

Service Level Agreements

Memorandum of Agreement

Service Title: FINANCIAL SERVICES Head of Service Martin Hollos
SLA ID Number: Finance 10/001
Agreement Date <i>1 April 2010</i>
Between: The School and Financial Services Address: 8th Floor East Merrion House 110 Merrion Centre Leeds LS2 8DT Service Manager:Patrick Fletcher General Enquiries:0113 247 5153 e-mail address patrick.fletcher@educationleeds.co.uk

Conditions of the Agreement

Purpose of the Agreement:

The Purchaser wishes to engage the Service Provider in the provision of the Services in accordance with the terms of this agreement.

The Service Provider shall provide the services as set out in the specification of work.

Length of the Agreement:

The provision of the services shall commence from: 1 April 2010 for a period of 12 months.

Method of Payment

The method of payment for the Service Level Agreement as specified below will be made by internal recharge.

Variations

Both parties may jointly agree to omit any part of the service, or provide additional services, or vary temporarily or permanently any part of the service. Any modifications will be valued where applicable according to the prices set out in the agreement.

Confidentiality

Neither party shall disclose to any other party any information in connection with the provision of the service or any information contained in the agreement other than in compliance with the agreed information format specified in compliance with the provisions of the Data Protection Act 1998.

Statutory Requirements

Both parties shall comply with all statutory requirements relating to the provision of the service and where applicable national Codes of Practice or British Standard Specifications.

Indemnity and Insurance

The Service Provider shall be liable for and shall indemnify the Purchaser against any liability, loss, claim or proceedings arising under any statute or at common law in respect of any damage to property or persons; any injury to persons including injury resulting in death; and any claim from a service user, or any other person acting on behalf of the service user, except where this is due to any act or neglect on the part of the Purchaser or of any person for whom the purchaser is responsible. The Provider shall insure fully against its liability in such sum and on such terms as the Purchaser may reasonably require.

Assignment & Subcontracting

The Service Provider shall not transfer or assign this agreement and shall not subcontract the provision of the service without the prior written permission of the Purchaser, such permission to be not reasonably withheld.

Monitoring & Liaison

The parties to this agreement will be required to jointly implement and maintain a system for monitoring this agreement.

Contacts, Compliments and Complaints

For compliments or complaints please contact

Patrick Fletcher

Tel: 0113 247 5153

e-mail address patrick.fletcher@educationleeds.co.uk

or

Emma Dowson

Tel: 0113 247 5177

e-mail address emma.dowson@educationleeds.co.uk

For general service enquiries please contact your School Finance Officer

Training

Fiona Meeson

Tel: 0113 247 5156

e-mail address fiona.meeson@educationleeds.co.uk

Peripatetic Bursar Service

Philip Matthews

Tel: 0113 247 5152

e-mail address phillip.matthews@educationleeds.co.uk

School Meals

Ian Parker

Tel: 0113 247 5218

e-mail address ian.parker@educationleeds.co.uk

Address: 8th Floor East
Merrion House
110 Merrion Centre
Leeds
LS2 8DT

Notice

Either party may terminate the agreement by giving notice of 3 months in writing. Neither party shall have claims against the other arising out of the termination of the agreement.

Specification of Work

Context

Education Leeds is a company wholly owned by Leeds City Council and delivers a wide variety of Education related services to the 260 schools, 104,000 pupils, 17,000 teachers and other school based staff.

Services to be Provided

Please see the Directory of Services to Schools for the Service description and service specific procurement advice.

BASIC SERVICE

The following services are provided to schools who subscribe to this Service Level Agreement and are included in the basic charge:

Financial Advice and Planning.

- ◆ advice and assistance with budget preparation & medium term budget planning
- ◆ advice and assistance with budget monitoring
- ◆ advice on financial management and administration
- ◆ advice and guidance with meeting the requirements of the DCSF Financial Management Standard in Schools (FMSiS).
- ◆ provision of an Annual Financial Statement.
- ◆ completion of the annual Consistent Financial Reporting (CFR) return to the DCSF.
- ◆ provision of financial training
- ◆ provision of financial benchmarking data
- ◆ advice and assistance with financial management and administration of school-run extended services activity

Financial Administration.

