2004 will be £45 per vacancy, plus the cost of postage.

(b) Recruitment Administration Service Level B

This is a full recruitment administration service, including responding to enquiries following advertisement; receiving completed application forms; photocopying of forms as required; posting forms to selection panel; sending for, and receiving, references, and notifying candidates of interview arrangements. The cost of this service is dependent upon the number of enquiries received in response to the advertisement:

Up to 10 enquiries £85; Up to 20 enquiries £110; Over 20 enquiries £135

Contact: elizabeth.buckland.edu@norfolk.gov.uk

(iii) Counselling Scheme for Staff - The Norfolk Support Line

The County Council funds this service centrally. The Support Line provides free and immediate access to an independent and completely confidential professional counselling service. The helpline operates 24 hours per day, 7 days a week, 365 days a year. Schools have full access to the counselling scheme for their teaching staff on permanent contracts, or temporary contracts for one year or more. Schools will also continue to be given the opportunity to enrol non-teaching staff into the Norfolk Support Line Counselling Scheme at an additional charge, and they will be contacted separately about this.

Contact: ali.crane.edu@norfolk.gov.uk

(iv) Supply On Call

We have established a service designed to help schools find suitable supply teachers, whilst removing the need for school staff to make numerous telephone calls themselves. Our "Supply On Call" service is available between 7.15 and 8.45 a.m., and between 5.30 and 8.30 p.m. Monday to Friday during term time. The costs are £40 for a successful search, and £15 for an unsuccessful search. Contact: Telephone 01603 222313.

Who we are

The Grounds Advisory Service offers you a professional management service in compliance with the principles of Best Value to ensure viability, value for money, quality of service and a safe, pleasant environment.

We recognise the importance of school grounds as an educational resource and are committed to working in partnership towards continuous improvement of the outdoor classroom. We offer a comprehensive standard service, with no reduced or enhanced level of service.

What we can do for you

Within our standard service the Grounds Advisors will:

- Carry out site checks in compliance with all appropriate legislation, including Health & Safety Regulations, and provide appropriate advice.
- Advise on, and cost, site improvements within available budgets including curriculum development through the outdoor classroom:
 - Environmental study areas
 - Tree planting with pupils
 - Pond design and amphitheatres
 - Planning, design and construction of new playing fields
 - Gardening Days
 - Willow structures
 - Advice on self-help projects
 - Environmental Award schemes
- Advise on mature tree management and 'good neighbour' work re healthy trees on site boundaries, liaising with District Planning Officers as required.

- Advise on curriculum requirements for playing fields in accordance with the Department for Education & Skills Regulations.
- Tailor a specification for Grounds Maintenance and Landscaping and undertake and maintain a detailed site survey to ensure accurate contract costing.
- Manage the contract through regular inspections and liaison to ensure that standards are maintained and to verify that the service delivered in the one for which you have paid.
- Ascertain if you are happy with the standards being achieved by the contractor and resolve any disputes.
- Ensure that faults are rectified if a decline in standards is identified
- Maintain the site database, process contract variations, produce updated plans and maintain accurate documentation

The following additional support services are offered for an agreed charge:

- **Playground Safety Inspections** - Equipment will be inspected by our ROSPA trained specialists in accordance with BS EN 1176 & 1177. We will submit a report with appropriate recommendations for action
- **Specialist Projects** - we will help turn your ideas into reality from initial feasibility study through to scheme design and construction supervision:
 - Play activity schemes
 - Playground markings
 - Sports Facility Improvements
 - Landscape Enhancements

Prices

For 2003-2004 the standard package is offered as follows:

| | |
|-------------------|---------|
| Primary (R-4) | £109.00 |
| Primary (R-7) | £318.00 |
| Special Schools | £318.00 |
| Secondary Schools | £590.00 |

Contact names

For further information please contact:

| | |
|------------------|----------------|
| Jimmy Richardson | (01603) 406820 |
| Or | 07798 668066 |
| Tonia Rumble | (01603) 406820 |
| Or | 07798 668070 |
| Ken Stevens | (01953) 456545 |
| Or | 07798 668069 |

CARETAKING AND CLEANING MANAGEMENT SUPPORT SERVICES

Who we are

The Caretaking and Cleaning Management Support Team offers you a professional management service in compliance with the principles of Best Value to ensure viability, value for money and quality of service.

What we do

The Technical Advisors will:

- Undertake and maintain a detailed site survey to ensure appropriate contract costing
- Advise on how to save money without reducing standards
- Maintain the site database, process variations (for new buildings, change of surfaces, change in usage etc.). Produce updated plans and inventories and maintain accurate documentation
- Advise on compliance with appropriate legislation in connection with caretaking and cleaning, including COSHH and other Health and Safety Regulations
- Manage the contracts through inspections, troubleshooting when necessary
- Verify that the service delivered is the one for which you have paid. Ascertain if you are happy with the standards being achieved by the contractor and develop a working partnership between all parties
- Resolve any disputes in the best interests of you the client
- Ensure that faults are rectified if a decline in standards is identified
- Ensure that compensation is received where there are contractual failures

- Advise on Portable Appliance (Electrical Equipment) Testing (PATs)
- Provide technical advice on suitable flooring for different areas, surface treatments and appropriate cleaning methods and products
- Provide advice on filling temporary caretaking and cleaning vacancies
- Assist in the recruitment and selection of staff for permanent positions, including drawing up the job description, short-listing and interviewing
- Provide induction training for new caretakers, which is documented for your records to show provision of Information, Instruction & Training

Additional Information

The JCC Caretakers Panel still meets on your behalf to discuss caretaking & cleaning issues, this includes the evaluation of new products and equipment. Any information gained from these exercises is sent to all schools via our newsletter. Your Technical Advisors continue to negotiate the most competitive prices for cleaning materials, equipment and machinery, whilst keeping abreast of the latest cleaning information and technology.

ETCS are still providing Health & Safety training in accordance with the latest legislation and, as ever, are available on ESINET under the heading of 'Information for Head Teachers' and 'Caretaking and Cleaning'.

Last but not least, we are pleased to announce our first 'Caretaker of the Year' award. This was held in October 2002 and was a huge success. We plan to hold this award on an annual basis.

Level of service

Professional and Technical Support
Three Site Visits per year
Contract Liaison and Variations
Maintenance of Plans, Inventory and Database
Work Scheduling
Ongoing Training Support
Advice on Equipment, Maintenance and Purchasing
Loan of Equipment
Advice on PATs Testing
Advice on Floor Coverings
Advice on Filling Temporary Vacancies
Recruitment and Selection for Permanent Posts
Induction Training

| | Standard | Enhanced |
|---|----------|----------|
| Professional and Technical Support | x | x |
| Three Site Visits per year | x | x |
| Contract Liaison and Variations | x | x |
| Maintenance of Plans, Inventory and Database | x | x |
| Work Scheduling | x | x |
| Ongoing Training Support | x | x |
| Advice on Equipment, Maintenance and Purchasing | x | x |
| Loan of Equipment | x | x |
| Advice on PATs Testing | x | x |
| Advice on Floor Coverings | x | x |
| Advice on Filling Temporary Vacancies | x | x |
| Recruitment and Selection for Permanent Posts | | x |
| Induction Training | | x |

Charges

For 2003 - 2004 the packages are offered as follows:

| | Primary & Special Schools | Secondary Schools |
|----------------|---------------------------|-------------------|
| Standard Level | £340 | £385 |
| Enhanced Level | £375 | £420 |

Additional services are available at extra charge. These include:

- Specific Training Courses - e.g. One-day Health & Safety Awareness Course for Caretakers
- Recruitment and training of caretakers where not purchased in the package

Contact Names

For further information please contact the Technical Advisor for your area:

| Area | Technical Advisor | Telephone | Mobile |
|-----------------|-------------------|--------------|--------------|
| North & Central | Carol Bowen | 01603 222524 | 07796 305426 |
| Western | Maureen Smith | 01553 669206 | 07798 668063 |
| Southern | Mick Meeson | 01953 456545 | 07718 781989 |
| Eastern | Colin Makepeace | 01493 336315 | 07798 668065 |

Email address for ETCS Caretaking & Cleaning is: care.clean.ncs@norfolk.gov.uk

BUILDING SURVEYING GROUP

Building Maintenance Support for Locally Managed Schools

NPS Property Consultants Ltd became a Private Limited Company on 1st April 2002 and is a wholly owned subsidiary of Norfolk County Council, providing a comprehensive property support service.

The Building Surveying Group offers expert advice through 4 divisions at its Norfolk offices in Long Stratton, Aylsham, Gt Yarmouth and Kings Lynn.

