

24th JANUARY 2017

SERVICE LEVEL AGREEMENTS (SLAs) 2017-18

REPORT BY DIRECTOR OF TRANSFORMATION, CUSTOMER AND SUPPORT SERVICES

Executive Summary:

The purpose of this report is to update the Education and Skills Forum about key changes made to Service Level Agreements (SLAs) for 2017-18.

The key changes for the next financial year are:

- A new on-line order management system for ordering services to commence on or after 1st April 2017
- An overall price rise of 2% in alignment with RPI, although there are some exceptions
- The removal of a web-only Health & Safety service
- An above 2% increase in the price of the DBS service within Employment Services SLAs
- Adjustments to the pricing for the Data Subscription service and the withdrawal of the Special Schools service
- The introduction of new optional insurance services

Recommendation:

That Education and Skills Forum note and comment on the changes to Service Level Agreements for 2017-18.

1 Background

1.1 Where services are provided directly by WSCC, the current policy is to increase SLA charges in line with the Retail Price Index (RPI) (September 2016 indexation), which is rounded up to 2%. This increase is to be applied for 2017-18 unless services have identified a requirement to vary the charge e.g. the Data Subscription service.

1.2 Where services are provided directly by Capita, prices are set independently by Capita. For 2017-18, these are also predominantly set at 2%, although there are some exceptions which are described below.

2 Changes to Service Level Agreements for 2017-18

Ordering Services for 2017-2018

2.1 The content management function of the West Sussex Grid for Learning has now been replaced with a new system called West Sussex Services for Schools (WSSfS). The functionality of WSSfS is being extended from January 2017 to include order management. Schools will be able to select services for purchase from 19th January onwards. A series of training events are being held w/c 16th January to support this change in process and take up of this opportunity has been very high (currently 170 delegates have booked to attend).

- 2.2 This system is similar to many commercial websites in that each school will be able to log on, browse the packages and services available and select those that it wishes to purchase. These will be placed into a basket, with their individual pricing automatically calculated, ready for the school's authorised representative to 'check them out'.
- 2.3 Before checking out, the school will be asked to agree to a standard set of Terms and Conditions. For some SLAs there will be exceptions to the standard terms and conditions and these will be outlined in the individual service descriptions.

Changes to Level 1 Employment Services SLA for Health & Safety

- 2.4 The Level 1 Employment Services SLA has been reviewed and Health and Safety as a Web only option has been removed. This is because the Management of Health and Safety at Work Regulations stipulate that the employer must ensure that they have access to competent advice.
- 2.5 Whilst a web only service can give some of that competent advice, it cannot provide for out of the ordinary situation advice, as required by law. The web only service has therefore been removed.

Changes to Employment Services SLAs which include a DBS service

- 2.6 In the 2015/16 academic year a record 5,757 DBS checks were completed by schools. This was a 17% increase from the 4,903 undertaken in the 2013/14 year. As the number and cost of DBS checks undertaken on behalf of schools has been steadily increasing year on year, a decision has been made to amend the price of the SLA to cover DBS costs.

Overall RPI Price Increase for Capita Provided Services

- 2.7 The RPI increase of 2% has been applied to the majority of Capita SLAs. For Employment Services there is now the option to purchase a 3 year SLA. The 3 year SLA attracts the RPI only increase of 2% and the 1 year SLA reflects a 3% increase in price. For the IT range of SLAs a price freeze or maximum of 2% increase has been applied and this will be detailed within the individual service pages on WSSfS.

Data Subscription SLA

- 2.8 As a result of the increase in charges from Fischer Family Trust (FFT) which is an external provider, there is likely to be an above RPI price increase which will be notified to schools as soon as possible. This will be added to the WSSfS as soon as it becomes available.
- 2.9 The Data SLA pricing structure for mainstream schools is changing so that smaller schools will pay a little less than in 2016-17 and larger schools will pay a little more.
- 2.10 Following consultation with headteachers, the Data SLA package taken by special schools only will be discontinued.

- 2.11 Market research is currently being undertaken into the viability of a subscription service for Advanced Level Performance System (ALPS) KS4 Data. If this proves to be favourable, the new subscription service will be published on WSSfS. This is likely to be later in 2017. There may also be an ALPS service for KS5.

Additional Insurance Services

- 2.12 There are a number of optional insurance services being developed and placed onto WSSfS for schools to purchase as required.

3. Future Developments

- 3.1 The Local Authority is considering future changes to arrangements for chargeable services to schools and a proposed plan will be brought to a future meeting of the Resources and SOCA Sub Group and the Education and Skills Forum.

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