

SERVICES FOR SCHOOLS

# Hampshire Inspection and Advisory Service (HIAS)

**Subscription offer for Academies and non-Hampshire maintained schools**

**Commencing 1 April 2017**

# Contents

<b>Introduction</b>	<b>1</b>
<b>Service overview</b>	<b>2</b>
The benefits of our services	2
Our service commitment	2
<b>Our services</b>	<b>3</b>
1 Inspection, review and evaluation	4
2 OfSTED support (preparation and follow-up)	4
3 Curriculum development and teaching and learning support	4
4 Management and professional consultancy	5
5 Staff development and training	5
6 Staff structures and selection	5
7 Special educational needs review and evaluation	6
8 Published advice and information	6
9 Other publications	7
<b>Additional services</b>	<b>8</b>
Details of HTLC subscription offer	8
<b>Delivering the service</b>	<b>9</b>
<b>Subscriptions and charges as at 01.04.17</b>	<b>10</b>
Billing and payment method	11
<b>Memorandum of agreement</b>	<b>12</b>
<b>Responsibilities of parties</b>	<b>13</b>
The service provider	13
The customer	13
<b>Resolving disagreements</b>	<b>14</b>
<b>Data protection</b>	<b>15</b>

# Introduction

We share your passion for delivering the best possible education for your pupils. Schools are focused on a programme of sustainable improvement to raise the standards of achievement and we can support this process at every stage.

We are committed to helping schools improve the quality of teaching and learning. Our consultancy and inspection services are tailored to each individual school, based upon in-depth discussions and careful observation, and are highly relevant to the needs of your practicing teachers.

From whole-school management through to staff development and training, our services are designed to ensure the maximum benefits to your pupils with the overall aim of improving outcomes for all.

## Service overview

HIAS exists to promote and sustain continuous improvement in the standards achieved by pupils and students and in the quality of their education.

### The benefits of our services

- HIAS exists to promote and sustain continuous improvement in the standards achieved by pupils and students and in the quality of their education.
- This mission statement is not a collection of empty words. HIAS staff are concerned for the education of children. We also bring the values of partnership, responsiveness, effectiveness and accountability to our work. Together, mission and values determine the work we do and how we go about it.
- We work with due regard to the expectation that all individuals in public service roles should seek to embody high ethical values\*. In our context this means to:
  - be committed to public rather than private ends, acting with selflessness and integrity
  - work with objectivity, being honest and open, working with regard to the best available evidence
  - be held accountable for our impact and behaviours, and
  - actively promote and robustly support ethical principles and be willing to challenge poor behaviour wherever it occurs.
- All our staff are qualified teachers with extensive teaching experience.
- Many of our advisers have been headteachers or senior leaders.
- Our services are tailored to each individual school, with a partnership approach, to ensure their relevance and impact.
- We undertake regular evaluation and review of our services using feedback from headteachers from all phases of education.

\*Adapted from Ethical standards for providers of public services (June 2014)

### Our service commitment

We are committed to listening to our customers and delivering the priorities that you have told us are important. We pledge that we will:

- respond to all urgent requests within one working day and non-urgent requests will be dealt with within one working week, or as agreed with the school
- send reports of visits to the named recipient(s) within 15 working days
- invite all schools to contribute to regular evaluations of the quality of our service and its impact on school improvement.

## Our services

Schools are able to specify the services they need from the full range detailed in this section, which include:

- advice, training and support on effective learning and assessment
- advice, training and support on curriculum development
- whole-school management, classroom management and staff development and training
- targeted programmes in response to national changes and initiatives
- inspection, review and evaluation including preparatory and follow-up work for OfSTED inspections
- audits around effective use of pupil premium and inclusion practice.

Inspectors/advisers will, if required, plan activities jointly with school staff.

Schools will have access to HIAS team members across the service, and the HIAS management team will ensure that schools' requests are referred to and dealt with by the right person speedily and effectively.

Additional services may be purchased above the value of a school's subscription. Priority will be given to those schools with a full subscription, but due to the potential uncertainty in demand for staff, it is possible that the requested staff member may not be available at the time of the ad-hoc request.

Outlined below, and on the following pages, are examples of the services we offer. These will be tailored to meet the schools' individual needs and phase of education. The services and support on offer have been developed through observation, data, information collection and evaluation.

