



Section 8

General Services to Schools

Access to Corporate Contracts Service

The Council has access to a range of corporate contracts, which are available to Haringey schools. These contracts have been negotiated centrally to ensure that schools and London boroughs benefit from volume purchases.

The contracts have been awarded to suppliers through a competitive contest, which has included an evaluation of both quality and price, providing best value, and an examination of their financial status.

Benefits to Your School

- The contracts are commissioned for the local authority as a whole; this allows us to aggregate demand across the Council to achieve the best prices
- We ensure that the chosen companies have the financial and technical capability to carry out the service in question ensuring the continuity of service for your school
- Our contracts are awarded through a formal tendering process ensuring that your school is covered from the risk of a legal challenge from other suppliers as being anti-competitive or unfair in how you deal with suppliers to allocate work
- All corporate contracts are managed and monitored by us

Service Features

Below is a list of the contracts currently available or being developed through the Corporate Procurement Team.

If you need to access supplies and services not listed here, call the Corporate Procurement Helpline for assistance on 020 8489 1950/2137.

Haringey Temporary Resource Centre for All Temporary Staff

Company: Hays
Tel: 020 7383 0279

Bottled Water and Main Supply

Company: Divine Water Company Ltd
Contact: James Rauter
Tel: 0844 880 0425

Courier Services

Company: TNT Next Day Courier Service
Contact: Russell Cohen
Tel: 020 8804 8467
Customer Service: 0845 124 7365

Courier Services Same Day

Company: TNT Same Day Courier Service
Contact: Mark Muscemci
Tel: 020 8804 8467
Customer Service: 0845 124 7365

Company: Churchill Express Ltd
Contact: Scott McKenna
Tel: 020 8993 6565

Cleaning Products

Company: Greenhams
Contact: Jeff Cooper
Tel: 020 8593 8177
Mobile: 07801 648 427

Bulk Paper

Company: PaperCo - Dixon and Roe
Contact: Michelle Rowell
Tel: 07764 230 299

Stationery and Office Paper

Company: Office Depot
Contact: Jane Mulholland
Tel: 0870 403 2734
Mobile: 07767 684 227

Computer Consumables

Company: Office Depot
Contact: Jane Mullholland
Tel: 0870 403 2734
Mobile: 07767 684 227

Photocopiers

Company: Xerox
Contact: Tom Barratt
(Account Manager)
Tel: 020 8649 2605
Queries: Max Riley, Head of Education ICT
Tel: 020 8489 3202

Furniture

Company: Unique Office Solutions
Contact: Graham Tallon
(Sales Executive)
Tel: 07957 943 385

Company: Roc Office Furniture
Contact: Colin Mills
Tel: 01213 582 436

Company: Eurotek Office Furniture
Contact: Bob Vasey
Tel: 01243 828 921

Company: Wagstaff Interiors Group
Contact: Darren Miles
Tel: 020 8432 1022

Company: Office Depot
Contact: Bev Keddo
Tel: 01604 744 574

Mobile Phones

Company: Orange
Contact: Nick Dewdney
(Account Manager)
Tel: 07966 491 799
Queries: Victor Marques, IT Services
Tel: 020 8489 3957

Removal and Relocation (Office Furniture)

Company: Twilleys
Contact: Malcolm Twilley
Tel: 020 8885 5186
Queries: Martin Cable (Property Services)
Tel: 020 8489 2625

Energy

All enquiries to: Corporate Procurement Unit
Ben Brown
Tel: 020 8489 2132

Kamar Zaman
Tel: 020 8489 2178

Electricity
Electric Sites half hourly - large buildings
Company: EDF Energy

All other Electric sites
Company: British Gas

Gas
All Sites
Company: Corona Energy

External Funding for Schools Service

The **External Funding for Schools Service** aims to advise and support schools and school partner communities to explore and access all sources of external funding. The External Funding Officer will inform schools through regular updates about potential grants announced by BIG Lottery®, Trusts, Societies and Foundations etc.

