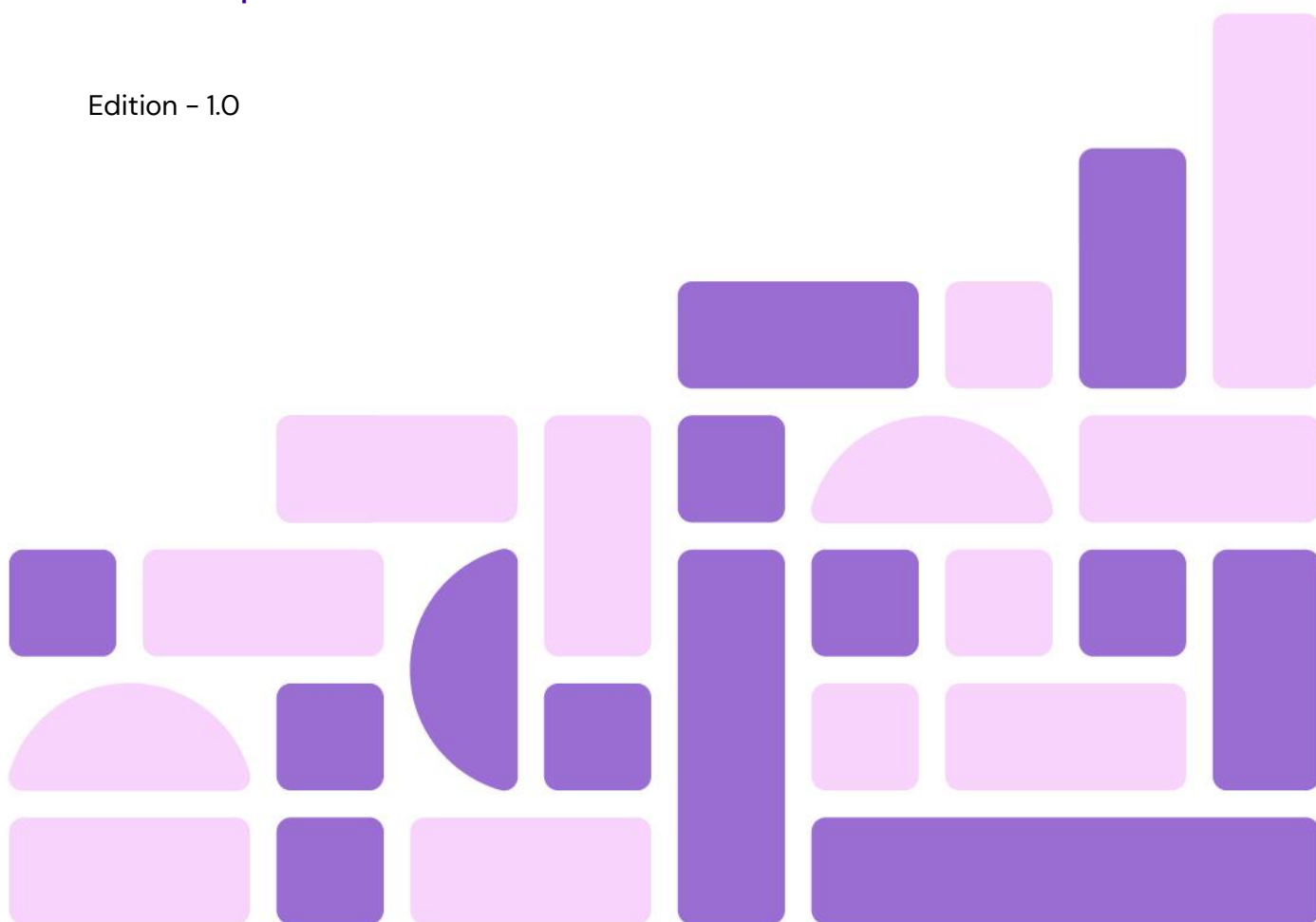


# Schools Financial Services

## Service Level Agreement

Issued – September 2024

Edition – 1.0



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1	Thank you.....	

# 1 Purpose of the Service Level Agreement (SLA)

The purpose of this SLA is to define the rights and responsibilities of the school/academy (referred to hereafter as the school) and Schools Financial Services (SFS) in respect of packages and services offered.

The SLA sets performance standards, who will provide it and how it will be monitored. It also details any responsibilities that must be met by the school to enable the service to be provided.

## 2 Contact Details

Schools Financial Services

TEL: 03301 651 001

[schoolsfinancialservices@theeducationpeople.org](mailto:schoolsfinancialservices@theeducationpeople.org)

## 3 Duration of Agreement

The Service Level Agreement is a rolling contract between the School and Schools Financial Services (SFS). Unless notice to terminate is given the services provided by SFS will automatically renew each April.

