



**Service Level Agreement
010-054-001**

For The Provision of a School Attendance Team

Between

Bury Metropolitan Borough Council
Children's Services Directorate
School Attendance Team

and

Name of School

Party 1: Bury Metropolitan Borough Council

Children's Services Directorate "the Council"

School Attendance Team
3 Knowsley Place
Duke Street
Bury Council BL9 0EJ

Party 2: **Name and address of school**

General statement of intent

This Agreement promotes equal partnership between the Council and the named school given above, each having both rights and responsibilities.

Commencement Date

1. This Service Level Agreement (SLA) takes effect from **Date of Agreement** until **End of Agreement**

Agreement Review

2. The Council and the School will review the content of the SLA to agree service requirements for 1st April to 31st March. This agreement will be updated to reflect the outcomes of such a review. Either party can make reasonable changes to the service requirements, subject to prior written agreement and amendment to this agreement.

Termination

3. Either party can give notice to terminate the SLA by giving written notice of a minimum of 3 months. The Council and the school would jointly agree an appropriate exit strategy.

Variation to level of service indicated by the school

5. Additional services, or an increase in service provision, may be requested at any time during the year. All requests for additional services are subject to availability, and may incur additional costs.

DBS Disclosures

6. The Service Provider will perform all necessary DBS checks at the correct level of disclosure on those staff with access to children.

Force Majeure

7. Neither Bury Metropolitan Borough Council nor any of its employees shall be under any liability whatsoever for the non provision, part provision, defective provision or delay in provision of any of the services supplied or to be supplied, directly or indirectly caused by or as a result of any Act of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, regulations of any government, fire, flood, accident, breakdown of equipment, theft, strike, lock out or trade dispute whether at Bury MBC, or directly or indirectly caused by or resulting from any other event or circumstances beyond the Authority's control.

Statutory Requirements

8. All parties must recognise their respective obligations to comply with the requirements of all relevant current legislation in relation to this service.

All employees of the Council involved with the delivery of this service who come into contact with children, must have a satisfactory Criminal Records Bureau check, at the appropriate level, in place that is less than three years old.

Representatives

9. For the life of this SLA the School shall appoint a representative and shall promptly notify any change in the identity of the representative to the Council in writing. The representative shall be the key point of contact at the School to whom the Council may refer all queries and day to day communications regarding the operation of this Agreement in the first instance.

For the life of this agreement the Council shall appoint a representative (the Council Representative) and shall promptly notify any change in the identity of the Council Representative to the School in writing. The Council Representative shall be the key point of contact in the Council to whom the School may refer all queries and day to day communications regarding the operation of this agreement in the first instance.

Serious Untoward Incidents

10. Parties within the SLA have effective procedures for the management of all serious untoward incidents. In the event of an untoward incident occurring the School will notify the Council.

Circumstances Beyond Control

11. If circumstances arise which prevent the delivery of services that are beyond the control of one of the parties to the agreement then this SLA may be renegotiated to the satisfaction of both parties.

Complaints

12. The School agrees to keep the Council informed about complaints in order to inform discussions about service quality.

Notice and Amendments

13. This SLA may be amended by written agreement from both parties. Any amendment should be signed and dated by authorised representatives of both parties.

Children's Services

BURY SCHOOL ATTENDANCE TEAM

SERVICE LEVEL AGREEMENT

SCHOOL:



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This document provides a framework through which good practice between School Attendance Team (SAT) and individual schools can be fostered and developed. It is not intended to be a contractual agreement but a document around which the key issues can be implemented, monitored and evaluated by the institution and representation from the SAT.

Statement of Purpose

The School Attendance Team works in partnership with others to promote equality of opportunity for all children and young people in Bury and to maximise their achievement through regular and effective education. It aims to carry out, to the highest possible standard, the statutory duties of the Local Authority's relation to school attendance, child protection and the employment of children.

School Attendance Team

The Government continues to attach a high priority to its work with schools and Local Authorities on improving attendance.

Its two key priorities are to maintain the downward pressure on overall absence rates in schools where they are high relative to other similar schools; and to focus hard on the problem of 'persistent absence'.

In terms of persistent absent pupils, by focusing on this particularly high risk group of young people, schools can make a significant impact across the range of outcomes including those relating to school standards and narrowing attainment gaps.

The Government is concerned about any child missing education, as it is not just children's educational attainment that is put at risk, but also potentially their safety and welfare. The [Education and Inspections Act 2006](#) places a statutory duty on all local authorities to make arrangements to identify children missing education in their area.

