



TRADING WITH SCHOOLS

Annual Report 2018-19



BRISTOL
LEARNING CITY



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Introduction

Welcome to the Trading with Schools Annual Report

This reports highlights the exceptional work that has been undertaken to support schools and Learning City priorities during 2018/19.

TwS has continued to deliver high quality services to our school customers within the context of significant public sector financial challenges and according to our four key principles of service delivery:

- High quality services;
- Value for money;
- A transparent pricing framework;
- A single point of contact.

Our positive customer relationships and dedicated colleagues are fundamental to TwS success and are best demonstrated by the continued level of loyalty and commitment to the TwS brand.

The high importance we place upon working collaboratively with all stakeholders, in order to co-construct services, enables TwS to continually meet the broad range of customer requirements.

Customer engagement events have continued to be well attended and have facilitated networking opportunities for both TwS and

schools. They have also enabled schools to have individual supplier engagement conversations, provided a platform for TwS to communicate service updates and most importantly to receive valuable customer feedback.

We look forward to continuing to work in partnership with Headteachers, School Business Managers and Governors in the future to continually improve existing and develop new services to provide the highest quality provision as efficiently as possible.

I hope that you find the information contained in this report helpful and informative.

If you have any questions or comments please contact myself, Sue Finch or Billy Forsythe directly.

Ali Mannering

Head of Trading with Schools

TwS Staff

Over 135 members of staff work in TwS, utilising their professional skills and expertise for the benefit of schools and educational settings.

Staff are organised in 4 main service areas. These are:

1. Inclusion Services;
2. Education Services;
3. School Support Services;
4. Operational Support Services and Information Support Services

The service is led by Ali Mannering and is supported Deputy Managers Becky Wilkins and Billy Forsythe who also manage a number of the TwS Services.

Sue Finch is the Finance and Resource Manager for TwS and her key role is to support the organisation to achieve the surplus income targets through improved economy, efficiency and effectiveness in service delivery. To ensure that the surplus remains achievable, comprehensive and robust. Regular monitoring is undertaken on a monthly basis throughout the year.

In addition Sue manages the Procurement and Contracts Service who continue to secure and contract manage a broad range of contracts/framework agreements which deliver value for money and efficiencies both for our customers as well as for TwS Services. Sue has also recently taken on line management responsibility for Outdoor Education since TwS transferred into Commercialisation and Citizens Directorate back in December 2018. These colleagues, together with the Inclusion Service Leads, Vikki Jervis and Simon Claridge formed the Senior Leadership team for TwS in 2018/19. TwS SLT meet on a regular basis and keep all staff informed of developments through the TwS InfoHub.

An organisational staffing structure is shown on page 24.

Financial Review

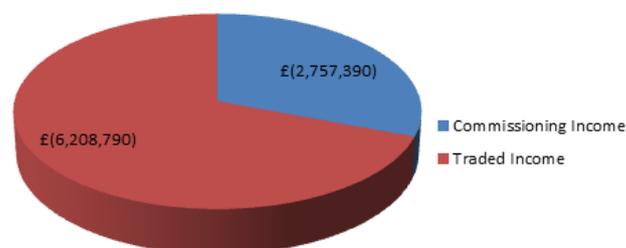
TwS has 5 main sources of income. These are:

1. Local Authority (LA) Commissioning specifications for the delivery of statutory and discretionary services funded from both Dedicated Schools Grants (DSG) and General Fund;
2. DSG De-delegated funding for a number of services which are delivered on behalf of primary schools and for a limited number of services in the secondary sector and is commissioned through School's Forum;
3. Annual Orders – orders secured are mainly for School Support Services;
4. Pay As You Go (PAYG) income from bespoke consultancy work secured during the financial year;
5. PAYG from Continuing Professional Development (CPD) opportunities.

Figure 2 illustrates the total amount of income which was secured during the financial year. The traded income generated represented 69% of the turnover, with the remaining 31% of income secured through commissioning by the Local Authority and de-delegated funding from the LA maintained primary and secondary sectors.

Commissioning income for services provided by TwS has further reduced in this financial year by circa £460k due to a number of factors including continued reductions in the Education Service Grants and Council Budget constraints.

Figure 2: 2018-19 TwS Total Income



TwS secured orders for traded work totalling £6.209m. £4.161m was generated through annual orders, secured from 187 schools and educational settings. The annual orders include Education and School Support services, as well as a number of internal and external Partner Services.

The table on this page shows the number of schools which purchased TwS annual contracts for services at the start of the financial year.

In addition to annual orders, a number of services provide pay-as-you-go bespoke consultancy services. A total of £2,048m was secured through this route.

Notable purchasing trends include increased take up of existing services, School Admissions and Free School Meals

TwS Service 18-19 Number of Schools

EDUCATION SERVICES	
Educational Psychology	2
Every Child a Reader (ECaR)	28
Governor Development Service	115
NQT Induction (number of NQTs)	177
School Improvement	46
SCHOOL SUPPORT SERVICES	
School Admissions Service	43
Mapping Software	11
Free School Meals (Academies)	71
Maternity Scheme	18
HR Advice	79
Education Welfare Service	42
School Finance Service	
Finance System	94
Standard Consultancy	39
Bronze Consultancy	22
Silver Consultancy	8
Gold Consultancy	7
Ezepay	7
Orovia (new 18/19)	58
Schools Absence Insurance	
Teaching Staff	37
Non Teaching Staff	35
CC teaching staff	6
CC non teaching staff	8
HR Operations	
Annual Contract	89
Contracts	73

TwS has been successful in this year securing new traded work from Multi Academy Trusts in both Bristol and neighbouring Local Authorities.

During 18/19, TwS continued to offer a high quality two day training programme to deliver Mental Health First Aid Courses to Bristol Schools in partnership with Public Health and we are busy developing a half day lite MHFA course for delivery in the new 19/20 Academic Year.

