

## **Service Level Agreement**

### **School Admissions and School Admission Appeals Services Service Package Renewal - Academic Year 2018/19**

#### **The Service**

This specification outlines the School Admission and School Admission Appeals services that are available from the Council to Schools during the Academic Year 2018/19 either free of charge or on payment of a subscription fee.

#### **Service Package 1a: School Admissions Validation Service – Transitions (the point of entry to a School i.e. Reception and Year 7 for September 2019)**

This is **only** available as a subscription service. It comprises, but is not limited to:

- Verification of a child's catchment area
- Verification of a child's home address
- Determination of whether the child has a Statement of Special Educational Needs or Education Health Care Plan
- Determination of whether the child is Looked After or was previously Looked After
- Checking whether there are any older siblings already on roll at the School
- The calculation of the home to school distance measurements; and
- The subsequent ranking of applications against the school's published over-subscription criteria, with the any applications made under an Academy's church criteria.

In cases where a Voluntary Aided and Foundation school subscribed to this Service Package prior to conversion, no further charges will be raised for the remainder of Academic Year 2018/19.

#### **Service Package 1b: –School Admissions In Year Validation Service (those applications received outside the normal transitions round)**

This service is available free of charge. It covers the coordination of all admission applications received for children moving school during the course of the year and all tasks relating to this process (as provided in Package 1a above).

*A list of all inclusions and exclusions of packages 1a and 1b is detailed within the full Service Level Agreement document.*

## Service Package 2a: Admission Appeals- Transitions

This is **only** available as a subscription service **in conjunction with** Service Package 1a. This will entitle you to a fully comprehensive appeals service for those families who are refused a place at your school as part of the Transitions process.

It includes:

- All work undertaken in preparation for the Appeal hearing in compliance with the School Admissions Appeals Code
- Presentation of the case against admission at the independent appeal hearing,
- Clerking of the appeal hearing
- The presence of a legal advisor at the appeal hearing
- Communication with parents after the appeal hearing
- Response to any subsequent complaints lodged by the family

## Service Package 2b: Admission Appeals- In Year

This is **only** available as a subscription service **in conjunction with** Service Package 1b. This will entitle you to a fully comprehensive appeals service for those families who are refused a place at your school during the course of the academic year. The service is the same as that detailed in Service Package 2a.

*A list of all inclusions and exclusions of packages 2a and 2b is detailed within the full Service Description document.*

Please note that VAT will be charged for any School Admission Appeals services supplied after the date of conversion to Academy status.

## **The Period Covered by Annual Subscription to these Service Packages is:**

**1<sup>st</sup> September 2018 - 31<sup>st</sup> August 2019**

### **Charging Details**

#### **Service Package 1a**

Primary Academies - **£395.00 net/Academic Year**

Secondary Academies **£1995.00 net/Academic Year**

#### **Service Package 1b**

**Free of charge**

**Service Package 2a and 2b** – *(Invoiced termly on “pay-as-you-go” basis dependent upon the number of appeals heard over the course of the annual subscription period)*

For the first 5 appeals : **£320.00 net /Appeal**

For the 6<sup>th</sup>-10<sup>th</sup> appeal: **£290.00 net /Appeal**

For the 11<sup>th</sup> and subsequent appeals heard: **£205.00 net /Appeal**

NB Charges for appeals only become due once an appeal is heard. No charges are made if the appeal case is withdrawn, irrespective of the reasons for this. Invoices are then subsequently raised after the end of the term in which the appeals were heard.

Should you choose not to subscribe to Service Packages 2a and/or 2b, before 1 September 2018, but later identify a requirement for the Admission Appeals Services, you will be charged a £100 net administrative amendment fee.

If you wish to cancel your subscription at any time during the academic year, you will be required to give a minimum of one month's notice.

### **For any Queries, Feedback, Suggestions & Complaints**

The School Admissions Service welcomes all feedback and will implement improvements where necessary.

Please contact: **Samantha Bennett, Education Admission Appeals & Fair Access Officer**

Tel: 01223 699794

Email: [samantha.bennett@cambridgeshire.gov.uk](mailto:samantha.bennett@cambridgeshire.gov.uk)

### **Quality, Standards & Performance Indicators**

Cambridgeshire County Council School Admissions Service undertakes to:

- 1) Commit to all reasonable steps to deliver the services described above.
- 2) Give due notice of any proposed changes in the terms of the agreement, charges or cancellation.

### **Additional Services**

We also offer Admissions Policy checking Service

Further details including charges are available within the *full Service Level Agreement document*

**School Admissions and School Admission Appeals Services  
Service Package Renewal - Academic Year 2018/19**

Academy Name:

Name:

Position:

Date:

Signature:

**Please indicate below the service packages selected by your School for 2018/19:**

Service Package	Charge £ net	Selected? ✓ or X			
<b>1a Admissions Validation, Transitions</b>	<i>£395.00 Primary £1995.00 Secondary</i>	Yes		No	
<b>1b Admissions Service, In Year</b>	Free of Charge	Yes		No	
<b>2a Admissions Appeals, Transitions</b>	<i>£320 / £290 / £205 per appeal heard (Sliding scale)</i>	Yes		No	
<b>2b Admissions Appeals, In Year</b>	<i>£320 / £290 / £205 per appeal heard (Sliding scale)</i>	Yes		No	

Please return this completed form to Samantha Bennett, Education Admission Appeals & Fair Access Officer, by email [samantha.bennett@cambridgeshire.gov.uk](mailto:samantha.bennett@cambridgeshire.gov.uk) or by post to:

**Samantha Bennett - Education Admission Appeals & Fair Access Officer**

0-19 Places Planning & Organisation Service

Education Directorate

People and Communities

Cambridgeshire County Council

OCT1221

Shire Hall

Cambridge

CB3 0AP

## **FEEDBACK FORM**

The School Admissions Team is committed to improving the service it provides and would welcome your views. Please assist us by completing and returning this form to, Operations and Policy Manager Admissions and EY Funding, 0-19 Places Planning & Organisation Service, Education Directorate, People and Communities, Cambridgeshire County Council, OCT 1221, Shire Hall, Cambridge, CB3 0AP  
email: [samantha.bennett@cambridgeshire.gov.uk](mailto:samantha.bennett@cambridgeshire.gov.uk)

**Academy Name:**

**Contact for follow up discussion:**

**Have you used the Admissions Team's Services previously?**

**Have you been happy with the service that you have received? If not please provide details below.**

**Do you feel that the Services provided offer value for money?**

**Do you think that the service could be improved?**

**Either in its delivery?**

**Or in the packages offered?**

**Do you have any other comments or suggestions?**