

Dear Colleague

I am pleased to be able to introduce the 2004/05 Services to Schools Brochure to you. I hope you find the information useful and that the services you purchase continue to provide a valuable support service. I am sure that for a variety of reasons some services lost ground this year and I hope that we can re-establish the pattern of rising buy-back for 2004/05 particularly in the area of Advisory Service provision.

The results of the Secondary School Best Value Review are now taking shape and I am sure the forum for sharing views and support services will prove invaluable. A Primary School Best Value Review of services to schools is currently underway. The shape of support delivery in future years will be high on the agenda, together with how we can work closer in partnership with yourselves and other providers. These discussions with school representatives will enable service delivery development to be influenced by what schools want and at the level required.

We will continue to provide a first rate package of support to schools at the same time constantly striving to improve the way we work with you to give assistance to the management processes.

Details of how to purchase these services will be sent to you by the end of February.



Director of Education

Index
Initial point of contact for service provision

Section A

Section A details the services, 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.

	Page no.
Education Personnel Services	6
Peter Mann	01603 223476
Grounds Advisory Services	10
Tonia Rumble	01603 406820
Jimmy Richardson	01603 406820
Ken Stevens	01953 456545
Nikki Roberts	01603 427419
Caretaking and Cleaning	12
North & Central - James Warner	01603 222524
Western - Maureen Smith	01553 669206
Eastern - Colin Makepeace	01493 336315
Payroll Services	14
Samantha Williams	01603 495822
Legal Services	16
Pamela Cary	01603 222943
Education Advisory Service	18
Yvonne Barclay (Secondary and Special)	01603 433276
Heather Tyrrell (Primary)	01603 433276
David Osbourne (Primary)	01603 433276
School Library Service	22
Philip Cocker	01603 222266
Finance Support	26
Philip Neave	01603 223485
ICT Solutions - Helpdesk	32
	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.
Sickness Insurance		
Hilary Bradshaw	01603 222427	40
Building Maintenance Partnership Pool		44
Laurence J Cooper	01603 222621	
Paul Elsegood	01603 222606	
Governor Support Service		48
Anne Genge	01603 433276	
Broadband		
John Moorfield	0845 303 3003	50

Section C

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

Contracting Services Division		53
Ian Tarry	01263 738506	
Helen Wills	01263 738511	
Printing		54
Interprint	01603 222124	
Bus Fleet		56
Karina Flew	01603 728805	
Furniture		58
Simon Wilson	01603 706652	
Buildings Insurance		60
John Baldwin	01603 222827	
NPS Property Consultants Ltd		62
Laurence J Cooper	01603 222621	
Paul Elsegood	01603 222606	
School Minibus Service		64
Iain Temperton	01603 223362	
Bob Clayton	01603 223361	
PR + Communications		65
Marion Forsyth	01603 224277	
Education ICT Solutions		66
Helpdesk	0845 303 3003	
INTRAN		67
David Sheppard	01603 727890	

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, 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](#)
[Payroll Services](#)
[Legal Services](#)
[Education Advisory Service](#)
[School Library Service](#)
[Finance Support](#)
[Education ICT Solutions](#)

EDUCATION PERSONNEL SERVICES

Who are we?

Education Personnel Services (EPS) provide Norfolk's schools with a comprehensive service on all personnel related matters. Being an integral part of the LEA gives us so 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 Payroll, Teachers' Pensions, etc. which enables 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 is 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 LEA's to verify service, and maintaining service records for the DfES. This is particularly important where superannuation and pensions 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 Package** is made up of the following services:

- Immediate access to advice on the preparation of recruitment materials, including the drafting and placement of your recruitment advertisements in the media at discounted prices. Your ads are also placed in our teaching and support staff vacancy lists that are published weekly on the internet
- The recruitment, placement and payment of supply teachers on Norfolk's Supply Teachers Register. All supply teachers on our Register, which can be accessed via ESINET, have all necessary pre-employment checks undertaken, including the take up of references and Criminal Records Bureau checks. Details are not released to schools until all checks are complete. We are able to place supply teachers for both short and long term assignments, removing the need for school staff to make numerous phone calls. As well as being able to contact the Supply Team in office hours, Supply On Call operates between 7.15 and 8.45 am, and 5.30 and 8.30 pm Monday to Friday during term time.
- The Recruitment Package also includes salary assessments for supply teachers, processing their salary claims, and dealing with their pension administration issues.
- 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 Plan.

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..... £ 117 per FTE member of staff
- Service B£ 109 per FTE member of staff
- Service C£ 66 per FTE member of staff

Do please note 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.

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		
• Supply-on-Call Service	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	

EDUCATION PERSONNEL SERVICES

Additional Services Available

(i) The Staff Well-Being Programme

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: paula.amis@norfolk.gov.uk

(ii) 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 of one year or more. Schools will also continue to be given the opportunity to enroll non-teaching staff into the Norfolk Support Line Counselling Scheme at an additional charge, and they will be contacted separately about this. Contact: virginia.wakely@norfolk.gov.uk

(iii) Temporary Staff Register

EPS operates Norfolk County Council's Temporary Staff Register that provides short-term placements (usually less than one month) for clerical, administrative and secretarial staff. This service is now also available for schools and covers short notice situations, such as sickness cover, and planned additional staff. All of our temps have been through a thorough recruitment process, including a skills assessment, and have had all the necessary pre-employment checks undertaken. Costs are based on an enhancement to the employee's hourly rate of 80 pence and will be charged separately.

