



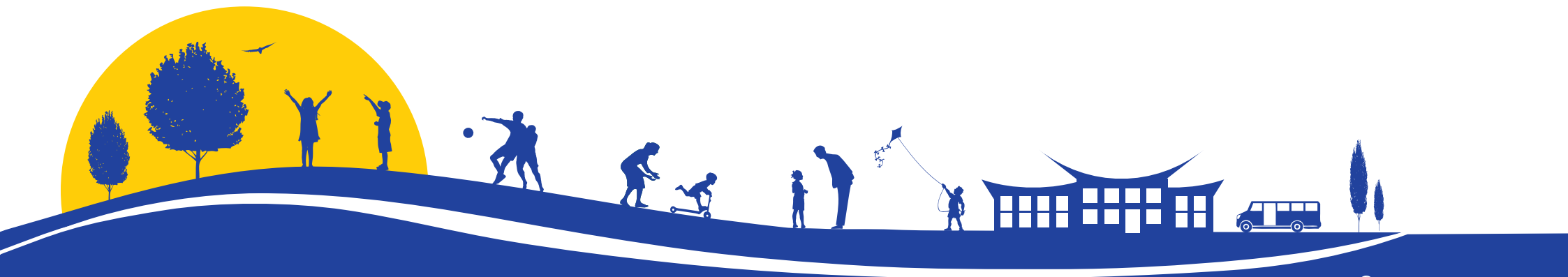
# Prospectus 2020-2021



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[tradedservices.swindon.gov.uk](http://tradedservices.swindon.gov.uk)





## Introduction

I would like to thank you for buying into the services offered by Swindon Traded Services in 2019-20. Despite the on-going challenging financial climate, buy-back levels have continued at a steady rate.

**Demand is increasingly high for some services, so we would encourage early ordering to make sure you secure the services you want. Orders can be placed from 1st March 2020; please submit your main order by 6th April 2020.**

We are pleased to be delivering services to every school in Swindon, as well as some Early Years settings and schools in the surrounding area. We are proud of the strong relationships we have with our customers and value highly the confidence you have in our ability to deliver superb quality, resilient, value-for-money services.

But we continue to take nothing for granted. We know that you rightly have high expectations about services for schools and that there are many other providers available in the market. We welcome this competition and appreciate that our customers are very discerning about what they buy into and how it is delivered.

Our new Traded Services website and Ordering System has been live since September 2019 and further ongoing development is planned as we move forward.

Remember, to access the online pricing information, and make your orders online you will need to visit our website at <http://tradedservices.swindon.gov.uk> and use your settings unique login.

This year, we are pleased to include the following new services:

- Family Group Conference Service
- Parent Support Advisor Service
- Restorative Conference Service
- School Nursing
- The Family Service

We are very proud of the quality of services we offer and welcome all feedback on how we might improve these further, or if there are any new services that might interest you.

I do hope that you will again chose to purchase as many services as possible for 2020-21, so that we can continue to offer as much choice as we can in the future.



Best wishes,

David Haley  
*Director of Children Services (DCS)*

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# Activities and Recreation

## Museums and Heritage Learning - Lydiard House and Park



### What do we offer?

Lydiard Park is an ideal location to enjoy learning outside the classroom. We offer a wide range of indoor and outdoor curriculum related sessions designed to provide compelling learning experiences.

We cover the Victorians, Victorian childhood, toys from the past, and homes then and now, as well as a range of seasonal and traditional Story Walks. The varied habitats and natural environment of Lydiard Park can also be explored throughout the seasons through our mini-beast and habitat study sessions.

Full details of the programme are on the website.

### Why choose us?

The history and nature of the beautiful landscape of Lydiard Park provide an inspirational setting for a range of indoor and outdoor activities which encourage pupils to immerse themselves in their subject.

All our sessions are taught by qualified and experienced teachers with excellent knowledge of the curriculum and the heritage and history of Lydiard House and its occupants. Science sessions are also supported by the Lydiard Park Warden Team who have outstanding natural history expertise.

We believe in cross-curricular learning and provide interactive and creative teaching and learning experiences using historical reconstruction, role play and handling, storytelling using characters and costume, and scientific investigative techniques. Pupils are encouraged to investigate their subjects and reflect upon the discoveries they make.

### Further information

The service is a one-off visit for part or all of a school day which is booked in advance directly with, and confirmed by, the venue.

Costs will vary depending on the experience booked and the number of children in the group. Please visit our website for current details and contact us to book.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/2/activitiesrecreation> and at the Lydiard Park website at [www.lydiardpark.org.uk](http://www.lydiardpark.org.uk)

### Contact Point Learning Team

Telephone: 01793 466640  
Email: [seducation@swindon.gov.uk](mailto:seducation@swindon.gov.uk)  
Website: [www.lydiardpark.org.uk](http://www.lydiardpark.org.uk)



## Museums and Heritage Learning - STEAM - Museum of the GWR



### What do we offer?

We provide a broad programme of high quality learning outside the classroom experiences, events and facilities for schools locally, regionally and nationally. The programme enhances and enriches pupils' learning, inspiration and motivation in areas linked to the National Curriculum e.g. the Home Front during World War Two, Victorian Britain, Brunel and the Stephensons, the development and building of the railways, points of view about the coming of the railways, the impact that the railway revolution had, the local history of Swindon, the railway factory at Swindon, life in the past and changes relating to transport, seaside holidays, toys, childhood and homes.

Full details of our programme are available on our website at [www.steam-museum.org.uk](http://www.steam-museum.org.uk).

### Why choose us?

There is extremely high demand regionally for our service and 93% of our school visitors are repeat visitors. We have been awarded the "Learning Outside the Classroom Quality Badge", a national benchmark that accredits providers of learning outside the classroom offering high quality educational experiences and managing risk effectively. Our team of Education Officers are all qualified teachers, experienced at all key stages with an outstanding track record of working with children.

We believe in cross-curricular learning and provide interactive and creative teaching and learning experiences e.g. immersive learning, historical reconstruction, storytelling using characters and costume, simulation, drama, role play and the handling, analysis and interpretation of original objects and other primary sources.

Our primary focus is on the development of the following cross-curricular learning outcomes of learning and social skills, attitudes and values, and enjoyment, inspiration and creativity.

### Further information

The service is a one-off visit for part or all of a school day which is booked in advance directly with, and confirmed by the venue. Costs will vary depending on the experience booked and the number of children in the group. Please visit our website for current details and contact us to book.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/2/activitiesrecreation> and at the STEAM Museum website at [www.steam-museum.org.uk](http://www.steam-museum.org.uk)

#### Contact Point Learning Team

Telephone: 01793 466640  
Email: [education@swindon.gov.uk](mailto:education@swindon.gov.uk)  
Website: [www.steam-museum.org.uk](http://www.steam-museum.org.uk)

## Museums and Heritage Learning - Swindon Museum and Art Gallery



### What do we offer?

We provide a programme of high quality learning outside the classroom to help your class explore our art and heritage collections. We offer a programme of workshops that will enhance pupils' learning by inspiring them to explore the natural world, world history and their local community across the key areas of learning set out in the National Curriculum.

### Why choose us?

Swindon Museum & Art Gallery houses a collection of 20th century British art with a reputation as one of the finest outside London. The Gallery offers Swindon schools the chance to experience the work of nationally important artists right on their doorstep. Our team of Education Officers are all qualified teachers, experienced at all key stages with an outstanding track record of working with children.

We believe in cross-curricular learning and provide interactive and creative teaching and learning experiences e.g. drama and role play, the handling, analysis and interpretation of original objects and other primary sources.

In Art Gallery Discovery Sessions pupils investigate materials and processes, methods and approaches and visual and tactile elements. 'Journeys through Landscape' takes pupils on a multisensory journey around the gallery with a focus on

texture, colour and abstract approaches. 'War Artists' provides an introduction to the work of British artists during WWII and explores composition and processes in Henry Moore's drawings.

In Heritage Discovery sessions pupils engage with real museum artefacts and primary sources. In 'Meet the Mummy', pupils take on the role of archaeologists as they unravel the mystery of Hatemiu, our Ancient Egyptian child mummy, crack hieroglyphic puzzles, embalm our mummy doll and carry out a mini archaeological dig.

### Further information

Costs will vary depending on the experience booked and the number of children in the group. Please visit our website for current details and contact us to book.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/2/activitiesrecreation> and at the Swindon Museum and Art Gallery web page at [www.swindonmuseumandartgallery.org.uk/](http://www.swindonmuseumandartgallery.org.uk/)

#### Contact Point Nicki Western

Telephone: 01793 466560  
Email: [nwestern@swindon.gov.uk](mailto:nwestern@swindon.gov.uk)  
Website: [www.swindonmuseumandartgallery.org.uk/](http://www.swindonmuseumandartgallery.org.uk/)



# Plas Pencelli Outdoor Education Centre



### What do we offer?

Week long courses of residential Outdoor Educational Activity at Swindon’s Outdoor Education Centre located in the Brecon Beacons of South Wales. Courses are for school students, other young people and adults. There is great personal and social gain for young people of all abilities. Courses are available to all schools and academies. Activities include canoeing, climbing, caving, gorge walking, hill walking, and mountain biking. HMI have recognised the academic benefits of Outdoor Education. Each course can be individually designed to best suit the needs of a particular school. We can also help train school staff, provide well organised D of E camping facilities, undertake safety audits of climbing walls and other school outdoor provision, provide “outdoor and environmental learning cards” training days and offer formal and informal advice on outdoor issues.

### Why choose us?

Plas Pencelli is one of the outstanding Outdoor Education Centres in Britain. The focus is on child development. Modern high standard equipment is used and much personal equipment provided so those attending don’t need to buy extras. Real activities at real venues are used and transport is with a modern well maintained minibus fleet.

Accommodation is clean and warm and meals are tasty and more than sufficient. The staff team are professional, highly qualified and caring. The Centre receives overwhelmingly positive feedback from visiting staff and students.

### Further information

Bookings are made directly with Plas Pencelli and are individually accommodated and designed. Liaison at this stage allows the best arrangements to be made. Agreement is secured by booking form. Bookings are taken up to 2 years in advance. A deposit of 10% of the minimum fee is payable 12 months before the course. The balance is payable within 30 days of the end of the course. The full course fee is payable for cancellations within 4 months of the course.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/2/activitiesrecreation> and [www.plaspencelli.co.uk](http://www.plaspencelli.co.uk)

### Contact Point

**Peter Blackburn**

Head of Centre

Telephone: 01874 665241

Email: [office@plaspencelli.co.uk](mailto:office@plaspencelli.co.uk)

Website: [www.plaspencelli.co.uk](http://www.plaspencelli.co.uk)





# Building Management

## Building Control Service

### What do we offer?

Schools must comply with the Building Regulations to ensure that buildings are properly constructed and safe for all users. We ensure that school building and refurbishment projects comply with the Building Regulations thus promoting a safe economical learning environment.

We offer two elements within this Traded Service:

- an advisory service which includes detailed pre-application advice and design team approach, helping you deliver a high quality building project on time and within budget.
- Building Regulations approval for building projects.

NB: Dangerous structure call outs are dealt with under the statutory duties of the local authority.