Sue Finch

Resource Manager

Procurement & Contract Management	
Cleaning Contract	43
Catering Contract	73
Kitchen Equipment	83
School ICT Services	
ICT Hardware	24
Remote Admin	16
Whole School Remote	13
Whole School On Site 2 hrs per week	24
Whole School On Site additional 2 hrs	3
Emails	68
SIMS	122
SIMS on site	0
SIMS Dinner Money	68
SIMS Other	15
Internet	154
Internet Plus	66
Internet Virtual Server Hosting	1
Backup	52
Telephones	138
PARTNER SERVICES	
Legal Services	95
Security - Key Holding Service	129
Security - Cash in Transit	112
Eteach	147

Inclusion Service

The Inclusion Service is commissioned by the Local Authority to contribute to the statutory assessment of children and young people with additional needs. The Service contributes to this process by completing psychological assessments and providing written psychological advice in all cases and specialist reports.

The Inclusion Service has completed 489 psychological EHCAs including preparation, liaising with other professionals, meeting with parents and young people, completing assessments and report writing.

As part of the statutory duties undertaken by this service, educational psychologists attend annual reviews for young people where there is an imminent possibility of a placement breaking down. The Local Authority also commissions this work. Educational psychologists have undertaken psychological assessments and provided written reports, attending annual reviews for 50 young people.

Inclusion Service colleagues have also attended and facilitated SEN panels, Top up Panels, EIB panels, Fair access panels and Complex Needs panels and have assisted in crucial Local Authority decision-making and planning for children and young people.

The Service has worked with the SEN team to develop paperwork and systems for the Top Up and statutory assessment process and has worked with the Inclusion in Education Group to develop the support plan. Further advice and support has been given to the SEN team to develop the Top Up matrix and the Bristol Graduated Guidance. The Service has reintroduced SENCo briefings held in localities three times a year and run a successful SENCo conference attended by over 150 schools and local authority colleges.

The Inclusion Service completed work in relation to 20 critical incidents over the past year. All of these require varying levels of intensity of work and an immediate response. Those involved have informed us that this service is highly

regarded. This support is available to all settings as required.

The Service has been involved with a large number of children in care, at different levels, ranging from telephone advice to assessments and consultations within schools and children's homes and with foster parents. Assessments in secure units have also been undertaken when necessary.

The Inclusion Service offers Local Authority maintained schools a number of prepaid visits from an educational psychologist according to the level of de-delegation. There has also been further work purchased in some schools and the overall number of records of involvement this year totals 577 reports.

We now have 62 trained emotional literacy assistants in Bristol and have capacity to train another 20 in the next financial year and 14 pupils have improved outcomes as the result of Video Interaction Guidance work (VIG).

The importance of staff well-being in education is becoming increasingly recognised. Trading with Schools' Inclusion Service is now offering a well-evidenced intervention for improving staff well-being based on Acceptance and Commitment Therapy (ACT) - a therapeutic model used by psychologists and therapists across the world to bring about positive change for people.

The educational psychology service together with the Hope Virtual School for children in care has led the development of relationship based and trauma informed work across our schools. This has enabled the Adverse Childhood Experiences (ACES) work to grow across the city.

Inclusion Service continued

We all agree or strongly agree that EP contributions to EHCA's provides useful information as regards formulating appropriate outcomes

SEN Casework Officer

Without your intervention, expertise, leadership and tenacity, we truly feel Z would not be in the great position of heading into a mainstream school with all the support he requires and a realistic plan

Comment from parent

Time with our link EP is inspirational and enables me to have conversations which are very thought provoking at the time and afterwards. It allows me time to consider how I can consider my practice and how to develop provision within the setting.

Comment from a school

Supportive relationship from our link EP

Comment from School

Reports are clearly written with useful highlighted objectives and action points

Comment from school

On behalf of the University of Bristol Doctoral Programme in Educational Psychology the EP team would like to thank you again for your support and commitment over the past year.

The EP Programmes Teaching Team

Found the workshops useful this year with lots of practical ideas to take back to staff.

I really enjoyed the workshops and appreciated their positive approach...I would welcome more workshops like these in future

EDUCATION SERVICES



NQT Induction

A total of 78 schools use Bristol LA as their Appropriate Body with 177 registered newly qualified teachers. The service provides a number of events and training, quality assurance, support and advice to schools and teachers.

Over 50 NQTs attended a successful Welcome to Bristol event at the M Shed in September and a number of new NQT courses have been offered including sharing best practice. A close working partnership continues with the Bristol Primary Teaching School Alliance, who offer a range of CPD sessions run by SLEs (Specialist Leaders of Education).

As always, informative, relevant and useful
Sharing Best Practice CPD, November 2018

As a new NQT Mentor, this training was very valuable
NQT Mentor CPD, September 2018

Fantastic support - clear and reassuring!
NQT Mentor CPD, September 2018

Teaching & Learning

Both Mathematics and English network meetings have continued this year, with three sessions held in partnership with other educational providers such as the Bristol Primary Teaching School Alliance and the Boolean Hub. Best practice has been shared and national updates discussed such as the new Framework and multiplication check.

Discussion about multiplicative reasoning and the term 'scaling'. It's so important to have a forum to unpick mathematical structures for ourselves. Many thanks!

Mathematics Network Meeting, March 2019

SACRE has supported the teaching of RE in both primary and secondary schools

Moderation, Monitoring & Assessment

All Bristol maintained schools and 58 academy schools benefitted from Local Authority support with assessment and moderation in 2018. Over 70 teachers attended training linked to assessing writing at KS1 and KS2. This CPD was based on STA materials and was very highly evaluated.

A really useful course – great to have time to really unpick the statements and writing
Assessing Writing at KS2 CPD, February 2019

Thank you. I am feeling inspired!
Assessing Writing at KS2 CPD, February 2019

A suite of other CPD sessions aimed at raising attainment in reading and mathematics at the end of both KS1 and KS2 were also offered, well attended and highly rated.