The support we offer covers:

- 1 Inspection, review and evaluation
- 2 OfSTED support (preparation for and follow-up)
- 3 Curriculum development and teaching and learning support
- 4 Management and professional consultancy
- 5 Staff development and training
- 6 Staff structures and selection
- 7 Special educational needs review and evaluation
- 8 Published advice and information
- 9 Other publications

# 1 Inspection, review and evaluation

Inspection, review and evaluation will be tailored to the needs of the school, covering subject inspection, cross-curricular aspects such as assessment across the school, pedagogy, safeguarding, curriculum development, leadership and management, audits around effective use of pupil premium and inclusion practice. We agree the focus and methods with you at the start.

The product of an inspection normally includes an oral report to the staff involved and a written report to a specified audience. The report normally includes a summary of evidence, evaluation of that evidence and recommendations for future action by the school. All reports will be written following the HIAS report writing protocol and recorded in the County Council electronic filing system (Hantsfile).

## 2 OfSTED support (preparation and follow-up)

We can provide assistance with:

- self-evaluation and the completion of a recorded self-evaluation statement
- devising an action plan based on the OfSTED report
- applying the OfSTED framework and criteria.

## 3 Curriculum development and teaching and learning support

Our highly experienced team offer curriculum consultancy and provide advice and support services to individuals, groups and whole-school staff across the whole curriculum, directly or through quality assured practitioners seconded from schools.

Examples include:

- improving quality first teaching
- development of programmes of study, schemes of work and assessment
- developing subject knowledge and facilitating subject networks
- key stage planning, timetable organisation and curriculum analysis
- improving behaviour and attendance
- support for the development of foundation learning
- support for vulnerable groups.

There is also support in the form of an online learning environment which is used to support many of these activities, which may also include:

- discussion with the headteacher and senior staff to plan the programme of support and evaluation
- working alongside teachers in the classroom
- planning and helping to deliver a series of staff/team meetings
- planning and delivery of INSET for school/team focusing on teachers' skills
- follow-up of local and county courses with individuals in their own schools

- production of resource materials to help the individual school
- developing links with other schools through local networks.

## **4 Management and professional consultancy**

We offer advice and support to individuals, groups or the whole staff across all aspects of school and staff management, including:

- construction of development plans
- targeting of resources, deployment and development of staff
- organisational analysis and evaluation of management arrangements
- induction of new managers and other staff members
- development of staff and departmental teams
- career advice and professional counselling
- training arrangements for student teachers and mentors.

## **5 Staff development and training**

We can provide assistance in:

- formulating staff development and professional learning plans
- interpreting staff development and professional learning targets
- setting school staff development and professional learning needs in the context of local and national policies.

We can support you with:

- aspects of the whole curriculum, including religious education
- curriculum development
- assessment for learning
- working with vulnerable groups
- building leadership capacity
- succession planning
- narrowing the gap in educational attainment
- children in care
- personal development and wellbeing
- pedagogy and practice.

A high proportion of direct training undertaken by HIAS will continue to be advertised and accessed through the Hampshire Teaching and Leadership College (HTLC). The tuition element of charges may also be set against the subscription for HIAS services. Training which is individually commissioned for a specific school will be accessed through HIAS.

## **6 Staff structures and selection**

We can provide assistance in the selection, appointment and induction of high-quality staff.

## 7 Special educational needs review and evaluation

We can assist in reviewing and evaluating your special educational needs (SEND) provision. Evaluation of the main areas of activity is offered including:

- review of identification of SEND
- policy development
- classroom organisation and management
- resource management, including human, physical, time and space
- pupils' access to the curriculum
- management of behaviour.

Work can be focused on individual casework or groups including such aspects as:

- problem analysis
- specific learning difficulties
- speech and language development
- equipment evaluation.

## 8 Published advice and information

Our range of services is supported by a comprehensive advice and information service for purchase covering professional advice and information, information communications technology support and publications.

### Professional advice and information

We offer advice and information on subject specific health and safety issues including:

- COSHH requirements
- design and technology workshop safety
- safety training in design and technology hand and machine tool use
- science laboratory safety
- art information communications technology.

Statutory elements:

- National Curriculum requirements
- school prospectuses
- assessment and testing arrangements
- reporting to parents/carers
- publication of performance measures
- collective worship and religious education
- race, ethnicity, gender, equal opportunities
- special educational needs and disabilities (SEND)
- attendance.

