

# Your Guide to Entrust SLA Renewals

Supporting Educational Excellence in Staffordshire



Call **0333 300 1900** Email [enquiries@entrust-ed.co.uk](mailto:enquiries@entrust-ed.co.uk)  
or visit [www.entrust-ed.co.uk](http://www.entrust-ed.co.uk) to find out more about our services.

 Entrust Education Improvement  @entrustEDU  Entrust Support Services Limited

**entrust**  
Inspiring Futures

Dear Colleague,

Our aim is, and always has been, to work closely with you to provide the services, solutions and support that you need while ensuring that we continue to meet (and exceed) your expectations for overall school improvement.

*We are pleased that you trust our expertise and ability to inspire futures, so we would like to take this opportunity to say thank you!*

## Annual Renewals 2020-21

Every year we review our services to ensure that we are providing value for money. The one thing we don't need a review to tell us is that school budgets are extremely tight, and so we have worked hard to reflect this in your pricing for 2020-21.

To view your services, please visit the [Entrust Online Buying Portal](#). You can also find additional information on pages 6 & 7 of this guide, explaining how to access your list of services and how to renew these for the year ahead. For a full breakdown of our products and services, please refer to the [Entrust Product Catalogue](#).

If you do have any questions, we encourage you to [contact us](#) so that we can arrange a time to come and see you and talk you through your options.

## Staffordshire County Council Renewals

The Staffordshire County Council packages sold through the [Entrust Online Buying Portal](#) (Legal Services, Insurance, Admissions, Free School Meal Entitlement and Library Services) are covered by Staffordshire County Council terms and conditions and will not be auto-renewed. For these services, you will need to select the package you require and follow the standard checkout process. Please also note that not all Staffordshire County Council services will be available to purchase from 1 January, for example, Insurance.



## SLA Renewal Deadlines



We would appreciate it, if you could confirm your SLA choices before:

- 13 March 2020 for SLAs that end 31 March 2020 (Maintained School SLAs)
- 31 May 2020 for SLAs that end 31 August 2020 (Academy SLAs)

If you have not checked-out by the above deadlines, we will assume renewal of your SLA and automatically renew any packages that haven't been checked-out on your behalf. We do this to:

- protect you from incurring additional charges
- ensure continuity of your services
- help reduce your administrative workload and costs

Please also note the following services operate a different buying cycle to accommodate teaching delivery across the academic year as follows:

- The Music Service buying cycle will open for 2020-21 on the 1 March 2020 and will close on 1 June 2020
- Renewal dates for the Entrust Broadband Service have been communicated to each school individually as each contract anniversary is based on the date of implementation within the school

## Updated Terms and Conditions

A great deal of hard work and preparation goes into the delivery of our services. We also work closely with third-party suppliers, negotiating on your behalf to ensure you receive best value. For us to provide these services efficiently and effectively, from the 1 January, all services that are covered by an Entrust SLA are now subscribed to on a full-term basis (between 1 - 5 years as chosen by your school) and are non-refundable for mid-term contract cancellations for convenience. These services will automatically rollover on an annual basis.

To cancel a service, you will need to provide notice in writing, anytime up to, but no later than 3 months prior to the end of the contract period. Cancellations are required no later than 31 December each year prior to renewal commencement the following 1 April for maintained schools (31 January for 2020-21 only), and no later than 31 May each year prior to renewal commencement the following 1 September for Academies.

Any cancellations for the subscription year running from 1 April 2020 to 31 March 2021, will need to be received by Entrust in writing, no later than the illustrated deadlines, or cancellation charges will apply.

*Please note that all your other rights and protections set out in our Terms and Conditions are unaffected by these changes.*

## Further support

If you have any questions about our products, are looking for a bespoke support package or need support using our [Online Buying Portal](#), please contact your Account Manager by emailing [accountmanager@entrust-ed.co.uk](mailto:accountmanager@entrust-ed.co.uk) or by calling **0333 300 1900**. In the meantime, I'd like to thank you once again for your continued support and we look forward to working with you in the new year.

Yours sincerely,

Rob Boyles, Interim CEO, Entrust

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# New Products for 2020

We are pleased to launch several new products for 2020 – both SLAs and services which you can purchase all year round as pay-as-you-go.

