



Photo: Trinity School, Hereford



Providing schools with expert advice and guidance

Background

Trinity Primary School is a large local authority maintained school based on the outskirts of Hereford city centre. The school has approximately 600 children on its register, ranging in age from 4-11 years.

The school's motto is 'believe and achieve' and Headteacher Ann Pritchard and her team work in partnership with parents to achieve the children's full potential in the safe learning environment they have created at the school.

In 2013, Trinity Primary received a 'Good' ranking from Ofsted, improving its previous 'Satisfactory' judgement. The next inspection is anticipated in the 2016/17 academic year.

Relationship with Hoople

With an annual budget of some £2.5 million and more children registered at the school than many of Herefordshire's high schools, running the school efficiently and effectively is a complex task. To make sure things run smoothly, Trinity employs a full-time School Business Manager, Peter Spitzmaul.

It is imperative that stretched resources are utilised wisely and that the school obtains value for money when purchasing any goods or services. With this in mind, the school has for many years bought a range of services from Hoople. These include employee and payroll services; payment management and financial services and SIMS (Schools Information Management System).

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By purchasing these services, the school has access to expert HR advice and guidance that includes help on day-to-day issues as well as complex staff contracts queries. Always available at the end of the phone, Hoople's Schools' HR Team offers welcome reassurance and support as needed by the school. Generally speaking, the team responds to all enquiries within 24 hours. If they need longer, the team always keeps the school informed.



Day-to-day services provided by Hoople, for example payroll and SIMS, are integral to the smooth running of the school. They are the sorts of services that only really get noticed when things go wrong. In the past year, there have been very few occasions when the school has needed to query any payroll transactions. The school knows when the payroll cut-off points are and has welcomed the flexible and supportive attitude of the Hoople team.

Similarly, SIMS support has been provided when needed by the school. Hoople's SIMS team is always there to provide guidance and help, which has included personal visits to

the school and additional training to show how they can exploit the full potential of the system.

Ann welcomes the fact that Hoople is linked to the local authority. Herefordshire Council is the main shareholder of Hoople Ltd and that relationship provides added security and reassurance for the school. She also knows that because of its link to the local authority and the experience of the Hoople team, there is a deep understanding of the school and the whole education sector and landscape that wouldn't necessarily be found in other external suppliers.

Testimonials

Ann says: "The best thing about Hoople is that they are reliable and trustworthy, very supportive and flexible. The vast majority of people within Hoople work hard to build a personal relationship with our school. They know who we are and understand the structure and size of the school. They often go above and beyond the call of duty to help us."

You can find more case studies like this one on our website: hoopleltd.co.uk

Photo: Ann Pritchard, Headteacher

