

Report to ET Board March 2017: Engage Educational Services (EES)

EES had its relaunch conference in February. This was a successful event with over 70 schools in attendance. The event also included our specialist services who presented for us during the afternoon session. Since the last report, we were informed that we were unable to continue with the old costing model. The old costing model was based upon schools delegated amount for behaviour. The new pricing structure is fairer and is costed on time to deliver a service and has been designed to encourage whole Trust, Cluster and group buy in. The new plans are costed at Bronze, Silver and Gold and have a different cost at Primary to Secondary. As there is now a limit on referrals, the plans can always deliver.

The focus since the last report has been in continued development of systems to enable costing the business in preparation for the new plans, writing of a new costing brochure, organising the EES conference, completing the content for the EES website and marketing and selling the new service.

a) Development and refining of procedures and processes:

- New website is fully operational and will be the main form of communicating our service. We will move away from brochures to more financially viable 'flyers' and start to use communication tools such as Twitter
- A new costing plan and brochure has been produced and circulated to schools: <http://www.engageservices.org.uk/welcome-to-ees/#brochure>
- Development of EES SSA training and professional development, including 2 January PD days, which included training and workshops from all of our commissioned services
- Embedding of new services and training that can be run in-house
- Creation of 'whole company' trackers that has made it possible to cost the new services (as discussed above)
- Embedding Dropbox as the EES centralised storage and standardised file management system

b) Recruitment and Staffing

There is currently a freeze on Specialist Support Staff recruitment until we can ascertain the financial situation after April, when we will have an indication of schools taking up the new offer.

Sickness has started to present itself as an issue with SSA's for sustaining 'business as normal'. This is being addressed individually and for the future by developing EES wellbeing initiatives. I am also in the process of signing EES up for: <http://www.time-to-change.org.uk/> employer pledge: 'When you sign the Employer Pledge you demonstrate your commitment to change how we think and act about mental health in the workplace and make sure that employees who are facing these problems feel supported.' We are also reviewing the absence policy and recruitment process.

EES continues to recruit 0 hour tutors and HLTAs.

ESS will be providing support for 60 students via the opening of 2 units. EES also needs to provide assessment only places for subscribed schools. There will therefore be staff recruitment involved to support this. Des Reynolds will be able to provide details.

1 agency staff member has been recruited by the Engage Trust and will be included within EES payroll to take over work for supply staff recruitment and additional processes (previously completed by Sue Grant).

c) Commissioned Services

Development of services to improve intervention and increase of partnership working. Including the most recent, linking of Educational Psychology (EP) service with Willow Tree Learning

- I have also been in negotiations with Educational and Psychology Support Service (EPSS) in piloting a Partnership arrangement to address some of our EP backlog and to also identify ways of working collaboratively
- All of the above supports the continuing development of the EES Intervention Hub:

