

WIRRAL COUNCIL

WIRRAL SCHOOLS FORUM 12th April 2011

REPORT OF THE INTERIM DIRECTOR OF CHILDREN'S SERVICES

Update on Review of Service Level Agreements with Schools

EXECUTIVE SUMMARY

This report seeks to update Schools Forum on the review of traded services offered to schools by Wirral Council. These services were all due for renewal on the 1st April 2011, having extended the agreement period for a number of services by one year.

BACKGROUND

After an extensive period of consultation brokered by the Primary Heads Service Level Agreements Group all schools were asked to indicate which council services they wished to procure from 1st April 2011.

The services involved are:

Facilities Management
Risk Assessment & Insurance
Grounds Maintenance
Wirral Community Patrol
Metro Catering
Metro Caretaking & Cleaning
Cash to Bank
Human Resources
Financial Support
Payroll & Human Resources Administration
School Library Service
Information Technology:

- Software Support
- Computer Support
- Computerised Administration Replacement System (CARS)
- Data Network Service
- Multi Media Support Service

The agreement is for three years but may be terminated by either party with four months notice (with the exception of Risk Assessment and Insurance). It has been agreed that the notice period will be defined as 'one term' and there will be a process of notification in place with fixed dates.

CURRENT POSITION

All schools have identified the services they wish to procure from 1st April 2011.

Take up is generally at the same level with the exception of Grounds Maintenance (see below), Metro Catering - where there are now 18 Primary schools either providing the

service in-house or outsourcing- and Information Technology. There are a number of SLAs under the heading of IT services with a fairly complex menu of options and charges. However it would seem that the requirement for multi media support and data network has significantly reduced.

Grounds Maintenance will no longer provide an in-house service from 1st January 2012 so from that date schools will seek to procure a service either from the successful provider to the Authority (if they wish to offer a service) or from other providers in the local private sector. Schools may wish to consider clustering to procure this service if it offers an economic advantage. The Authority will support schools with an outline guidance document that has particular regard for all aspects of Health & Safety to be considered when specifying the service.

The organisational structure and service delivery for the newly formed Corporate Human Resources & Organisational Development Service has yet to be defined although it is planned that the framework will be in place by October 2011. Consideration will be given to the model for delivery of the schools Service Level Agreement and the Strategic Service Manager for Workforce Management, CYPD, will consult with schools on any proposals.

Hochtief, the Facilities Management provider to PFI schools has not renewed its contract with Wirral Community Patrol but has awarded a contract to a local provider. With the exception of two schools night time random patrols will cease and a decision is still to be made on whether or not day time responses to adhoc incidents will be included in the specification.

RECOMMENDATIONS

1. That Schools Forum note this report.

David Armstrong
Interim Director of Children's Services