The Standards and Testing Agency requirements for 2019 for the moderation of end of KS1 and KS2 assessments have been established across the city. 64 schools, a combination of both maintained and academies, received moderation visits for KS1 and KS2. These visits were highly evaluated by headteachers.

The requirements for monitoring the phonics check and administering the Y6 SAT were met.

'This year's visit was the most professional I have been involved with in any school. The subject knowledge of the moderators was very high and they really valued the discussion with my staff. The moderators were incredibly thorough in their approach and we felt very satisfied with the entire process' (Primary HT, Y6 Moderation, June 2019)

'Moderators were very friendly, put the staff at ease and displayed good subject knowledge and professionalism (KS1)

Every Child a Reader

- Working towards a city of readers
- Delivering quality training for everyone who teaches children to read
- Intervening early to ensure children have the best start in life

An integral part of the Teaching and Learning Service is the nationally recognised team of ECaR consultants. Two Reading Recovery Teacher Leaders have continued to provide ongoing accreditation from the Institute of Education, UCL, for 30 Reading Recovery (RR) teachers who are part of the Every Child a Reader (ECaR) project.

The Teacher Leaders have offered schools a range of evidenced-based interventions for children struggling to read and write such as: Reading Recovery, A-Z programme, Boosting Reading @ Primary, Switch-on and Inference training. In these schools, nearly 3000 children a year benefit from ECaR and this has contributed to the improvements in standards of reading. The remarkable progress of RR children was celebrated in a Reading Recovery Read Aloud event with a wide range of adults from the community, including the Lord Mayor.

The Teacher Leaders were also invited to the House of Lords for a celebration event in recognition of the Impact of RR, RR children are more than twice as likely than similar children to achieve 5 or more good GCSEs 10 years later.

The Teacher Leaders have also run the Best Practice Network meetings for English Subject Leaders and offered TwS CPD and bespoke training to all schools across the city. The Bristol Reading Project has continued with 12 schools submitting entries to demonstrate the creative teaching of reading using high quality texts.

The Teacher Leaders provided BRP training for all 2nd Year UWE Education students to support children who are struggling with reading in Inner City Schools.

The Bristol Every Child a Reader team is taking part in an EU transnational exchange of innovative practices regarding reading, literacy and language development. The team will be working alongside teams from Sweden, Belgium, Italy and Finland in order to strengthen the professional's capacity to guide young children and their families. The project aims to create opportunities to develop, test and implement new skills and methods to support vulnerable families. The project commenced December 2017 in Gothenburg and it will end in Milan October 2019. The Bristol team will look forward to sharing their findings.

Data for ECaR schools is collected onto a national data collection site. Four in every five children who completed Reading Recovery (81%) were lifted to age appropriate levels of literacy. 43% of these children were in receipt of Pupil Premium and 24% had English as an additional language. There has also been a 13% increase in the number of children working at the expected standard in reading at KS1 and an increase of 9% in writing compared to 2018.

Consultants have also been leading on Bristol; a Reading City Project. Six mini cloakroom libraries are being set up across the City. This work is part of the One City Plan with a focus on making books more accessible to vulnerable children and families.

Time to consider aspects of teaching reading as I move year groups. Using a structured format for delivering new skills.

A fab course from a very knowledgeable professional

Prevent

The Prevent Duty; supporting schools in recognising, responding to and preventing radicalisation and extremism.

As part of the Local Authorities responsibility under the Counter Terrorism and Security Act 2015, we continue to support schools with the Prevent Duty. TwS has concentrated on mainstreaming Prevent in schools approaching it very much from an equalities perspective whilst embedding it in Safeguarding.

To further support schools TwS continues to offer free membership to a 'virtual Prevent network' to ensure timely access to local and national information, training and resources from both the LA and other agencies. We have a Prevent contact identified in every Bristol school.

TwS provides central training for school staff and governors and bespoke school based training and support to schools on referrals and the Prevent self-assessment and action planning.

Progress this year has been the development of the 'Prevent self-assessment and action plan' framework; this was produced in consultation with senior leaders from schools, in response to Ofsted reports and feedback from agencies and key partners. The purpose of the framework was to support schools with the implementation on all aspects of the Prevent Duty to ensure they can demonstrate compliance and have effective safeguarding practice.

We continue to work in partnership on Prevent with Avon and Somerset Constabulary and also as a member of the multi-agency partnership 'Building the Bridge'.

Equality & Diversity

TwS continues to support schools with Equality and Diversity, working in partnership with other agencies providing advice and support including training, reviews, policy and procedures and advice to ensure the requirements of equalities legislation are met.

An area of development this year has been guidance for schools on tackling prejudice and producing and delivering training to meet the needs of schools and Governors. We continue to provide advice and bespoke support for schools on developing good practice in all areas of the Equality Act 2010.

TwS continues to work in partnership with other agencies and is represented on the 'Strategic Partnership Against Hate Crime' and 'Tackling Islamophobia working group'.

Bristol's Equalities charter was launched this year and it was important to us that there was an opportunity for young people to have a voice at the launch event. We worked with a school to ensure this happened and it was brilliant that staff and pupils were able to share with representatives from many sectors the great work they have done on equalities.



Governor Development Service

Training, support and advice for Academy and LA Maintained School trustees, governors and clerks

The service continued to provide a full range of training, support and communications that has become well established over many years, with around 80% of all Bristol schools (including both LA maintained schools and academies) choosing to subscribe to our service in 2018/19.

A number of the schools that don't subscribe to our full service (including three independent schools) attended our training courses on a 'pay-as-you-go' basis.

The service also continued to provide three optional services at preferential subscription rates: Governor Hub, The Key and Modern Governor. Over 100 schools chose to purchase at least one of these services.