Call 01603 222204 for more information.

Contacting us

For further information about our services please contact: -

Peter Mann,
HR and Development Manager,

Telephone 01603 223476 or e-mail: peter.mann@norfolk.gov.uk

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 2004-2005 the standard package is offered as follows:

Primary (R-4)	£112.00
Primary (R-7)	£328.00
Special Schools	£328.00
Secondary Schools	£609.00

Contact names

For further information please contact:

Jimmy Richardson (Grounds Advisor)	Or	(01603) 406820 07798 668066
Tonia Rumble (Grounds Advisor)	Or	(01603) 406820 07798 668070
Ken Stevens (Grounds Advisor)	Or	(01953) 456545 07798 668069
Nikki Roberts (Technical Assistant)		(01603) 427419

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'.

CARETAKING AND CLEANING MANAGEMENT SUPPORT SERVICES

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
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
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	x
Induction Training		x

Charges

For 2004 - 2005 the packages are offered as follows:

	Primary & Special Schools	Secondary Schools
Standard Level	£350	£397
Enhanced Level	£385	£433

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
Central	James Warner	01603 222524	07796 305426
Western	Maureen Smith	01553 669206	07798 668063
Eastern	Colin Makepeace	01493 336315	07798 668065

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

PAYROLL SERVICES

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	£3.55 per pupil.

PAYROLL SERVICES

LEGAL SERVICES

Who We Are

Legal Services is a business unit within the Chief Executive's Department. We comprise 17 solicitors and 13 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 litigation and child protection.

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 in relation to:-

- Accidents at school
- Admissions of pupils
- Banning persons from school sites
- Charities
- Child protection and the Children Act
- Complaints
- Contracts
- Contact and Residence (i.e. custody and access) in relation to pupils
- Conveyancing and leasing of Governing Body land
- Copyright
- Data Protection

- 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 are provided to you by Legal Services as an LEA partnership school and without direct charge:-

- 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

LEGAL SERVICES

What We Cannot Do For You

The following services are **not** included in the subscription service but might be provided without direct charge with the agreement of the LEA:

- Great Yarmouth and Norwich Area Schools PFI Scheme: Advice in relation to the PFI proposal
- Education Act 2002: Advice in relation to the freedom and flexibilities now available under Part 1 of the Act
- Legal Proceedings (including the payment of costs) in the:-
 - Magistrates Court
 - 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)

nb. Conflict of interest. If there is a conflict 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.

Charges

For 2004/2005 the charge is 28p per pupil

Contact Name

For further information and advice about our services contact:-

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

Norfolk Education Advisory Services

Who we are

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

Our specialisms focus on supporting curriculum and management change in schools, evaluation and inspection, the continuing professional development of school staff and in implementing strategies for improvement.

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.

We can help you with curriculum and management change in your school. We develop packages of support but pride ourselves in tailoring these to individual school needs - if you can't see how your needs can be met here then contact us and we can discuss your needs in detail.

These services are available to schools as 'bought-in' options using delegated funding for 2004- 2005.

Primary and Middle Schools

School Improvement Modules

School Improvement Modules have proved popular with over one hundred Norfolk schools since their introduction in 2002.

Each module, equating to three school days:

- 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
- helps 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 improvement modules from the programme and also have an option to purchase additional advice and support to meet other school improvement priorities.

The programme of [School Improvement Modules 2004](#) covers the following areas that link to priorities in the Norfolk Education Development Plan 2002-2007 and different aspects of the Norfolk School Self-Review Framework:

School Improvement Module Programme 2004 includes the following:

- Excellence and Enjoyment In and Through the Arts
- Effecting Improvement In and Through ICT
- Including Gifted and Talented Pupils
- Leading A Learning Community: The Self Researching School
- Positive Attitudes To Learning
- An individually negotiated module e.g. Creativity, Assessment For Learning

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 typical School Improvement Module is described below:

The '[Effecting Improvement In and Through ICT](#)' module includes:

Two days of training for a senior manager and the ICT subject leader on leading and managing improvements in ICT and other subject areas through the use of ICT, followed by one full day of school based support by an adviser:

- To either work with one or more senior managers in school in devising a detailed action plan to address ICT development or
- By advising on the development of an effective assessment, recording and reporting routine or
- By working with teachers to focus on the use of ICT in other curriculum areas.

NB Further details about the content of each module listed above will be sent to headteachers for January 2004, along with the full INSET OPPORTUNITIES training programme, so that schools will have full details before they are required to complete the LEA Contract to Purchase form.

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

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 for advisory support.

Schools with 100 or more 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 by January 2004) 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 school priorities.

Services and Prices

(The first column of prices shown is the 'cost' for those schools buying before April 30th 2004 and the second column shows the '10% discount' for schools purchasing the LEA Partnership Package before April 30th 2004.)