## 9 Other publications

Working closely with teachers, HIAS inspectors/advisers publish high-quality support materials, mainly in electronic format but sometimes on paper. These publications include information on:

- strategic planning
- curriculum planning and resources
- assessment and testing
- religious education
- health and safety
- personal, social and health education (PSHE) (including sex and drugs education) and citizenship
- the use of curriculum time
- effective practice
- special educational needs and disabilities.

We produce a range of regular curriculum updates which are available through a modest annual subscription charge which enables this service to be maintained. Further information is available from <http://www3.hants.gov.uk/hias/feesandcharges>.

Similarly, access to the range of HIAS websites (via Hantsweb) and Moodle is available to Academies and non-Hampshire maintained schools at a modest annual subscription charge.

## Additional services

A high proportion of direct training undertaken by HIAS will continue to be advertised and accessed through the Hampshire Teaching and Leadership College (HTLC). The tuition element of charges may also be set against the subscription for HIAS services.

## Details of HTLC subscription offer

Subscription gives an entitlement to a discount of up to 20% against the full price booking of most HTLC Directory courses. Further details of the HTLC subscription offer can be found at [www.hants.gov.uk/htlc](http://www.hants.gov.uk/htlc) . This includes the training directory and the charges for each course along with the tuition element of charges that can be set against the HIAS subscription.

## Delivering the service

To ensure the services we deliver reflect the highest standards we strive to achieve, our staff are:

- qualified teachers with extensive teaching experience
- experienced leaders, with many inspectors and advisers having been headteachers or senior leaders during their careers
- particularly skilled at improving teaching by interpreting curriculum programmes of study into effective lessons
- experienced in working with teachers to improve their skills and understanding
- regularly subject to performance review
- required to maintain up-to-date information and knowledge in their specialism including some staff having undergone additional accreditation eg OfSTED, masters degree programmes etc
- required to maintain the highest professional standards, including adhering to codes of practice on conduct of visits, evaluation criteria, confidentiality, and on oral and written reporting
- subject to normal safeguarding checks.

Many of our school visits require preparation time, and a report following the visit is often required. Preparation and report writing time should be agreed at the time of booking, and will be dependent on the nature of the visit.

The amount of service we provide will be matched to the value of the subscription and/or payments specified by the school.

Where a school requests a specific member of staff, we will make every effort to make that member of staff available at the requested times. However, this may not always be possible and there may be a need to negotiate acceptable alternatives, either in relation to the timing or the HIAS staff member.

In the case of unavoidable absences, HIAS and schools should inform each other as soon as possible to arrange alternative provision.

We reserve the right to charge schools for the time booked if a cancellation is made by the school without mutual agreement.

We reserve the right to withdraw support from a school in circumstances where the advice the service gives is persistently ignored resulting in potential breaches of statutory responsibilities.

## Subscriptions and charges as at 01.04.17

The definition of pupil numbers for charging purposes is detailed in the annual pricing summary.

The external HIAS subscription rates are:

Primary schools:	£600 plus £3.80 per pupil
Secondary schools:	£1,100 plus £4.24 per pupil
Special schools and Education centres:	£2,000 plus £7.13 per pupil
All through schools:	£850 plus £4.01 per pupil

The 50% partial subscription enables you to access service at a lower rate than purchasing on a piece work basis to reflect your commitment to the service as it helps to give some certainty to the levels of income available to cover costs.

When completing the online planning form <http://tinyurl.com/HIAS-planner> schools may wish to hold a small proportion of their entitlement in reserve for later negotiation and specification of some of the services required.

The tuition element of charges for many of the courses advertised by the Hampshire Teaching and Leadership College may also be set against the subscription.

Prices will be reviewed annually and any increases will generally be limited to pay and prices inflation and will be communicated to schools via email.

Prices shown below are for the 2017-18 financial year, expressed as daily or hourly rates. Daily rates will be used for an uninterrupted day's work, otherwise work will be charged at the hourly rate. A minimum charge equivalent to three hours is applicable for all visits to schools within the Hampshire boundary, including twilight sessions. An additional charge to cover travel expenses will be made for visits to schools outside the Hampshire boundary.

