



# Section 5

## Premises, Facilities and ICT

The overall aim of the service is to advise and assist with the use of Information and Communications Technology (ICT) in the pursuit of excellence in schools.

We offer a single point of contact for issues concerning administrative systems and/or procurement, deployment and support of computer technology and data communications in schools. Schools can select from a range of Service Level Agreement (SLA) modules designed to meet their particular needs.

## Benefits to Your School

- The structure of the SLA and schools' ability to exercise real choice over the level of services purchased from Education ICT Service's Schools Support Unit (SSU) has been very popular with Haringey schools and was commented upon by OFSTED as "a well-specified service at a number of levels."
- Collectively, staff in Education ICT Service's SSU have over 160 years of experience in IT and have spent over 90 staff-years providing IT support services to Haringey schools. This level of expertise, together with organisational and operational links to other aspects of The Children and Young People's Service within Haringey Council, uniquely places Education ICT Services as the best source of on-going support for your school's current and future investments in administrative and curricular ICT.
- Annually, Education ICT Services provides advice and procurement services for over £400,000 of IT hardware, software and services purchased on behalf of Haringey schools and delivers an average of 8.5% cost saving in comparison to schools' alternative purchasing channels. As well as helping schools to buy wisely and at lower cost, we take responsibility to ensure that any supply problems are resolved and/or rectified as quickly as possible.

## Service Features

Services available, via SLA modules, are listed below.

The various modules incorporate:

- technology advice and guidance
- technology procurement and installation, including Internet services
- licensing, installation, upgrade, training and support of administrative software systems (e.g. RM Integrus Classic, Integrus<sup>62</sup>, Dinner Money, Microsoft Office)
- hardware, software and network support, including

fault resolution logged via an **Education ICT HelpDesk** facility

- hardware maintenance
- ad-hoc and/or regular scheduled on-site technical support

Module	Description
<b>Comprehensive package</b>	The Comprehensive Package comprises Modules A, C and D. This is our highly recommended service, priced at less than the total cost of the three individual modules
<b>Administrative Systems</b>	<b>A</b> RM Education (RM) administrative software licensing with training and on-site support. <b>Recommended if Comprehensive Package not purchased. Includes Module B</b>
	<b>B</b> RM administrative software licensing only. <b>Minimum Legal Requirement to operate RM administrative systems. No support provided. Not recommended</b>
<b>Technical and Maintenance</b>	<b>C</b> Technical support and hardware maintenance for two administrative computer systems and two accompanying printers. Network support for two or more computer systems connected together to operate Integrus. <b>Recommended if Comprehensive Package not purchased</b>
	<b>D</b> Internet and Network support. Network infrastructure, connection onto the Internet and send/receive e-mails. Includes protection against computer viruses. This is for both curricular and administrative areas. <b>Recommended if Comprehensive Package not purchased</b>

Module	Description
E	Technical support and maintenance for one or more PCs and/or printers <b>Optional</b>
F	Procurement Service (Advice, guidance and discounted purchasing). <b>Free of Charge to SLA Subscribers</b>
G	Ad-hoc Training Service. <b>Optional</b>
H	Ad-hoc Technical Service. <b>Optional</b>
I	Scheduled On-Site Technician (weekly/fortnightly). <b>Optional</b>

Our highly recommended service is the “Comprehensive Package”, which not only provides a more complete and integrated ICT support service needed to effectively establish and maintain ICT facilities in schools from a single provider but also, as it is priced at less than the sum of its parts, offers greater cost-effectiveness.

## Guarantees

- The Education ICT HelpDesk (020 8489 4444) is operational from Monday to Friday between 8.45am and 4.45pm. For the most serious problems, a member of the support team will visit your school
- Education ICT Service’s Service Level Agreement document describes in more detail what each module offers, along with ICT HelpDesk call resolution priorities and targets

## Price

Module prices are based upon type of school and number of pupils on roll.

“Comprehensive Package” prices are calculated as follows:

Infant schools	£2,795 plus £6.90 per pupil
Junior schools	£2,940 plus £6.90 per pupil
Primary and Special schools	£3,065 plus £6.90 per pupil

Other individual module prices are notified separately to schools via a Service Agreement pro-forma and Hardware Maintenance Inventory renewal form.

Users of the RM Behaviour Module with Integris Classic will incur an additional charge	£60 per annum (not applicable to Integris <sup>G2</sup> users)
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Users of RM Integris <sup>G2</sup> will incur an additional charge	£530 per annum
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Users of RM Dinner Money software will incur a further additional charge	£195 per annum
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Ad-hoc and/or regular scheduled on-site technical support for activities not already purchased via SLA modules is available at the following rates:

Ad-hoc Rate (minimum 2 hours)	£37.50 per hour
Regular Scheduled Half Day (3 hours)	£100
Regular Scheduled Whole Day (6 hours)	£200

If you require a service that is not identified in the SLA or does not constitute part of the module(s) you have chosen to purchase, Education ICT Services may still be able to undertake the requested work for you at an additional charge on an ad-hoc basis.