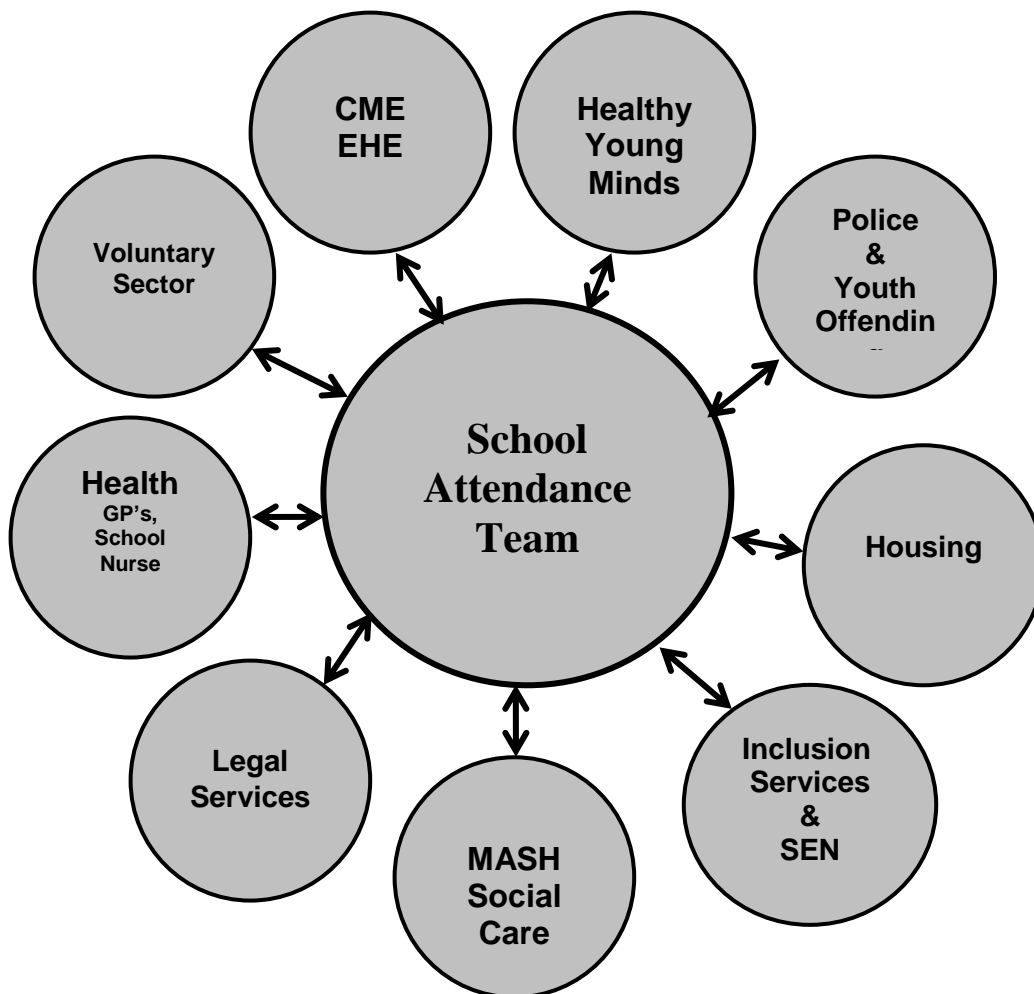
Children missing education are defined as children of compulsory school ages who are not on a school roll and who are not receiving a suitable education otherwise, such as at home, privately, or in alternative provision. Statutory guidance is in place to support this duty.

The overall aim is to ensure that fewer children drop out of education, and those that do are drawn back and engaged quickly with lasting success.

- raising aspirations – setting high expectations of every individual;
- meeting individual needs – and overcoming barriers to learning;
- taking account of the views of young people – individually and collectively, as the new service is developed and as it is operated locally;
- inclusion – keeping young people in mainstream education and training and preventing them moving to the margins of their community;
- partnership – agencies collaborating to achieve more for young people, parents and communities than agencies working in isolation;
- extending opportunity and equality of opportunity – raising participation and achievement levels for all young people, influencing the availability, suitability and quality of provision and raising awareness of opportunities;
- evidence based practice – ensuring that new interventions are based on rigorous research and evaluation of 'what works'.
- due regard will be paid in all cases to the welfare of children coming to our attention. In particular to any situation where neglect or abuse is suspected and where action may need to be taken to address such issues.
- advice and support is given to pupils and parents / carers with due consideration where necessary to statutory legal obligations and procedures being adhered to.