Notice of four full calendar months in writing (by email) is required to cancel any of our packages including the Core Financial Support Package (CFSP).

## 4 How the School will be charged

Initially, in some instances, for services except the CFSP, the School will be charged at Short Term support hourly rate whilst the assessment of your financial support is completed.

The charges will be in accordance with the level of service purchased after the initial assessment at the start of a contract. All charges will be processed via The Education People (TEP) Finance Team.

The CFSP includes the cost of your Budget Planning Software (BPS) licence, this cost will be charged each April. The remainder of the CFSP cost will be profiled across 12 months.

Budget Setting will be charged annually in May/June/July. The Full Bursarial Package, the Returns and Monitoring Package and Short-Term Support can be charged up to two months in arrears.

The School will receive their payment schedule notification statement from TEP Finance Team each month, which will detail our services and respective charges.

Please contact us if you have any queries in relation to these charges.

## 5 Details of service to be provided

### Schools Financial Services Commitment Statement

SFS are committed to the continuous improvement of our service. We strive to offer the highest standard of provision possible, providing you with a service that offers good value and high impact. In all our dealings with the School, SFS will abide by the following principles:

**Responsive:** We deliver our services when and where schools and academies need them.

**Value for money:** Our service is competitively priced and offers true value in terms of costs and quality.

**Flexible:** We deliver services that can adjust to meet the changing needs of schools and academies.

**Empathetic:** We strive to understand the values and unique needs of each school and academy.

**Reliable:** Schools and academies can always have confidence in our services.

**Quality assured:** All our actions are underpinned by robust, transparent quality assurance systems.

SFS provides a comprehensive financial accounting and budgetary support service. The service is designed to meet your needs as flexibly as possible, allowing your School to choose the range of support that is appropriate to your requirements. Advice and support are provided through personal visits, off site preparation, telephone/email support and a remote access facility.

## Core Financial Support Package (CFSP):

- Telephone/e-mail finance support line – including Remote Access. We work to have responded and ideally resolved your query within two working days of contacting us. In some instances we may need to work with third parties in order to resolve the case.
- Our helpline is open from 9:00am to 4:30pm Monday to Friday except between Christmas and New Year and Bank Holidays.
- We are closed for several team training days throughout the year. These dates will be published on the TEP website, e bulletins and in SFS newsletters, to keep you informed.
- SFS Guidebook for Budget Setting and Budget Monitoring
- Guidance for funding templates including special school monthly reconciliation
- Access to a comprehensive library of Procedure Notes
- Frequent topical and helpful finance updates
- Budget Planning Software (BPS) guidance packs and wide-ranging system support
- System Support for FMS6 and Bromcom – assisting and advising with day-to-day queries. Sometimes complex queries may require ad hoc chargeable support depending on how long they take to resolve. System set-up not included.
- Financial Advice covering a broad range of areas, such as SFVS, Benchmarking, financial difficulty, funding and much more
- Step by Step Health check guidance pack
- Closedown Pack for FMS6 and Bromcom customers
- Asset Register Excel Spreadsheet

Our CFSP helpdesk telephone number is: 03301 651 001

Our contact email address for finance support is:  
[schoolsfinancialservices@theeducationpeople.org](mailto:schoolsfinancialservices@theeducationpeople.org)

*N.B: A 10% reduction will be applied where a school does not use either BPS or a supported finance package.*

## 6 SFS Responsibilities

- Prior to any contract the Service Delivery Manager will carry out either an introductory call or visit (non- chargeable) to the headteacher to assess the requirements of the School and ensure the conditions set out below in Section 7 are understood.
- SFS staff will work in line with the LA Scheme for Financing Schools, Financial Controls and the School's Finance Policy for all Kent Maintained School contracts
- SFS staff will work in line with the Academy Trust Handbook for all Academy contracts
- Where remedial work is required in order to meet the requirements of the Scheme, a charge will be made in addition to the level of service purchased.
- Where additional work is required to amend/correct adjustments made by the School to the financial software, a charge will be made in addition to the level of service purchased.
- We may have to change the SFS member of staff providing the service in the School at short notice to accommodate our workload planning.
- Arrangements for visits will be made in advance and you will be notified of any sickness and cover (where applicable) as soon as possible.
- A minimum of two hours will be charged for each visit.
- SFS may carry out quality control procedures, e.g. questionnaires or school visits from time to time in order to monitor performance. Consistency and work carried out will be overseen by Senior Officers.
- Any technical issues or unforeseen circumstances encountered during a visit resulting in staff being unable to complete work will be referred to the Service Delivery Manager and may incur a charge.
- Remote working may take place with the mutual agreement between SFS and the School. Measures will be in place to ensure compliance is met.
- SFS staff adhere to the TEP – [Education People Terms and Conditions](#) Section 14 and Appendix C contract details for GDPR and Data Protection Schedule Policy ensuring any school data will be appropriately secured and protected when moved between premises and information systems; confidentiality protocols and work to the Scheme for Financing Schools and KCC Finance Controls.
- SFS will only store data and use it for the explicit purpose it is collected.
- SFS will not share information regarding our customer base, with other companies or agencies without express permission from the customer.