For existing BMPP members we are entering the final year of a 3 year contract. Your subscription equal to the delegated sum will be automatically debited from your budget share by the LEA. Subscribing members are reminded that the scope of the contract is contained in your BMPP Prospectus which you will have to hand.

We manage:

- Building Maintenance, Mechanical Services and Electrical Engineering Installations.
- Maintenance together with minor improvement schemes for the County Council, Locally Managed Schools, Foundation Schools, Colleges and Diocesan Boards as well as other external bodies. NPS also has offices in Chelmsford and Needham Market to deliver Maintenance Contracts to Essex County Council and Mid Suffolk District Council.

With the total delegation of Building and Engineering Maintenance, you are invited to subscribe to the Building Maintenance Partnership Pool which is detailed in the Prospectus sent to all schools. A summary of the Building Maintenance Partnership Pool is given in Section B of this brochure.

NPS are appointed by the Director of Education to support Locally Managed Schools without direct charge in the following areas:

- Building condition surveys and budget advice for repairs and maintenance.
- Audit P.A.T. testing for compliance with your Health and Safety Policy.
- Competitive tendered database of daywork contractors.
- Vetting of all approved contractors for compliance with Standing orders, Health and Safety standards etc
- Premises Defects Book reporting system
- Delivery of Capital funded projects authorised by L.E.A.
- Compilation of Asbestos Register and advice on Management of Asbestos at Premises level.
- Risk assessments of works carried out to comply with Construction, Design and Management (C.D.M. Regs 1994)
- Registering of Building/Engineering projects with Health and Safety Executive
- Asset Management Plans relating to Premises Condition and Suitability.
- Policing schools who manage their own Building and Engineering maintenance, servicing and testing regimes to ensure compliance to the standards required.

NPS Surveyors are also available to non subscribers to the BMPP to carry out any project based maintenance or improvement work defined by the school.

BUILDING SURVEYING GROUP

An agreed fee based upon the service level required by the school, may be negotiated with your local NPS office.

Energy costs you over £40 per pupil. Both subscribers to the BMPP and non subscribers to the BMPP can add our Energy Monitoring Service for an additional 25p/pupil. This service aggregates all oil, gas, electricity and water consumptions on an on-going basis and compares usage with similar establishments operating on an average basis. This allows early identification of problems. Follow-up specialist advice may be given if requested on a time-charge basis. On joint user sites, it is essential that all schools participate in the scheme.

Schools wishing to discuss any aspect of our service should contact:

Laurence J Cooper,
Building Surveying Director
Building Surveying Group
(01603) 222621
or
Paul B Elsegood,
Principal Building Surveyor
(01603) 222606

Standard Service**Pay Scales and Rates**

- Pay all your staff in accordance with Nationally prescribed pay rates.
- Apply Pay Awards and annual increments as appropriate.
- Issue security payslips showing details of pay and deductions.
- Pay salaries into Banks or Building Societies via BACS.
- Pay salaries by cheque if required.
- Posting of salary slips direct to school or home address if appropriate.
- Recovery of overpayments made to employees.

Income Tax

- Deduct income tax from pay in accordance with Inland Revenue regulations.
- Operate P45 or P46 for new employees.
- Issue P45 and NI certificates if appropriate to leavers.
- Operate code number changes as notified by Inland Revenue.
- Update code number changes each year as per Finance Act.
- Provide Collector of Taxes with year end returns.
- Provide Inspector of Taxes with P11D.
- Satisfy enquiries from staff regarding income tax deductions.
- Liaise with Local Tax Inspector concerning tax liabilities.
- Issue P60 to all appropriate staff at year end.
- Make all necessary payments to Inland Revenue each month.
- Pay Working Family Tax Credit(WFTC) and Disabled Persons Tax Credit (DPTC) and provide administration.
- Deduct Student Loans and provide administration

National Insurance

- Deduct NI contributions in accordance with DSS regulations.
- Manage married women's reduced rate liability.
- Manage non-liability certificates for staff affected.
- Liaise with Local Inland Revenue staff.
- Handle queries and request forms.
- Pay contributions to Agency each month.

Superannuation

- Deduct contributions from staff subject to Teachers and Local Government superannuation schemes.
- Deduct AVCs (Additional Voluntary Contributions) on request.
- Deduct Added Years and Family Benefit contributions.
- Account to DFE for teachers' contributions.
- Account to Fund Director for Local Government contributions.

Sick Pay and Maternity Pay

- Administer SSP and SMP schemes in accordance with legislation.
- Administer Occupational Sick and Maternity Pay Schemes.
- Deal with half pay and absence without pay.

Travelling Expenses, etc.

- Pay travelling and subsistence claims
- Pay in service claims
- Pay overtime, honoraria, additional allowances
- Pay Adult Education fees, lettings and bonus payments.
- Deduct and administer voluntary contributions as requested.

Trade Union Subscriptions

- Deduct union subscriptions from pay.
- Pay subscriptions to prescribed bodies.
- Provide all necessary computer printouts.

Court Orders

- Collect prescribed amounts against attachment of earning orders and Child Support Agency Orders.
- Pay amounts to separate courts and CSA on monthly basis.

Payroll Services

| Payroll Services | Charges to Schools |
|-------------------------|---------------------------|
| Standard Service | £3.45 per pupil. |

LEGAL SERVICES

Who We Are

Legal Services is a business unit within the Chief Executive's Department. We comprise 15 solicitors and nine legal officers, and offer services across the entire range of local authority legal work. In particular, we have specialists in education law, employment law, conveyancing and litigation.

We have acquired Investors in People and implemented the Law Society's Practice Management Standards. We are now intending to seek Lexcel accreditation from the Law Society.

What We Can Do For You

The Legal Services subscription is a simple way for Headteachers and Governors to ensure access to a full range of legal services.

An annual subscription to Legal Services covers:-

All legal advice and assistance and, if within the scheme, representation in relation to:-

- Accidents at school
- Admissions of pupils
- Banning persons from school sites
- Charities
- Complaints
- Contracts
- Contact and Residence (i.e. custody and access) in relation to pupils
- Conveyancing and leasing of Governing Body land
- Copyright
- Debt collection
- Disputes with neighbours, suppliers, contractors, etc.
- Employment
- Exclusion of pupils

- Governor's power and duties
- Health and Safety
- Human Rights Act 1998
- In loco parentis and legal powers and duties of staff
- Insurance
- Liquor Licensing
- Lotteries
- Negligence
- Personal Injury
- Planning
- Transfer of Control Agreements (not involving the LEA)

You also ought to be aware of the following services provided to you by Legal Services as an LEA partnership school and without direct charge:-

- Legal Proceedings (including the payment of costs) in the:-
 - County Court
 - Crown Court
 - Employment Appeals Tribunal
 - High Court
 - Court of Appeal
 - House of Lords
 - European Court of Justice
- Instructing or briefing Counsel (a Barrister) (including the payment of fees)
- Legal advice and assistance in respect of:-
 - Conveyancing of LEA land
 - Leasing of LEA land
 - Transfer of Control Agreements involving the LEA
- Legal advice to School Admission Appeals Panels where the LEA is the Admission Authority and where the Governing Body is the Admission Authority.

NB Conflict of interest. If there is a conflict

LEGAL SERVICES

or a significant risk of a conflict between the interests of the LEA and the governing body of the school, the governing body will be expected to seek their own independent legal advice. In these circumstances Legal Services will consider making a full or partial reimbursement of the subscription fee at the end of the year.

Great Yarmouth Area Schools PFI Scheme: Advice in relation to the PFI proposal is not covered by this subscription service.

Education Act 2002:

Advice in relation to the freedom and flexibilities now available under Part 1 of the Act is not covered by this subscription service.

Charges

For 2003/2004 the charge is 28p per pupil.

Contact Name

For further information and advice about our services contact:-

Pamela Cary, Assistant Head (Law)
Tel (01603) 222943
Fax (01603) 222899
email pam.cary.dla@norfolk.gov.uk

Norfolk Education Advisory Service

Who we are

Norfolk Education Advisory Service has a wide range of phase and subject specialists to work with schools on improvement and development issues.

Our services are all designed to support the priorities in Norfolk's Education Development Plan:

- To contribute to raising standards in Norfolk schools
- To assist schools in preparing for new initiatives and in curriculum development
- To assist schools in self evaluation and school improvement
- To provide professional development for all our staff.

What We Can Do For You

We monitor national and local educational developments and consult with schools to produce an annual programme of training and school-based advice and support for senior managers, governors and teachers and support staff.

These services are available to schools as 'bought-in' options using delegated funding.