	Cost	Less 10%
A. School Improvement Module*	£795 each*	£715 each*

*two maximum per school

B. Level of advice and support required this year

	Cost	Less 10%
1 day	£440	£396
2 days	£880	£792
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 for primary schools

If you do not wish to buy into the Partnership Package services via the Contract to Purchase Form before April 30th 2004, you may buy on a 'Pay As You Use' basis at the prices below:

School Based Advice and Support	£455 whole day	£225 half day
School Improvement module (*as above)	£820 per module (primary only)	

Contact Name: Heather Tyrrell, Senior Primary Advisor or Lesley Francis, Senior Admin Assistant on 01603 433276, or e-mail: lesley.frances @norfolk.gov.uk

Secondary and Special Schools

Improving Schools is a training, advice and support package provided to secondary and special schools by the Education Advisory Service. It has run for five years with very great success; over 2,750 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 Education Advisory Service quality standards, which cover all aspects of course preparation, quality of materials and delivery of training.

There will be a choice of courses as well as advice and support. The content of the courses will be determined in consultation with Headteachers and will be posted to schools in the Spring Term 2004, so that schools will have full details before they are required to complete the LEA Contract to Purchase Form.

Price

The cost of courses is likely to remain the same at £93 per unit. Each teacher attending a course for one day counts as one unit.

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

Schools wishing to purchase advice, support and consultancy on a 'Pay As you Use' basis after April 30th 2004 need to refer to the previous page.

Contact Names

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

SCHOOL LIBRARY SERVICE

Who we are

Norfolk School Library Service is a delegated service unit based at County Hall. part of the Library & Information Service within the Dept. of Cultural Services. We are 5 librarians (two 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. 2004 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. 2004 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	Primary Standard Service NOR 100 + £5.20 per FTE pupil or £4.68 Partnership Package	Small Schools Plan NOR less than 100 Cost = return of sum delegated	Special Schools Standard Service £515 or £464 per Partnership Package	High Schools Standard Service £515 or £464 per Partnership Package
Loan collections	1 collection for every 20 FTE pupils (minimum 10)	10 collections	10 Collections + for SLD schools - 2 Story Sacks per term	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 MLD/EBD schools - free access to School Librarians Support Group Meetings	All High Schools 4 days Librarian time NB High School Tutor Librarian time to work with pupils in entry yr. is a <u>FREE ENTITLEMENT</u> in addition to the 4 days
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@norfolk.gov.uk

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

For Tutor Librarian help - robin.gregory@norfolk.gov.uk **or** peta.jones@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 90p 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 £105, per full day £180 (or £800 per week)

As an addition to a Standard Package the daily cost is reduced to £150

Experienced Lib. Assistant per full day £105 (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 £210 per day

As an addition to a Standard Package the daily cost is reduced to £180

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.

Loan Collections

Within a Standard Primary or SSP package you have an allotment of Loan Collections, based on 1 Collection per year for every 20 FTE pupils.

Every supporting primary phase school receives a minimum of 10 collections per year

SCHOOL LIBRARY SERVICE

Loan Collections are for a 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

20 items per project - Multi subject collections available - Relevant Videos and Fiction included (stock permitting). QCA Science, Geography & History Projects are available. Dual Language & Large Print mini-loans available

EARLY YEARS BOXES

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

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

20 different titles to support CATCH UP Levels 3 to 12 inclusive

NOVELTY BOOK BOXES

To support your Book Week or Literacy Event

20 books including Pop-up, Flap & unusual books, also books about books & book-making

MULTI-CULTURAL COLLECTIONS

20 books reflecting multi-cultural Britain today and also the wider world. A mixture of fiction and non-fiction with an emphasis on books that children will enjoy reading

QCA ART PACKS

Set of 5 large prints, plus a few relevant books, matching the requirements of each QCA Art Unit.

ADDITIONAL FREE SERVICES FOR BUYERS OF STANDARD OR SSP PACKAGES

Foreign Language & Dual Language Books - up to 5 books to support children for whom English is their second lang.

Large Print Books and Book/Tape packs for Key Stage 2 - 5 items

Go to our Web Site on www.norfolk.gov.uk/sls where you can also book online.

FINANCIAL SUPPORT TO SCHOOLS

Mission Statement

To provide a full range of high quality professional financial services. To ensure that all services provided fully meet the current and future needs of customers.

Website: efs.norfolk.gov.uk

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.

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. (NB March visit cannot be guaranteed).

Up to four visits per year. These may be used as above and can include attendance at Governors' meetings commencing before 18.00 hours (including Finance 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.

Small School Package 0-99 pupils	Gold Service (All Schools)	Silver Service
x	x	x
x	x x	x
x	x	x
x	x	x
	x	x
x	x x	x
x	x x	x
x	x	x

FINANCIAL SUPPORT TO SCHOOLS

	Small School Package 0-99 pupils	Gold Service (All Schools)	Silver Service
Budget Workshop	x	see ad-hoc	see ad-hoc
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	x
Accounting Systems LM SPREADSHEET ACCOUNTING Advice on procedures, processing transactions etc. Provision of financial information. Additional specific reports on request.	x x	x x 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	x x x x	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. (subject to Broadband roll out)	x x	x x x	x x x
OFSTED Finance Form Completion of OFSTED pre inspection finance form.	see ad-hoc	x	see ad-hoc
Advice on Management Plan Budgeting		x	
Recruitment - Finance Staff Review job/person specification (finance content) and assist with shortlisting. Attendance at interviews.	x x	x x	x x
Procedure Manual Provision and Update	x	x	x

