



# Telford Education Services



Telford & Wrekin Council  
delivers a comprehensive  
range of professional  
and affordable services  
to early years, schools,  
academies and colleges.





# Contents

<b>Education Catering (Let's Dine)</b>		<b>Professional, Educational and Pupil Support</b>	
Eatwell Project	4	Arthog Outdoor Education Centre (Wales)	32
School Catering Service	5	Arthog Outreach (Telford & Wrekin and Shropshire)	33
<b>Training Services</b>		Arthog Sky Reach (Telford Town Park)	34
First Aid at Work	6	Education Services within Telford Town Park	35
Emergency First Aid	7	Educational Visits and Journeys	36
Paediatric First Aid	8	Free School Meals Assessment Service (Year 3 and above)	37
Food Safety (Level 2 and 3)	9	FutureFocus Careers Service	38
Manual Handling	10	<b>Leisure &amp; Outdoor Education</b>	
Health and Safety in the Workplace	11	Telford Ice Rink	39
		Telford Snowboard and Ski Centre	40
		Oakengates Theatre @ The Place Telford	41
<b>HR, Business Support and Health &amp; Safety</b>		<b>Pupil Support Services</b>	
Communication Support	14	Behaviour Support Advisory Team (BSAT)	42
Emergency Planning & Business Continuity Planning	15	Virtual School Team	43
Employment Services (Employment Contracts and Payroll Services)	16	Road Safety and Sustainable Transport	44
Graphic Design	17	<b>School Performance and Development</b>	
Health and Safety	18	Attendance Support Team	45
Information Security, Data Protection and Freedom of Information	19	Early Years and Childcare	46
Insurance Services	20	Multicultural Development Team (MDT)	47
Internal Audit	21	Newly Qualified Teacher (NQT) Appropriate Body Service	48
Legal Services	22	Radiation Protection Advisory Service	49
Learner Management System (Ollie)	23	Safeguarding	50
Occupational Health	24	School Governance	51
Human Resources Advisory Service	25	School Performance Team	52
Procurement	26	<b>Special Educational Needs and /or Disabilities (SEND)</b>	
Research and Intelligence	27	Educational Psychology Service	53
Telford & Wrekin Training Services	28	Learning Support Advisory Teachers (LSAT)	54
		Telford & Wrekin Music Service	55
		<b>Youth Employment Support</b>	
		Education Business Links - Work Experience	56
		Turnaround Project	57
<b>ICT and Finance</b>		<b>Property, Facilities Management and Catering</b>	
Agresso Financial Management System and Support	29	apT Development Management Services	58
ICT Support Systems	30	Let's Clean Services	59
Schools Finance Team	31	Property Maintenance, Facilities Management & Building Design	60
		Recycling Services	62
		West Mercia Energy (WME)	63

# Eatwell Project

## What we offer

We provide a unique, exciting and fun experience for primary aged children, their parents the whole school community and other organisations to cook healthy food from scratch.

### An overview of our practical sessions:

- Knife skills;
- Food and hygiene safety;
- Healthy eating information;
- Cooking and tasting what you have made;
- Having fun in an interactive environment with fully qualified staff.

### An overview of our classroom based sessions:

- Healthy eating sessions encompassing the Eatwell guidelines;
- Why Five A Day and the importance of vitamins and minerals in our body;
- Reading food labels;
- How much hidden sugar is in the food we eat and what impact does it have on our health.

All our sessions can be tailor made to meet the individual needs of each group.

## Why choose us?

The Eatwell project supports primary schools to achieve the national curriculum aims set out in September 2014

- How to apply the principles of healthy eating and good nutrition;
- To teach children how to cook.

Our sessions empower children and adults and give them the confidence that they can make healthy fast food at home cheaper and quicker whilst having fun.

Evidence shows that children are more likely to try new things if they are involved in the cooking process.



eatwell

## Contact

Project leader - Niki Andrews

☎ 01952 380959

@ letsdine@telford.gov.uk

# Schools Catering Service

## What we offer

We are committed to working in partnership with our customers to provide a catering service to meet your school's needs. Your pupils are important to us as we understand the importance of providing a healthy meal at an early age and how this can support children's development and education.

We will develop menus to meet your pupils' needs, procure all the ingredients, provide all the equipment and staff to prepare and serve the meals on site and ensure your dining room is left neat and tidy, ready for lessons. We can also provide nursery provision. We also offer hospitality catering for Governors' meetings or high profile events in your school. We have a range of buffets which can match your budget.

## Why choose us?

- Staff who are all DBS checked;
- Freshly cooked food all prepared on site;
- All light equipment;
- Menus and recipes for healthy school meals using locally sourced high quality ingredients;
- Choice of two main courses, a main dessert and a choice of fruit, yoghurt and cheese and crackers;
- Themed food days for fun or linked to the curriculum;
- Confidence that you are complying with the nutritional standards in line with the school food plan, with supporting evidence for Ofsted Inspections;
- We have been awarded the Bronze Award from the SOIL Association which is a national accreditation for our menus and they are compliant with the School Food Standards
- Cashless catering allowing parents and guardians to pay for meals online;
- A fully managed free school meal service to include provision of the new Universal offer along with all the evidence for you to claim funding back from the Government;
- As an accredited training centre, this ensures we have highly skilled and professional staff;
- Support for schools with intake and parent events promoting schools;
- Parent information on school meals including printed menus;

- 98% of kitchens we manage have a 5 star rating (4 Star being the lowest);
- We endeavour to cater for special dietary requirements whether it be for medical or cultural needs;
- The Eatwell team visiting schools to promote healthy eating, this can include cooking sessions with pupils and parents, class room based interactive activities promoting healthy eating and lifestyle, working within the eat well guide lines i.e. 5 a day, sugar awareness and tackling obesity; (first session free);
- Support for school events and can bring along our furry friends Ollie and Germima;
- We can support school with UIFSM/FSM in increasing the uptake and increase pupil premium and support the school and service. Talking to parents and working within the Community;
- Most importantly we believe we provide value for money and we are a not for profit service.

## Customer feedback

'Over the years Telford & Wrekin School Catering have supported very many events at our school. Last year they even managed to serve hundreds of hot school dinners from the very top of the Wrekin as part of our Poppy day event! The catering team are always very keen to go the extra mile and to listen to suggestions about how to improve their service. We are very settled with their provision and wouldn't go anywhere else!'

# Let's Dine

## Contact

**Lorna Hicks**

 **01952 380959**

 **letsdine@telford.gov.uk**

# First Aid at Work

## Training Services

### First Aid at Work with Automated External Defibrillator (AED)

**Course Duration:** 3 days (19½ hours)

**Location:** Telford

**Course Overview:** This informative three day course provides the comprehensive set of practical skills needed to become a confident first aider at work. It covers a wide range of CPR, AED and First Aid skills and includes the Emergency First Aid at Work syllabus and also equips the first-aider to apply first aid to a range of specific injuries and illness. This course also teaches the essential skills that an AED operator needs and gives the confidence to know what to do in an emergency.

**Who is this course for:** Those identified as first aiders in their workplace and those looking for our most thorough first aid training.

**Course Pre-Requisites:** None

### First Aid at Work Requalification with Automated External Defibrillator (AED)

**Course Duration:** 2 days (13½ hours)

**Location:** Telford

**Course Overview:** Employers are legally required to assess their workplace with regards to First Aid qualification needs. The findings of the needs assessment should indicate the level of first-aid equipment, facilities and personnel required. This two day course provides the comprehensive set of practical skills needed to retain confidence as a first aider at work. It covers a wide range of CPR, AED and First Aid skills and includes the Emergency First Aid at Work syllabus and also equips the first-aider to apply first aid to a range of specific injuries and illness.

**Who is this course for:** Those identified as first aiders in their workplace looking to renew their First Aid at Work qualification.

**Course Pre-Requisites:** Participants must already have a valid First Aid at Work certificate that has not expired.

### Emergency Paediatric First Aid and Emergency Paediatric First Aid Requalification

**Course Duration:** 1 day (6 hours)

**Location:** Telford

**Course Overview:** This comprehensive one day course covers a wide range of CPR and First Aid skills related to children and equips the first-aider to apply emergency first aid to a range of specific injuries. This course will provide the learner with a nationally recognised Emergency Paediatric First Aid (EPFA) qualification.

**Who is this course for:** People looking after children including teachers, childminders, nannies, nursery and pre-school workers, sport and leisure staff, Au Pairs and playgroup leaders. This course is Ofsted and Sure Start compliant. It is also an excellent course for parents who would like more in-depth training on common accidents and illnesses focusing on babies and children.

**Course Pre-Requisites:** None.

Full details of all courses can be found at [www.telfordtrainingservices.co.uk](http://www.telfordtrainingservices.co.uk)

## Contact



01952 380137



[twc.commercialservices@telford.gov.uk](mailto:twc.commercialservices@telford.gov.uk)



# Emergency First Aid

## Training Services

### Emergency First Aid and Emergency First Aid at Work Requalification

**Course Duration:** 1 day (6 hours)

**Course Capacity:** 12 people

**Course Overview:** This one day course covers a range of CPR and First Aid skills and the training enables a first-aider to give emergency first aid to someone who is injured or becomes ill while at work. This course will provide the learner a nationally recognised Emergency First Aid at Work (EFAW) qualification.

**Who is this course for:** This course is ideal for low hazard environments (e.g. offices, shops, libraries) or where your needs assessment identifies a requirement for a first aider trained in emergency first aid at work. If your needs assessment identifies additional hazards or risks or staff with a medical condition such as asthma, diabetes or a heart condition we recommend the first aid at work course as this covers a broader syllabus including the recognition and treatment of a wider range of conditions.

Full details of all courses can be found at  
[www.telfordtrainingservices.co.uk](http://www.telfordtrainingservices.co.uk)

### Contact

 01952 380137

 [twc.commercialservices@telford.gov.uk](mailto:twc.commercialservices@telford.gov.uk)



# Paediatric First Aid

## Training Services

### Emergency Paediatric First Aid

**Course Duration:** 1 day (6 hours)

**Course Capacity:** 12 people

**Course Overview:** This comprehensive one day course covers a wide range of CPR and First Aid skills related to children and includes the Emergency Paediatric Emergency First Aid syllabus and also equips the first-aider to apply emergency first aid to a range of specific injuries and illness. This course will provide the learner with a nationally recognised Emergency Paediatric First Aid (EPFA) qualification.

**Who is this course for:** People looking after children including teachers, childminders, nannies, nursery and pre-school workers, sport and leisure staff, Au Pairs and playgroup leaders. This course is Ofsted and Sure Start compliant. It is also an excellent course for parents who would like more in-depth training on common accidents and illnesses focusing on babies and children.

### Paediatric First Aid and Paediatric First Aid Requalification

**Course Duration:** 2 day (12 hours)

**Course Capacity:** 12 people

**Course Overview:** The Paediatric first aid training course is designed for people caring for children in any setting. This comprehensive two day course covers a wide range of CPR and First Aid skills related to children and includes the Paediatric Emergency First Aid syllabus and also equips the first-aider to apply first aid to a range of specific injuries and illness. In-line with the statutory framework for the Early Years Foundation Stage, it can be used as evidence for an NVQ in childcare and education. This course is Ofsted and Sure Start compliant and will provide the learner with a nationally recognised Paediatric First Aid qualification.

**Who is this course for:** People looking after children including teachers, childminders, nannies, nursery and pre-school workers, sport and leisure staff, Au Pairs and playgroup leaders. It is also an excellent course for parents who would like more in-depth training on common accidents and illnesses focusing on babies and children.

Full details of all courses can be found at

[www.telfordtrainingservices.co.uk](http://www.telfordtrainingservices.co.uk)

### Contact

 01952 380137

 [twc.commercialservices@telford.gov.uk](mailto:twc.commercialservices@telford.gov.uk)



# Food Safety

## Training Services

### Qualsafe Awards (QA) Level 2 Award in Food Safety in Catering

**Course Duration:** 1 day (6 hours)

**Location:** Telford

**Course Overview:** This qualification has been developed to address the growing need to make learning more relevant to specific business environments. This course will extend in areas such as refrigeration, chilling and cold holding of foods, principles of safe storage and cleaning practices.

**Who is this course for:** Anyone working in a catering setting where food is prepared cooked and handled.

**Course Pre-Requisites:** None

### Qualsafe Awards (QA) Level 2 Award in Food Safety in Catering (Refresher)

**Course Duration:** ½ day (3 hours)

**Location:** Telford

**Course Overview:** This course is designed to refresh attendees knowledge and understanding of the importance of food safety procedures and understand personal hygiene practices and role in reducing the risk of contamination. Subjects explored include identifying the sources and risks to food safety.

**Who is this course for:** All candidates who have taken the QA level 2 Awards in Food Safety are recommended to take a refresher course three years after completion.

**Course Pre-Requisites:** The participant must have a Level 2 Award in Food Safety.

### Qualsafe Awards (QA) Level 3 Award in Food Safety

**Course Duration:** 3 days (18 hours)

**Location:** Telford

**Course Overview:** In line with the national occupational standards reflecting sector-specific needs, these qualifications provide a thorough understanding of food safety procedures emphasising the importance of monitoring staff and controls. Attendees will learn how to implement and supervise a food safety management system and understand the concept of food hazards and the risks associated with them and more.

**Who is this course for:** Managers and supervisors in small, medium or large catering, manufacturing or retail businesses. Particularly relevant for those who have to develop or monitor Hazard Analysis and Critical Control Points (HACCP) based food safety management procedures and systems.

**Course Pre-Requisites:** Level 2 is required.

### Qualsafe Awards (QA) Level 2 Award in Food Safety in Retail

**Course Duration:** 1 days (6 hours)

**Location:** Telford

**Course Overview:** The QA Level 2 Award in Food Safety for Retail (RQF) is a regulated and nationally recognised qualification and covers the importance of food safety; food safety laws and legal responsibilities of food handlers; types of contamination and associated risks; bacteriology; an introduction to Hazard Analysis and Critical Control Points (HACCP); personal hygiene; design of premises and equipment; cleaning and disinfection; waste disposal; pest control; safe handling practices including time and temperature controls; stock control procedures and food spoilage. Successful candidates will develop a strong understanding of the importance of food safety, including correct food handling practices and measures to reduce the risk of contamination.

**Who is this course for:** The QA Level 2 Award in Food Safety for Retail (RQF) is designed for those working, or planning to work, in a food retail environment such as: supermarkets, corner shops or premises with hot and chilled food display counters.