## 7 School Responsibilities

- The headteacher and governors remain accountable/responsible for their budgets and any financial decisions made by the School
- The Finance and Pay Policies are made available to SFS staff upon request
- The headteacher is available during budget setting and monitoring visits. On the rare occasion where this not possible due to other school priorities (such as Ofsted or safeguarding etc) on the authorisation of the Headteacher, a designated member of school staff may step in
- The majority of information required to set, and monitor budgets needs to be available
- prior visits e.g. staff salary information, pupil information including numbers and special educational needs
- Budget setting and monitoring is based upon information provided by the School/Headteacher
- It is the responsibility of the School to filter/print all emails SFS staff need prior to each visit
- A generic finance mailbox can be set up on the school server for any finance related mail to be retrieved by SFS staff.
- School staff are responsible for obtaining quotations for goods where relevant
- School staff are required to be cheque signatories and authorisers for BACs payments
- It is the responsibility of the School to carry out appropriate IR35/self-employment checks
- Payroll reports must be checked and signed in full by the headteacher or designated signatory before processing by contract staff
- Bank reconciliations, VAT returns and NatWest Onecard statements must be checked and signed by a designated school signatory as per KCC Financial Controls
- Access to a reasonable working space/area is made available from 8:30am to 5:00pm, with due respect to the processing of confidential and sensitive data
- SFS staff will not be expected to work outside of normal school office hours
- SFS staff may be requested to report to governor meetings within the contract time. Please contact the Service Delivery Manager to make other arrangements if the governors meeting is outside 8:30am to 5:00pm
- Governors must not contact SFS staff directly – questions/queries should come via the Headteacher
- SFS staff will not be expected to answer the telephone, door or undertake school reception duties unless previously agreed
- A minimum of 24 hours notification of change of visit day/time must be made (or a 2-hour charge will be levied)

- SFS Contracts Officers should not be directly contacted outside of their visit to the School as they will be working in other schools. Please email [schoolsfinancialservices@theeducationpeople.org](mailto:schoolsfinancialservices@theeducationpeople.org)
- For Bursarial services please provide SFS with a copy of the schools ratified Finance Policy and Pay Policy
- SFS Contracts Officers may apply for an advertised position in any of the schools they work in, however they have signed an agreement which prevents them from working in more than one school that have current SFS contracts

## 8 Complaints Procedure

Initial Contact – Service Delivery Manager

Dion.Jenkins@theeducationpeople.org

In the event of a dispute contact SFS Service Lead, Emma Baldock: Schools Financial Services

The Education People

Telephone: 03301 651 001

Email: [schoolsfinancialservices@theeducationpeople.org](mailto:schoolsfinancialservices@theeducationpeople.org)

## 9 Termination

Notice of four full calendar months in writing (by email to [schoolsfinancialservices@theeducationpeople.org](mailto:schoolsfinancialservices@theeducationpeople.org)) is required to cancel any of our packages including the CFSP.



# 10 Appendices

## Appendix A – Signed Service Agreement

<b>School Name:</b>		<b>DfE Number:</b>	
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Please refer to the SFS price list for a full list of services

<b>Service(s) School require:</b>	
(Please tick or specify)	
	Core Financial Support Package (CFSP) <input type="checkbox"/>
	Full Bursarial <input type="checkbox"/>
	Returns & Monitoring <input type="checkbox"/>
	Budget Setting <input type="checkbox"/>
	Short Term Adhoc <input type="checkbox"/>
	Short Term Bursarial <input type="checkbox"/>
	Short Term Financial Consultancy <input type="checkbox"/>
	Short Term Bursarial and Consultancy <input type="checkbox"/>
	Bursar Support Package <input type="checkbox"/>
	Remote 1-2-1 training <input type="checkbox"/>
	On-site 1-2-1 training <input type="checkbox"/>
	Voluntary Fund Audit <input type="checkbox"/>
	Other, please specify: <input type="checkbox"/>

The service(s) selected will be fulfilled as per the Schools Financial Services SLA.

