

**1 Year  
Service Level Agreement**

*To be in schools on 7<sup>th</sup> May 2010 for service delivery commencing September 2010*  
**Memorandum of Agreement**

<b>Service Title: Healthy Schools and Wellbeing Service</b> <b>Head of Service: John Freeman/Anne Cowling</b>
<b>SLA ID Number:</b> <i>10/001</i>
<b>Agreement Date</b>
<b>Between:</b>  <b>The School:</b>  <b>Name of School:</b> <b>Address:</b>   <b>Tel. No:</b>  <b>Headteacher:</b>  <b>and</b>  <b>Service Provider</b>  <b>Service Title: Healthy Schools and Wellbeing Service</b> <b>Address:</b> <b>Elmete Centre</b> <b>Elmete Lane</b> <b>Leeds LS8 2LJ</b>  <b>Service Manager: John Freeman</b> <b>General Enquiries: 0113 - 2144051</b>

## 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<sup>st</sup> September 2010*  
for a period of : *3 years, renewable on an annual basis*

### 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.

- Statutory duty for school governors to promote wellbeing,
- Statutory duty to promote spiritual, moral, social and cultural development
- Statutory school nutritional standards
- Statutory requirements for sex education and appropriate policy/statement
- Statutory requirements for drugs education and appropriate policy

- Statutory duty to provide citizenship education (secondary schools)
- Statutory duty to provide PE
- Statutory guidance for all services to promote the wellbeing of looked after children

Ofsted:

Relevant components of the statutory self evaluation form (SEF) include

- the five Every Child Matters (ECM) outcomes
- pupils' behaviour and attendance (in relation to ECM/wellbeing)
- the extent of the pupils' spiritual, moral, social and cultural development

This includes

- The extent to which pupils contribute to the school and wider community
- The extent to which pupils adopt healthy lifestyles
- Pupil school attendance
- The extent to which pupils feel safe
- Pupil behaviour
- The extent to which the curriculum meets pupils' needs, including, where relevant, through partnerships
- The effectiveness of care, guidance and support
- The effectiveness of the school's engagement with parents and carers
- The effectiveness of partnerships in promoting learning and well-being
- The effectiveness of safeguarding procedures
- The effectiveness with which the school promotes community cohesion
- The school's capacity for sustained improvement (with respect to wellbeing)
- The extent to which students develop skills, knowledge and understanding relevant to sustainable development.
- Uptake of free school meals
- All wellbeing elements within the pupil guarantee<sup>1</sup>, including:
  - every pupil receives personal, social, health and economic education (PSHE) from September 2011;
  - that every pupil should go to a Healthy School that promotes healthy eating, an active lifestyle and emotional health and wellbeing
  - every 5-16 year-old has access to five hours, and every 16-19 year-old has access to three hours, of high-quality PE and sport per week, in and out-of-school
  - every pupil should have access to regular competitive sport, coaching to improve their skills and enjoyment, a choice of different sports, pathways to club and elite sport, and opportunities to lead and volunteer in sport;

All elements contribute to:

- Pupils' achievement and the extent to which they enjoy their learning

## **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 unreasonably withheld.

## **Monitoring & Liaison**

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

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<sup>1</sup> Subject to legislation

## Compliments and Complaints

For compliments and complaints:

**Contact:** *Anne Cowling*

**Tel. No:** 07891 270337

**e-mail:** [anne.cowling@educationleeds.co.uk](mailto:anne.cowling@educationleeds.co.uk)

**Address:**

Elmete Centre

Elmete Lane

Leeds LS8 2LJ

## Notice

Either party may terminate the agreement by offering 3 months notice in writing. The notice period also applies 3 months prior to the end date of the SLA as appropriate. 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 294 schools, 115,000 pupils, 17,000 teachers and other school based staff. The Healthy School and Wellbeing Service is part-funded by NHS Leeds and the National Healthy Schools programme which subsidises the work offered to schools.

### Services to be Provided

#### The core entitlement:

All schools in Leeds – whether or not they adopt this SLA - can access national Healthy Schools processes using the national online tools. They would then automatically be subject to local moderation procedures which may involve a visit from a local moderator.

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

### Healthy Schools and Wellbeing Service

#### Summary :

Please see the enclosed brochure for details of services available to schools

The Healthy Schools and Wellbeing Service offer schools essential advice and support to develop the infrastructures and systems for wellbeing that are now required of schools. The broad menu of services offered through this SLA support this in the following ways:

- **Ofsted:** Preparing schools for successful Ofsted inspections and populating relevant sections of the

school SEF with outcome data; ECM – every child matters outcomes; care, guidance and support; pupils spiritual, moral, social and cultural development; emotional health strategies to prevent, support and respond to behaviour, attendance and safeguarding issues; sustainable development.