FINANCIAL SUPPORT TO SCHOOLS
FINANCIAL SUPPORT SERVICES - PRIMARY/SPECIAL

Form 7 Return Pupils	Non-Cash Account Schools		Cash Account Schools	
	Silver	Gold	Silver	Gold
0 - 99	726	1089	913	1375
100 - 199	803	1210	990	1485
200 - 299	869	1309	1056	1584
300 - 399	968	1452	1155	1738
400 - 499	1045	1573	1221	1837
500 - 599	1111	1672	1298	1947
600 - 699	1243	1870	1397	2101
700 - 799	1320	1980	1474	2211
800 - 899	1397	2101	1562	2343
900 - 999	1463	2200	1628	2442
1000 - 1099	1529	2299	1683	2530
1100 - 1199	1606	2409	1760	2640
1200 - 1299	1672	2508	1826	2739
1300 - 1399	1804	2706	1947	2926
1400 -	2181	3267	2310	3465

FINANCIAL SUPPORT SERVICES - SECONDARY

Form 7 Return Pupils	£	£
	Silver	Gold
300 - 399	1452	2178
400 - 499	1529	2299
500 - 599	1606	2409
600 - 699	1716	2574
700 - 799	1793	2695
800 - 899	1870	2805
900 - 999	1925	2893
1000 - 1099	1991	2992
1100 - 1199	2057	3091
1200 - 1299	2134	3201
1300 - 1399	2255	3388
1400 -	2623	3938

FINANCIAL SUPPORT TO SCHOOLS

Charges for Service

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

Small School Package	Based on amount delegated
Silver	Charge will be based on Form 7 pupil numbers.
Gold	Will be based on above silver charge plus 50%.
Ad-Hoc	As shown or quoted.

ADDITIONAL SERVICES AVAILABLE AD HOC

Additional School Visit (up to three hours on site) excluding March	£109
Attendance at Additional Governor Visit (Gold Service only)	
School hours (up to two hours on site)	£109
Commencing after 18.00	£175
Training	
See training brochure	
School Fund Audit	
Please see table on next page for price	
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 on or off site and two half days on general finance training.	Free - included in Education SLA
Dinner Register	
Training/Advice and Assistance.	by arrangement
Staff Absence	
Assistance with finance office cover (training for staff, month end reconciliations, year end, etc).	£28 per hour

FINANCIAL SUPPORT TO SCHOOLS

Charges

School Fund Audit - Preparation of final accounts & advice on good practice

Form 7 Return Pupils	Amount to be charged per year £
0 - 99	50.00
100 - 199	60.00
200 - 299	70.00
300 - 399	80.00
400 - 499	90.00
500 - 599	100.00
Small Secondary Fund	150.00
Large Secondary Fund	200.00

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 to provide a single point of contact for all ICT support and provide a totally dedicated schools' ICT support service.

What We Can Do For You

The 2002 DfES pupil : PC ratios and Laptops for Teachers phase 2 increases the number of PCs in schools by an additional 4000 PCs by this financial year. Consequently we have addressed the nature of our contracts to recommend the levels of support we believe you require to maintain the operation of your computer network according to the size of your school.

Education ICT Solutions offers a totally managed service to cover all areas of ICT support and advice.

We have worked closely with colleagues within the advisory service, ICT consultants and schools to extend the range of contract options we can now offer to suit the varying ICT support requirements schools now have.

We are the only complete answer to all your support needs; we understand your school's infrastructure and the wider issues within the LEA ICT strategy, including LEA and DfES initiatives. We are also able to coordinate and provide support to Broadband installations by liaising with BT, the chosen supplier for Norfolk.

A comparative quote to provide telephone only network system support for a secondary school from an external supplier would be approximately £2500 compared to £1455 from ICT Solutions.

This does not include all the elements of ICT Solutions contracts, particularly Phoenix, ISP, email and procurement support because we are not aware of any provider that covers the extent of our contracts to offer a more direct comparison.

Please also refer to section C of this brochure for additional services offered by Education ICT Solutions available to contract and non-contract customers.

For a full comprehensive guide to our services, please refer to our website at: - <http://ictsolutions.norfolk.gov.uk>.

EDUCATION ICT SOLUTIONS

Education ICT Solutions has added a new range of services to its contracts for 2004 and we still include the following components at varying levels: -

- Help Desk support
- Procurement Support
- Phoenix Gold - School administration software (does not include AssessIT)
- Computer System Support

New services for 2004

Web Services

Specialist website development & support with expertise in common and emerging Internet technologies. An innovative approach to your Internet, Extranet, and Intranet needs that is low maintenance, secure and affordable.

Internet services management and support for domain names, email, Internet content filtering, web hosting and ProCMS (formerly Site-EDIT), e-Government and website accessibility advice and guidance.

Remote diagnostics***

Remote Control & Diagnostics enables Education ICT Solutions' staff to view the screen and/or control the keyboard and mouse of any remote computer within Norfolk's schools. Typical remote functions include real-time support for: -

- Phoenix Gold
- Administration of file servers
- Problem diagnosis for computer hardware, operating systems and applications software
- Remote installation of software and system patches, including security patches.