### Why choose us?

We have extensive knowledge of the Borough's schools, having been involved in the original construction and any subsequent refurbishment or extension programmes.

The team are professionally qualified, experienced and maintain a stringent Continuous Professional Development programme.

We also have an excellent relationship with other key stakeholders in the building process, such as Planning, the Fire Service and Highways to enable prompt efficient consultation during the design and construction project. Our appreciation of the wider constraints enables our Surveyors to help identify optimum solutions that will ensure a safe teaching environment.

### Further information

This service is offered through an annual retainer fee. Building Regulation fees quoted are based on a model scheme for small projects. As the scope of larger projects can vary a price is agreed at the beginning of a project to include consultations with relevant statutory bodies, plan examination, checking of structural design information, all site inspections and fulfilment of all duties under the Building Act 1984 and obligations under the Building Control Performance standards.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/3/building-management>

### Contact Point

#### Jim Bishop

Principal Building Control Surveyor

Telephone: 01793 466138

Email: [jbishop@swindon.gov.uk](mailto:jbishop@swindon.gov.uk) or [buildingcontrol@swindon.gov.uk](mailto:buildingcontrol@swindon.gov.uk)



### School Waste and Recycling Services

#### What do we offer?

**We offer a flexible service for Swindon schools, which can be tailored to your needs, to ensure you receive safe and reliable collections for your school waste and recycling.**

You can choose to have your general rubbish and/or paper & card recycling collected from a selection of containers and at a frequency that suits you. Options include;

- Large 1100L euro bin or smaller wheelie bin containers
- Weekly, fortnightly, monthly or tailored collection frequency
- Term time only or full year contracts with the ability to request additional lifts at any time

We can provide timed collections to avoid school drop off and pick up times. A site risk assessment is performed prior to any collections taking place, where we can offer advice on the best way to collect/store waste, so that we can ensure the highest level of safety.

We will ensure you meet your statutory obligations by providing your Duty of Care documentation at no extra cost.

#### Why choose us?

Based in Swindon, we employ skilled and experienced local labour and are able to provide a truly local service from staff who know the unique needs of your

school. With a commitment to resource efficiency and reducing CO2 emissions, all paper and card collected is recycled into new cardboard packaging and all general waste we collect is treated and made into Solid Recovered Fuel. This helps to reduce reliance on fossil fuels and avoids landfill, benefiting everyone in Swindon.

- **No hidden costs** – all prices include container delivery, bin hire and Duty of Care documentation
- **Safety first** – all collections are risk assessed and carried out to the highest standards
- **Pupil environmental awareness** – providing collections and additional resources consistent with household recycling to promote understanding of recycling and waste management

#### Further Information

If you would like to discuss a tailored service please contact the Commercial Waste Team using the details below.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/3/building-management>

#### Contact Point

**Jayne Telling**  
Commercial Waste Administration Officer  
Telephone: 01793 465660  
Email: [jtelling@swindon.gov.uk](mailto:jtelling@swindon.gov.uk)

### Staff Security ID Badges

#### What do we offer?

We already supply many schools and academies with ID badges, and are able to create a range of different options for security ID Badges for your staff.

We offer:

- Plain printed ID badges, on a card offering no data or functionality
- ID Badges created using Hi-Co Magnetic Strip cards which can be programmed to allow access to buildings, or for use in cashless canteens for example.
- ID Badges created using RFID cards, offering more sophisticated options for use, including access to buildings, or for use in cashless canteens for example.

Our team can also include a schools choice of background branding on each ID Badge. All we need is your background image of choice and agreed colour scheme details and we can create bespoke ID badges for your setting.

Alternatively, if your schools security system requires a dedicated system card, we can create badges on blank card stock that you supply, as long as the card sizes are similar to those we use.

#### Why choose us?

Our ID Badge service is delivered by a dedicated team of Business Officers who are familiar with local schools and academies, and provide a professional, swift and efficient service.

Requests are fulfilled within a 4 day turn around period, and charges are highly competitive with the private sector.

#### Further Information

This service is delivered on demand as required.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/3/building-management>

#### Contact Point

**Central Admin Team**  
Telephone: 01793 464380/464509  
Email: [centraladmin@swindon.gov.uk](mailto:centraladmin@swindon.gov.uk)

## SBC Security Services

### What do we offer?

**Security Services provide a range of services including:**

- Caretaker duties (cover for annual leave, sickness, etc.)
- Key holding(daily or occasional)
- Out of Hours alarm response (alarm, fire, intruder – addressing lone working)
- CCTV monitoring at a central location
- Installation and maintenance of CCTV
- Mobile patrols to provide security and Event security
- Advice and guidance for security of premises
- A range of ad hoc security services throughout the year can be provided, particularly at short notice and for a service required 'out of hours', by agreeing a fixed retainer/charge, plus a payment for the service used. This retainer can be for six months or a year.

### Why choose us?

All Security Staff are SIA trained and licensed which includes checks for DBS (formerly CRB), and have over 20 years of experience. We offer a range of services from cover for a one off event to providing long term support, and will work with you to provide a tailored solution to ensure you receive the best possible service.

### Further information

The service will be arranged individually with each school and a free quotation will be provided on application.

Find out more about this service at

<https://tradedservices.swindon.gov.uk/info/1/traded-services/3/building-management>

### Contact Point

**Mark Stratford**

Security Manager

Telephone: 01793 464791

Email: [mstratford@swindon.gov.uk](mailto:mstratford@swindon.gov.uk)



# Children and Young People



## Education Welfare Service (EWS)

### What do we offer?

The Education Welfare Service (EWS) works in partnership with schools, parents/carers and their children who are experiencing difficulties in attending school. The Education Welfare Service will support your school in improving and maintaining high levels of school attendance for all pupils leading to increased attainment. Historically, working in partnership with the EWS has resulted in a performance in the top quartile for attendance and low persistent absenteeism rate as shown in the national and regional league tables.

#### All schools receive a core offer covering:

- Tracking of children who missing education (CME)
- Monitoring of Elective Home Education (EHE)
- Issuing and monitoring of child work permits, chaperone licences and performance licences
- Advice on keeping registers
- Legal case work leading to Prosecution for non-school attendance through the Court under Section 444 of the Education Act 1966, following a graduated response. This comprises of an Initial Case Discussion and a Review Case Discussion through to progression to court
- Automated Fixed Penalty Notice Service.

### Why choose us?

- We are a professional and experienced workforce, with a proven track record of improving poor school attendance
- A named Education Welfare Officer will be allocated to your school, who receives regular supervision to ensure high standards of professionalism and accountability
- We work closely in partnership with schools, children and families, agencies and other services to ensure regular school attendance providing consideration for vulnerable groups and through our Interventions we aim to make a difference before absence becomes entrenched.

**All of the following service features are available by purchasing a bespoke service package specifically to meet your needs:**

#### Service Features:

- We offer a wealth of knowledge and guidance to schools when introducing strategies to help improve attendance and reduce Persistent Absence
- Extensive knowledge of individual case work, record keeping, attendance issues, the law in relation to school attendance including policy and best practice
- We attend pre-arranged meetings with school staff to include: consultation meetings with designated school staff, discussion and advice on a wide range of

issues including improving attendance of specific pupils, whole school approach, welfare issues and exclusions advice

- We deliver a full range of Education Welfare Officer case work including home visits, parent meetings, record keeping, liaison with school staff and other agencies, advice on elective home education
- We produce reports and attend Child Protection Conferences and Core Group Meetings for open cases
- As part of our Graduated Response towards poor school attendance, we can offer a wide range of measures including issuing warning letters to parents on behalf of schools for non-school attendance through to EWO guidance and support during Initial and Review Case Discussions as cases are considered for and paperwork prepared for legal action.

#### Additional Packages Available:

**Supervision for staff:** We can offer regular supervision to your Attendance Officers over an academic year, providing advice and guidance to support school actions and strategies on improving school attendance levels.

**Standard package:** To include 6 termly supervision sessions, including supervision agreement, travel costs, and any resources required.

**Attendance Audits:** We can carry out audits on all areas of school attendance to support schools in ensuring the highest standards of registration practice are maintained.

**Cool Cats:** A fun and proven method of motivating young children to improve school attendance. Working over a 5-6 week period with either the whole class or designated groups of students from Reception to Year 3 via planned weekly sessions.

**Targeted Year 11 Intervention:** Focussed Year 11 attendance intervention led by EWS to support schools and pupils to maintain excellent attendance and improve attainment in the GCSE year.

### Further information

This service will be delivered from 1 September 2020 to 31 August 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childrenyoungpeople>

#### Contact Point

##### Caroline Starling

Operational Manager Early Help

Telephone: 01793 465452

Email: [cstarling@swindon.gov.uk](mailto:cstarling@swindon.gov.uk)

##### Samantha Chivers

Senior Education Welfare Officer

Telephone: 01793 465778

Email: [schivers1@swindon.gov.uk](mailto:schivers1@swindon.gov.uk)



# Educational Psychology Service (EPS)

### What do we offer?

The Educational Psychology Service (EPS) applies psychological theory and research to promote the learning, development and emotional wellbeing of children, young people and their families. The service works with individual and groups of children and young people, schools and other professionals to help support early identification of any needs or emerging issues. The EPS is able to make a distinctive contribution in supporting schools and settings to provide a graduated response through a cycle of 'plan, do, review', which helps to understand needs and the support required to increase positive outcomes.

The EPS provides a range of traded services to promote the development and well-being of children and young people aged 0-25 through:

- Consultation to support a process of collaborative problem solving and action planning based on the formulation of psychological hypotheses.
- Individual assessment, advice and review when there are concerns around, for example, risk of placement break down, school refusal and attendance concerns, a key point of transition with significant vulnerability anticipated, or poor progress across the curriculum.
- Interventions for individual or groups of children and young people based on therapeutic approaches.

- Coaching and supervision for individual or groups of staff in schools and settings.
- Strategic work to support areas of school improvement and schools in challenging circumstances.
- Training to individual and clusters of schools covering a variety of topics such as attachment, emotion coaching, and working memory.
- Parenting groups and workshops e.g., parent/carer drop-in sessions and focused workshops covering relevant topics such as building resilience and preparing for transitions.
- Further assessment and support for a child or young person with an Education Health and Care Plan which may include, for example, attendance at annual reviews.

### Emotional Literacy Support Assistant (ELSA) training and supervision

Following the success of a local area pilot where ELSA training and supervision was delivered across all schools, the EPS will be continuing to offer this programme as a traded service. The ELSA programme is an approach for teaching assistants (TAs) to deliver individual or group interventions to children and young people who are experiencing social, emotional and mental health difficulties; suitable for primary, secondary and special schools.

The ELSA training comprises of 6 days of interactive group teaching (1 day per week spread over 6 weeks). Following the training, TAs will become accredited as ELSAs.

In order for a TA to maintain their accreditation as an ELSA, they must also participate in regular group supervision (4 sessions annually) which the EPS provides. Supervision provides ELSAs with essential support, as well as opportunities to gain new ideas and develop their skills.