We offered 44 centrally delivered courses as part of our core training programme and there were over 1,000 attendances by clerks and governors at these sessions. 5 new or significantly updated courses were included in the training programme, covering areas such as Prevent Duty and complaint handling. More than 99% of the course evaluations indicated that the delegate would recommend the session to other governors or clerks.

The team also delivered 4 bespoke sessions for individual schools, including governance self-reviews, 2 sessions for groups of schools and 3 briefings facilitated on behalf of the Service Director – Education and Skills. We also introduced a new one-to-one induction service for newly appointed clerks to governors.

We provided a wide range of advice and support for individual schools via telephone and email on issues from interpretation of changes in

legislation to handling complex complaints. Our termly on-line newsletter, 'Governance Essentials', continued to be well received by governors, clerks and headteachers. This included Governor Development Service valuable updates and links to time saving resources such as the Annual Year Planner, as well as information about education issues affecting Bristol schools.

In addition, we worked closely with the DfE's Inspiring Governance service to support schools with their governor recruitment and successfully placed 19

LA governors. We also assisted 8 schools with either the reconstitution or federation of their governing bodies.

The team have continued to develop strong links with the Schools' Partnerships service, helping to ensure the training and support offered is tightly aligned with school priorities. We supported the delivery of the governance element of Bristol's successful Strategic School Improvement Fund bid.

The service has kept up to date with the changing education landscape and offers appropriate support for academies and multi-academy trusts as well as LA Maintained schools. We support governing boards in ensuring they are legally compliant and aware of new statutory obligations as they

arise, such as advising on steps to be taken to ensure compliance with GDPR.

We also support and train governing boards to achieve the necessary standard of governance to meet Ofsted inspection criteria for Good or Outstanding and provide appropriate challenge and strategic leadership to maintain the improvement in standards in Bristol schools.

Delivery of the training was excellent - nice mix of listening, participating and breaks. Facilitators pitched it well and delivered with skill

The training was some of the best I have ever received. It has provoked much thought on the duties and responsibilities of a school governor and the attributes needed for the role

Education Welfare Service

The Education Welfare Service provides:

Poor Attendance Casework

Education Welfare Officers (EWOs) worked on a total of 165 poor attendance cases during the last financial year.

Pupil Tracking Casework

444 Pupil Tracking cases were processed. This process aims to trace and locate pupils who have gone missing from Bristol schools.

Child Missing Education (CME) Casework

707 Children Missing Education (CME) cases were processed. This process aims to ensure that any pupil found to be resident in Bristol but not on a school roll, has access to education.

New Arrivals (Refugee & Asylum Seeker) Casework

The EWS supported 39 newly arrived children, ranging from Reception to Year 11, to access the education system. The families were mainly from Africa, Asia and other European countries such as Albania. We received a large number of families from Iraq and Syria, who came through the government Vulnerable Refugee Families Resettlement Scheme; the majority of families from Africa entered the UK through family re-union.

Elective Home Education (EHE)

During the period 518 children were known to have been electively home educated at some point. When notified of children becoming home educated, the EWS makes contact with the family to establish the plans for the child's education. The EWS makes follow up contact as necessary and if it appears to the EWS that a child is not receiving suitable EHE, the EWS works with the family to resolve the situation. If necessary, the School Attendance Order process is followed, see paragraph 15 below.

Maintained School Visits to Review Whole School Attendance

EWOs undertook at least 141 attendance visits to maintained primary schools and special schools as per the schools agreed visit schedule, in order to review whole school attendance and assist with making plans for those pupils with below 90% attendance.

Attendance Support to Academies and Free Schools

The EWS provided attendance support to 40 academies and free schools. This support included bespoke training, whole school attendance reviews, individual case work, attendance surgeries and supervision sessions for attendance officers.

Chaperone Vetting

16 Chaperones were approved as suitable to provide assistance to children and young people that work in the entertainment industry.

Issuing Work Permits

183 Child Employment Work Permits were processed and issued to allow statutory school aged children to work in part time employment.

Processing Child Performance Licences

255 Child Performance Licences were processed and issued to allow statutory school aged children to perform in the entertainment industry.

General 'Duty' Phone Calls

EWOs provided ad-hoc advice and guidance to more than 416 parents/carers and professionals that contacted the EWS by telephone during the last financial year.

EWS Training for Schools

Over the course of the financial year the EWS delivered 7 CME training sessions attended by over 96 delegates. 3 Penalty Notice training sessions were attended by at least 34 delegates.

Issuing Penalty Notices

3606 Penalty Notices were issued to parents/carers of compulsory school aged children in respect of their child's irregular attendance at school.

Irregular Attendance Prosecutions

372 s444 School Attendance Prosecutions were instigated against parents/carers for failing to ensure the regular school attendance of a compulsory school aged child.

School Attendance Orders

7 School Attendance Orders were instigated as part of the enforcement process to ensure that young people not on a school roll, and not receiving suitable EHE, access the education they are legally entitled to.

Impact of EWS

CME/Pupil Tracking

The EWS continued to receive high volumes of CME and Pupil Tracking referrals. We received over 33% more CME and Pupil Tracking referrals in the period 2018-19 than during the previous financial year.

Penalty Notices

The EWS continued to receive high volumes of Penalty Notice requests from schools and issued over 45% more Penalty Notices in the period 2018-19 than during the previous financial year.

Future Plans

A new model of direct school support has been developed that will provide more ongoing support for attendance leads as well as building the capacity of schools to manage attendance. Alongside this, the EWS service will provide more needs-led attendance (rather than delivery-led) support for maintained schools, regardless of educational performance or inspection judgement.

The School Attendance Network meetings (SANs) will continue and will become the primary support for schools. They will be fully funded by the LA and held three times per year in each of the three localities: North Bristol, East and Central Bristol and South Bristol. They will be focused on providing updates, support

and guidance as well as developing the skills and expertise of attendance leads in schools. Places for delegates will be booked online at tradingwithschools.org.

