



Complete Agenda

Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Meeting

SCHOOLS FINANCE FORUM

Date and Time

2.00 pm, THURSDAY, 23RD JANUARY, 2020

Location

Ystafell Dwyrdd, Penrhyndeudraeth

Contact Point

Annes Sion

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(DISTRIBUTED 15/01/2020)

SCHOOLS FINANCE FORUM MEMBERSHIP

CABINET MEMBERS

Councillor Cemlyn Rees Williams (Education)
Councillor Ioan Thomas (Finance)

CHIEF EXECUTIVE

Mr Dilwyn Williams

HEAD OF FINANCE

Dafydd Edwards

SECONDARY HEAD TEACHERS

Mr Dylan Davies – Ysgol Dyffryn Ogwen Mr Dylan Minnice - Ysgol Botwnnog
Mr Dewi Lake – Ysgol y Moelwyn Mr Arwyn Williams – Ysgol Tryfan

PRIMARY HEAD TEACHERS

Mrs Iona Jones - Ysgol Edmwnd Prys/Bro Cynfal Mr Richard Derwyn Jones – Ysgol
Garndolbenmaen
Mrs Menna Wynne Pugh – Ysgol Penybryn Mr Llion Williams – Ysgol y Garnedd
Mr Alan Wynn Jones – Ysgol Nefyn Mrs Eleri Morgan Davies – Ysgol
y Gorlan

TEACHERS' UNIONS

Mr Neil Foden – Ysgol Friars

GOVERNORS

Arfon

Mr Godfrey Northam - Ysgol Dyffryn Ogwen
Mr Edward Bleddyn Jones – Ysgol Tregarth

Meirionnydd

Awaiting Nominations – Primary Schools' Governor
Awaiting Nomination – Secondary Schools' Governor

Dwyfor

Mr Gwilym Jones, Ysgol Borthygest,
Awaiting Nomination - Secondary Schools' Governor

DIOCESE

Anest Gray Frazer

CHURCH SCHOOLS

Mr Elfed Morgan Morris – Ysgol Llandygai

SPECIAL SCHOOLS

Mrs Donna Roberts - Ysgol Hafod Lon

Observers:

Mr Garem Jackson, Head of Education Service
Mr Owen Owens, Senior Education Resources' Manager
Mr Hefin Owen, Finance Manager Development Directorate
Ms Gwenan Davies Jones Primary Head Teachers Federation Chair
Ms Ellen Williams - Secondary Head Teachers Federation Chair

A G E N D A

1. APOLOGIES

To receive apologies for absence.

2. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest.

3. MINUTES

4 - 7

To confirm the minutes of the previous meeting held on 24 June 2019.

(Copy attached)

4. MATTERS ARISING FROM THE MINUTES

Item 7 – Gwynedd’s school balances was not the highest in Wales on the 31/03/2019

5. SCHOOL BUDGETS 31/01/2019 OVER £50,000 AND £100,000

Verbal report by Owen Owens.

6. SCHOOL FORECAST FOR 2020/21, 2021/22 AND 2022/23

Verbal Report by Hefin Owen

7. 2020/21 SCHOOL GRANTS

Verbal Report by Hefin Owen

8. DRAFT SETTLEMENT - GWYNEDD COUNCIL'S FINANCE STRATEGY 2020/21

Verbal Report by Dafydd L Edwards

9. SERVICE LEVEL AGREEMENT

8 - 103

Report by Owen Owens

10. DATE OF NEXT MEETING

The next meeting will be held in Ystafell Dwyrdd, Penrhyndeudraeth on the 2nd March 2020.

SCHOOLS' BUDGET FORUM
Minutes of a meeting held at Ystafell Dwryd, Penrhyndeudraeth,
on 24 June 2019 from 14.00 until 15.00.

Present:

Mr Godfrey Northam - Chairman

Cabinet Members: Councillor Cemlyn Williams (Education)
Councillor Ioan Thomas (Finance)

Head of Finance Department: Dafydd Edwards

School Headteachers: Eleri Davies (Ysgol y Gorlan), Alan Jones (Ysgol Nefyn), Dylan Minnice (Ysgol Botwnog), Llion Williams (Ysgol y Garnedd), Dewi Lake (Ysgol y Moelwyn), Iona Wyn Jones (Ysgol Bro Cynfal/Edmwnd Prys) and Menna Wynne-Pugh (Ysgol Penybryn).

Teachers' Unions: Neil Foden

Governors: Gwilym Jones (Ysgol Borth-y-gest)

Officers: Owen Owens (Senior Manager Education Resources Services), Hefin Owen (Finance Manager), Annes Siôn (Member Support Officer).

1. ELECTION OF CHAIRMAN

RESOLVED: To re-elect Mr Godfrey Northam as Chairman of the Forum for 2019/20.

2. ELECTION OF VICE-CHAIRMAN

RESOLVED: To elect Councillor Cemlyn Williams as Vice-chair of the Forum for 2019/20.

3. APOLOGIES

Apologies were received from Andrew Roberts (Ysgol y Berwyn), Annet Frazer (Bangor Diocese), Edward Bleddyn Jones (Ysgol Tregarth Governors), Donna Roberts (Ysgol Hafod Lon), Trystan Larsen (Ysgol Rhostryfan) and Owain Roberts (Ysgol Maesincla)

4. DECLARATION OF PERSONAL INTEREST

There were no declarations of personal interest.

5. MINUTES

The Chair signed the minutes of the meeting of the Schools' Budget Forum held on 4 March as a true record.

6. MATTERS ARISING FROM THE MINUTES

Item 5 - GWYNEDD COUNCIL'S BUDGET 2019/20 - SCHOOLS

It was asked if a bid for a transport and integration budget had by now been confirmed. It was confirmed that the bid had been approved for 2019/20, but perhaps not for the exact figure seen in the minutes, however, it had been funded to the amended over-expenditure level.

Resolved: To accept and note the above.

7. SCHOOLS' FINAL BUDGETS 31/03/19

The report was submitted, noting that it was a report that was submitted annually to the Forum. It was noted that in general, the balances of all Gwynedd schools had remained at £4.0m, corresponding to 5.42% of the final allocation. It was stated that seven schools had a financial deficit of -£207,106 but it was hoped that it would be possible to move from this position during the year.

Attention was drawn to the Welsh Government's statement on school balances for 31 March 2018, this noted that Gwynedd had the highest level of reserves per pupil. It was anticipated that the next statement for 31 March 2019 (to be released in October 2019) will continue to show Gwynedd school balances as the highest in Wales.

It was highlighted that the appendix was a snapshot of school balances over the last three years. It was added that 42 had seen an increase in their balances whilst 60 had seen a reduction. It was explained that the Education Department would correspond with schools that had balances over the threshold - namely £50k in Primary and £100k in Secondary, to note that a clear plan was required on how they intend to spend the money. There will be a report on this in November.

Observations arising from the discussion

- It was discussed that grants arrived late from the Government, however, further evidence needed to be gathered regarding this. It was added that schools were sometimes aware of the grants and could spend a portion before they were received, however, it may be an idea to create plans in readiness for the future.
- It was stated that some schools underspend in case they may need to find savings and therefore there was funding available for redundancies.
- Attention was drawn to the fact that the balances of 60 schools had been reduced over the year, and it was necessary to keep an eye on this.

Resolved:

(i) Approve that the Education Department and the Finance Department:

- (a) Work closely together with schools with a financial deficit in order to ensure they can clear the deficit as soon as possible.**
- (b) Continue to monitor school budgets.**

8. SCHOOLS' GRANT 2019/20 UPDATE

Submitted - a report, along with an appendix detailing the main grants which had been devolved to every school in Gwynedd for 2019/20.

The forum was guided through the report - reference was made to the individual grants noting:

- 6th Form Grant - schools had already received information through the 2019/20 allocation about the share of the £3.3m grant. It was explained that indicative information had been received recently for an additional grant of £96,000 from the Government towards the increase in 6th form teachers' pension costs. It was stated that the proposal letter and conditions had not been received by the Council thus far.
- Education Improvement Grant (EIG) and Pupil Development Grant (PDG) - It was noted that there was no change in the grants following the discussion in March. It was added that the estimated allocation made in April was correct.
- Teachers' Pension Grant - September 2019 - It was explained that indicative information had been received recently for an additional grant of £1,529,003 from the Welsh Government towards the increase in Foundation Phase, KS2, KS3 and KS4 teachers' pension costs. It was stated that the proposal letter and conditions had not yet been received by the Council. At present, it was not clear if part of the grant could be used for an increase in the teachers' pension costs in the Education Department. It was stated that the allocation was 94% of what the Council expected.

The Head of Finance added that the Government had promised Pension grant funding, however, the sum was not full and the Council was continuing to wait for the money. It was added that there was an expectation that teachers' pay inflation in September would be 2.75%, noting that the 2019/20 budgets included a provision for an increase of 2%. It was expected that schools could cope with the difference, for the 7 months that would be 0.4% of their budget. It was explained that it would be difficult to predict what will happen in September 2020.

Resolved: To accept and note the above.

9. POSSIBLE FINANCIAL SITUATION FOR 2020/21

The Head of the Finance Department noted that it was early to try and predict what the grant settlement for local authorities will be for 2020/21 and beyond. He added that there was slippage with the Westminster Government's expenditure review, this will be key by the period 2021/22 - 2022/23. It was added that there is no specific date when the review will be undertaken, but there was a suggestion that its impact will be delayed for a year. It was noted that Chancellor Hammond's November 2019 Budget had noted a significant increase in public expenditure, but the bulk of this money had been committed to the Health sector and tax reductions.

The Head of Finance Department noted that he had made enquiries with the Welsh Government asking if they would roll out specific 2019/20 grants for teachers' pay and pension into local authorities core grants by 2020/21, however, the response was that they could not give any promises. It was stated that there was a possibility of a flat cash settlement for the Council once more, and therefore with inflation and the increasing demand for social care services, there was a possibility that a funding gap up to £10m would face the Council by 2020/21.

It was explained that in order to deal with this there was a possibility that the Cabinet would ask all Council services, including schools, to find a portion of their own inflation,

but there will be further discussion about this. The Head of Finance Department noted that there was talk of teachers pay inflation in September of around 2.75%, but there was no mention of the following September.

It was stated that it would be necessary to prepare for a period of uncertainty, as Welsh Government decisions were likely to be late in the 2020/21 funding cycle. In terms of financial results, it was concluded that the possibilities were extremely broad for 2020/21, not to mention looking at the situation for 2021/22-2022/23.

Observations arising from the discussion

- It was noted that many cuts had been made last year and this year and therefore there was a possibility that savings would come to Schools. It was added that no savings plans were in place for April 2020.

10. DATES OF MEETINGS FOR THE 2019/20 ACADEMIC YEAR

The dates of meetings up to March 2020 had been circulated to the members.

The meeting commenced at 2.00 pm and concluded at 3.00 pm

CHAIRMAN

Agenda Item 9

ITEM X

MEETING	SCHOOLS FINANCE FORUM
DATE	23 January 2020
TITLE	Service Level Agreements 2020-23
RECOMMENDATION	To accept the report
AUTHOR	Owen Owens Senior Manager Education Resources Service
CABINET MEMBER FOR EDUCATION	Councillor Cemlyn Rees Williams

Service Level Agreements

Gwynedd Council offers schools Service Level Agreements for a range of services. The agreements below will end on 31/03/20.

SLA	Type of school			
	Primary	Secondary	Special	All-through
Properties – Building Maintenance	✓	✓	✓	✓
Archives Museum Education Service	✓			✓
Education Business Centre	✓			
Finance	✓	✓	✓	✓
Libraries	✓	✓	✓	✓
Personnel, Salaries and Legal Support*	✓	✓	✓	✓
Bank and Investment Management, Payments, Income & Cash Receipting	✓	✓	✓	✓

The agreements will be offered again for the period 01/04/20 to 31/03/23 (or 01/04/20 to 31/03/21 in the case of the Education Business Centre SLA, since the work of establishing the Business Centre is still developing).

*Note that the old Personnel, Salaries and Legal Support SLA has now been split into two separate SLAs, namely a Salaries and Contracts SLA and a Human Resources SLA, to reflect more accurately who delivers what service.

A consultation process was held with schools regarding the Service Level Agreements to be offered in April 2020.

Schools received copies of the draft SLAs presented by the services, and the differences between them and the current SLAs were highlighted. Schools were invited to present any comments. No comments were received from the schools.

It is recommended that the Schools' Finance Forum approves the offering of the SLAs attached to this report to schools.

Customer Care Department

Corporate Property Service

Service Level Agreement

Building Maintenance

Primary and Voluntary Controlled Primary Schools

April 2020 - March 2023

Property Help Desk

01286 679059

Eiddo@gwynedd.gov.uk



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1. INTRODUCTION AND DEFINITIONS

1.1 The Agreement

This is a Service Level Agreement (SLA) between Gwynedd Primary and Voluntary Controlled Schools and Gwynedd Council, regarding providing a Buildings Maintenance service. The maintenance service is provided by the Corporate Property Service, in the Customer Care Department. The Property Service structure chart is included in Appendix B.

The first section defines the organizational aspects of the SLA. The second section outlines the Council and the School's maintenance responsibilities, and the third section refers to other aspects that the Council fulfils on schools behalf as regards the buildings, that are beyond the basic remit of this SLA.

The Agreement does not apply to voluntary aided schools (VA) although these schools also receive a maintenance service.

1.2 Aims of the Maintenance Service

The principal aims of the Service is to:

- Forge a Partnership with the Schools to ensure that the buildings are maintained to the highest possible standard.
- Respond promptly to requests for assistance and provide a solution of a high standard and which meets the school's requirements.
- Provide a high standard of customer care in every instance, including constant request for feedback.
- Implement a strategy of dealing with technical problems by paying the minimum number of visits, solving similar problems during one visit.
- Provide technical expertise across the range of disciplines as regards building maintenance.
- Take evidence based action, tailoring the service to an appropriate response.

1.3 Length of Agreement

The agreement covers April 2020 until March 2023, and supersedes the previous Service Level Agreement.

1.4 Principal elements of the Service

The proposed maintenance service comprises three principal elements:

- a. **Responsive Maintenance** - respond to the School's requests for maintenance work e.g. repair a broken item, an item whose condition has deteriorated or is not in working order. Requests will be referred to the Property Help Desk and a qualified technical officer will take

responsibility for the case from start to finish, including making arrangements for a suitable contractor to attend, providing technical instructions and dealing with the invoice for the work.

The Council is committed to dealing with all requests for work to be done either as soon as possible or on a date that the school finds convenient. The Property officers will assess the nature of the call and a response will immediately be made in urgent cases.

Property officers will request constant feedback from the Schools as to their level of satisfaction with the work done and the overall standard of the service provided. This feedback will be regularly reviewed and used so as to improve the service.

The school may have an obligation to finance this work but that they wish the Council to do it on their behalf. In such an instance, invoices will be directly sent to the school or an expenditure code will be requested beforehand. The second part of this SLA defines responsibilities for different work in greater detail.

- b. **Scheduled Maintenance** - maintenance work (usually substantial) that is scheduled to be done annually e.g. re-roofing, new boilers, new windows. A qualified individual will conduct an inspection of condition at least every three years that will record the state of all elements of every building. All the inspections held throughout the county will enable us to identify the worst situations and that thus first require attention. This will form the basis of an annual programme of maintenance work.

Once up-dated, schools will receive a copy of the condition survey for their school. The survey will clearly indicate any work for which the school is responsible for planning and funding. The Council will monitor the completion of this work and can provide support to arrange for the work to be done if the school so wishes.

Every school will receive a copy of the primary schools programme at the start of each financial year. All work will be managed by a Project Manager (e.g. buildings surveyor, architect, mechanical and electrical surveyor) including design, tendering, planning matters, building regulations and health and safety requirements. The Project Manager will be your initial contact as regards day to day matters to do with the specific plan. If you have an enquiry about a plan following its completion, you can contact the Maintenance Client Officer who is responsible for the entire work programme. The Property Help Desk should be contacted following the usual procedure.

- c. **Cyclical Maintenance** – equipment maintenance and inspection work that needs to be done regularly so as to ensure that it works as it should and complies with statutory safety rules e.g. inspect and test gas boilers, inspect and test electrical systems

Legislation stipulates that various systems and elements of a building are inspected and tested at specific times. Failure to carry out these tests would endanger the users health and safety and leave the Council and the school at risk of prosecution.

For your information, appendix CH contains a list of cyclical matters for which the schools are responsible.

1.5 Access to the Service

A school may gain access to the Services provided through contacting the Property Help Desk on 01286 679059 or e-mailing Eiddo@gwynedd.gov.uk

The normal Help Desk opening hours are 8.00 a.m to 5 p.m.