Antivirus managed updates***

This service will only be available to schools running server versions of Nortons and Symantec Antivirus Corporate Editions. This service will download and update your servers' antivirus information during the night. All correctly configured network connected computers are then automatically updated without user intervention the next time they are logged on. Compatible operating systems: Servers - Windows NT 4.0, Windows 2000 and Windows 2003. Network computers - Windows 95, 98, NT 4.0, 2000 and XP Professional (Windows ME and XP Home are not compatible). Keeping antivirus information up to date will help prevent system disruption and the possibility of lost work and files.

Microsoft Windows Update managed patch distribution ***

Microsoft Windows Updates are sent to your server during the night. The updates and security patches are then distributed to compatible computers as they are logged on. Most updates are installed automatically without user intervention, but due to their nature, some updates require the computer to be restarted. Compatible operating systems: Servers - Windows 2000 and Windows 2003. Network computers - Windows 2000 and XP Professional (Windows 95, 98, ME, NT 4.0 and XP Home are not compatible)

*** This service is only available to schools with an LEA Broadband connection and LEA recognised configuration.

For a full comprehensive guide to our services, terms and conditions, please refer to our website at <http://ictsolution.norfolk.gov.uk>

EDUCATION ICT SOLUTIONS

Pricing and Service Level Agreements

For Primary and Special Schools

Contract Name	Main Contract Schedule	Price
Small school package, ICT contract	<ul style="list-style-type: none"> Telephone support for all ICT issues. All parts used are chargeable. Labour is charged at £45.00 per hour, both onsite and in the workshop (minimum £45.00 charge) 	Package price shown on contract to purchase form
Bronze	<ul style="list-style-type: none"> Telephone support for all ICT issues. Antivirus updates and Microsoft security patch updates for Broadband schools (See page 33 for explanation) All parts used are chargeable. Labour is charged at £40.00 per hour, both onsite and in the workshop 	£1320 + Labour charged at £40.00 per hour (minimum £40.00 charge)
Silver	<ul style="list-style-type: none"> Telephone support for all ICT issues. Antivirus updates and Microsoft security patch updates for Broadband schools (See page 33 for explanation) Remote support for Broadband schools. (See page 33 for explanation) All parts used are chargeable. Labour is free of charge for all site visits and workshop repairs * 	£1395 plus £7.80 per pupil
Gold	<ul style="list-style-type: none"> Telephone support for all ICT issues. Antivirus updates and Microsoft security patch updates for Broadband schools (See page 33 for explanation) Remote support for Broadband schools. (See page 33 for explanation) Parts used for repairs are free of charge. Main exceptions - upgrading equipment, upgrading software. Labour is free of charge for all site visits and workshop repairs* 	£1995 plus £7.80 per pupil
Bespoke contracts	Tailor made contracts are available on request, but must be the minimum of the Bronze contract level	Price on request

* Main exception - installation of new equipment / software will be chargeable on a per job basis

EDUCATION ICT SOLUTIONS

Pricing and Service Level Agreements

For Primary and Special Schools

Contract Name	Main Contract Schedule	Price
Field Support Technician Small schools package (up to 100 pupils)	Same contract schedule as the Silver level of contract, with the addition of your own dedicated Technician allocated to visit your school for a half day (3 hours) once every two weeks	Upgrade cost from SSP - £1696
Field Support Technician (101 - 150 pupils)	Same contract schedule as the Silver level of contract, with the addition of your own dedicated Technician allocated to visit your school for a half day (3 hours) once every two weeks	£3065
Field Support Technician (151 - 300 pupils)	Same contract schedule as the Silver level of contract, with the addition of your own dedicated Technician allocated to visit your school for a half day (3 hours) once every week	£4497
Field Support Technician (301 - 500 pupils)	Same contract schedule as the Silver level of contract, with the addition of your own dedicated Technician allocated to visit your school for a day (6 hours) once every week	£7602
Site support engineer	Same contract schedule as the Silver level of contract, with the addition of your own dedicated engineer working at your site for an allotted time span per week, dependent on school size and requirements (minimum of one day per week). This service can be provided as a full time 5 days a week service for larger schools and high schools	Price on request

Schools purchasing the small schools package will automatically qualify for the Small school package, ICT contract. Upgrade pricing available on request. Prices have been revised to reflect 2004 government Pupil / PC ratios

EDUCATION ICT SOLUTIONS

Pricing and Service Level Agreements

For High Schools

Contract Name	Main Contract Schedule	Price
Bronze	<ul style="list-style-type: none"> Telephone support for all ICT issues. Antivirus updates and Microsoft security patch updates for Broadband schools (See page 33 for explanation) All parts used are chargeable. Labour is charged at £40.00 per hour, both onsite and in the workshop 	£1455 + onsite and workshop repairs are chargeable at £40.00 per hour.
Silver	<ul style="list-style-type: none"> Telephone support for all ICT issues. Antivirus updates and Microsoft security patch updates for Broadband schools (See page 33 for explanation) Remote support for Broadband schools. (See page 33 for explanation) All parts used are chargeable. Labour is free of charge for all site visits and workshop repairs* 	£1455 charge, plus the cost for your schools specific ICT support site requirements.
Gold	<ul style="list-style-type: none"> Telephone support for all ICT issues. Antivirus updates and Microsoft security patch updates for Broadband schools (See page 33 for explanation) Remote support for Broadband schools. (See page 33 for explanation) Parts used for repairs are free of charge. Main exceptions - upgrading equipment, upgrading software. Labour is free of charge for all site visits and workshop repairs* 	£1455 charge, plus the cost for your schools specific ICT support site requirements.
Site Support Engineer	Same contract schedule as the Silver level of contract, with the addition of your own dedicated Engineer visiting your site for between 1 - 5 days per week.	Price on request

