

**High quality**  
business  
support for  
**Schools  
and  
Academies**

# Leominster Primary School

## Background

Leominster Primary is a large Community school, located in north Herefordshire. With around 600 children and nearly 100 members of staff, it is a complex organisation successfully run by Headteacher, Tim Mamak, and his well-established team.

At the heart of everything they do is educating children to the highest possible standard. The school, recently awarded 'Good' from Ofsted, aims to provide a stimulating and nurturing environment and a culture in which diversity and inclusivity are celebrated.

## Relationship with Hoople

In common with schools nationwide, key challenges facing Leominster Primary relate to funding and financial constraints. It is imperative that stretched resources are utilised wisely and that the school obtains value for money when purchasing any goods or services.

The school has for many years bought a range of services from Hoople, including HR advisory, payroll, SIMS, payments management and recruitment.

Tim welcomes the support he has received from Hoople's experts, particularly from the Schools' HR team during times of restructure. This has helped both Tim and the school's Business Manager, Sandra Beaumont-Pike, to look at roles and responsibilities and ways in which efficiencies can be achieved. From initial discussion to formal consultation, Hoople has supported the school's leadership team and governors to make the right decisions for the school. This has included help with job descriptions, job grading, legal advice,

and a number of useful training courses and seminars.

"One of the good things about Hoople is that they are able to take a broader perspective," said Tim, "Because of their experience and the networks they're part of, they have an understanding of what's happening in education both locally and nationally. They also have good, established relationships with trades unions and are able to take an independent viewpoint."

The school also purchases the 'Schools Employee Services' SLA, an integrated service that covers all employment and payroll functions. "The team at Hoople is very efficient and knowledgeable," said Tim, "I can't fault them."

Hoople's MIS Support team gets the thumbs up too. Regular meetings are held between Hoople's SIMS application specialists and the Deputy Head, enabling her to set up the reports and find the information she requires. Outside of these times, help is always available at the end of the phone. In the view of the Head, what the Hoople team don't know about SIMS could be written on a postage stamp!

In summary, Tim stated: "As an ambitious school, we have found Hoople to be a key partner in our efforts to self-evaluate and improve our effectiveness. The advice and guidance given is always very flexible and insightful, drawing on Hoople's wider experience and demonstrating a good understanding of the school's needs and make-up."



# Introduction

Hoople offers a range of high quality business support solutions enabling schools, academies and other educational settings to operate with excellence and efficiency.

We employ professional staff who are dedicated to providing a first class customer service. By relying on our trusted support, you will have time to focus on what's really important – delivering the best possible outcomes for children and young people, helping them to learn and embrace a future of which they can be proud.

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## Why Hoople?

- Our specialist and dedicated school advisors have a clear understanding of the educational environment in which schools and academies operate
- Our Schools' team has an extensive understanding of national and legislative changes affecting schools and academies in terms of financial regulations, employment law, national terms and conditions of employment and pensions
- We offer a flexible range of packages to meet the varied requirements of our customers
- We offer a personalised, flexible, supportive and efficient professional service representing good value for money

# Human Resources

We provide a number of HR support packages, which gives you the flexibility to decide which level best reflects the specific needs and requirements of your setting. Our 'HR Essentials package' is for schools and academies who have a need for operational HR support, whereas the 'HR Enhanced' package provides both operational and strategic HR support. Both packages can be supplemented by our 'HR Consultancy Advice Service'.

We recognise that your most valuable asset is your staff. Our service provides you with options to help you in the management of those employees, enabling you to focus on raising standards in education for your children and young people. At all times, our team represents the interests of the school.

Our professional and experienced HR team has many years' experience and specialist knowledge of the education and public sectors. They are able to provide you with a first class service by identifying the advantages and risks of particular courses of action in order that you can make informed decisions for all your employment relations challenges.

Dependent upon the package you purchase, you could access a wide range of services. See below for an indication of what each package includes.