An emergency 24/7 service is also provided to deal with maintenance issues. The same phone number should be used to seek assistance in such an instance - 01286 679059. Out of hours calls will be transferred to the mobile phone of the on duty Property Department Officer. Schools are asked not to contact via e-mail regarding urgent matters out of hours.

Through this Agreement, schools commit to provide complete information about the repair requirements in every instance and to do so as soon as possible once the defect has become apparent.

Schools will also have a commitment to provide feedback for the Council as to how satisfied they are with the work, on its completion. Property officers will contact the school for feedback on the work done and without the Site Manager's co-operation, this feedback cannot be used so as to ensure continual improvement to the service.

1.6 Resolution of a dispute/complaints

Any complaints or comments about the Service should be referred to the Property Help Desk in the first instance. Unless there is a satisfactory resolution, the matter should be referred to the Maintenance Client Officer who will try to resolve any difference of opinion on the contents or implementation of this agreement through discussion.

Unless an agreement can be reached, the dispute will be referred to a Buildings Maintenance SLA Dispute Panel. The Panel Members Comprise the Head of Customer Care, Corporate Property Senior Manager, Senior Manager Schools (Resources) and a Primary Head. The relevant Head will also be invited to present the school's case.

In each case, the Council will respond to correspondence in compliance with the Council's policy of acknowledgement of all letters within 5 days and provide a full response within 15 days.

1.7 Confidentiality

The Corporate Property Service ensures that all staff members respect the confidentiality of all data, and that information is securely stored ensuring full compliance with the Data Protection Act.

1.8 Performance Monitoring and quality assurance

We regularly monitor our performance and annually report on the following measures:

- The average time taken to deal with an individual request for maintenance work to be carried out

- Percentage of positive feedback from schools on completion of requested maintenance work

We also provide reports for every Headteacher on annual expenditure on individual sites

1.9 Terminating the agreement

A written notice of three months will be given before the start of a financial year by either party prior to termination of the agreement.

2. RESPONSIBILITIES

2.1 Distribution of responsibilities

The distribution of responsibilities for various types of maintenance work has been established in the Fair Funding Agreement and this Agreement therefore has to reflect that.

By signing this Agreement, a school will commit itself to transfer the relevant element of the maintenance budget back to the Council. This implies that the entire transferred funding is managed as a central budget for all the primary schools benefit. Doing so will enable substantial elements of maintenance responsibilities to be transferred to the Council and schools will also obtain the following benefits:

- a) A technical and qualified service to resolve maintenance problems
- b) A service that deals with health and safety aspects of the organized work
- c) A service that deals with administrative aspects and financial management of the organized work
- d) As the nature of emergency maintenance work implies that it cannot often be foreseen, Schools will avoid a situation of having to fund unexpected expenditure (possibly substantial) in a financial year – this can be regarded as some kind of insurance policy.

The Council's Corporate Assets Strategy has ensured a substantial increase in the funding now available for investment in our buildings and attests to the Council's clear commitment to improving the standard of school buildings.

2.2 The Council's Responsibilities

In addition to the commitments contained in this Agreement, the Council is responsible for all maintenance aspects of buildings not listed as being the school's responsibility in section 2.3 of this Agreement. Any aspects not listed in section 2.3 are the Council's responsibility.

2.3 The school's Responsibilities

The Headteacher is the Site Manager in all instances at a school. A site manager's responsibilities are outlined in Appendix A and every headteacher is already aware of these and specific training is

provided and is still available on request. For further information, please contact your Health and Safety Adviser.

In general, a Site Manager, and the Governing Body, are responsible for ensuring that the site is appropriately managed and in a manner that is safe for all users. This includes planning and funding for work for which they are responsible. The condition surveys mentioned in paragraph 1.4b above will assist every school in this respect.

Certain elements of maintenance funding are still managed by the schools themselves. Consequently, some maintenance responsibilities as a matter of course, are still dealt with by the schools. These are listed below and reflect the contents of the Fair Funding agreement:

Element of construction	Responsibility remains with the school
Electrical System	<ul style="list-style-type: none"> ● Lighting – cleaning, changing bulbs, starters, lamp shade, diffusers ● Mobile electrical equipment – repairs, replacement and testing
Doors and windows	<ul style="list-style-type: none"> ● Repair or replace all types of glass including any seal or putty (internal and external) ● Solar Film or safety film ● All doors/windows hardware (e.g. handles, hinges, door closers and finger guards etc)
Decoration	<ul style="list-style-type: none"> ● All internal painting except for the main kitchen ● Art work ● Wall paper or other finish installed on the wall ● All anti-vandalism paint to the external structure
Flooring	<ul style="list-style-type: none"> ● All carpets and mats including edges and matches. Where there is a need to dispose of asbestos material from a floor before a new cover is installed, then the Council will fund the asbestos disposal element of this work. ● All vinyl flooring cover, “ Altro ” etc ● “ Ducts ” and their covers.
Fire Extinguishers	<ul style="list-style-type: none"> ● Repair or replace all fire extinguishers including organizing annual testing and servicing
Plumbing Work	<ul style="list-style-type: none"> ● Clean, clear obstacles or minor repair work in drains, pipes, guttering, landers, rain water pipes, “soil vent pipes”, traps, “manholes”, grease traps etc ● All sinks, tap and washer – repair or replace ● Drinking water fountain ● Boiled water small boilers ● Repair or replace toilets/urinals including the cistern ● Showers

	<ul style="list-style-type: none"> • Surface water pipes serving taps, toilet, urinal etc
Grounds and site maintenance	<ul style="list-style-type: none"> • All fences and walls including gates and bollards • White lines and any markings on the playground/car park • Re-cycling equipment • Play equipment • Bike storage equipment/sheds • Sheds, huts, play houses etc • Signage • Fountains, sculptures or any other installations on the site • All land maintenance and growth aspects, including gritting during the winter months
Security	<ul style="list-style-type: none"> • Telephone systems or door locking systems • Security Alarms • External security Lighting • Security locks • CCTV and video recording equipment
	<ul style="list-style-type: none"> • All installations (fixtures and fittings) e.g. soap dispensers, toilet paper holder, IT equipment etc • Any vandalism or graffiti scrawled on the buildings or premises

NOTE

There is a system in place whereby Council authorisation is required before proceeding to carry out certain elements of work on the building. An Application Form for authorisation to Carry out Work on a Building (C1) has been circulated to every school and, mainly due to statutory health and safety implications, it is crucial that an application is submitted prior to undertaking the work.

Some elements of the work are exempt from the requirement to obtain authorization under this procedure. Schools will already be aware that this list (C3) is regularly up-dated and circulated to schools. Only the work listed on it can be completed unless authorisation has been received.

Please note also that the school is responsible for providing access so as to enable Property officers and contractors to fulfil maintenance work.

3. OTHER NON-MAINTENANCE MATTERS

3.1 Safe Management of Asbestos

Managing asbestos in buildings has been identified as one of the Council's main health and safety priorities, everybody has a responsibility to ensure that statutory guidelines and regulations are properly implemented. Our aim is to ensure that asbestos does not affect anybody who makes use of our buildings.

The actions that we take in this field are based on Regulation 4 of the 2006 Asbestos in the Workplace Management Regulations.

The Council accepts responsibility for holding a detailed inspection of all buildings so as to identify where there is asbestos. This work has already been done. The Council also has responsibility for holding an annual inspection of the condition of this asbestos and keeping an up-dated register of all pieces of asbestos. Any asbestos found to be in poor condition during the annual inspection and that poses a risk for the building's occupants, will be disposed of by the Council.

The asbestos register has been sent to every site and schools have an obligation to keep it in their "blue box" and show it to any individual or company who intend to carry out work on the site. This is a blanket requirement. Schools have an obligation to keep a register of all contractors who visit the site and as part of the signing in process, the contractor is required to sign stating that he has checked the asbestos register.

The Council's asbestos management scheme is regularly up-dated. It currently stipulates that all work involving contact with asbestos requires a formal Authorisation to Work and should be undertaken by a qualified licenced contractor.

Schools should not undertake any work that would disturb asbestos.

There is a further reference to asbestos management in the Site Manager duties in appendix A.

3.2 Compliance with Fire Risk Assessment requirements

Since the introduction of the 2005 Regulation Amendment Order (Fire Safety), there is now a requirement to conduct a Fire Risk Assessment on all buildings that serve as a workplace. The purpose of such an assessment is to identify matters that could endanger life or the building itself if a fire broke out and to provide recommendations on how that risk can be lessened. The Council's Fire Policy is based on these requirements.

The Council has completed Fire Risk Assessments on the buildings. Such assessments identify dangers and an Action Plan will then be prepared to deal with the issues highlighted.

The action plan identifies work required on the building e.g. up-grade fire doors, new fire alarm etc. The Council will be responsible for the work.

The action plan also identifies management issues e.g. the need to conduct regular fire alarm tests, fire door kept open by an item of furniture etc. Resolving these managerial matters will be the school's responsibility.

The fire risk assessment will be repeated in its entirety every three years and the school will receive a copy.

The Council holds an annual risk assessment review and sends it to the School. The school has a legal duty to respond to these reviews and return them to the Council having been signed. There is support available to interpret these reports if you so wish – you can contact via the Property Help Desk in the usual manner.

The list of Site Manager's duties in appendix A contains a further reference to fire risk management matters.

3.3 Legionnaires Disease

The Council has adopted a Policy on Water Hygiene and Controlling Legionnaires Disease in response to the need to aim to eliminate or ameliorate, wherever reasonable and practical, the risks of Legionnaires Disease bacteria in its buildings. This requirement stems from various pieces of legislation that places a legal obligation on the Council to ensure that water hygiene standards reach the requirements set by the Health and Safety Executive (HSE).

The Policy stipulates the need to undertake an appropriate risk assessment in every property in order to locate and identify circumstances that could breed this bacteria. The Council will be responsible for holding these risk assessments and for responding to any subsequent work to rectify/upgrade.

The list of site Manager's duties listed in Appendix A contains a further reference to Legionnaires disease management issues.

3.4 Advising on General Property related Matters

From time to time, general advice is required on buildings or site related matters. This advice is available through contacting the Property Help Desk following the usual procedure.

3.5 Estates Service

The Council has an Estates Management Service with Chartered Surveyors and Valuers doing property purchasing, selling and leasing work, including setting capital and rental valuations.

There is a requirement to use this Service when renting or making any kind of building or site related agreement. The Service is available to advise and assist the Schools to deal with such matters.

The Service also deals with the schools rates levels and presents rates appeals on their behalf.

3.6 Energy Conservation Service

The Council has adopted a Carbon Management Scheme with the objective of trying to reduce our carbon emissions by 30% by 2014/15 and thus far we have been very successful in this regard as we have already achieved 17% by the end of 2011/12.

This is achieved through a combination of investment in our buildings and through advice and raising awareness of energy conservation methods.

We have already invested in new energy efficient boilers, new lighting, insulation etc, that has led to revenue savings of over £250,000 per annum. We will continue with this investment and work will be done on school buildings.

A Raising Awareness Officer has also been appointed and the Low Energy Schools Scheme has thus far been a huge success. In the first year, 35 primary schools made an average saving of 32% on their energy use. The Scheme will continue over the next two years so as to enable every primary school to join up.

We are also preparing a detailed business plan to present renewable energy schemes for several schools.

For advice on energy conservation related matters, please contact the Property Help Desk following the usual procedure.

3.7 Assisting Schools with self-financed projects

If a school wishes to self-finance work on the buildings, there is support available from the Maintenance Service. If it involves minor work where detailed designs and building planning/regulations authorisation is not required, then support can be obtained free of charge. If it involves more substantial work, it may have to be referred to an Architect or Buildings Surveyor in Gwynedd Consultancy and a fee will be charged for the time spent undertaking the work. In such a case, you will receive support from a Client Officer free of charge to assist you to provide instructions for an Architect etc.

Remember if a School intend to arrange work themselves, it is essential that they present a request for authorisation from the Council on the usual C1 form (see appendix C) before undertaking any work.

Support with such projects is available through contacting the Property Help Desk in the usual manner.

3.8 Contractor Management

Responsibility for ensuring safe working practices and that a contractor is qualified to do the work rests with the person/s who commissions the work to be done, be it a Property officer or a Site Manager. This is a legal requirement under Building Management and Design Regulations (CDM).

All Site Managers should therefore ensure, if he does work on the school after receiving authorisation following submission of C1 form, that he receives a methodology declaration from a contractor before agreeing for the work to commence on a site. If you are in any doubt, you should consider asking the Council to do the work on your behalf.

Compliance with the requirement that all contractors sign a register on arrival at the site and confirm that he has checked the asbestos register is an integral part of the safe management of contractors process.

Customer Care Department

Corporate Property Service

Service Level Agreement

Building Maintenance

Secondary Schools

April 2020 - March 2023

Property Help Desk

01286 679059

Eiddo@gwynedd.gov.uk



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1. INTRODUCTION AND DEFINITIONS

1.1 The Agreement

This is a Service Level Agreement (SLA) between Gwynedd Secondary Schools and Gwynedd Council, regarding providing a Buildings Maintenance service. The maintenance service is provided by the Corporate Property Service, in the Customer Care Department. The Property Service structure chart is included in Appendix B.

The first section defines the organizational aspects of the SLA. The second section outlines the Council and the School's maintenance responsibilities, and the third section refers to other aspects that the Council fulfils on schools behalf as regards the buildings, that are beyond the basic remit of this SLA.

The Agreement does not apply to voluntary controlled (VC) or voluntary aided schools (VA) although these schools also receive a maintenance service.

1.2 Aims of the Maintenance Service

The principal aims of the Service is to:

- Forge a Partnership with the Schools to ensure that the buildings are maintained to the highest possible standard.
- Respond promptly to requests for assistance and provide a solution of a high standard and which meets the school's requirements.
- Provide a high standard of customer care in every instance, including constant request for feedback.
- Implement a strategy of dealing with technical problems by paying the minimum number of visits, solving similar problems during one visit.
- Provide technical expertise across the range of disciplines as regards building maintenance.
- Take evidence based action, tailoring the service to an appropriate response.

1.3 Length of Agreement

The agreement covers April 2020 until March 2023, and supersedes the previous Service Level Agreement.

1.4 Principal elements of the Service

The proposed maintenance service comprises three principal elements:

- a. **Responsive Maintenance** - respond to the School's requests for maintenance work e.g. repair a broken item, an item whose condition has deteriorated or is not in working order. Requests will be referred to the Property Help Desk and a qualified technical officer will take responsibility for the case from start to finish, including making arrangements for a suitable

contractor to attend, providing technical instructions and dealing with the invoice for the work.

The Council is committed to dealing with all requests for work to be done either as soon as possible or on a date that the school finds convenient. The Property officers will assess the nature of the call and a response will immediately be made in urgent cases.

Property officers will request constant feedback from the Schools as to their level of satisfaction with the work done and the overall standard of the service provided. This feedback will be regularly reviewed and used so as to improve the service.

The school may have an obligation to finance this work but that they wish the Council to do it on their behalf. In such an instance, invoices will be directly sent to the school or an expenditure code will be requested beforehand. The second part of this SLA defines responsibilities for different work in greater detail.

- b. **Scheduled Maintenance** - maintenance work (usually substantial) that is scheduled to be done annually e.g. re-roofing, new boilers, new windows. A qualified individual will conduct an inspection of condition at least every three years that will record the state of all elements of every building. All the inspections held throughout the county will enable us to identify the worst situations and that thus first require attention. This will form the basis of an annual programme of maintenance work.

Once up-dated, schools will receive a copy of the condition survey for their school. The survey will clearly indicate any work for which the school is responsible for planning and funding. The Council will monitor the completion of this work and can provide support to arrange for the work to be done if the school so wishes.

Every school will receive a copy of their programme at the start of each financial year. All work will be managed by a Project Manager (e.g. buildings surveyor, architect, mechanical and electrical surveyor) including design, tendering, planning matters, building regulations and health and safety requirements. The Project Manager will be your initial contact as regards day to day matters to do with the specific plan. If you have an enquiry about a plan following its completion, you can contact the Maintenance Client Officer who is responsible for the entire work programme. The Property Help Desk should be contacted following the usual procedure.

- c. **Cyclical Maintenance** – equipment maintenance and inspection work that needs to be done regularly so as to ensure that it works as it should and complies with statutory safety rules e.g. inspect and test gas boilers, inspect and test electrical systems

Legislation stipulates that various systems and elements of a building are inspected and tested at specific times. Failure to carry out these tests would endanger the users health and safety and leave the Council and the school at risk of prosecution.

For your information, appendix D contains a list of cyclical matters for which the schools are responsible.

1.5 Access to the Service

A school may gain access to the Services provided through contacting the Property Help Desk on 01286 679059 or e-mailing Eiddo@gwynedd.gov.uk

The normal Help Desk opening hours are 8.00 a.m. to 5 p.m.