To browse our full offer, simply visit our Online Buying Portal at:  
<http://entrust.education/>



## **NEW** SENDSpace



SendSpace is a whole-school development programme that will support you to successfully implement the graduated response and create better outcomes for your pupils. School Leaders, SENCos and Practitioners will be guided through their own, role-specific, self-evaluation and development programme.

### **SENDSpace key features include:**

- Three self-evaluation tools aimed at School Leaders, SENCos and Practitioners
- Targeted professional development such as online training, train the trainer packs, top tips and templates
- SENDConnect enables peer-to-peer support connecting colleagues
- SENDRecruit enables schools to advertise vacancies to the market place
- Invaluable advice through our 'Ask the Expert' feature

## **NEW** Tootoot – Safeguarding the Pupil Voice

Tootoot makes it simple for your students to report anything from bullying to a mental health concern. The simple-to-use app makes it easier for students to speak up and gives them confidence that their concerns are being taken seriously. Tootoot comes packed full of insightful reports and metrics that help you discover trends, identify whether safeguarding and wellbeing measures are effective, and supports a transparent and accountable SLT and Governing Body.

## **NEW** First Aid Training

Give your staff confidence to deal with common workplace injuries and illnesses while complying with your legal obligations under Health and Safety regulations. Entrust now offers a fully certified Health and Safety Executive (HSE) approved and regulated First Aid course which can be delivered as a bespoke course at our training venues or at your place of work for both staff and pupils, as well as specialist training courses including:

### **Courses include:**

- HSE First Aid at Work
- HSE Emergency First Aid at Work
- HSE Paediatric First Aid
- Auto Injector Training
- Automated External Defibrillator (AED) Training

For more details, please visit our Online Service Portal <http://entrust.education> and search 'First Aid'.

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## **NEW** Quality in Careers Standard (QiCS)

The Quality in Careers Standard is the nationally recognised careers quality award for education providers. The DFE "strongly recommends that all schools work towards the updated Quality in Careers Standard, incorporating Compass, to support the development of their careers programme."

The Quality in Careers Standard is fully aligned with the Gatsby benchmarks. The Standard offers an opportunity for schools to undergo an external evaluation of their careers programme and so is distinct from the Compass self-assessment.

### **The Quality in Careers Standard enables school to:**

- Provide impartial evidence about the quality and impact of your careers provision.
- Inspire your students and teachers to be ambitious and aspirational in their careers planning.
- Verify that you are meeting, and exceeding, your statutory duties for providing the very best guidance to your students, to help them participate in learning, and reach their full potential.
- Demonstrate to parents, your governing board and stakeholders, that you are one of the very best schools or colleges nationally for CEIAG.

Our experienced assessors will guide you through the assessment process and support you to develop and enhance your Careers offer. We will assess your CEIAG provision against national

# Frequently Asked Questions

- ?** **I'm new to the school, how do I find out what contracts I have with Entrust?**  
Please contact us by emailing [accountmanager@entrust-ed.co.uk](mailto:accountmanager@entrust-ed.co.uk). One of our Account Managers will contact you and will arrange to meet with you to talk through all of your contracts and how you can access all of the details on our online solutions tool - SLA Online.
- ?** **How do I keep updated with the latest news from Entrust?**  
If you would like to receive newsletters and updates from Entrust, please email [information@entrust-ed.co.uk](mailto:information@entrust-ed.co.uk). Please specify which areas of support you're most interested in:
- School Improvement
  - Early Years
  - Governors
  - SEN and Inclusion
  - Outdoor Education
  - Music
  - Property
  - Finance
  - IT
  - Skills and Employability
  - GovernorSpace
  - NQTSpace
  - SENDSpace
  - WorkExperienceSpace
- ?** **I don't seem to be receiving key communications – who do I speak to about this?**  
Please email [information@entrust-ed.co.uk](mailto:information@entrust-ed.co.uk) who will add you to our contact list. It's important to notify us when you change your email address or contact number so that we can update our records accordingly and ensure you don't miss out on receiving key messages.
- ?** **I have a query about a service I'm being provided, who do I speak to?**  
You can either contact your account manager (see page 8) or contact the service area directly (see page 10). Alternatively, you can call our contact centre on **0333 300 1900**.
- ?** **What is SLA Online?**  
SLA Online is our e-commerce platform (also known as our Online Buying Portal) which allows you to book onto training courses, register for events, renew service level agreements and purchase pay-as-you-go products. You can access SLA Online at: <http://entrust.education/>
- ?** **How do I get a login for SLA Online?**  
You can register for an account [here](#). You will also find a link on the homepage of SLA Online in the top right hand corner.
- ?** **I'm not sure how to use SLA Online – are there any guides?**  
You can find a selection of guides on SLA Online under 'resources'. You'll find a page titled 'How to use the Entrust Online Buying Portal'. Alternatively you can contact your Account Manager who will be happy to meet with you and show you the key features of the tool. You can find contact details for our Account Managers on page 8.
- ?** **How do we know what we will get from our SLAs?**  
Details of what's included in your SLA can be found in the service schedule on SLA Online.
1. Log in to SLA Online and click on 'Services' in the main navigation banner.
  2. Select the relevant service to go to the 'Service Home Page'.
  3. On the right-hand side under 'Useful Links' click on 'Service Terms and Conditions' and this will take you to all the Service Schedules detailing what is included, and also the overarching terms and conditions for Entrust and Staffordshire County Council.