**Course Pre-Requisites:** None

Full details of all courses can be found at [www.telfordtrainingservices.co.uk](http://www.telfordtrainingservices.co.uk)

## Contact

 01952 380137

 [twc.commercialservices@telford.gov.uk](mailto:twc.commercialservices@telford.gov.uk)

# Manual Handling

## Training Services

### Qualsafe Awards (QA) Level 2 Award in Manual Handling Principles

**Course Duration:** ½ day (3 hours)

**Location:** Telford

**Course Overview:** This course is designed to provide essential information about manual handling hazards and their control. This course will allow participants to understand the risks associated with manual handling, learn the value of risk assessment and apply the principles of safer handling to a range of everyday manual handling tasks.

**Who is this course for:** This qualification is aimed at those who carry out manual handling at work including both industrial and office workers. Those who need to learn about practical manual handling techniques should stay on for a further half-day training session and assessment to gain the full Qualsafe Awards Level 2 Award in Manual Handling – Principles and Practice qualification.

**Course Pre-Requisites:** None

### Qualsafe Awards (QA) Level 2 Award in Manual Handling Principles and Practice

**Course Duration:** 1 day (6 hours)

**Location:** Telford

**Course Overview:** This one day course is designed to provide essential information about manual handling hazards and their control. This course will allow participants to understand the risks associated with manual handling, learn the value of risk assessment and apply the principles of safer handling to a range of everyday manual handling tasks.

**Who is this course for:** This qualification is aimed at those who carry out manual handling at work including both industrial and office workers. To give you maximum flexibility it can be delivered as a half-day programme for learners who only wish to gain Qualsafe Awards Level 2 Award in Principles of Manual Handling.

**Course Pre-Requisites:** None

Full details of all courses can be found at [www.telfordtrainingservices.co.uk](http://www.telfordtrainingservices.co.uk)

### Contact

 01952 380137

 [twc.commercialservices@telford.gov.uk](mailto:twc.commercialservices@telford.gov.uk)



# Health & Safety In The Workplace

## Training Services

### Basic Risk Assessment for Schools

**Course Duration:** 4 hours

**Location:** Telford

**Course Overview:** To give an understanding of the legal requirements for risk assessments and to learn and practice the techniques for carrying these out. To ensure that as Teachers and Teaching Assistants you are aware of the principles of the Risk Assessment process and competent in the carrying out and recording of Risk Assessments under the Management of Health and Safety at Work Regulations, 1999. There is no formal assessment, renewal or certificate for this course.

**Who is this course for:** Teachers and Teaching Assistants  
**Course Pre-Requisites:** None

### Caretaker Health and Safety Awareness

**Course Duration:** 2 hours

**Location:** Telford

**Course Overview:** This course gives an overview for companies (who have a caretaker role within their organisation) on their legal responsibilities for health and safety, how to carry these responsibilities out. Course participants will learn: the do's and don'ts of a caretaker; basic principles of risk assessment; general building safety and security; health and safety considerations for the environment you work in and you as a caretaker. There is no formal assessment, renewal or certificate for this course.

**Who is this course for:** Individuals who have a caretaker role within their organisation with responsibility for health & safety matters.

**Course Pre-Requisites:** None

### Caretaker Health and Safety Awareness Refresher

**Course Duration:** 1 hour

**Location:** Telford

**Course Overview:** This refresher course gives an update in health and safety considerations (who have a caretaker role within their organisation) on their legal responsibilities for health and safety, how to carry these responsibilities out.

Course participants will have an update on any health and safety legislation changes that would impact on a

caretaker's roles and responsibilities including: what has changed; principles of risk assessment; general building safety and security; health and safety considerations for the environment you work and you as a caretaker. There is no formal assessment, renewal or certificate for this course.

**Who is this course for:** Individuals who have a caretaker role within their organisation with responsibility for health & safety matters.

**Course Pre-Requisites:** None

### Display Screen Equipment (DSE) Assessment

**Course Duration:** 2 hours

**Location:** Telford

**Course Overview:** This course will provide participants with an understanding of the legal requirements for display screen equipment work (i.e. work with computers) to be assessed and to learn and practice the techniques for carrying these out. Course participants will learn how to: Identify the hazards arising from using display screen equipment; carry out assessments of display screen equipment work stations; set up a work station correctly; advise on improvements and management of display screen equipment users; advise on your organisations eye test procedures; and understand the risks associated with dynamic working. There is no formal assessment, renewal or certificate for this course.

**Who is this course for:** Managers, supervisors or nominated employees who need to become DSE Assessors.

**Course Pre-Requisites:** None

### Governors' Role in Health and Safety

**Course Duration:** 2 hours

**Location:** Telford

**Course Overview:** This course is designed to provide health and safety advice and support to governors, to enable them to help the school comply with their legal responsibilities. Advice will include how the governing body can plan for the school to implement the health and safety policy, by setting objectives and performance standards and monitoring of the process. There is no formal assessment, renewal or certificate for this course.

# Health & Safety In The Workplace

## Training Services

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**Who is this course for:** Governors of Academies, trust run schools and committees with responsibility for health and safety.

**Course Pre-Requisites:** None

### Investigating Accidents and Incidents

**Course Duration:** 3 hours

**Location:** Telford

**Course Overview:** The investigating accidents and incidents training will give the participant a broad understanding of the principles of an investigation process, looking at the benefits of prevention with the emphasis on practical training exercises and real-life case studies. It will enable the participant to meet legal obligations to investigate accidents and incidents and assist compliance with relevant legislation, including RIDDOR (1995). There is no formal assessment, renewal or certificate for this course.

**Who is this course for:** Anyone with a role or responsibility in accident/incident processes.

**Course Pre-Requisites:** None

### Managing Health and Safety

**Course Duration:** 3 hours (after completion of e-learning package)

**Location:** Telford

**Course Overview:** This course gives participants an overview of a managers legal responsibilities for health and safety, how to carry these out and the assistance available to do this. Course participants will learn: a managers legal responsibilities for health and safety; how health and safety law is enforced; how health and safety is managed within your company; policies, consultation, risk assessment, monitoring, record keeping, training, accidents, emergencies and ill health. There is no formal assessment, renewal or certificate for this course. Individuals who have a role or responsibility for health and safety matters within their respective field or business.

**Course Pre-Requisites:** None

### Qualsafe Awards (QA) Level 2 Award in Health & Safety in the Workplace

**Course Duration:** 1 days (6 hours)

**Location:** Telford

**Course Overview:** Designed to ensure that all employees are aware of their own safety and the safety of customers, contractors and the public. This qualification can be tailored to business and individual needs to make the learning experience relevant and fit for purpose. Building on the knowledge gained on the level 1 qualification participants will learn the principles of health and safety and accident prevention and understand the responsibilities placed on employers and employees.

**Who is this course for:** Anyone in a work environment.

**Course Pre-Requisites:** None

### Routine Visual Inspection of Outdoor Playground Equipment

**Course Duration:** 2 hours

**Location:** Telford

**Course Overview:** This course will enable participants to identify and look at their outdoor play equipment's basic condition, especially faults due to recent vandalism, breakages and cleanliness of the playground. It will include: practical advice on how to carry out and record inspections; report defects; and practical workshops on site to ensure staff that have been nominated are competent to carry out daily/weekly inspections, record findings and understand importance of reporting defects. There is no formal assessment, renewal or certificate for this course.

**Who is this course for:** Individuals who have a role or responsibility for health & safety matters within their respective field or business.

**Course Pre-Requisites:** None

### Health and Safety for Building Managers

**Course Duration:** 4 hour

**Location:** Telford

**Course Overview:** This course gives an overview for Building managers' legal responsibilities for health and safety, how to carry these out and the assistance available to do this. Course participants will learn: a building managers legal responsibilities for health and safety; health and safety building management within your building; the support available to the building manager; policies, risk assessment, monitoring, record keeping, training,

# Health & Safety In The Workplace

## Training Services

accidents, emergencies and ill health; building health and safety risks; and health and safety audits and building checklists. There is no formal assessment, renewal or certificate for this course.

**Who is this course for:** Individuals who have a role or responsibility for health & safety matters within their respective field or business.

**Course Pre-Requisites:** None

### Legionella Awareness

**Course Duration:** 2 hours

**Location:** Telford

**Course Overview:** This course gives participants an understanding of how Legionella grows and causes infection and the measures to take to control it. Course participants will learn about: domestic arrangements; complying with the law – L8 ACOP; identifying and assessing water risks; nominating a responsible person for your site; preventing and controlling risks and keeping correct records. There is no formal assessment, renewal or certificate for this course.

**Who is this course for:** Individuals who have a role or responsibility for health & safety matters within their respective field or business.

**Course Pre-Requisites:** None

### Managing Health and Safety (Refresher)

**Course Duration:** 3 hour

**Location:** Telford

**Course Overview:** This course provides participants with a refresher on key health and safety issues for managers and nominated employees who have undertaken training in managing health and safety three or more years ago. Course participants will: be able to assess how recent/ forthcoming changes to Health & Safety law and policy will affect their workplace and practices; review their legal responsibilities for health and safety and how the law is enforced; review how their management of health and safety contributes to the strategy for managing health and safety within their organisation; be given an opportunity to explore further any areas of health and safety that are a cause for concern. There is no formal assessment, renewal or certificate for this course.

**Who is this course for:** Individuals who have a role

or responsibility for health & safety matters within their respective field or business.

**Course Pre-Requisites:** None

### Quallsafe Awards (QA) Level 2 Award in Health & Safety in the Workplace (Refresher)

**Course Duration:** ½ days (3 hours)

**Location:** Telford

**Course Overview:** This qualification has been designed to provide a simple and concise update of health and safety to candidates holding the Level 2 Award in Health and Safety in the Workplace Qualification.

**Who is this course for:** All candidates who have taken the Level 2 Award in Health and Safety in the Workplace are recommended to take a refresher course three years after completion.

**Course Pre-Requisites:** The participant must have a Level 2 Award in Health & Safety in the Workplace.

### Risk Assessment

**Course Duration:** 7 hours

**Location:** Telford

**Course Overview:** This course will give participants an understanding of the legal requirements for risk assessments and to learn and practice the techniques for carrying these out. This will ensure that staff expected to carry out risk assessments are competent in the principles of the Risk Assessment process and the carrying out and recording of Risk Assessments. There is no formal assessment, renewal or certificate for this course.

**Who is this course for:** Individuals who have a role or responsibility for carrying out risk assessments.

**Course Pre-Requisites:** None

Full details of all courses can be found at

[www.telfordtrainingservices.co.uk](http://www.telfordtrainingservices.co.uk)

## Contact

 01952 380137

 [twc.commercialservices@telford.gov.uk](mailto:twc.commercialservices@telford.gov.uk)

# Communication Support

Schools can find themselves at the eye of a media storm - if you're in this situation who are you going to turn to, leaving you to get on and run your school?

## What we offer

Our experience in Telford and Wrekin shows that schools are thrust into an often unwelcome spotlight with local, regional and national press or social media at any time. That's why we've developed a special crisis communications package for schools.

This will give you reassurance of round the clock advice on issues that can have a significant reputational impact for you. For an annual fee, we will provide up to 5 hours dedicated crisis support, covering:

- direct media relations with traditional press;
- responding to issues/criticism on social media channels;
- advice and assistance on written communications with parents relating to the issue in question;
- where appropriate, a member of the council's press team may attend the school to help deal with a given issue but this will depend on the nature of the incident.

We also offer a range of professional services that can be tailored to meet your needs and improve the effectiveness of communication and engagement with your school's community. These services are charged separately and include:

- Planning and delivering communications campaigns including web, print, social media and evaluation;
- Advice and audits of your social media and digital offer;
- Graphic design for print and web services, including video animation;
- An advertising agency service including media buying.

## Why choose us?

We provide:

- Many years experience and an in-depth knowledge, including helping many schools through a media crisis;
- A team of professional officers who have a range of qualifications including Chartered Institute of Marketing, Institute of Direct Marketing and Chartered Institute of Public Relations;
- A wide range of contacts and effective partnership working with many local media organisations, businesses and community groups and having the ability and channels to promote messages borough wide.



## Contact

**Nigel Newman**

 **01952 382403**

 **media@telford.gov.uk**

# Emergency Planning & Business Continuity Planning

Incidents and emergencies can have a very disruptive effect on an educational establishment. The challenges faced at such times can be mitigated through planning and training. The pressure on the school and the School Incident Management Team will be considerable and an emergency plan will assist in making the response efficient and effective.

The Telford & Wrekin Council Resilience Unit can help you consider the various sorts of emergencies that can impact on the smooth running of the school.

This support is free of charge to any school regardless of the status of the school. We offer:

- Provision of a Schools Emergency Plan Template;
- Guidance and support with completing the emergency plan;
- School workshops to train staff and validate plans;
- 24/7 School Support during an incident;
- Links to other Council Services who can provide support in an emergency;
- Support and guidance from experienced, professional emergency planners.



## Contact

**Telford & Wrekin Council Resilience Unit**

 **01952 381960**

 **resilience@telford.gov.uk**

## Employment Services (Employment Contracts and Payroll Services)

### What we offer

We provide a comprehensive employment contract administration and payroll service; delivered by a very experienced and knowledgeable team. To ensure we deliver the best service we can you will be allocated named members of the team who will be there to support you with all of your HR administration and payroll requirements, ensuring that the service we deliver is a truly personal one!

We take great pride in providing a high quality, supportive service and having very strong working relationships with our customers. We are dedicated and committed to going the extra mile and know this is valued; not only through the positive feedback we receive but also because of our extremely high customer retention rate and the growth of our customer base being directly linked to our strong reputation.

This service also comes with access to our new HR and Payroll System, MyView (Resourcelink). This allows you to have access to live information on your employees as well as “real time” management information and reports. We are also able to work with you to tailor this system to meet your own specific needs.

Please see a summary below of some of the key elements of our service:

- Provision of training and support to school administrators about the operation of our procedures and systems.
- Place job adverts on the We Manage Jobs (WMJobs) website free of charge;
- Manage new appointment administration including undertaking online DBS checks as well as other specific checks in with in line with Statutory Guidance Issue contracts of employment and amendments to contract in line with legislative requirements.
- Ensure accurate, HMRC and Pension Regulator compliant and timely payment of salaries to employees via BACS;
- Calculation of occupational and statutory payments such as sickness, maternity, adoption or paternity entitlements; and make statutory and third party deductions;
- Provide information to assist you in the completion of Teachers' Pension Scheme Annual Service Return, EOYC and the Schools Workforce Census;
- Issue Teachers Salary Statements

- Provide financial information relating to salaries and a suite of management reports in respect of your employees, such as sickness absence for example.
- Provide advice to your employees relating to salary payment queries.