Whole system relationships

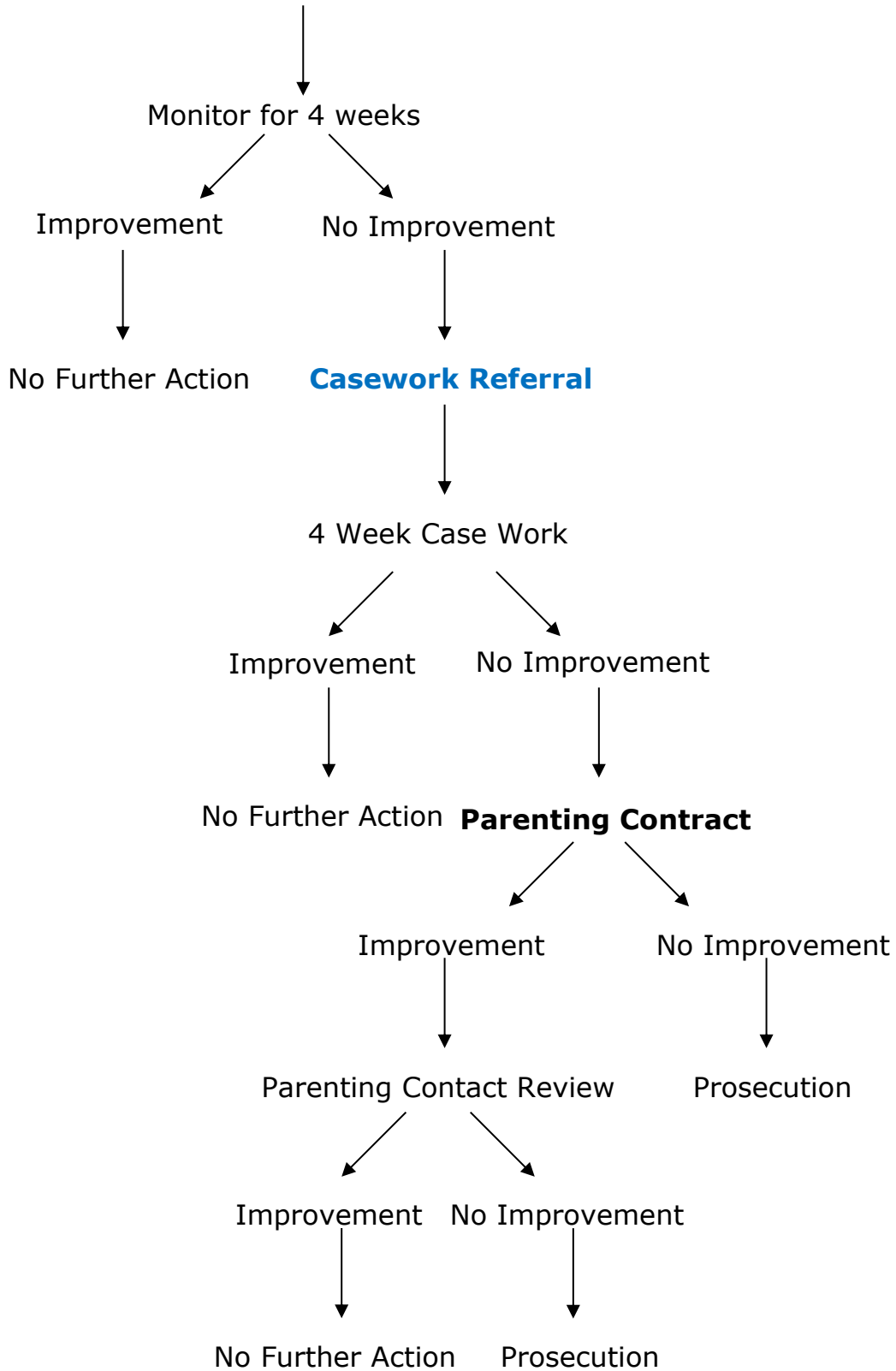
The diagram below shows the key relationships that exist between the School Attendance Team and other stakeholders. The main source of referrals that the School Attendance Team receives is from schools



SAT REFERRAL CRITERIA

Early Intervention (Pre-Referral)

Parental Meeting /1 to 1 with Child
Consideration of SSF



Partnership / Delivery Agreement between School and the SAT.

Core Activity

Formal Consultation

A formal discussion between the Education Welfare Officer (EWO) and school staff on individual pupils who are identified as having, or likely to have, attendance difficulties and welfare needs or who are missing from education.