Primary and Middle Schools

School Improvement Modules - linked to different areas of the Norfolk School Self-Evaluation Framework including:

- How high are standards?
- How well are pupils taught?
- How well is the school led and managed?
- How well does the schools care for its pupils?
- How well does the school use its resources?

Each module:

- combines professional development and training with school-based advice and support
- makes it easier to link training requirements and school improvement priorities in your school
- will help you to manage change and celebrate success.

A team of highly professional and experienced specialists in education will deliver each module.

Schools can choose one or two modules from a programme of six with an option to purchase additional advice and support to meet other school improvement priorities.

The programme of **School Improvement Modules 2003** covers the following priority areas:

- Assessment For Learning
- Creative Schools, Creative Children
- Effecting Improvement In and Through ICT
- Quality Assurance In the Foundation Stage
- Self-evaluation For School Improvement
- 'Talking Partners'- an oracy acceleration programme

What do these School Improvement Modules contain?

Each module contains a combination of courses and school-based advice and support, forming a comprehensive programme of activities to help schools to evaluate current practice, identify best practice, plan effective ways forward and gather evidence of success.

Example of a School Improvement Module below:

Self-evaluation For School Improvement module includes:

Two training days for senior managers on leading and managing school self-review followed by two half day equivalent school visits by an adviser:

- to work with one or more senior managers in school in devising a more systematic and rigorous approach to school self-review.
- advising on approaches to evaluate the impact of school based tasks on school improvement priorities;
- working with teachers to focus on how to review specific areas in the future e.g. teaching and learning of gifted and talented pupils.

Further details about the content of each module and the benefits to your school will be sent to headteachers for January 2003 so that schools will have full details before they are required to complete the LEA Contract to Purchase form. NB. The 2003 School Improvement Modules are advertised in a separate brochure within the INSET OPPORTUNITIES folder.

There is also an option to purchase a tailor-made package of school -based advice and support to support your self-evaluation needs. See further details in the **Advice and Support Service** section over the page.

SCHOOL BASED ADVICE, SUPPORT AND CONSULTANCY

Primary and Middle Schools Advice, Support and Consultancy Services

Advice and Support Services can be purchased in the same way as last year.

Small Schools Service

Schools with 100 pupils or less can purchase up to 2.5 days of advice and support or one complete School Improvement Module on repayment of the total sum delegated.

Schools with more than 101 pupils

These schools can purchase:

- up to five days of external advice and support according to the priorities within its School Improvement and Development Plan for the coming year
- up to two of the School Improvement Modules per school (see further details sent to schools in a brochure in January 2003)
- or a combination of the two options above e.g. one School Improvement Module and a number of days of advice and support according to the priorities within its School Development and Improvement Plan.

Prices

| | Cost | Less 10% |
|--------------------------------------|------------|------------|
| A. School Improvement Module* | £775 each* | £697 each* |

*two maximum per school

B. Level of advice and support required this year

| | Cost | Less 10% |
|--------|-------|----------|
| 1 day | £430 | £387 |
| 2 days | £860 | £774 |
| 3 days | £1290 | £1161 |
| 4 days | £1720 | £1548 |
| 5 days | £2150 | £1935 |
| 6 days | £2580 | £2322 |

We will be pleased to tailor a programme of school-based school improvement activities according to your school needs.

NB One whole day can be delivered as two half days of school-based advice and support.

C. Pay As You Use Service

If you do not wish to buy one of the services described above, you may buy on a 'Pay As You Use' basis at the prices below:

| | | |
|---------------------------------------|-----------------|---------------|
| School Based Advice and Support | £450 whole day | £225 half day |
| School Improvement module (*as above) | £802 per module | |

Contact Name

Heather Tyrrell, Senior Primary Adviser or Lesley Francis, Senior Admin Assistant on 01603 433276, or e-mail Lesley.Francis@edu.norfolk.gov.uk.

SCHOOL BASED ADVICE, SUPPORT AND CONSULTANCY

Secondary and Special Schools Advice, Support and Consultancy Services

Improving Schools is a training, advice and support package provided to secondary and special schools by the Norfolk Education Advisory Service. It has run for four years with very great success; over 2,400 delegates have attended, 82% of whom have rated the courses as 'good' or 'excellent'.

What does the Improving Schools Package offer?

The principle behind the package is one of focusing on school improvement and the raising of standards and, of course, conveying consistent messages. Schools can select training that reflects their particular needs or can request in-school support from subject advisers. Courses will continue to be offered to senior managers, middle managers, classroom teachers and teaching assistants.

Some courses will be offered in both the Norwich and West Norfolk Professional Development Centres, depending on numbers. All courses will meet the Advisory Service quality standards, which cover all aspects of course preparation, quality of materials and delivery of training.

There will be a choice of about twenty courses as well as school-based advice and support. A minimum of 30 or 35 units must be chosen (each teacher attending a course for one day counts as one unit). Special Schools must choose a minimum of 25 units.

The content of the courses will be determined in consultation with Headteachers and will be posted to schools in the Spring Term 2003, so that schools will have full details before they are required to complete the LEA Contract to Purchase form.

Price

The cost of each unit is £93, which is a reduction of £22 on our normal day course rate. Larger high schools must purchase at least 35 units (£3,255); high schools with fewer than 500 pupils at least 30 units (£2,790); special schools at least 25 units (£2,325).

In addition to the courses chosen schools that subscribe to the Improving Schools package will be entitled to:

- half price bookings for additional representatives on Improving Schools courses
- a 10% reduction on all other Advisory Service courses or advice and support
- a continuing say in the planning of Improving Schools packages
- telephone helpline support

Contact Names

Further information may be obtained from John Spradbery, Senior Adviser, or Anita Lee, Senior Administrative Assistant, at the Professional Development Centre, (telephone 01603 433276 or e-mail anita.lee.edu@norfolk.gov.uk).

SCHOOL LIBRARY SERVICE

Who we are

Norfolk School Library Service is a service unit based at County Hall. part of the Library & Information Service within the Dept. of Cultural Services. We are 5 librarians (two of whom are also qualified teachers), 4 support staff and 2 mobile driver/assistants.

What you can expect from School Library Service standard packages and how you access them

| IDENTIFY YOUR SCHOOL | FIND YOUR SERVICE PAGE | HOW TO ACCESS YOUR PACKAGE |
|--|---|---|
| HIGH SCHOOL | See the facing page for details and costs of your Standard Service and your <u>FREE ENTITLEMENT TO TUTOR LIBRARIAN ACTIVITY</u> | On the February Contract to Purchase document, tick the SLS Standard Service Box or the Partnership Package Box to get 10% discount |
| SPECIAL SCHOOL | The Special Schools Standard Service spec. & cost are set out on the facing page. You may also tailor this to meet your particular school needs | On the February Contract to Purchase document, tick the SLS Standard Service Box or the Partnership Package Box to get 10% discount |
| PRIMARY phase school- 100 or less FTE pupils on your Jan. 2003 Form 7 NOR return. | You are a SMALL SCHOOL . The facing page has SSP Services & Prices. The Small Schools Plan is the <u>only Standard Package available to you</u> | On the February Contract to Purchase document, simply tick the SSP Box. There is no Partnership Package option. |
| PRIMARY phase school - 101 or more FTE pupils on your Jan. 2003 Form 7 NOR return | See the facing page for Primary Standard Service packages, costs & options | See "High School" box at the head of this column, same arrangements apply |
| NON STANDARD SERVICES e.g. Menu Buyers | Turn to our Menu Page for costs and product definitions | Tick the Menu Box on the Contract to Purchase doc., and we will contact you to agree a scheme of work |

CONTACT PHONE NOS. ARE ALL 01603 222265 (FAX 01603 222264)

The main SLS e-mail address is school.library.service@norfolk.gov.uk

SCHOOL LIBRARY SERVICE

Details of School Library Standard Packages and Costs

| COSTS | <u>Primary Standard Service NOR 100 +</u> £5.05 per FTE pupil or £4.55 Partnership Package | <u>Small Schools Plan less than 100</u> Cost = return of sum delegated | <u>Special Schools Standard Service</u> £500 or £450 per Partnership Package | <u>High Schools Standard Service</u> £500 or £450 per Partnership Package |
|---|--|---|---|---|
| Loan collections | 1 collection for every 25 FTE pupils (minimum 8) | 8 collections | 8 collections | N/A |
| Librarian or Tutor Librarian Time | <u>NOR related</u> 101-200 FTE = 1 days work 201-300 FTE = 2 days work Over 301 = 3 days work | 1/2 days work | 1/2 days work | All High Schools 4 days Librarian time NB High School Tutor Librarian time to work with pupils in yr. of phase transfer is a FREE ENTITLEMENT |
| Mobile Library Visits | Primary & Small Schools Mobile visits are all NOR linked - Choose your NOR from the chart below :- NOR 75 (1/2 day visit) 1 visit changing 4 books per FTE pupil, min. 150 books NOR 75-100 (1/2 day visit) 1 visit changing 4 books per FTE pupil, min. 150 books or 2 visits changing 2 books per FTE pupil NOR 101-175 2 visits changing 2 books per FTE pupil (1/2 day visit) NOR 176-350 1 visit changing 2 books per FTE pupil (full day visit) or 2 visits changing max.300 books per visit (1/2 day visit) NOR 351+ 1 visit changing all books (full day visit) or 3 visits changing 300 books ea. visit (1/2 day visit) | | | N/A |
| Special Schools - We change 150 books twice per year | | | | |