Additionally we are offering Top Up Training sessions for ELSAs who are already qualified. These are 2 hour interactive sessions providing further professional development for qualified ELSAs. Specific topics related to supporting children and young people with SEMH needs will be covered in these sessions such as: understanding trauma, school refusal, anxiety and working with parents.

For further information about ELSA training and supervision please go to: <https://www.elsanetwork.org/>

### Why choose us?

The EPS is evaluated biannually and is highly valued by Swindon schools and settings. Educational Psychologists (EPs) are psychology graduates and undertake post-graduate/doctoral training in Educational Psychology. All EPs are registered with the Health and Care Professions Council.

EPs have a wide knowledge and range of skills relevant to supporting learning and development; improving outcomes for children and young people with special educational needs and disability.

EPs engage in regular CPD and keep up-to-date with psychological research and evidence informed interventions, to inform practice.

EPs are also skilled in supporting the development of other professionals working with children and young people, as well as using research and systemic methods to impact on positive organisational change.

### Further information

This service will be delivered from 1 September 2020 to 31 August 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childrenyoungpeople>

### Contact Point

**Alexa Denham**

Principal Educational Psychologist

Telephone: 01793 463075

Email: [EPSenquiries@swindon.gov.uk](mailto:EPSenquiries@swindon.gov.uk)



## Family Group Conference Service



### What do we offer?

A Family Group Conference (FGC) is a meeting for family and friends to come together to be involved in the decisions that are being made for a child or young person where concerns have been identified. The main aim of our service is to empower families and friends to take responsibility for the child and to find solutions to address family and professional concerns. It is a voluntary process and families must consent to the referral.

Children and young people are normally involved in their own Family Group Conference, although often with support from an advocate. They can also design their own invitations and choose refreshments for the meeting if they wish. An independent Family Group Conference coordinator will prepare the family for their meeting and explore support from extended family members and friends.

During the meeting, professionals set out their concerns and offer advice on what support could be available. Family members then have private family time to make a safe plan for the child. The family will also have the opportunity to attend a further meeting 3 months later to review their plan.

### Why choose us?

Our team of skilled and experienced FGC Coordinators are passionate and enthusiastic about empowering the

families we work with to take the lead in decision-making. We will work flexibly to meet the needs of families and professionals to ensure the meeting runs at a date and time suitable for all. The meeting will be family-led and will provide a comfortable and safe space to allow families to come up with a safe and viable plan for their children.

### Further Information

The following aspects of the meeting are free:

- A children's advocate to support the child or young person throughout the process.
- A family friendly venue for the meeting
- Refreshments
- Materials – invites, family plans

This service will be supplied on an ad hoc/ on demand basis – please contact us to discuss your needs or for any queries.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childreynyoungpeople>

#### Contact Point

**Lisa McNally**

Family Group Conference and New Beginnings Manager

Telephone: 01793 465111

Email: [FGCservice@swindon.gov.uk](mailto:FGCservice@swindon.gov.uk)

## Paediatric Therapy Service

### What do we offer?

We provide advice, support, programmes and training for staff, in the delivery of individual therapy programmes for pupils with identified therapy needs, which help to limit the impact of their disability and promote independence. This includes pupils with physical disabilities, learning disabilities and/or sensory processing problems.

We are able to problem solve with staff and work out how the therapy programmes can be integrated into the pupil's curriculum, to minimise the impact on their school/college day. We can advise and prescribe equipment required to meet pupil's needs in school/college.

### Why choose us?

We are a combined team of qualified Paediatric Physiotherapists and Occupational Therapists, supported by experienced Therapy Assistants. The qualified therapists are registered and regulated by the HCPC (Health and Care Professions Council) and undertake regular post-qualification training and development.

We are committed to providing evidence based practice. We will often know your children, through our provision of core physiotherapy and occupational therapy services from birth to 16 years across Swindon. We have excellent links with our hospital based health colleagues in addition to our integrated working within Swindon's children's services.

### Further information

Please contact the service manager (details below) to discuss and agree the best option for your school before ordering. This will ensure we provide the most appropriate solution for your pupils.

This service will be delivered from 1 September 2020 to 31 August 2021.

Find out more about this service at

<https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childreynyoungpeople>

#### Contact Point

**Mark Green**

Integrated Service Manager

Telephone: 01793 464061

Email: [mgreen3@swindon.gov.uk](mailto:mgreen3@swindon.gov.uk)



### Parent Support Advisor Service



#### What do we offer?

Parent Support Advisors, to deliver bespoke packages of intervention with parents to support them in developing their parenting skills.

Universal services are available for all families to access, however from time to time some families require additional support. Parents who have had poor experiences of being parented themselves, or who are finding the challenges of parenting overwhelming can feel isolated and unsupported. Parent Support Advisors offer nurturing, supportive and non-judgemental parenting interventions, promoting the importance of positive child parent attachment and of positive interactions for children’s learning and development, and role model appropriate and consistent boundaries and routines.

Parent Support advisors will work in the family home, for a number of weeks as agreed within the plan with a focus on addressing assessed needs, and improving the outcomes for children and young people. They will act as an advocate for children and young people ensuring their voice is heard in school and home, in order that appropriate support can be available to meet their needs.

#### Why choose us?

The Parenting Hub offers a bespoke package of support to schools, delivered by Parent Support Advisors trained in a variety of evidence based parenting programs.

Parent Support Advisors will work direct with parents of nursery and school aged children to assess needs, and work to an agreed plan with those parents identified by the school. Parent support advisors will deliver interventions in the home and in the school, as well as be the lead professional for TAC/TAF meetings as appropriate.

Our parent support advisors receive regular supervision, ongoing training including safeguarding training, and they work within a multidisciplinary team of practitioners. They are experienced in working with challenges such as behaviours linked to Autism Spectrum Condition (ASC), anxiety, trauma, inconsistent boundaries and routines.

#### Further information

The length of agreement can be for 1 year or 2 years, delivered from 1st September 2020 to 31st August 2021/2022.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childrenyoungpeople>

#### Contact Point

##### Caroline Starling

Operational Manager Early Help

Telephone: 01793 465452

Email: [cstarling@swindon.gov.uk](mailto:cstarling@swindon.gov.uk)

##### Kesze Saunders

Operational Manager Early Help

Telephone: 01793 465111

Email: [ksaunders2@swindon.gov.uk](mailto:ksaunders2@swindon.gov.uk)

### Restorative Conference Service



#### What do we offer?

Supporting you to resolve conflict and find a better way forward.

Ethos: Acknowledging the past ..Moving people into the present...Focusing on the future

A Restorative Conference is a process that brings people together and allows them to discuss difficulties in their relationships that are impacting upon them and their children. The focus is on the future and reaching agreements that support healthier relationships by making a plan for change.

A Restorative Conference is a voluntary process and families must consent to the referral. Children and young people can be involved in the Restorative Conference where appropriate, although often with support from an advocate.

#### The Restorative Conference Process:

STEP 1 - Meet with your coordinator to prepare for your meeting. Discuss what’s happened, who has been affected by this and what needs to happen now?

STEP 2 – Restorative Conference meeting. Brings everyone together to share their views, resolve issues and make a Plan for Change.

STEP 3 – A review will be offered to check on the progress of the plan.

#### Why choose us?

Our team of skilled and experienced FGC Coordinators are trained in restorative practice and conflict resolution to deliver Restorative Conferences. We will work flexibly to meet the needs of families and professionals to ensure the meeting runs at a date and time suitable for all.

#### Further information

The following aspects of the meeting are free:

- A children’s advocate to support the child or young person throughout the process
- A family friendly venue for the meeting
- Refreshments
- Materials – invites, family plans

This service will be supplied on an ad hoc/ on demand basis – please contact us to discuss your needs or for any queries.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childrenyoungpeople>

#### Contact Point

##### Lisa McNally

Family Group Conference and New Beginnings Manager

Telephone: 01793 465111

Email: [FGCservice@swindon.gov.uk](mailto:FGCservice@swindon.gov.uk)





## School Nursing Service



### What do we offer?

We offer additional school staff medical needs training

Core work for school nursing in Swindon is based on The Healthy Child Programme (NHS), local and national health directives for children and young people.

All schools are offered free delivery of core services, this includes supporting staff to manage children in school with health needs through 'Individual Health Care Plans' and annual staff training sessions, planned 'School nurse clinics', routine height, weight, vision and audio screening and on site health support for pupils and their families. School nurses work within the integrated children's services, and have robust links with other services within Swindon.

Schools are able to purchase additional school staff medical needs training sessions.

### Why choose us?

All school nurses are registered nurses with additional training to develop the skills and knowledge required to work appropriately with children and young people both in and out of the school setting.

School nurses have a professional duty to adhere to the Nursing and Midwifery Council (NMC) and Swindon Borough guidelines and policies.

### Further information

Each school receives one free training session. All additional sessions are charged for.

All ordered sessions will be arranged individually with each school.

This service will be delivered from 1 September 2020 to 31 August 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childrenyoungpeople>

#### Contact Point

**Janet Sadler**

Professional Lead School Nursing

Telephone: 07919 545570

Email: [jsadler2@swindon.gov.uk](mailto:jsadler2@swindon.gov.uk)

## Speech and Language Therapy (SLT)

### What do we offer?

We offer a specialist service to Special schools and SRP units to meet children and young people's SEN needs.

We also welcome discussion with schools wanting to enhance the core SLT service.

We offer specific training to help your school develop all children's oral communication, now a key requirement for Ofsted, as well as to help the progress of those with communication difficulties, disabled learners and those with SEN. Derbyshire Language Scheme, Elklan, Signalong and Word Aware tutors are available. We also offer:

#### ICAN Early Talk Boost:

This course is for teachers and/or Teaching assistants and is aimed at children of 3 -4 years old (nursery and reception years) and is evidenced based. It is aimed at children who have difficulty listening / paying attention, understanding language, organising and using language, explaining and describing, taking turns and who use immature sentences.

#### ICAN Talk Boost:

This course is for Teacher and Teaching Assistant pairs (4-7 year olds) to attend together. They will be equipped and trained to deliver a specific intervention in school for language delayed children who need a boost to help them catch up.

### Why choose us?

Because we know your children, through providing your local core service, we can plan traded services with you to meet the precise needs of your school and learners, including those pre-schoolers who will be joining your school in future years. Swindon's SLT service has skills in the full range of communication disorders, and has the advantage of close links with other local services for children.

### Further information

Please contact the service manager (details below) to discuss and agree the best option for your school before ordering. This will ensure we provide the most appropriate solution for your pupils.

This service will be delivered from 1 September 2020 to 31 August 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childrenyoungpeople>

#### Contact Point

**Mark Green**

Integrated Service Manager

Telephone: 01793 464061

Email: [mgreen3@swindon.gov.uk](mailto:mgreen3@swindon.gov.uk)



### Swindon Portage

#### What do we offer?

This service is open to any school that is receiving a child that is known to the Portage service within Swindon. We can provide inclusion into school for children who have received Portage home teaching, providing training and support to the school staff to enable successful inclusion. Portage staff will have worked with the child and their family for up to 4 years and in some cases may have acted as the child's lead professional. This means that they have a wealth of knowledge and experience in relation to how the child learns best and will be able to provide strategies to enable learning and for the child to meet their individual goals.