- **Outcomes:** developing data collection and analysis infrastructures for wellbeing; effective evidence /reporting for universal and targeted outcomes for young people (and their families)
- **Statutory requirements** for wellbeing: including duties around sex education, drugs, PSHE, nutrition, safeguarding, model policies.
- **Intervention:** targeted strategies for vulnerable or ‘at risk’ pupils; infrastructures and screening tools for referrals.
- **Prevention:** strategies to support young people to proactively manage their own health and safety and develop the ability to make a positive contribution to their communities

The following applies:

- Annual number of consultancy visits available to schools – currently there are notional upper limits on how much a school can use the service although these are not made explicit. This is because school usage of the service fluctuates from year to year according to need – occasionally school staff will require additional support, for example in preparation for Ofsted, or schools may use the service more heavily because of a particular priority in a given year. In addition, the service is commissioned by NHS Leeds, to provide additional targeted support to schools who serve the wards suffering the worst health inequalities. The service reserves days for bespoke and /or intensive support packages required by any schools to respond to emerging situations that require immediate and/or unanticipated support.
- We propose to continue the above arrangements subject to regular review and monitoring of school uptake.

## Method Statements

Please see the enclosed brochure for details of services available to schools. These will be reviewed regularly during the course of the year to ensure they remain relevant to school need and any emerging educational developments both locally and nationally.

Service offered:

- Free attendance at citywide training events (advertised through an annual calendar and training booklet)
- Consultancy advice and support through email and telephone
- Consultancy visits to the school – advice for individuals or teams
- Inset training – tailored to school requirements
- ‘Residencies’: bespoke packages negotiated with individual schools, which might include self evaluation, planning, lesson observation, team teaching, in service training.
- Brokered support from other sources where appropriate, including links with NHS Leeds, CAMHS, school nursing and other services within Education Leeds/Children’s services etc.

The service supports wellbeing through classroom experiences, as well as whole school and extended service approaches. There is support for six strands of work:

- 1) whole school wellbeing and healthy schools enhancement work;
- 2) emotional/mental health
- 3) PSHE Education
- 4) participation and pupil voice
- 5) healthy eating and physical activity
- 6) sustainable schools.

This includes

- support with a number of national and local programmes eg:
  - National Healthy Schools Enhancement Model,
  - National Healthy Schools annual review
  - Leeds Sustainable Schools Standard
  - Investors in Pupils,
  - National PSHE CPD programme,
  - Targeted mental health in schools programme (TaMHS)
  - Be Healthy! and the Be Healthy Family Challenge
  - Smoke free schools

- Other relevant national /local programmes and campaigns that may emerge
- Access to a range of data collated from national public health observatories and Children's Services and other relevant wellbeing data for schools
- Support with analysis of ECM survey results and other centrally held online surveys to establish school level wellbeing data
- All centrally developed resources including newly designed valid indicators for measuring the impact of interventions, exemplar policies, self evaluation tools, schemes of work and lesson plans, health toolkits and screening tools.
- Newsletter and network websites, school networks
- Opportunities for innovation, celebration and dissemination of good practice
- Opportunities for young people to be involved in participation and school council projects

The Healthy Schools and Wellbeing Service will aim to work together with other Education Leeds teams where relevant to ensure a coherent service experience for schools.

- Details of any updates to the service offered will be sent by the Healthy Schools and Wellbeing Team where appropriate

## Performance

- Wellbeing outcomes for pupils in the school, as measured year on year through the ECM /other surveys in comparison with city /national averages. This includes:
  - improved pupils perceptions about their emotional health and behaviour;
  - improved behaviours preventing obesity (healthy eating and physical activity)
  - Improved behaviours relating to risk/resilience and raising aspirations (linked to drugs, alcohol and tobacco use, teenage pregnancy, antisocial behaviour, NEET)
- School achievement of standards eg Healthy Schools, Sustainable Schools, Investors in Pupils
- School achievement of early success indicators related to school chosen priorities
- Effective, embedded systems that ensure high quality provision for wellbeing
- Effective self evaluation form (SEF): hard evidence to demonstrate improved wellbeing outcomes
- Successful Ofsted reports for the school

Other measures include:

- School progress at wedge / city and national level in comparison with other schools.