For contract queries - philip.cocker.lib@norfolk.gov.uk

For bookings (mobiles, projects, etc.) - jackie.moore.lib@norfolk.gov.uk

For professional Librarian help - paul.cunningham.lib@norfolk.gov.uk **or** kirsten.griffiths.lib@norfolk.gov.uk **or** harriet.cox.lib@norfolk.gov.uk

For Tutor Librarian help - robin.gregory.lib@norfolk.gov.uk **or** peta.jones.lib@norfolk.gov.uk

SCHOOL LIBRARY SERVICE

Definitions of Services & Products within Standard Packages or as Individually Priced Menu Items

Mobile Library Visits

Provide an opportunity for children and school staff to choose books in an attractive and welcoming setting.

Stock on Mobiles includes :-

A wide range of fiction from picture books to longer novels.

Non fiction chosen for leisure reading e.g., hobbies, pets, sports, myths & legends

Traditional Tales , Poetry, Fiction Videos & " Book + Audio" Packs

Allocation of visits within Standard Primary Service and the SSP packages are over leaf.

As a Menu item, a Mobile Visit costs £90.

There is a one-off annual charge of 85p per book for the agreed level of books loaned. For example 2 visits per year will actually halve the cost per book loaned because your pupils will experience twice as many books in the year.

Library Advice

We can help you to improve almost any aspect of your school library provision.

We can overhaul and improve the organisation of both your fiction and non-fiction to make them more user-friendly and more easily accessible by pupils and staff.

Advice on computerisation of school libraries is currently popular.

Our librarian or lib. asst. time is offered by the day or half day within all standard packages.

If bought as a Menu item, the costs are :-

Chartered Librarian :-

Per 1/2 day £100, per full day £170 (or £750 per week)

As an addition to a Standard Package the daily cost is reduced to £140

Experienced Lib. Assistant :-

per full day £100 (no 1/2 day option) or £450 p.w.

Tutor Librarian Service

Our Tutor Librarians can work with whole classes or with small groups teaching children library/information retrieval skills, delivered in the classroom or in the school's library. Within a Standard Primary or SSP package you may choose either Library Advice to improve your library or Tutor Librarian work helping pupils to exploit it.

As a Menu item, Tutor Librarians cost £200 per day

As an addition to a Standard Package the daily cost is reduced to £170

INSET

Our INSET programmes are delivered by qualified librarians experienced in school work. INSET courses are individually costed per day or 1/2 day. Information on available INSET programmes is circulated through our regular newsletters and flyers for school staff room notice boards.

INSET courses are always Menu items, invoiced directly to schools.

SCHOOL LIBRARY SERVICE

Loan Collections

Within a Standard Primary or SSP package you have an allotment of Loan Collections, based on 1 Collection per year for every 25 FTE pupils.

Every supporting primary phase school receives a minimum of 8 collections per year

Loan Collections are for a term or half term, delivered and collected by courier van, in plastic boxes and packaging.

You may choose **any combination** of the following different types of Loan Collections within your allotment. Additional collections will cost supporting schools £35 each.

Collections bought as Menu items cost £40 each

Types of Loan Collections

PROJECT LOANS - termly

25 books per project - Multi subject collections available - Relevant Videos and Fiction included (stock permitting)

EARLY YEARS BOXES - termly

25 early information & picture books specially chosen for Nursery & Reception classes, focussed to support QCA "Early Learning Goals", and include non-fiction, rhymes, classic titles & new stories.

LITERACY SUPPORT - GUIDED READERS - termly

6 Copies of 5 different titles.

Choose KS1 (banded) or KS2 (by yr. group)

Fiction & Non-Fiction, poetry and play sets can be included.

Can be mixed for vertically streamed classes.

MAY BE EXCHANGED FREE AT HALF TERM - GREAT VALUE

LITERACY SUPPORT - CATCH-UP COLLECTIONS - YRS 2 to 4 - termly

30 different titles to support CATCH-UP Levels 3 to 8 inclusive

NOVELTY BOOK BOXES - 1/2 termly loan

To support your Book Week or Literacy Event £20 per box

25 books including Pop-up, Flap & unusual books to catch the interest.

TARGETED QCA SUPPORT SCIENCE & ART PACKS

For full details of these packs which are loaned as a 1/2 Project for 1/2 a term, contact any of our Librarians on 01603 222265, or go to our Web Site on

www.norfolk.gov.uk/sls where you can also book online.

FINANCIAL SUPPORT TO SCHOOLS

Who We Are

Education Financial and ICT Services 'working in partnership with schools' will provide a full range of financial management, accounting and systems advice to assist schools in all aspects of locally managed budgets and financial accounting.

In recognition of the standards within which we operate we have gained European Quality Standard BS EN ISO 9002, and have adopted the Business Excellence Model and are registered as Investors in People.

What We Can Do For You

We will promise:

- high quality range of specialist financial services to meet all school and LEA needs.
- A team of trained staff with extensive knowledge of LEA financial procedures and experience of schools' financial systems in general.
- A telephone helpline for immediate support and advice.

FINANCIAL SUPPORT TO SCHOOLS

Service Level Agreement

Financial Support

A named Finance Support Officer, working within a team of support staff for an area.

Financial Advice

Through correspondence, helpline, or visit*, in respect of official school monies, Standards Fund, and School Fund, advice on budgeting and budget monitoring, financial procedures, VAT, record keeping etc. Advice only on dinner register procedure.

Investigation of queries relating to Norfolk County Council transactions. General enquiries relating to financial matters.

Telephone Helpline

(Available Term Time - Monday-Thursday 09.00-17.00, Friday 09.00-16.30) Immediate advice on general financial matters, eg correct coding to use, transaction procedures etc.

School Visits*

Up to two per year, to review budget prepared by school, or other support (including training) as required, up to three hours on site.

Additional two visits per year. These may be used for attendance at Governors' meetings commencing before 18.00 hours (including Finance Sub Committee).

Budget Preparation and Review

Review and advise on budget plan prepared by the school to include future year forecasts.

Assistance with preparation of budget plan, including future year forecasts.

Assistance with review and budget revision, including future year forecasts.

Revision of budget plan in respect of changes advised by Headteacher, including future year forecasts.

Advice on budget monitoring throughout the year.

Extended budget projection to three years.

Provision of spreadsheets to assist with staffing calculations.

| Standard Service | Enhanced Service (Additional Support) |
|------------------|---------------------------------------|
| x | |
| x | x |
| x | |
| x | |
| x | |
| x | x |
| x | |
| x | x |
| x | |
| x | x |
| x | |

FINANCIAL SUPPORT TO SCHOOLS

| | Standard Service | Enhanced Service (Additional Support) |
|---|------------------|---------------------------------------|
| Funding Projection Future year funding projection based on school's estimated pupil numbers | | x |
| Staffing Projections Staffing cost projections for teaching and support staff. | | x |
| Budget Monitoring and Control Advice on procedures including commitment records, reports etc. | x | x |
| Accounting Systems LM SPREADSHEET ACCOUNTING Advice on procedures, processing transactions etc. Provision of financial information. Additional specific reports on request. | x x x | |
| CASH ACCOUNTS (including Cash Accounts School Fund) System software support including upgrades. Annual software site licence. Advice on procedures, running reports etc. Advice on month end reconciliation and year end roll over. | x x x x | |
| Bank Account Reconciliation Advice on reconciliation procedures. Additional training on reconciliation including resolution of specific problem(s) through visit (or by additional payment as appropriate). Direct support for reconciliation difficulties through "reach out" or submission of datafile on disk. | x x | x |
| OFSTED Finance Form Completion of OFSTED pre inspection finance form. | | x |
| Advice on Management Plan Budgeting | | x |
| Recruitment - Finance Staff Review job/person specification (finance content) and assist with shortlisting. Attendance at interviews. | x x | |

