

CHILDREN &
YOUNG
PEOPLE'S
SERVICES
DIRECTORATE

ICT STRATEGIC
SERVICE LEVEL
AGREEMENT
FOR SCHOOLS &
PUPIL REFERRAL
UNITS

2011 - 2012



Children & Young People's Services ICT Strategic Service Level Agreement (SLA) to schools 2011-12

1. Purpose and Description of the Service

1.1 The functions of the North Somerset Children & Young People's ICT Services are to work:

- **with schools/educational settings:**
 - providing the online ICT Self Review toolkit
 - raise awareness of CPD for all staff in the use of ICT
 - supporting ICT development planning – may require additional chargeable consultancy
 - supporting the implementation of national strategies
 - providing ICT Strategic plan

- **with partner authorities and the South West Grid for Learning (SWGfL):**
 - providing support for an annual regional ICT conference
 - providing support for an annual regional E-Safety conference

1.2 Details of all the services offered to schools and settings are included and defined in this booklet. It also identifies additional consultancy and other services, over and above the service level agreement entitlement that can be offered at a charge.

1.3 To obtain further contact details please look at our **contact directory in appendix A.**

1.4 Some ICT Services are offered by other providers. Further details can be found in the **provider directory in appendix B.**

2. Services to schools and pupil referral units

2.1 Strategic School Support

Within the service level agreement charge, each establishment is entitled to the following to support its development of ICT in school. This includes:

- 1 hour per year on site visit for newly appointed headteachers to support review of policies, CPD needs and guidance relating to the implementation of local and national priorities. Highlight the functions of the service level agreement (SLA) and nature of support available.

The following services are offered on a chargeable basis:

- ½ day self evaluation review meeting for schools and pupil referral units for leadership team members to discuss ICT strategy, progress and developments using the online ICT Self Evaluation Review toolkit.
- ½ day on site for newly appointed secondary ICT co-ordinators to support review of development plans, e-safety, assessment strategies, CPD needs and guidance relating to the implementation of local and national priorities.

2.2 Project & Professional Management Services

Within the service level agreement charge, each establishment is entitled to the following to support its development of ICT in schools. This includes:

- ½ day per year on site support for primary, special and pupil referral units for ongoing and/or new projects, relating to infrastructure planning/design and procurement from Agilisys working in partnership with North Somerset Council.
- 1 day per year on site support for secondary schools for ongoing and/or new projects, relating to infrastructure planning/design and procurement from Agilisys working in partnership with North Somerset Council.

2.3 Technical Support & Consultancy

Within the service level agreement charge, each establishment is entitled to the following to support its development of ICT in schools. This includes:

- ½ day per year on site technical support for primary, special and pupil referral units including advice and consultancy from Agilisys working in partnership with North Somerset Council
- 1 day per year on site technical support for secondary schools including advice and consultancy from Agilisys working in partnership with North Somerset Council

3. Additional Chargeable Services

3.1 Additional consultancy services, over and above the SLA provision for all aspects of ICT support.

Charges and times will be agreed by both parties before work commences.

3.11 Strategic School Support

Consultancy to support in-school ICT working practices

- £80 per hour
- £175 twilight (maximum 2.5 hours)
- £220 evening (maximum 3 hours)
- £220 half day (maximum 3 hours)
- £400 full day (maximum 6 hours)

3.12 Project & Professional Management Services

Consultancy to support ongoing and/or new projects

- £80 per hour
- £225 half day (maximum 3 hours)
- £450 full day (maximum 6 hours)

3.13 Technical Support & Consultancy

Consultancy for technical support and advice

- £80 per hour
- £225 half day (maximum 3 hours)
- £450 full day (maximum 6 hours)

3.2 Additional Chargeable Services offered could include the following:

Chargeable Service	Charge
Primary ICT Networking Conference	½ day @ £50 delegate
E-Safety Sessions	£220 half day/£400 full day
ICT Planning & Policies	£220 half day/£400 full day

Appendix A: Contact Directory

Name	Address	Phone	Email	Key contact for:
Chris Mcfall Education ICT Specialist	Castlewood Clevedon	01275 888738	chris.mcfall@n-somerset.gov.uk	<ul style="list-style-type: none"> • CYPS ICT Strategy • Traded Services Schools Client Manager • SWGfL Merlin • 14-19 • ICT Self Review • Support for teaching and learning of ICT • E-Safety in schools • ICT/E-Safety CPD • Broadband • Service Level Agreement • Capita CYPS contract
Angie Bray ICT Strategy & Support Officer	Town Hall	01934 634830	angie.bray@n-somerset.gov.uk	<ul style="list-style-type: none"> • SWGfL Mail • ICT Consultative Steering Group • Merlin Support • Broadband Charges • Finance • Audit Data • ICT CPD

Appendix B: Other Provider Directory

Provider	Contact	Description
Capita	Amanda Boychuk amanda.boychuk@capita.co.uk	<ul style="list-style-type: none"> • Provider of Capita services to schools within the North Somerset LA for administration systems.
Agilisys	Ruby Owen ruby.owen@n-somerset.gov.uk	<ul style="list-style-type: none"> • Project management, procurement and infrastructure planning for schools and educational settings • ICT use of devolved capital funding
Agilisys	Tim Sawyer tim.sawyer@n-somerset.gov.uk	<ul style="list-style-type: none"> • Lead officer for North Somerset Council network infrastructure and architecture. • Specialist Schools • Technical support/advice for Primary & Secondary schools • 14-19 Network • 2nd Line support corporate ICT engineers
Policy & ICT	Darren Parker Darren.parker@n-somerset.gov.uk	<ul style="list-style-type: none"> • Guidance and advice relating to NOIR within SWGfL Merlin, GIS and web technologies (primary) • North Somerset Website – CYPS Contact
Learning Team	Paul Jacobs paul.jacobs@n-somerset.gov.uk	<ul style="list-style-type: none"> • Assistant Director (Learning & Achievement) in Children & Young People's Services.
Special Educational Needs	Medina Bishop medina.bishop@n-somerset.gov.uk	<ul style="list-style-type: none"> • Key contact for ICT equipment for SEN use.
SWGfL	Helpdesk support@swgfl.org.uk	<ul style="list-style-type: none"> • Broadband – Schools Internet Services • Merlin technical support • National Education Network • 360 Degree Safe Toolkit • Chrysalis – E-Safety Support & Resources

NOTE:

We acknowledge the term Service Level Agreement (SLA) may imply timed responses. However, to ensure compliance with other Children & Young People's Services teams the title will remain unchanged.