### Related Services

We also offer other services that complement our Employment Services offer and in the majority of cases these are purchased as a fully comprehensive HR package. These include:

- HR Advisory Services
- Occupational Health Services

There are significant benefits to taking the full HR service package:

- We are able to provide an integrated service from appointment stage to payroll, through to HR Advice. Full employee information is then shared across the Service to support you with the management of employment matters throughout the employee life cycle.
- This provides a “one stop shop” in terms of supporting you with all aspects of managing employees and creates efficiencies in processes to ensure a comprehensive and consistent approach.
- The HR Advisory Team can work closely with Occupational Health to ensure that the advice you are given is pragmatic and moves the issue forward.
- The Employment Services Team has access to specialist HR advice for more complex contractual/pay matters.

### Contact

**Julie Pugh**

☎ 01952 383601

@ hrhelpdesk@telford.gov.uk



# Graphic Design

## What we offer

The Graphic Design team offers a high quality cost-effective creative design service to meet your needs. Our dedicated team of three highly skilled, professional designers are experienced in delivering a wide range of work, from branding services, prospectus to video editing, captioning and animation.

We can create artistic and intelligent graphic design solution for the following:

- Printed literature such as reports; leaflets; newsletters; flyers; stationery etc;
- Electronic environment including websites; apps; content rich online documents; ebooks, interactive forms etc;
- Branding including logos and corporate identities and enforcing brand awareness;
- Illustration (pictorial and diagrammatic);
- Signage such as directional, informational, interactive digital signage, shop front, window graphics, totems etc;
- Videos production, captioning and editing;
- Animations and presentations;
- Charts and infographics;
- Maps;
- Photo editing and retouching;
- Vehicle liveries;
- Displays and exhibitions.

## Why choose us?

We provide:

- Competitive rates;
- A quick turnaround;
- Professional products.



## Contact

**Jason Edwards**

 **01952 382428**

 **jason.edwards@telford.gov.uk**

# Health and Safety

Telford & Wrekin Council's Health and Safety team consist of qualified health and safety professionals with extensive experience and knowledge. Our approach is hands on and we can provide services at a level to suit the educational premise. Our pragmatic approach and risk based solutions are in keeping with the principles of sensible and proportionate risk management.

## What we offer

We offer two levels of service, the first being a comprehensive Health and safety Principal service that includes undertaking an annual advisory site visit to provide professional advice and a documented report on the findings from your annual health and safety audit check and heavily discounted health and safety training. The second tier is a Health & Safety Advisory service, that includes all the below but not the site visit and report and discounted training.

We can offer assistance with the investigation of serious and notifiable accidents and incidents and if necessary support the school when having to liaise with the Health and Safety Executive and other statutory bodies.

To assist schools, we have created a new SharePoint site. This site provides access to policies, guidance and forms on a wide range of health and safety issues and safety alerts that could arise in educational establishments. This will be updated on a regular basis, and will help schools in developing robust safety management systems, risk assessments and keep up to date with health and safety legislation.

## Why choose us

- Access to policies and guidance on health and safety within an educational environment
- Regular updates on legislation change and safety alerts
- Advice and support on completing risk assessments
- The team can provide a depth of knowledge and experience
- We can assist head teachers and governors to comply with their legal responsibilities for health and safety.
- Support you to maintain the appropriate levels of health and safety

- Advise on health and safety standards
- Provide a wide range of health and safety training; see Training links above.

## Charges

Charges are dependent on the level of support required – quotations can be provided on request.

## Customer Feedback

'It was by far the best H&S training I've ever received; thanks.'

'the information I received was invaluable'

'It was actually a pleasure to attend this H&S course – thank you for making it interesting and useful'



## Contact

☎ 01952 383627

@ [health&safety@telford.gov.uk](mailto:health&safety@telford.gov.uk)

# Information Security, Data Protection and Freedom of Information

## What we offer

We offer professional support for schools to help implement fit for purpose information governance arrangements/policies within the school ensuring the necessary safeguards are in place for, and appropriate use of, school, pupil and personal information. These areas include:

### Freedom of Information (FOI)

- Process any FOI request the school may receive;
- Support the school in writing an FOI policy;
- Provide training/awareness on all aspects of FOI;
- Assist the school in creating a fit for purpose model publication scheme.

### Data Protection Act 2018 (DPA)

- Provide the same services as detailed above for FOI but relevant to DPA
- Review the schools ICO data protection registration and benchmark against other schools
- Undertake a data audit which reviews the schools processes against DPA requirements
- Review CCTV arrangements
- Support the school in writing a Privacy Policy and/or Social Media Policy
- Provide Data Protection Officer (DPO) services

### Information security

- Assist the school in writing an Information Security Policy;
- Review the use of ICT including cloud services, use of removable media and disposal.

### Records management

- Assist the school in writing a Records Management Policy;
- Review the schools information asset register and/or support them in creating one;
- Review information sharing arrangements.

## Why choose us?

We provide:

- Value for money by providing professional expertise in a service that is not easily obtained in the private sector.
- Support to help schools implement the correct framework of information governance which will help protect them from potential fines of up to £17,500,000.
- Dedicated officers who are fully qualified and have an in-depth knowledge in providing this service to schools.

### GDPR

This legislation replaces the Data Protection Act 1998 and governs how organisations manage personal data of living identifiable individuals. This statement details how Telford & Wrekin Council will comply.

## Customer feedback

'The data audit was immeasurable both in potential financial savings and ensuring compliance with both legislative requirements and best practice. Data protection is a very specialised area of management which undergoes regular changes, periodic audits such as this are extremely helpful and in the long term save time'.

**Mount Gilbert School**



## Contact

**Rob Montgomery**

 01952 383103

 [foi@telford.gov.uk](mailto:foi@telford.gov.uk)

# Insurance Services

## What we offer

The Insurance Service provides advice and guidance to support schools in their management of operational risk through the purchase of insurance.

The risks to which schools are exposed are many and varied. The insurance package offers a suite of covers for insurable risks as well as offering a 'pay as you go' facility for ad-hoc risks. Claims handling is included within the package.

## Insurance Package

- School Buildings and Contents (excluding Theft - available through Schools Finance Team).
- Employers & Public/Products Liability.
- Liability arising from publications.
- Motor insurance (vehicle details required).
- Engineering insurance for items of plant (e.g. boilers and lifts).
- Claims handling service.
- Claims information for your school.
- Insurance advice.
- Claims surgery (on request).

## Pay As You Go

- Theft and vandalism scheme (an in-house scheme administered by our schools finance colleagues).
- School trips/travel insurance.
- Hirers liability (available to anyone who hires your facilities but has no insurance).

## Why choose us?

We provide:

- A local friendly service;
- Easy communication links;
- Professional and knowledgeable staff;
- Flexible service tailored to your needs;
- Ability to respond quickly.



## Contact

**Paul Meakin**

 **01952 383739**

 **insuranceservices@telford.gov.uk**

# Internal Audit

Our team are dedicated and experienced internal auditors who have the skills and knowledge to add value throughout the audit process. All of us are professionally qualified and work to professional standards.

We are also subject to regular independent review where we have been consistent in achieving a high rating.

Therefore by appointing us you can be assured that in addition to complete independence and subsequently a greater level of assurance, you will receive a quality service at a reasonable price.

## What we offer

Our experienced school auditors can:

- Provide advice and support regarding schools Financial Regulations, policies and procedures;
- Provide assurance to the Headteacher and Governors over operational processes and controls;
- Carry out fraud compliance work and investigations where necessary;
- Review grant claims including terms and conditions;
- Carry out ad-hoc reviews as requested;
- Undertake school fund or voluntary fund audits.

## Why choose us?

We provide:

- Fully qualified auditors;
- Experience in auditing schools;
- Experience in schools legislation, local government requirements and the requirements of the S151 Officer;
- Experience in fraud investigations;
- Awareness of other departments within the Council with internal contacts to assist the school in all areas of their business;
- Training in areas such as record keeping for school fund, breakfast and after school clubs and imprest/ petty cash accounts;
- Competitive prices.

## Customer feedback

'All Auditors improve the quality of the monitoring and reporting procedures and prevent complacency.'

'Provides pointers for future improvements.'

'The Governors are very interested now and want to check procedures are improved, so good audit.'

'Useful recommendations which are realistic based on the resources we have at the current time.'



## Contact

Tracey Drummond

 01952 383105

 [auditservices@telford.gov.uk](mailto:auditservices@telford.gov.uk)

# Legal Services

## What we offer

We provide legal support and services to the Council as a whole (and to some external bodies), advising and assisting it in relation to its statutory functions. Areas in which we provide a legal service for the Local Education Authority include:

- Nuisance and disturbances on school premises;
- Contract disputes;
- Land and property related issues;
- Corporate parenting and safeguarding issues;
- Debt recovery issues;
- Employment/Personnel disputes and issues;
- Special educational needs;
- Advising and updating the LEA upon changes in legislation and implementation in practice;
- Admissions/Exclusions;
- Non-school attendance and employment of children issues;
- Requests for disclosure within court proceedings;
- Information law (in liaison with the Information Governance team);
- Negligence claims (in liaison with the Insurance team).

Expertise is available within the team which covers most legal subjects. Non strategic areas in which schools may wish to seek advice from Legal Services include:

- Questions of parental responsibilities and rights;
- Problems with contracts, such as photocopier lease and service agreements;
- Trespass and trespassers;
- Debt collection;
- Property issues, such as the letting of school buildings.

## Why choose us?

Our lawyers are ideally placed to advise Telford and Wrekin schools as they have direct knowledge of the work carried out in schools and understand the challenges and changes facing the Council as a whole and schools within its area.

Also, Legal Services is accredited with the Law Society's practice management standard, Lexcel.



## Contact

Sharon Tipping

☎ 01952 383244

@ [legalserviceteamleaders@telford.gov.uk](mailto:legalserviceteamleaders@telford.gov.uk)

# Learner Management System (Ollie)

Your staff development is essential to the effective running of your school, our Learner Management System (Ollie) is an effective means of ensuring compliance with safeguarding, key legislation and driving forward important business outcomes.

Through Ollie you can access:

- Over 300 eLearning courses
- Over 250 face to face events

The most commonly used eLearning courses on offer are:

- Child Sexual Exploitation
- Female Genital Mutilation
- Child protection
- Prevent
- Data Protection Act 2018
- E-Safety Awareness
- Fire safety Awareness
- Working at Height – basics
- Nutrition Awareness for those working with Children
- Keeping Children Safe in Education Policy

This is just a snapshot of what we can offer your school, we also offer a wide range of other Learning and Development.

## Why Choose Ollie?

Ollie enables you to complete all of your learning in one place, you can complete eLearning courses or book onto face to face training, including face to face training offered by:

- Safeguarding Children Board Partnership
- School Improvement Service
- Talking Training
- Telford Training Services
- Health & Safety training

We have also developed 'certification' which enables us to remind learners when their qualification, such as First Aid, needs to be re taken, they can then rebook through Ollie.

You will also have access to simple reports and staff learning plans to enable you to manage the learning and ensure compliance.

## Charges

In response to feedback from schools that already use the Ollie; we have come up with bundles of eLearning that you can pay for at the start of the financial year reducing the cost of each eLearning completion, along with a basic annual support fee.

You can also buy into our silver or gold support package which will enable you to book others in the school onto any face to face course on offer and also manage your cancellations.

## Customer feedback

'Ollie is easy to use and enables me to access learning anytime, any day. I found it a fun and interactive way to learn and it provides a wider range of courses than I would normally have access to.'



## Contact

**Rebecca Hirst**

☎ 01952 383919

@ rebecca.hirst@telford.gov.uk

# Occupational Health

## What we offer

Pragmatic occupational health advice provided by qualified Occupational Health Advisors and Physicians to ensure the health of employees, and others, is protected whilst at work and also to enable you to make appropriate management decisions.

The Occupational Health Service will assist you in meeting your duty of care as an employer to provide a healthy and safe working environment for your employees under legislation and also support you in meeting any health and wellbeing related OFSTED requirements.

- Pre-employment health assessments, ensuring fitness for role; and in line with
- Advice on health problems affecting performance and/or attendance at work (via management referral);
- Advice on the interaction between health and work and how individual situations might be managed;
- Advice on rehabilitation/return to work following a period of sickness absence;
- Medical advice from an independent Medical Practitioner on ill health retirements as required in line with pension regulations.
- Assistance with carrying out specific statutory risk assessments for individuals where there is a health related component;
- Advice on adjustments that could be made to allow people with disabilities to commence or continue in employment;
- Access to a confidential employee counselling service.

## Why choose us?

We also offer other services that complement our Occupational Health offer and in the majority of cases these are purchased as a fully comprehensive HR package.

These include:

- Employment Services (Employment Contracts & Payroll)
- HR Advisory Services

There are significant benefits to taking the full HR service package:

- We are able to provide an integrated service from appointment stage to payroll, through to HR Advice. Full employee information is then shared across the Service to support you with the management of employment matters throughout the employee life cycle.
- This provides a “one stop shop” in terms of supporting you with all aspects of managing employees and creates efficiencies in processes to ensure a comprehensive and consistent approach.
- The HR Advisory Team can work closely with Occupational Health to ensure that the advice you are given is pragmatic and moves the issue forward.
- The Employment Services Team has access to specialist HR advice for more complex contractual/pay matters.



## Contact

Andy Griffiths

☎ 01952 383601

@ hrhelpdesk@telford.gov.uk

# Human Resources Advisory Support

## What we offer

We provide a comprehensive and professional HR Advisory Service that will provide you with pragmatic and commercially focused advice in relation to all aspects of people management for your school or Academy.

Our approach is a personalised one which is achieved through the provision of an experienced, qualified and dedicated HR Advisor for your school/Academy. This enables us to quickly develop strong working relationships with your senior team and to identify how best we can support you, taking into account your priorities.

We take great pride in providing a high quality, supportive service and having very strong working relationships with our customers. We are dedicated and committed to going the extra mile and know this is valued; not only through the positive feedback we receive but also because of our extremely high customer retention rate and the growth of our customer base being directly linked to our strong reputation.

We provide the following services as part of our full standard package, however we are able to tailor our services to your specific requirements should you wish.

- Professional unlimited advice, delivered over the phone, via email or face to face, covering the full range of employment matters, including;
- absence management, capability, discipline, grievance, management of change processes (restructures, TUPE transfers, changes to terms and conditions);
- support with employment matters arising out of Academisation such as TUPE;
- Safer Recruitment advice and guidance
- An HR health check for new customers to audit the legal compliance of your HR policies and other employment documentation including contracts of employment and terms and conditions.
- HR attendance at all formal meetings, including Senior HR attendance for all Appeals and more complex matters.
- Access via our dedicated SharePoint site to a suite of Trade Union negotiated and agreed HR Model Policies, Guidance Notes and template documents that are regularly reviewed and updated in line with legislation.