In addition to the above, maintained schools will also be able to access attendance clinics with Education Welfare Officers. These clinics will be held three times per year and be open to any maintained school who wishes to bring particular attendance cases to the clinic for advice and support. The aim is that the clinics provide an offer to schools that is more needs-led rather than offering the same limited level of support (i.e. one annual visit) to all schools regardless of their context and attendance issues.

The EWS is working closely with the Attendance Strategy Manager and the Information and Data Team to provide schools with attendance data packs at agreed intervals during the academic year.

The EWS is working closely with the Safeguarding in Education team to triage all new elective home education requests.



School Improvement

The school improvement team provided a core offer of one half day this year. This was accessed by a total of 66 schools (52 local authority maintained and 14 academies). 39 schools also accessed additional school improvement visits in the spring and/or summer term. Support was also given to 9 schools in the appointment of new headteachers.

Outcomes in 2019 improved in EYFS, narrowing the gap with the national average whilst phonics outcomes are now just above the national average. At key stage 2, reading, writing and mathematics combined has improved and is in line with the national average. At key stage 4, preliminary outcomes indicate Bristol is in line with the national average.

Feedback

Penalty Notice Training May 2018

"The session was very useful and gave me greater understanding."

"Very informative."

CME Course April 2018

"Explained in a clear manner to help us understand."

"Really useful informative training."

CME Course June 2018

"Really good overview of guidance and best practice."

Dean Field Study Centre

Residential and day visit outdoor learning in the Forest of Dean and at schools

The Dean Field Study Centre is now into its 48th year of operation and is going from strength to strength. 2018-19 was its busiest year to date with more than 3000 children experiencing high quality outdoor learning courses. 66 schools came for periods of either 3 or 5 days residentially or for day visits.

The Forest of Dean provides some great learning experiences with groups exploring it via orienteering courses; night walks; treasure hunts; canoeing and mountain bike journeys. They build dens, walk up streams and learn about the environment through pond dipping and habitat investigations. For most children it will be their first night-walk in a forest; sadly, for some it will be their first ever walk in a natural environment. To want to look after our environment you need to first experience it and enjoy it.

In the Centre grounds, groups make good use of the climbing tower and high ropes course along with the underground tunnels system and team problem solving challenges. All these activities are designed to develop team work and other personal development objectives. Bushcraft sessions are run with young people learning to light a fire with flint and steel and cook dough twist dampers over the embers. This activity has also been taken into schools along with orienteering and team challenges in the school grounds.

The Centre has continued a programme of building development with several bathroom areas recently refurbished. More bathroom and communal area refurbishment is planned with the aim to make the stay of staff and students even more comfortable.

Other developments are also underway including the building of a new low ropes course that maximises

Quotes from Course Evaluations 2018-19

All of the activities, instructors and resources were brilliant. The instructors in particular were knowledgeable and professional but also great with the kids

Loved it! We will return next year. Thank you all.

Food and catering – fantastic, very accommodating, engaging with pupils. Nothing too much trouble. Even fussy eaters have eaten well!

They all absolutely loved it! All have learnt new things, challenged themselves and helped support each other.

All children loved every minute. They have wonderful stories and can't stop talking about the memories they have made.

We have an excellent experience every year! Thank you.

They loved everything! Lots tackled their fears and many stayed overnight (away from home) for the first time.

teamwork. You can stay in touch with the progress of this and other developments via the Centre's Blog pages: <http://dfsc-bristol.blogspot.com/> Another good way to learn more about the activities we run is to visit our YouTube Channel with an expanding range of short videos of groups in action on different activities. Click here [DFSC](#).

Outdoor Learning is a very effective way of developing key skills such as communication and problem solving and also has the ability to increase motivation and an appetite for learning. OFSTED states "When planned and implemented well, learning outside the classroom contributed significantly to raising standards and improving pupils' personal, social and emotional development."

Visiting schools rated their courses highly against Personal Development of pupils eg: increased confidence, self-reliance, perseverance & commitment.

The service also supports the following areas:

- PSHE & Citizenship;
- Developing Key Skills: communication, problem solving, leadership & teamwork;
- General support to School Curriculum & enrichment;
- Geography, Environmental Awareness;
- Science;
- Contribution to improving educational attainment (increased motivation and appetite for learning);
- Promoting Healthy Lifestyle & Fitness.

Exmouth Camp

Based at the gateway of the Jurassic Coast UNESCO World Heritage Site, Exmouth Camp offers a unique under-canvas experience for young people in full time education. During the summer season 2018, a total of 12 schools and 3 other organisations (974 students and 127 teachers) benefitted from a residential visit at Exmouth Camp.

The camp worked with a range of local providers, to offer a range of opportunities for schools. This included a variety of watersports, archery, circus skills, woodland skills, team building, boat trips and mackerel fishing.

974 students took part in adventurous activities; this has benefitted individuals to varying degrees through team work, building self-confidence, improved fitness, agility and coordination. Students lived in a residential environment making new friends, improving social skills, communication, motivation and concentration.



> Thanks for all your help and support, you ensured the experience was a resounding success. Please pass on our deepest thanks to all the staff, they were fabulous to us

> The buzz this week has been huge and the benefits of Exmouth will undoubtedly be felt for the rest of their time in school

> The buzz this week has been huge and the benefits of Exmouth will undoubtedly be felt for the rest of their time in school

> I am writing to thank you for the brilliant time I had at Exmouth Camp. I thoroughly enjoyed all the activities especially the circus skills, it was a brilliant laugh! We all have fond memories of Exmouth and all thanks to you

SUPPORT SERVICES



Admissions Service

The Admissions Service met the local authority's statutory duty to offer every child in Bristol a school place for September 2019 in each phase of education. All published deadlines were met.

The Admissions Service processed 5,247 on-time applications for reception places in 102 primary schools in 2019, compared to 5,535 in 2018. 98% of children were offered a preference with 87% being offered their first preference school broadly similar to 2018 figures. 104 children were not offered a preference school this year compared with 110 in 2018 and 192 in 2017.