FINANCIAL SUPPORT TO SCHOOLS

FINANCIAL SUPPORT SERVICES - PRIMARY/SPECIAL

| Form 7 Return Pupils | Non-Cash Account Schools | | Cash Account Schools | |
|----------------------|--------------------------|----------|----------------------|----------|
| | Standard | Enhanced | Standard | Enhanced |
| 0 - 99 | 660 | 990 | 830 | 1250 |
| 100 - 199 | 730 | 1100 | 900 | 1350 |
| 200 - 299 | 790 | 1190 | 960 | 1440 |
| 300 - 399 | 880 | 1320 | 1050 | 1580 |
| 400 - 499 | 950 | 1430 | 1110 | 1670 |
| 500 - 599 | 1010 | 1520 | 1180 | 1770 |
| 600 - 699 | 1130 | 1700 | 1270 | 1910 |
| 700 - 799 | 1200 | 1800 | 1340 | 2010 |
| 800 - 899 | 1270 | 1910 | 1420 | 2130 |
| 900 - 999 | 1330 | 2000 | 1480 | 2220 |
| 1000 - 1099 | 1390 | 2090 | 1530 | 2300 |
| 1100 - 1199 | 1460 | 2190 | 1600 | 2400 |
| 1200 - 1299 | 1520 | 2280 | 1660 | 2490 |
| 1300 - 1399 | 1640 | 2460 | 1770 | 2660 |
| 1400 - | 1983 | 2970 | 2100 | 3150 |

FINANCIAL SUPPORT SERVICES - SECONDARY

| Form 7 Return Pupils | £ Standard | £ Enhanced |
|----------------------|------------|------------|
| 300 - 399 | 1320 | 1980 |
| 400 - 499 | 1390 | 2090 |
| 500 - 599 | 1460 | 2190 |
| 600 - 699 | 1560 | 2340 |
| 700 - 799 | 1630 | 2450 |
| 800 - 899 | 1700 | 2550 |
| 900 - 999 | 1750 | 2630 |
| 1000 - 1099 | 1810 | 2720 |
| 1100 - 1199 | 1870 | 2810 |
| 1200 - 1299 | 1940 | 2910 |
| 1300 - 1399 | 2050 | 3080 |
| 1400 - | 2385 | 3580 |

FINANCIAL SUPPORT TO SCHOOLS

BLANK FOR NOTES

Charges for Service

(Specific School Charges will be found on Contract Purchase Form)

| | |
|----------|---|
| Standard | Charge will be based on Form 7 pupil numbers |
| Enhanced | Will be based on above standard charge plus 50% |
| Ad-Hoc | As shown or quoted |

ADDITIONAL SERVICES AVAILABLE AD HOC

| | |
|---|-------------------------------|
| Additional School Visit (up to three hours on site) | £109 |
| Attendance at additional Governor Visit (Enhanced Service only) | |
| School hours (up to two hours on site) | £109 |
| Commencing after 18.00 | £144 |
| On Site Training | |
| Refresher courses for existing staff on Cash Accounts, LM Spreadsheet, accounting procedures, etc (Group training courses by arrangement) | £109 per half day visit |
| School Fund Audit | £28 per hour |
| Financial Health Check | |
| Half-day visit plus written report and advice on implementation | £196 |
| Ad Hoc Project Work | by arrangement |
| New Secretaries Training | |
| Up to two days on financial software and two half days on in general finance training | Free - included Education SLA |
| Dinner Register | |
| Training/Advice and Assistance | by arrangement |

EDUCATION ICT SOLUTIONS

Education ICT Solutions - the LEA's ICT Managed Service

Who We Are

Education ICT Solutions is a business unit, within Education Financial and ICT services which provides a single point of contact for all ICT support. The unit has been restructured in the last year to provide a totally dedicated school's support service.

What We Can Do For You

A further 5000 computers have been installed in Norfolk schools during the last year as a result of government initiatives such as

- National Grid for Learning phase 5
- Laptops for Teachers
- School Management II.

This obviously creates the need for reliable accessible support. Education ICT Solutions is responding to the changes needed by developing our support options as schools move towards the initial e-government targets in 2003/04.

Education ICT Solutions offers a totally managed service to cover all areas of ICT support and advice. We are the only complete answer to all your support needs. We understand the total infrastructure picture of your school and the wider issues within the LEA ICT strategy.

As you will see from the following pages, Education ICT Solutions' services cover the complete cycle from purchase, to the on-going support and planning for future ICT equipment replacement.

Full details of the LEA's ICT Managed Service can be found in the ICT Solutions website at: <http://ictsolutions.norfolk.gov.uk>

EDUCATION ICT SOLUTIONS

Pricing and Service Level Agreements

For Primary Schools and Special Schools

| Contract Name | Main Contract Schedule | Price |
|---------------------------------|---|--|
| Bronze | <ol style="list-style-type: none"> 1. Telephone support for all ICT issues. 2. All parts used are chargeable. 3. Labour is charged at £35.00 per hour, both onsite and in the workshop | £1155 + onsite and workshop repairs are chargeable at £35.00 per hour. |
| Silver | <ol style="list-style-type: none"> 1. Telephone support for all ICT issues. 2. All parts used are chargeable. 3. Labour is free of charge for all site visits and workshop repairs. Main exception - installation of new equipment / software will be chargeable on a per job basis. 4. Asset Manager - software upgrades included and additional training. | £1,225 + £6.50 per pupil |
| Gold | <ol style="list-style-type: none"> 1. Telephone support for all ICT issues. 2. Parts used for repairs are free of charge. Main exceptions - upgrading equipment, upgrading software. 3. Labour is free of charge for all site visits and workshop repairs. Main exception - installation of new equipment / software will be chargeable on a per job basis. 4. Asset Manager - inventory software and training included in contract price and upgrades | £1,815 + £6.50 per pupil |
| Field Support Technician | Same contract schedule as the Silver level of contract, with the addition of your own dedicated Technician visiting your site for 0.5 days per week. Further details are available on page 38 | £3765 Upgrade for small schools £2610 |
| Bespoke contracts | Tailor made contracts are available on request, but must be the minimum of the Bronze contract level | Price on request |

Schools purchasing the small schools package will automatically qualify for bronze. Upgrade pricing available on request.

RM support contracts - prices available on request

Prices have been revised to reflect 2003 government Pupil / PC ratios

EDUCATION ICT SOLUTIONS

Pricing and Service Level Agreements

For High Schools

| Contract Name | Main Contract Schedule | Price |
|---------------------------------|--|---|
| Bronze | 1. Telephone support for all ICT issues. 2. All parts used are chargeable. 3. Labour is charged at £35.00 per hour, both onsite and in the workshop | £1242 + onsite and workshop repairs are chargeable at £35.00 per hour. |
| Silver | 1. Telephone support for all ICT issues. 2. All parts used are chargeable. 3. Labour is free of charge for all site visits and workshop repairs. Main exception - installation of new equipment / software will be chargeable on a per job basis. 4. Asset Manager - software upgrades included and additional training. | £1242 minimum charge + the cost for your schools specific site requirements. |
| Gold | 1. Telephone support for all ICT issues. 2. Parts used for repairs are free of charge. Main exceptions - upgrading equipment, upgrading software. 3. Labour is free of charge for all site visits and workshop repairs. Main exception - installation of new equipment / software will be chargeable on a per job basis. 4. Asset Manager - inventory software and training included in contract price and upgrades | £1242 minimum charge + the cost for your school's specific site requirements. |
| Field Support Technician | Same contract schedule as the Silver level of contract, with the addition of your own dedicated Technician visiting your site for 0.5 - 5 days per week. | Price on request |

High School silver and gold contracts - please contact Education ICT Solutions for details.

RM support contracts - prices available on request

Prices have been revised to reflect 2003 government Pupil / PC ratios

EDUCATION ICT SOLUTIONS

Field Support Technicians

with ICT Solutions Silver Support contract *

Dedicated first line support available either as a technician to support your cluster of schools or for a single school, combined with a silver support contract. ICT Solutions can work with you to arrange a package to meet your budget and requirements.

This service is proving increasingly popular, because of the relationship that the school is able to build with an individual technician who becomes familiar with your particular system and needs. Over 150 schools are currently enjoying the benefits of their own dedicated Field Support Technician, who can

- ensure equipment is set up ready for the next class
- give dedicated weekly contact
- provide hands-on support, which frees teaching staff from fault-finding.
- make a more accurate fault diagnosis on the equipment so, if a specialist is required from ICT Solutions, your resolution should be quicker.