- Regular communication with you on national policy changes and forthcoming legislation relevant to your school, including a termly newsletter.
- Advice regarding exit strategies and negotiating terms on your behalf.

## Pay as you Go HR Advisory Services

The nature of employment work means that we can also offer some specific services on a pay-as-you-go basis. These include, but are not limited to:

- Training and development – Access to HR Skills Training Sessions or provision of this training on an individual school/academy basis, topic areas would cover safer recruitment, disciplinary, capability and absence. These are offered on a discounted rate if you purchase other HR services on a contract basis.
- The provision of experienced Investigators to conduct employment-related investigations on behalf of the School.
- HR Consultancy Services – for example expert advice on changes to terms and conditions of employment, incorporating changes to pay structures (outside of national Terms and Conditions).
- Updating of or rewriting School/Academy specific HR policies outside of the model policies provided and supporting with the consultation and implementation process.
- Production of equalities data and drafting reports on issues such as Gender Pay Gap.
- Mediation Services – access to a trained mediator for those occasions where working relationships have broken down.

## Contact

**Rebecca Hulsmeier, HR Consultant**

 **01952 383601**

 **hrhelpdesk@telford.gov.uk**

# Procurement

## What we offer

Our strategic procurement support can be provided as part of our financial management support service package (Agresso) or as a stand alone service.

To complement the support we offer with the practical application of Agresso, we can also provide:

- Purchasing and procurement advice and guidance for projects of all sizes;
- Facilitated group purchasing across schools;
- Standard templates and robust terms and conditions to support value for money and effective supply;
- Access to many Public Sector pre-tendered frameworks to reduce administration costs and take advantage of aggregation discounts;
- Opportunities to be included in Council frameworks;
- Set up and support for the VISA Government Procurement Card and management of statement and billing;
- Support sales of surplus assets via the Council's eBay account;
- Facilitate access to national frameworks where the prequalification of suppliers has already taken place.

## Why choose us?

You will receive:

- Access to a dedicated procurement team who have experience of buying and procuring a wide range of public sector services and supplies whilst keeping you compliant within the Public Procurement Directives;
- Market intelligence and trends to help inform purchasing decisions;
- Provision of training to staff within schools including regular update training;
- All processes are subject to, and in accordance with, the Council's Internal Audit requirements;

## Customer feedback

'We don't do procurement very often and the Procurement Team supported me through the whole complex process. Couldn't have done it without them'.



## Contact

 01952 383729

 [procurement@telford.gov.uk](mailto:procurement@telford.gov.uk)

# Research and Intelligence

Creating intelligence that is meaningful and actionable requires specialist expertise, knowledge and tools and the Research and Intelligence team can provide it all to support you or your organisation in the way that you need.

## What we offer

Making better use of your data can help transform what you do. We can show you:

- **What's important** - see your information clearly in graphs, maps and infographics;
- **Where's important** – help you to understand where to focus your resources with community profiles and maps;
- **Who's important** - better understand who's using your service or the community you serve;
- **What's next** - use your data to create business plans, manage and improve performance.

## Why choose us?

- We have an in-depth knowledge of the borough helping you to understand the local picture;
- Our specialist expertise enables us to analyse and accurately report on data in a format suitable for any audience;
- We have a wide range of contacts and effective partnership working with many local businesses and organisations.
- Visit us at [www.telford.gov.uk/factsandfigures](http://www.telford.gov.uk/factsandfigures) to see some examples of our work



## Contact

**Research and Intelligence Team**

☎ 01952 380131

@ [co-operative.admin@telford.gov.uk](mailto:co-operative.admin@telford.gov.uk)

# Telford & Wrekin Training Services

## What we offer

Telford & Wrekin Training Services offer a range of high quality training courses across Telford and Wrekin and further afield.

We offer a comprehensive range of courses in a number of areas ranging from Health and Safety, Manual Handling to Food Safety. We endeavour to deliver training which helps you to make informed decisions which meet your needs and the health and safety needs of your workforce.

We pride ourselves on delivering a high quality service that places client satisfaction at the forefront of what we do. Our team of professional trainers use a variety of unique and interactive training techniques to keep you engaged and involved while you learn.

To accommodate your needs we offer both in-house and tailor made off site training.

We offer courses in the following areas:

- First Aid at Work (includes free automated external defibrillator training)
- Emergency First Aid
- Paediatric First Aid
- Food Safety
- Manual Handling
- Health and Safety in the Workplace
- Driving for Work Training (including mini buses)
- Swimming Pool Management
- Occupational Water Safety

## Why choose us?

- We are a trusted authority with ultimate responsibility for the health and well-being of our local community and partners.
- Our trainers have over 35 years of combined experience.
- We tailor our training to meet your needs.
- We are an approved training centre for both the Royal Life Saving Society UK (RLSS UK) and the Chartered Institute of Environmental Health (CIEH).

- We provide Automated External Defibrillator Training (AED) free of charge on all our First Aid at Work and Emergency First Aid courses.

## Benefits

- We offer a FREE no obligation consultation to advise you through health and safety legal requirements.
- We use our own facilities to keep costs to the customers down to a minimum but also have the flexibility to go anywhere anytime not just 9am-5pm.
- We have a duty of care for your employees after the training ends and offer all clients health checks for all their employees.

## Customer feedback

'Steve Carter has trained me over the past 10 years, maintaining the high standard of training initially given, which I have to put into real use in October 2014. The training I had received gave me knowledge and confidence to deliver CPR and use an AED on a customer who had collapsed while using Telford and Wrekin Leisure facilities and working with my colleague Roy, we successfully saved their life. I can only thank Steve for all the support and knowledge he has passed on to me.'



## Contact

Rachel Edwards

 01952 380161

 trainingenquiries@telford.gov.uk

# Agresso Financial Management System and Support

## The T&W difference

At Telford & Wrekin Council we have a dedicated Agresso Support team to deal with your queries and to develop the system ongoing. The Support team will write and develop reports as part of our standard service including:

- Statutory Reports
- DfE Reports
- VAT Reporting
- CFR Returns etc

The Agresso Support team is available Mon-Fri 8.30am – 5pm

The Agresso system is available to users at anytime and is backed up regularly to give you peace of mind. Telford & Wrekin Council also provide a comprehensive training program for all users.

The Agresso system is a powerful, flexible and fully integrated finance system which enables every aspect of your school or academy finances to be held in one place giving you the tools to manage your finances, including easy and comprehensive reporting at your fingertips.

From budgetary management and control to electronic authorisation and reporting Agresso helps education establishments achieve great things when it comes to accounts.

## Key benefits of the Agresso system include:

- Streamlined system integrating purchase and sales orders, document management, financial reporting and more
- Providing up-to-the-minute reports for Business Managers and Governors, including details of current commitments and past purchases
- Ability to drill down from transactions to see scanned documents
- Data imported and exported from Excel seamlessly integrated so you don't have to re-key in figures
- Financial reports for regulatory bodies created easily using existing templates
- Ability to integrate with other Council systems such as Payroll and Lloyds GPC cards

- Buying and procurement advice and guidance to support value for money
- Compliance with VAT legislation
- Handling of supplier payment queries by the Purchase Ledger team
- Debt collection and recovery of outstanding invoices by the Invoicing & Collection team

## Including Web Applications:

- Financial Monitoring Reports & Enquiries
- Requisitions with Goods Receipting & Invoice Approval
- Spend Forecasts

## Agresso lets you:

- Control revenues and expenses easily
- Provide clear financial reports available in real-time and on-line
- Reduce paper through sophisticated, automated workflow and document management
- Monitor and forecast spend
- Process transactions in a fast and efficient way
- Pay your suppliers effectively
- Access information at anytime
- Hold all financial information in one place

## Core Modules:

- General Ledger with Commitment accounting
- Purchase Ledger with Purchase Order Processing
- Sales Ledger with Sales Invoicing and Billing
- Planning module for Budgeting and Forecasting
- Online Approval including Invoices
- Fixed Assets for managing the capitalisation, depreciation and sale of your assets such as school buildings & land

## Contact

Alex Price

 01952 383717

 [agressosupport.team@telford.gov.uk](mailto:agressosupport.team@telford.gov.uk)

# ICT Support Services

## What we offer

Our team provides full ICT support and services to over 100 schools, working in partnership to provide reliable, efficient and value for money ICT.

We offer a fully managed ICT Service with the option of an onsite DBS checked technician, this is to both compliment and support your existing in house ICT, or to fully support your school and work as part of your team.

Our service also comes with the knowledge and support of a larger support team based in Telford that monitor, maintain and keep secure all of your ICT systems.

A dedicated Account Manager will be assigned to your school, they will work with you to create an ICT Roadmap that aligns to your teaching and learning objectives and ensure you are happy with the service you receive from us.

## We take the worry away from ICT...

All systems and management is done within our datacenters so there is very little or no need to have any equipment at your schools site.

- We offer a flexible, secure and reliable service to deliver your ICT support requirements.
- Access to your resources anytime, anywhere and on any device.
- Options to share resources easily between schools.
- Easy access and functionality to your ICT service through our Self Service Portal.

## Why choose us?

Our ICT Managed Service currently supports over 100 schools and since 2012 we have continued to grow outside of Telford and Wrekin.

- We understand schools and the challenges you have, we work in partnership with you to ensure ICT enables teaching and learning the way you want it to.
- We have pushed the boundaries of technology and we pride ourselves in working with the right partners and suppliers to drive and deliver the best and cost effective solutions for your school based on your vision.

- We can help you shape your ICT strategy to maximise the value of your current equipment, and to enhance your teaching with appropriate technological innovations.
- Our services are fully customisable for software and branding with flexible design, implementation and support.
- We were in the top 10 for best use of Cloud by the UK IT Industry 2013, and a BETT Awards Finalist in 2015 and 2018.

## Charges

Charges are based on your business size and dependent on the level of support required - quotations can be provided on request.

## Customer feedback

Telford & Wrekin support is massive to us! They supported the opportunity to have the latest technology in the classroom, allowing us to show exactly the same information which appears on the devices to the AV Boards. We have up to 30 devices in a class accessing the internet without any problems. The connectivity has been brilliant, enabling the students to learn without worrying about ICT working.

**Rob Pritchard, The Education Development Service**



## Contact

### ICT Services

☎ 01952 383353

@ ictservicesforschools@telford.gov.uk

# Schools Finance Team

The Schools Finance team offers a full and comprehensive financial advice and support service for schools. Our standard and enhanced service packages offer a wide range of options to enable you to select the service package which best suits your individual needs.

Within the standard service package we will:

- Assist with the preparation of your annual school budget;
- Prepare an establishment budget supporting your overall school budget;
- Prepare a three year budget forecast;
- Prepare termly budget monitoring statements;
- Provide advice and support to schools to ensure compliance with the Schools Financial Value Standard (SFVS);
- Provide financial advice and information;
- Help with the interpretation of financial statements and reports;
- Assist with the closure of accounts;
- Prepare a financial statement for inclusion in the School profile;
- Provide advice on the use of financial monitoring systems supported by Telford & Wrekin Council;
- Advise on the setting up and amendment of cost centres, accounts and budgets on the Financial Management system supported by Telford & Wrekin Council;
- Advise on compliance with Education Funding regulations;
- Provide financial induction and briefing for newly appointed head teachers and administrators;
- Review extended activities plans;
- Provide access to the Schools Finance Team help-line.

## Enhanced Service Packages

We offer specific enhanced service packages, which can include one or more of the following; monthly reporting, finance committee attendance, benchmarking, budget recovery planning, support for the SFVS, preparation of financial information, support for extended school activities, training and recruitment advice, additional data and reporting and any other ad-hoc work. To compliment Telford & Wrekin's general insurance service, we also offer three schemes for schools:

- Supply insurance;

- Maternity insurance;
- Theft and vandalism insurance.

## Why choose us?

We offer experienced, dedicated staff, most of whom have offered financial support to schools for many years.

We support all the maintained schools in Telford and Wrekin and several academies and the traded service benefits from the strong links and information exchange within Telford & Wrekin core services, for example developing the school's formula and ongoing discussions with the Schools Forum.

We are also able to use our ready access to all the other elements of Telford & Wrekin support services to schools (payroll, Agresso, HR etc) to offer a seamless service informed by in-depth knowledge of the school's circumstances.

We aim to develop and maintain strong relationships with the schools we support so that we can offer bespoke services to suit every individual school.

## Customer feedback

'We always receive the highest level of service from staff who are extremely professional and knowledgeable.'



## Contact

**Tim Davis**

☎ 01952 383756

@ schoolsfinanceteamhelpdesk@telford.gov.uk

# Arthog Outdoor Education Centre (Wales)

## What we offer

Arthog Outdoor Education Centre is a special kind of place. It is a place which combines outstanding location and high levels of staff expertise with an ethos which ensures a warm welcome, a supportive and responsive service and a successful and truly memorable experience:

- **Location:** a purpose built 120 bed residential centre on the coast of North Wales in the southern part of the Snowdonia National Park. The Centre is situated in private grounds in an elevated position overlooking the sea, estuary and mountains;
- **Adventure:** we are not an 'on-site' activity centre. We believe that the value of an adventurous activity is significantly enhanced by its location, so your adventures with us will take you into the wilds of Snowdonia;
- **Environment:** there is no escaping its beauty and diversity. Each step of your journey will provide new things to see and experience. If fieldwork is your interest, there is great scope for a variety of projects in the locality;
- **Staff team:** a friendly, dedicated group of people who will strive to make your visit a special one. Our instructors are a highly skilled and very experienced group of professionals who take ownership of their group and endeavour to give them the best experience possible.

## Why choose us?

'Arthog' has a long standing and enviable reputation for the provision of outstanding outdoor educational experiences. The adventures are real and the experiences unforgettable.

## Customer feedback

'This week is, without doubt the highlight of the academic year. Arthog is a truly magical place where we make memories that we keep with us always'

### Longlands Primary School

'Arthog has always been a great centre to visit but the gradual improvements over the last couple of years and the price, makes it an obvious choice.'

### Facebook post

'We've had another amazing week Arthog and what a brilliant adventure the children have been on.....the knowledge, expertise and patience you show is always incredible.'

### Whittington Primary School



## Contact

☎ 01341 250455

@ info@arthog.co.uk

🌐 www.arthog.co.uk

# Arthog Outreach (Telford & Wrekin and Shropshire)

## What we offer

Here at Arthog Outreach we provide 'real' adventurous activities for children and adults in the natural environment around Telford and Wrekin and Shropshire. We operate in a setting which can sometimes be overlooked and creates opportunities to encourage participation in adventurous activities closer to home. A short minibus drive gives us access to stunning locations and fantastic opportunities for adventurous activities.

