

Service level agreement



The purpose of this document is to explain how we aim to deliver our consultancy services, and highlight the standards of service we aspire to.

It describes the responsibilities from both Beacon School Support and our partnership schools to ensure quality, on-going support.

Consultancy in school

- In general, we will deliver hours purchased by schools in 2½ hour blocks. This provides a meaningful amount of time on a school site to provide observations, feedback and advice.
- We appreciate that, in some circumstances, this may not always be possible, and will work with schools to accommodate their needs.
- The time taken to write any formal reports required by the school will be included in their allocation of consultancy hours. Reports may not be written on the school site.
- If we are going to be late, or need to cancel an appointment, we will ring ahead to let the school know at the earliest opportunity.
- We will keep the school informed on (at least) a termly basis of how many consultancy hours they have remaining.
- We will plan and allocate our timetables carefully to include adequate contingency time to allow for illnesses and absence.
- If we are unable to provide the number of hours purchased by the school due to a problem on our side (such as a long-term illness), we will either refund the incomplete hours at the end of the year or roll the incomplete hours over into the next contract period (or come to another solution negotiated with the school).
- If we are unable to provide the number of hours purchased due to problems on the school's side (illness, failure to return communications etc.) the above provision will not apply.
- The school has a responsibility to inform us if they need to cancel an appointment as early as possible. If we arrive at a school site to find that the appointment is no longer needed, the original appointment time will still count against the school's allocated hours.
- To receive the best possible outcome, the services provided during consultancy hours should be negotiated between school and their consultant.
- The key to maintaining a high quality service is good communication between Beacon School Support and the school.

Telephone and email support

- We aim to return all calls and emails within the same working day. For communications received later in the afternoon, we aim to return contact the next working day.
- Telephone and email support is available during term time only.
- We aim to offer telephone and email support five days a week.

Quality of service

- We aim to deliver the highest quality of service possible.
- To monitor quality of service, where it is appropriate, we will provide before/after measures for interventions. This is both to help improve our service internally, and to help the school analyse value for money and progress.
- If the school is unhappy for any reason, please talk to us immediately so we can look at what went wrong and how we can put it right.

Training

- Many of our packages of support will include training.
- We will do our best to accommodate training dates that are convenient for the school; however, dates will need to be negotiated, especially around common INSET days (such as the first and last days of a term).
- It is best to arrange training dates as early into a school's package of support as possible.
- Before any training, we will contact the school to explain the resources required (such as access to projectors, room layout etc.), so the school gets the best possible outcome from our input.

Behaviour audits

- To get the best quality results from a behaviour audit, Beacon School Support and schools need to work together closely.
- We will provide an explanation of how to access your online audit and some sample materials to help the process run smoothly.
- It is the school's responsibility to encourage pupils, parents, teachers and governors to participate in the survey. The quality of the survey improves with larger sample sizes.
- If the school has any technical problems related to the survey, please get in touch as soon as possible. (We will not be able to rectify problems related to the school's network or ICT infrastructure).
- To ensure the privacy of your data, we will communicate any survey submissions using encryption (HTTPS)
- Depending on the audit level, we may also provide a site visit to the school. We will communicate with school beforehand about what this involve. This will always require release time from the SENCO / BECO or equivalent.
- We will provide your survey results as an Excel spreadsheet file.

GDPR / privacy / data protection regarding in-school support services

The information here, related to our in-school support services, adds to the protections and principles set out in our general privacy policy. Our general website privacy policy is available at beaconschoolsupport.co.uk

- **How we use your data:** we only use your data to complete our in-school support work.
- **What kind of data we collect:** examples include (but are not limited to): electronic records of referral and permission forms; records and notes from any work carried out in school (such as classroom observations, feedback and advice); reports and supporting evidence for applications to local authorities or similar bodies; records of pupils who are currently referred to us.
- **Data retention:** We retain information about our support work for the duration a school has a support contract that is in date. This data can be about whole classes, groups, members of staff or individual pupils. Once that contract expires, or the school inform us a referred pupil is off roll and has moved to a school that does not have a support contract with us, we'll retain the data for six months before deleting it. We retain pupil data for 6 months in case that information is required to support the child in future (eg. write reports for EHCP applications or other legal processes), after which time it is deleted.
- **Deleting data:** on request from the school or parent/carer, we will delete pupil information without delay. This can be done at no additional cost, whether a contract is in date or lapsed.
- **We do not:** sell, exchange or pass on your data on to any other organisation; and if a sub-contractor should be required to process your data, we will ensure they are also GDPR compliant. However, we may disclose or share data in order to comply with any legal obligation.
- **How we protect your data:** data protection is important to us. We store electronic data using password protected storage, and any data held on laptops is saved on encrypted drives. We do not accept data in written/paper form from schools or families.
- **Who has access to your data:** only authorised personnel have access to data collected from our support work. No public access is available.
- **Data breach:** While we take every measure to ensure the safety of your data, no system of security is perfect. Should we become aware of a breach, we will inform you without delay. Where appropriate, we will also inform the ICO.