## 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.

Additionally, each school will be provided with an individually-priced Service Agreement pro-forma and a Hardware Maintenance Inventory renewal form.

Contracts run for a 12-month period from April to March.

Schools are requested to sign and return both forms, with ticks against the required SLA modules, direct to Education ICT Services by no later than 31 May 2010.

## Contact Details

Max Riley  
Head of Education ICT Services

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Education ICT HelpDesk

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# Property and Contracts Service

We understand that looking after educational premises presents an ever increasing challenge. The aim of the **Property and Contracts Service** is to provide you with the expertise and support to make this task less difficult. All schools and settings are offered a comprehensive package of quality services designed to support schools with their mandatory obligations and to assist them in the core task of managing the repairs and maintenance of buildings.

## Benefits

- We have many years of experience and expertise in dealing with premises and service issues in all schools and settings
- You will have access to specialist advice on procedures and practises to ensure compliance with local and national statutory duties
- All Health Safety and Welfare training will be **free** for an unlimited number of staff

## Service Features

### Health and Safety

Our professionally qualified Health and Safety Officers provide advice and support on all aspects of Health and Safety management within the Children and Young People's Service that includes:

- support and guidance on compliance with current fire safety legislation
- advising on management of asbestos and managing contract for re-inspections
- advice and guidance on water treatment and control of legionella
- providing advice and support for schools on all aspects of educational visits
- giving advice and support to schools on how to prepare for the annual Health and Safety audit
- provision of specialist training in all areas of Health and Safety management, such as risk management training, competency of site managers, accident reporting and educational visits
- bulletin updates of current Health and Safety issues, for example, asbestos and legionella management
- support and guidance on compliance with statutory legislation and best practices
- Health and Safety team are qualified to the National Examination Board for Occupational Health and Safety (NEBOSH) and between them have qualifications in the specialist areas of Fire Safety (IFSM), Asbestos Management (BOHS), Risk Management (CIEH) and Business Continuity.

### Catering

Our professionally qualified Client Catering Manager provides advice and assistance on all catering related issues that includes:

- help and advice regarding the ongoing School Food Transformation Programme to ensure compliance with future intended legislation
- help and advice on the procurement of servicing, replacement and/or upgrading of kitchen and dining equipment
- maintenance and upkeep of a dedicated Kitchen Asset Management Plan, including equipment inventories and assessment of the fabric of the building and to advise and assist schools regarding future kitchen expenditure
- assistance with the design and layout for new kitchen/refurbishments
- health and safety advice on kitchen legislation
- working closely with school personnel and other members of the Property and Contracts Team with regard to whole project delivery
- working closely with schools to establish and implement optimum catering facilities
- liaison with your Catering Services provider to ensure all services meet the specified need of your school

### Property Management

We provide a multi-disciplinary property support service to all schools and setting that includes:

- assisting schools with their property responsibilities and facilities management
- providing planning and building control advice to schools undertaking their own DFC funded projects
- help schools to formulate robust premises development plans
- provide advice on procurement and contractor selection
- provide schools with property handbook updated every two years
- provide support and guidance on compliance with statutory legislation and best practices

## Price

The annual fee for the Property and Contracts Service is in two parts:

The first is a basic payment of £1300 per establishment

The second part is based on the number of students/pupils you have registered at your establishment  
Price per student/pupil £2.50

For example based on an average two forms of entry primary school  
(30 pupils per class) you would pay  
£1,300 for establishment  
420 x £2.50 - £1,050 for pupils

Total charge for the year £2,350

Please note: if you choose not to buy this annual service the following charges will apply  
A half days advice/support session £300  
All training sessions will be charged at £200 per person

Andrew Bashford  
Catering Client Manager

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## 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

Steve Barns  
Property Manager

Tel: 020 8489 3805  
Email: [steve.barns@haringey.gov.uk](mailto:steve.barns@haringey.gov.uk)

Marc Brocklesby  
Principal Health and Safety Officer

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Dianne Grant  
Property Officer

Tel: 020 8489 3780  
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# Fixed Play Service

The **Fixed Play Service** offer schools a comprehensive package of inspection, repair and maintenance of play equipment. We also have a consultancy for the purchase of new equipment through comprehensive links with suppliers.

## Benefits to Your School

- An all-inclusive package meeting all your school's play equipment maintenance needs.