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

Prices have been revised to reflect 2004 government Pupil / PC ratios

* Main exception - installation of new equipment / software will be chargeable on a per job basis

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, together with a silver support contract.

Page 35 indicates the level of service option we are recommending to provide the desirable level of cover related to pupil:PC ratios for 2004. This is based on the experience of usage over the last 18 months and the level of demand for visits.

This service continues to grow because of the relationship that the school is able to build with an individual technician who becomes familiar with your particular system and needs. **As it now covers over 200 schools, an early response is required to ensure that we can guarantee a technician starting at your school in April 2004 or the continuation of your current technician.**

Your dedicated Field Support Technician, can

- ensure equipment is set up ready for the next class
- 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 your requirements, 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 by our Help Desk
- access to Procurement staff for purchasing advice on all ICT and other curriculum equipment
- specialist support for Phoenix Gold school administration software
- specialist support for email and domain name account management

You will also see on page 35+36 we have added the option of **Site Support Engineer** for full network management support and essential servers.

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

Section B

Section B contains services which do not benefit from the 10% discount.

Sickness Insurance

The BMPP - Building Maintenance Partnership Pool

Governor Support Service

Broadband

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 journal transfer;
- 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 crediting the schools account, 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 2004 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. To cover Nursery assistant option C3 should be selected, together with C1 or C2 if required.

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 2004 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 2004.

SICKNESS INSURANCE SCHEME
Primary and Special Schools

Insurance Options available for 2004/05 - 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	(£141.00)	(£141.00)	(£141.00)	(£141.00)	(£141.00)
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	(£59)	(£59)	(£59)	(£59)	(£59)
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	(£141.00)				
B2 enhanced cover for headteacher	B2(1)				
Additional premium pa	£622				
Additional claim payable per day	(£59)				
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	(£54)		(£54)		
C2 Caretaker/cleaning & secretary/clerical staff	C2(1)		C2(6)		
Premium pa per FTE	£579		£289		
Claim payable per day	(£54)		(£54)		
C3 Nursery Assistants only	C3(1)		C3(6)		
Premium pa per FTE	£579		£289		
Claim payable per day	(£54)		(£54)		

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	(£141.00)	(£141.00)	(£141.00)		
Non Teaching Staff					
C1 as above	C1(1)SP		C1(6)SP		
Premium pa per FTE	£586		£293		
Claim payable per day	(£59)		(£59)		
C4 Welfare Assistant	C4(1)SP		C4(6)SP		
Premium pa per FTE	£586		£311		
Claim payable per day	(£59)		(£59)		

NB

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

Secondary Schools

Insurance Options available for 2004/05 - 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					(£141.00)

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).

Premium have been held at 2003/04 prices

BUILDING SURVEYING GROUP

Building Maintenance Support Services 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 to Norfolk County Council through 4 divisions at offices in Long Stratton, Aylsham, Gt Yarmouth and Kings Lynn.

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, Needham Market, Lewes, Luton and Kingston upon Thames to deliver Property Services Contracts to other County and District Councils.

Current members of the Building Maintenance Partnership Pool (BMPP) have subscribed their delegated budget for Building and Engineering Maintenance for the 3 year term contract April 2001 - March 2004.

A successor scheme will be available for all Norfolk Community, Voluntary Aided and Foundation Schools commencing on April 1st 2004, which is outlined in 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 and amendments).
- 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 members of the BMPP to carry out any project based maintenance or improvement work defined by the school. An agreed fee based upon the service level required by the school, may be negotiated with your local NPS office.

BUILDING SURVEYING GROUP

Building Maintenance Partnership Pool (BMPP) for Locally Managed Schools

Successor Scheme commencing April 1st 2004

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 Successor Scheme. Your decision will be a one-off 5 year commitment of your delegated Maintenance Budget, with a 3 year break clause.

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 a BMPP Board of Headteachers, Governors, LEA Officers from whom NPS Property Consultants Ltd receive instructions.

As a subscribing member, you will receive a comprehensive professional property service from NPS Building Surveying Group to deliver all Building and Engineering maintenance needs throughout a 5 year contract period, commencing April 1st 2004.

Full 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 (including kitchens).
- 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.

Benefits of Full BMPP Membership.

- A free Help line for reporting premises defects to effect speedy repairs
- A 5 year contract including all professional fees.
- Part 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.
- Part 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 all mechanical installation servicing and electrical installation testing.
- You are guaranteed external redecoration and repairs within your 5 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.