In the secondary sector, 4,983 applications were processed, compared to 4,994 in 2018. 91% of young people were offered a place at one of their preferred schools with 72% of young people offered a place at their first preference school. This represents a slight increase from 2018. 435 children were not offered a preferred school, compared to 488 in 2018 and 400 in 2017. The majority of young people were offered a place at their in area school, if requested as a preference.

352 Year 7 appeals were lodged for Bristol Schools compared to 455 in 2018 and 366 in 2017.

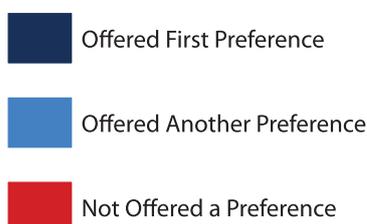
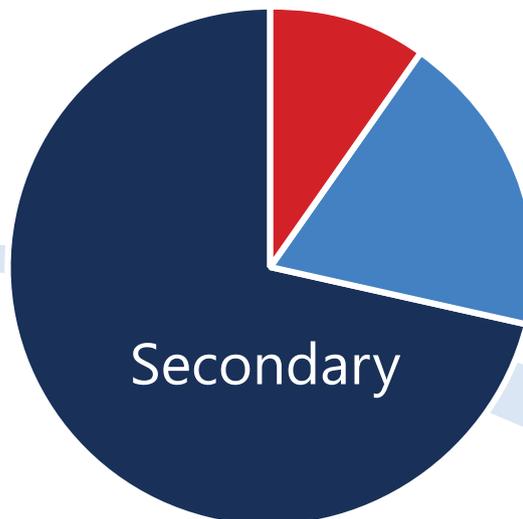
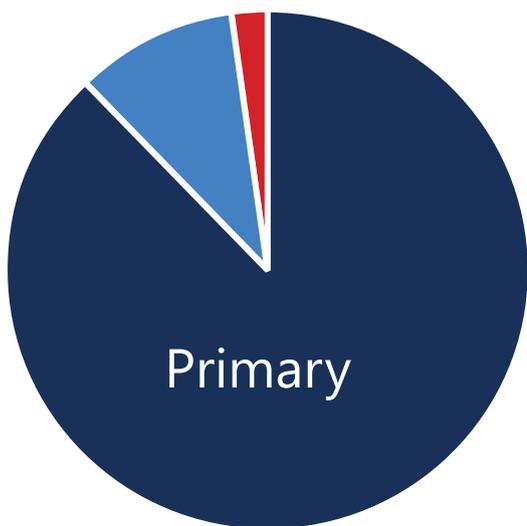
In-year, 1,796 admissions were processed for the primary and secondary education.

1,960 applications for free school meals were processed for 126 schools.

For in-year admissions all children were offered a place at a Bristol school if resident in the City.

Overall, the number of children offered a preference school in primary and secondary phases is broadly similar to 2018. The number of appeals lodged for secondary transfer has reduced, with appeals spread over a greater number of schools. This illustrates the increased popularity of Bristol schools.

"I really appreciate all the help your service has given me with various team members I have spoken to. You are dealing with families in sometimes stressful situations that they have no control over, thank you for doing such a great job."



HR Operations

HR Operations is a fully comprehensive transactional service, providing a fully compliant support and payroll function to Educational settings. The service meets the statutory requirements including all returns and pensions administration.

During 2018/2019 the service supported 89 settings across Bristol, including Secondary, Primary, Nursery and Childrens Centres, LA Maintained and Academies.

The service processed transactions on behalf of their customers to ensure all staff were paid correctly, on time and all statutory requirements were fulfilled.

The income generated from this service for 2018/19 was £410,440.

The benefit of providing this service allows the Council to adequately carry out their statutory function in terms of pension submissions.

It also allows the council to retain the required information on their own staff, ensuring staff are paid correctly, pension information is sent in a timely manner and DBS checks are carried out.

The benefit for the customer is a fully inclusive service. We also ensure schools are issued with the correct BCC contract, within statutory timescales.

Pay increases are applied at the correct point and paid in a timely manner.

11,394

Starters, changes and transfers actioned on the HR/payroll system.

6,860

annual pension entries returned, checked and submitted to TPS.

924

contracts produced and issued.

126

Maternity/Paternity/Adoption Requests.

1,367

pension related queries answered and relevant information submitted to TPS and LGPS.

HR Advice and Support

HR Advice were contacted for support at some point throughout the year by almost every school and academy which buys into our service.

Some schools that do not buy our service bought bespoke consultancy.

We opened more than 320 cases which covered the full range of Employee Relations issues as well as Recruitment, Safeguarding and some Freedom of Information Requests.

Many were large cases and more than 100 complex cases remain open. We also had a number of schools that had left our service but decided to return to us.

We were able to give additional support to individual establishments whenever it was requested.

We continue to provide the legally required model policies and procedures free of charge for all maintained schools, allowing schools the benefit of not having to draw up and/or consult on their own.

325

variation to contract letters produced and issued.

3190

Leavers removed from the HR/payroll system.

51,681

payments made to staff in schools.

Schools ICT Service

The Schools ICT service continued to prove popular, with a number of schools returning to the service from external providers.

Internet: 154 subscribing schools/sites:

99% internet availability for schools.
645 users actively using remote access

Backups: 52 subscribing schools

40TB of data on school servers backed up centrally.

SIMS: 115 subscribing schools:

26 SIMS courses delivered, attended by 123 delegates.
56 Bespoke training sessions or projects delivered.
4198 SIMS helpdesk support tickets closed.

Admin & Curriculum support: 42 subscribing schools

6565 helpdesk tickets closed.

Telephony: The Virgin Media telephony contract is managed on behalf of 141 schools, providing over 1400 telephone lines.

