



Services to schools

A guide to services available to Haringey schools
2010/2011



Foreword

Welcome to the 2010/11 booklet outlining services to schools available from Haringey Council and other suppliers.

A new service has been added: Haringey Young People's Counselling Service. Existing services have reviewed their packages to ensure their continued relevance for 2010/11.

As always, the sooner you can confirm your requirements for services, the easier it will be to ensure that services are well organised and resourced to meet your needs.

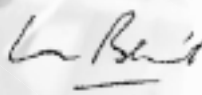
All services will have Service Level Agreements (SLAs), indicating clearly what you can expect from the service provider and what the service provider can expect from you.

Please note, we require one term's notice of termination of any agreement, to allow for Transfer of Undertaking Protection of Employment (TUPE) considerations and to minimise the impact on other schools who are receiving the service. Unless a service receives this notice, it will continue to be delivered into 2010/11.

Your feedback and suggestions are always welcome. Please email your suggestions to bsd@haringey.gov.uk or fax 020 8489 3850.

I hope you will find this brochure helpful.

Ian Bailey



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Service Standards and Service Level Agreements (SLAs)

This year, we continue to ensure that both the service and the schools have a clear understanding of the terms of the SLA.

Each school will sign up to one SLA which will cover all charitable services to schools provided by the Council. The SLA will be incorporated in the annual school budget share letter which is provided by the school finance team. Upon return of the signed SLA and the agreement to purchase form the relevant services will provide details of the services to be provided.

THIS SERVICE LEVEL AGREEMENT is made theday of2010

BETWEEN

[Name of School] ("the School"); and

[Name of Service] ("the Service Provider").

1. INTRODUCTION

- 1.1 This service level agreement (SLA) sets out the common standards that will apply to the provision of the services and the arrangement for payment for the services
- 1.2 This SLA will run from the above date and will continue until further notice, but may be terminated by either party with one term's notice.

2. SERVICES OR GOODS TO BE PROVIDED

- 2.1.1 The service provider will provide any of the services set out in Appendix 1.

3. OBLIGATIONS OF THE SERVICE PROVIDER

- 3.1 The service provider will provide the services to the standards set out in the Service Specification relating to each Service.
- 3.2 The service provider will provide the services at the locations set out in the Service Specification.

4. OBLIGATIONS OF THE SCHOOL

- 4.1 The school will adhere to any deadlines and other requirements set out in the Service Specification.
- 4.2 The school will provide access to the locations for the provision of the services.