#### Inclusion into School

Portage staff will visit the school weekly in term 1 maintaining regular contact with parents to ensure transfer into school is successful. This will move to monthly visits from term 2 ending in term 4. Inclusion into School package will be delivered in arrangement with Portage teacher, based on:

Weekly visits September-October (term 1)

Monthly visits October-April (terms 2/3/4)

#### Staff training

Ad hoc training can be delivered on demand to primary schools enabling successful inclusion to school for all children with additional needs. We can provide a range of training to individual schools and staff to meet their PPD requirements.

#### Why choose us?

Working as part the Integrated Team for disabled children at Salt Way Centre and the wider early year's work force, means we are well placed to access advice and support that would aid both the child and school. The team consists of qualified and experienced staff in early years, special needs and disabilities and we can deliver Signalong and The Early Bird (+) for parents of children with autism.

#### Further information

Prior to a child starting school or academy the Portage teacher begins liaison with the child's designated school, arranging visits so that contact can be made between home and school, visiting the school with the child regularly to familiarise them with the school layout in the summer term and sharing information with the relevant school staff.

This service will be delivered from 1 September 2020 to 31 August 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childreynoungpeople>

#### Contact Point

##### Stephanie Hathaway

Manager, Swindon Portage

Telephone: 01793 465360

Email: [swindonportage@swindon.gov.uk](mailto:swindonportage@swindon.gov.uk)

### Targeted Mental Health Service (TaMHS)

#### What do we offer?

All schools and EYFS can purchase the TaMHS service. We aim to ensure that the emotional and mental health needs of children and young people are appropriately dealt with at the earliest opportunity. We are the single point of access for requests for specialist mental health intervention (i.e. Child and Adolescent Mental Health Services).

TaMHS offers short-term interventions such as Cognitive Behavioural Therapy and bespoke school packages, including training and one to one work for young people. We also offer parenting support for parents of the school pupils dependent on the presenting needs.

#### Continuing for 2020-21

#### Clinical Supervision for School Staff

Particularly for Head teachers, SENCOs, child protection leads and Pastoral staff, this is an effective tool in safeguarding children and young people. Professional and personal issues can be addressed in a safe, confidential space enabling the individual to feel listened to and valued. This enables the staff to work through difficult situations with children and their families, assisting with identifying solutions, whilst impacting positively on school staffs emotional wellbeing.

#### Why choose us?

All of our TaMHS Clinical Practitioners hold a professional qualification eg: Registered mental health nurses or general nurses. They all have extensive experience of working in a CaMHS setting with children and young people with mental health difficulties.

The TaMHS Outreach workers also have a range of experience and have been trained in evidence based models of delivery. All our work is evaluated pre and post intervention, providing evidence of outcomes, and has been highlighted as a positive benefit to pupils in Ofsted reports.

#### Further information

This service will be delivered from 1 September 2020 to 31 August 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childreynoungpeople>

#### Contact Point

##### Danielle Kemp

Senior Clinical Practitioner

Telephone: 07557 541769

Email: [dkemp@swindon.gov.uk](mailto:dkemp@swindon.gov.uk)



## The Family Service



### What do we offer?

Holistic targeted family work with families where there are children and young people aged pre-birth -18 years.

The Family Service is voluntary. Children, young people and their families do not have to engage with the support when recommended.

Home visits will be undertaken with families at a frequency which is identified as most likely to meet their needs. The package is calculated on two visits per week for 3 months.

The Family Worker will work with families to co-ordinate and deliver targeted support which aims to address whole family needs and result in better outcomes for each child and young person.

The Family Service will complete an Early Help Assessment and plan.

The Family Service will co-ordinate Team Around the Family meetings when there are two or more professionals involved from different agencies.

### Why choose us?

The Family Service work in a holistic targeted way with families committed to strengthening and improving relationships. We provide structured interventions that enable families to develop problem solving skills, build resilience and achieve positive, sustainable behaviour change.

The Family Service aims to enable families to address and overcome the difficulties that have led them to be vulnerable. We work in partnership with families in order to prevent further escalation of need.

We are a team of passionate and dedicated multi-agency practitioners who will practice using a restorative, relational approach, ensuring that families are fully supported to make the changes needed to care for their children.

### Further information

The Family Service will offer a bespoke package to meet the needs of each family, working flexibly with them for up to 3 months.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childrenyoungpeople>

#### Contact Point

##### Kesze Saunders

Operational Manager Early Help

Telephone: 01793 465111

Email: [ksaunders@swindon.gov.uk](mailto:k Saunders@swindon.gov.uk)

##### Caroline Starling

Operational Manager Early Help

Telephone: 01793 465452

Email: [cstarling@swindon.gov.uk](mailto:cstarling@swindon.gov.uk)

## U-Turn - Young People's Substance Misuse Service

### What do we offer?

U-Turn is Swindon's young people's (10-18) specialist substance misuse service. U-Turn provides support, help and guidance to young people and their families for all drug or alcohol related problems. This includes illicit substances, solvents, prescribed medication as well as more established substances such as class A and B drugs.

We provide a free service that anyone can refer into and access, which will then provide a full assessment, cognitive-behavioural interventions, motivational interviewing and specialist prescribing.

In addition, U-Turn can also offer a Traded Service which provides expertise in education and prevention to groups and schools appropriate to all ages and levels of attainment. U-Turn use the latest drug awareness resources in an engaging, innovative and flexible way that is mindful of individual experience, local influences and peer group behaviours, to challenge, educate and provide the right information to help young people make informed decisions.

### Why choose us?

U-Turn have access to the most up to date information on substance misuse trends such as the risks, myths and misunderstandings relating to the use of legal highs. Our staff are highly trained, qualified and experienced and comply with CCQI Practice standards for young people with substance misuse problems.

### Further information

This service can be delivered on an ad hoc "pay as you go" basis. Services can be provided as one-off training sessions, regular drop-ins, or as part of school curriculum e.g. PSHE classes, as well as for issues emerging or school health related events or programmes.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childrenyoungpeople>

#### Contact Point

##### Dale Colsell

RYS Operational manager  
(specialist services)

Telephone: 01793 463873

Email: [dcolsell@swindon.gov.uk](mailto:dcolsell@swindon.gov.uk)



# Youth Engagement Service

### What do we offer?

In order to succeed in education, training and employment, young people need self-esteem, communication skills and coping strategies. We provide bespoke support packages to vulnerable young people in order to address a range of issues, with a main focus on self-awareness and personal development.

Within our service we can provide five options of support:

- A programme of informal education at schools or college for young people with challenging behavioural, social and emotional difficulties
- Offer Information Advice Guidance interviews for Year 10 and 11
- Gender Identity and Romantic/Sexual Orientation work with young people that identify as trans, gender fluid, gender queer, agender, gay, lesbian, bisexual, asexual, pansexual or questioning
- An enhanced post 16 transitions package for pupils selected by the school
- Provide transition programme to ease the shift from Year 6 students to Year 7

Interventions may involve one to one conversation, issue based group work, experiential learning, and practical sessions.

### Why choose us?

Youth Engagement Workers (YEWs) have extensive experience of working successfully with hard to reach and vulnerable young people using a range of methodologies. The basis of all of our work is to develop productive, effective and professional relationships with young people to create opportunities for successful transitions.

Our methodology includes utilising conversation, drama, art or sport to explore healthy relationships, self-expression/ esteem/ confidence, team work, emotional literacy, risk and harm reduction, Child Sexual Exploitation (CSE) and Criminal Exploitation prevention.

### Further information

This service can be delivered on an ad hoc “pay as you go” basis. The length of agreement can be negotiated to suit the individual needs of each case.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/4/childrenyoungpeople>

### Contact Point

**Sarah Hayes**

Senior Youth Engagement Worker

Telephone: 07785 768549

Email: [shayes@swindon.gov.uk](mailto:shayes@swindon.gov.uk)

# Curriculum Resources

## Capita Enhanced Support Services for 2020-2021

### What do we offer?

SIMS Support Contracts - We offer 3 levels of support

- Whole Support for your network including SIMS, admin and curriculum support. This also includes a strategic planning session and three on site visits (scheduled once per term and between two to four hours each)
- Admin ICT Support delivers SIMS and admin network support.
- SIMS Support for your SIMS suite.

All our support contracts include the services of a Customer Service Manager (CSM).

All support queries can be logged via phone, email or web logging and are managed against a published SLA.

Additional Services:

- +Services: additional services that provide you with the skills of an expert to carry out key tasks. These include regular technical on-site visits, laptop encryption to safeguard data on staff laptops and general SIMS or FMS assistance.
- SIMS On-site training and consultancy services.
- hardware procurement and installation services.

### Why choose us?

With over 20 years' experience in supporting SIMS and over 3000 schools and academies supported directly by Capita, we understand your needs, enabling us to deliver a personal support service.

Experienced service desk analysts and discounted rates for training courses, consultancies and installations.

A Customer Success Manager (CSM) who understands educational changes and will advise you in understanding the breadth of SIMS and how the effective use can support your school priorities.

Access to our new Customer Success Resource hub is provided via My Account which provides additional resources to maximise the use of SIMS along with best practice guidance, hints, tips and videos.

### Further information

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/5/curriculum-resources-1>

### Contact Point

**Sue Ellis**  
Customer Services Manager  
Capita SIMS

Telephone: 07740 529824  
Email: [susan.ellis@capita.co.uk](mailto:susan.ellis@capita.co.uk)  
or **Capita Contracts team**  
Telephone: 0800 1701732  
Email: [esc@capita.co.uk](mailto:esc@capita.co.uk)

## CLEAPSS Membership for Academy Schools

### What do we offer?

This service covers the membership of CLEAPSS for academy schools, through a Local Authority.

CLEAPSS works in the field of school and college science. It provides general support for practical work with information, advice and training about laboratory design and practice, technicians and their jobs, equipment, materials, living organisms and especially health and safety.

Members of CLEAPSS are provided with unlimited help through their "helpline", access to training courses, copies of termly newsletters, copies of all relevant CDs.

### Why choose us?

Academies subscribing through their Local Authority are able to obtain a 50% discount on membership charges.

### Further information

This service will be delivered from 1 October 2020 to 30 September 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/5/curriculum-resources-1>

### Contact Point

#### Di Bulley

Traded and Service Support Officer,  
Education

Telephone: 01793 465750

Email: [dbulley@swindon.gov.uk](mailto:dbulley@swindon.gov.uk)

Website: <https://www.cleapss.org.uk/>

## Healthy Schools

### What do we offer?

Healthy Schools is a FREE programme offered to all Swindon schools! Over 70% of Swindon schools are actively engaged with the programme and making a difference to the health and wellbeing of their pupils.

Swindon's Healthy Schools initiative is committed to supporting schools by providing the best health related education information, promoting good health choices and recommending resources to enhance the PSHE programme. It improves future outcomes for young people and meets the needs of the new OFSTED health and wellbeing of young people's framework.

Our Mental Health Award has been designed with a commitment to staff and pupils. This year we have introduced an Early Years Programme for all schools.

### Why choose us?

Healthy Schools works - It raises attainment, achievement, and aspirations. It improves the wellbeing of young people and the community. It provides evidence for schools during Ofsted inspections. It meets the government requirements of delivering British Values, preventing extremism, CSE and relationships.