An Action Plan will be agreed to identify specific areas of concern for the school and agree interventions to be put in place both internally and from SAT. This will be reviewed each term.

Schools are advised to follow the Guidance published by SAT on **Attendance Management**. This will enable early intervention and appropriate action to be taken to address absences and ensure the criterion is met for EWO referrals.

School to provide data in regard to pupil absences, including persistent absence for all pupils and vulnerable groups.

Agreed referral procedure

The EWO can support the school through:

1. Attending Pre-Referral meetings held in school.
2. Advising on Penalty Notice Referrals for absences & 15 day warnings.
3. Casework Referrals requiring investigation under 444(1A) offences.
Referrals must meet the following criterion:
 - Pupil attendance is below 90% and has been in persistent absence for two terms or more.
 - Pupil absences should not be authorised and should be above 10 unauthorised absences within the 10 weeks prior to referral.
 - Schools must have attempted to resolve barriers to attendance at an early intervention stage, having met with the parent/carer and agreed actions to improve attendance. This must be evidenced prior to referral.

Delivery specification

The actual specification will be agreed via the Action Plan in order to be tailored to the needs of the school and will be reviewed during the year. The following specification is expected for all SLA agreed

Details of shared targets

Persistent Absence target.....

Overall Attendance target

Bury aims to achieve higher than the national and regional averages in regard to absences. Overall aim is to achieve 98% overall and a PA figure below national average.

The SAT will	The School will	Comment
<ul style="list-style-type: none"> • Provide an allocated number of days to the school as detailed above • Supply a link EWO to provide the consultation time • In the absence of the EWO, make appropriate cover arrangements 	<ul style="list-style-type: none"> • Provide a suitable quiet area, with access to a telephone where possible, in which the EWO can hold private and confidential discussions • Provide an identified appropriate member of school staff to be responsible for meeting with the EWO at the agreed time • Provide required information on individual pupils under discussion, e.g. attendance rates, stage on the SEN Code of Practice, safeguarding or family welfare issues, risk assessment etc 	
<ul style="list-style-type: none"> • Provide advice and support to the school on issues relating to attendance matters and details of any action taken 	<ul style="list-style-type: none"> • Establish a whole school attendance policy, which includes a pastoral system for identifying and responding to pupils causing concern • Provide information on the measures taken by school staff to address the individual concerns being raised • Have a commitment to ensuring that action agreed with the SAT will be followed through 	

<ul style="list-style-type: none"> • Track and locate pupils who are missing from education • Maintain a database of all those pupils referred and the outcomes of interventions • Monitor attendance registration records and report any issues accordingly • Provide an annual Audit of school registers • Advise the school of the definitions relating to the national attendance and absence codes. However, the decision to 'mark' rests with the Head teacher 	<ul style="list-style-type: none"> • Make arrangements for the SAT to have appropriate access to pupil files • Maintain, as required by legislation, accurate admissions and attendance registration records • Mark attendance registration records, appropriately using the published national codes • Ensure early intervention work is completed by school staff to enable appropriate actions and evidence for casework referrals, as outlined in the Attendance Management Guidance. 	
<ul style="list-style-type: none"> • Provide a EWO with access to personal transport to attend meetings in school and elsewhere, provide home visits to pupils and families of referred cases, 		
<ul style="list-style-type: none"> • Cover all transport related costs for the EWO including mileage payable at the locally agreed rate and a car allowance to cover use of officer's own vehicle 		

The SAT will	The School will	Comment
<ul style="list-style-type: none"> • Provide information and guidance on the service provided by the SAT • Confront discrimination in accordance with the Council's commitment to Equal Opportunities • Facilitate a range of interventions to address the problems/concerns identified e.g. liaison with other agencies and professionals as appropriate • Offer group work activities to pupils recognising the importance of preventative work • Engage in the SSF referral process where appropriate 	<ul style="list-style-type: none"> • Provide the information and support necessary to aid the SAT in their work, to ensure that the children/young people and their families benefit from regular and beneficial education according to their individual needs • Recognise the importance of preventative work • Provide appropriate resources to facilitate SAT activities (e.g. Group work) • Discuss issues and needs with their allocated EWO • Be prepared to appropriately support any pupil's return to school following an extended absence 	

Core Activity

Parenting Support

The SAT will	The School will	Comment
<ul style="list-style-type: none">• Work within the guidance relating to Parenting Contracts• Provide information and guidance regarding Parenting Contracts• Use Parenting Contracts as a tool for addressing poor school attendance• Offer referrals to group work activities for parents and carers recognising the importance of preventative work• Take on the role of Lead Professional where appropriate	<ul style="list-style-type: none">• Support the delivery of Parenting Contracts• Ensure that agreed actions are carried out• Manage early identification pupil need and engage in the early help process through offering 'story so far' to families in need.	