Subscription rate (2017-18)	Hourly rate	Daily rate
External subscription	£100	£640
Charges above subscription level	£105	£675

The chargeable time to deliver a particular service will include the total time necessary to provide the service, including preparation time and/or report writing time, not just the time spent in the school. The amount of non-school time will vary depending on the service required. Estimates of this time will be given in advance of the service being agreed.

Additional time may be requested above the level provided by the subscription for an extra payment. The rate chargeable will be the same as the no subscription rate.

Where a school pays £8,000 or more in HIAS fees in a single financial year, it will be offered a consultancy visit to support the identification of professional services appropriate to each school's circumstances.

Hampshire County Council reserves the right to review prices annually in line with inflation and market conditions.

## **Billing and payment method**

- SLA subscription charges are payable yearly in advance by invoice.
- The timing of the delivery of services will be agreed between the client, or the client's representative, and HIAS.
- Charges will be detailed in the school's financial statement, and queries should be raised within 28 days.
- Piece work and consultancy work will be charged half termly in arrears by invoice.
- Any queries regarding charges should be raised immediately with the initiator of the invoice.

# Memorandum of agreement

## Parties

This agreement is made between the school (the client) and the Hampshire Inspection and Advisory Service (HIAS), Hampshire County Council (the service provider).

## Duration

This agreement will commence on 1 April 2017 and will continue in force until terminated by a party in accordance with the terms of this agreement. A party can terminate this agreement by giving at least **six months' notice in writing** to the other party.

## Review

The service provider will carry out a review of the service regularly and such review may relate to:

- any charges payable under this agreement
- service levels
- performance standards
- personnel and contractors engaged in the provision of the services covered by this agreement
- working arrangements
- other relevant contractual issues.

The service provider will notify the client of any proposed changes or variation to the service at least six months before the change is to take effect.

## Notice

Any notice required to be given under this agreement, must be in writing and sent to the address of the other party as set out in this Agreement, or as otherwise specified by the relevant party.

Any notice to the service provider must be sent to:

Janet Barrow, Business Manager  
HIAS Business Unit, Children's Services  
Clarendon House, Monarch Way  
Winchester SO22 5PW.

## Intent

The intent is to regulate dealings between the parties by setting out respective obligations relating to performance and payment for services.

# Responsibilities of parties

## The service provider

The service provider will ensure:

- all visits to a school will be made with the prior knowledge of the school's management
- inspectors/advisers make sure that they are clear about the focus of work requested by the school.
- all visits are arranged in good time to allow the school to provide the inspector/adviser with any information needed. Inspectors/advisers should only ask for those items of information which they need prior to the visit. At all times attention should be given both to those things needed by the inspector/adviser to do his/her job and to the danger of overload on the school
- Inspectors/advisers work with due regard to the expectations and commitments made in the HIAS protocol for report writing and HIAS code of practice for working in schools.

## The customer

The customer will:

- respond to communications concerning the booking of visits and events promptly and through the agreed protocols
- ensure that all members of staff and others connected with any booked HIAS activity are aware of the purpose, arrangements and expectations linked to the work
- communicate any requested changes to agreed activities at least 24 hours beforehand wherever possible
- have due regard to the health and safety of HIAS staff whilst on site.

## Resolving disagreements

Any concerns or complaints about the level or quality of service should firstly be made to the member of staff providing the service.

Customers who consider they have not received an adequate response from the member of staff should write to the member of staff's line manager.

If there are still matters to be addressed, a formal written complaint should be made to:

Brian Pope  
Assistant Director (Education and Inclusion)  
Children's Services  
Hampshire County Council  
Elizabeth II Court North  
The Castle  
Winchester SO23 8UJ.

If mutual confidence in the continuation of this agreement cannot be restored, it may be terminated by either party by giving six months' notice in writing.

## Data protection

HIAS will provide the services in this agreement in line with Hampshire County Council policies and will work in a way which is compliant with the Data Protection Act.

# Notes

**Hampshire Inspection and Advisory Service (HIAS)**

Clarendon House  
Monarch Way  
Winchester  
SO22 5PW

t: **01962 846517**

e: **[hias.enquiries@hants.gov.uk](mailto:hias.enquiries@hants.gov.uk)**

**[www.hants.gov.uk/hias](http://www.hants.gov.uk/hias)**