We know our programme works because:

- Children and young people tell us they feel, healthier, happier and safer when school supports them.

- Parents tell us they feel more involved in their children's health and learning – (some say it provides learning for them too).
- Schools tell us the programme has brought a more sustained improvement in attendance, behaviour, attainment and school management.
- Ofsted say in a good/outstanding school young people are 'happy, confident and can explain what health and wellbeing involves.'

### Further Information

The Healthy Schools programme is a nationally recognised award.

Swindon has a three tier award system, Bronze, Silver and Gold. The three tier system takes a progressive approach to recognising additional measures that schools address to meet priorities and support the health and wellbeing of pupils and staff.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/5/curriculum-resources-1>

### Contact Point

#### Surbdeep Rai

Healthy Schools Manager

Telephone: 01793 464687

Email: [srai@swindon.gov.uk](mailto:srai@swindon.gov.uk)

Website: [www.swindonhealthyschools.org/](http://www.swindonhealthyschools.org/)

## Newly Qualified Teacher (NQT) Induction Coordination

### What do we offer?

This service covers the administration and management, by Swindon Borough Council as appropriate body, of the statutory regulations for NQT induction.

### Why choose us?

You can expect:

- a rapid response to your enquiries
- all communication from the Coordinator to be timely, well-presented and free of jargon
- a high quality service from a professional who cares about improving the outcomes for all children and young people.

Contact details of schools where intensive support has been effectively carried out can be provided on request.

### Further information

Swindon Borough Council will fulfil its responsibilities as appropriate body, as described in the Statutory Guidance (revised December 2013).

It will ensure that:

- Head teachers/Principals are aware of their responsibilities for monitoring support and assessment. This includes ensuring that an NQT receives a personalised induction programme, designated tutor support and the reduced timetable

- Head teachers/Principals are aware of the requirements regarding fair and appropriate support, assessment and guidance procedures

Swindon Borough Council will also:

- respond to requests from schools and colleges for guidance, support and assistance with NQTs' induction programmes
- respond to requests for assistance and advice with training for induction tutors.

This service will be delivered from 1 September 2020 to 31 August 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/5/curriculum-resources-1>

### Contact Point

**Surbdeep Rai**  
Healthy Schools Manager  
Telephone: 01793 464687  
Email: [srai@swindon.gov.uk](mailto:srai@swindon.gov.uk)

## School Improvement: Primary and Early Years

### What do we offer?

The Primary School Improvement Team plays an important role in helping Swindon to meet its vision for children and young people, as set out in the Swindon Education Strategy:

***The Vision: For every child, irrespective of background, to fulfil their potential through the best education possible.***

Our commitment is to champion excellence so that "Every school should be at least a good school"

We provide support and challenge both to promote high quality leadership and management and to raise achievement for children and pupils, across Swindon's primary schools. We provide free advice to targeted schools, as defined in our Education Improvement Strategy, and fulfil the Local Authority's statutory duties with regard to Assessment and Moderation for the Early Years Foundation Stage, KS1 and KS2. Where appropriate, we broker school-to-school support; and also offer or commission relevant professional development opportunities for leaders, teachers and governing bodies, often facilitated through Swindon's Primary Teaching School.

In addition, we are able to offer a traded service of support and challenge to other schools, including academies and free schools e.g. school reviews, Head teacher performance management, external validation of teaching and learning, including in the EYFS.

### Why choose us?

We are a well-respected team with considerable expertise, including that gained as Ofsted Inspectors. We will devise a bespoke package to meet your school's needs.

### Further information

To discuss bespoke support for your school, please contact us directly.

For further information on professional development courses, please see the termly CPD events calendars or email [cpd@swindonteachingschool.org.uk](mailto:cpd@swindonteachingschool.org.uk) for specific information.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/5/curriculum-resources-1>

### Contact Point

**Steve Bogg**  
Education Commissioner, Primary  
Telephone: 07989 227260  
Email: [sbogg@swindon.gov.uk](mailto:sbogg@swindon.gov.uk)

**Emma O'Neill**  
Early Years Consultant  
Telephone: 07766 368228  
Email: [oneill@swindon.gov.uk](mailto:oneill@swindon.gov.uk)

## School Improvement: Secondary

### What do we offer?

The Secondary School Improvement Team plays an important role in helping Swindon to meet its vision for children and young people, as set out in the Swindon Education Strategy:

***The Vision: For every child, irrespective of background, to fulfil their potential through the best education possible.***

Our commitment is to champion excellence so that “Every school should be at least a good school”

We provide support and challenge both to promote high quality leadership and management and to raise achievement for children and pupils, across Swindon’s secondary schools. Where appropriate, we broker school-to-school support.

In addition, we are able to offer a traded service of support and challenge to schools, including academies and free schools e.g. school reviews, Head teacher performance management, external validation of teaching and learning, safeguarding and governance reviews, supporting partnership work and school-to-school support and also offer or commission relevant professional development opportunities for leaders, teachers and governing bodies, often facilitated through Swindon’s Teaching School.

### Why choose us?

We are a well-respected team with considerable expertise, including that gained as Ofsted Inspectors and working nationally and in other Local Authorities. We will devise a bespoke package to meet your school’s needs.

### Further information

To discuss bespoke support for your school, please contact us directly.

For further information on professional development courses, please see the termly CPD events calendars or email [cpd@swindonteachingschool.org.uk](mailto:cpd@swindonteachingschool.org.uk) for specific information.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/5/curriculum-resources-1>

#### Contact Point

**Marie Horton**

Education Commissioner, Secondary

Telephone: 07341 077537

Email: [mhorton@swindon.gov.uk](mailto:mhorton@swindon.gov.uk)

## Swindon Libraries and Information Service

### What do we offer?

Swindon Libraries and Information Service offers a comprehensive range of resources to promote literacy and reading for pleasure. Many of our services are available free of charge, including quality book stock, free School Class Library Cards, a range of activities for children and families, online resources and our Summer Reading Challenge.

We also offer quality workshops and services to support you in bringing stories, books and information to life.

#### We can offer:

- **Bringing Story Time to Life**  
A ½ day workshop for Teachers and TAs on best practice for bringing stories alive and running story and rhyme times.
- **Delivering Story Time**  
An interactive session for pre-school & Key Stage 1 pupils, bringing our knowledgeable experience & resources to suit your requirements.
- **Fun with Stories**  
A linked series of 6 workshops for parents of KS1 children highlighting the importance of and encouraging the sharing of stories.
- **Advanced Internet Searching and Website Evaluation for Teachers and TAs**  
This course comprises 2 modules aimed at enhancing searching abilities and appraising the quality of online information.

- **Book Collection Appraisal, Selection and Supply**

For more information on these workshops and services, please contact us.

### Why choose us?

Our range of sessions and training courses are delivered by experienced professional Librarians who are also qualified Teachers.

We may also be able to offer free general class visits.

### Further information

General class visits and workshops must be booked in advance.

Please contact us to discuss your preferences, needs and to confirm dates and availability, before ordering.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/5/curriculum-resources-1> or [www.swindon.gov.uk/libraries](http://www.swindon.gov.uk/libraries)

#### Contact Point

**Leon Flower**

Library Development & Innovation Manager

Telephone: 01793 463790

E-Mail: [librariesoutreach@swindon.gov.uk](mailto:librariesoutreach@swindon.gov.uk)

Website: [www.swindon.gov.uk/libraries](http://www.swindon.gov.uk/libraries)



## The Learning Resources Hub



### What do we offer?

The Learning Resources Hub (LRH) provides access to a rich and comprehensive range of high quality teaching and learning resources through its loan service to primary and special schools.

All our resource collections are carefully curated and link to the primary curriculum.

Collections include:

**WOW! collections** - Collections include Immersive Environments plus other exciting collections such as STAR WARS.

**MultiMedia collections** - Curriculum linked collections including artefacts, puppets, soft toys, interactive whiteboard activities, books, CDs of sound effects, music and songs, DVDs of film clips and full-length films and programmes, web links, teacher notes, photos and much more - all in one box!

**Visual Resource collections** - Artefacts, models, specimens, equipment, early years, role play, computing curriculum collections (cameras, software and programming) and more.

**Book collections** - Fiction, non-fiction, topic and themed, guided reading sets, targeted collections (eg less able, reluctant and books for boys, girls, dyslexia friendly) plus many more.

**Audio-Visual** - CD-ROMs, DVDs, educational series and TV programmes, film clips and sound effects.

### Additional Services include:

- **School Library Advice and Support**
- **26% discount BookShop**
- **e-books**
- **School Visitors Programme**

### Why choose us?

Delivered free of charge at the beginning of term, LRH collections support children to become confident, happy and enthusiastic readers, writers and lifelong learners, with all the benefits this brings.

### Further information

Learning Resources can deliver services using the financial or academic year, through a range of packages, carefully designed so you can select the right option for your school. Delivery to school and collection from school is free of charge, as is access to the online request system.

If you would like to learn more about the LRH service and see some of the resources you are very welcome to visit or LRH staff can come along to your school and present at a staff meeting – just get in touch to arrange a convenient time.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/5/curriculum-resources-1> and [www.wslr.co.uk](http://www.wslr.co.uk)

### Contact Point

**Tina Ward**  
Manager

Telephone: 01225 713744

Email: [tina.ward@wiltshire.gov.uk](mailto:tina.ward@wiltshire.gov.uk)

Website: [www.wslr.co.uk](http://www.wslr.co.uk)

Offering services that enable schools to help children and young people fulfil their potential in life

## Waste and Envirocrime Education Programmes

### What do we offer?

“How can we all live well, without compromising the planet’s continuing ability to enable us all to live well?”

This question is the essence of all of the Envirocrime education programmes which are completely FREE and support various subjects, especially science, within the National Curriculum.

Primary aged children are offered a KS1/ KS2 one hour EnviroCrime workshop delivered to class size groups. The workshops draw attention to the positive and negative impacts humans have on the environment. Different ideas are supported or challenged, possible solutions discussed and positive messages reinforced.

One hour power point presentations are offered to secondary and sixth form pupils, targeting Y7 and Y13 respectively. Delivered to tutor size groups within a classroom setting, scientific explanation is given to some of the events happening currently in the environment. Relationships within the ecosystems are explored, including the accumulation of toxic materials, in particular, plastic. The behaviours of littering and fly tipping are discussed, challenged with evidence illustrating the negative consequences these have on our environment. Elements from PSHE and citizenship are also covered.

### Why choose us?

Content within all programmes can be found within the national curriculum science syllabus. The content of the programmes are under continual assessment to ensure latest information and legislation.

Many children and young people express their concern over the plight of marine life due to large volumes of plastic in the oceans. These programmes allow them an opportunity to raise and discuss these matters and explore how they can take ownership to make a difference.