### ? **Where can I find your terms and conditions?**

Terms and conditions can be found on SLA Online under 'Useful Links' on the 'Service Home Page'.

1. Log in to SLA Online and click on 'Services' in the main navigation banner.
2. Select the relevant service to go to the 'Service Home Page'.
3. On the right-hand side under 'Useful Links' click on 'Service Terms and Conditions' and this will take you to the overarching terms and conditions for Entrust and Staffordshire County Council.

### ? **How do we know when our contracts are due for renewal?**

You can run reports from SLA Online which will show you all of your pay-as-you-go transactions and your current contracts. This includes your contract periods. You can find the 'contracts and transactions reports' under the 'buy and more options' section on the right hand side under the 'services' tab.

### ? **How do we buy services through the MAT?**

All Entrust services can potentially be bought by a MAT via SLA Online. MAT staff with responsibility for finance, for example Finance Director / Bursar / School Business Manager, can be set up with access to the MAT account and all the subsequent schools sitting within the MAT. You can then purchase products as an individual school or as a collective. Please contact your Account Manager if you would like your MAT to be set up on SLA Online.

### ? **I'm converting to an academy – what happens with my current SLAs?**

We can arrange a bridging contract until the academy buying cycle commences. This ensures continuity of service before, during and after your conversion. To discuss your conversion further, please contact your Account Manager.



# Your Account Managers



Your account managers are here to help you with any queries you have – no matter how big or small. If you have any questions about a service you're receiving, about a new service you're interested in or just want a catch up about how we can support your school, please don't hesitate to contact them.



**Samantha Baker-Smith**

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or [accountmanager@entrust-ed.co.uk](mailto:accountmanager@entrust-ed.co.uk)



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or [accountmanager@entrust-ed.co.uk](mailto:accountmanager@entrust-ed.co.uk)

## Education **space**

**EducationSpace is a digital portal for education professionals - a place to access industry leading expertise, personalised support, mentoring, skills and knowledge.**

**The New  
Digital Portal  
for Education  
Professionals**

### **What's included?**

#### **governor space**

A space for governors and clerks to manage and achieve a step change in the quality of governance.

#### **NQT space**

A comprehensive service for successful NQT induction including the Entrust appropriate body service.

#### **SEND space**

A whole school development programme that will support settings to effectively implement the graduated response.

#### **WorkExperience space**

An online tool to support schools to successfully manage work experience activities.

To find out more please visit [www.educationspace.co.uk](http://www.educationspace.co.uk)

# Entrust Contact List

We have drawn up a list of useful contacts...