The aim of our service is to address the need for resources that schools identify as added-value to achieve outcomes outside of core funding for children and families: this may be achieved through projects and initiatives.

Benefits to Your School

- Address added-value projects/needs through external grants
- Develop partnership initiatives with the third sector-community and voluntary sector organisations

Service Features

The External Funding Officer will support schools, parent teacher associations and community and voluntary sector partners through one to one consultancy advice and support on a range of areas including;

- emerging initiatives
- understanding what types of grants are available and for what purpose and who can access them
- how to prepare bids/applications
- how to project manage and report on finance to funding agencies

Guarantees

- All queries will receive a response within 24 hours
- A one to one session will also be provided to support you in your application

Price

Consultancy, advice and support are charged at:

Children's Centres	
Primary and Special Schools	£600
Secondary and Sixth Form Centre	£800

Contract of Service

The SLA and/or contract will be provided by the Council and will be agreed and signed by both parties prior to the service being taken up. The SLA will detail the expectations of both parties. In the event that either party would like to cancel the service, no less than one term's notice period should be given.

Additional Information

Schools will have the opportunity to develop the skills of their staff in identifying needs and apply for funding themselves. This will be achieved through dedicated one to one consultancy offered by the External Funding Officer around bid writing and finance and project management.

Contact Details

Bhavani Sharma
International Links Officer

Tel: 020 8489 3870
Email: bhavani.sharma@haringey.gov.uk

Commissioning and Contracts Service

The **Commissioning and Contracts Service** will work alongside schools to enable services to be commissioned in compliance with UK and European Union guidelines on tendering, procurement and contract management. Services will be commissioned based on priorities established by schools and governors as well as being consistent with the needs and priorities set out in the Children and Young People's Plan.

Benefits to Your School

Schools will receive a competitive service that provides excellent value for money. Additionally we will help to:

- effectively maximise the use of your school budget through 'buying in' to the most cost effective services
- reduce the potential strain on your resources by guiding your school through the process of commissioning and procurement using our experience, knowledge and expertise
- ensure that the commissioning process you undertake is compliant with UK and European Union guidelines. Officers will also monitor and review commissioned services to ensure continued high quality and value for money

Service Features

- Trained, skilled officers to assist schools with the preparation of Service Level Agreements (SLAs) and contracts with and between schools and other organisations
- Support and advice relating to procurement regulations and project management of tender processes, for the procurement of goods and services and agreeing contracts with external organisation on behalf of the school
- Arrangement of contract review meetings, which will enable schools to monitor service delivery
- Up-to-date information about the market to ensure services procured are sustainable and cost effective
- Training and briefing sessions to Headteachers and other relevant staff on procurement, tendering and contract management

Guarantees

- A trained officer to provide advice and /or consultation to your request within five days
- A flexible package tailored to meet individual school need

Price

Charges will be £40 per hour. However we can work out an estimated cost for an overall package which will be presented before the commissioning process begins.

Contract of Service

The SLA and/or contract will be provided by the Council and will be agreed and signed by both parties prior to the service being taken up. The SLA will detail the expectations of both parties. In the event that either party would like to cancel the service, no less than one term's notice period should be given.

Contact Details

Luciana Frederick
Commissioning and Contracts Manager

Tel: 020 8489 2840

Email: luciana.frederick@haringey.gov.uk

Legal Assistance Service

The **Legal Assistance Service** is cost-effective, authoritative and professional. The need for a school to seek legal assistance will only arise occasionally. However, when it does occur, it will require an effective and speedy response, which takes the needs of the school into consideration. We have a proven track record of offering assistance to schools and the expertise to make that assistance count.