An emergency 24/7 service is also provided to deal with maintenance issues. The same phone number should be used to seek assistance in such an instance - 01286 679059. Out of hours calls will be transferred to the mobile phone of the on duty Property Department Officer. Schools are asked not to contact via e-mail regarding urgent matters out of hours.

Through this Agreement, schools commit to provide complete information about the repair requirements in every instance and to do so as soon as possible once the defect has become apparent.

Schools will also have a commitment to provide feedback for the Council as to how satisfied they are with the work, on its completion. Property officers will contact the school for feedback on the work done and without the Site Manager's co-operation, this feedback cannot be used so as to ensure continual improvement to the service.

1.6 Resolution of a dispute/complaints

Any complaints or comments about the Service should be referred to the Property Help Desk in the first instance. Unless there is a satisfactory resolution, the matter should be referred to the Maintenance Client Officer who will try to resolve any difference of opinion on the contents or implementation of this agreement through discussion.

Unless an agreement can be reached, the dispute will be referred to a Buildings Maintenance SLA Dispute Panel. The Panel Members Comprise the Head of Customer Care, Corporate Property Senior Manager, Senior Manager Schools (Resources) and a Secondary Head. The relevant Head will also be invited to present the school's case.

In each case, the Council will respond to correspondence in compliance with the Council's policy of acknowledgement of all letters within 5 days and provide a full response within 15 days.

1.7 Confidentiality

The Corporate Property Service ensures that all staff members respect the confidentiality of all data, and that information is securely stored ensuring full compliance with the Data Protection Act.

1.8 Performance Monitoring and quality assurance

We regularly monitor our performance and annually report on the following measures:

- The average time taken to deal with an individual request for maintenance work to be carried out
- Percentage of positive feedback from schools on completion of requested maintenance work

We also provide reports for every Headteacher on annual expenditure on individual sites

1.9 Terminating the agreement

A written notice of three months will be given before the start of a financial year by either party prior to termination of the agreement.

2. RESPONSIBILITIES

2.1 Distribution of responsibilities

The distribution of responsibilities for various types of maintenance work has been established in the Fair Funding Agreement and this Agreement therefore has to reflect that.

However, secondary schools may continue to request the Council to organise work on their behalf, and by doing so receive:

- a) A technical and qualified service to resolve maintenance problems
- b) A service that deals with health and safety aspects of the organized work
- c) A service that deals with administrative aspects and financial management of the organized work

The Council's Corporate Assets Strategy has ensured a substantial increase in the funding now available for investment in our buildings and attests to the Council's clear commitment to improving the standard of school buildings.

2.2 The Council's Responsibilities

Although the majority of maintenance finance is under the control of schools, some aspects of buildings maintenance remain as the Council's responsibility. These aspects are listed in Appendix C. Any aspect not listed in Appendix C is the school's responsibility.

2.3 The school's Responsibilities

The Headteacher is the Site Manager in all instances at a school. A site manager's responsibilities are outlined in Appendix A and every headteacher is already aware of these and specific training is provided and is still available on request. For further information, please contact your Health and Safety Adviser.

In general, a Site Manager, and the Governing Body, are responsible for ensuring that the site is appropriately managed and in a manner that is safe for all users. This includes planning and funding for work for which they are responsible. The condition surveys mentioned in paragraph 1.4b above will assist every school in this respect.

NOTE

There is a system in place whereby Council authorisation is required before proceeding to carry out certain elements of work on the building. An Application Form for authorisation to Carry out Work on a Building (C1) has been circulated to every school and, mainly due to statutory health and safety implications, it is crucial that an application is submitted prior to undertaking the work.

Some elements of the work are exempt from the requirement to obtain authorization under this procedure. Schools will already be aware that this list (C3) is regularly up-dated and circulated to schools. Only the work listed on it can be completed unless authorisation has been received.

Please note also that the school is responsible for providing access so as to enable Property officers and contractors to fulfil maintenance work.

CONSULTATION DRAFT

3. OTHER NON-MAINTENANCE MATTERS

3.1 Safe Management of Asbestos

Managing asbestos in buildings has been identified as one of the Council's main health and safety priorities, everybody has a responsibility to ensure that statutory guidelines and regulations are properly implemented. Our aim is to ensure that asbestos does not affect anybody who makes use of our buildings.

The actions that we take in this field are based on Regulation 4 of the 2006 Asbestos in the Workplace Management Regulations.

The Council accepts responsibility for holding a detailed inspection of all buildings so as to identify where there is asbestos. This work has already been done. The Council also has responsibility for holding an annual inspection of the condition of this asbestos and keeping an up-dated register of all pieces of asbestos. Any asbestos found to be in poor condition during the annual inspection and that poses a risk for the building's occupants, will be disposed of by the Council.

The asbestos register has been sent to every site and schools have an obligation to keep it in their "blue box" and show it to any individual or company who intend to carry out work on the site. This is a blanket requirement. Schools have an obligation to keep a register of all contractors who visit the site and as part of the signing in process, the contractor is required to sign stating that he has checked the asbestos register.

The Council's asbestos management scheme is regularly up-dated. It currently stipulates that all work involving contact with asbestos requires a formal Authorisation to Work and should be undertaken by a qualified licenced contractor.

Schools should not undertake any work that would disturb asbestos.

There is a further reference to asbestos management in the Site Manager duties in appendix A.

3.2 Compliance with Fire Risk Assessment requirements

Since the introduction of the 2005 Regulation Amendment Order (Fire Safety), there is now a requirement to conduct a Fire Risk Assessment on all buildings that serve as a workplace. The purpose of such an assessment is to identify matters that could endanger life or the building itself if a fire broke out and to provide recommendations on how that risk can be lessened. The Council's Fire Policy is based on these requirements.

The Council has completed Fire Risk Assessments on the buildings. Such assessments identify dangers and an Action Plan will then be prepared to deal with the issues highlighted.

The action plan identifies work required on the building e.g. up-grade fire doors, new fire alarm etc. The Council will be responsible for the work.

The action plan also identifies management issues e.g. the need to conduct regular fire alarm tests, fire door kept open by an item of furniture etc. Resolving these managerial matters will be the school's responsibility.

The fire risk assessment will be repeated in its entirety every three years and the school will receive a copy.

The Council holds an annual risk assessment review and sends it to the School. The school has a legal duty to respond to these reviews and return them to the Council having been signed. There is support available to interpret these reports if you so wish – you can contact via the Property Help Desk in the usual manner.

The list of Site Manager's duties in appendix A contains a further reference to fire risk management matters.

3.3 Legionnaires Disease

The Council has adopted a Policy on Water Hygiene and Controlling Legionnaires Disease in response to the need to aim to eliminate or ameliorate, wherever reasonable and practical, the risks of Legionnaires Disease bacteria in its buildings. This requirement stems from various pieces of legislation that places a legal obligation on the Council to ensure that water hygiene standards reach the requirements set by the Health and Safety Executive (HSE).

The Policy stipulates the need to undertake an appropriate risk assessment in every property in order to locate and identify circumstances that could breed this bacteria. The Council will be responsible for holding these risk assessments and for responding to any subsequent work to rectify/upgrade.

The list of site Manager's duties listed in Appendix A contains a further reference to Legionnaires disease management issues.

3.4 Advising on General Property related Matters

From time to time, general advice is required on buildings or site related matters. This advice is available through contacting the Property Help Desk following the usual procedure.

3.5 Estates Service

The Council has an Estates Management Service with Chartered Surveyors and Valuers doing property purchasing, selling and leasing work, including setting capital and rental valuations.

There is a requirement to use this Service when renting or making any kind of building or site related agreement. The Service is available to advise and assist the Schools to deal with such matters.

The Service also deals with the schools rates levels and presents rates appeals on their behalf.

3.6 Energy Conservation Service

The Council has adopted a Carbon Management Scheme with the objective of trying to reduce our carbon emissions by 30% by 2014/15 and thus far we have been very successful in this regard as we have already achieved 17% by the end of 2011/12.

This is achieved through a combination of investment in our buildings and through advice and raising awareness of energy conservation methods.

We have already invested in new energy efficient boilers, new lighting, insulation etc, that has led to revenue savings of over £250,000 per annum. We will continue with this investment and work will be done on school buildings.

A Raising Awareness Officer has also been appointed and the Low Energy Schools Scheme has thus far been a huge success. In the first year, 35 primary schools made an average saving of 32% on their energy use.

We are also preparing a detailed business plan to present renewable energy schemes for several schools.

For advice on energy conservation related matters, please contact the Property Help Desk following the usual procedure.

3.7 Assisting Schools with self-financed projects

If a school wishes to self-finance work on the buildings, there is support available from the Maintenance Service. If it involves minor work where detailed designs and building planning/regulations authorisation is not required, then support can be obtained free of charge. If it involves more substantial work, it may have to be referred to an Architect or Buildings Surveyor in Gwynedd Consultancy and a fee will be charged for the time spent undertaking the work. In such a case, you will receive support from a Client Officer free of charge to assist you to provide instructions for an Architect etc.

Remember if a School intend to arrange work themselves, it is essential that they present a request for authorisation from the Council on the usual C1 form (see appendix CH) before undertaking any work.

Support with such projects is available through contacting the Property Help Desk in the usual manner.

3.8 Contractor Management

Responsibility for ensuring safe working practices and that a contractor is qualified to do the work rests with the person/s who commissions the work to be done, be it a Property officer or a Site Manager. This is a legal requirement under Building Management and Design Regulations (CDM).

All Site Managers should therefore ensure, if he does work on the school after receiving authorisation following submission of C1 form, that he receives a methodology declaration from a contractor before agreeing for the work to commence on a site. If you are in any doubt, you should consider asking the Council to do the work on your behalf.

Compliance with the requirement that all contractors sign a register on arrival at the site and confirm that he has checked the asbestos register is an integral part of the safe management of contractors process.

Customer Care Department

Corporate Property Service

Service Level Agreement
Building Maintenance
Voluntary Aided Primary Schools
April 2020 - March 2023

Property Help Desk
01286 679059
Eiddo@gwynedd.gov.uk



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1. INTRODUCTION AND DEFINITIONS

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The first section defines the organizational aspects of the SLA. The second section outlines the Council and the School's maintenance responsibilities, and the third section refers to other aspects that the Council fulfils on schools behalf as regards the buildings, that are beyond the basic remit of this SLA.

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- Provide a high standard of customer care in every instance, including constant request for feedback.
- Implement a strategy of dealing with technical problems by paying the minimum number of visits, solving similar problems during one visit.
- Provide technical expertise across the range of disciplines as regards building maintenance.
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The Council is committed to dealing with all requests for work to be done either as soon as possible or on a date that the school finds convenient. The Property officers will assess the nature of the call and a response will immediately be made in urgent cases.

Property officers will request constant feedback from the Schools as to their level of satisfaction with the work done and the overall standard of the service provided. This feedback will be regularly reviewed and used so as to improve the service.

The school may have an obligation to finance this work but that they wish the Council to do it on their behalf. In such an instance, invoices will be directly sent to the school or an expenditure code will be requested beforehand. The second part of this SLA defines responsibilities for different work in greater detail.

- b. **Scheduled Maintenance** - maintenance work (usually substantial) that is scheduled to be done annually e.g. re-roofing, new boilers, new windows. A qualified individual will conduct an inspection of condition at least every three years that will record the state of all elements of every building. All the inspections held throughout the county will enable us to identify the worst situations and that thus first require attention. This will form the basis of an annual programme of maintenance work.

Once up-dated, schools will receive a copy of the condition survey for their school. The survey will clearly indicate any work for which the school is responsible for planning and funding. The Council will monitor the completion of this work and can provide support to arrange for the work to be done if the school so wishes.

Every school will receive a copy of the primary schools programme at the start of each financial year. All work will be managed by a Project Manager (e.g. buildings surveyor, architect, mechanical and electrical surveyor) including design, tendering, planning matters, building regulations and health and safety requirements. The Project Manager will be your initial contact as regards day to day matters to do with the specific plan. If you have an enquiry about a plan following its completion, you can contact the Maintenance Client Officer who is responsible for the entire work programme. The Property Help Desk should be contacted following the usual procedure.

- c. **Cyclical Maintenance** – equipment maintenance and inspection work that needs to be done regularly so as to ensure that it works as it should and complies with statutory safety rules e.g. inspect and test gas boilers, inspect and test electrical systems

Legislation stipulates that various systems and elements of a building are inspected and tested at specific times. Failure to carry out these tests would endanger the users health and safety and leave the Council and the school at risk of prosecution.

1.5 Access to the Service

A school may gain access to the Services provided through contacting the Property Help Desk on 01286 679059 or e-mailing Eiddo@gwynedd.gov.uk

The normal Help Desk opening hours are 8.00 a.m. to 5 p.m.

An emergency 24/7 service is also provided to deal with maintenance issues. The same phone number should be used to seek assistance in such an instance - 01286 679059. Out of hours calls will be transferred to the mobile phone of the on duty Property Department Officer. Schools are asked not to contact via e-mail regarding urgent matters out of hours.

Through this Agreement, schools commit to provide complete information about the repair requirements in every instance and to do so as soon as possible once the defect has become apparent.

Schools will also have a commitment to provide feedback for the Council as to how satisfied they are with the work, on its completion. Property officers will contact the school for feedback on the work done and without the Site Manager's co-operation, this feedback cannot be used so as to ensure continual improvement to the service.

1.6 Resolution of a dispute/complaints

Any complaints or comments about the Service should be referred to the Property Help Desk in the first instance. Unless there is a satisfactory resolution, the matter should be referred to the Maintenance Client Officer who will try to resolve any difference of opinion on the contents or implementation of this agreement through discussion.

Unless an agreement can be reached, the dispute will be referred to a Buildings Maintenance SLA Dispute Panel. The Panel Members Comprise the Head of Customer Care, Corporate Property Senior Manager, Senior Manager Schools (Resources) and a Primary Head. The relevant Head will also be invited to present the school's case.

In each case, the Council will respond to correspondence in compliance with the Council's policy of acknowledgement of all letters within 5 days and provide a full response within 15 days.

1.7 Confidentiality

The Corporate Property Service ensures that all staff members respect the confidentiality of all data, and that information is securely stored ensuring full compliance with the Data Protection Act.

1.8 Performance Monitoring and quality assurance

We regularly monitor our performance and annually report on the following measures:

- The average time taken to deal with an individual request for maintenance work to be carried out
- Percentage of positive feedback from schools on completion of requested maintenance work

We also provide reports for every Headteacher on annual expenditure on individual sites

1.9 Terminating the agreement

A written notice of three months will be given before the start of a financial year by either party prior to termination of the agreement.

2. RESPONSIBILITIES

2.1 Division of responsibilities

The division of responsibilities for various forms of repair and maintenance work has been established in the Fair Funding Agreement and this Agreement, therefore, must reflect its contents.

By signing this Agreement the school will undertake to transfer the relevant element of the repairs and maintenance budget back to the Council. This means that all the finance that is transferred will be managed as one central budget to benefit all primary schools. By doing so, significant elements of repairs and maintenance responsibilities will also be transferred to the Council and schools will also gain the following advantages: .

- a) A competent technical service to solve repair and maintenance matters
- b) A service that includes the health and safety aspects of the work commissioned
- c) A service that includes administrative and financial management aspects of the work commissioned
- ch) Because of its nature, emergency repairs and maintenance work often cannot be foreseen, Schools will avoid a situation of having unexpected spending (possibly significant) in one financial year - this can be considered a sort of insurance policy.

The Council's Corporate Assets Strategy has ensured a significant increase in the finance now available to invest in our buildings and is proof of the Council's clear commitment to improve the standards of school buildings.

2.2 The Council's Responsibilities

In addition to the commitments in this Agreement, the Council is responsible for all the buildings repair and maintenance aspects which are listed in part 2.3 of this Agreement. Any aspect not listed under 2.3 is the School's responsibility.

2.3 The School's Responsibilities

The Head is the Site Manager in every case in a school. The responsibilities of a site manager are outlined in Appendix A, these are already known to every head and specific training has been provided and is still available on request. For further information, contact your Health and Safety Consultant.

Generally, it is the Site Manager's and the Governing Body's responsibility to ensure that the site is being managed in an appropriate manner and in a way that is safe for all users. This includes planning and financing the work for which they are responsible. The condition reports referred to in paragraph 1.4b above will be of assistance to every school in this regard.