Depending on what you require, your type of network and time restraints, they can cover

- network administration support, such as ensuring regular back-ups, migrating year groups and their folders and applications on an annual basis
- undertake general housekeeping
- monitor legal software licence compliance
- routine system checks
- on-site hardware repairs
- first -line printer faultfinding

and in the event that the field support technician cannot meet all your support requirements, the silver contract still covers you for specialist on-site visits and workshop labour from ICT Solutions.

In addition you have daily access to the following services:

- telephone support to our Help Desk
- access to Procurement staff for purchasing advice
- specialist support for Phoenix Gold school administration software

For full network management support dedicated to your particular system and specifically for mission critical servers, please contact the ICT Solutions Help Desk to discuss a bespoke option.

* For High schools - Pricing subject to bespoke contract

* This benefit is additional and does not cover arrangements with Education Action Zones

ICT Solutions contracts include the following components at varying levels:

Purchase and Implementation

Procurement Support

The Procurement Team can offer purchasing advice on any curriculum and office equipment, covering ICT, science, music, early years, administrative etc.

Asset Manager - Inventory software

The only software package approved by Norfolk Audit Services to maintain a computerised inventory of all your resources.
The package enables you to plan for future replacement cycles as well as providing a selection of financial reports.

On-going support and maintenance

Help Desk

The ICT Solutions Help Desk is your access point into the range of services and support.

Phoenix Gold - School administration software

Support for Phoenix modules is currently covered within our contracts, however because of the expanding number of modules and the related increasing need for support, a review of the pricing structure is being undertaken for implementation in 2004-05.

Computer Systems Support

The Systems team provides complete technical support across Norfolk's standard product set, at all contract levels.

ADDITIONAL SERVICES are available to contract and non-contract customers. Prices and details are available on request. More information can be found on the ICT Solutions website @ <http://ictsolutions.norfolk.gov.uk>

Audio Visual

Design and Technology

Installation of equipment and software

For ICT, Audio Visual and D & T equipment. Licences must be available for inspection.

Inventories

Onsite inventory of all your assets in conjunction with Asset Manager software

Network infrastructure and equipment audits.

Training

Training is available at the ICT Solutions' Training Centre at Heartsease High School and also arranged at venues in King's Lynn.

- Plans are in progress to develop a range of ICT courses for the novice user to the more experienced ICT support staff.

Web Services

With the current focus on e-government to make "all government services available electronically by 2005" we can offer advice, training and assist with the design and implementation of e-systems.

- Advice on all aspects of e-government
- Training in the use of Internet and email
- Web Site development using MS Frontpage or x/HTML
- Internet/ Intranet development (including backend database systems)
- Content Management Systems
- General e-systems development

New Services in development for 2003

eprocurement - purchasing software is due to be released into schools during 2003. Support for the software and purchasing advice will be available from ICT Solutions.

Remote diagnostics - under trial and subject to connection to Broadband

Remote Control & Diagnostics enables ICT Solutions' technical support staff to view the screen and/or control the keyboard and mouse of any remote computer, within Norfolk's schools. This allows ICT staff to perform all actions as though they were at the computer in person.

Education ICT Terms and Conditions

Details of Terms and Conditions to apply to the Service Level Agreement can be found on the ICT Solutions website: <http://ictsolutions.norfolk.gov.uk>

Section B

Section B contains services which were new to the brochure in 2000/01.

These services do not benefit from the discount.

Sickness Insurance

The BMPP - Building Maintenance Partnership Pool

Governor Support Service

SICKNESS INSURANCE SCHEME

Sickness Insurance Scheme

Education Financial & ICT Services provide this mutual scheme to Schools.

This scheme has been operating for a number of years and requires the participation of a high number of schools to ensure its continuing viability. In view of the potential costs of long-term absence, you are strongly advised to ensure that your school has adequate insurance cover for this purpose.

The main features of the scheme are as follows:-

- It is a mutual scheme where one school's "good year" pays for another school's "bad year";
- The one off annual premium will also cover any additional or temporary appointments in the financial year; payment is by an annual "direct debit";
- The premium will not increase for schools which, through no fault of their own, have a year of high claims;
- A simple claims procedure operates on a monthly basis. Claims are made on the basis of staff absence and payment is made one month in arrears by making a "direct credit" to the schools accounts, regular reminders are sent to schools to avoid lost or forgotten claims, nil returns must be made;

Calculation of Premium

Teachers:-

The number of staff to be included in the scheme will be the school's Full Time Equivalent (F.T.E.) as determined by the January 2003 payroll; all teachers must be included, including the Headteacher, part time staff and instructors.

To calculate the FTE :

Each full time member of staff counts as 1.

All part time teachers will have a contract for a percentage of the week e.g. 40% or 60%, which will count as 0.4 and 0.6 respectively. All full time and part time posts percentages should be added together to calculate the FTE.

Non-teaching staff:-

The following staff will be included:

Administrative staff, school secretaries, school classroom assistants (including SEN), technicians, child care assistants, nursery assistants and caretakers and cleaners funded from the schools budget share.

NB

The following staff cannot be included:

Midday supervisors and road crossing patrols or any other non teaching staff whose salaries are not funded from the budget share. eg cleaners or kitchen staff who are contracted out.

SICKNESS INSURANCE SCHEME

The number of staff to be included in the scheme will be expressed in F.T.E., ie full time equivalent posts as per the January 2003 payroll. For this purpose it is assumed that all staff work 37 hours per week.

To calculate the FTE :

Add up all the hours each individual is contracted to work per week and divide the total by the full time hours. e.g.

School secretary for 25 hrs. per week

$\text{fte} = 25 \text{ divide by } 37 = 0.68$

Classroom assistant for 20 hrs. per week

$\text{fte} = 20 \text{ divide by } 37 = 0.54$

Caretaker for 32 hrs. per week

$\text{fte} = 32 \text{ divide by } 37 = 0.86$

Total = 2.08

NB

It is not possible to take out different forms of cover for different categories of staff with the exception of Nursery Assistants /Nursery Nurses.

Proposal Form

The FTE for teaching and non teaching staff will appear on the proposal form which will be issued as part of the "Contract to Purchase Form".

Options available

Where staff are on long term sick leave and their pay is reduced to half, half of the claim value is paid; this will cease when the person moves to no pay. If a school enters into a local arrangement to continue to pay a member of staff beyond their entitlement, this insurance scheme will not cover such arrangements. The scheme covers normal working days only.

For schools entering this scheme for the first time, cover will not be available for staff who are sick prior to 1st April 2003.

SICKNESS INSURANCE SCHEME
Primary and Special Schools

Insurance Options available for 2003/04 - per FTE

| Type of Cover | Day 1 | Day 3 | Day 6 | Day 11 | Day 21 |
|--|-----------|-----------|-----------|-----------|-----------|
| Primary Schools Teaching | | | | | |
| A1 cover for sickness & injury claims only | A1(1) | A1(3) | A1(6) | A1(11) | A1(21) |
| Premium pa per FTE | £1,372 | £868 | £532 | £407 | £294 |
| Claim payable per day | (£138.00) | (£138.00) | (£138.00) | (£138.00) | (£138.00) |
| A2 enhanced cover for headteacher | A2(1) | A2(3) | A2(6) | A2(11) | A2(21) |
| Additional premium pa | £539 | £340 | £240 | £167 | £136 |
| Additional claim payable per day | (£57) | (£57) | (£57) | (£57) | (£57) |
| B1 cover for sickness, injury claims interviews (max 2 days per occasion) compassionate leave (max 5 days per situation) - bereavement, serious illness and paternity cover - immediate family only*) hospital appointments (max 0.5 days per situation) | B1(1) | | | | |
| * spouse, partner, parent or child | | | | | |
| Premium pa per FTE | £1,608 | | | | |
| Claim payable per day | (£138.00) | | | | |
| B2 enhanced cover for headteacher | B2(1) | | | | |
| Additional premium pa | £622 | | | | |
| Additional claim payable per day | (£57) | | | | |
| Non Teaching Staff | | | | | |
| Cover for sickness & injury claims only. | | | | | |
| C1 All non teaching staff excluding nursery assistants | C1(1) | | C1(6) | | |
| Premium pa per FTE | £579 | | £289 | | |
| Claim payable per day | (£53) | | (£53) | | |
| C2 Caretaker/cleaning & secretary/clerical staff | C2(1) | | C2(6) | | |
| Premium pa per FTE | £579 | | £289 | | |
| Claim payable per day | (£53) | | (£53) | | |
| C3 Nursery Assistants only | C3(1) | | C3(6) | | |
| Premium pa per FTE | £579 | | £289 | | |
| Claim payable per day | (£53) | | (£53) | | |

SICKNESS INSURANCE SCHEME

| Type of Cover | Day 1 | Day 3 | Day 6 | Day 11 | Day 21 |
|---------------------------------|-----------|-----------|-----------|--------|--------|
| Special schools Teaching | | | | | |
| A1 as above | A1(1)SP | A1(3)SP | A1(6)SP | | |
| Premium pa per FTE | £2,037 | £1,254 | £809 | | |
| Claim payable per day | (£138.00) | (£138.00) | (£138.00) | | |
| Non Teaching Staff | | | | | |
| C1 as above | C1(1)SP | | C1(6)SP | | |
| Premium pa per FTE | £586 | | £293 | | |
| Claim payable per day | (£57) | | (£57) | | |
| C4 Welfare Assistant | C4(1)SP | | C4(6)SP | | |
| Premium pa per FTE | £586 | | £311 | | |
| Claim payable per day | (£57) | | (£57) | | |

NB

Claims submitted 60 days after the monthly period of account will incur a 10% handling charge.