Purchasing:

ITEM	TOTAL SOLD
iPads	111
Surface Go	5
Laptop	56
PC	98
Chromebooks	141
Interactive Screens	8

Hardware:

Average turnaround time for repairs was 2.6 days.

Admin/Curriculum:

- Moving schools with iPads onto MDM solutions such as Mosyle Manager to improve remote management;
- Setting up and supporting Google Classroom, helping deliver staff meetings in our subscribed schools;
- Supporting ICT Co-Ordinators move their school curriculum file storage over to a cloud based storage solution such as G-suite Shared Drive;
- Encouraging schools to invest in ChromeBooks as they are a low cost device designed for education;
- Mailing list for ICT related tips and useful info;
- Improved security, resilience and backup of central services assisting schools with GDPR compliance.

SIMS:

- Increase in consultancies and bespoke assessment creation has been carried out throughout the year;
- Continued development of a bespoke data analysis and reporting system which can be offered to primary schools.

Good team. Thanks all for making a difference and helping the visually impaired children we support.

Really happy with the system and the service we get from the SIMs team. All staff are extremely helpful and knowledgeable

Excellent Service wealth of knowledge with the SIMS team always very helpful

Staff on Sims Helpdesk are incredible friendly and approachable, nothing is ever too much trouble and they are happy to help.

Procurement & Contract Management

During 2018/19 the TwS Procurement and Contract Management Service continued to undertake a number of tender exercises either on behalf of a group/cluster of schools or for all schools and settings to be able to access. This has provided our school customers with legally compliant and value for money contracts as well as benefitting from volume based discounted tender processes.

All of our contracts have been procured in accordance with National and European Procurement, Legal and Pensions' Regulations.

Food Supply

A new food supply Dynamic Purchasing System (DPS) framework contract was reaching its conclusion and is due to be awarded in June 2019. It comprised six contractual lots for Schools and other Council Services to access including fresh meat, fruit, vegetables and milk, general groceries and frozen foods. This contract will enable local food suppliers to register onto a separate DPS lot which will be truly dynamic and will allow customers to be able to purchase specialist bespoke commodities as needed.

The benefits of this contract will include competitive prices for commodities, quality products meeting school and council food standard requirements, government food buying standards, ethical and sustainable commodities.

There are currently 35 clients who will benefit from the contract and there will be no cost for our school customers to join this contract.

Online Support for School Leaders and Governors (The Key)

Whilst this is a newly awarded contract this has been procured in order that school customers can continue to benefit from accessing this online service which provides support and advice for school leaders and school governors. There are three offers available for schools to access and obtain the benefits of this.

Schools Information Management System

This contract was awarded during 18/19 to the incumbent provider Capita SIMS and has enabled 99% of the Bristol School market to benefit from the continuation of this popular software support package. TwS will continue to work with Capita on future product developments.

Existing Contracts

School Milk (School Milk Services)

This contract remains extremely popular with our school customers. This contract provides schools with the daily supply and delivery of school milk that is sourced locally. Additional contract benefits included the complete administration of the Governments School Milk Scheme and milk can also be provided for over 5's. The supplier has provided free milk storage fridges. The contractor continues to review their packaging arrangements to improve the environment.

Schools Recruitment Package (eTeach)

This online school recruitment contract provides a bespoke professional advertising mechanism for school vacancies covering teaching and non-teaching support vacancies. Advertisements included National and/or international coverage and eTeach also offer recruitment support.

This contract is very competitively priced and continues to deliver a value for money solution for schools.

Educational Supplies (Findel and ESPO)

This is a framework contract and is being delivered by two suppliers, Findel Education who are a leading independent education resources supplier with an extensive range of over 25,000 products and ESPO who have over 35 years' experience of supplying schools with a comprehensive range of products.

This contract covered the provision of Stationery, Curriculum Resources, Classroom Resources, Art and Craft Materials, Janitorial and Catering Goods, Classroom Furniture, Musical Instruments, Postage Stamps etc.

The benefits for schools have been:

- 'Top 200' specially priced products for Bristol Schools;
- Regular benchmarking to ensure value for money;
- Special Offers throughout the year;
- Free Delivery within 48 hours;
- Catalogues uploaded on E1 Finance.

Schools Finance Service

Cont...

School Cleaning

47 schools continue to benefit from this competitively priced framework contract for the provision of school cleaning which includes TwS cleaning advice, monitoring and on-site support, including audits. The contract delivers term time standard cleaning for and in-depth cleaning during school holiday periods.

On behalf of schools, we have commenced work on the new tender for school cleaning and will have a new contract in place by June 2020.

School Catering (Chartwells)

The School Catering Framework Contract is currently operated by Chartwells for 74 schools and continues to deliver the provision of school meals consisting of a two course hot meal, breakfast and tuck services which all meet the School Food Standards required for Schools and the Caroline Walker Trust for Nurseries.

This represents a value for money service with benefits including the provision of special diets and religious requirements at no extra cost, Gold Food for Life accreditation, reaching the 20% sugar reduction target before 2020. This contract also offers added value activities including healthier futures, food workshops and school assemblies.

TwS Kitchen Equipment Replacement Scheme

84 schools buy into this Equipment Replacement Scheme, which provided guaranteed replacement of a broken piece of heavy kitchen equipment for a fixed annual fee (subject to a conditional survey), thereby allowing schools to spread the costs and liabilities of heavy equipment over several years.

Catering Management Support Service

We have also been delivering a Catering Management Support Service to schools who operate their own in-house catering function.

To enhance this service offer TwS set up a network group during the year, which was well attended and will continue to provide an opportunity to share best practice, networking and to inform schools of any relevant industry updates going forwards.

The Schools Finance team provides a traded service offering:

- Financial products and product support for Accounting and Budgeting solutions to maintain good financial management at schools;
- Product Training to ensure clients are fully prepared to undertake their role effectively;
- Financial Consultancy Team to deliver both Strategic and Operational Finance support as required by the client.