A major part of the repairs and maintenance responsibilities for Voluntary Aided schools remain in the hands of the Governing Body. However, the Council assumes responsibility for internal repairs and maintenance. These elements are listed below. If the work is not listed here, it remains the responsibility of the Governing Body:

Walls, Partitions and Internal Doors	
	Fire shutters
	Fire barriers, cavity barriers, fire curtains
Floors, Stairs - see also foundations (1.1)	
	Internal stairs, handrails - replace
	Suspended floors (structural)
	Screed on floors
Suspended ceilings	
	Asbestos insulating boards - inspect / air tests, provide sealing coats to protect the asbestos face.
	Asbestos insulating boards – disposal / specialist replacement of materials when asbestos is damaged / disturbed, planned or emergency
	Fire stoppers and barriers
Internal Finishings – Floors and Stairs	
	Disposal of asbestos floors if the school wishes to renew floor covering e.g. carpet or vinyl
	All carpets and mats including edges and joints. When asbestos material has to be disposed of before a new cover can be laid, the Council will finance the disposal element of this work.
	All vinyl floor covering, “ Altro ” etc
	Ducts and their covers
	Wooden strips, wooden blocks, gym sprung floors, quarry or ceramic tiles, including screed , grano / terrazzo – repairing or replacing such floors over an area of 100m ² (the school is responsible for the first 100m ² pro rata)
Internal finishings - ceilings	
	Upgrading fire ratings

Electrical fittings	
	Enabling cabling work for computer networks (Financed by the LEA)
	Earth bonding to satisfy regulations after repairing or inspections - (apart from work arranged by the school itself)
	Electrical fittings – replace old or dangerous fittings
	Fire alarm systems – monitor (except payments to BT which is the school’s responsibility), annual inspection and service.
	Fire alarm systems – replace the entire system or replace the main panel.
	Fire alarm / emergency lighting services (except disposable goods which the school should pay for)
	Internal lighting, light fittings
	Lightning conductors – replace
	Major installations, including distribution boards
	Sub main electrical supply, section board, three phase equipment including distribution boards - repair /replace and test.
	Switching equipment from substation to internal electrical switching equipment – repair / replace / maintain.
	Water heaters and boilers (electric) - replace
	Test permanent electrical installations periodically
	Periodic electrical testing and inspecting (permanent infrastructure)
	Emergency lighting - inspect and test
	Electricity sub station inspections
	Emergency electric generator – servicing
	Lightning conductors – Inspect and test
	External lighting – stand alone columns – inspect only
	Combined heat and power - CHP units
Mechanical systems including Heating Systems	
Plumbing work	Clean, clear blockages or minor repair work in drains, pipes, gutters, landers, rain water pipes, soil vent pipes, traps, manholes, fat traps etc
	All sinks, taps and washers - repair or replace

	Drinking water fountain
	Small water boilers
	Repair or renew toilets / urinals including cisterns.
	Showers
	Water pipes on surface servicing taps, toilets, urinals etc
	Heating and domestic hot water pipes and fittings insulated with asbestos - replace, test, monitor
	Independent flues – inspect and replace
	Inspect chimneys and steel flues and test lightning conductors
	Heat expellers - replace
	Heating boilers, biomass boilers (including fuel feeding equipment), direct gas water boilers, burners, heat exchangers plates, and flues - replace
	Heating pipes including valves, isolation valves, insulation and automatic ventilation - repair and replace.
	Inspecting liquid petroleum gas tanks
	Pressure vessel – test, replace and repair
	Water sprinkler systems – fire fighting – repair and replace
	Servicing fire prevention systems and sprinkler systems
	Gas safety tests
	Testing and servicing individual gas heaters
	Test and Servicing all types of boilers
	Gas tests on kitchens (but only servicing, repair and replace)
	Gas taps in laboratories – testing (but only servicing, repair and replace)
	Heating – service the equipment only
	Servicing isolating / automatic gas detection equipment
	Complete water risk assessment (Legionella Control, new L8)
	Air conditioning systems - servicing
	Servicing and inspecting air condensers
	Air treatment units – servicing and inspecting (roof top)

	Hydrotherapy pools – servicing and inspecting
	External oil tanks - inspecting and testing
Control equipment	
	Energy control systems in buildings – remote monitoring and adaptations
	Heating control equipment - replace
	Servicing heating control and Energy Management equipment
	Monitor energy use – use of oil, fuel, water, electricity and gas except readings on site
Building's Fittings	
	All fixtures and fittings e.g. soap machines, toilet roll holders, IT equipment etc
	All aspects of vandalism or graffiti on buildings or site
	Ventilation cupboards and associated extraction flues – repair and annual inspections
	Ventilation cupboards and associated extraction flues – initial inspection, complete replacement
	Rolls of water pipes
	Toilets, urinals (including water pipes and cisterns), wash basins, taps and pipes, showers, drinking fountains - revamp small places (Must consult with the LEA beforehand) 50% / 50%
	Toilets, urinals (including water pipes and cisterns), wash basins, showers, drinking fountains
	Rain water pipes, landers and sewer ventilating pipes
	Water sprinkler system (i.e. fire)
	Water storage tanks – clean and disinfect
	Rain water harvesting systems – service, repair and replace
	Water storage tanks and calorifiers - replace
School Kitchens	
	Ventilation extraction and ducts, filters, canopies, fans, motors etc – replace
Micellaneous	
	Asbestos removal - inspect / air tests, provide sealing coats to protect the asbestos face.
	Asbestos removal – disposal / specialist replacement of materials when asbestos is damaged / disturbed, planned or emergency

	Loop system (i.e. for people with hearing impairment)
	Lifts, stair lifts, passenger lifts, goods lifts and lifting equipment – relace and service
	Spray to eradicate plagues of wood beetles / flies
Doors and windows	Repair or renew all sort of glass including any seal or putty (internal)
	Solar film or safety film
Decoration	All internal painting except the main kitchen
	Art work
	Wallpaper or other finishing on a wall
	Anti vandalism paint to external structure

NOTE

There is a system in place whereby Council authorisation is required before proceeding to carry out certain elements of work on the building. An Application Form for authorisation to Carry out Work on a Building (C1) has been circulated to every school and, mainly due to statutory health and safety implications, it is crucial that an application is submitted prior to undertaking the work.

Some elements of the work are exempt from the requirement to obtain authorization under this procedure. Schools will already be aware that this list (C3) is regularly up-dated and circulated to schools. Only the work listed on it can be completed unless authorisation has been received.

Please note also that the school is responsible for providing access so as to enable Property officers and contractors to fulfil maintenance work.

3. OTHER NON-MAINTENANCE MATTERS

3.1 Safe Management of Asbestos

Managing asbestos in buildings has been identified as one of the Council's main health and safety priorities, everybody has a responsibility to ensure that statutory guidelines and regulations are properly implemented. Our aim is to ensure that asbestos does not affect anybody who makes use of our buildings.

The actions that we take in this field are based on Regulation 4 of the 2006 Asbestos in the Workplace Management Regulations.

The Council accepts responsibility for holding a detailed inspection of all buildings so as to identify where there is asbestos. This work has already been done. The Council also has responsibility for holding an annual inspection of the condition of this asbestos and keeping an up-dated register of all pieces of asbestos. Any asbestos found to be in poor condition during the annual inspection and that poses a risk for the building's occupants, will be disposed of by the Council.

The asbestos register has been sent to every site and schools have an obligation to keep it in their "blue box" and show it to any individual or company who intend to carry out work on the site. This is a blanket requirement. Schools have an obligation to keep a register of all contractors who visit the site and as part of the signing in process, the contractor is required to sign stating that he has checked the asbestos register.

The Council's asbestos management scheme is regularly up-dated. It currently stipulates that all work involving contact with asbestos requires a formal Authorisation to Work and should be undertaken by a qualified licenced contractor.

Schools should not undertake any work that would disturb asbestos.

There is a further reference to asbestos management in the Site Manager duties in appendix A.

3.2 Compliance with Fire Risk Assessment requirements

Since the introduction of the 2005 Regulation Amendment Order (Fire Safety), there is now a requirement to conduct a Fire Risk Assessment on all buildings that serve as a workplace. The purpose of such an assessment is to identify matters that could endanger life or the building itself if a fire broke out and to provide recommendations on how that risk can be lessened. The Council's Fire Policy is based on these requirements.

The Council has completed Fire Risk Assessments on the buildings. Such assessments identify dangers and an Action Plan will then be prepared to deal with the issues highlighted.

The action plan identifies work required on the building e.g. up-grade fire doors, new fire alarm etc. The Council will be responsible for the work.

The action plan also identifies management issues e.g. the need to conduct regular fire alarm tests, fire door kept open by an item of furniture etc. Resolving these managerial matters will be the school's responsibility.

The fire risk assessment will be repeated in its entirety every three years and the school will receive a copy.

The Council holds an annual risk assessment review and sends it to the School. The school has a legal duty to respond to these reviews and return them to the Council having been signed. There is support available to interpret these reports if you so wish – you can contact via the Property Help Desk in the usual manner.

The list of Site Manager's duties in appendix A contains a further reference to fire risk management matters.

3.3 Legionnaires Disease

The Council has adopted a Policy on Water Hygiene and Controlling Legionnaires Disease in response to the need to aim to eliminate or ameliorate, wherever reasonable and practical, the risks of Legionnaires Disease bacteria in its buildings. This requirement stems from various pieces of legislation that places a legal obligation on the Council to ensure that water hygiene standards reach the requirements set by the Health and Safety Executive (HSE).

The Policy stipulates the need to undertake an appropriate risk assessment in every property in order to locate and identify circumstances that could breed this bacteria. The Council will be responsible for holding these risk assessments and for responding to any subsequent work to rectify/upgrade.

The list of site Manager's duties listed in Appendix A contains a further reference to Legionnaires disease management issues.

3.4 Advising on General Property related Matters

From time to time, general advice is required on buildings or site related matters. This advice is available through contacting the Property Help Desk following the usual procedure.

3.5 Estates Service

The Council has an Estates Management Service with Chartered Surveyors and Valuers doing property purchasing, selling and leasing work, including setting capital and rental valuations.

There is a requirement to use this Service when renting or making any kind of building or site related agreement. The Service is available to advise and assist the Schools to deal with such matters.

The Service also deals with the schools rates levels and presents rates appeals on their behalf.

3.6 Energy Conservation Service

The Council has adopted a Carbon Management Scheme with the objective of trying to reduce our carbon emissions by 30% by 2014/15 and thus far we have been very successful in this regard as we have already achieved 17% by the end of 2011/12.

This is achieved through a combination of investment in our buildings and through advice and raising awareness of energy conservation methods.

We have already invested in new energy efficient boilers, new lighting, insulation etc, that has led to revenue savings of over £250,000 per annum. We will continue with this investment and work will be done on school buildings.

A Raising Awareness Officer has also been appointed and the Low Energy Schools Scheme has thus far been a huge success. In the first year, 35 primary schools made an average saving of 32% on their energy use. The Scheme will continue over the next two years so as to enable every primary school to join up.

We are also preparing a detailed business plan to present renewable energy schemes for several schools.

For advice on energy conservation related matters, please contact the Property Help Desk following the usual procedure.

3.7 Assisting Schools with self-financed projects

If a school wishes to self-finance work on the buildings, there is support available from the Maintenance Service. If it involves minor work where detailed designs and building planning/regulations authorisation is not required, then support can be obtained free of charge. If it involves more substantial work, it may have to be referred to an Architect or Buildings Surveyor in Gwynedd Consultancy and a fee will be charged for the time spent undertaking the work. In such a case, you will receive support from a Client Officer free of charge to assist you to provide instructions for an Architect etc.

Remember if a School intend to arrange work themselves, it is essential that they present a request for authorisation from the Council on the usual C1 form (see appendix C) before undertaking any work.

Support with such projects is available through contacting the Property Help Desk in the usual manner.

3.8 Contractor Management

Responsibility for ensuring safe working practices and that a contractor is qualified to do the work rests with the person/s who commissions the work to be done, be it a Property officer or a Site Manager. This is a legal requirement under Building Management and Design Regulations (CDM).

All Site Managers should therefore ensure, if he does work on the school after receiving authorisation following submission of C1 form, that he receives a methodology declaration from a contractor before agreeing for the work to commence on a site. If you are in any doubt, you should consider asking the Council to do the work on your behalf.

Compliance with the requirement that all contractors sign a register on arrival at the site and confirm that he has checked the asbestos register is an integral part of the safe management of contractors process.

Service Level Agreement – Primary - Archives and Museums Education Service

April 2020 – March 2023

1. Agreement

This is a Service Level Agreement between the Archives and Museums Education Service and Gwynedd Schools.

The purpose of this agreement is to provide a service that enables the children of Gwynedd to access their heritage and bring the history of Gwynedd alive in an exciting and unique way.

2. The Service

The Service provides the following:

2.1 Enquiries Service:

An enquiries service is provided in response to requests from teachers for resources. A pack of archival material is provided of either hard copies or digital copies on a CD-Rom. There is no limit to the number of enquiries a school can request in a year.

2.2 Visits to Schools:

The Service's Education Officer will visit schools to show and discuss archival material and artefacts, and teach the class using PowerPoint presentations. There is no limit to the number of school visits the Education Officer can undertake in a year

2.3 Visits to the Record Offices:

Professional assistance is offered to teachers visiting Caernarfon and Meirionnydd Record Offices. By visiting, pupils and their teachers are given the opportunity to see original material and are introduced to the Record Office itself as an establishment that conserves the original material. There is no limit to the number of visits a school can make to the Record Offices within a year.

2.4 Visits to the Museums

Professional assistance is offered to teachers visiting the Museums. It is an opportunity to see a wider range of artefacts and to be introduced to the variety of sources that are kept at both Storiell (Gwynedd Museum and Gallery) and the Lloyd George Museum. In the case of the Lloyd George Museum the current admission fee will be levied upon pupils but teachers are admitted free of charge. The fee policy of Storiell (Gwynedd Museum and Art Gallery) could be revised in the future to provide additional opportunities. As a result of this there may

be a fee for some additional specific activities. There is no limit to the number of visits a school can make to the Museums within a year.

2.5 Workshops for Pupils:

Workshops based on specific themes are arranged for pupils at the Record Offices and also the Museums. In the case of the Museums, workshops are also held to coincide with exhibitions and various events.

2.6 Professional Assistance and Advice:

Professional assistance and advice is given to teachers who wish to use the Archives and Museums Service's resources for curricular work. Assistance is provided for catchment area INSET courses and workshops are also arranged in the Record Offices and Museums.

2.7 Timetable

The Service responds to requests for resources by firstly acknowledging the request and then setting about to answer the request as quickly as possible. Schools should receive the requested resources within a week.

When arranging visits to schools, or when arranging for a school to visit the Record Offices, Museums or workshops, the Archives and Museums Education Officer will co-operate fully with the school to arrange a mutually convenient date.

3. Provision

The service is provided through the medium of one post, the Archives and Museums Education Officer. The job is shared between two people, both trained teachers, and one also trained as an archivist. The post is answerable to the Principal Archivist.

A work programme is set and the Service's output is monitored with the Archives Service's performance indicators.

Individual schools can respond to the service received by using the feedback form or contacting either the Archives and Museums Education Officer or Principal Archivist directly.

The Service's responsibility is to respond to the needs of individual schools and therefore it is expected that the responsibility of the individual schools is to co-operate by making clear and reasonable requests.

4. Cost

The cost is based on the number of schools [throughout the county](#) that sign up to the Agreement:

For example, the following has been estimated:

- £365 based on 83 schools agreeing
- £432 based on 70 schools agreeing
- £590 based on 60 schools agreeing

The final cost (ranging between £365 and £590 per annum) will be known once that the number of schools signing up to the agreement is finalised.

5. Length of Agreement

A 3 year agreement is offered from April 1, 2020 until the end of March 2023.

Service Level Agreement

Education Business Centre (Area Office)

April 2020 i March 2021

DRAFT

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1.0 INTRODUCTION

1.1 The Agreement

This is a Service Level Agreement (SLA) between the Education Business Centre and individual Primary Schools to provide administrative support and guidance.
The Business Centre has evolved from the Schools' Support Service.

1.2 The Service

Administrative Support and Guidance

The main objectives of the service are to support effective administration in Gwynedd schools. We will provide a high quality service that will meet the administrative management needs of schools.

The purpose of the agreement is to ensure schools receive guidance and support to fulfil the administrative requirements placed on them, while at the same time ensuring that headteachers have the time to lead teaching and learning and the other various professional duties.

This service will provide those elements of school administration that would not be cost-effective for the school itself to provide and should be viewed as a supplementary element to the general administration of the school.

All parts of the service will be bilingual and we will treat our customers with courtesy and respect.

This agreement will conform to the legal and managerial requirements set by Welsh Government and by Gwynedd Council.

1.3 Methods of Provision

The service is provided by the Education Business Centre. The workforce has been specifically trained for the purpose of meeting the requirements of the service under the supervision of the Business Centre Leader. They provision will ensure consistency and succession to the service. Each individual school will have an individual to provide personal and direct contact.