### Further Information

The Envirocrime education programmes are unique to Swindon schools, working alongside Envirocrime Enforcement Officers. Envirocrime is one of several agencies, delivering educational mini workshops to year 6 children at the annual Earth Summit and Junior Good Citizen Scheme Event. We can also offer bespoke programmes on request.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/5/curriculum-resources-1>

### Contact Point

**Pam Jones**

Lead Envirocrime Education Officer

Telephone: 07766 777676

Email: [pjones3@swindon.gov.uk](mailto:pjones3@swindon.gov.uk)

To order services online please visit our website at <http://tradedservices.swindon.gov.uk>

## Wiltshire and Swindon History Centre

### What do we offer?

Wiltshire and Swindon History Centre is the home of the Swindon archives, a unique collection of documents charting the history of the town and surrounding villages from the 12th century to the present day. We offer workshop sessions using original archive material delivered at the History Centre in Chippenham. Our outreach service and resource packs provide access to the archive for schools unable to visit the History Centre.

We work with students from key stage 1 to 'A' level. We can support your local study and provide locally relevant resources to support many aspects of the curriculum including Romans, Victorians, First and Second World Wars. We have free online materials to support Black History and GCSE English listening and speaking. Many of our services are tailored to suit the requirements of the school, selecting those documents from the archive most relevant to their needs.

### Why choose us?

The archives contain millions of unique documents that can bring your local study to life and provide a powerful local connection to give national stories greater relevance. Letters, diaries, photographs, maps, newspapers, census returns, local directories and GWR records are just some of the documents used by schools to enhance learning. The archives can be used to uncover the lives of First World

War soldiers from your area, discover life on the home front in the Second World War (including information on evacuees), trace the history of your school, explore life in your area in the Victorian period and much more.

All our sessions are delivered by a qualified and experienced teacher with excellent knowledge of the collections and the use of archive material in teaching. Pupils are given the opportunity to use a range of primary sources to get a genuine experience of historical research.

### Further information

The service is a one-off visit for part or all of a school day which is booked in advance directly with, and confirmed by the venue. Costs vary depending on the session booked, where it is delivered and the number of children in the group. Please visit our website for current details and contact us directly to making a booking.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/5/curriculum-resources-1> and at [www.wshc.eu](http://www.wshc.eu)

### Contact Point

**Ruth Butler**

Heritage Education Officer

Telephone: 01249 705529

Email: [wshceducation@wiltshire.gov.uk](mailto:wshceducation@wiltshire.gov.uk)

Website: [www.wshc.eu](http://www.wshc.eu)

# School Management

## Data Intelligence Service

### What do we offer?

The Data Intelligence Service holds a comprehensive data set on Swindon pupils and Swindon demographics.

From this, the service can provide valuable analyses to both LA maintained schools and academies including:

- School performance reports, to compare the achievements of your school cohort to National and/or Swindon cohort
- Emerging national (NCER) estimates of key measures much earlier than as released by DfE/ASP, including Key Stage 1-2 Progress estimates
- School deprivation/demographic profiles based on latest 2019 Mosaic data

### Why choose us?

We are a team of Performance Analysts with expertise in Education data analysis including performance reports and statutory returns.

Team members already work with schools as part of the core offer and support the work of the School Improvement team. We are experienced in providing data for schools and have good working relationships in place.

We are uniquely positioned to provide rich data analysis for your school with early LA and national estimates, much more quickly than the DfE. This allows your school to reflect and plan for the new year ahead.

### Further Information

Services follow the academic year and schools can opt in at any point, or at the point of analysis. These are:

- Geodemographic profile
- School Performance Reports
  - o Early Years Foundation Stage Profile
  - o Key Stage 1 and Phonics
  - o Key Stage 2

School Reports will be delivered using Perspective Lite. Schools can use Perspective Lite to access early national estimates, LA figures and KS2 Progress estimates, along with possibilities for analysing different groups of pupils and other features including Ofsted inspector Profiles, Census Data Infographics, 5 minute lesson plan and more.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

### Contact Point

**Martin Bell**

Intelligence Lead

Telephone: 07824 081201

Email: [mbell2@swindon.gov.uk](mailto:mbell2@swindon.gov.uk)

## Digital, Design and Print

### What do we offer?

We provide a high level of service using the latest equipment backed up by the skills of an experienced team of print technicians and design professionals. We offer in-house digital and litho printing. Our services are available to all schools and academies

### Why choose us?

The Hub provides many different services which include being the brand guardians for Swindon Borough Council (SBC). We have a full understanding of the design and print requirements for SBC including Data Protection, Equality Act 2010 which includes the use of fonts and colours for people with visual impairment.

Some of the types of work we produce are listed below:

- brand identity and creation
- artwork and logo design
- publications, information packs and leaflets

- stationery, newsletters and magazines
- digital and litho printing
- large print runs
- promotional merchandise (stickers, pens, pencils, balloons, mugs)
- display materials (banners, posters, display boards) and signage
- mail merge and fulfilment

### Further information

We offer a free initial consultation to discuss your print and design requirements.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

Email: [communications@swindon.gov.uk](mailto:communications@swindon.gov.uk)

## Enterprise Works



### What do we offer?

Enterprise Works operates a very large timber and fencing operation from Gipsy Lane, along with a timber workshop in which we make many of the products we sell including fencing, gates, sheds, garden and wildlife products.

We also operate EW Signs & Display who design, print, and manufacture a variety of products including marketing materials, graphics and signs and work with a range of public sector establishments.

Our assembly unit sorts, collates, produces and assembles marketing materials and mail shots for local businesses and some well-known brands.

### Why choose us?

Enterprise Works has been operating in Swindon now for over 50 years providing supported employment specifically for adults with disability, both physical and learning, or long term health conditions which have proven to be a barrier to them entering the mainstream employment market.

We recruit trainee staff and provide work placements for residents in the local area and provide them with the relevant training, experience and support so that they can develop transferable employment skills and realise the potential they have to lead independent successful lives and careers.

Therefore if you would like to support this important local enterprise, and require a product or service for the right price and quality, then please enquire to see if the Enterprise Works team can support you.

### Further information

The service will be arranged individually and free advice and quotations will be provided on application.

Find out more about this service at

<https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

##### General Enquiries

Telephone: 01793 464646

Email: [enterprise-works@swindon.gov.uk](mailto:enterprise-works@swindon.gov.uk)

##### Ashley Mercer

Fencing and Timber

Telephone: 01793 464771

Email: [amercer@swindon.gov.uk](mailto:amercer@swindon.gov.uk)

##### Angus Fulling

Signs and Display

Telephone: 01793 686324

Email: [info@ewsigns.co.uk](mailto:info@ewsigns.co.uk)

##### Kenny Meacham

Assembly and Packaging

Telephone: 01793 464732

Email: [kmeacham@swindon.gov.uk](mailto:kmeacham@swindon.gov.uk)

## eSafety Service

### What do we offer?

This service can directly deliver outcomes required to safeguard the whole school online, in addition to enabling the capability of best practice to be formed or sustained.

### Why choose us?

The 2018 Statutory guidance, (Keeping Children Safe in Education) builds upon the Ofsted Schools inspection handbook that has a specific focus on online safety. Evidence shows that a number of schools are consistently weak in training staff, pupils and supporting parents in safeguarding children and young people online.

The Ofsted inspection criteria seeks for evidence of progression and reviews of policies, in addition to continuous and embedded CPD for staff, pupils understanding of online safeguarding and the wider school community engagement.

Protecting both staff and the organisation's online professional identity and reputation continues to grow as an issue, especially reflected in the increasing number of technology related allegations.

Having delivered hundreds of sessions to groups including parents/staff/governors/children/police officers/social workers/charities/local businesses, the consistent

feedback from both professionals and parents is for regular training and updates, due to the rapid and continuously changing online world.

By working in partnerships including those with the SWGfL and the Police, this service draws upon the experiences of incident management, technical Police support, intelligence data and advice from national and international organisations that seek to protect children online.

This service is backed up with strong links to the UK Safer Internet Centre and the Swindon Local Safeguarding Children Board.

### Further information

This service will be supplied ad hoc and tailored to meet your school's needs - please contact us to discuss the options available.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

### Contact Point

**Huw Ford**

Children and Young People ICT Manager

Telephone: 01793 463168

Email: [hford@swindon.gov.uk](mailto:hford@swindon.gov.uk)

## Flu Vaccination Service

### What do we offer?

Flu – short for influenza – is not the same as the common cold. Flu is caused by a different group of viruses. Symptoms tend to be more severe and last longer. It is an infectious and common viral illness spread by coughs and sneezes.

In the UK, about 600 people a year die from a complication of seasonal flu.

We offer two options for delivering vaccinations to your staff:

- A vaccination clinic held at the school.
- A voucher scheme at a designated Pharmacy.

You can choose your preferred method of vaccination, or a combination of these if you prefer.

### Why choose us?

Seasonal flu is one of the biggest causes of short term illness in the UK and generally up to 20% of the population gets flu every year.

Flu is highly contagious and affects people of all ages, with even healthy people suffering debilitating symptoms.

Flu vaccinations can decrease workplace absence, helping to reduce the costs and disruption that unexpected sick leave can create.

We can help you protect your staff by offering a sensibly priced on-site vaccination service, or vouchers, or a combination of these, through a tailored service to suit your school's needs.

### Further information

Please note that a flu vaccine is available free on the NHS for certain groups - contact your local GP surgery for further information around eligibility.

We will know the vaccine cost for 2020-21 in late summer, allowing us to confirm a definitive price. To help us estimate numbers of vaccine required, please indicate your interest by completing the order form, and costs will be advised to you as soon as that information becomes available.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

### Contact Point

**Alistair Ireland**

Business Continuity Manager

Telephone: 07824 868420

Email: [alireland@swindon.gov.uk](mailto:alireland@swindon.gov.uk)

## Free School Meals Administration

### What do we offer?

The administration of Free School Meals (FSM) for all Swindon Schools is overseen by the School Admissions Team, and is currently administered by the Business Support Unit. We offer a complete solution for the assessment and processing of applications for Free School Meals.

The service offers the following:

- on-line applications can be made at any time using the Swindon Borough Council website
- all eligible applications are immediately transferred to our central Free School Meals Database. Schools are normally informed every Friday of successful applications
- weekly lists are sent to all schools detailing new students entitled to Free School Meals

The Team will provide advice that is compliant with legislation and will keep abreast of all new information in relation to FSM eligibility.

### Why choose us?

The School Admissions Team and the Business Support Unit have extensive knowledge and experience of all FSM eligibility issues and are abreast of new information/legislation. They are well experienced at providing excellent customer service to both parents and schools.

### Further information

This service will be delivered from 1 September 2020 to 31 August 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

##### Emily Heaton

Strategic School Admissions Manager

Telephone: 01793 465769

Email: [eheaton@swindon.gov.uk](mailto:eheaton@swindon.gov.uk)

##### Alison Collett

Operational Admissions Manager

Telephone: 07970 940640

Email: [acollett2@swindon.gov.uk](mailto:acollett2@swindon.gov.uk)

## Governor Support Service

### What do we offer?

The Governor Support Service provides training, guidance and support to clerks and governors to enable them to fulfil their statutory duties and be confident in providing robust challenge and support to school leadership teams. Ofsted recognise the key role of governors and will expect to find evidence of governors' impact on strategic leadership. Schools are encouraged to invest in the development of their governors to ensure they can make a full contribution to this key role.