BUILDING SURVEYING GROUP

Note:

Comprehensive details of the Full BMPP Successor Scheme can be found in our Prospectus sent to you under separate cover.

Optional levels of Membership or direct contracts with individual Schools may be available or can be negotiated with Schools not requiring Full BMPP membership.

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 devolved 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, or direct to you to an appropriate NPS professional advisor.

BUILDING SURVEYING GROUP

Energy Monitoring Service

Energy costs you over £44 per pupil, on average, we could help you save at least 10% on your fuel and water bills.

Both subscribers and non-subscribers to the BMPP can participate in our Energy Monitoring Service for an additional fee as shown in Fee Level Table below.

Population Bands	Option 1 Without Annual Visit	Option 2 With Annual Visit
Up to 49 Pupils	£0.55p/Pupil	£1.00p/Pupil
50 to 149 Pupils	£0.50p/Pupil	£0.85p/Pupil
149 to 249 Pupils	£0.40p/Pupil	£0.75p/Pupil
Over 250 Pupils	£0.35p/Pupil	£0.60p/Pupil

This service enables you to benchmark Fossil Fuel, Electricity and Water against Government benchmarks for Poor, Medium and Good Performance Criteria in comparison with similar establishments.

This allows early identification of problems. Follow up specialist advice may be given if requested on a time-charge or agreed lump sum basis.

On joint user sites it is essential that all schools participate in the scheme.

Scheme Benefits

- The following services should result in a saving of at least 10%
- A named energy advisor will be appointed.
- The advisor will visit the client once a year to discuss energy related issues providing option 2 has been selected and to investigate other potential savings.
- The client shall send copies of all invoices relating to fuel use and water charges to the Consultant at regular intervals.
- The client shall remain responsible to organising payment of invoices.
- The consultant will check the invoices on behalf of the client.
- The consultant will advise the client on the level of tariffs appropriate to the clients levels of demand for water or various types of fuel.
- The consultant will maintain a computer database containing information on all fuels and water from the invoices, including supplied historical data where available.
- This information will be used to assist the client in managing budgets for fuel and water.
- Monitor consumption and costs, including advising on any anomalies.
- Provide performance indicators to allow comparisons with other similar establishments.

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

John Cobb
Environmental Manager
Building Surveying Group
(01603) 222674

or

Michael Dawson
Assistant Environmental Officer
(01603) 223913

Governor Support and Training 2004-2005

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 schools.

A subscription to the Governor Support Service for 2004-2005 includes:

- unlimited access to places on training sessions as 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 training 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 a group of 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
- access to website

The Governor Support subscription for 2004-2005 will:

- help governors fulfil their role in promoting high standards of educational achievement.
- cost £27 per governor, with the total cost of the subscription for each governing body 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
£60
- a place on a three-session Induction Course for new governors (with an optional introductory session, at no extra charge)
£180
- a two-hour school-based training session
£225

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
- clerks to cover pupil and staff discipline meetings

Normal uptake for this service is for six full governing body meetings, at a cost of £735, or for 3 governing body meetings, at a cost of £380. 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 the 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@norfolk.gov.uk

NORFOLK BROADBAND NETWORK

For 2004/05 payment for connection to Norfolk Broadband Network will be automatically collected through the services to schools process.

Schools payment for network connections are due from secondary schools from April 2004 and Phase 1 primary schools from September 2004. The contract to schools document will clearly indicate which primary schools fall into Phase 1.

Payments will be in line with the previously notified sums, ie annual payments of £14,000 for secondary schools and £2,000 per primary school. For 2004/05 the charges will be uplifted by 2.5% for inflation.

The actual charges for 2004/05 are therefore:

- secondary schools £14,350, and
- primary schools - phase 1 £1,230

The budget share for those schools being charged for Norfolk Broadband Network connections will be increased by these identical sums.

For further information on this service please contact [John Moorfield](#), ICT Solutions on 0845 303 3003 or john.moorfield@norfolk.gov.uk

Section C

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

Contracting Services Division

Printing

Bus Fleet

Furniture

Buildings Insurance

Professional Property Services

School Minibus Service

PR + Communications

Education ICT Solutions - Training

INTRAN

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.

County Hall
Martineau Lane
Norwich NR1 2DL



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

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.
- 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 companies will send invoices direct to the school for payment.

The cost is £35.00 per hour (minimum charge £150.00). The likely total cost per project is discussed with the client at the outset of the scheme.

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

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

Simon Wilson

Interiors Consultant

Telephone 01603 706652

Mobile Phone 07766 161492

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 February 1st 2004

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 10th March 2004 or requires any additional information prior to renewal please contact:

Jayne Cioban
email: jayne.cioban@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

NPS 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 706650

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.

School Minibus Service

- Minibus Driver Assessment/Training
- Trailer Towing Assessment/Training
- Specialist Vehicle Assessment/Training
- Disabled Access Equipment Training
- Driving/Licencing/Vehicle Advice and Guidance
- Safer Driving Courses

Contact:

Iain Temperton

Senior Road Safety Officer (Driver Development)
Road Safety Unit, Department of Planning and Transportation
County Hall
Norwich
NR1 2SG
Phone: 01603 223362
Mobile: 07788 568726
Fax: 01603 223417
iain.temperton@norfolk.gov.uk

or

Bob Clayton

Road Safety Officer (Driver Development)
Road Safety Unit, Department of Planning and Transportation
County Hall
Norwich
NR1 2SG
Phone: 01603 223361
Mobile: 07788 568725
Fax: 01603 223417
robert.clayton@norfolk.gov.uk

Media and public relations - enhanced support for schools

Good public relations and accurate media coverage play a key part in promoting, protecting and improving the reputation of your school in your local community.