Secondary Schools

Insurance Options available for 2002/03 - per FTE

| Type of Cover | Day 1 | Day 3 | Day 6 | Day 11 | Day 21 |
|--|-------|-------|-------|--------|-----------|
| Teaching | | | | | |
| A1 cover for sickness & injury claims only | | | | | A1(21)S |
| Premium pa per FTE | | | | | £314 |
| Claim payable per day | | | | | (£128.00) |

NB

Claims submitted 60 days after the monthly period of account will incur a 10% handling charge.

Schools opting for enhanced cover can only do this within the Day option selected, i.e. A2(1) with A1(1).

Price Increases

Because of an exceptional increase of some 4.75% in the employers' contributions to the teachers' pension scheme and the increase within the employers' National Insurance contribution together with the estimated pay awards all premiums have been raised by 8.6%. We have tried to limit the increase of premiums by using fund reserves. Benefit rates have been raised in line with the premiums.

BUILDING SURVEYING GROUP

Building Maintenance Partnership Pool (BMPP) for Locally Managed Schools

Subscription Scheme (Final year of a 3 year contract)

All Premises Maintenance costs were fully delegated direct to schools budgets in April 2001.

With this total delegation of all Building and Engineering maintenance to school premises, you are invited to subscribe to the BMPP. Your decision will be a one-off 3 year commitment of your delegated Maintenance Budget.

The Building Maintenance Partnership Pool (BMPP) is a collective non profit making subscription insurance scheme for Norfolk Schools.

The BMPP is managed on behalf of its members by the Building Maintenance Advisory Board of Headteachers, Governors, LEA Officers from whom NPS Property Consultants Ltd receive instructions.

As a subscribing member, you receive a comprehensive professional property service from NPS Building Surveying Group to deliver all Building and Engineering maintenance needs throughout a 3 year contract period, commencing April 1st 2001, subject to funds being available.

Non-members are invited to apply to the Advisory Board for membership for the remaining year. Applications should detail all maintenance and expenditure carried out since April 2001, and the premises will be 'subject to survey' by NPS Surveyors and Engineers to recommend acceptance to the Advisory Board.

BMPP membership covers major capitalised planned work and minor day to day repairs and replacements to the internal and external building and site fabric and all its associated Mechanical and Electrical Services. NPS fees to deliver this service are included within the delegated sum allocated to your school.

The only exceptions are:

- Internal decorations.
- Floor finishes (carpets, vinyl sheet and tiles).
- Glazing in doors, screens and windows.
- Routine grounds maintenance.
- Cleaning.

Funding for these responsibilities are shown as separate lines in your budget share.

BUILDING SURVEYING GROUP

Benefits of BMPP Membership.

- A free Help line for reporting premises defects to effect speedy repairs
- A 3 year contract including all professional fees.
- 60% of your subscription each year will be "earmarked" for agreed maintenance projects in association with your priorities selected from your Asset Management Plan and agreed with your NPS Property Surveyors.
- 40% of your subscription goes into a pooled insurance for unplanned breakdowns, failures and large maintenance projects (eg boiler and pipework renewal, full rewiring, major re-roofing), beyond the scope of your budget.
- You are guaranteed external redecoration and repairs within your 3 year membership.
- The scheme is owned by the subscribing members as a co-operative risk spreading pool to address the large maintenance costs beyond the means of an individual school's budget.
- Open accounting will provide you with regular statements of work ordered and payments made.

Note:

Full comprehensive details of the BMPP scheme can be found in our Prospectus issued to Members or obtainable from NPS.

Schools wishing to discuss any aspect of our service should contact:

| | |
|-----------------|--------------|
| Laurence Cooper | 01603 222621 |
| Paul Elsegood | 01603 222606 |

Building and Engineering Maintenance

With 'new' money and Formula Capital Grants within your budget, you may need Property Professional's services to assist you to manage and deliver your identified projects. NPS Building Surveying Group can provide fee quotations for the services you require.

Governor Support and Training 2003-2004

The Governor Support Service subscription is the simplest way to ensure that all governors can access the support and training they need, in order to help them in the important voluntary work they do in Norfolk schools.

A subscription to the Governor Support Service for 2003-2004 includes:

- unlimited access to places on training sessions advertised in the Governor Support Service Training programme. All governors, the headteacher (whether or not s/he has opted to be a governor), and the Clerk to Governors are entitled to take up places on these training sessions
- a two-hour session of school-based training. This may be used in different ways:
 - 1) to meet the specific needs of an individual school's governing body, or
 - 2) to bring together governors from different schools to share a more general training session. (Further details can be found in the booklet, Governor Training Programme)
- 'Agenda', the newsletter, sent to governors at their home address once a term
- the Clerks' newsletter sent to the school each term, with an additional copy for the Chair of Governors
- support and training for Chairs and Clerks
- the loan of resources for governors such as videos, books and training packs.

Governor support services provided to all schools without charge:

- a governor telephone helpline with a rapid response time
- the administration for the appointment and resignation of governors
- a database with details of prospective governors
- an information pack for all newly-appointed governors
- an information pack for clerks

How will the Governor Support subscription be paid in 2003-2004?

- the subscription is usually paid from the Standards Fund
- to help governors fulfil their role in promoting high standards of educational achievement, the DfES, in its publications, states that schools should give priority to the training of governors, particularly to the induction of new governors
- the subscription will cost £26 per governor and the total cost of the subscription for each governing body will be calculated to include the headteacher and the Clerk to Governors.

What if a school doesn't subscribe?

Governor support and training can be bought on a 'pay as you use' basis. Typical costs would be:

- a place at a training session, as advertised in the Governor Support Service Training Programme
£57
- a place on a three-session Induction Course for new governors (with an optional introductory session, at no extra charge)
£170
- a two-hour school-based training session
£195

Clerking Service

The Governor Support Service offers a full clerking service for governing bodies. This includes:

- provision of a clerk for full governing body meetings
- preparation of documents to be distributed for full governing body meetings
- regular training for clerking service clerks
- alternative clerk to cover if the normal clerk is unable to attend
- suggested agenda items
- provision of guidance and advice on procedural and constitutional matters

Normal uptake for this service is for six full governing body meetings per year, at a cost of £714, or for 3 governing body meetings, at a cost of £366. We are also able to offer bespoke packages for schools, including the clerking of committee meetings, if required. For further details of this service, please contact Ninette Taylor, Governor Support Service, 01603 433276.

For any further information about the Governor Support Service, please contact:

Anne Genge
Adviser for Governor Effectiveness
at the Norwich Professional Development Centre

telephone 01603 433276
e-mail anne.genge.edu@norfolk.gov.uk

Section C

Section C details information on other Norfolk County Council Services purchasable on an ad-hoc basis.

Peripatetic Music

Contracting Services Division

Printing

Bus Fleet

Furniture

Buildings Insurance

Professional Property Services

NORFOLK MUSIC EDUCATION SERVICES

We offer:

Instrumental teaching

- all popular orchestral, band and percussion instruments
- steel pan, African drumming
- samba
- keyboard, guitar, accordion and ocarina
- sequences of weekly ensemble rehearsals
- introductions and presentations of different instrument families
- an annual Live Music Week programme of school-based concerts
- electric guitar: bass, lead and kit

Class teaching

- class music teaching linked to QCA schemes of work units
- class music teaching linked to individual schools' schemes of work
- early years music programme (Foundation Stage and KS1)

Advice and support

School-based advice and support in

- curriculum planning and delivery
- INSET
- resources, including ICT and music
- musical challenges facing the primary teacher
- instrumental purchase, maintenance and hire

Recent developments include:

- a co-ordinated network of student music ensembles across Norfolk
- music workshops including African music, steel pans and gamelan
- 3 County choirs (primary)

Our LEA subsidised charges for specialist teaching are currently £22 per hour

Events and packages are priced and publicised separately (details on request) and specifically tailored services may be arranged on request.