Benefits to Your School

- The standard and quality of the work undertaken by the Legal Service are approved by the Law Society under its accreditation scheme
- The hourly rates charged by the Legal Service are very competitive in relation to the rates charged by private firms for similar work, which can be anything from 150% to 300% greater
- The Legal Service operates on a “break even” basis so that its income covers only its own costs
- We have also negotiated and agreed fixed fee arrangements with some barristers’ chambers with a view to maintaining cost effectiveness without sacrificing the quality of the service

Service Features

- Advice and assistance in relation to legal issues that might arise in the running of a school such as, but not limited to: nuisance and abusive visitors; pupil exclusions; school discipline and attendance; parental disputes; freedom of information and data protection; property related issues and school governance
- We may also be able to offer legal advice on admissions and special educational needs matters where there is no conflict with the authority
- Employment litigation advice and assistance. This predominantly involves representation in proceedings in the Employment Tribunal but can sometimes extend to cases in the County Court. The scheme is intended to supplement the advice received from a school’s personnel provider from the point that proceedings are started in a Tribunal or Court
- Access to advice and assistance on matters involving new contracts or disputes with suppliers or contractors including those cases where there is a risk of litigation or where proceedings may have already been received
- Training and briefings on legal issues of importance to schools

Guarantees

- We will arrange to visit the school as soon as we are instructed to deal with legal proceedings
- Our target for responding to correspondence on advice matters is acknowledgement within five working days of receipt and a substantive reply to be provided within 10 working days of receipt of full instructions. Shorter time scales can be agreed on specific instructions that require a more urgent response

Price

At the time of publication of this brochure, the hourly rates for the service in 2010-11 have not yet been finalised. The hourly rates in the current year (2009) are indicated below and are not expected to rise by more than 10% next year. Further information on the likely hourly rates for 2010-11 can be obtained from Dave Burn, whose contact details are given below.

Hourly rate for a Legal Assistant	£43.90
Hourly rate for a Lawyer	£68
Hourly rate for a Senior Lawyer	£78
Hourly rate for Principal Lawyer	£85

Contract of Service

The SLA and/or contract will be provided by the Council and will be agreed and signed by both parties prior to the service being taken up. The SLA will detail the expectations of both parties. In the event that either party would like to cancel the service, no less than one term’s notice period should be given.

Contact Details

Dave Burn
Principal Lawyer,
Employment, Education and Corporate Team

Tel: 020 8489 3844
Email: david.burn@haringey.gov.uk

The **Energy and Sustainability Team (E&ST)** offer a comprehensive, high quality and efficient service with regards to energy procurement, billing administration and supplier dispute resolution. E&ST support client(s) energy reduction plans through advice, support and financial assistance.

Benefits to Your School

- Access to the wholesale energy market providing savings in energy costs against the market average and a risk-based buying strategy to ensure consistency of results
- Use of an energy bureau system ensuring accurate billing and central storage of historical billing and consumption data
- Training and access to a web-based programme providing statistical and graphical analysis of site energy consumption and rates
- Transfer of duties concerning billing enquiries and disputes to Haringey Council, freeing resource for other priorities
- Access to the Haringey Council display energy certificate contract, utilising economies of scale for competitive pricing and legal compliance
- E&ST will support clients in any grant bidding processes for energy efficiency and renewable technology projects
- Co-ordination of energy efficiency projects which currently include upgrading electricity and gas meters, conventional energy efficiency projects such as insulation, draughtproofing and lighting controls

Service Features

Accurate Billing and Payments

E&ST undertake regular tendering of electricity and gas contracts and benchmarking of procurement performance.

The service also comprises receiving on behalf of client(s) the utility invoices from suppliers and undertaking the following quality assurance activities:

- scrutiny of incoming bills to ensure a single and (as far as possible) accurate charge is being made against a meter by the correct utilities provider and that these charges are being billed over the most appropriate timeframe (monthly, quarterly etc.). Investigation of enquiries raised by clients on any aspect of their bill that appears incorrect
- checks to all meters making sure that the information being received from them is accurate, and that the

- correct meters are being read on behalf of the supplier
- evaluation of client consumption and costs to discover if changes can be made to their requirements that will reduce costs
- make payments to suppliers on behalf of client(s) and, assuming invoices are deemed compliant with Haringey requirements, recharge to client(s) via Haringey Council's SAP financial system