Who we are

The County Council's Communications team includes a communications officer dedicated solely to education, as well as a media team and consultation and marketing experts. The team won Eastern Region in-house team of the year in January 2003.

We are friendly, approachable, professional and non-political. We are honest, open and on your side, but we are not afraid to speak our minds!

The current - largely reactive - service we offer schools is working at full stretch and we are very aware that there are other things we could do to support and promote schools in their communities. Last year, many Norfolk schools took part in our communication survey and highlighted the communication needs they have. We want to act on that feedback by offering all schools in Norfolk an enhanced level of media and public relations service. We have put together a package that schools could get for a flat fee of £50, and we need to know if you are interested.

All schools signing up to the service would get

* A handy sized communications guide, covering media and public relations issues - and on how to get your message across clearly. It would include, for example, advice on organising events, communicating in a crisis, publicising your latest Ofsted report and use of plain language. It will include practical templates for press releases.

* Three free training sessions a year, for example, on dealing with the media or communications in a crisis, each run by senior members of Norfolk County Council's award winning communications team.

* Proactive support and advice to schools, actively helping you to promote your school and its work and achievements in your local communities.

Please let us know if you would be interested in this option by contacting Marion Forsyth, Communications Officer Education, Room 32, Education Dept, County Hall, Norwich. Or by email marion.forsyth@norfolk.gov.uk

EDUCATION ICT SOLUTIONS

In addition to the contracts shown in Part One of this brochure, the following services are available to contract and non-contract customers.

Training

Training is available at the ICT Solutions Training Centre at Heartsease High School and also arranged at other venues in the county.

- Phoenix Gold - group-training courses are held regularly throughout the year on the more specialist modules such as Attendance and Assessment. Training can also be arranged on site at your school by agreement.
- Asset Manager - individual school training can be arranged for schools to use the inventory software.
- A new range of ICT courses aimed at all users from the novice user to the more experienced ICT support staff are now available.

A separate training brochure will be sent to every school.

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.

Web Services from ICT Solutions offer :

- Training in the use of Internet and email
- Web Site development
- Intranet development (including backend database systems)
- General e-systems development
- Web services consultancy

AssessIT

Support for this school management application is now available, pricing and support levels on request.

Installation of ICT equipment and software

Installation of technically assured ICT equipment and software. Licences must be available for inspection.

Inventories

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

Network infrastructure and equipment audits.

To assess the working condition and performance of your system.

Project management/consultancy

ICT solutions can offer advice and assistance on all phases of any special projects that you might wish to implement in your school. Depending on the size/complexity of the scheme plans can be run under PRINCE methodology by qualified staff.

Prices and details are available on request. More information can be found on the ICT Solutions website @ <http://ictsolutions.norfolk.gov.uk>

INTRAN

What is INTRAN

INTRAN is the name of the partnership led by Norfolk County Council to provide interpretation and translation services throughout Norfolk. There are three agencies working under INTRAN. The first, Deaf ConneXions provides services for working with deaf people. The second, Language Line, provides telephone interpreting and written translations services. The third, CINTRA, provides face-to-face interpreting and written translations services.

Schools using INTRAN

Language needs of pupils in school are met by the language support service. INTRAN is the service which should be used for communicating with parents, prospective parents or members of the wider community who have difficulties with English.

Schools can speak to David Sheppard, the INTRAN rep for Education who can advise on using the service, including free staff training, and provide the ID code you need.

Schools pay for their own use of the Language Line and CINTRA services. Costs vary depending on the service you use but face to face interpreters normally cost around £16 per hour. Use of Deaf Connexions interpreters is covered in the fee NCC pays.

Making best use of the INTRAN service

Norfolk County Council has a responsibility to make sure that everyone who uses our services is given equal access, whether or not they speak and understand the same language as us - and that is the aim behind the INTRAN project. There are, however, some good practice guidelines which can help you make best use of the service, making it as cost effective as possible.

Using Interpreters Wisely

Arrange a booked interpreter in BSL or lipspeaking from Deaf Connexions or a foreign language interpreter from CINTRA for an appointment in normal working hours.

Use the Language Line telephone service to set up an appointment for a parent or family with a face to face interpreter. Group events like parents' evenings together. If you have several families speaking the same language, book one interpreter for the evening, rather than arranging several appointments at different times. Ask CINTRA for a Norfolk based interpreter where ever possible. More of these are being trained every year by INTRAN and this will significantly cut travelling expenses.

Using the service

- Deaf ConneXions - **01603 660889**
- Language Line - **0845 3109900**
- CINTRA - **01223 346870**

When you ring the operator will ask you each time for:

- your ID code
- your name
- the language you require (if Deaf Connexions, whether BSL or lipspeaking)
- the date, location and time of the appointment