*The generic customer service standards for Education Leeds are in Appendix A*

## Monitoring

A range of mechanisms will be used to monitor the impact of the programme

- Early success indicators – quantitative and qualitative - related to the outcomes mentioned in the above section – as evidenced by the Healthy Schools Enhancement Model (HSEM)
- School useage of the service
- Service performance – through the Healthy Schools and Wellbeing Services internal performance management and CPD systems
- Annual evaluation of the service support given to the school and the effectiveness of the SLA, summary of data for each school
- Evaluation of training and support sessions
- The Audit Commission headteacher survey

## **Service provider requirements of the School**

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

- Submit SLA response form to Healthy Schools and Wellbeing Services by May 31st 2010
- Take advantage of consultancy support and training courses offered by the service for schools staff and governors
- Meet and honour commitments and deadlines where consultants negotiate these with the school

## Pricing Schedule for year one

### 1. Costs of full Healthy Schools and Wellbeing Service package for Sept 2010- August 2011 (only available to Leeds state schools)

	<b>Cost</b>
Secondary schools	£720 pa

The above prices include:

- consultancy visits and emails/phone calls
  - access to school resources and toolkits developed by the service (including access to websites)
  - access to any training programme (minimal venue costs may occasionally be added)
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- The Healthy Schools and Wellbeing Services package is subsidised to Leeds schools. Elements of the service are funded by Education Leeds, NHS Leeds and the national Healthy Schools programme. It is also supported through successful bids to different local, regional and national funding bodies. Until 2010, all services have been available free of charge to schools. The charge to schools in 2010 addresses a shortfall in funding due to non-availability of previously existing funding streams.
  - A recent successful funding bid (Local Public Service Agreement reward monies) has secured additional monies so that schools serving the most deprived wards or teenage pregnancy hotspot wards, SILCs and PRUs will receive these funds to help them pay for the service for the first two years, subject to the schools engagement with the healthy school enhancement model during the academic year 2010-11. This has made it possible to significantly reduce the amount charged to all other schools in the city for 2010-11.

**Prices for future years will depend on the success of bids for external funding for Leeds schools (which will be ongoing). Therefore the scale of charges will be reviewed annually.**

**Where possible, surplus funds gained in the future will be refunded to schools in lieu of previous payments made. Healthy Schools and Wellbeing services will continue to seek to secure external funding that will subsidise the services to and provide innovative opportunities for Leeds schools.**

# Education Leeds Service Level Agreements 2010 - 2011

## RESPONSE FORM

*To be returned to the service provider by 11<sup>th</sup> June 2010*

**I agree to the cost of the Service Level Agreement as specified above to be charged directly to my school Account by Internal Recharge.**

**SLA/ID No..... Service .....**

**School.....**

**Address.....**

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**Signature.....Headteacher.....**

**Expenditure Code.....**

**Please send the completed form to the service provider at the address below**

Anne Cowling  
Manager,  
The Leeds Healthy Schools and Wellbeing Programme,  
Education Leeds - School Improvement Service  
Elmete School Improvement Centre  
Elmete Lane  
LEEDS  
LS8 2LJ  
Tel: 07891 270337  
Admin: (0113) 2144051  
Fax: (0113) 2144083

# Appendix A

## 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.

### **In our frontline offices and receptions, we will:**

- publish the opening hours, telephone numbers, e-mail address and website address, for customers to contact us;
- let customers know how long they may have to wait if they do not have an appointment;
- see customers on time if they have an appointment;
- have supply of feedback forms available;
- provide customer-friendly environments;
- provide confidentiality if needed.

### **When customers telephone us, we will:**

- answer the telephone **within six rings**;
- take a brief message for colleagues who are not there. The message should include the caller's name, telephone number, date, time and a brief message;
- return calls by the next working day if a message is left on an answer telephone or voicemail;
- explain to callers what will happen when we put them on hold or transfer them;
- be prepared for the customer when we make a call.

**When customers send us letters, faxes and e-mails, we will:**

- provide an acknowledgement **within three working days** and a full response **within ten working days**. If we cannot provide a full response in this time, we will contact them to explain why and let them know when they can expect a full response;
- end all e-mails to external customers with our name, telephone number and website address, and an explanation of how to give us feedback.

**When we speak to customers, we will:**

- be polite and courteous;
- welcome them;
- give our name;
- treat them with respect;
- listen and give them our full attention;
- give help.