Activities include; canoeing, climbing, walking, caving and mountain biking as well as team building and personal development opportunities.

We tailor our sessions to meet your individual development goals so that you get best value from each day. We also link what we do in the outdoors with learning outcomes for schools to bring alive aspects of the National curriculum.

## Why choose us?

We provide:

- High quality sessions that are delivered by nationally qualified and experienced staff;
- Bespoke events or programmes that can be created for each new booking to meet your individual or groups requirements;
- All equipment and transport is provided;
- Our well-equipped centre in Wellington provides many activity opportunities on and off site - right on your doorstep.

## Customer feedback

'Thank you for yesterday! The students had a great time and raved about it! Hopefully will be able to do a repeat performance next year'

**Community College Shropshire**

'Feedback was consistently good from all staff that fed back about the day. Having faced significant reluctance from staff to take the step and get outside previously it is clear from feedback and improved access to outdoor learning that the training has inspired adults to get outside with the children which is a fantastic result'

**Primary Academy Telford**



## Contact

**Alan Braybrooke**

 01952 387378

 outreach@arthog.co.uk

 www.arthog.co.uk

# Arthog Sky Reach (Telford Town Park)

## What we offer

Arthog Sky Reach offers exciting physical and mental challenges where pupils are involved in problem solving and decision making. Located in Telford Town Park. This is an ideal central location that has easy access and is within walking distance for many schools.

Pupils are encouraged to experience leadership roles whilst taking on responsibility for themselves, other group members and the environment. They will learn to deal with a range of personal experiences such as elation, fear, fun and success.

Pupils will be physically active, getting their heart rates up and developing strength, flexibility and coordination skills – whilst having fun! The personal development that results from their experience links directly to the values and aims of the National Curriculum.

Skyreach itself is a purpose built high ropes course consisting of:

- Three rope journeys ranging from 4 metres to 10 metres high
- climbing wall, and
- 'Quick Jump' – protected free fall experience from top platform to the ground

We also have access to the whole Town Park and our educational sessions vary from one hour to a whole day and are individually planned so are suitable for all Key Stages.

These include:

- Bush craft and survival skills
- Canoeing on Blue Pool
- Disc and Adventure Golf
- Environmental education activities including the John Muir Award
- Exploring using a range of maps and photo trails
- Fire circle
- Orienteering
- Problem solving and team work activities
- Storytelling and 'Meet the Rangers'

## Why choose us?

- High quality sessions that are delivered by nationally qualified Instructors and Teachers.
- Course built and operated to European Standards EN 15567.
- All specialist equipment provided
- Flexibility to suit all needs, ages and abilities
- We can cater for small groups (minimum of 10) to whole year groups.
- Sky Reach holds the Learning Outside the Classroom Quality Badge and Adventure Mark accreditations which evidence both safety and quality of outdoor learning provision

## Customer feedback

'The children absolutely loved it and the activities that were planned really linked to and enhanced our topic on New York in respect of gaining an understanding into the work of the steeple jacks when building the Empire State Building. All of the staff were brilliant too. I think that the children will remember the day for a long time.'

**Louise Field, Lilleshall Primary School**



## Contact

**Chris Mosedale**

☎ 07814 905187

@ [adventure@telford.gov.uk](mailto:adventure@telford.gov.uk)

🌐 [www.skyreach.org.uk](http://www.skyreach.org.uk)

# Education Services within Telford Town Park

## Winner of Green Flag Award 2019

### What we offer

Working with Arthog Outreach we can offer bespoke learning opportunities based at the Town Park. Activities are delivered at Telford Town Park utilising our on-site classroom and the outdoor environment. Guided facilities and self-led activities are available.

### Why choose us?

- Activities are based in Telford Town Park a Greenflag Award Winning Park, with 150 hectares of open space in which to learn including formal play, public gardens, adventure golf, Skyreach ropes course, trails, picnic areas, local nature reserve, lakes and visitor centre
- An indoor classroom, on-site toilets and snack bar
- Organised activities can be supplemented by visits to the play areas including water play in the summer and self-guided nature and heritage trails
- A varied and unique site of heritage significance, ranging from the medieval period to the industrial revolution and beyond with archaeology to uncover and a Local Nature Reserve to explore
- Opportunities for team building
- Opportunities for supervised canoeing at one of our lakes
- Activities in support of the John Muir Awards and Duke of Edinburgh Award
- A full day out for schools that will be both educational and fun.
- A variety of activities available on the doorstep.
- A range of both charged and free activities - including adventure and disc golf, orienteering and adventure app
- Coach parking

### Customer feedback

'Telford Town Park is a perfect place to do a wide range of wildlife activities, on sunny days we did net sweeping on the wildflower meadows and on wet days we did woodland bug hunts in the wooded areas.'

RSPB



### Contact

 01952 382340

 [telfordtownpark@telford.gov.uk](mailto:telfordtownpark@telford.gov.uk)

 [www.telfordtownpark.co.uk](http://www.telfordtownpark.co.uk)

# Educational Visits and Journeys

Well organised educational visits provide memorable experiences, develop relationships and have a positive impact on young people's learning and development. This page gives you access to a number of key documents, CPD opportunities and supporting materials to assist and guide those who manage, approve, lead and help with educational visits and journeys.

## What we offer

We provide a health and safety assessment and approval service and a telephone helpline, message and email service for enquiries relating to work related learning for education and training providers whose learners undertake a work experience placement.

Our service includes:

- A specific SLA which applies to situations where adults acting in the course of their employment have responsibility for;
  - On-site outdoor activities
  - Off-site activities and visits
  - The associated journey and travel arrangements
  - Residential visits
  - Visits that involve travelling outside England, Scotland and Wales
  - Outdoor adventurous activities and field studies in higher risk environments
- Guidance and approval process for high risk educational visits and journeys abroad
- Educational Visits Coordinator training and termly network meetings
- Party Leader/Visit leader Training
- Courses as requested e.g. Outdoor First Aid and Water Margin Safety Management, outdoor leadership including Shropshire Hills Award and Mountain Leader Award, the John Muir Award and the OEAP Outdoor Learning Cards.

## Why choose us?

- Essential guidance for all those who have responsibility for the approval, planning and/or execution of any educational visit including mandatory Employers Guidance for those operating under Telford and Wrekin Local Authority
- Support and training for Educational Visit Coordinators, Visits Leaders and anyone interested in education off site, out of doors, overseas or in a residential setting.

## Customer feedback

Education in its broadest sense is not just about delivering a curriculum. It is about giving children the chance to extend their life skills. It is about giving children the chance to extend their life skills. It is about developing their confidence. It is about fostering their resilience and sense of responsibility.'

**Tim Gill 'Nothing Ventured...balancing risks and benefits in the outdoors'**

'I'd say you learn mostly how to interact with different kinds of people and are open to different ideas. You learn how to cooperate well with others who share and don't share the same opinions as you'

## Contact

**Jo Barnett**

 **01952 382057**

 **jo.barnett@telford.gov.uk**

# Free School Meals Assessment Service

## (Year 3 and above)

### What we offer

Telford & Wrekin Council can provide your school with a cost effective and efficient solution to assessing your pupil's entitlement to Free School Meals.

We provide:

- Fast, simple assessment of entitlement;
- Web based application and electronic entitlement of notifications;
- Dedicated support for school administrators.

### Why choose us?

We can provide the following:

- The ability for parents to complete an online application;
- Fast, same day assessment service;
- Decisions sent to parents electronically by email or sms text;
- Automatic cancellation of entitlement when the income of the parent changes;
- Weekly updated lists of pupil entitlement provided to your school electronically;
- Telephone support for school administrators.

### Price band

Simple pricing model for a whole academic year based on the number of pupils entitled to Free School Meals.

### Price guaranteed for 2 years!

Simply provide the number of children who currently receive a free school meal, and we will provide a no obligation quote.



### Contact details

@ [freeschoolmeals@telford.gov.uk](mailto:freeschoolmeals@telford.gov.uk)

### Customer feedback

'I receive reports every week and when I have contacted you by phone I have always spoken to professional, helpful, competent individuals.'

# FutureFocus Careers Service

We support schools to fulfil their statutory duty to provide young people with impartial Information and Guidance (IAG) so that they may make successful transitions and have improved outcomes.

## What we offer

We support young people to help them make realistic, informed and aspirational decisions about their future. We work to reduce their barriers to participation, in line with the Raising the Participation Age.

Activities can include:

- One-to-one careers guidance for all Year 11 students;
- Group work sessions to support career choices which can include post-16 options; UCAS Progress; Applications; Choosing KS4 options; CV building and Apprenticeships;
- Organising careers fairs;
- Arranging training provider/college/sixth form talks;
- Work with any ages that the school would like a programme delivered to.

## Why choose us?

The Education Act 2011 places schools under a duty to secure access to independent and impartial careers guidance for their pupils from September 2012.

Whilst complying with the requirement to secure careers guidance from an external source, schools will be free to make arrangements for careers guidance that fit the needs and circumstances of their students, and will be expected to work, as appropriate, in partnership with external and expert providers.

From September 2013, Ofsted have taken greater account of the quality of careers guidance, and of where students progress on to post-16.

FutureFocus provides support to help maximise the number of positive destinations for students. We use the IAG Quality Standards to support the delivery of high quality IAG, to evaluate the effectiveness of the service and to contribute towards the school meeting their new statutory duty.

IAG is an umbrella term and covers a range of activities and interventions that help young people to become more self-reliant and better able to manage their personal and career development, including learning.

It includes:

- the provision of accurate, up-to-date and objective information on opportunities, progression routes, choices, where to find help and advice, and how to access it;
- the provision of advice through activities that help young people to gather, understand and interpret information and apply it to their own situation;
- the provision of impartial guidance and specialist support to help young people understand themselves and their needs, confront barriers, resolve conflicts, develop new perspectives and make progress.

## Customer feedback

(The Adviser) 'has been very professional and a great help'

"I'll never forget how much you helped me - you were the only one there to help me when others couldn't."



## Contact

Tara Foran

 01952 388656

 [future.focus@telford.gov.uk](mailto:future.focus@telford.gov.uk)

# Telford Ice Rink

## Leisure & Outdoor Education

Telford Ice Rink boasts a unique facility, located in the £250m Southwater complex. It has a varied programme of activities suitable for all ages and is ideal for local schools to attend regularly or as an end of term treat.

Suitable for groups of all abilities, it is a fun and exciting place to socialise and gain confidence through learning to skate.

### What we offer

- Ice skating lessons
- Ice hockey lessons
- School visits
- Tots on ice
- Discos
- Public skating
- Stability aids for hire on all public skating sessions for any novice skaters
- Telford Soft Play which is for under 8's including ball pits, tunnels and climbing frames to keep little ones entertained
- A spectator gallery that seats up to 700 (1000+ standing)
- Cafe Go - serving drinks and refreshments
- Free wifi

### Why choose us?

- The ice pad is just under Olympic size at 56m by 26m allowing plenty of space for students to glide around
- There is ample parking and a coach stop located next to the ice rink
- Telford Ice Rink is also the home of Telford Tigers Ice Hockey team who play in the (NIHL) which is the National ice Hockey League
- This icy destination promises entertainment for students and teachers offering a fun way to keep in shape



### Contact

Matthew Newens

☎ 01952 382650

@ telfordicerink@telford.gov.uk

# Telford Snowboard and Ski Centre

## Leisure & Outdoor Education

Telford Snowboard and Ski Centre has been in place for over 40 years and comes with a wealth of experienced staff who are passionate about snow sports. As the majority of staff are from a snow sports background they have the knowledge and experience to ensure safe learning.

Customers range from 3 years to 87 years and start learning at any point within this range. It's never too late to start!

Schools across the region attend the slope weekly, monthly or once a year to refresh students for a school ski trip or as part of their curriculum activities. It's healthy, engaging and fun.

### What we offer

- Learning to Ski or Snowboard
- Adrenaline Tubing
- Tobogganing and tots donuts

The centre provides lessons for ICAN2 disability groups, schools, clubs, businesses, friends and family who regularly return to better their skills or introduce new people to the sport.

### Why choose us?

Instructors are experienced at teaching a wide range of customer abilities, adapting technique to meet the requirements of the individual or group. Our facilities include:

- Outdoor, all weather 85 metre dry ski slope
- Outdoor, all weather 35 metre nursery slope
- Alpine Lodge with capacity for up to 60 persons



### Contact

**Robin Glover**

 **01952 382688**

 **madeleyskicentre@telford.gov.uk**

# Oakengates Theatre @ The Place Telford

Telford's largest entertainment venue offers an excellent range of live entertainment including live music, musicals, dance, comedy, children's shows, special interest talks and a pantomime. The facility offers high quality, professional productions along with a local community facility offering schools and local groups the opportunity to showcase their work. The venue can host celebration events including awards and ceremonies, exhibitions and conferences.

The flexible spaces offer meeting rooms to hire and a bespoke art room ideal for targeted groups for creative activity.

## What we offer

- an excellent facility to promote schools showcases in dance, music and drama
- projects include working with professional partners such as the Birmingham Rep and the Shakespeare Schools Festival
- children School shows performances by leading artistic companies
- pantomime school performances
- Meeting rooms to hire
- Bespoke art room ideal for targeted creative activity
- Volunteer opportunities for students 16+

## Why choose us?

- We provide a unique facility within the borough with a fully accessible venue including disabled stage access.
- The venue is fully accessible and has free Wi-Fi access.
- Refreshments can be provided for your event from our in-house catering team.
- There is free local parking and we are also well served by a public bus service.

## Customer feedback

'Just to say thank you for the splendid and helpful reception you gave our Funny Bones team when we descended on you a week ago Tuesday. I know our Production guys Crispin and Alan were well impressed by the technical support they received. Martin your Duty Manager and ours for the evening were friendly and very helpful. And Marie from Marketing was lovely in coordinating and assisting with the Sensory tour prior to the show. We hope to do similar again with you in the future.'



## Contact

**Heather Swanson**

☎ 01952 382371

@ heather.swanson@telford.gov.uk

🌐 www.theplacetelford.com

# Behaviour Support Advisory Team (BSAT)

## Pupil Support Services

### Who we are

We are an experienced and highly talented group of practitioners who work with children and young people aged 3-18, TAs, school support workers, teachers and senior leadership teams. We work to support inclusion in schools and settings in the area of personal and social development, behaviour for learning, Social, Emotional and Mental Health (SEMH) and wellbeing.