Core Activity

Carrying out Local Authority's statutory responsibilities

The SAT will	The School will	Comment
<ul style="list-style-type: none">• Initiate legal proceedings in order for the LA to carry out its statutory obligations• Implementing action plans to support the child and family in overcoming their difficulties with school attendance• Advise the school as to whether or not a case should be pursued through the court. The final decision will be the responsibility of the School Attendance Team.	<ul style="list-style-type: none">• To ensure that the link EWO is made fully aware of the responsibilities of key staff within school• Ensure that, if necessary, an appropriate member of school staff attends court as required	
<ul style="list-style-type: none">• Provide the school with reasons when a decision not to prosecute is made• Advise the school of outcomes of any prosecution of parents/carers of pupils on their roll• Monitor and evaluate the effectiveness of court action on a regular basis• Re-cite any prosecutions as necessary• Issue Education Penalty Notices in line with the Local Authority's Code of Conduct and Protocol	<ul style="list-style-type: none">• Provide any relevant information for court when requested• Ensure that the use of Education Penalty Notices is included in the school's attendance policy and regularly publicised in school newsletters• Provide any information necessary to enable the SAT to issue Education Penalty Notices	

Core Activity

Child Employment and Child Entertainment Performances

The SAT will	The School will	Comment
<ul style="list-style-type: none">• Enforce the Bury bye-laws in respect of the employment and licensing of school-aged children• Provide advice & information to parents, schools and employers about the laws regarding child employment and performances in entertainment• Endeavour to ensure that all young people working have a permit• Prevent the abuse and exploitation of young people by regulating the types of occupation and conditions under which children of school age can be employed• Register applications and maintain a database of pupils participating in entertainment performances and Child Entertainment Performance Licences issued• Register applications and maintain a database of working pupils and issued Work Permits• Licence people who wish to become chaperones	<ul style="list-style-type: none">• Discuss with parent/carer any requests to undertake a performance if this occurs in school time• Distribute copies of the LA's information leaflets for parents and employers on the laws relating to the employment of children	

Core Activity

Safeguarding Children

The SAT will	The School will	Comment
<ul style="list-style-type: none">• Will use a range of assessment tools including SSF• To work in partnership with other professionals in order to safeguard children e.g. Social Care, School Nurse etc• Make appropriate referrals to external agencies• Support and advise staff in school to the correct protocols to safeguard children• Attend and contribute to the decision making process within the child protection arena e.g. Case Conferences, Core Groups	<ul style="list-style-type: none">• Provide up to date policies within the safeguarding agenda e.g. Child Protection Policy, Anti-bullying Policy, Equality and Diversity• Inform the EWO of the designated Child Protection lead	

Staff involved in the implementation of the agreement

Title	Name	Contact Details
Head teacher		
Designated School Attendance Lead		
School Attendance Officer		

Key Staff		
DESIGNATED CHILD PROTECTION OFFICER (School)		
SENCO (School)		
TEAM MANAGER	Andrew Simpson	
STATUTORY OFFICER	Tracey Wright	

Information Sharing Arrangements

The School Attendance Team conforms to GDPR, which ensures the confidentiality of personal records.

The Education Welfare Officer will be given access to information on all pupils, as and when necessary.

We are required to have information sharing arrangements in place and agreed with partner agencies.

Equality of Opportunity and Diversity

The School Attendance Team supports the principle of equal opportunities in the provision and accessibility of all its services to clients.

Staff will seek to identify and challenge all forms of discrimination and will actively promote equality of opportunity and diversity in access to employment, education and training.

Compliments/Complaints

We are keen to receive feedback regarding the delivery of services, as part of our commitment to continuous improvement. It is important that service users are able to comment on the service they have received.

If the school feels it has cause for concern, the Head teacher or designated member of staff should:

- speak to the link EWO about the issue and keep a written record of the discussion
- if appropriate, or if the matter remains unresolved, contact the Team Manager, who will seek to address the concerns raised.

Quality of service delivery will be supported through:

- Relevant and ongoing training for EWOs
- In-service training, in response to new legislation
- Development of good practice

Comments Box