Please phone Maureen Hanke, the Head of Norfolk Music Education to discuss individual school requirements.

Norwich Professional Development Centre
Woodside Road
Norwich
NR7 9QL

Tel: 01603 433276
Fax: 01603 700236

CONTRACTING SERVICES DIVISION

The Contracting Services with its direct labour force of over 100 bricklayers, carpenters, plumbers and electricians can offer school building maintenance services and works in the following categories:

- Electrical Maintenance works including testing of commercial wiring to NICEIC standards (registered Contractors).
- Plumbing and heating services.
- Capital Works and general projects.
- External and internal re-decoration.
- Maintenance and repair of drains.
- Sweeping and cleaning of playgrounds and access roads with both mechanical and applied sweepers.

Contacts for this work are:

Ian Tarry on 01263 738506

or

Helen Wills on 01263 738511.



Urgent faxback to "Interprint" 01603 223005

COACH AND BUS HIRE

Are you planning one of the following:

School Outing

Residential Trip?

**Do you need to get your students to :
Swimming or other Sporting Activities?**

Norfolk County Services have vehicles County wide and are just a phone call away from solving your transport needs. We now have depots at

Aylsham, King's Lynn and Norwich

and have invested in brand new coaches for home to school transport in these areas.

These new purpose built vehicles have been designed with safety in mind, for school contract work and have a seating capacity for 70 passengers, which means you can transport two classes and helpers in one vehicle. We can also offer the flexibility of taking children or adults with mobility problems, utilising one of our 60 seat accessible coaches. These are fitted with the facility of automatic side passenger lifts and removable seats.

Our 53 seat capacity executive coach with television and video is also available for longer trips to London for example.

The vehicles have **lap and diagonal seat belts**, which adjust for all ages, from toddler to teen.

The vehicles are available weekdays during term time between 09:00 and 14:30 and after 16:30. At weekends and evenings and during school holidays they are available at any time. Many schools have close links with non-profit making organisations, including church groups, sports teams and youth groups. Providing that group meet certain criteria, they also can hire the vehicles.

To find out more or get a quotation, telephone our Coach Operations Staff and speak to:

Karina Flew our Coach Operations Supervisor on 01603 728805 or
Jackie Humphrey our Coach Operations Assistant on 01603 728810
or E.Mail karina.flew.ncs@norfolk.gov.uk

NORFOLK BUSES
WORKING TOGETHER...MAKING IT HAPPEN

Before completion, please photocopy and retain blank copy for future requests

Fax To:

**Norfolk County Services,
Transport Services,
138a Hall Road,
Norwich, NR1 2PU
Phone 01603 728810 or 01603 728805
Email karina.flew.ncs@norfolk.gov.uk**

For the attention of: Karina Flew

From:

Name
Position
School/Group
Phone
Fax
Email

Reply:

Yes we will require a coach. Please provide your best quotation for:-

Type of Trip
Date/s Required
No. of Passengers
Pick up From
Departure Time
Destination
Arrival Time
Departure Time for Return Journey
Return to
Arrival Time

Additional Requirements

Wheelchair Accessibility Yes No (Please delete)

Urgent Faxback to 'Norfolk Buses' 01603 763050

FURNITURE**Solutions for all your furniture requirements. Making a difference.**

The Portfolio of Services to Schools is in two parts.

Part 1 - Support to all schools for LEA managed Capital projects

Support is provided to all schools where capital projects are being undertaken. There is no direct charge for this service.

Part 2 - Support to schools for school funded furniture and furnishing projects.

There is a direct charge for this service.

- 2D/3D Computer Aided Design (CAD) room layouts for any part of the school (other than catering areas) can be provided where changes in the fitted and/or loose items are envisaged by the school. This takes the form of a floor plan or 3D view where needed. Companies may offer you layouts using their products. However, we can incorporate many different manufacturers products in the floor plan giving you more choice.
The cost is £35.00 per hour. The likely total cost per project is discussed with the client at the outset of the scheme.
- Interior design advice and costing, for fitted and loose furniture to enhance existing accommodation. This will involve a visit to the school to discuss requirements; choice of products/colours/materials and you will receive advice on special needs provision if needed. We will obtain quotes and go out tender as necessary meeting the project deadlines. We will place orders on your behalf and do follow up visit to school when products all received. We will endeavour to achieve the best possible discounts for you to obtain best value.
The minimum charge, for this service is £150.00, or 7% of the agreed furniture costing, which ever is the greater.

If you are seeking authorisation for a school funded project, please consider the benefits of the above which will save you time and money.

FURNITURE

For general advice or for support for your school funded projects, please contact:

Bridget Meagher

NPS Property Consultants Ltd

Interiors Consultant

Telephone 01603 706653

Mobile Phone 07766161491

Fax 01603 706700

E-mail bridget.meagher.nps@norfolk.gov.uk

Simon Wilson

NPS Property Consultants Ltd

Interiors Consultant

Telephone 01603 706652

Mobile Phone 07766161492

Fax 01603 706700

E-mail simon.wilson.nps@norfolk.gov.uk

INSURANCE AND RISK MANAGEMENT SERVICES

The Risk and Insurance Section provides all schools with a wide variety of insurance and risk management services including.

- Public Liability Insurance
- Employers Liability Insurance
- Fire & Perils
- Cash
- Fidelity Guarantee

These services are provided as part of the standard policy cover which will be provided automatically to Non High Schools should your school not notify its intention to 'opt out' by March 1st 2003

Quotations for the following additional policies will be provided to all LMS Primary schools on an individual basis

- School Contents & Journey Insurance
- Motor Insurance

Quotations for additional insurance can be provided on request.

With best value policy cover and 24hr contact support, help and advice on Insurance and Risk management is always available. Risk Management Services are provided as part of the overall package and these will cover the full range of current and potential risks encountered by schools

The current team has extensive experience of working with schools and we look forward to continuing and developing these relationships.

Where appropriate, specific quotations will shortly be issued to schools for the coming financial year.

If any school has not received quotations by 1st March 2003 or requires any additional information prior to renewal please contact our Client manager

Gerry Baker
email: Gerald.baker.dfi@norfolk.gov.uk
Telephone: 01603 224416,
or complete the attached request form for further information

INSURANCE AND RISK MANAGEMENT SERVICES

To: Norfolk County Council
Risk and Insurance Section
4th Floor
County Hall
Norwich
Norfolk
NR1 2DW

Please contact.....(name)

At(school)

Telephone

To discuss my insurance requirements

Signed

Date

Professional Property Services for Locally Managed Schools

NPS Property Consultants Ltd
Operates through four property related groups:

Valuation and Estates Management

Contact Peter Weavers - Tel: 01603 222561

Deals with acquisitions, disposals and lease negotiations as well as compulsory purchases

Architecture

Contact George Roberts - Tel: 01603 706600

Deals with design of new buildings and minor works

Building Surveying

Contact Laurence Cooper - Tel: 01603 222621

Deals with maintenance of buildings and minor improvement schemes, condition surveys and Asset Management Plans for forward planning.

Graphic Design

Contact Henry Marshall-Nichols - Tel: 01603 222624

- Design
- Vehicle Livery
- Photography
- Corporate Identity
- Illustration
- Book Design
- Print Buying
- Draughting, Digital and Traditional Mapwork
- Display
- Plan Printing
- Signage
- Encapsulating
- Web Design
- ID Cards

NPS Architects, Quantity Surveyors, Building Surveyors and Engineers can offer a wide range of stand-alone or fully integrated bespoke services:

- Architectural Advice
- Survey and Structural Advice/Reports
- Asset Management, Feasibility and Development Plans
- Design and Specification of Buildings and Building Services
- Engineering Design and Advice
- Cost Estimation and Management
- Statutory Applications and Consents
- Bills of Quantities
- Site Inspections and Clerk of Works Services
- Health and Safety Planning Supervision
- Lottery Funding Applications
- Environmental Audits
- Insurance Valuations
- Party Wall Surveying
- Competitive Tendering

If you wish to consult with NPS staff, we will be happy to discuss any project with you, and provide a fee quotation to match your brief.

Norfolk County Council Education Department

The five key aims of the service

1. To improve schools and increase learning opportunities for all
2. To help more people to be active learners and to feel included in society
3. To provide an integrated education service with a culture of working in partnership with others
4. To provide coherent support and challenge for schools
5. To communicate well and develop use of new technology.