When would you like the service to start:

Any other information you feel we should know:

I hereby confirm that we agree to the above SFS services

**Headteacher  
signature:**

**Name:**

**Date:**


**SFS Manager's  
signature:**

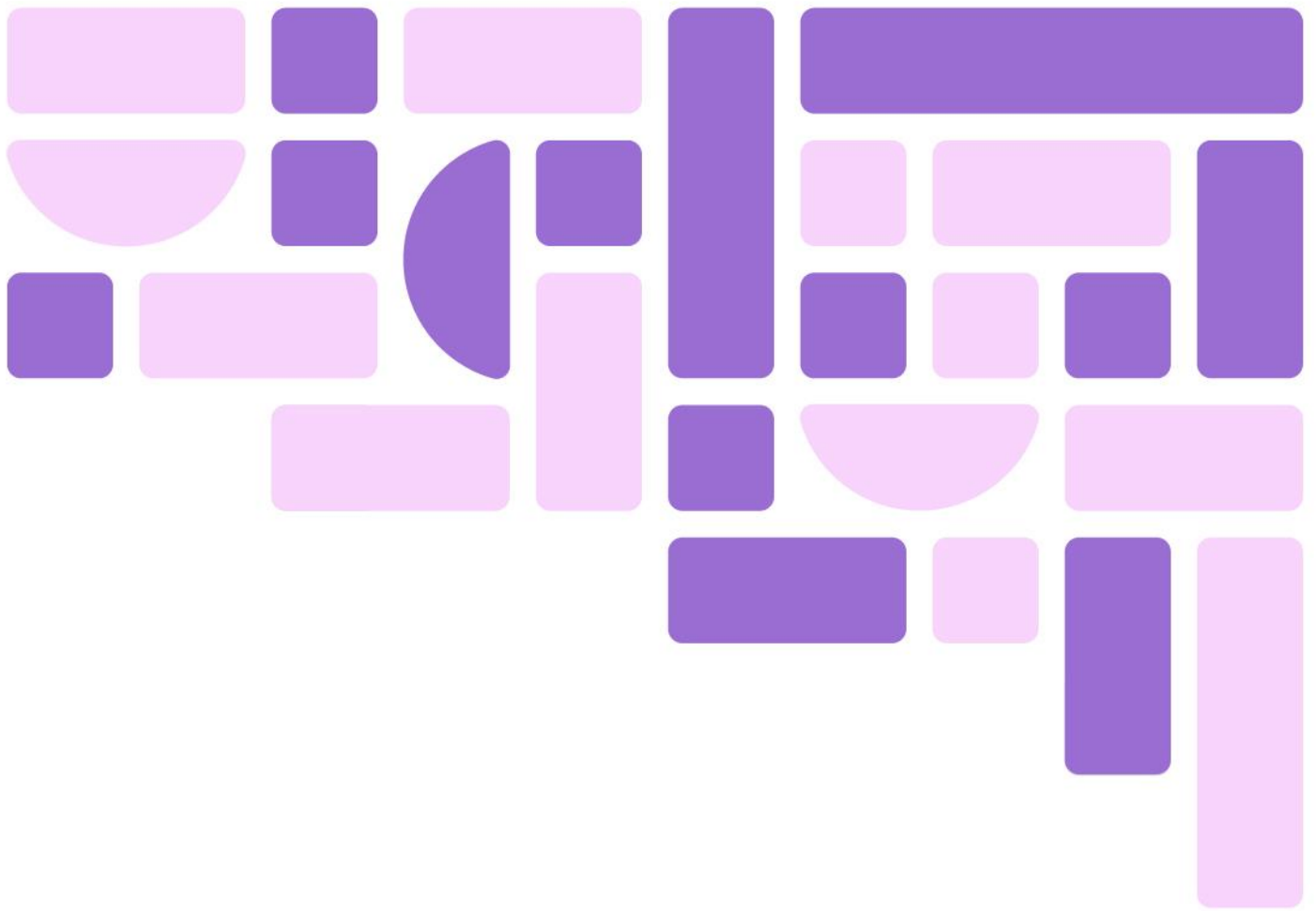
**Name:**

**Date:**


\*Please sign and send us a scanned copy of the document

\*For Bursarial Services – please ensure to attach a copy of the Schools Finance Policy and Pay Policy

\*For any amendments to services contracted please complete a new Appendix A.



Schools Financial Services

E [schoolsfinancialservices@theeducationpeople.org](mailto:schoolsfinancialservices@theeducationpeople.org)  
P 03301 651 001

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