### Why choose us?

The Governor Support Service has over fifteen years' experience in supporting clerks and governors, including extensive knowledge around legislation and clerking matters.

Training is provided centrally or sometimes at schools for individual governing boards or as one to one sessions particularly for clerks and/or chairs.

Examples of our services include:

- regular electronic briefings sent to the clerk containing information relevant to the roles and responsibilities of governors and their clerks
- advice and guidance on the interpretation of legal and policy requirements

- comprehensive training programme for new governors and clerks
- a range of training (approximately 45 events over the year) enabling governors and clerks to develop their expertise
- access to webpages with a range of updated resources
- access to discounted rates for GovernorHub (online tool supporting the work of your governing board)

### Further Information

This service will be delivered from 1 April 2020 to 31 March 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

##### Anna Richardson

Governor Support Manager

Telephone: 01793 463876

Email: [arichardson@swindon.gov.uk](mailto:arichardson@swindon.gov.uk)

## HR and Payroll Services for Schools

### What do we offer?

We offer a range of HR services for schools and academies tailored specifically to the needs of your school namely:

- A commissioned Consultancy and Administrative service for your business
- An HR and payroll team with extensive experience and knowledge in Education
- An efficient and responsive service to Headteachers and school leaders
- Communications and briefings on new legislation/employment law and specialist education topics
- A bespoke payroll reporting service for schools/Academies
- On line DBS checks available providing a quick and efficient online checking service
- An end to end HR & Payroll Service using our fully integrated system - Midland HR

Services can be purchased either individually or as a full package. Bespoke services may be available on request.

### Our HR Consultancy support includes:

- Strategic and practical advice on all HR issues
- Comprehensive support in carrying out workplace investigations
- Advice at staffing hearings
- Change management and organisational development
- Support in managing performance, conduct and attendance issues

- Assistance in all TUPE transfers and post transfer agreements
- Support in conflict resolution including mediation
- Model policies and procedures ensuring compliance with current legislation
- Bespoke training for staff and governors, HR newsletters and scheduled briefings covering relevant education and employment legislation
- An opportunity for an annual appraisal of your HR and people management requirements.

### HR Administration service includes:

- Day to day operational HR Administration support to deliver effective transactional services from pre-employment through to termination
- Maintenance of employee records and production of reports from our HR system
- Advice on employment terms and conditions for all school/Academy employees
- Teachers Pension scheme support, administration and completion of all annual returns
- Bespoke HR training either one to one personal support or group training at regular HR forums
- Support with Head teacher recruitment (small additional charge)
- Support and guidance on apprenticeships in schools
- Advice relating to new starters, pre-employment checks and Single Central Record

### Support for Academies

As well as offering a comprehensive package to maintained schools we are able to support Academies in meeting the specific challenges and opportunities that they face.

### Payroll Services

Our comprehensive service offers you:

- A fully managed payroll service, calculating Gross Pay through to Net Pay, based upon information provided by Schools and Academies
- Supply of payroll preview reports in a timely manner summarising the monthly total cost of payroll, providing an opportunity to make adjustments before the payroll is finalised
- The completion of necessary documentation to comply with requirements outlined by Teachers and Local Government Pension schemes
- End to end Payroll service
- The maintenance of pay records and associated data, in order to pay employees accurately on time and comply with statutory requirements
- Provision of relevant financial monitoring data on payroll required by Head teachers and Governors managing their own budgets
- Liaison with various government departments, where necessary to keep abreast of current legislation, including real time processing and Auto-enrolment

- Third Party Payment administration for HMRC, Pensions and other deduction schemes
- The provision of P60's and P11d's to employees as appropriate
- We also offer a range of additional services we can provide to schools and academies. Please review "HR Service, Schools and Academies - Optional Services" for further details

### Why choose us?

We are experienced and qualified HR and payroll professionals with a great local knowledge and understanding of both maintained schools and Academies.

We have developed good relationships with Headteachers and Governors and promote a positive employee relations culture in Swindon.

### Further information

Services will be provided from 1 April 2020 to 31 March 2021, but tailored solutions may be available.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

### Contact Point

#### Anne English

Schools HR Manager

Telephone: 07818 510529

Email: [aenglish@swindon.gov.uk](mailto:aenglish@swindon.gov.uk)

## HR Optional Services for Schools and Academies

### What do we offer?

As a Local Authority we can offer a range of services to schools and Academies that buy into our HR services, at competitive rates including advertising posts through ETeach Premium License subscriptions and access to Swindon Borough Council's (SBCs) Occupational Health and Employee Assistance Programme (Care First).

### Why choose us?

- Eteach Premium Licence subscriptions: Eteach is the UK's leading online education recruitment service, where teachers, school leaders and support staff look for the latest jobs and where recruiters attract the best employees. This service runs from 1 September 2020 to 31 August 2021.
- Care First (Employee Assistance Programme): This service offers employees both face to face and telephone counselling support as well as a 24 hour information help line available seven days a week. In addition and included in the package, schools are able to access training through Care First such as stress and crisis management sessions which are available for the whole school or individuals as appropriate. Past usage figures have shown that Care First is a highly valuable service that has assisted many individual employees as well as whole schools to deal with a variety of work and personal difficulties. This service runs from 1st July 2020 to 30th June 2021.

- Access to recognised trade Union branch representatives (Academies only)

The benefits of purchasing this service:

- access to an effective route for statutory and collective consultation and bargaining
- access to branch officials from NEU and NASUWT unions
- access to a framework and structure for academies to manage effective relations
- promotes and maintains partnership working, best practice and consistency
- facilitates early resolution and reduces risk of disputes and Employment Tribunal claims
- eliminates or reduces the need for you to establish, agree and coordinate release arrangements and paid time off for duties and training

This service runs from 1 April 2020 to 31 March 2021.

### Further information

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

**Anne English**

Schools HR Manager

Telephone: 01793 464884 or 07818 510529

Email: [aenglish@swindon.gov.uk](mailto:aenglish@swindon.gov.uk)

## Insurance

### What do we offer?

We provide a range of services to meet the insurance needs of LA maintained schools in Swindon. Please note that due to Central Government rules, we are unable to provide any insurance cover for academies. Any schools that become an academy during the year will have to make their own arrangements for insurance and any cover in place through the Council will cease on the date of transfer.

We will provide advice on:

- insurance – specialist support and advice on issues of insurance, including liaison with external providers as appropriate to ensure efficient and economic placing of cover
- advice on insurance issues, insurance cover and requirements with particular reference to potential areas of liability
- claims handling – to provide an efficient and effective claims handling service to schools including liaison with external loss adjusters and insurers when appropriate
- additional services - additional covers may be purchased for your schools including comprehensive motor insurance, school travel insurance.

### Why choose us?

All queries are handled efficiently and generally within 24-36 hours (excluding weekends and Bank Holidays), by experienced staff who understand the specific insurance needs of schools.

### Further information

This service will be delivered from 1 January 2020 to 31 December 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

**Claire Thompson**

Insurance Manager

Telephone: 07557 541773

Email: [clthompson@swindon.gov.uk](mailto:clthompson@swindon.gov.uk)

**Katrina Schofield**

Insurance and Claims Officer

Telephone: 07973 942188

Email: [kschofield@swindon.gov.uk](mailto:kschofield@swindon.gov.uk)



## Legal Services

### What do we offer?

We offer a legal advice service on Education Law issues (other than insurance and employment matters) including the following:

- Parents and Pupils - disclosure of pupils information, exemption from school activities, matrimonial disputes/contact with children, discipline issues, access to premises (including banning letter), loss and damage to property, assaults on staff, liability of teachers on school trips and child protection issues
- use of materials - copyright, patent and design, music and theatrical performances and charging services
- contractual - claims for defective goods, hire agreement for photocopiers and claims for and against schools for breach of contract
- property - legal issues arising from those parts of the property for which the school has responsibility
- litigation - advice on whether to issue or defend any proceedings relating to the areas above
- Court Work - the Legal Service will act on behalf of the school in legal proceedings on the areas listed above, and this will include preparation of court documents and legal representation at court.

### Why choose us?

The Council's Legal Service has Solicitors who specialise and have extensive experience in the following areas of law: Education, Contracts, Property and Litigation.

### Further information

This service will be delivered from 1 April 2019 to 31 March 2020.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

##### Phillip Wirth

Head of Litigation and Personal

Telephone: 07467 440949

Email: [pwirth@swindon.gov.uk](mailto:pwirth@swindon.gov.uk)

## SBC Health and Safety Services

### What do we offer?

We provide independent professional Health and Safety support for a wide range of services enabling schools to discharge their statutory obligations.

#### Services

- Telephone advice on all aspects of Health and Safety
- Guidance on Health and Safety Management
- Updates on changes to Health and Safety Legislation
- A comprehensive Health and Safety Compliance Audit on a rolling program for school premises together with an Action Plan report
- Fire risk assessment and reviewing in compliance with current legislation.
- Site visits as required
- DSE Assessments
- Accident/incident support
- Advice on educational visits
- Health and Safety Compliance audit

#### Training courses

- Health and Safety awareness for managers
- Risk Assessment
- Premises Management
- Legionella and Water Hygiene Awareness

### Parish Councils

Please contact the service for more information.

### Why choose us?

We have a wide range of experience to support you delivering a safe learning environment.

### Further information

The annual service will be delivered from 1 April 2020 to 31 March 2021.

Additional bespoke services are available, contact the service for more information.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

##### Hannah Sarson

Health and Safety Advisor

Telephone: 07500 959187

Email: [hsarson@swindon.gov.uk](mailto:hsarson@swindon.gov.uk)

## School Admissions Appeals - Clerking Service

### What do we offer?

The Appeal Clerks are able to provide a high quality clerking, advice and support service to manage the admission appeals and administer appeal hearings.

The service is independent and complies with the latest legislation and statutory guidance. The Team will provide a range of services including:

- provide a fully trained and experienced Panel Clerk who will operate in accordance with the School Admission and Admission Appeals Codes
- provide access to a pool of trained independent appeal panel Chairs and members
- provide impartial advice on the appeal process to the academy and appellants
- arrange for three trained panel members to attend to hear and determine the appeal
- issue the necessary notices and paperwork to the relevant people
- attend the hearing to provide advice to the panel, to record the proceedings and the panel decisions
- Arrange for interpreting or signing as required (costs to be met separately)

### Why choose us?

The team has extensive experience of dealing with admission appeals for schools.

We are committed to delivering a high quality appeals service, within published timescales, and in accordance with relevant legislation, guidance and the principles of natural justice.

We are part of a national network of appeals clerks, enabling the sharing of best practice.

### Further information

This service will be delivered from 1 April 2020 to 31 March 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

**Rita Glen-Gallo**  
Committee Officer

Telephone: 01793 463611  
Email: [rglen-gallo@swindon.gov.uk](mailto:rglen-gallo@swindon.gov.uk)

## School Admissions Service

### What do we offer?

The School Admissions Team is responsible for the administration and allocation of School places. The team organise and attend open evenings to publicise the admissions process. Admission guides are produced annually to fully explain the admissions process to parents and carers, which provide details for all schools in the area.