## Service Features

We provide:

- regular quarterly inspections of fixed play equipment in playgrounds and an on site repair and maintenance services
- installations of new equipment, advice on safety, risk assessment, conformity with BSI and other standards
- a purchasing service on behalf of schools, giving you impartial advice about products available, and helping you to obtain the best prices through our links with suppliers
- the choice of an annual contract or tailored services to meet your requirements
- assistance with relevant training of site managers

## Guarantees

- We are a fully professional service with fully qualified staff

## Price

This local and immediate full service is offered to schools for £275 per year (plus any parts and labour required).

## 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.

Contracts for this service are offered to schools on a yearly basis.

## Contact Details

Frank Hunt  
Specialist Services Manager

Tel: 020 8376 3788  
Email: frank.hunt@haringey.gov.uk

Ronnie Roach  
Play Development officer

Tel: 020 8489 5601  
Email: ronnie.roach@haringey.gov.uk



# Recycling Collection Service

The **Recycling Collection Service** offers a paper recycling service to all schools in Haringey. This service now collects paper, cardboard, plastic bottles, glass bottles, glass jars, tin cans and tetra-paks from schools for recycling.

## Benefits to Your School

Your school will be:

- taking responsibility for reducing, reusing and recycling as much waste as possible
- helping to limit climate change because it helps save resources, save energy and reduce pollution
- engaging in a practical way to encourage a positive change in the behaviour of pupils and staff towards the environment
- potentially, saving money on your refuse bills

## Service Features

We collect your recyclable paper and cardboard weekly or fortnightly, depending on capacity. The frequency will be established on a site by site basis.

## Guarantees

- We guarantee a weekly or fortnightly collection

## Price

Recycling collections are free.

Classroom recycling bins can be purchased for £2.50 per bin.

## 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

Katie Rigg  
Environmental Resources Officer (Education and Community Involvement)

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# Grounds Maintenance Service

The **Grounds Maintenance Service** offers a wide range of horticultural services to Haringey Schools. We offer schools a Basic Service, or High Specification Maintenance Plan reflecting, to an extent, the kind of grounds for which the school is responsible.

## Benefits to Your School

We will ensure that your ground maintenance is delivered to a high standard which will:

- enhance the appearance of the school premises
- ensure safety to users and visitors of the school
- improve the reputation of the school

## Service Features

The Basic Service, generally, covers sports pitch and general grounds maintenance, such as:

- grass-cutting
- shrub pruning
- tree maintenance
- internal plant and floral decorations

The high specification maintenance plan, generally, will require a higher frequency of attention paid to the school grounds, such as school pitches.

For both the Basic Service and the High Specification maintenance plan, you can add any of the following services:

- hard and/or soft landscaping
- landscape design
- chemical weed control programmes for hard surface areas
- tree maintenance and planting
- development of nature conservation gardens
- consultancy for trees (insurance claims) and landscape design

## Guarantees

- Any complaints regarding level of service will be responded to within four working days

## Price

The contracts offer a fixed price service in compliance with an agreed specification (which we can produce for you). The cost of the service will depend on the size and nature of your school grounds. We will be pleased to provide estimates on request.

## 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

You will get the best value in a ground maintenance service if you go for a contract arrangement (some schools are already covered by the existing grounds maintenance contract).

Contracts are for at least 12 months duration.

## Contract service or one-off variations

As long as you are maintaining your grounds in accordance with the legislation and many regulations that govern the industry, it is up to your school to manage its grounds.

The Park Service that provides the Grounds Maintenance Service is ISO 9002 registered. Our operating system incorporates procedures to ensure consistently high quality delivery. We are also an 'Investor in People' registered organisation.

## Contact Details

Colin French  
Senior Client Support Officer, Parks Service

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# School Cleaning Service

The **School Cleaning Service** offers a high quality cleaning service provided (in-house) by the cleaning division of Haringey Council Corporate Property Services.

As the Council's only Direct Service Provider (DSP), we will work with any school to develop an individual (SLA) package to meet their needs.

## Benefits to Your School

- Flexible arrangements created in true partnership with clients and customers
- Periodic cleaning (deep cleans) offered to protect and maintain floors and other surfaces
- Highest standard of Health and Safety management used including assessments of all cleaning products used and risk assessments undertaken for all areas of activity
- Environmental Management procedures to reduce pollution and encourage savings on power
- Cleaning and Health and Safety standards monitored internally and verified by external auditors

## Service Features

- We offer our most comprehensive package or individual elements to suit the needs of each school
- Complaints logging and rectification system via the Council's Property Help Desk
- Flexible arrangements to cater for short or long-term changes
- An emergency response team available outside official cleaning hours to deal with light floods, light fires, chemical spillages, as well as licensed removal of hazardous and/or dangerous items
- Additional professional cleaning and sanitising of computers, monitors, keyboards, printers and telephones using the latest products to prevent the growth and spread of bacteria, at a very competitive rate

## Guarantees

- Quality performance using modern cleaning methods and technology
- Accident-free operations for a perfect peace of mind
- Performance tailored on pure customer satisfaction

## Price

Cost estimate is provided only after a site visit as each school is fundamentally different, and dependent on the choice of package(s) preferred.