### What do we do?

We support schools to improve learning for young people with SEND, social emotional and wellbeing needs. We offer a wide range of courses, CPD and conferences in the area of SEND, social emotional and behaviour needs, along with in-school small group interventions to support settings in encouraging engagement and improving learning behaviour. We can provide Management of Actual or Potential Aggression (MAPA) training for Telford and Wrekin schools and offer a Nurture Group Network and support package. Our service aims to work in partnership with children, school staff, parents/carers and other professionals to encourage positive learning communities which meet each child's needs. This will be achieved through a flexible, collaborative, empathetic and child-centred approach rooted in responsive, innovative and inclusive solutions. The advisory services are traded with the Local Authority schools, non Local Authority schools and other agencies who may wish to access the service.

Inclusion mentor support for individual pupils can be accessed through Fair Access Panel – FAP (Headteachers and LA Officers) as a Core Service. Group interventions are accessed via the traded services.

As part of our Behaviour outreach, we offer a support team of well-qualified and experienced practitioners in working with behavioural issues in early years, primary and secondary settings. We engage in working with pupils, parents, teachers, school support staff and whole staff teams to improve outcomes for pupils with behavioural difficulties. Schools may purchase a service level agreement for a comprehensive package of support for the year, or choose to buy in specific aspects of the service as needed.

### Why choose us?

We provide:

- **A range of experience:** Knowledge and skills to initially assess children and young people and to provide evidence base intervention.
- **In depth local knowledge:** We know our schools well and the strengths of people in them. We have a long standing commitment to improving the outcomes for all children and young people within Telford and Wrekin and neighbouring authorities. Building on our years of strong partnership working, we are able to establish, lead, support and manage effective local networks.
- **A highly experienced valued team:** Our cohesive team has been recruited for their proven abilities and professional expertise. We are consistently rated by our schools and external agencies as good and outstanding for our support and challenge, resulting in improved pupil outcomes and provision.
- **Accountability at a local level:** Working as employees of the Local Authority, we are held to account through rigorous monitoring and evaluation of the services we offer – by you, by the council and the DFE. This ensures the service you receive is of the highest quality.
- **Value for money:** In comparison with other providers, we believe that our support provides excellent value for money.
- **A proven track record:** Successfully operating as a traded service since 2011 we are already working flexibly to provide a range of high quality bespoke schools improvement consultancy services and CPD courses to meet the needs of our schools.
- **Training to schools:** To build capacity, equipping staff with skills and confidence to support SEMH.

### What we offer:

- Assessment and Advice
- School and Pupil Support
- CPD/training
- Pupil Interventions

## Contact

Darren Lennon

☎ 01952 381698

@ darren.lennon@telford.gov.uk

# Virtual School Team

## Pupil Support Services

### The Virtual School for children in care

The Virtual School supports the educational progress of children in the care of Telford and Wrekin Borough Council.

The core purpose of the Telford and Wrekin Virtual School is to improve the educational experiences and outcomes of our children. We are a team of highly qualified, experienced and dedicated educational professionals. We work with all relevant partners in education, health and social care to ensure that our children's opportunities in school are the best they can be.

### What we offer

We offer support, guidance, training and challenge to ensure that educational services are effective in maximising the progress that our children make in school. We do this through:

- Tracking academic progress, attendance, and exclusions of CIC
- Quality assuring all Personal Education Plans (PEPs)
- Providing support and challenge to schools to ensure that academic standards are raised for CIC
- Using our tracking data to highlight individuals who are not on target to achieve their predicted outcomes and challenging their settings to provide them with additional education support
- Ensuring Special Education Needs or Disability needs are identified and supported appropriately with an integrated plan
- Monitoring and challenging schools to make effective use of the Pupil Premium Grant for CIC
- Ensuring effective transition between schools or specialist providers
- Encouraging a culture that supports our young people to have high aspiration about their futures and removes barriers to further education
- Leading training for Designated Teachers, Social Workers, School Governors, Foster Carers and bespoke training for educational settings and staff in schools
- Providing advice to social workers and carers to ensure they contribute to the education outcomes of children on their case load or in their care placement
- Celebrating CIC achievements

- Supporting the delivery of the VoiceCare Council and Corporate Parenting Strategy

### What is a Virtual School Head (VSH)?

The Children and Families Act 2014 requires councils in England to appoint a Virtual School Head to discharge the local authority's duty to promote the educational achievement of its children in care. The Virtual School Head is the lead responsible officer for ensuring that arrangements are in place to improve the educational experiences and outcomes of the authority's children in care (CIC), including those placed outside the caring authority's boundaries.

The Ofsted inspection framework for local authority services to CIC has very clear expectations of the information that will be available to inspectors, and these expectations influence both the work of the Virtual School Head and the organisation of the Virtual School.

In Telford and Wrekin the Virtual School Head leads a small team of professionals: the Telford & Wrekin Virtual School. You can read our brief guide to the work of the Virtual School.

### Contact



01952 384789



virtualschool@telford.gov.uk

# Road Safety and Sustainable Transport

The Road Safety and Sustainable Transport Team are professionals who deliver comprehensive road safety education services to both Primary and Secondary Schools. Our aim is reduce the number of children and young people killed or seriously injured on our roads whilst also encouraging future generations to lead active and healthy lifestyles.

## What we offer

Primary School services include:

- **Travel Telford School Network** - an annual membership which includes wrap around road safety support.
- **Stepping Out** - pedestrian awareness scheme aimed at Years 3 & 4. The scheme of work has been developed to help children develop basic, yet vital, pedestrian skills.
- **Scooter Training** - children are taught basic scooter handling and control skills through a variety of games and exercises. Open to all years.
- **Cycle Skills** - kick start a healthy and active lifestyle through the Cycle Skills training course. This course will teach pupils basic bike handling and control skills. Open to all years.

Other services include:

- Road safety workshops
- Walking bus support and guidance
- Go ride - cycling in PE
- Learn to ride courses
- Dr Bike
- School travel plans
- Modeshift STARS
- School crossing patrol service

Secondary school and college services include workshops and presentations on the following subjects:

- Pedestrian safety
- Cycling safety
- Pedestrian behaviours and attitudes
- Being a responsible passenger
- Seatbelts
- Travelling sustainably
- Young drivers

- **Bike Roadshow** – a great way to fill a collapsed timetable day

We also offer Bikeability training to all schools - training is aimed at years 5 and above. Our Road Safety Officers have a wealth of experience and our informative and interactive programmes have been both popular and effective in alerting young road users to the dangers they often, unknowingly face, on a daily basis.

## Why choose us?

We offer extensive experience and knowledge provided at affordable and competitive prices. Some of our previous recommendations include:

- Highway Magazine Excellence Awards - Road Safety Scheme of the Year 2012 Winner - A41 Chetwynd Cross Roads
- Telford & Wrekin Corporate Health and Safety Award 2012 - Road Safety Team
- IHT Road Safety Award 2007 - Reducing All Accidents Award Winner - A442 Scheme.

## Charges

Costs start from as little as £50. Quotations provided on request. Please note that many of these programmes can be tailored to meet your exact requirements so please do not hesitate to contact us should you have any queries or requests.



## Contact

**Matt Powell,**  
**Transport, Strategy and Road Safety**

☎ 01952 384000

@ roadsafety@telford.gov.uk

# Attendance Support Team

## School Performance and Development

It is essential that all children and young people registered for education at school, attend regularly and on time and that they access all of the opportunities that education offers.

Children and young people who do not attend school regularly are at risk from a whole range of factors that may lead to poor outcomes, including low attainment and social exclusion. The link between irregular/non-school attendance and poor academic achievement and limited or impoverished life outcomes has been well established.

Where help is needed, the Attendance Support Team (AST) will work with schools to improve attendance and reduce persistent absence.

### What we offer

We have the Local Authority delegated responsibility to manage all legal interventions relating to school attendance which includes issuing all Penalty Notices. In addition, we collect data as required by Ofsted on children who are out of school, missing education or subject to a modified timetable. The Child Employment Officer also sits within the team although this intervention is statutory.

AST offers a variety of packages to support school/academy systems and processes to manage school attendance including:

- An Education Welfare Officer;
- A comprehensive menu of training

We can also provide sample policies to schools for attendance and Children Not Receiving Education (CNRE), Children Missing Education (CME), Children Out Of School (COOS) and Modified Timetables (MTT).

### Why choose us?

We provide:

- Extensive, expert knowledge of all related school attendance legislation and statutory guidance to underpin any advice offered to schools. We interpret this legislation and can provide concise summary reports;
- Vast experience of dealing with a variety of cases when the presenting concern is a child not attending school regularly. This is often a symptom of underlying complex issues;

- Guidance on the appropriate interventions for individuals or their families and support on the referral route to ensure the support is accessed;
- Guidance and support on action planning and preparing data for inspections;
- Training and action learning workshops so that schools can access all legal interventions to encourage the highest level of school attendance achievable and the most appropriate strategies for reducing persistent absence.

### Customer feedback

'You have been immensely helpful to us - always supportive and very practical, including house visits. You are professional and friendly, clearly having the welfare and education of our students as a priority. Wouldn't want to be without you!'



### Contact

☎ 01952 385220

@ attendancesupportteam@telford.gov.uk

# Early Years and Childcare

## School Performance and Development

We have a successful relationship with schools, settings and childminders, based on principles of trust, challenge and support, in order to secure sustainable improvement. Through raised aspirations and high levels of achievement we will improve equality of opportunity for all children. We provide cost effective professional expertise and respond to need through an innovative, creative approach.

### What we offer:

- An Early Years and Childcare Consultant.
- Bespoke advice and support to meet your needs (this could include action planning, learning and development, safeguarding, welfare requirements and Self Evaluation Form support).
- Teaching Assistance training and extended school childcare support.
- Pre and post Ofsted inspection support.
- Voluntary management committee support.
- Pre-registration advice.

Additional packages available:

- ITERS, ECERS-3, SACERS, FCERS and SSTEWS audits
- Bespoke in-house training
- Forest School Training

### Childminder Induction Programme

If you are thinking about becoming a registered childminder, we offer a full training programme including:

- Childminder briefing session
- CACHE Level 3 home based childcare award
- First Aid
- Child Protection
- Early Years Foundation Stage (EYFS)

### Why choose us?

- A proven track record
- In depth knowledge and experience
- Highly qualified, experienced and valued staff
- Accountability at a local and national level
- Value for money

### Customer feedback

'Our Early Years Childcare Consultant has supported our practitioners, reflected on current practice and worked with them to strengthen the play and learning experiences which they offer to our children. We received honest and candid feedback with constructive suggestions for areas of development whilst praising the excellent practice already shown by our practitioners. Together with our continued management observations and rigorous support and supervision programme I feel the support our colleagues at Telford and Wrekin have given over the last year has empowered our practitioners to take responsibility for their role in any forthcoming Inspections.'



**Talking**  
Early & Years  
Childcare

### Contact

Early Years and Childcare Team

☎ 01952 385423

@ talkingchildcare@telford.gov.uk

# Multicultural Development Team (MDT)

## School Performance and Development

### What we offer

MDT provides specialist EAL teaching and assessment, and bilingual TA support. It also provides training, support and guidance for schools and early years settings in:

- working with pupils who have English as an Additional Language including those who are newly arrived from overseas;
- raising the attainment of minority ethnic pupils who are at risk of underachieving;
- tackling racism and promoting equality of opportunity for all pupils;
- the promotion of all pupils' spiritual, moral, social and cultural development.

We also deliver modules on EAL and Equalities & Diversity for initial teacher training providers.

### Why choose us?

We provide:

- A wealth of experience of working in schools and early years settings of all kinds across Telford and Wrekin, Shropshire and beyond. Over the years we have built up strong long-term working relationships with a large number of education providers;
- A wide knowledge of the cultural and linguistic backgrounds of minority ethnic and bilingual pupils;
- Expertise in assessing the language skills of pupils learning EAL and providing appropriate advice to school staff;
- Expertise in facilitating communication between schools/settings and families;
- Knowledge of local school contexts that helps us to tailor our teaching, training and consultancy programmes to suit the needs of their audiences.



### Contact

**Multicultural Development Team**

☎ 01952 380828

@ multicultural.development@telford.gov.uk

# Newly Qualified Teacher (NQT) Appropriate Body Service

## School Performance and Development

Following legislative changes in September 2013, schools and headteachers have a statutory responsibility to make prior agreement with an Appropriate Body to quality assure the induction process for their newly qualified teachers.

We can provide an Appropriate Body Package to support you in doing this.

### What we offer

As the Appropriate Body, the Local Authority will support all schools by completing the following statutory requirements:

#### Appropriate Body Package

- Registration of NQTs on the National Database
- On-line access to the latest LA induction guidance and support materials
- Processing, updating and checking assessment forms for certification
- Transferring documentation
- Recommending extensions when necessary
- Quality Assurance of the induction process
- NQT Induction: Welcome to Telford & Wrekin – an event for new NQT starters, held at the beginning of the Autumn Term and repeated at the beginning of the Spring Term for January starters
- Annual Celebration Event for NQT completion – held annually each November, an opportunity to celebrate the achievement with those successfully completing the NQT standards

As part of this package, we will also provide email and telephone advice/guidance, support for induction issues, action planning, communicating events and information, and liaison with third parties when required.

Where serious concerns arise over the NQTs progress, a support visit to the school may take place if needed.

### Why choose us?

- A highly experienced and effective team which has a good track record of established best practice.
- Proven success in supporting schools and NQTs in the successful completion of the induction year.
- Well established and mutually trusted links with teaching unions.

- A personal and effective service, able to provide rapid support and intervention - the care and pride we take in providing the Appropriate Body Service has led to all partners having trust and confidence in the high quality support and administration we provide.
- Accountability at a local and national level - as the Local Authority we are held to account through our rigorous monitoring and evaluation of the services we offer - by you, our schools, by the Council, the DfE and by Ofsted, thus ensuring that the service you receive is of the highest quality.
- A proven track record of operating as a traded service since September 2011, we are already working flexibly to provide a range of high quality bespoke school improvement consultancy services and CPD courses to meet the needs of our schools.



## Contact

@ [schoolimprovement@telford.gov.uk](mailto:schoolimprovement@telford.gov.uk)

# Radiation Protection Advisory Service (for Secondary Schools)

## School Performance and Development

Did you know that it is a legal requirement for all schools holding radioactive sources to have access to an appointed Radiation Protection Adviser (RPA)?

It is the employer's responsibility to appoint or consult with an RPA to ensure ongoing compliance with current regulations and best practice. In the case of Academies, the employer is the school governing body or board.

