

Education Access



Service Level Agreement 2023/24



Introduction from Service Lead

Dear Headteacher, Chair of Governors and School Business Manager

Welcome to the Service Schedule for the Education Access Service, which contains all the information you will need about our service.

Although you will note that the standard Education Access Service offer for 2023/24 has not had any significant changes to the previous year, you will be aware that during the Covid pandemic the Service has quickly adapted to meet the needs of individual schools and will continue to do so moving forward. Unfortunately, we know that our children and young people may face some significant challenges when returning to school after such an extensive period of upheaval. As ever, you can be sure of our full support as things begin to hopefully return to normal over the coming year, and we are more than happy to discuss any specific requirements schools may have in relation to their recovery plans.

We look forward to working with you.

Christine Kerry

Education Access Service (EAS) Manager

Description of our service

An expert service with professional standards relating to education law around school attendance, children missing education, elective home education, pupil exclusion and child employment.

The Education Access Service provides a team of trained, knowledgeable and skilled officers to work with schools, children and families to improve and maintain school attendance to help raise attainment and safeguard all pupils. This assists schools to meet their statutory duties around school attendance, children missing education, inclusion and safeguarding.

Individual responsibilities of our staff

Roles	Responsibilities
Education Access Service (EAS) Manager	<ul style="list-style-type: none">• Management of EAS traded services to schools and specialist settings.• Management of statutory functions and regulatory reporting requirements.

Our obligations and requirements

What we will do for you:

Ref.	
P1	Visit your school at least once a week.
P2	Review and monitor school registers to identify children initially with less than 90% attendance, with the % increasing throughout the academic year.
P3	Meet with staff members to discuss pupil case management.
P4	Undertake casework with individual children.
P5	Review coding of registers each term to inform on trends, including audit of children educated offsite.
P6	Develop and implement strategies to address specific areas impacting on whole school attendance.
P7	Use a range of interventions including, Family Meetings, Fast Track and statutory interventions to address the absence of individual pupils.
P8	Manage the processes around leave of absence in term time (LATT).
P9	Contribute to the Early help child assessments where school absence is the primary concern.
P10	Contribute to safeguarding procedures in respect of children with attendance issues to include attendance at early help meetings (EHPM), child protection conferences and Core Groups.
P11	Provide a comprehensive attendance action plan and interim attendance reports to evaluate attendance each term.
P12	Staff training around record keeping and managing school attendance.
P13	Undertake and advise on the legal work required to administer enforcement responsibilities; including training and provision of prosecuting officers.
P14	Give advice and carry out procedural tasks in respect of child employment, elective home education and children missing education.
P15	Provide full administrative support.
P16	Be responsible for the travel costs associated with Education Welfare Officer service delivery.
P17	Be responsible for health and safety (specifically lone working) processes involved in delivering the service.

What we require from you...

Ref.		Date required (if applicable)
C1	Provide a work station and access to electronic registration systems.	
C2	Keep attendance registers up to date and ensure coding is correct.	
C3	Clear unexplained absences (N Codes) within two weeks of last date of absence.	
C4	Carry out first intervention (inform parents/carers) when attendance falls below agreed target.	
C5	Comply with statutory reporting requirements.	
C6	Allocate protected time for key members of staff to meet with the Education Welfare Officer for register reviews and pupil case management discussions.	
C7	Nominate a suitable staff member to represent the school at Fast Track meetings.	
C8	Provide a confidential interviewing area for meetings with pupils and/or parents.	

Days/times during which Services are to be available

Agreed days as per delivery schedule	Service operating hours Monday to Thursday 08:45 – 17:00 Friday 08:45 – 16:00
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Contact information

For more information	
Contact name	Jo Smith
Role	Education Access Service Team Leader
Telephone	01743 254397
Email	Jo.smith@shropshire.gov.uk

Charging and enquiries

For details on the various packages available for this service, including pay-as-you use options, or if you have any queries or issues regarding your service arrangements, please contact using the contact details provided.

Education Welfare Officer

This offer relates to Shropshire academies and out of county schools.
Fixed element per establishment charged by number of days per annum.

Term time only: One year option *£9700

***NB:** It is unlikely that all primary schools will require this level of support, therefore a more bespoke package can be negotiated to suit your individual needs.
Please do not hesitate to contact us should you wish to discuss this further.

There is an option to purchase additional sessions at £255 per day.

Inclusion Services

Package	Number of sessions	Annual cost
1	5	£375
2	10	£750
3	15	£1125
4	20	£1,500
5	25	£1875

Additional reviews can be purchased at £75 per session.