It is the responsibility of the Business Centre Leader to supervise the work of the service, ensuring effective communication with the headteachers and the professional training and development of service staff.

The Business Centre Management Board will provide an opportunity for representatives of headteachers to monitor the quality of the provision and offer guidance on alternative methods of supporting schools. The Business Centre Management Board will receive and challenge performance reports on a monthly basis.

The Business Centre Leader is in charge of the service from day to day and acts as the main contact point for schools. The Business Centre Leader will offer guidance on business matters where appropriate, or refer the matter to the most appropriate person.

In partnership with the Corporate Translation Service a professional translation service is provided to enable schools to meet the requirements of the Language Policy and Language Commissioner.

1.4 Confidentiality

The Education Business Centre will ensure that all members of staff will uphold the confidentiality of any data, and that data is stored securely so that there are no doubts concerning the confidentiality of the information.

The Education Business Centre will conform in full with data protection legislation.

1.5 Solving Disputes

Any complaint or comments about the services should be referred in writing to the Business Centre Leader as soon as possible. The managers, through discussion, will attempt to resolve any differences of opinion on the content or implementation of this agreement. If the differences cannot be resolved through discussion, the matter will be referred to the Area Education Officers for a decision.

1.6 The Duration of the Agreement

A one-year agreement is offered from 1 April 2020 until 31 March 2021.

During this year will be consulting with the Management Board and schools on a new agreement which will include a larger range of services which could include aspects which are currently being piloted.

1.7 Terminating the Agreement

Three months' written notice will be provided by either party before terminating the agreement.

2.0 Packages

The SLA is a means of ensuring that the school has a clear procedure that complies with the *Council's Financial Regulations* and offers protection from failing to fulfil statutory requirements.

2.1 Financial Management

Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional	
2.1.1 a	Budget analysing and interpreting.	Ensure Headteachers' and Governors' understanding of the school budget	Termly	Provide a written report which analyses in words and graphically the school's financial situation. The report will be based on information which will be prepared by the Senior Accountant. The report will not duplicate the work of the finance unit. The report will support the Headteacher and Governing Body yn discussing financial matters.	The Headteacher's duty is to receive training, ask for advice and support from the Senior Accountant in order to monitor budget expenditure and to comply with the Council's Financial Regulations.	Core
2.1.1 b	Update budgetary information	Ensure that the information retained on the FMS system is correct.	Within 5 working days of receiving information.	Inform Headteachers of any overspending. Transfer funds between headings following instruction from the Headteacher.	Complete a financial virement form having secured the authorisation of the Governing Body according to the guidelines for: <ul style="list-style-type: none"> virement of funds between financial headings; expenditure in excess of a specified sum. 	Core
2.1.2 a	Process orders	Ensure compliance with the Council's Financial Regulations.	Daily	Provide support for schools in ordering in accordance with the Council's requirements. Create orders through the FMS system Contacting suppliers to resolve mistakes and problems regarding supplies.	Contact the office in order to make an order. Order materials through the e-procurement system	Core
2.1.2 b	Support the use of a Credit Card	Ensure compliance with the Council's Financial Regulations	Daily	Establish and offer guidance on the use of a credit card in schools. Offer an ordering service where appropriate. At the end of each month we will reconcile credit card expenditure against evidence in the form of invoices. Where possible we will find the invoices on systems such as Amazon monthly so that schools do not need to send them to the office.	Use the credit card appropriately. Send invoices to the office before the end of each month. Ensure access to ordering and payment systems of companies such as Amazon.	Core

				Inform the school of payments where no invoice has been received.		
2.1.3	Process invoices	Ensure compliance with the Council's Financial Regulations	Within 3 working days of receipt.	Ensure that the invoice is unique and valid for payment with correct expenditure codes. Contact suppliers to resolve mistakes and problems regarding invoices.	Prioritise the use of a credit card. Ensure that invoices are correct. Validate and certify invoices for payment. Within 5 working days, send to office for payment.	Core
2.1.4	Reconcile expenditure	Ensure that the monthly reconciliation is correct.	Monthly	Responsibility for reconciling monthly expenditure by checking and cross-referencing expenditure, resolving problems and correcting mistakes. Reconciling credit card expenditure.		Core
2.1.5	Financial Reports	Ensure that reports are correct.	Monthly	Produce financial reports for the Finance Unit/Headteachers following the monthly reconciliation and produce additional reports as required. In cooperation with the Finance Unit, ensure the accuracy of financial work through internal quality assurance processes.	Check that the report is correct. Contact the Finance Unit to discuss any inconsistencies. Act on issues that arise from the report.	Core
2.1.6	Close the financial year	Ensure correctness and punctuality in order that the balances carrying over are known as soon as possible.	By June	Ensure that all the orders/invoices within the current year have been processed: <ul style="list-style-type: none"> Delete old orders. Delete financial commitments. Close the financial year's electronic file. Transfer reserves to the new year.	Sicrhau bod holl archebion/anfonebau o fewn y flwyddyn gyfredol wedi eu hanfon i'r Ganolfan Fusnes Addysg.	Core
2.1.7	Open the financial year	Ensure the correct inputting of the budget into the FMS system.	A need to set the budget within 5 working days of receipt.	Open a new financial year before the end of March. Input the budget into correct headings in FMS and interlink it with the cost centres and ledger codes, create report templates and add new codes.	Secure the Governing Body's approval of the Final Budget before the end of May.	Core

2.2 Pupil Database - SIMS.net						
Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional	
2.2.1 Prepare the pastoral structure of classes/timetable	Ensure that the following are correct: - the structure of classes - new staff - new pupils.	The structure set up by 1 September.	Process information on the children, the pastoral structure, registration classes and teachers, in order to establish a new academic year.	Ensure correctness and share information about: - new pupils - new staff - the structure of classes before the end of the summer term.	Core	
2.2.2 Input pupil and staff information	Ensure that this is correct.	Within 5 working days of receiving the information.	Input basic information on all the school's pupils Input information on the school's teachers Offer support to schools when updating information. Process information on new pupils starting at the school and check the start date. Prepare a pupil information checking pack for each school annually to be sent to parents to check the accuracy of the details. Adapt individuals' details highlighted through the annual checking procedure.	Ensure correctness and share information about children in order to keep SIMS.net up to date. Ensure that information is shared about children arriving at or leaving the school. Distribute and ensure the return of details check form for each pupil.	Core	
2.2.3 Schools' Annual Census (September)	Ensure that this is correct and submit the report to the Information Officer.	Upload the report by the specified date.	Administrate the annual census in September by producing a report to check all the school's registered pupils. Resolve problems linked to the census such as pupil duplication and unique numbers (UPN).	Ensure that the information is correct.	Core	
2.2.4 Advise schools on the use of SIMS to promote attendance including administrating the Attendance Census	Ensure that this is correct and submit the report to the Welsh Government website.	On request of school. By the specified date.	Produce attendance report as required by school. This could include individual reports, pupil group or family reports or reports on the use of different codes. Administrate the attendance census in September for the previous academic year.	Ensure teachers register pupils two times a day. Ensure that the Education Business Centre receives up-to-date information about teachers and pupils. Ensure that the marks on the register are correct and appropriate.	Core	

				Produce an attendance report and check the percentages with the Headteacher. Upload the attendance census file onto the DEWi website, check the data and send this on to the Assembly. Offer guidance to schools as to how to produce attendance reports.		
2.2.5	Receive and transfer electronic Common Transfer Files (CTF)	Ensure correct and up-to-date information.	By the admission date or within a day of receiving the CTF.	<p>Receive pupils' electronic CTF files from the previous school via the S2S website (Secure Data Transfer System). Download the CTF to the new school. Update the personal details of new pupils.</p> <p>Receive information about a pupil leaving for a new school, contact the new school in order to find out the school and Education Authority's administration number, upload the pupil's CTF and transfer it via the S2S website. Update the personal details of new pupils.</p> <p>Receive a list of Year 6 pupils transferring to secondary schools, ensure that every pupil's CTF is complete and correct, move the file to the secondary school, upload the pupil's CTF and transfer it via the S2S website.</p>	<p>Inform the Education Business Centre within 5 days of any new pupils who arrive at or leave the school.</p> <p>Inform the Education Business Centre of the name, date of birth and previous school contact of any new pupil.</p> <p>Inform the Education Business Centre of the name, date of birth and new school contact of any departing pupil.</p> <p>There is a need to ensure that the Pupil Information Collection Form has been sent to the Education Business Centre for the information not on the CTF.</p> <p>Ensure that the secondary school option forms are distributed to Year 6 children in accordance with the Information Officer's guidance.</p>	Core
2.2.6	SWAC (School Workforce Annual Census)	Ensure that this is correct and submit the report to the Welsh Government website.	By the specified date for collecting information.	<p>Produce a report that presents the information required to complete the census.</p> <p>Upload the information onto the DEWi website</p>	Check the accuracy of the reports on DEWi and confirm this to the Education Business Centre.	Core
2.2.7	PLASC ('Pupil Level Annual School Census').	Ensure correctness of PLASC for Welsh Government.	By the specified date for collecting PLASC information.	<p>Administrate the annual PLASC:</p> <ul style="list-style-type: none"> gather and input census data and details. validate the census, reconcile information and resolve the problems that arise upload the PLASC electronic file onto the DEWi website check and authorise the data and send this on to Welsh 	<p>Ensure that information on SIMS.net is correct.</p> <p>Complete and ensure that the PLASC form is correct and submit this to the Education Business Centre by the specified date.</p>	Core

				Government within the specified timetable.		
2.2.8	Process pupil assessments in Reading/Numeracy Tests/Foundation Phase/KS2	Ensure that the information on SIMS.net is correct.	By the specified date for submitting the results onto the Welsh Government website .	<p>Send a member of staff to support the school in inputting the data directly into SIMS.</p> <p>On request, the Education Business Centre can prepare electronic mark sheets to collect the assessments.</p> <p>Calculate every mark sheet individually.</p> <p>Create a file for the DEWi website.</p> <p>Upload the assessments onto the DEWi website according to a specific timetable.</p> <p>Download reading tests' results onto SIMS.net from the DEWi website.</p> <p>Create a comparative analysis of individual pupil and whole-school results.</p>	<p>Ensure that assessments are submitted electronically, checking that they are correct.</p> <p>Ensure that the information on the SIMS.net system is correct.</p> <p>Ensure compliance with the guidance provided by the Information Officer in relation to submitting results.</p> <p>Ensure that results are correct before the SIMS Assistant uploads them onto the Assembly's website.</p>	Core
2.2.9	HWB	Ensure that the information transferred from SIMS.net to HWB is correct.	The timetable will be arranged jointly with the Headteacher.	<p>Ensure that the SIMS.net data transferred to HWB is correct.</p> <p>Offer general basic support to ensure access to HWB for staff and pupils. We will support schools with password problems by acting as Admin (where appropriate) to set and reset passwords.</p>	Ensure that the Education Business Centre receives up-to-date information about teachers and pupils.	Core
2.2.10	Other various software such as Incerts	Ensure that the information transferred from SIMS.net to Incerts and from Incerts to SIMS.net is correct.	The timetable will be arranged jointly with the Headteacher.	<p>Support the process of inputting and exporting data from SIMS to various other software such as Incerts.</p> <p>Provide a file from SIMS to upgrade software systems when new children or staff arrive at a school.</p>	Ensure that the Education Business Centre receives up-to-date information about teachers and pupils.	Core
2.2.11	Input personnel/staffing information	Ensure that the information is up to date and correct for financial commitments through monthly	Within the timescale for reconciling monthly expenditure	Input information from the Schools' Salaries and Contracts Unit about school staff's contracts such as new appointments, termination of contracts and changes in hours and pay.	<p>Ensure that the Schools' Salaries and Contracts Unit has up-to-date information on:</p> <ul style="list-style-type: none"> • changes to contracts • termination of contracts. 	Core

	expenditure reconciliation.		Ensure the Schools' Salaries and Contracts Unit has up-to-date information about new contracts.			
2.2.13	Update FMS and SIMS.net systems	Ensure that the system operates properly following any upgrade.	An agreed timetable with the systems' support providers.	Update FMS and SIMS.net systems as required.	Follow the instructions provided by the system's support providers.	Core
2.2.14	Produce a pupil report from SIMS.net to ONE	Provide information on a pupil level from SIMS.net to ONE.	Regularly	Provide reports from SIMS.net to be uploaded to ONE. Check the consistency of data between SIMS.net and ONE.	Provide the Education Business Centre with correct, up-to-date information so that pupil records can be updated in SIMS.net on behalf of the school. Update some aspects of pupil records in SIMS.net.	Core
2.2.15	Create new primary staff as users in the SIMS.net system	Ensure that the information is up-to-date and correct.	Timetable agreed with the Headteacher.	Create new users in SIMS.net for new staff.	Provide the Education Business Centre with details of new staff.	Core

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2.3 Support for Headteachers and Clerical Assistants						
	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.3.1	Support for new Headteachers	Ensure that up-to-date and correct information about administrative matters is transferred.	Within a term of starting as a Headteacher	Offer support to new Headteachers by conducting Training and/or an Administrative Surgery with the most appropriate person from the Education Business Centre.	Be prepared to ask for assistance if required. Attend courses offered Attend Administrative Surgery if required	Core
2.3.2	Support for Headteachers	Support in managing school's strategic documents	As required	Service to check that appropriate policies have been adopted by the school.	The Headteacher to contact the Education Business Centre Leader to ask for the service	Core
2.3.3	Milk reports	Ensure the accuracy of information in SIMS.net	Monthly	Ensure the accuracy of SIMS data with respect to numbers of children taking milk. Ensure missing marks are cleared and contact school if required. Extract milk reports from SIMS for under 5s, 5-7, and 7+. Send milk figures for under 5s to schools for the school to enter into the NMRU website.	Ensure the Education Business Centre receives up-to-date information about pupils receiving milk and that missing marks are cleared. Input figures into NMRU website on a timely basis.	Core
2.3.4	Support before inspection visit	Professional administrative service at request of Headteacher	As required	Offer administrative support as required by Headteacher in response to period of significant workload over a short period of time. Maximum of 3 days over three weeks.	Be prepared to ask for assistance if required. .	Core
2.3.5	Support for new Clerical Assistants	Ensure that up-to-date and correct information about administrative duties is transferred.	Within a term of starting in the post.	Offer support to new Clerical Assistants from the most appropriate person from the Education Business Centre over the phone, or by visiting the school.	Attend courses offered Attend Administrative Surgery if required	Core
2.3.6	Support for Clerical Assistants	Provide an opportunity to present new information and share good practice.	Termly	Offer various workshops to clerical assistants at an area or catchment level in order to share good practice. Ensure that what is presented is valuable and useful.	Attend sessions offered where possible. Make use of the resources prepared if suitable.	Core

2.3.7	Provide Guidance and Instructions for SIMS	Provide clear and detailed guidance and instructions.	Regularly	Provide a place to collect and share good practice. Provide an electronic forum to ask questions or offer solutions. Provide clear and understandable guidance to enable schools to make the best use of SIMS	Be prepared to ask for assistance if required. Follow support instructions for SIMS system	Core
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2.4 Translation

Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.4.1 Provide Bilingual Materials	Ensure that the work is correct.	The work will usually be completed within 20 working days of receipt but if a large document is submitted (5,000+ words but not exceeding 10,000 words) a new timetable will be negotiated with the Translator.	Ensure the corporate translation service in cooperation with the Education Business Centre translates documents from Welsh into English and from English into Welsh for Headteachers and Governors. A simultaneous translation service is provided free of charge outside this SLA.	Upload documents through Cyfieithu Cymru portal Exercise editorial responsibility, e.g. for educational terminology, informing the Translator of any mistranslation of terms. Ensure that no translations of documents already exist. Work should be sent to cyfieithu@gwynedd.llyw.cymru If simultaneous translation is required a meeting request should be sent to cyfieithu@gwynedd.llyw.cymru	Core

2.5 Supply Teachers

Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.5.1 Organise Supply Teachers at short notice	Assist schools to organise supply teachers	By the supply period	Assist schools to organise supply teachers during the absence of the school's teachers by: <ul style="list-style-type: none"> keeping an up-to-date list of teachers who have registered as supply teachers with the County, which is provided by the Schools' Salaries and Contracts Unit; gathering information from the school on the absence period, class/key stage; 	Contact and organise suitable supply teachers in advance for any absences that can be foreseen. With absences the Education Business Centre should be provided with correct information on the period of absence, class, key stage. If an offer has been made to a supply teacher through the Education Business Centre at the school's request, it is	Core

2.5.2	Galw Llanw ('Call Supply') Service	Assist schools to organise supply teachers	By the supply period	<ul style="list-style-type: none"> searching the list of supply teachers for the names of teachers in accordance with the Headteacher's requirements; contacting the supply teacher to offer work; contacting the school to inform the school whether or not a teacher is available; providing an up-to-date list of supply teachers at the Headteacher's request. 	<p>emphasised that the school is responsible for any change to or cancellation of the arrangement.</p> <p>The school is responsible for any financial cost or loss to the supply teacher if the arrangement is changed or cancelled by the school.</p>
				<p>The Education Business Centre will ensure that teachers who are part of Galw Llanw will:</p> <ul style="list-style-type: none"> register on the app receive support for any technical issues have had access to appropriate safeguarding training have had access to behaviour management training 	<p>Make regular use of the Galw Llanw app</p> <p>Encourage supply teachers to make use of Galw Llanw</p> <p>Encourage supply teachers to attend training provided</p> <p>Direct supply teachers to the Education Business Centre if there are technical problems or if there is a need for training</p>

2.6 Administration of Appointments

	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.6.1	Administration of Appointments: Supervisors, and Dinner Clerks and Caretakers employed by the school	Adhere to statutory requirements and the Authority's Appointment Guidelines.	The timetable will be arranged jointly with the Headteacher.	<p>Draw up an advertisement in collaboration with the Headteacher and Schools' Salaries and Contracts Unit.</p> <p>Provide an advertisement to be sent electronically to the Headteacher. Arrange dates for: closing, drawing up a shortlist, interviews.</p> <p>Send application packs on behalf of the school to applicants.</p> <p>Circulate advertisements via e-mail to the Gwynedd schools.</p>	<p>Adhere to statutory requirements and the Authority's Appointment Guidelines.</p> <p>Complete PEN 1 – Request to advertise a post Complete PEN 2 – Job Description. Complete PEN 3 – Person Specification.</p> <p>Arrange dates for: closing, drawing up a shortlist, interviews.</p> <p>After interviewing and the offer of appointment, the Headteacher will need to complete the Appointment Pack (i.e. Appointment Form (GY2) and Appointment Panel</p>	Core

2.6.2 **Administration of Appointments: Headteachers and Deputies**

Adhere to statutory requirements and the Authority's Appointment Guidelines.