This direct link to an RPA can be very expensive and, for routine monitoring and advice, there is a much lower cost alternative: the CLEAPSS RPA scheme for local authorities.

### What we offer

Our Radiation Protection Officer (RPO) is accredited through CLEAPSS to carry out the routine monitoring role by visiting schools periodically, checking their records and procedures, and liaising with the RPA where necessary. The school should not normally need to deal directly with the RPA.

You can subscribe to the RPO service through the School Performance and Development Service.

For an annual fee we will provide:

- Access to a designated RPA through the local RPO
- An inspection by the RPO of your school/college every two years, to ensure compliance with CLEAPSS (Consortium of Local Education Authorities for the Provision of Science Safety) doc L93
- A comprehensive report from the inspection, including recommended action points
- Access to the RPO via e-mail and telephone

### Why choose us?

We provide:

- Access to a cost effective alternative Radiation Protection Advisory Service;
- A secondary teaching and learning specialist trained to carry out the RPO duties on behalf of CLEAPSS..



### Contact

**Anthony Snowden**

 07581 109477

 [anthony.snowden@telford.gov.uk](mailto:anthony.snowden@telford.gov.uk)

# Safeguarding

## School Performance and Development

Telford & Wrekin Council provides an education safeguarding service for schools in Telford and Wrekin, other educational providers, academies and schools in other local authority areas. This service includes both group and bespoke training and consultancy.

Training is provided in line with the requirements of 'Keeping Children Safe in Education' and the 'Early Years Foundation Stage'. All our training includes information on local perspective and pathways.

The service is led by a small team of staff with many years of experience in education settings and expertise in safeguarding.

### What we offer

Education Safeguarding provide specialist training, advice, guidance and consultancy to all schools, colleges and early years settings. It also resources for schools, colleges and early years settings. Our services include:

- Professional advice and support to schools, including whole school safeguarding reviews
- A service level agreement for Telford & Wrekin schools and academies
- Training and continued professional development
- Traded support

### Why choose us?

- We are committed to school improvement and see safeguarding as intrinsic to this.
- We have participated in a number of Serious Case reviews and have supported a number of sub groups from the Telford & Wrekin Safeguarding Partnership Board.
- Our experiences mean we bring a knowledge and understanding of local processes and work with pupils who are vulnerable and at risk of disengagement and exploitation.
- We are passionate about keeping children safe in education.
- We have experience of, and an up-to-date knowledge of, inspection frameworks and how to promote a strong safeguarding culture in education settings.

- The team have experience of being a local experienced head teacher, managing early help services, therapeutic play services and as education advisers.
- We are all experienced trainers, having delivered a range of safeguarding courses.

### Service level Agreement (SLA)

The SLA 'top-slice' provides a service for Telford & Wrekin schools and academies. As part of the SLA, Telford & Wrekin schools receive one free place every three years on the two-day DSL training, one free place per term for the DSL and safeguarding governor termly update, one free place per half term raising awareness training, half termly safeguarding e-bulletin and an annual 'whole-school' bespoke training session.

We also provide the following as part of the SLA;

- annual update of the example child protection and safeguarding policy template and access to support workbooks, including record keeping, section 11 audit, support for DSL's and governors.

All other settings, including alternative provision, pupil referral units, independent schools, post 16 provision, Arthog and the further education colleges, can receive the services identified at a flat rate of £650 per year, an additional 20% apply to non Telford & Wrekin schools.



### Contact

Education Safeguarding Team

☎ 01952 380861

@ [educationsafeguarding@telford.gov.uk](mailto:educationsafeguarding@telford.gov.uk)

# School Governance

## School Performance and Development

### What we offer

The School Governance service in Telford and Wrekin has an established reputation for providing quality support and guidance to schools and academies and their governing bodies. As part of the School Improvement Service, the School Governance team works closely with Head Teachers and governing bodies to ensure they meet their statutory duties and strengthen their leadership and management roles.

Our services include:

- A **governor helpline** which offers free advice including constitutional and statutory aspects of school governance. The help line is available Monday-Friday;
- A wide variety of centrally delivered **governor training** courses and networking opportunities;
- A **high quality clerking service** which includes the calling of governing body meetings, production of minutes and provision of advice and guidance on the conduct of meetings and other governance matters. This includes managing the process of governor appointments and resignations;
- **Support and advice** for appointing a new Headteacher;
- **Networking opportunities** where governors can show best practice and learn from each other.

To ensure the service is as effective as possible we provide:

- Termly training for clerks to develop their skills;
- Termly briefing for clerks to develop their expertise in any particular items for each termly agenda;
- A suggested termly agenda which reflects any national and local initiatives;
- Detailed briefing papers to guide and inform discussion at meetings;
- Quality assurance of processes and procedures;
- A coherent and aligned support package to respond to queries raised at meetings.

To ensure that governance is effective as possible we offer:

- A termly Heads and Chairs briefing session to highlight the aspects of the forthcoming agenda, share good practice and facilitate networking;
- Specialised training for Chairs;
- Induction training for new governors.

- A range of CPD and training opportunities for Governors

Support can also be provided in areas such as:

- Interpretation of government legislation and supporting its implementation through advice and the production of guidance;
- The offer of one to one support to new Head Teachers on governance matters;
- Guidance with aspects of appointing a new Head Teacher.

### Why choose us?

Regular quality assured processes indicate very high levels of satisfaction with the quality of clerking service, governor training courses and termly briefing sessions for Head Teachers and Chairs of governing bodies.

### Customer feedback

'Our Governing Body have been on a journey over the last few years improving from inadequate in 2009 to consistently good from 2012 onwards. This is due, in no small part, to the guidance, training and advice from the School Governance Service. The training that we have taken part in is relevant and of a high quality with our Governors gaining knowledge and confidence in their roles and responsibility. I thoroughly recommend it!'

### Contact

Gillian Richards / Shirley Thompson

☎ 01952 380808 / 01952 380868

@ schoolgovernance@telford.gov.uk

# School Performance Team

## School Performance and Development

### What we offer

- We are a dedicated, experienced and highly qualified team of teaching professionals, offering a range of support to schools - both across the curriculum and through all ages and phases, from the EYFS to Key Stage 5.
- We offer a comprehensive programme of CPD courses throughout the year, together with bespoke consultancy support, which responds to the specific needs of schools and to the local, regional and national agenda. Using secure knowledge of the contexts and challenges facing schools we provide a professional commitment to improving school performance and pupil outcomes.

As a team we also work for the following outside agencies: Ofsted, AQA, CEOP, National STEM Centre, West Midlands Mathematics Hub, Hodder, The Severn Teaching School Alliance, The Salop Teaching Alliance, The Marches Training School, The Hereford Teaching School Alliance, Chester University, CLEAPSS, SWGfL (360 safe), WMNet, Keele University Science Learning Centre.

This external work provides an invaluable opportunity for team members to be kept up to date with any new developments and policy changes, both regionally and nationally. These insights are used to inform all our training and consultancy work with local schools, ensuring they are best placed to meet any challenges.

To discuss, arrange or book bespoke consultancy sessions, please send an email to the appropriate specialist, or contact Sue Dyson (contact details below).

Bespoke consultancy is charged at £250 per session (for up to three hours – morning, afternoon or twilight) for Telford & Wrekin Council Local Authority schools and academies and £300 for schools outside of Telford and Wrekin.

Delegate fees for our programme of CPD courses are detailed in the School Improvement CPD booklet.

### Why choose us?

- A highly experienced and valued team that has been recruited for their proven abilities and professional expertise. We are constantly rated by our schools and external agencies as good and outstanding for our support resulting in improved pupil outcomes and provision.
- Accountability at a local and national level. As the Local Authority we are held to account through our rigorous monitoring and evaluation of the service we offer - by you, our schools, by the Council, the DfE and by Ofsted. This ensures the service you receive is of the highest quality.
- Support services which offer excellent value for money.
- A proven track record of operating as a traded service since September 2011, we are already working flexibly to provide a range of high quality bespoke school improvement consultancy services and CPD courses to meet the needs of our schools.

### Contact

**Sue Dyson**

 **01952 380886**

 **[cpdschoolimprovement@telford.gov.uk](mailto:cpdschoolimprovement@telford.gov.uk)**

# Educational Psychology Service

## Special Educational Needs and/or Disabilities (SEND)

We are a team of Educational Psychologists and Trainee Educational Psychologists who apply psychology to find solutions and to support the wellbeing and progress of children and young people aged 0-25 years. We use consultation to work through complex situations. In addition to work focusing on individual children and young people, we also provide training and systemic approaches to work with groups or at the whole school level. We also provide psychological advice to contribute to the Education Health and Care Needs Assessment process.

### What we offer

Assessment, formulation and advice (not-statutory): a process of information gathering from those who know the child or young person best in a range of settings often using a problem analysis framework. This work is hypothesis driven and aims to inform future intervention.

Critical incident and Bereavement support for schools following a child or adult death. Therapeutic intervention to support the emotional health and wellbeing of children and young people. Training to enable staff to provide therapeutic and other interventions.

Statutory guidance to the LA to contribute to the Education Health and Care Needs Assessment process.

- Emotion coaching.
- Assessments of bilingual learners.
- Dyslexia/literacy difficulties
- Precision Teaching
- Autism friendly classrooms
- Attachment
- Emotionally based school refusal
- ADHD
- Circle time training
- ABC
- Motivational Interviewing
- Promoting positive behaviour in the classroom
- Understanding and managing challenging behaviour
- Nurturing classrooms and approaches
- Solution focused approaches
- ELSA (Emotional Literacy Support Assistance)

### Why choose us?

- All of our Educational Psychologists are registered with the Health and Care Professions Council and receive regular supervision and Continued Professional Development.
- We work with integrity and to the highest standards of service delivery.
- We seek informed consent from all users of our service.
- We take seriously our safeguarding responsibility to children and young people.
- Our services are highly valued by schools and settings.

### Customer feedback

'Thank you for the report and thank you for all you have done to support us at school, it really has meant a lot. The staff have once again talked very highly of you which is a real indication of your professionalism and commitment.'

**Telford Primary Deputy Headteacher**



### Contact

**Dr Karen Grandison,**  
Principal Educational Psychologist

☎ 01952 385216

@ sendandinclusion@telford.gov.uk

🌐 <http://eps.taw.org.uk>

# Learning Support Advisory Teachers (LSAT)

## Special Educational Needs and/or Disabilities (SEND)

The Learning Support Advisory Team consists of teachers who specialise in working with children with Special Educational Needs and Disabilities. Across the team, we have a variety of experience working in a range of different educational settings. We work closely with children and young people in school, aged four to 18, as well as supporting teaching assistants and school support workers, teachers, Special Educational Needs Coordinators and senior leadership staff.

### What we offer

Our vision is to work collaboratively to create sustainable and confident schools, with children and parents being at the heart of provision. As well as being a first point of contact for schools to identify and assess children with Special Educational Needs, we offer advice and support to enable all children and young people to achieve their full potential.

If required, we provide advice and support for SENCOs in identifying those children who should be on the Special Educational Needs register.

We also offer a wide variety of courses, CPD and conferences along with in-school group intervention guidance. This enables settings to build their capacity and use the strengths within their staff team.

### Why choose us?

We provide:

- In depth local knowledge. We know our schools well and the strengths of the people in them. We have a long standing commitment to improving the outcomes for all children and young people within Telford and Wrekin and neighbouring authorities. Building on our years of strong partnership working, we are able to establish, lead, support and manage effective local networks;
- A highly experienced and valued team. Our cohesive team has been recruited for their proven abilities and professional expertise. We are consistently rated by our schools and external agencies as good or outstanding for our support and guidance, resulting in improved pupil outcomes and provision;

- Accountability at a local level. Working as employees of the Local Authority, we are held to account through rigorous monitoring and evaluation of the services we offer - by you, our schools, by the Council and the DFE. This ensures the service you receive is of the highest quality;
- In comparison with other providers, we believe that our support provides excellent value for money;
- A proven track record. Successfully operating as a traded service since September 2001, we are already working flexibly to provide a range of high quality bespoke schools improvement consultancy services and CPD courses to meet the needs of our schools.



### Contact

**Deborah Carpenter**

 **01952 381045**

 **sendandinclusion@telford.gov.uk**

# Telford & Wrekin Music Service

## What we offer

We offer music lessons, music workshops (including Garageband on iPads) and music curriculum teaching in school settings. Lessons can take place both during and after school and are open to all young people in Telford.

There is something for everyone from small group lessons on a wide range of instruments to whole class teaching. We also offer a six week early years music programme. Of course all of our workshops can be tailored for your needs.

Our tutors are as important as the music that young people learn which is why we have over 20 professional musicians, educators and performers working with us, all of whom are enhanced DBS checked.

## Why choose us?

We provide:

- Activities carried out by qualified musicians all enhanced DBS checked;
- A wealth of musical experience working with schools;
- Flexible workshop packages on a range of instruments and themes;
- Music curriculum support carried out by qualified music teachers.



## Customer feedback

'The service offered by Telford & Wrekin Music is wonderful. My daughter has developed fantastic relationships with her teachers and is continually inspired by them. The Out of School Groups are a place to have lots of fun making music whilst providing great opportunities to enhance skills.'

This has been a fantastic experience for the children. They have thoroughly enjoyed all the sessions and are sad that they have come to an end. Recent music monitoring has shown a positive impact and plans are in place to extend the programme further next year."

**Telford Primary School.**

## Contact

**Tracy Hall**

 **01952 380986**

 **telford.music@telford.gov.uk**

 **www.telfordandwrekinmusic.co.uk**

# Education Business Links - Work Experience

## Youth Employment Support

### What we offer

We provide a health and safety assessment and approval service and a telephone helpline, message and email service for enquiries relating to work related learning for education and training providers whose learners undertake a work experience placement.