Finance consultancy was accessed by 76 schools throughout the year and there was an increase in the number of schools purchasing the gold consultancy and silver consultancy packages. During the year more Schools increased the level of support from that originally purchased to help manage increasingly complex and challenging school budgets.

We continued to provide the RM accounting system to over 88 settings.

After the successful role out of Orovia Budget Planning Software in 17/18, 58 schools continued to purchase the system.

There are over 400 users on the centrally managed RM finance system. During 18/19 we processed 14,062 Receipts, 56,470 Payments and managed 22,072 transactions through the central Bank Account.

The value of these transactions totalled £67,793,192 in payments and £10,731,058 in receipts.

Client Managers

The Client Manager role is a very important role in TwS. It provides a reliable and responsive first point of contact for School Business Managers who have specific questions about TwS Services and also general questions about council services. The role is highly regarded by School Business Managers.

The Client Managers maintained their close contact and responsive customer focussed attitude to schools. They continued to act as advocates for the customer, ensuring that the best possible customer outcomes are always considered as a priority.

Schools use the email in box or phone line to raise questions and issues and the Client Managers respond quickly. They liaise with Service Leads and Partner Services to ensure that all queries are answered promptly and accurately.

Information Support

The team provides high quality technical, administration and financial support to Trading with Schools, ranging from the management of training courses and conferences, securing the timely procurement of goods and services, management of the dedicated TwS inbox and front line responsive support to customers.

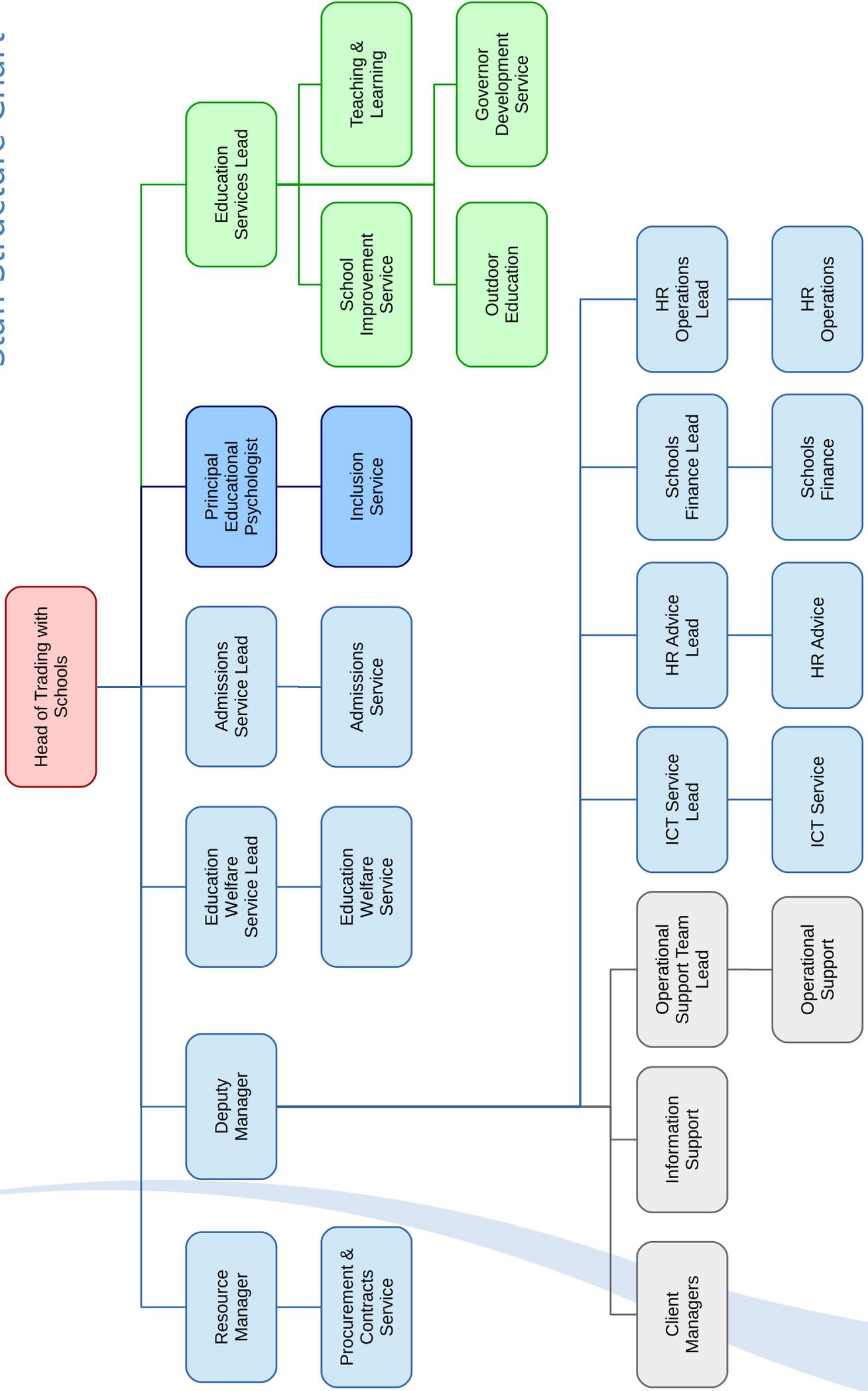
Their work includes:

- providing technical guidance and support across the range of TwS services, designing and producing a wide range of marketing publications;
- managing and updating the Trading with Schools website;
- collating monthly management information reports to provide business data which is used to inform management decisions and drive a performance driven culture;
- streamlining and automating processes to increase operational efficiency and improve service delivery models;
- managing the customer accounts function, including accurate invoicing of goods and services and the timely resolution of elevated customer queries.

In the last year TwS invoicing process has been refined; with customers now receiving invoices on a monthly basis.

Trading with Schools

Staff Structure Chart



If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD or plain text use contact details below.



tradingwithschools.org



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