Services offered include:

- Preparing your Admission appeals, paper templates, maps and distances and presenting appeals if required
- Drafting admission arrangements and managing the consultation process
- Facilitating consultations
- Co-ordinating the full in-year admissions process
- Providing home to schools distance data for Catholic schools that consider their own admissions
- Administering the point of entry admissions process
- Catchment checking services for in-year admissions for Academy/Free schools
- NEW: Point of Entry (POE) Distance service - For schools that consider their own admissions; providing home to school distances for all preferences for point of entry applications.

More detailed information about our offer is available online.

### Why choose us?

The Admissions Team have extensive knowledge, experience and expertise of all admissions issues and are abreast of new information /legislation. The Admissions Team work closely with other key departments so are able to investigate any issues that may arise with regards to applications received. This is a specialist area and we pride ourselves on being able to offer professional advice and support.

### Further information

This service will be delivered from 1 September 2020 to 31 August 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

**Emily Heaton**  
Strategic School Admissions Manager  
Telephone: 01793 465769  
Email: [eheaton@swindon.gov.uk](mailto:eheaton@swindon.gov.uk)

**Alison Collett**  
Operational Admissions Manager  
Telephone: 07970 940640  
Email: [acollett2@swindon.gov.uk](mailto:acollett2@swindon.gov.uk)

## School Exclusion Reviews – Clerking Service

### What do we offer?

The Review Clerks are able to provide a high quality clerking, advice and support service to manage the exclusion reviews and administer Exclusion Review Hearings. The service is independent and complies with the latest legislation and statutory guidance.

The Team will:

- provide a fully trained and experienced Panel Clerk who will operate in accordance with the latest Department for Education guidance on exclusion reviews, with access to advice from a Council Solicitor
- perform clerking services in a skilful and competent manner
- provide access to a pool of trained independent review panel Chairs and members
- provide impartial independent advice on the process to the academy and appellants
- arrange review hearings at the Civic Offices within the statutory time limit
- arrange for three trained panel members to attend to hear and determine the review
- issue the necessary notices and paperwork to the relevant people
- arrange for interpreting or signing as required (costs to be met separately)

- attend the hearing to provide advice to the panel, record the proceedings and panel decision and notify all parties of the decision in writing and by phone.

### Why choose us?

The Team has experience dealing with the Exclusion Reviews for community, voluntary controlled and voluntary aided schools. The same service can be provided to new and existing academy Schools.

We are committed to delivering a high quality exclusion review service, within published timescales and in accordance with relevant legislation, guidance and the principles of natural justice.

We are part of a national network of exclusion review clerks, enabling the sharing of best practice.

### Further information

This service will be delivered from 1 April 2020 to 31 March 2021.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

**Rita Glen-Gallo**

Committee Officer

Telephone: 01793 463611

Email: [rglen-gallo@swindon.gov.uk](mailto:rglen-gallo@swindon.gov.uk)

## South West Grid for Learning

### What do we offer?

Connectivity to the South West Grid for Learning, (SWGfL) across the Swindon network.

Included within this service:

- Contract management of British Telecom, NERA, UKB, SWGfL and RM.
- Escalation point for schools to the services provided by suppliers.
- Advice and guidance to the services provided by suppliers, including firewall changes, website, email, filtering, polices and practice.
- Representation at the SWGfL on behalf of all Swindon academy for strategic, tactical and operational service delivery.

Please note - This services details are provided for information only, because this service is part of your schools SWGfL connectivity and includes the contracting and management of services delivered by British Telecom/NERA and/or UKB.

### Why choose us?

In order to obtain the SWGfL connectivity, filtering and other internet services, schools are connected across Swindon by the Council and onto the SWGfL regional and national networks.

### Further information

You therefore do not need to order this service as part of your Traded Services uptake for 2020-21.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

**Huw Ford**

Children and Young People ICT Manager

Telephone: 01793 463168

Email: [hford@swindon.gov.uk](mailto:hford@swindon.gov.uk)

## Street Advertising and Marketing

### What do we offer?

We offer a range of advertising options for your school or college, via roundabout signage, lamp post banners, car park adverts and 'Big Screen' advertising.

### Why choose us?

We offer cost effective visual outdoor advertising, tailored to your individual requirements and managed by a dedicated member of staff. Many businesses take advantage of this highly visible approach to marketing themselves around Swindon, and we can help you market your school in the same way.

### Further information

This service can be delivered on an ad hoc "pay as you go" basis, with agreements dependent on choice of advertising medium. Duration could be from 1 week – 3 years with an option of renewal on expiry of contract.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

**Bev Rawlings**  
Advertising Officer

Telephone: 01793 463148  
Email: [brawlings@swindon.gov.uk](mailto:brawlings@swindon.gov.uk)

## Swindon Internal Audit Service

### What do we offer?

Internal audit is mandatory in local government. Under the 2011 Accounts and Audit Regulations the Council is responsible for maintaining an adequate and effective internal audit function. In addition, LA maintained Schools and Academies can buy back a service tailored to meet their needs. This could include:

- full Risk Based internal audit coverage – similar to mandatory audits
- Responsible Officer Role (RO) – carry out a number of transaction tests across the year to meet the requirements of the RO role
- review of the Academies Financial Management and Governance Return
- Start up audit – to provide assurance on new governance arrangements/policies
- wide range of specialist audits e.g. IT security, risk management, governance, income, grant claim certification etc
- support and guidance to Governors on the completion of the School Financial Value Standard (SFVS)
- contingency, irregularity, advice and assistance – to investigate any suspected irregularities, provide advice and assistance regarding new systems etc.

### Why choose us?

All Internal Audit staff are professionally qualified and have a good understanding of schools and national and local policies, procedures, arrangements and best practice. The Ofsted School Inspection Handbook for Inspectors (2018) states that 'Inspectors will consider whether governors:

- ensure that the school's finances are properly managed
- are transparent and accountable, including in recruitment of staff and governance structures.'

Our internal audit provision can assist Governors in confirming that their arrangements are effective and our reports can be used to demonstrate Governors' commitment to ensuring that the school's finances are properly managed.

### Further information

This service can be delivered on an ad hoc "pay as you go" basis.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point

**Nikki Soave**  
Principal Auditor

Telephone: 01793 463947  
Email: [nsoave@swindon.gov.uk](mailto:nsoave@swindon.gov.uk)

## Swindon Manager - Management Development Training

### What do we offer?

Effective management is critical to delivering high quality services in any organisation. The Swindon Manager development programme covers the key competencies required by all managers. This training is suitable for all school leadership and business management staff. The programme starts with an overview of the fundamental principles and skills required by managers in the 'Introduction to Swindon Manager' session (1.5 days).

Key competencies are then explored in more depth within optional additional modules covering a wide range of topics, such as:

- Personal Effectiveness (1 day)
- Recruitment and Selection (1 day)
- Coaching for Managers (1 day)
- Managing Activities – Business planning and risk (0.5 days)
- Presentation Skills (1 day)
- Effective Absence Management (1 day)

Further modules are in development and will be made available in due course.

Alongside management development training courses, we offer professional coaching on a one-to-one basis with our pool of qualified coaches.

### Why choose us?

Our trainers and coaches are experienced and passionate about promoting continuing development. All training or coaching is evidence based and every session is evaluated to ensure that we maintain high quality delivery.

Positive feedback has been received about our recent courses:

*"One of the best courses I've been to in a long time"*

### Further Information

This service can be delivered on an ad hoc "pay as you go" basis, through selecting modules to attend. Alternatively for larger groups, we can deliver a course or programme on-site, enabling us to tailor the content specifically to your team's needs.

Find out more about this service at <https://tradedservices.swindon.gov.uk/info/1/traded-services/7/schoolmanagement>

#### Contact Point Learning and Organisational Development Team

Telephone: 07976 792573  
or 07976 792582

Email: [learninganddevelopment@swindon.gov.uk](mailto:learninganddevelopment@swindon.gov.uk)

# Standards, Complaints and Compliments

## Dear Customer

We would like to set out the standards we aim to achieve, and also to hear your views about how you find the services on offer in this Prospectus - whether you have had a good experience or whether you feel dissatisfied.

### Standards

#### We aim to:

- clearly and accurately inform you about the Traded Services we are proposing to offer in 2020-21 (subject to viability in all cases)
- ensure that meetings and phone calls are conducted in a courteous and professional manner at all times
- be responsive to all requests for information and deal with queries and complaints promptly and efficiently
- listen to your views and suggestions about services and how we might improve them
- answer the telephone within 5 rings
- answer correspondence and emails in 5 working days if at all possible, but within a maximum of 10 working days
- above all, treat you as a customer who has paid for a service to be provided.

### Complaints

If you have a complaint about a service covered by this Prospectus, please in the first instance get in touch with the Contact Point shown for that service. This can either be done face-to-face, over the telephone or in writing if you would prefer. In most cases, it is expected that the complaint can be readily resolved to the customer's satisfaction. If necessary, the person you contact may wish to involve a Senior Manager to help reach a satisfactory resolution to the complaint.

If you still have concerns after undertaking this route, please contact:

#### Contact Point

##### Di Bulley

Traded and Service Support Officer  
Telephone: 01793 465750  
Email: [dbulley@swindon.gov.uk](mailto:dbulley@swindon.gov.uk)

If all routes have been fully exhausted, please contact:

#### Contact Point

##### Gareth Cheal

Education Commissioner  
Telephone: 07823 525378  
Email: [gcheal@swindon.gov.uk](mailto:gcheal@swindon.gov.uk)

Gareth Cheal will take up the complaint with the relevant Senior Manager. The aim will be to satisfactorily resolve the complaint within 10 working days, if at all possible.

### Compliments

If you would like to compliment a particular service where, for example you were very impressed with the quality and value for money of what you have received, it is suggested that you email the relevant Contact Point shown for this service, with a copy to Di Bulley ([dbulley@swindon.gov.uk](mailto:dbulley@swindon.gov.uk)).

### Feedback

Your feedback is always valued and helps us to continually develop services. We will therefore conduct an annual survey with all schools, of all Traded Services on offer.

Individual Traded Services may also from time to time seek views from their customers.

In the meantime, if you would like to send us your comments, please do complete and return the attached feedback form.

# Swindon Traded Services Feedback Form

Which traded service(s) would you like to comment on? .....

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Your comments: .....

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Please return to:  
The Contact Point shown for  
that service, with a copy to

Di Bulley  
Traded and Service Support Officer  
Education Services  
Civic Offices, Euclid Street, Swindon SN1 2JH  
Email: [dbulley@swindon.gov.uk](mailto:dbulley@swindon.gov.uk)

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Name .....

Position .....

Contact No. ....

Date .....

Signature .....







Notes

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### **The Vision for Education in Swindon**

For every child, irrespective of background,  
to fulfil their potential through the best  
education possible

Information about Swindon Traded Services is available on the Internet at  
[tradedservices.swindon.gov.uk](http://tradedservices.swindon.gov.uk)

It can be produced in a range of languages and formats (such as large print, Braille or other  
accessible formats) by contacting the Customer Services Department.

**t:** 01793 445500    **f:** 01793 463331

**e:** [customerservices@swindon.gov.uk](mailto:customerservices@swindon.gov.uk)