Our service includes:

- A telephone helpline, message and email service for enquiries relating to work related learning
- Preparing students for work experience through an interactive presentation and workshop on finding a placement, employer expectations and staying safe. There is time allocated for a Q and A session for the students
- Access to the EBL database of 3,000+ employers who have previously offered a work experience placement *(NB. This is T&W data and is updated regularly. T&W do not authorise any copies of data to be held without their permission.)*
- Assessment of potential work experience placements (block and extended for KS 4 and 5) to ensure they meet requirements in accordance with HSE guidelines [www.hse.gov.uk/youngpeople/workexperience](http://www.hse.gov.uk/youngpeople/workexperience)
- Annual work experience review upon request

Please contact us for further information and we will be happy to discuss your requirements

### Why choose us?

- A NEBOSH and Rospa certificate qualified team who have worked for many years with local schools to prepare students and support staff for the work experience programme
- The team has an extensive range of experience, knowledge and training to support your school pre, during and post work experience

### Customer feedback

'Students and Teachers kept coming up to say how much they enjoyed the interview workshop'.  
'Thanks for your support following the incident with our pupil'



### Contact

Education Business Links team

 01952 388600/382888

 [admin.ebl@telford.gov.uk](mailto:admin.ebl@telford.gov.uk)



# apT Development Management Services

## What we offer

apT are an innovative, experienced team who are able to provide you with a full range of Development Consultancy Services which support and guide you through the Planning and Building Control process. As part of Telford & Wrekin Council we offer services within our own Borough and further afield including Shropshire, Staffordshire and the West Midlands.

apT specialise in :

- **Planning:** Our team can help you with pre application advice, submitting planning applications and co-ordinating a team of specialists required to support your planning application.
- **Building regulations:** Working together with you and our partners in the LABC we ensure your building works are safe and efficient.
- **Highway Design:** Our team will work with your development aspirations to plan, design and facilitate safe transport movements across all scales of developments.
- **Built Heritage:** We provide specialist advice on specific developments and the management of historic assets. We are sensitive to changing economic and social pressures whilst working to preserve and enhance uniqueness.
- **Ecology:** Recognising the importance of our wildlife and its impact on development our Ecologists can provide a range of surveys and ensure the advice you receive complies with best practice and that you comply with the necessary regulations and responsibilities relating to protected species.
- **Healthy Spaces:** Whether you need design, implementation or long term management advice of recreational facilities, we can support in the delivery of safe play and recreational areas from supporting grant applications through to the delivery of sustainable, bespoke schemes.
- **Urban Design:** Working with public or private sector clients in the development industry, apT can provide instrumental design advice from strategic design and site specific master planning to design and access statements, building for life assessments and expert evidence for Public Inquiries and Hearings.

- **Commercial viability:** Assisting clients to add real value to sites by ensuring that developments are both commercially viable and deliverable. We specialise in unblocking sites.

## Why choose us?

Hosting extensive experience within our team of specialists we provide reliable, regulatory quality advice with fresh new ideas that meet the quality and standards needed.

Our full range of services save time and money for our customers, getting developments started and helping businesses meet their needs.



## Contact

Siobhan Martin

☎ 01952 384113

@ [contact@apt-group.co.uk](mailto:contact@apt-group.co.uk)



# Let's Clean Services

Let's Clean services is made up of three service areas. Lets Clean Buildings, Lets Clean Windows and Site Support Services. We offer a fully managed service, a consultancy service and can also build a bespoke service around your needs.

## Let's Clean Buildings

A bespoke quality cleaning service tailored to meet individual customer requirements. Let's Clean Buildings is managed by Telford & Wrekin Council, with over 20 years' experience of cleaning across a variety of buildings. The team have particular knowledge and experience of managing schools, office buildings and leisure centres.

With over 350 members of staff across the Borough and a mobile support team, Let's Clean Buildings is a fully managed service that comes with the reassurance and reliability of consistent staff attendance. Staff are trained by the management team at Telford & Wrekin Council who are qualified to deliver the British Institute of Cleaning Science training and are also IOSH (Institute of Occupational Safety and Health) certified.

Let's Clean Buildings are a member of the British Institute of Cleaning Science and were recently awarded the Association of Public Service Excellence award for cleaning, assuring an efficient and safe cleaning solution to your business demands. Passionate and diligent about the environment, Let's Clean Buildings use environmentally friendly cleaning products, provide energy efficient cleaning equipment and have recently received a green achiever status for their commitment to this.

## Let's Clean Windows

A professional window cleaning service using suitable equipment to achieve outstanding and visible results. Telford & Wrekin Council provide a quality and trusted window cleaning service to schools, office buildings and sporting facilities. As part of Let's Clean Services, the team can offer 20 years of experience and a fully integrated package which includes Let's Clean buildings, window cleaning and site support services.

The specialist window cleaning vans are fitted with the latest pole fed window cleaning systems, using ionic technology ensuring no residue is left on windows. These systems are environmentally friendly and avoid harsh chemicals which

can cause damage to paintwork and glass. Let's Clean Windows pride themselves on a quality finish.

## Site Support Services

A fully managed caretaking service ensuring school facilities are safe and secure. Telford & Wrekin Council have been offering site support services for 20 years and have a wealth of experience looking after schools. Through a fully managed service, the team are able to meet individual school needs with a bespoke package tailored for each school.

By dedicating a staff manager to each facility, Site Support Services provide efficient and fully trained staff who are DBS checked according to government requirements. This involves staff attending workshops to ensure health and safety and mandatory training is up to date and in line with legislation. The team pride themselves on being fully trained in manual handling, ladder training, safeguarding, asbestos and legionella monitoring.

## What we offer

- A fully managed service
- One off cleaning and window cleaning
- All Equipment provided
- Mobile Support Team
- Relief staff in the event of holidays or sickness
- All training for staff including H+S and COSHH
- Specialist carpet cleaning
- Floor care
- Cleaning training: Floor care, Health & Safety, COSHH
- Full DBS checked employees
- Site Audits
- Site Security
- Specialist Window Cleaning
- Fire Alarm Testing
- Painting and Decorating

## Contact

**Kate Sumner**

 01952 384414

 [cleaningservices@telford.gov.uk](mailto:cleaningservices@telford.gov.uk)

## Property Maintenance, Facilities Management & Building Design (part of the biT Group)

biT are an integrated building maintenance, facilities management, design and project management consultancy that specialise in full project delivery, from initial project conception through the entire property lifecycle, including in use maintenance and operation.

Our innovative, highly skilled professional team consists of Project Managers, Architects, Principal Designers, M&E Engineers, Building Surveyors, Cost Consultants and Facility Management Officers and delivery staff.

Working alongside our Asset Team, Maintenance Service Delivery Team and the 24 hour biT helpdesk, we are able to plan and deliver every aspect of our clients requirements. Our aim is to take away the day to day responsibility from our clients, for buildings and their maintenance, to enable them to concentrate on their main function whilst ensuring that their buildings are repaired, modified, maintained and operated correctly within all relevant legislation and the needs of the users.

### What we offer:

We offer a range of building related services to schools, to support clients and users in delivering building projects and carrying out maintenance activities.

Buildings and the services within them are becoming much more complex. Our team of property professionals has extensive knowledge and experience of this. We keep up to date with these developments and also with the continually changing legislation that surrounds buildings, which not only applies during their design stages, but also during their use. This enables us to deal with all property issues and give correct advice to our clients, design and deliver extensions, new builds and planned maintenance programmes correctly and undertake the majority of projects in house.

### Building Maintenance and Facilities Management Service Delivery

To help and support our clients we offer two service plans (Essential and Premium) which encompass the majority of the services that our clients need in order to operate and maintain their buildings. In the past our clients have found inclusive plans to be a more cost effective way of buying in professional services. They also help to ensure that the buildings are maintained and are operated correctly and that all alterations or changes are carried out to a good standard.

Depending on the level chosen the following benefits can also be realised:

- One point of contact for all your building and site needs.
- Clients will be included in contracts that include other properties. This will offer cost savings achieved from economies of scale.
- The use of the in house facilities management team to undertake small maintenance works, which helps to keep costs down and reduce unnecessary external contractor costs.
- Planned maintenance activities are carried out when they are programmed in to be undertaken. This ensures statutory compliance, the reliability and appearance of the school, its equipment, services installations and its grounds.
- All works including maintenance activities are specified in accordance with up-to-date legislation. The liability for the design stops with the biT team.
- We obtain all necessary planning and building regulation approvals on our client's behalf.
- We take over the day-to-day worries of dealing with repairs, contractors, and market testing, ensuring best value, compliance with legislation, standing orders and financial regulations on our client's behalf.
- We operate a help desk and emergency out-of-hour's service that will be accessible 24 hours a day, 365 days a year.
- All of the contractors that we appoint to work at our client's properties will be pre-qualified to ensure they are competent to carry out the works, which we are requesting them to do.
- All contractors employed have appropriate DBS checks undertaken where this is necessary.
- We have in place contractual arrangements to ensure that contractors attend to response maintenance works within agreed response times;
- We include key performance indicators in our contracts and framework agreements, which assist in delivering the service within the specified terms and drive down unnecessary costs.
- We give our clients access to a computer system, which we are continually developing. This system holds real time data. This enables our clients to monitor all jobs from the moment they are raised to their completion. Also, clients will be able to view information

relating to their property including building maintenance financial information and all certification received following the inspection and the servicing of equipment.

- Our clients receive regular newsletters keeping them updated on what is happening regarding building related issues, contracts and contractors performance.
- We provide a yearly reminder on what services are available to our clients to encourage maximum usage of the plans entered into.

In addition to service plans, we also offer pay as you go services for schools considering one off services or projects.

### Why choose us?

We have been delivering building related services since 1998, offering a wide range of services using our own internal multi-disciplined team, consisting of architects, building surveyors, cost consultants, project managers, electrical engineers, mechanical engineers and a full facilities management team.

This team has considerable knowledge and experience of commercial buildings, community buildings, libraries, leisure centres and schools. We will work closely with you to ensure your requirements are translated into an affordable building which meets your needs.

### Customer feedback

'The Facilities Management service provided at short notice was second to none. It enabled us to keep the school running throughout a difficult Winter.'

### Contact

Claire Sieradzki

 01952 384502

 [bitgroupfacilities@telford.gov.uk](mailto:bitgroupfacilities@telford.gov.uk)

 [www.bit-group.co.uk](http://www.bit-group.co.uk)

# Recycling Service

## What we offer

The Recycling and Waste Team can provide a competitive recycling collection from your school premises. We offer a fortnightly collection of plastic, cans, glass, paper and cardboard collected in either sacks or wheelie bins.



In addition to recycling collections, we offer the Junior Street Champion scheme - a set of free workshops for primary schools. The workshops support the curriculum and teach children about the importance of recycling and looking after the environment.

## Workshops offered

- The Household Recycling Centre. (Site visit to see Hortonwood Household Recycling Centre).
- Composting. (Learn about and have a go at composting - a compost bin is available for the school).
- The Recycling Process. (Site visit to see how the purple top bin recycling is sorted with the latest technology including magnets, before being baled up to go to its next destination).
- The Magic of Energy from Waste. (Site visit to see the process by which the red top (non-recyclable) bin waste is burnt as a fuel to create electricity).
- Recycle Races (learning what materials can be recycled and which container they go in at home).
- Food Waste and the Lunch Box Challenge. (Reflect on how much waste is created with a packed lunch - what can be done to reduce how much waste is created?).
- Munch and the Funny Tummy. (Learn what recycling is, with a little magic and the story of a special truck called Munch).

- Assembly. (Giving an overview or introduction to the topic; can also be done with pupil participation at the end of a project).
- Our Streets. (Children learn how and why it's important to look after our streets by completing a street audit, litter picking and learning how to report environmental issues to the council).

All the workshops are free of charge however we do ask that you provide your own transport to the site visits. On completion of a number of workshops the school will be presented with the Junior Street Champions accreditation certificate.

## Why choose us?

Our collection service:

- Offers excellent value for money
- Mirrors the existing household collection making it easy to use
- Savings are passed onto you as this service is in addition to the household recycling service

## Existing customers

If you are already receiving a recycling collection and need to report a missed collection please visit our website [www.telford.gov.uk/recycleonline](http://www.telford.gov.uk/recycleonline) or use the MyTelford app.

## Contact:

Ruth Jones

@ [waste@telford.gov.uk](mailto:waste@telford.gov.uk)

# West Mercia Energy (WME)

WME is a leading purchasing organisation with over 20 years experience of managing energy contracts in for the public sector. The majority of our customers are in the education sector and we currently supply energy to 1,600 schools and academies.

## What we offer

WME has a small, highly experienced team based in Shropshire. We are able to supply your school with Gas, Electricity, Oil and LPG.

## Why choose us?

Our mission is to provide a cost effective, trusted and hassle free solution to all of your energy needs. Our innovative capped price gives budget certainty and the benefits of discounts off our capped price should market prices fall throughout the year. In the last 12 months, customers have benefited by £1.7m in discounts from our capped price.

- We validate all bills before issuing to protect from supplier overcharging
- We provide you with an online portal to manage billing and consumption information
- EU compliant energy procurement
- Siteworks support
- Proven long term value for money

## Switching

Changing your gas and electricity supplies to WME is simple. We will manage the process and keep you up-to-date on the transfer ensuring an efficient, straight-forward and simple switch. Please contact us to arrange a switch, or to request a visit from one of the WME team to discuss your energy requirements.

## Customer feedback

'We offer our customers price certainty through our innovative annual capped price offering and also the benefits of discounts off our capped price should market prices fall within the year.'

## Customer feedback

'I have found WME to be consistent in their support and advice and they have provided an excellent level of customer service with queries and requests for support being provided as required. We have also benefitted from annual meetings to discuss changes in our requirements and ways to develop partnership working. As well as their service, WME have delivered under their capped rates consistently over the past five years which has resulted in a much welcome budget saving for the School'



WEST MERCIA ENERGY



Providing Energy Services  
for the Education Sector

## Contact

Nigel Evans, Director

☎ 0333 101 4353

@ nevens@westmerciaenergy.co.uk

🌐 www.westmerciaenergy.co.uk

# Engineering, Geotechnical and Structural Engineering

## What we offer

We are an experienced and qualified team available to provide a wide range of specialist services to help you along the way including:

### Engineering Services:

- Project management;
- Civil engineering design and build;
- Highway design;
- Drainage design;
- Use of Civil Engineering term contract;
- Sustainable drainage system design;
- Flood risk assessments/desk studies;
- Use of sewer services jetting contract;
- CDM Services (Health and Safety Advice).

### Geotechnical and structural services:

- Project management;
- Civil engineering;
- Construction design management;
- Desk studies;
- Ground investigations, ground movement and groundwater monitoring;
- Mining assessments and Mines and Quarries Tips Act inspections;
- Foundation design;
- Geotechnical and earthworks design;
- Geo-hazard risk assessments;
- Topographical surveys;
- Building surveys;
- Structural design;
- Structural monitoring;
- Land stabilisation.

## Why choose us?

We provide:

- An in-house service that does not include additional costs which may be incurred by using external consultants;
- Extensive experience across two teams;
- A geotechnical team which has received numerous awards for completed projects and holds comprehensive records, some of which are not available to external third party consultants;



## Contact

**Steve Hollins (Engineering)**

☎ 01952 384652

@ [steve.hollins@telford.gov.uk](mailto:steve.hollins@telford.gov.uk)