The timetable will be arranged jointly with the Headteacher in consultation with the Governing Body and the Education Business Centre Leader/ Education Business Centre Officers

Receive application forms and make copies for the appointment panel.

At request of school, correspond with applicants and reference providers.

Send reference letters to the schools

Send job offer letter to applicant as well as DBS form, details on how to register with the Education Workforce Council (EWC) and BACS form.

Process the DBS, EWC details, BACS and confirm applicants' right to work in UK.

Transfer appointment package to Schools' Salaries and Contracts Unit

Draw up an advertisement in collaboration with the Governing Body.

Provide an advertisement to be sent electronically to the Chair (Headteacher post) or Headteacher (Deputy post).

Arrange dates for: closing, drawing up a shortlist, interviews.

Send application packs on behalf of the school to applicants.

Circulate advertisements via e-mail to the Gwynedd schools.

Receive application forms and make copies for the appointment panel.

At request of school, correspond with applicants and reference providers.

Send reference letters to the schools

Send job offer letter to applicant as well as DBS form, details on how to register with

Minutes Form) and return it to the Education Business Centre as soon as possible.

Inform the Schools' Salaries and Contracts Unit by sending GY3 Staff Termination of Employment.

Adhere to statutory requirements and the Authority's Appointment Guidelines.

Arrange to hold a meeting with the Governing Body in consultation with the Area Education Officer to discuss proceeding to appoint or not.

Complete PEN 1 – Request to advertise a post
Complete PEN 2 – Job Description.
Complete PEN 3 – Person Specification.

Complete further information about the school or provide the school handbook.

Arrange dates for: closing, drawing up a shortlist, interviews.

After interviewing and the offer of appointment, the Headteacher will need to complete the Appointment Pack for a Deputy post (i.e. Appointment Form (GY1) and Appointment Panel Minutes Form) and return it to the Education Business Centre as soon as possible.

Inform the Schools' Salaries and Contracts Unit by sending GY3 Staff Termination of Employment.

Core

				<p>the Education Workforce Council (EWC) and BACS form.</p> <p>Process the DBS, EWC details, BACS and confirm applicants' right to work in UK.</p> <p>Transfer appointment package to Schools' Salaries and Contracts Unit</p>		
2.6.3	<p>Administration of Appointments:</p> <p>Teachers and Assistants</p>	<p>Adhere to statutory requirements and the Authority's Appointment Guidelines.</p>	<p>The timetable will be arranged jointly with the Headteacher in consultation with the Governing Body and the SIMS Assistant</p>	<p>Draw up an advertisement in collaboration with the Headteacher.</p> <p>Provide an advertisement to be sent electronically to the Headteacher.</p> <p>Arrange dates for: closing, drawing up a shortlist, interviews.</p> <p>Send application packs on behalf of the school to applicants.</p> <p>Circulate advertisements via e-mail to the Gwynedd schools.</p> <p>Receive application forms and make copies for the appointment panel.</p> <p>At request of school, correspond with applicants and reference providers.</p> <p>Send reference letters to the schools</p> <p>Send job offer letter to applicant as well as DBS form, details on how to register with the Education Workforce Council (EWC) and BACS form.</p> <p>Process the DBS, EWC details, BACS and confirm applicants' right to work in UK.</p> <p>Transfer appointment package to Schools' Salaries and Contracts Unit</p>	<p>Adhere to statutory requirements and the Authority's Appointment Guidelines.</p> <p>Complete PEN 1 – Request to advertise a post Complete PEN 2 – Job Description. Complete PEN 3 – Person Specification.</p> <p>Complete further information about the school or provide the school handbook.</p> <p>Arrange dates for: closing, drawing up a shortlist, interviews.</p> <p>After interviewing and the offer of appointment, the Headteacher will need to complete the Appointment Pack for a Deputy post (i.e. Appointment Form (GY1/GY2) and Appointment Panel Minutes Form) and return it to the Education Business Centre as soon as possible.</p> <p>Inform the Schools' Salaries and Contracts Unit by sending GY3 Staff Termination of Employment.</p>	Core

Redundancy						
2.7	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.7.1	Collect evidence for process.	Adhere to the county procedure agreed with Gwynedd Teacher Unions' Forum and Auxillary Staff Unions' Forum	As required	Collect information to present the 'Redundancy Appendix A' form by the appointed date annually, for distribution with Letter 2a in the Redundancy process.	Headteacher/Clerk to distribute the form with all the relevant documentation to the relevant unions. It is the Headteachers' responsibility to ensure that all the information is correct, complete and included when sending Letter 2a out to the relevant unions.	Core

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2.8 Governing Body Constitutional Matters

	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.8.1	Administrate Parent Governor Elections and collate Governing Body documentation for the LA	Follow statutory requirements and Parent Governor nomination guidelines.	The timetable will be arranged jointly with the Headteacher	<p>Follow statutory requirements and Parent Governor nomination/election guidelines.</p> <p>Provide the Headteacher with a letter informing parents of the procedure for electing Parent Governors / paper copy or electronic system</p> <p>Provide Parent Governor nomination forms / paper copy or electronic system</p> <p>Provide Parent Governor voting slips / paper copy or electronic system</p> <p>Collate minutes, membership, annual report, school handbook and SDP on time in collaboration with the Clerk to the Governors or School Clerk.</p>	<p>Provide information about Governing Body membership to the Education Business Centre.</p> <p>Provide information about Governors ending or starting their terms.</p> <p>Organise a timetable jointly with the Education Business Centre to nominate Parent Governors.</p> <p>Ensure that the Headteacher/Clerk to the Governors/School Clerk send minutes, membership, annual report, school handbook and SDP on time to the Education Business Centre.</p>	Core

2.9 Procurement

	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.9.1		Ensure compliance with the Council's Financial Regulations.	Regularly	<p>Continue to modernise the systems for ordering and paying for goods/services</p> <p>Introduce credit cards</p> <p>Cooperate with the Council's Procurement Experts in order to find the best value for schools in respect of contracts.</p> <p>Complete work of recognising and promoting suppliers who offer the best value for money for the school.</p> <p>Offer support and advice to schools wishing to terminate or renew contracts.</p>	Contact the Education Business Centre Leader with any enquiries and suggestions involving procurement matters.	Core

3.0 Reducing Workload Packages

The following services are available through the Education Business Centre under the Small and Rural Schools Grant. The purpose of this grant is to respond to the administrative burden on smaller schools where teaching commitment is higher and administrative support is wanting. We will prioritise schools that meet the grant criteria during this contract.

Our intention is to investigate offering the majority of the services to everyone from April 2021 onwards by means of a new contract.

	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
3.1	Assistance to manage the school's strategic documents	Comply with statutory requirements to adopt policies annually, as appropriate	Annually	Provide a set of statutory and non-statutory policies in the school's branding (logo and relevant details) annually	Review the policies in accordance with school timetable. Check the contents of each one and ensure they are fit for purpose.	Core
3.2	Answer schools' telephone calls	Receive phone calls professionally and ensure their transfer for the Headteacher's attention following an agreed procedure	In accordance with the program for installing phone systems in school by catchment area	SIMS Assistant to receive all of school's calls within an agreed timetable Establish procedure and act accordingly Ensure that there is a communication process in an emergency	Establish procedure and act accordingly Ensure prompt response to an emergency call.	Optional (in accordance with IT timetable for installing phones)
3.3	Clerical/Administrative Pilot Scheme	Professional administrative service to support the school	As required and subject to ability of the service to provide	Support effective administration of the school by providing a professional service in the school Follow a termly program of work which will be a combination of the work of the Centre and school priorities.	Be prepared to ask for assistance if required. Prepare a program of work for the SIMS Assistant.	Optional (specifically for small schools without an Administrative Assistant)
3.4	Dinner Clerking	Administer the process of school lunch payments	Weekly	Ensure accuracy of SIMS.net data transferred to SchoolComms Offer general basic support in order to ensure efficiency of the system Provide banking and catering reports from SIMS.net	Ensure Education Business Centre receives up-to-date information. Inform the Education Business Centre of any changes to Schoolcomms passwords and contact details for pupils on SIMS.net Ensure accuracy of attendance records and dinner patterns on SIMS.net to enable correct reports.	Optional

4.0 Cost of the Agreement

The cost of the agreement on offer will correspond to the school's allocation through formula, but there will be no change to the cost for the period April 2020 to March 2021.

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Financial Service for Gwynedd Schools April 2020 – March 2023

Aim of the Service

To assist the school's governing body with financial planning and budget management, within available resources.

Responsibilities of the School

Setting the school's budget is a statutory responsibility of the Governing Body. The school cannot set a deficit budget.

The school is responsible for –

- presenting the Authority with any statistic/information which is correct and realistic for financial purposes
- checking any financial data/information
- prioritising expenditure to conform with the School Development Plan
- complying with the Council's financial regulations
- ensuring effective management of the budget
- set-up finance sub-committee
- define/delegate operational financial powers to headteacher/staff
- review the budget throughout the year
- earmark and plan the use of balances and clear any financial deficit

Summary of Services Provided

The Finance Unit – Development Group provides budgetary advice and financial information to the school's governing body, headteacher and staff, through -

Projections (*mainstream schools*)

- Prepare, during the Autumn term, a three year projection of the financial effect of pupil numbers, using the school's estimate of their pupil numbers
- The information will enable the school, with support from the Finance Unit, to prepare short and long-term planning on the school's staffing levels and financial situation.

Budget

- Preparing the School's Draft Budget statement, during the Spring term -
 - based on current available information
 - by considering historic financial tendencies under various budget headings
 - with a current staffing list
- Supporting the school during the period when setting the Final Budget, which balances to the Allocation by -
 - modelling the budget so that it reflects the school's requirements and priorities in accordance with the School Development Plan
 - modelling and costing various staffing options
 - modelling and costing any staff turnover
 - costing the likely impact of staff absences, due to illness, maternity leave, secondments etc
 - advising on the level and use of balances, taking long-term implications into account
 - preparing the School's Final Budget statement including staffing list

Monitoring

- Assisting staff with reconciling the school's financial system and the Authority's accounting ledger
- Assisting staff to solve problems linked to the school's financial system
- Reviewing the school's financial reports
 - to check the information
 - to review the financial position
 - to advise the school of the need to make transfers between headings
 - to advise the school of the need to make budget savings
- Review and develop financial reports
- Co-ordinate detailed reports on monthly costs of employing supply teachers and any reimbursements
- Modelling and costing any staff turnover or absences
- Supporting the school to review its budget during the year

Final Accounts

- Preparing a Final Account statement for the school, during the Summer term, which includes
 - supporting staff to close the financial year in the school's accounting system
 - comparing the school's original budget, adjusted for transfers,
any increase or reduction in allocation, with the school's actual expenditure for the year
 - identifying the school's balances at the end of the financial year
 - explaining substantial differences within the account headings
- Advising on the use of balances, or measures to cope with a financial deficit

General

- Investigating and responding to financial enquiries by a school, contractors, providers and other departments (Financial “One Stop Shop” arrangements dealing with the school)
- Supporting School/Governors in preparation for ESTYN Inspections
- Raising debtor invoices on the school’s behalf
- Timely support for new staff including the headteacher, administrative assistant and any other staff members with financial or monetary responsibilities, including a review of the school’s financial history, the current position and future projections
- Visit a school when necessary

Financial Surgeries *(primary only)*

- Financial surgeries are held for primary school headteachers and governors to discuss with the school’s accountant, any financial matter that impacts the school (minimum 6 surgeries annually)

Methods of Provision

- The service is provided by the Finance Unit – Development Group
- The above mentioned information and statements are provided in electronic form
- The information will be available bilingually
- Appropriate information technology software packs are used to provide the information

Confidentiality -

The Finance Unit – Development Group will ensure that data is kept safely and in confidence. The Unit will comply with data protection regulation.

Settling Disputes -

Any complaint or observation should be referred to the Finance Manager – Development Group who will attempt to resolve the situation. If this proves unsuccessful the matter will be referred to the Senior Finance Manager for determination.

Agreement Price -

A three year agreement from April 2020 to March 2023, with the price corresponding to the school's allocation

To Terminate the Agreement -

The agreement may be terminated by either side following written notification and a 3 month notice period

Points of contact -

Kathy Bell	Schools' Senior Accountant	01286 679449	KathyBell@gwynedd.gov.uk
Gwyn Owen	Schools' Senior Accountant	01286 679561	GwynOwen@gwynedd.gov.uk
Aled Williams	Schools' Technician	01286 679485	AledW@gwynedd.gov.uk
Alison Roddick-Williams	Schools' Technician	01286 679560	AlisonRoddick@gwynedd.gov.uk
David Roberts	Central Senior Accountant	01286 679273	DavidRoberts@gwynedd.gov.uk

SERVICE LEVEL AGREEMENT: 2020 - 2023 - DRAFT

SCHOOLS LIBRARY SERVICE

PRIMARY SCHOOLS, ALL-THROUGH SCHOOLS (PRIMARY AGE PROVISION) SPECIAL SCHOOLS AND LANGUAGE CENTRES

This SLA is applicable to all schools and language centres where there are pupils under the age of 12 , and all pupils attending special schools, where these locations are under the control of Council Gwynedd's Education Department.

We will provide the services below to support children's reading and literacy, and to support teachers in providing up-to-date and suitable resources to deliver the learning curriculum in the classroom.

Mobile Library - We will provide visits from the Mobile Library twice in the educational year, once in Autumn Term, and once between the beginning of the Spring Term and the end of the Summer Term, to give every pupil the opportunity to choose at least one book in Welsh and one book in English each time, to support reading for pleasure.

We will ensure that these resources are circulated regularly and that there is a wide selection of the most up-to-date and popular books available.

Pupils are allowed to take these books home with them. We will not charge schools for books that are not returned to us due to damage or loss. The books are loaned for 6 months or until the next Mobile Library visit.

If the school is located on more than one campus, then the Mobile Library will visit all sites to provide an equal service for all pupils.

A School / Language Centre must give us adequate notice if a visit needs to be cancelled or rescheduled. We do not guarantee another visit to a school if we are informed on the day that the Mobile Library service is not required .

School staff are expected to supervise children while on the Mobile Library vehicle at all times.

Teacher Resources - We will respond to all requests from teachers for teaching materials and resources and any resource pack will be tailored to individual needs. We will prepare and deliver resource packs within the shortest possible time, but delays are inevitable if resources have to be specially ordered to meet the request.

We will inform all teachers of any potential delays.

We will include a comprehensive, relevant and interesting range of varied resources in each pack to reflect the requirements of the theme and age range in question. All packs, where possible and appropriate, will include fiction and non-fiction books in English and Welsh, multiple copies where required, individual titles, Story Sacks, Themed Boxes and Artefact Boxes.

We will deliver and collect the packs to/from the nearby school or library.

We reserve the right to limit resources in times of heavy demand.