	HR Essentials	HR Enhanced
Unlimited telephone and written advice by HR professionals focused on securing the best solution for your school in the management of HR matters	✓	✓
Access to online policies, procedures and guidance documents through the Hoople schools' portal	✓	✓
Specialist advice on teachers' pay and conditions and advice and support on national and local conditions for support staff	✓	✓
Advice on the revision of job descriptions and person specifications	✓	✓
Formal job evaluation of school support staff posts	✓	✓
Regular HR bulletins on terms and conditions, employment legislation, new and updated policies and key HR messages	✓	✓
Casework advice in respect of disciplinary matters, including safeguarding, grievance, capability, dignity at work, absence, fixed term contracts	✓	✓
Attendance at multi-agency strategy meetings	X	✓
Advice on TUPE (Transfer of Undertakings [Protection of Employment]) transfers	X	✓
Training and development – one place free of charge per course	X	✓
On-site support for schools through organisational change, restructure, redundancy and redeployment, including attendance at Governors' meetings	X	✓
Dedicated HR professional to provide timely, accurate and legally sound casework advice on-site	X	✓



## HR Consultancy advice service

In addition to our 'HR Essentials' and 'HR Enhanced' packages we can offer bespoke HR Consultancy to meet your individual requirements.

Examples of previous work we have undertaken includes:

- Commissioned investigations, ie undertaking investigations for disciplinary or grievance cases
- Bespoke policy work
- Bespoke training programmes to support school leaders, school business managers and governors on employment and people management issues
- Strategic business consultancy
- Organisational design
- Specialist recruitment and selection
- Culture change programmes
- Audits
- Succession planning
- Employee engagement

## HR/Legal SLA

Hoople's 'Essentials' and 'Enhanced' HR SLAs already provide schools and academies with reliable support and advice on all aspects of people-related issues and legislation. Hoople's Schools' HR team is available at the end of the phone, helping you to avoid legal pitfalls and expensive employee claims. However, sometimes you may need access to more specialist legal advice. With that in mind, you may want to use the services of employment and education law specialists, HY Professional Services, who provide a responsive and effective 'Education+' product for schools and academies at an economical rate. Please contact HY direct for more information. Phone 01706 399905/6.





## Employee Services (ES)

Hoople's ES team provides a one-stop shop for all transactional HR and payroll needs. Our integrated service takes care of all your employment and payroll functions, covering the full spectrum of the employment contract life cycle – from appointment through to retirement. Our specialist advisors have a wealth of experience of delivering services to schools, academies and educational establishments and a genuine understanding and appreciation of their unique requirements.

### Benefits to your school

Access to web-based forms via the Hoople schools' portal providing direct integration into the HR and payroll system (Business World On!)

Teachers' pensions and local government pension scheme (LGPS) administration and advice

Full management of pension auto-enrolment, ensuring compliance with current legislation

Support from experienced HR and payroll professionals who understand the contractual nuances of employing teachers and support staff

Guaranteed access to a quality, customer-focused service all year round



# Service features

## HR processing and support

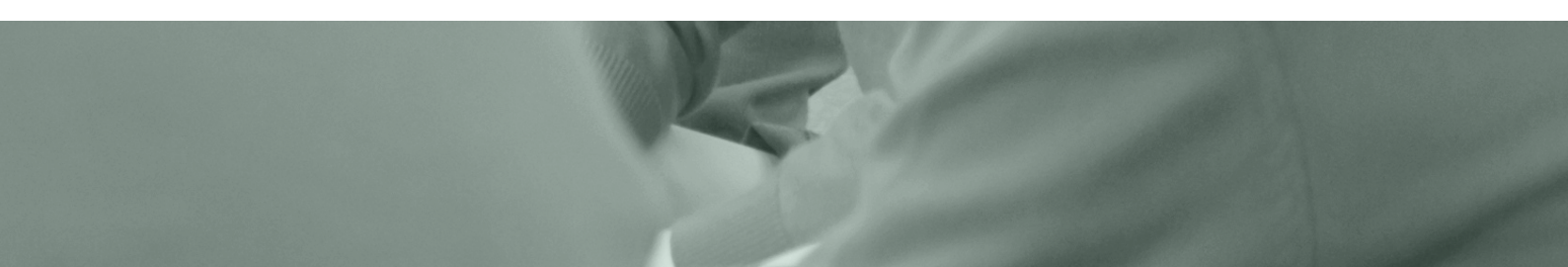
- Processing of new starters, leavers and variations to contracts
- Production of statements of particulars (contracts of employment)
- Amendments made to Business World On! of all contractual changes to comply with legislation and ensure payroll accuracy
- Up-to-date consistent advice on the interpretation of national and statutory guidance to ensure compliance with national conditions of service
- HR advice and guidance on general employment matters linked to pay
- HR advice and guidance on a whole range of transactional HR services related to conditions of service and contracts of employment
- Assessment of teachers' pay and advice on remuneration
- Electronic personnel file maintenance
- Redundancy/pension estimates
- Accurate operation of sickness, maternity, adoption and paternity schemes