Energy Management

- To oversee the connection and de-commissioning of utility supplies at sites
- To provide client(s) with reports regarding energy consumption and costs up to three times per year, if requested
- To investigate unusual energy consumption on Half Hourly sites and to act on behalf of client(s) as the point of contact with the suppliers where corrective action is required
- To hold a central contract for the provision of Automated Meter Reading hardware. These devices provide client(s) with more accurate usage data and hence cost. It also allows client(s) to accurately record the impacts of energy saving initiatives
- To provide access and training to Haringey Council's energy database - T.E.A.M Signet, so that information from bills and consumption data can be represented statistically and graphically. This means schools will be able to compare yearly, monthly and even daily energy usage patterns. The database can be used to model improvements in performance as well as providing environmental educational material for pupils

Energy Efficiency

- To provide advice on a range of sustainable technologies that can be integrated into new builds or retrofitted into existing buildings to improve schools' environmental credentials
- To hold a central contract for the provision of mandatory Display Energy Certificates and Advisory Reports. These will contain the energy efficiency rating of the client(s) building and practical measures to improve upon that rating

NEW Grant Available

- E&ST has access to a Schools' Sustainable Investment Fund (SSIF)
- This is an interest-free loan fund operated by Haringey Council
- The SSIF should be used by schools to fit environmentally friendly design options that deliver savings through the revenue budget
- You submit a proposal for funding and, if successful, repay the loan from revenue savings achieved through the outcomes
- The loan agreement is a contractual relationship, signed by both the Council's Chief Financial Officer and the School Head
- Contact us if you are interested in making use of the fund

Guarantees

- A flexible energy management service that can be tailored to meet individual client(s) needs
- Quality of service provided in terms of accuracy and timeliness of invoicing and payments that provide evidence to demonstrate energy consumption and efficiencies

Price

The provision of gas and electricity is subject to several charges negotiated with the supplier. These charges are usually comprised of (but not limited to) consumption (kWh), fixed (administration) charges, availability (based on maximum consumption data) and climate change levy.

The energy market is extremely volatile and prices are subject to change. As such it is impossible to predict the charges individual client(s) will incur. However, access to the wholesale market and risk-based purchasing ensures energy commodity and distribution costs achieved are typically around 5% lower than the market average. These cost avoidance efficiencies are audited by the National Audit Office.

E&ST provides billing, administration and value added services to over 250 sites covered by its corporate energy management services. The cost of providing these services is fully recharged against incumbent energy suppliers.

Contract of Service

Those schools receiving energy invoices on the Haringey Council's Contract are bound by the terms and conditions agreed between the Council and the suppliers

In the delivery of this service level agreement E&ST will:

- process suppliers' bulk account and pay the client(s) invoice within the contractual terms
- raise any major billing queries within five working days of receipt of bulk invoices and prior to payment of bulk invoice to supplier
- produce Haringey SAP re-charge invoices to client(s) within,
 - 28 working days of the payment of invoices to suppliers or
 - 28 working days of any billing dispute being resolved
- acknowledge receipt of client(s) site queries within three working days
- notify suppliers of site queries within 10 working days of receipt of query from client(s)

The school will ensure:

- the provision of utility meter readings to E&ST or suppliers whenever necessary
- collation of regular periodic (either daily, weekly or monthly) meter readings and maintain a record in instances of supplier account disputes
- representation of the school, typically a Site Manager or their Assistant at any energy/energy efficiency meetings arranged by E&ST
- written notification is given to E&ST of any projects at their site(s) which may have an effect on the utility contracts/consumptions/costs
- written notification is given to E&ST of changes to their Cost Codes
- written notification is given to E&ST if they wish to withdraw from a utility contract, which must be submitted at least 10 months prior to October of any year, for termination in October of the following year.

Contact Details

Kamar Zaman
Sustainable Energy Manager

Tel: 020 8489 2178

Email: energy@haringey.gov.uk

In the event of the loss of electricity contact:

EDF, Fore Hamlet,
Ipswich IP3 8AA

Tel: 0800 783 8838

In gas emergencies, including leaks or smell of gas contact:

National Grid

Tel: 0800 111 999