These resources are loaned for a term and any pack or item can be renewed for another term.

Resources are expected to be returned to us at the end of term when the Library makes arrangements to collect them, or when the Mobile Library next calls.

Support Activities - We will offer you the opportunity to participate in the following for the duration of the agreement.

- Darllen Dros Gymru: the Welsh Language Books Competition for Primary aged children
- Class visits to libraries where each pupil receives their own library card
- Visits by writers / shows / storytellers - available on an occasional basis over the duration of the agreement.
- Information on books including lists of recommended books to buy and titles suitable for special requirements.

Professional advice - At an additional cost based on cost per hour, a Librarian can provide advice and a service to schools on planning, developing and organizing school libraries, weeding and stock disposal.

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SERVICE LEVEL AGREEMENT: 2020 - 2023 - DRAFT

SCHOOLS LIBRARY SERVICE

SECONDARY SCHOOLS AND ALL-THROUGH SCHOOLS (SECONDARY AGE SECTION)

This Service Level Agreement applies to those schools with pupils aged 11-18, where these locations are managed by Gwynedd Council's Education Department.

We will provide the following services to assist Secondary schools to purchase books in a cost effective way to support children's reading and literacy, to support reading for pleasure and to supply resources to support learning where requested.

Book Purchase – Depending on the cost specified, we will offer a book purchase service on your behalf to support the reading needs of 11-14 year olds primarily, in both English and Welsh. These books will be the property of the School and will remain in the School.

We will consult with school staff and purchase books on your behalf, in accordance with the School's requirements.

The nature, range and content of the resources purchased will be discussed and agreed in advance with the Secondary / All-through school in order to reflect any specific requirements and needs and we will discuss and agree the language balance, age range, reading level and the balance between fiction and non-fiction the school wants to see.

Through the Library Services being part of a national Purchasing Consortium for Wales, we will be able to get significant discounts on the price of buying books, and can benefit from discounts of between 30-35% on English books and up to 15% on Welsh books. This will give you added value for your money.

We guarantee that all the cost paid by the school is spent on books, and we do not charge any administration fee for this service.

The arrangement will operate from the beginning of April to the end of March in accordance with Gwynedd Council's financial year.

The books will arrive to you processed with plastic jackets (at cost). If you do not want a plastic jacket on the books, you should inform us of your wish in advance and in good time.

We will deliver the books to the school during the Autumn and Spring terms at no extra cost.

We will provide an expenditure report at the end of the financial year on request.

This arrangement involves the purchase of books in the English and Welsh languages only. We cannot undertake the purchase of books in other languages.

We will make every effort to purchase any specific titles requested, but we cannot guarantee that we are able to purchase every title, for various reasons beyond our control.

Professional advice - At an additional cost based on cost per hour, a Librarian can offer advice and help on the design, development and organization of school libraries, weeding and stock disposal.

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Service Level Agreement

Human Resources Service

Addysg

April 2020 – March 2023

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1 The Agreement

1.1 The Agreement

This is a Service Level Agreement (SLA) between the Human Resources Service and individual schools to provide advice and support to Governing Bodies and Headteachers relating to their personnel and salary responsibilities as set out in relevant legislation.

2 Human Resources Service

2.1 Outline of the service provided

The Service is responsible for providing professional advice to headteachers, management teams and school governing bodies on a range of matters regarding employment of staff - teachers and auxillary staff. The advice given is based on employment law, national conditions of service and good employment practice.

2.2 Methods of Provision

The service is provided by the County's Human Resources Advisers and Human Resources Officers.

2.3 Human Resources Services Details

	Service	Service	Service	Service	Service
2.3.1.	Interpret statutory requirements and provide advice in areas such as contracts and conditions of service pertaining to teachers and support staff.	In accordance with legislation, contracts and guidance			Act on the advice given
2.3.2	On behalf of the Education Department. lead the work of developing human resources policies, which will then be presented to individual schools' governing bodies	In accordance with legislation, contracts and guidance		Provide example policies	Adopt and implement policies
2.3.3	Advise and support individual schools on implementing human resources policies in areas such as disciplinary procedures, redundancy, staff grievances, capability and managing sickness absence.	In accordance with policies			Act on the advice given
2.3.4	Co-ordinate links with the Teachers' Unions and Ancillary Staff Unions.			Hold regular meetings with union representatives	
2.3.5	Give advice on matters regarding staff re-structuring in schools. This can include communicating with the trade unions and advising staff members on opportunities for relocation to suitable alternative employment and dismissal arrangements.	In accordance with legislation, policies and guidance			Act accordingly to the advice given
2.3.6	Co-ordinate legal support to schools on all personnel matters.				Act accordingly to the advice given
2.3.7	Act as a contact point between the Education Department/ individual school in dealing with discussions regarding settlement agreements / ACAS				Act accordingly to the advice given
2.3.8	Advise headteachers or designated individuals in conducting investigations into employment matters.				Act accordingly to the advice given

3.0 General
3.1 Confidentiality

The Human Resources Service will ensure that all data is stored securely and that the confidentiality of information is assured. The Service will comply fully with data protection legislation.

3.2 Solving Disputes

The Human Resources Service will deal with every enquiry as efficiently as possible and in a courteous and agreeable manner. Staff will not tolerate abusive behaviour or offensive language by the enquirer and they will end the conversation immediately if this occurs.

Any complaint or comments about the services should be referred in writing to the Human Resources Advisory Service Manager as soon as possible. The Manager, through discussion, will attempt to solve any differences of opinion on the content or implementation of this agreement. If the differences cannot be solved through discussion, the matter will be referred to the Head of Corporate Support for a decision.

3.3 Duration of the Agreement

A three year agreement is offered from 1 April 2020 until 31 March 2023.

3.4 Terminating the Agreement

Three months' written notice will be provided by either party before terminating the agreement.

3.5 Cost of the Agreement

The cost of the agreement on offer will correspond to the school's allocation through formula for Human Resources Services

Service Level Agreement

Schools' Salaries and Contracts Unit and County Payroll Service

Addysg

April 2020 – March 2023

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1 The Agreement

1.1 The Agreement

This is a Service Level Agreement (SLA) between the Schools' Salaries and Contracts Unit and individual schools to provide advice and support to Governing Bodies and Headteachers relating to their salary and contracts responsibilities as set out in relevant legislation.

It covers all employees working in schools who are not part of any contract for services provided by an independent contractor or the Education Department's Catering and Cleaning Service.

Where the service is required for staff employed to work in services where the funding is included in a separate allocation e.g. school meals service, cleaning or grounds maintenance, an additional charge will be made for providing the service for relevant staff if employed by the school.

2 Schools' Salaries and Contracts Unit

2.1 Outline of the service provided

- Interpret statutory requirements and provide guidelines in areas such as Conditions of Service, pay structure, creating and changing contracts, appointment procedures, recruitment and other contractual matters pertaining to teachers and support staff.
- Provide advice and support as necessary in relation to benefits, retirement, ill-health and redundancy, including advising individuals and schools and administering the relevant procedures.
- Co-ordinate the maternity leave schemes and administer elements of the Insurance Scheme for Staff Absences.
- Process all salary claim forms presented by teachers and support staff before they are passed to be paid by the County's Payroll Service.
- Undertake all necessary checks on staff including checks on criminal background, medical checks and enquiries regarding the Education Workforce Council.
- Create, maintain and distribute lists of supply teachers and assistants.

2.2 Methods of Provision

The service is provided by the Education Department through the Schools' Salaries and Contracts Unit, and County's Payroll Service.

2.3 Schools' Salaries and Contracts Unit Service Details

	Service	Standards	Timetable	Responsibilities of the Education Department	Responsibilities of the School
2.3.1.	Interpret statutory requirements and provide guidelines in areas such as conditions of service, pay structure and other contractual matters pertaining to teachers and support staff.	In accordance with School Teachers Pay and Conditions (Wales) Document and Local Government Working Conditions (Green Book)	As soon as possible. Dependent on the enquiry.	Respond to enquiries from schools by referencing relevant documents.	Contact the Schools' Salaries and Contracts Unit with any enquiry.
2.3.2	Provide advice and support as necessary in relation to benefits, retirement, ill-health and redundancy, including advising individuals and schools and administering the relevant procedures.	In accordance with Guidance and National Regulations	As soon as possible. Dependent on the enquiry.	Provide benefits figures to individuals. Process teacher retirement requests on paper or on-line through 'Teachers' Pensions'	Refer individuals to the Schools' Salaries and Contracts Unit for details regarding their benefits.
2.3.3	Supervise the maternity leave scheme and administer elements of the Insurance Scheme for Staff Absences.				Ensure accuracy of Staff Absence Forms Provide Education Department with correct information regarding staff included in Absence Insurance Scheme
2.3.4	Process all salary claim forms presented by teachers and support staff before they are passed to be paid by the County's Payroll Service.		Within specific time frame.	Process claims by relevant date noted by County's Payroll Service.	Ensure accuracy of school staff Salary Claim Forms and that they are sent to the Schools' Salaries and Contracts Unit immediately at the end of each month.
2.3.5	Undertake all necessary checks on staff including checks on criminal background, medical checks and enquiries regarding the Education Workforce Council.	In accordance with Guidance and National Regulations		Check that all requirements such as DBS, registration with EWC and satisfactory references have been met before processing pay.	Conform with current policy requirements in this area. Do not allow anyone to work at the school until all the relevant requirements such as DBS, registration with EWC and satisfactory references are in place.
2.3.6	Create, maintain and distribute lists of supply teachers.	Ensure list is up-to-date.	Daily	Update list when new applications are received. Ensure that all requirements such as DBS, registration with EWC and satisfactory references have been met before including new staff on the list.	Ensure that the County's supply list is used when seeking supply teachers.

3 County's Payroll Service

3.1 Outline of the service provided

The County's Payroll Service shall provide a comprehensive payroll service ensuring accurate pay records are maintained for all employees employed directly by the school.

3.2 Methods of Provision

The service is provided by the County's Payroll Service.

3.3 County's Payroll Services Details

3.3.1 Standards of Service

The County's Payroll Service will try and ensure that contingency plans and arrangements have been established in order to pay salaries to all staff where, for any reason, the usual resources are not available. Arrangements for recovery have been established in the event of an exceptional emergency relating to the Council's I.T. equipment.

The payroll service is defined as a service which ensures that all employees receive their salaries accurately and on time conforming to statute and government regulations.

3.3.2 Timetable

In compliance with the payroll timetable that is published before the beginning of each financial year pay days will be as follows:

With the exception of kitchen staff, cleaners, caretakers and mid-day supervisors the pay day for school staff is the 25th of every calendar month. The only exception to this arrangement will be in December when the date will be the 23rd December. If the pay day happens to fall on a weekend the pay day will be last banking day which falls before the weekend.

The pay day for the staff listed as exceptions above is the 27th of every month – if the pay day happens to fall on a weekend or bank holiday the pay day will be last banking day which falls before the weekend or bank holiday.

3.3.3 Responsibilities – County's Payroll Service

After receiving the relevant information from the Schools' Salaries and Contracts Unit, the County's Payroll Service shall ensure:

- that data is entered by the relevant payroll date provided it is received by the scheduled deadlines.
- that all employees are paid correctly and on time into their nominated bank accounts.
- electronic itemised payslips will be provided for each employee every pay day through the self-service portal. Employees can choose to have their payslips in Welsh or English.
- that statutory deductions from pay in relation to Tax, National Insurance and Student Loans are correctly made in accordance with legislation.
- that the correct employer and employee pension contribution rates are operated in accordance with Pension Regulations, the pension deductions made and the totals remitted to the Pension scheme Administrators by the due dates.
- that deductions in accordance with any Court Orders, C.S.A. Orders etc. are made correctly and remit the deductions by the due date.
- administer statutory sick pay (SSP), statutory maternity pay (SMP), statutory paternity pay (SPP), and statutory adoption pay (SAP) or other similar statutory payment in accordance with statutory requirements based on information provided. Calculate and advise employees of their entitlement to these payments. Also ensure that the appropriate recovery of SMP etc. is made from the monthly National Insurance payment.

- all pay and records of occupational sick pay (OSP), occupational maternity pay (OMP), occupational paternity pay (OPP) and occupational adoption pay (OAP) are maintained in accordance with the relevant conditions of service and the correct payments are made.
- all pay awards, increments and changes to other miscellaneous payments are implemented in accordance with national agreements as soon as practically possible and without undue delay.
- all authorised voluntary deductions from pay are correctly made and remitted to the relevant bodies.
- all monthly and annual returns are completed correctly and in line with Statutory deadlines including:
 - P14 (HMRC end of year summary)
 - P35 (Employer's annual statement of PAYE details)
 - P11D and P9D (returns of expenses and benefits)
- monthly and annual contribution returns to Local Government and Teachers pension funds.

The County's Payroll Service and Schools' Salaries and Contracts Unit will deal with, and answer, all enquiries in respect of employees from the Department for Work and Pensions.

The County's Payroll Service and Schools' Salaries and Contracts Unit will deal with all enquiries for information from:

- Solicitors
- Accountants
- Insurance companies etc.

Despite this no information will be released without prior agreement in writing by the employee.

3.3.4 Compliance

The County's Payroll Service will ensure:

- that records are maintained in order to comply with statutory and regulatory requirements.
- that all changes to central and local government legislation are actioned as required.

3.3.5 Monitoring and Reporting of the Service

Auditing

Regular auditing of the arrangements and systems relating to administering the payroll will be conducted in order to ensure compliance with statute.

Reporting

The County's Payroll Service will ensure they have the reporting facilities in place to extract data from the payroll system as required.

4.0 General

4.1 Confidentiality

The Schools' Salaries and Contracts Unit will ensure that all data is stored securely and that the confidentiality of information is assured. The Schools' Salaries and Contracts Unit will comply fully with data protection legislation.

4.2 Solving Disputes

The Schools' Salaries and Contracts Unit will deal with every enquiry as efficiently as possible and in a courteous and agreeable manner. Staff will not tolerate abusive behaviour or offensive language by the enquirer and they will end the conversation immediately if this occurs.

Any complaint or comments about the services should be referred in writing to the Schools' Salaries and Contracts Unit Leader as soon as possible. The Leader, through discussion, will attempt to solve any differences of opinion on the content or implementation of this agreement. If the differences cannot be solved through discussion, the matter will be referred to the Senior Manager Education Resources Service for a decision.

4.3 Duration of the Agreement

A three year agreement is offered from 1 April 2020 until 31 March 2023.

4.4 Terminating the Agreement

Three months' written notice will be provided by either party before terminating the agreement.

4.5 Cost of the Agreement

The cost of the agreement on offer will correspond to the school's allocation through formula for Salaries and Contracts.

Where the service is required for staff employed to work in services where the funding is included in a separate allocation e.g. school meals service, cleaning or grounds maintenance, an additional charge will be made for providing the service for relevant staff if employed by the school.

SERVICE LEVEL AGREEMENT – FINANCIAL SERVICES **2020- 2023**

- **BANK AND INVESTMENT MANAGEMENT (CONTROL TEAM, CENTRAL ACCOUNTANCY UNIT AND INVESTMENT AND TREASURY MANAGEMENT UNIT)**
- **PAYMENTS**
- **INCOME & CASH RECEIPTING**

Contents:

Bank and Investment Management (Control Team, Central Accountancy Unit and Investment and Treasury Management Unit)

Payment of bank charges, investment to attract interest, together with the work of managing bank costs and reconciling bank accounts, in addition to administering “office stationery”.

Payments

The relevant element of the Unit’s work which pays schools’ invoices, related systems, (e.g. BACS), related costs (e.g. postage), occasional materials (e.g. cheques), and relevant adviser support. Together with the basic service of paying invoices, there will be expertise and guidance re: CIS, VAT, avoidance of duplicate payments, defending claims for late payments, etc.

Income and Cash Receipting

Providing the opportunity to pay cash into a local bank or Post Office. Processing costs (for financial accounts and management records) of school meals income and cash, and other “devolved” income and cash. Together with the basic service of processing income and cash, there will be considerable expertise as regards debt recovery and liaison as regards regular “banking”, VAT expertise, etc.

Contract Price

Service price will correspond to the school’s financial allocation.

Agreement Length

3 year agreement from 1 April 2020 to 31 March 2023.

Terms for ending the agreement

The agreement is operative for the period April 2020 to March 2023 and cannot be terminated by any party until the end of this period.

Statement in respect of Confidentiality and Disclosure

The Finance Department Units will treat as totally confidential all information received and no such information will be disclosed to any unauthorised party. This is in accordance with all relevant requirements of the Data Protection Act.

