



Traded Services to Schools

Schools Forum – Traded Services Update

21st May 2015

What is happening with the Programme?



- ☑ The Councils is currently looking at improved access to services and support with schools ready for the Autumn Term 2015; we want to be pro-active with schools to better meet school needs.
- ☑ We want to provide improved services to reflect what schools want and need. Our pre-launch at *Alexandra Palace* on 24th February provided the initial focus for our launch of service offers.
- ☑ *Go Live!* We have launched the initial website service ready for the Summer Term. We have over 200 users who have been online and more than 90% of our schools have already used the new website.
- ☑ Most of our services are geared up to be more widely used and are becoming better prepared for providing reliable advice, higher quality support and being tailored to need. Initially at least, most services are responding positively and we have plans to extend service with sign-posted services and more online training from September 2015.

An overview of Haringey's trading activities with schools



| Corporate Services | Environment Services | Schools and Learning Services |
|---|---|---|
| <p>Property and Estate Legal Support Healthy Schools Schools HR Health and Safety Transport Services Design and Print Translation Service</p> | <p>Schools Catering Schools Swimming Estates management Fixed Play Equipment Visits to Nurseries Schools Transport Pest Control</p> | <p>CPD Training NQT Support Schools Improvement Admissions Support Appeals Governors training and clerking Careers Support Haringey Music Pendarren Outdoor Activities Centre</p> |

Earlier Phase of Work



| Phase of Work | Outputs | Outcomes |
|---|---|--|
| <p>Phase 1: July – Jan 2015</p> <p>Putting the building blocks in place for a traded model</p> <p>Complete</p> | <p>Develop an updated set of offers from the local authority <i>Completed</i></p> <p>Analysis of current trading activity and financial performance for our services <i>Completed</i></p> <p>Identification of infrastructure and resource requirements <i>Completed</i></p> <p>Procurement of a new online IT system to support traded services <i>Online service operational</i></p> <p>A target of what income / savings are expected <i>Trading Plan approved</i></p> <p>A Programme Board set up to oversee delivery <i>Ongoing</i></p> <p>A consultation group of heads and governors to be set up <i>Ongoing</i></p> | <p>Schools understand what is the core offer and what is the traded offer <i>Complete</i></p> <p>The Local Authority better understands the 'needs' of schools <i>Ongoing</i></p> <p>Service teams are clear on income/savings targets associated with trading <i>Ongoing</i></p> <p>A n improved system and working approach are put in place to co-ordinate the traded offer to schools <i>Ongoing</i></p> |

Ground already covered



| Phase of Work | Outputs | Outcomes |
|--|---|--|
| <p>Phase 2: Jan 2015 – April 2015</p> <p>Traded Model goes live</p> | <p>Initial proposals containing all services to schools and price list to be presented <i>Open Day Held</i></p> <p>Appropriate systems and infrastructure in place (Traded services team, IT system, aligned billing processes) <i>On Track</i></p> <p>Open Day Market Event: 24th February 2015 <i>Open Day Held</i></p> <p>Develop clear trading principles for staff, with a workforce development programme aimed at embedding a more commercial trading ethos</p> <p><i>Now operational</i></p> | <p>Centralised and co-ordinated support to schools <i>Online</i></p> <p>Schools & LA are clear what services are traded</p> <p>Services in a stronger position to contribute to overheads, reducing subsidies required</p> <p>Schools enable to procure more services online</p> <p>Council teams clear and focused on trading</p> <p><i>Now operational</i></p> |

Progress update: *Now trading*

The new website



- ❑ Our online web-based service deals with defined ordering and billing processes for all schools.

The website approach:

- Enables online purchasing and course bookings for services by schools
 - Provides 2-way immediate online communication between the Council and Schools, including instant messaging
 - Automated diary links when services are purchased and due
 - One reference market gallery and shopping mall – one place for schools to find information and co-ordinate services relevant to all traded activities with the Council
- ❑ This is now ready and operational. Schools have access to support and can use the new portal (anytime, anywhere, 24/7)