## Payroll component

- Advice on all pay related matters
- Timely and accurate processing of statutory entitlements
- Integrated payroll service offering a full PAYE payroll function
- Calculation of statutory/occupational payments and deductions
- BACS transmissions
- Third party payments
- Production of payroll reports
- Year-end reconciliation and on-line submissions to HMRC
- HMRC reporting
- Electronic payslip and P60 provision
- Administration of salary sacrifice schemes

## Pension administration

- Support on pension auto-enrolment, re-enrolment and compliance
- A professionally managed teachers' pension service
- Administer monthly data collection (teachers)
- Administration to support complex employer pension responsibilities
- Deduct pension scheme contributions and pay to respective pension scheme providers within set deadlines





## Schools' Management Information Systems (MIS)

Hoople's MIS Support team is a dedicated, highly trained and motivated group of analysts who help you manage your school or academy's data and offer support and training for the four software products that we provide:

1

**Capita Schools Information Management System (SIMS)** is a comprehensive MIS tool used in 21,000 schools nationwide that provides a complete picture of everything happening in your school or academy group. With access to real-time data, you have the evidence you need at your fingertips to make decisions and track the impact of the strategies you put in place.

SIMS gives you the insight you need for every student, whilst helping your staff to manage their workloads more effectively and efficiently. It also gives parents easy, online access to important information on their child's school life, encouraging parents and children to be more engaged with their educational progress.

2

**Capita SIMS Financial Management System (FMS)** supports all aspects of your financial requirements, helping you to manage your school effectively and make real-time decisions based on facts, not assumptions.

3

**Capita SIMS Finance** is a brand new cloud based financial management product that enables you to access your school or academy's financial data securely anytime, anywhere. Particularly useful for large organisations, federations and multi academy trusts, this finance tool enables school business managers, senior leaders, governors and auditors the opportunity to analyse finances across all school sites comparing staff and departmental costs quickly and efficiently.

4

**ScholarPack** is an alternative cloud based MIS provision built specifically for primary schools. It combines a range of packages that are traditionally bought separately into one offer, providing a responsive system that is accessible from any web based device in any location. Standard functions include student/staff records, attendance management, reports, statutory returns and data analysis. Additional optional modules and group data analysis can also be purchased.

We work in partnership with many of Herefordshire's schools and academies to develop MIS support packages to meet their specific needs. Typically, these include:

## Capita SIMS

- Capita SIMS Pupil Assessment modules can be used 'out of the box' or built and customised to your exact specifications including bespoke analytical reporting approved and praised by Ofsted
- Reporting to parents using SIMS Assessment or Profiles
- Core staff and pupil information, including all statutory DfE processes eg schools census, key stage returns and school workforce return
- Pupil registration and attendance
- Timetabling and academic management for high schools
- Achievement and behaviour management including analytical reports
- Built in local authority reporting for exclusions and staff absences
- Telephone and remote support for swift fault resolution
- Local training courses and workshops, with demonstrations of new software
- Unlimited on site visits to help with any developing needs across the school

## SIMS FMS

- Manage day-to-day financial tasks efficiently
- Gather information on staff contracts, payroll, purchases, payments received and assets held at any time
- Easily generates reports to monitor day-to-day spending
- Manage your budget and demonstrate best value
- Manage and set your school or academy's budget and easily report to governing bodies. It supports the Government's Schools' Financial Value
- Maintain your equipment register
- Using your purchases in FMS to populate the equipment register and allocate stock to staff and rooms

## SIMS Finance

- Cloud based financial management system accessible anytime, anywhere
- Full integration with Capita SIMS allowing easy transfer of staff commitments
- GDPR compliant
- Consolidated view across academy or trust
- Fully tailored for school use – reduce time and administration costs
- Easily accessible reports and analysis for senior leaders and governors

## ScholarPack

- Pupil assessment modules – based upon the national curriculum
- Core staff and pupil information, including all statutory DfE processes eg schools' census, key stage returns and school workforce return
- Pupil registration and attendance
- Achievement and behaviour management
- Telephone and remote support for swift fault resolution
- Local training courses and workshops, with demonstrations of updated software
- Unlimited on site visits to help with any developing needs across the school

# Financial services

Hoople provides high quality, back office financial services that enable you and your team to concentrate on your pupils and teaching.