SERVICE LEVEL AGREEMENT
BANK AND INVESTMENT MANAGEMENT (CONTROL TEAM, CENTRAL ACCOUNTANCY UNIT AND INVESTMENT AND TREASURY MANAGEMENT UNIT)

1. SUMMARY OF THE SERVICES PROVIDED

General

- Payment on schools' behalf of all bank and post office charges relating to schools' normal banking activity (school budget, not unofficial funds).
- Ensuring that all aspects of banking procedures are thoroughly dealt with.
- Provide professional expertise in areas such as investment and borrowing so as to maximise the interest on balances.
- Provide VAT expertise.

Investments and Interest on Balances

- Investment of schools balances as part of the overall investments on behalf of the Council. This improves the interest available and covers any periods where an individual school has an overdraft. The interest is credited annually to the schools. In the current investment market interest on investments is very low. The priority is to protect the balances invested rather than look for higher interest rates. In the current market conditions it is possible that negative rates may be offered in the future which means paying for keeping balances on deposit. Any costs incurred in this way will be charged to school balances in the same way as interest is credited. Schools will be notified if this happens.

Value Added Tax (VAT)

- All aspects of Value Added Tax expertise. Answer tax enquiries, prepare the monthly claim to HM Revenue & Customs, prepare VAT handbooks and consider whether VAT on all aspects of income and expenditure is dealt with correctly and in the most effective manner. Prepare codes of practice, negotiate with HM Revenue & Customs, and respond to any matters arising during HM Revenue & Customs inspections. Specifically, ensure that any transactions regarding the sale of property are correctly dealt with, to avoid the possibility of crossing the partial exemption threshold. Visit schools during HM Revenue & Customs inspections, to respond immediately to enquiries.

Office Stationery

- Distribute/order/manage controlled office stationery. This includes ensuring a stock of bank / Post Office paying-in books to be provided for schools.
- Control the system of prepaid envelopes. Including obtaining quotes, ordering, paying bills, recording, distribution and charging for envelopes supplied.

Petty Cash Imprest

- Inspect/record and organise payment of petty cash imprest claims. Including inspecting codes, VAT aspects, reconciliation and ensuring that appropriate receipts for all items of expenditure are attached.

- Reconcile petty cash imprest levels to the central records on a periodic basis, ensuring they conform to the figure in the final accounts.
- Organise the distribution of an imprest level certificate before the end of March each year (TR25) and ensure it is returned. This is a crucial requirement by the Wales Audit Office.

2. STANDARD OF SERVICE

- The intention is to provide a professional and effective service of the highest standard to the Schools Service which will meet the requirements of that Service.

3. AGREEMENT LENGTH

- The service will be provided for the three financial years 2020/21, 2021/22 and 2022/23

4. RESPONSIBILITIES OF THE SERVICE PROVIDER AND RESPONSIBILITIES OF THE SCHOOL SERVICE

Banking

- The service provider will arrange to reconcile the Council's bank accounts monthly. In the case of schools who choose not to join a Service Level Agreement with the Control Section, it is expected that a school would provide, either in written form, or as an Excel file, a copy of the school's monthly bank account reconciliation statement. It is expected that this would include a list of cheques not presented at the end of the period, a list of cheques presented, and clear information regarding any items treated incorrectly by the bank, together with details of cancelled cheques and cases where replacement cheques have been prepared. Copies of bank statements to be sent at the same time, with clear reconciliation back to the bank balance, and proof that the "run" of cheques is complete.

Imprest claims

- It is expected that every school will submit a monthly imprest claim for reimbursement of expenditure on their imprest accounts. The service provider will process each imprest claim (assuming that the claims are correct and complete) within 10 working days, and will pass them on to Payments Unit to be paid. The service provider will also require each school to prepare an annual endorsed certificate (TR25) of the imprest level and any float which the school holds, for the end of March. These certificates are reconciled to the Council's general ledger system. This is a requirement by both the internal and external Auditor. In the case of schools who choose not to join a Service Level Agreement with the Control Team, Central Accountancy Unit it is expected that a school would reconcile their own imprest accounts, and prepare an annual endorsed certificate for the end of March.

VAT

- The service provider will prepare the monthly VAT claim to HM Customs and Excise. In the case of schools who choose not to join a Service Level Agreement with the Control Team, Central Accountancy Unit it is expected that the school will provide, within seven days of the end of each month, clear information on Value Added Tax - the statement to show, separately, an income and expenditure analysis, broken down into four categories:-

- Standard Rate
- VAT exempt
- Zero Rated
- Non-business

with the total VAT on standard rate items being shown.

HM Revenue & Customs have very strict penalties for not meeting their VAT requirements. For making a misdeclaration, a penalty of up to 30% of the sum in question is charged, and in cases of late information, they charge interest at a “commercial rate” on the sum in question. The responsibility for any such penalty incurred by the Council because of the failure of an individual school shall fall on that school’s budget.

Investments and Interest on Balances

- In the case of schools who choose not to join a Service Level Agreement with the Investment and Treasury Management Unit, it is expected that they will provide an analysis of interest received and any interest paid during the financial year.

5. STATEMENT IN RESPECT OF COMPLIANCE WITH LEGAL AND MANAGERIAL REQUIREMENTS

- The Finance Department Units operate under the Council’s Financial Regulations, and conform with the requirements of the CIPFA Code of Practice on Local Authority Accounting in the United Kingdom and the Service Reporting Code of Practice.

6. ARRANGEMENTS FOR MONITORING AND REPORTING ON THE SERVICE

- The monitoring arrangements will be consistent with, and reflect the relevant monitoring and performance management arrangements operated by the Council, and will comply with nationally accepted good working practices and standards.

7. COSTS AND PAYMENT ARRANGEMENTS

- In the case of schools who choose not to join a Service Level Agreement with the Control Team, Central Accountancy Unit, they will have to face all the costs and administration regarding the school’s local bank account. The school would be responsible for investing any surplus funds and obtaining bank agreements for any overdraft facilities which may be needed from time to time along with any costs incurred in these activities.

8. HOW DISAGREEMENTS WILL BE RESOLVED

- Any complaints or comments about the service should be directed, in the first instance, to the attention of the relevant officer as soon as possible. Discussions to try and resolve any complaint to the satisfaction of both parties will take place on an informal basis initially.
- If it is not possible to reach an agreement on an informal basis, then the matter will be escalated to Senior Management within the Finance Department.

CONTACT POINTS FOR ENQUIRIES REGARDING THE “BANK AND INVESTMENT MANAGEMENT” SERVICE LEVEL AGREEMENT

<u>Name</u>	<u>Title</u>	<u>Location</u>	<u>Phone</u>	<u>e-mail</u>
Gill Rowlands	Senior Control Technician	Central Accountancy Unit, Headquarters Caernarfon	01286-679592 (Ext. 32592)	GillRowlands@gwynedd.llyw.cymru (Rowlands Gill (CYLLID)) DesgRheolaethCyfrifeg@gwynedd.llyw.cymru (Desg Rheolaeth Cyfrifeg)
Lisa Marie Jones	Capital and Projects Assistant Accountant	Central Accountancy Unit, Headquarters, Caernarfon	01286-679141 (Ext. 32141)	LisaMarieJones3@gwynedd.llyw.cymru (Jones Lisa Marie (CYLLID)) DesgTAW@gwynedd.llyw.cymru Desg TAW
Marina Parry Owen	Pensions and Investments Officer	Investment and Treasury Management Unit, Headquarters, Caernarfon	01286-679617 (Ext. 32617)	MarinaParryOwen@gwynedd.llyw.cymru (Owen Marina Parry (CYLLID)) UnedBuddsoddi@gwynedd.llyw.cymru (Uned Buddsoddi)

Contact the officers below if you have any enquiry regarding this service and/or this agreement:

Banking – Gill Rowlands
 VAT – Lisa Marie Jones
 Investment – Marina Parry Owen

It is also possible to contact your relevant Accountant in the Development Finance Unit in the usual manner regarding any financial matter or any aspect of the Finance Department.

SERVICE LEVEL AGREEMENT

PAYMENTS UNIT

1. THE SERVICES OFFERED

- The provision of a service to process all invoices received by schools and to ensure that each invoice is paid promptly and correctly, in accordance with the Councils Financial Regulations and Tax Rules.
- Making cheques and BACS payments to suppliers.
- Ensure that the sum of each payment is correct and made to the correct creditor.
- Use the Payments System to avoid duplicate payments, and deal with any duplicate payment made.
- Ensure that all credit notes are processed immediately, and collect any monies due.
- Use the Payments System to control payment times in order to ensure a cash flow which attracts interest on balances, while avoiding the administration involved in late payments.
- Ensure that each payment is made in accordance with VAT rules, produce relevant reports for the monthly VAT return for HM Revenue & Customs.
- Give advice on problems relating to VAT on invoices.
- Ensure that payments are made in time to avoid interest due under the Late payments of Commercial Debts Interest Act. Deal with applications for interest on late payments, and be responsible for any payment where the invoice has reached the Payments Unit within 20 days of the date of the invoice.
- Ensure that the Construction Industry Scheme is implemented. Ensure that each relevant deduction is made, and that the Contractors Monthly Return and the money due are sent each month to the Inland Revenue. Be responsible for any fine (which may be £3,000 per invoice).

SPECIFIC DOCUMENTS

- Direct electronic transfer of invoices by Secondary Schools using forms TR256 for batching and the certifying of invoices.
- Primary Schools using coding slips TR252 to certify invoices

2. STANDARD OF SERVICE

- The intention is to provide an effective and professional service of the highest standard to the Schools Service which will meet the requirements of that Service.

3. AGREEMENT LENGTH

- The service will be provided for the three financial years 2020/21, 2021/22 and 2022/23.

4. RESPONSIBILITIES OF THE SERVICE PROVIDER AND RESPONSIBILITIES OF THE SCHOOL SERVICE

- Provider:- Provision of the service using the necessary skills and abilities expected for such a service and in a proactive manner which meets the expectations of the Schools Service as regards the standard of the service.
Communicate with the Schools Service in order to inform the same of any problems etc.
Strive to meet any targets where practical.
Respond to any complaints as soon as possible.
- Schools:- Inform the Payments Unit whenever possible on all matters which may have an effect on daily procedures and strive to do this as soon as possible e.g. (discrepancies and errors).
Inform the Payments Unit of any special or exceptional requirements as soon as possible.
Consult in advance with the Contact Point if there are any changes to schemes or the requirement to perform extra or exceptional tasks which may place unusual pressures on the level of service by Payment Unit.

5. STATEMENT IN RESPECT OF COMPLIANCE WITH LEGAL AND MANGERIAL REQUIREMENTS

- The Payments Unit operates under the Council's Financial Regulations and it is therefore expected that the Schools Service will also conform.

6. ARRANGEMENTS FOR MONITORING AND REPORTING ON THE SERVICE

- The Payment Unit aims to process all invoices within 5 working days of receipt by the Schools. Therefore the timeliness of the service can be assessed by confirming if the invoice has been paid within 5 days of receipt by the Payments Unit.

7. HOW WILL DISAGREEMENTS BE RESOLVED

- Any complaints or comments about the Payments Unit should be directed to the Senior Payments Officer in the first instance and as soon as possible.
- An attempt will then be made to resolve the matter by discussion and to the satisfaction of both parties.
- The aim is to resolve problems as soon as possible and to the satisfaction of the complainant and it is often easier to achieve this aim via informal means.
- If satisfaction is not achieved informally then the matter may be escalated to Senior Management within the Finance Department.

CONTACT POINTS FOR ENQUIRIES REGARDING "PAYMENTS" SERVICE LEVEL AGREEMENT

<u>Name</u>	<u>Title</u>	<u>Location</u>	<u>Phone</u>	<u>e-mail</u>
Chris Parry	Senior Payments Officer	Payments Section Headquarters Caernarfon	01286-679457 (Ext. 32457)	ChristopherDavidParry@gwynedd.llyw.cymru (Parry Chris David CYLLID)

Contact the above officer if you have any enquiry regarding the "Payments" service and/or this agreement.

You may contact your relevant Accountant in the Development Finance Unit in the usual manner concerning any financial matter or any aspect of the Finance Department.

SERVICE LEVEL AGREEMENT **INCOME AND CASH RECEIPTING UNIT**

1. THE SERVICES PROVIDED

The provision of a service to process and account for all income and cash received by Schools and ensuring that such income and cash is reflected accurately and promptly in the accounts. Also the provision of a service to create, print and despatch sundry debtor invoices together with arrangements to recover such debts on behalf of the Schools Service when necessary.

This will be achieved by :-

- Providing the opportunity for schools to pay cash (school meals income, instrumental music lessons, etc.) either into the Council's bank (Barclays) or a local Post Office.
- Processing income and cash received by schools for their services e.g. school meals, income from lettings, sale of milk, music lessons and sundries such as telephone calls, photocopying etc.
- Ensuring that the various income and cash elements are reflected in the financial ledgers in accordance with the information received. This will be achieved by receiving, scrutinising and preparing the TR34,TR182P, TR182C forms as well as the bank (Barclays) and Post Office paying-in slips and processing the same. Schools use an amalgamation of the documents referred to above depending upon local circumstances.
- Processing all the income directly credited to the Council's (Barclays) bank account from the "School Comms." system and ensuring that such income is reflected in the financial ledger.
- Receiving and banking weekly any cheques from those schools which use the Post Offices because of excessive processing costs
- The recovery of amounts which have been invoiced and which are overdue on behalf of the Schools Service where necessary (which includes legal support and advice when required).
- Ensuring that the correct liability in respect of Value Added Tax (VAT) is followed by the Schools Service in respect of all income and invoices (including the support and advice of the VAT consultant when required).

2. STANDARD OF SERVICE

- The intention is to provide an effective and professional service of the highest standard to the Schools Service which will meet the requirements of that Service.

3. PERIOD OF PROVIDING THE SERVICE

- The service will be provided for the three financial years 2020/21, 2021/22 and 2022/23.

4. RESPONSIBILITIES OF THE SERVICE PROVIDER AND RESPONSIBILITIES OF THE SCHOOLS SERVICE

- **Provider:-**

Provision of the service using the necessary skills and abilities expected for such a service and in a proactive manner which meets the expectations of the Schools Service as regards the standard of the service.

Communicate with the Schools Service in order to inform the same of any problems etc. Strive to meet any targets where practical.

Respond to any complaints as soon as possible.

- **Schools:-**

Inform the Income and Cash Receipting Unit whenever possible on all matters which may have an effect on daily procedures and strive to do this as soon as possible e.g. (discrepancies and errors).

Inform the Income and Cash Receipting Unit of any special or exceptional requirements as soon as possible e.g. amendments to timetables etc.

Consult in advance with the Contact Point if there are any changes to schemes or the requirement to perform extra or exceptional tasks which may place unusual pressures on the level of service by Income and Cash Receipting Unit.

5. STATEMENT IN RESPECT OF COMPLIANCE WITH LEGAL AND MANGERIAL REQUIREMENTS

- The Income and Cash Receipting Unit operates under the Council's Financial Regulations and it is therefore expected that the Schools Service will also conform.

6. ARRANGEMENTS FOR MONITORING AND REPORTING ON THE SERVICE

- The Income and Cash Receipting Unit aims to validate and process the various documents within 3 working days of receipt by the Schools. Therefore the timeliness of the service can be assessed by confirming if the information is reflected in the accounts or not.
- The Financial Regulations suggest that income should be banked daily where practicable and at least on a weekly basis therefore it is possible to monitor and report upon the regularity of banking by individual Schools by scrutinizing bank statements.

7. HOW WILL DISAGREEMENTS BE RESOLVED

- Any complaints or comments about the Income and Cash Receipting Unit should be directed to the Income Manger in the first instance and as soon as possible.
- An attempt will then be made to resolve the matter by discussion and to the satisfaction of both parties.
- The aim is to resolve problems as soon as possible and to the satisfaction of the complainant and it is often easier to achieve this aim via informal means.
- If satisfaction is not achieved informally then the matter may be escalated to Senior Management within the Finance Department.

CONTACT POINTS FOR ENQUIRIES REGARDING THE “INCOME AND CASH RECEIPTING” SERVICE LEVEL AGREEMENT

<u>Name</u>	<u>Title</u>	<u>Location</u>	<u>Phone</u>	<u>e-mail</u>
Stephen O. Williams	Income Manger	Income Unit Council Offices Caernarfon	01286- 682669 (Ext. 34669)	StephenOwenWilliams@gwynedd.llyw.cymru (Williams Stephen Owen CYLLID)
Siwan Mair Ifans	Reconciliation and Administrative Officer	Income Unit Council Offices Caernarfon	01286- 682676 (Ext.34676)	SiwanIfans@gwynedd.llyw.cymru (Ifans SiwanMair CYLLID)

Contact the above Officers if you have any enquiry regarding the “Income” service and/or this agreement.

You may in the first instance contact your relevant Accountant within the Development Finance Unit in the usual manner concerning any financial matter or ant aspect of the Finance Department.