## 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

Edmund Kwakye  
Cleaning Services Manager, Facilities Management  
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# Risk and Insurance Service

The **Risk and Insurance Service** within the Audit and Risk Management Division provides a comprehensive specialist insurance service and operational risk management service to schools to protect their assets and mitigate losses resulting from hazards and claims against each school and the Council. We act as an internal insurance broker and provide expertise and advice on insurance matters and operational risk management.

## Benefits to Your School

- 25 years experience in dealing with schools' insurance arrangements
- Single point of contact with direct access to insurance team
- Rapid response to emergencies including access to emergency response team
- We offer a complete package which gives peace of mind to schools
- Revaluation and survey programme funded corporately

## Service Features

### Specialist Insurance Service:

- arrangement of cover in accordance with EU Directive - maintaining adequate insurance cover
- preparing specifications for tender, evaluating tenders and negotiating premiums with insurers

### Insurance Cover Provided Within Annual Charge:

- buildings and contents (fire, impact, wet perils, malicious damage)
- terrorism
- theft
- computer (theft and accidental cover)
- engineering
- public liability (includes volunteers and those pupils on work experience)
- employer's liability
- professional indemnity
- cash including unofficial funds (£1,000 limit)
- fidelity guarantee
- libel and slander
- additional expenses

### Additional Insurance Cover Provided at an Additional Premium:

- school journey
- school owned minibuses
- loss of revenue
- school lettings/hirers policy

### Comprehensive Claims:

- comprehensive claims handling, covering all claims including all correspondence and negotiations with claimants and/or their legal representatives, negotiations with loss adjusters and insurers
- if alternative accommodation is required as a result of an insurance claim we make arrangements for emergency funding
- guidance notes which are regularly updated and circulated to all schools and governing bodies
- training sessions to explain cover and claims procedure
- post loss and risk management surveys

### Operational Risk Management Service:

- working with schools to raise awareness of risks and to develop cost effective risk control measures
- regular surveys of schools to identify areas for improvement
- analysing and identifying trends in claims history and drawing out implications of specific incidents
- monitoring external information, such as legal cases, press reports and bulletins, to identify potential risk areas and solutions

## Guarantees

- All claims will be acknowledged within five working days of receipt
- All claims acknowledged to third parties within three working days of receipt
- For buildings and content claims following receipt of full claim documentation and agreement of claim, settlement will be made within 20 working days
- Insurance Section available for enquiries and personal callers, Monday to Friday between the hours of 8.45am and 5.00pm
- Site visits made where applicable within 24 hours of incident occurring; and,
- Annual renewal premiums issued by 31 January

## Price

The details of premiums for the coming financial year will be sent direct to individual schools by no later than 31 January 2010.

Prices will be based on asset value, salaries and claims experience, therefore prices between schools will differ.

## 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

Trudie Eagle  
Risk and Insurance Manager

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Andrew Cook  
Deputy Risk and Insurance Manager

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# Cash Collection Service

The **Cash Collection Service** offers a single point of contact for any issues that may arise with the occasional non collections, deposit tracing.

We contract the services of a security company to make weekly secure collections from the schools. The security company delivers to your bank next working day for processing into your bank account.

- Our management examines with you the details of our service on which the cash collection contract is based
- The cost of the standard cash collection service is at a flat rate per school. More regular collection will be charged pro rata

## Benefits to Your School

- We have years of experience in secure cash collection
- There is no risk to staff in delivering the cash to the bank themselves
- The service is monitored
- There is no contract for you to manage
- There are no monthly invoices to be paid

## Service Features

- Arrange the safe collection of cash from your school
- Set up the collection within our existing contract
- Give advice, contact details for queries, how to complete the deposits
- Arrangement of a more frequent collection, if required
- Take up and resolve any issues with the security company

## Guarantee

- We guarantee to respond to your query within 24 hours
- For complex requests we will update on a regular basis

## Price

The cost of the standard cash collection service is £850 per year based on one collection per week for 42 weeks.

Additional collections can be arranged i.e. 2 collections per week = £1,700 per year

## 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

Margaret Roberts  
Principal Cashier, Haringey Payment Service

Tel: 020 8489 6918

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