Job Title/Team	Name	Email	Tel
Contact Centre		enquiries@entrust-ed.co.uk	0333 300 1900
Head of Governor Services and School Improvement	Graham Tague	graham.tague@entrust-ed.co.uk	07902 703945
Head of SEN and Early Years	Kate Plant	cathryn.plant@entrust-ed.co.uk	07875 691597
Head of Music Service	John Callister	john.callister@entrust-ed.co.uk	07921 277351
Operations Manager, Music Service	Rebecca Smith	rebecca.smith@entrust-ed.co.uk	07921 277361
Music Service Inbox		musicservice@entrust-ed.co.uk	07921 277688
Head of Entrust Outdoors	Chris Dillon	chris.dillon@entrust-ed.co.uk	07969 097487
Head of Skills & Employability Service	Claire Barker	claire.barker@entrust-ed.co.uk	07834 805429
Work Based Learning	Katrina Browning	katrina.browning@entrust-ed.co.uk	07930 472016
Careers Guidance & Work Experience Delivery Manager	Shaun Riley	shaun.riley@entrust-ed.co.uk	07583 018162
Science, Technology, Engineering & Maths (STEM)	Rachel Stacey	rachel.stacey@entrust-ed.co.uk	01785 895400
Head of Service – Education Finance	Michelle Williams	michelle.williams@entrust-ed.co.uk	07523 507032
Finance Service Helpdesk		Financeservices@entrust-ed.co.uk	0333 300 0050
Link2ICT Service Desk		LT@entrust-ed.co.uk	0333 300 1900
Link2ICT Operations Director	Ian Farish	ian.farish@entrust-ed.co.uk	07773 791636
Link2ICT Head of Service & Technical Development	Matthew Coleman-Hamilton	mchamilton@entrust-ed.co.uk	07860 907 000
Link2ICT Safeguarding Manager	Andy Pyper	Andy.Pyper@entrust-ed.co.uk	07766 924257
Link2ICT Senior Education Advisor	Bren Taylor	Bren.Taylor@entrust-ed.co.uk	07766 924255
Link2ICT MIS Support	Lynne Bott	lynne.bott@entrust-ed.co.uk	07921 277632
Property Services Business Development Manager	Deb Alcock	debbie.alcock@entrust-ed.co.uk	07740 529809
Business Information & FM (General Contact)	Sarah Howe	sarah.howe@entrust-ed.co.uk	07753 218653

Job Title/Team	Name	Email	Tel
Head of Building Design Services	Jon Garner	jon.garner@entrust-ed.co.uk	07773 792084
Design Manager	Ian Bakewell	ian.bakewell@entrust-ed.co.uk	07773 792151
Head of Quantity Surveying and Project Management	Stephen Brookes MRICS	stephen.brookes@entrust-ed.co.uk	07773 792083
Property Development Officer East Staffs & Tamworth	Paul Dawson	paul.dawson@entrust-ed.co.uk	07811 379837
Property Development Officer Stafford & South Staffs	Chris Grocott	chris.grocott@entrust-ed.co.uk	07811 379839
Property Development Officer Cannock & Lichfield	Carl Hodgkinson	carl.hodgkinson@entrust-ed.co.uk	07773 033831
Property Development Officer Newcastle & Staffs Moorlands	Andrew Darby	andrew.darby@entrust-ed.co.uk	07811 339812
Energy Management	Liam Walsh	liam.walsh@entrust-ed.co.uk	01785 337110
Head of Maintenance FM and Compliance	Craig Morris	craig.morris@entrust-ed.co.uk	07966 328863
Service & Testing and Compliance	Andy Watterson	andrew.watterson@entrust-ed.co.uk	07773 792128
Property Maintenance Service	Paul Maxfield	paul.maxfield@entrust-ed.co.uk	07536 094978
Property Emergency Out of Hours	Maintenance Surveyor on Call		01782 749910 or 0113 290 3001
Chartwells Helpdesk	Kathy Mceleny	Entrust.CCGHelpdesk@chartwells.co.uk	0330 123 4085
Chartwells Contract Director	Craig Bland	craig.bland@compass-group.co.uk	07827 254439
Chartwells Support Services Manager (Grounds, Cleaning SDA)	Jake Robinson	jake.robinson@compass-group.co.uk	07773 792207
Information Governance Manager	Natalie Morrissey	natalie.morrissey@staffordshire.gov.uk	01785 278314
Health & Safety	Duty Officer	shss@staffordshire.gov.uk	01785 355777
Senior Health and Safety Advisor	Annette Allen	annette.allen@staffordshire.gov.uk	01785 355777



## Contacting us

**Tel:** 0333 300 1900 **Email:** [enquiries@entrust-ed.co.uk](mailto:enquiries@entrust-ed.co.uk)  
**[www.entrust-ed.co.uk](http://www.entrust-ed.co.uk)**