



**Agenda Item
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Report Status

For information/note
For consultation & views
For decision

Report to Haringey Schools Forum – 22nd October 2015

Report Title: Traded Services for Schools – Progress and Update

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Purpose: To appraise progress with schools trading and website developments (year to date)

Recommendations:

Note only at this stage.

Subject to further regular updates to Schools Forum through the year.

1. Traded Services – Recent progress
 - 1.1. Following the Summer Holiday, traded services have resumed activities with schools during the Autumn Term. Our trading performance since going live in April continues to build on earlier success and more school bookings continue to be confirmed every week. It is reassuring to be able to report that 228 Schools are now using the website and we are offering 45 different services ranging from education welfare and psychology services to CPD training and Governors clerking.
 - 1.2. A full table of the schools using Haringey's Traded Services, by type of school and ranked by and the support services is appended.
 - 1.3. We have won new business with 44 government-funded schools outside of Haringey and another 5 private schools. We are also trading with 87 of the local-authority sector schools in Haringey, plus another 10 private schools. This means that we are trading with all of our Haringey-maintained schools plus another 59 schools as well, representing another 68% of schools (more than half as many again) outside the borough boundary. This includes schools across eight North London boroughs and some as far as Essex, Hertfordshire and one school in Hereford now using our Pendarren facility in Wales.
 - 1.4. Most of current business is focussing on the school CPD training bookings for the next academic year and for the new NQTs which schools are now registering for mentoring and assessment for the new academic year.
 - 1.5. 45 different services are now on offer to schools. These are set out in Appendix 2. We are able to report confirmed income and school bookings for most services. The support from schools with trading runs at a high level across Haringey and most services are able to report increased trading activity this year from last year. In fact we have met and exceeded the first year's expected trading targets for many services, as evidenced by the willingness of schools outside of Haringey to buy in to our traded packages.
 - 1.6. Haringey schools are being charged what are believed to be fair charges designed to cover the cost, or a contribution of the cost, for the services we deliver. Schools outside the borough are being charged a small price premium across the board with a mark-up of between 10 – 20% above Haringey prices, to enable the borough to plan for a more sustainable future trading model going forwards. So far, this approach appears to be bearing results which match this expectation.

2. Service Offers – Uptake

- 2.1. The new Haringey Traded Services (Priority I in the council's forward plan) kicked off in April 2015 as a first-start consolidated package of services to schools using the new website approach.
- 2.2. There are now 45 service providers offering a diverse mix of council traded activities.
- 2.3. Recent trading (year to date) indicates high levels of demand across many services. These are summarised in Appendix 3.
- 2.4. Note that this is just a stage report part-way through the year. A finalised trading profit and loss will be prepared at the end-of-year summarising the full year trading position.
- 2.5. Costs of sales are incurred against the income, which includes resource and training costs (for services such as Governors clerking and Music lessons) and in the case of CPD training and conferences appropriate course training charges and materials.

3. Existing and New Service Offers

- 3.1. Existing service offers (who are referred to as service providers) total 45 services currently. All of these are being used to a greater or lesser extent by schools and some new services introduced in April 2015 are already proving to be busy traded offers. This includes services such as Education welfare and attendance support, School Improvement advice and leadership support with schools. These services have attracted numbers of school orders which are already showing signs of building into a popular series of school support which can be tailored to fit emerging school needs.
- 3.2. A particular facet of the Traded Services offer for 2015-2016 has been to enable schools to tailor and edit services to best fit school requirements in a range of different formats and settings. So most services now offer a range of tailored packages to allow schools to best fit what they need with a flexible web portal menu. The schools are showing a strong empathy and buy-in with this approach as we have moved away from the one-size-fits-all approach previously adopted.
- 3.3. We are mindful that the services are being bought by schools money and we remain committed to protecting and enhancing school support to support and encourage an improvement in school performance.
- 3.4. We are now starting to develop plans for enhanced and improved traded service offers ready for Spring 2016, for the 2016-2017 trading year. This process will continue through to Spring 2016 when we expect to announce a new range of services for consultation in January and February next year.
- 3.5. Income targets are planned to increase again next year with another £876k income projected in the council's budget plan. This is in part to offset other proposed budget cuts which the borough would otherwise have to deal with. We will carefully consider what we can

do to improve our school engagement and at the same time protect and enhance the support and professional advice we can offer our schools. With your continuing support we are reasonably confident that a wider service offer may attract more business, in and out of the borough, to meet our commitments.

3.6. Our services are not designed to be profit-making and we are committed to offer value for the cost-based services we offer.

4. A sustainable Future for Traded Services

4.1. One of the issues which we will be addressing is that of a sustainable, but lightweight, management and administration structure for Traded Services.

4.2. We are in the process of developing plans for a lean and simplified management for Traded Services going forwards. This will comprise an essential, and not necessarily full-time, manager role supported by an existing devolved team of administrators to support each of our service provider teams. One central administrator role will be required to administer the website booking function and system requirements.

4.3. This structure is at the lean end of similar structures being used elsewhere and the Borough remains committed to driving best value in our own internal administration support where possible.

4.4. If services continue to grow as they have, we will look to the business case for providing additional business analyst support and for data management purposes. It is likely that this will be internally resourced where possible.

4.5. We remain committed to continue to provide best value to the schools for the money you spend with us, and to make sure that schools receive the best quality advice and professional support which we have on offer.

4.6. Ours remains a truly integrated range of schools training, advice and support which is becoming recognised across our schools in Haringey, and into North London and beyond. We hope we can build on this trading performance to secure the range of support schools continue to need to maintain their improvement journey.