- ◆ advice and assistance on the use of purchasing cards
- ◆ raising of income accounts on request
- ◆ follow up action on all income accounts
- ◆ the recording of income paid into the school via the PIV scheme
- ◆ liaison with other Services/Departments to assist in resolving financial queries
- ◆ monitoring of the potential effects of the late payment of invoices

School Meals Administration

- ◆ support and assistance with financial issues
- ◆ training of dinner money collectors in schools
- ◆ administration and allocation of milk grants
- ◆ support with the use of one-line payment of school meals

ENHANCEMENTS TO THE SERVICE – available at an additional charge.

- ◆ Financial Services offer a Peripatetic Bursar Service that provides day to day financial administration of the school budget which includes SIMS, FMS Leeds (previously known as FAB), processing orders, invoices, reconciliation, bank imprest and petty cash. This can be purchased on a yearly basis or to cover short-term absences (subject to staff availability).
- ◆ Financial Services offer a Peripatetic Bursar Service that provides an appropriate level of support to schools in times of additional need for school dinner money collector duties, school meal cash collection and cash recording on a short term basis (subject to staff availability).
- ◆ As part of the annual training programme, development courses are available at an additional cost.
- ◆ Bespoke financial training can be provided on request for individual or clusters of schools or Governing Bodies.
- ◆ We offer, in conjunction with Leeds City Council Internal Audit, an external assessment service for schools of their submissions and portfolio of evidence towards meeting the DCSF Financial Management Standard in Schools.

Method Statements

The services will be delivered by trained and knowledgeable staff who will:

- ◆ visit your school to provide support and assistance with financial issues
- ◆ provide telephone/e-mail support
- ◆ produce an annual budget pack
- ◆ produce Microsoft Excel spreadsheets to assist in budget planning and monitoring
- ◆ extract information from Leeds City Council's financial ledger (FMS Leeds) and use this to produce monthly payroll, transaction and budget reports, which are clear, concise and easy to use, to assist schools in budget management
- ◆ produce and update a Finance Manual for use by school staff
- ◆ produce and update a Governors' Finance Manual
- ◆ deliver an annual information session for Administration and Finance staff
- ◆ prepare and deliver training courses
- ◆ produce a monthly Financial Newsletter
- ◆ regularly publish and update guides and information onto the Financial Services team page on Infobase Schools
- ◆ provide SIMS FMS/FMS Leeds training and support

Performance

The success of our service delivery will be judged by its ability to meet the needs of the school. This will be measured by the satisfaction of Headteachers and Governors through the Traded Services Annual Survey.

Financial Advice and Planning.

The services will be provided by highly trained and experienced staff with expertise in schools' financial management, who will:

- ◆ ensure all schools receive their entitlement to a minimum of 2 budget visits per year.
- ◆ assist all schools with the preparation of their annual budget prior to the submission deadline.
- ◆ provide assistance in producing an updated 3-year budget plan as part of the budget review process.
- ◆ ensure telephone cover is provided between the hours of 8.30am and 5.00pm (4.30pm on Fridays).
- ◆ ensure monthly printouts are sent out to schools in the next available envopac following the closure of the accounting period as determined by the Department of Finance.
- ◆ ensure Finance and Governors Manuals are reviewed regularly and revisions provided as appropriate.
- ◆ provide financial information sessions for administrators each year.
- ◆ advise schools on the principles of Best Value.
- ◆ seek to ensure our service embodies the principles of Best Value at all times.
- ◆ assist schools with the preparation of extended services budgets

The service is structured in order to ensure we have the flexibility to deliver an appropriate level of support to schools at times of additional need.

Finance Administration

The Finance Administration Support Team will ensure that:

- ◆ schools are informed of the number of invoices paid within 30 days to comply with the Late Payment of Commercial Debts Act 1998.
- ◆ internal LCC invoices are paid within 14 days of receipt.
- ◆ replies to financial transaction queries are received by schools within 28 days.
- ◆ telephone cover is provided between the hours of 8.30am and 5pm (4.30pm on Fridays).
- ◆ sundry income accounts are raised for release vouchers within 14 days of receipt.
- ◆ Invoices are raised within 28 days of receipt
- ◆ Termly reports are sent to schools with details of all invoices raised, and their current status

School Meals

The Financial Administration Support Team will ensure that:

- ◆ all schools upon request will be entitled to a school meals visit for support and assistance with financial issues on school meals
- ◆ ensure telephone cover is provided between the hours of 8.30am and 5pm (4.30pm on Fridays)
- ◆ follow up action is undertaken on all sundry income accounts

The generic customer service standards for Education Leeds are in Appendix B

Monitoring

Our service will be monitored using a range of mechanisms:

- ◆ Audit Commission Surveys.
- ◆ Annual Traded Services Survey
- ◆ Internal and external audit.
- ◆ Financial Administration Liaison Group.
- ◆ Comparisons with other Local Authorities.
- ◆ Training Evaluation Forms.
- ◆ External Assessment, e.g. Ofsted Report, District Audit.
- ◆ Education Leeds Compliments and Complaints System

Service provider requirements of the School

The effectiveness of our service is partly dependent on the school. Therefore, we require that schools:

- ◆ take advantage of the training courses offered by the service for both school-based staff and governors.
- ◆ adhere to Financial Regulations and Contract Procedure Rules and associated guidance.
- ◆ ensure the budget is managed and monitored effectively.
- ◆ meet deadlines and return data when requested.
- ◆ ensure that timely reconciliations take place between school budget transactions and both the local cheque account and the school SIMS FMS system..
- ◆ use the Finance Manual.
- ◆ follow the 'Scheme for Financing Schools'.

Pricing

Existing contracts will terminate on 31st March 2010. The pricing mechanisms for the period 1st April 2010 to 31st March 2011 are shown below.

Financial Services.

The price of the delegated financial services is calculated from a lump sum and an amount per pupil.

	Lump Sum	per FTE pupil
Primary	£2,084	£1.31
Secondary	£1,967	£1.24
Special	£2,084	£6.24

Peripatetic Bursar Service – Financial Services

Prices for the Peripatetic Bursar Service are as follows:

Per Day	£164
Morning Session (3hrs)	£89
Afternoon Session (2.5hrs)	£75

Peripatetic Bursar Service – School Meals

Prices for the Peripatetic Service are as follows:

Per Day	£164
Morning Session (3hrs)	£89
Afternoon Session (2.5hrs)	£75

Training.

Prices for the developmental training courses vary, but will be stated within the Annual Training Programme.

Financial Management Standard – External Validation

Details of the service to be offered and prices will be sent by Leeds City Council Internal Audit.

The scale of charges will be reviewed annually.

Appendix A

Statutory Entitlement

The following will be provided for all schools regardless of whether they enter into the SLA:

- ◆ a copy of the Scheme for Financing Schools, and any procedural documents referred to in the scheme.
- ◆ maintenance of and advice regarding the Scheme for Financing Schools.
- ◆ calculation and allocation of formula funding.
- ◆ preparation of Section 52 Statements, including grant allocations (a copy to be provided to all schools).
- ◆ provision of Financial Regulations and Standing Orders Relating to Contracts and advice and guidance on their application.
- ◆ guidance on Contract Procedure Rules.
- ◆ notification of amendments to Leeds City Council financial operating procedures.
- ◆ notification of funding adjustments.
- ◆ provision of transaction details from Leeds City Council's financial ledger (FMS Leeds).
- ◆ a monthly expenditure report from Leeds City Council's financial ledger.
- ◆ necessary maintenance to accounts.
- ◆ notification and transfer of previous year's balance.
- ◆ provision of advice regarding the financial management of extended schools activity (this service is partly funded externally, but is likely to be integrated into the service level agreement in future years)

No charge is made for these services.

Appendix B

CUSTOMER SERVICE STANDARDS

The principles of good customer service should apply every time we interact with a customer, whether external or internal.

To ensure we and our customers know what level of service to expect, Education Leeds has adopted a set of minimum Customer Service Standards, which all staff should aim to achieve.

- We will be friendly and helpful. We will listen and deal with enquiries efficiently, promptly and correctly.
- We will communicate with our customers in plain English, using terms that are clear and easy to understand.
- We will arrange to discuss sensitive or confidential issues in a private room or area, if necessary.
- We will arrange for leaflets and information to be made available appropriately in any language, braille, large print, tape or cd.
- We will arrange an interpreter for customers, by appointment, if English is not their first language or if they use British sign language
- We will aim to answer the telephone within six rings.
- We will welcome and record feedback from customers. We will try to resolve any complaints on the spot. Where this is not possible we will acknowledge complaints within three days and provide a response within 15 working days.
- We will acknowledge all emails within one working day and provide a full response as early as possible, but certainly within ten working days.
- We will respond to letters and faxes within ten working days. If we cannot provide a full response in this time we will contact the customer to explain why and let them know when they can expect a full response.
- We will wear a name badge so that customers know to whom they are speaking.