Our professional service offers you the highest level of financial assurance, tailored to your requirements and backed up with face-to-face, email and/or telephone support from our experienced and knowledgeable team.

We work in partnership with most of Herefordshire's schools to deliver a range of financial services. Through that experience, we know and understand the challenges you are facing.

Amongst the services we offer to schools (either individually or as part of a tailored package) are:

- Budget support and monitoring
- Completion of financial returns
- VAT advice
- Financial planning
- Creditor payments
- Financial management system review and support
- Free school meals pupil premium guarantee service

## HCSS Schools' budgeting software

All Herefordshire local authority maintained schools have been trained in the use of this software and are now reaping the benefits in terms of their budgeting processes. By using this software, schools can easily prepare budgets, including understanding various different scenarios and their cost implications. These can be used to engage with and gain approval from governors.

## Payments management

For schools that do not operate their own bank account, Hoople will process invoices, action payments and refunds, monitor credit balances and supplier queries on your behalf in line with HMRC's CIS rules.

## Pupil Premium Guarantee

Hoople have identified that due to the implementation of Universal Infant Free School Meals in 2014, some parents may not complete an application form which enables schools to claim their correct entitlement to Pupil Premium (all Key Stage 1 children are entitled to a free meal regardless of circumstances).

Hoople have devised the Pupil Premium Guarantee Scheme which undertakes priority assessment and processing of all pupils in Key Stage 1 (upon submission of application forms) to identify how many are eligible for Pupil Premium. Hoople can help you to identify pupils from disadvantaged backgrounds and manage all processes on your behalf. This is a one off annual process which runs from July to September.

## Free school meals

In order to alleviate administrative pressure on schools, Hoople will undertake the assessment and processing of all pupil applications submitted in order to identify how many are eligible for pupil premium over the academic year. This is a vital process as all pupils eligible for free school meals on or after 1 April 2018 are now protected until at least March 2023 regardless of whether they have a change in circumstances.



# Recruitment services

Hoople's specialist Recruitment team provides a full agency service that meets the particular needs of schools and academies.

We are Herefordshire's largest provider of supply teachers and support workers, regularly helping over 70 schools and academies and accessing more than 100 quality supply teachers registered on our books. Our pricing is competitive whilst offering a superior service compared with our competitors:

- We undertake rigorous pre-employment checks on all our supply teachers and support staff
- We meet all of our candidates, obtain references from previous employers and undertake enhanced DBS checks. All teachers are checked for prohibition of teaching
- Whenever we fulfil a supply teacher/ support staff requirement for a school, we confirm their DBS details, including issue date. This will be within one year in line with REC (Recruitment and Employment Confederation) regulations. We will check this using our own in-house DBS system
- Our recruitment consultants have all undertaken training in safer recruitment, Prevent, information security, data protection and GDPR
- We have won a place on the Crown Commercial Services Supply Teaching and Temporary Staff in Educational Establishments Framework.

## Recruitment administration service

In addition to a full agency service for headship and leadership roles, permanent teaching and non-teaching posts, we offer a cost effective recruitment administration service. The service includes advertising your vacancy on multiple job boards, candidate management and pre-employment checks.

## Flexible teaching assistant service

This service enables you to maintain your levels of teaching assistance but at a reduced cost. We do this by employing any new teaching assistants on Hoople terms and conditions of employment, resulting in significant savings for your school or academy.

## Disclosure and Barring Service (DBS)

We offer a fast, efficient and flexible DBS, offering expert advice on all aspects of the DBS process, including risk assessment and the handling of positive disclosures.

Various options are available, providing a level of service that meets the needs of your school or academy. Our 'Manage and Monitor' service is particularly popular with schools and academies, in which Hoople Recruitment will maintain your records and notify you when renewals are due.

## Training and Education services

Hoople Training and Education is one of the largest providers of training courses in Herefordshire. Courses are available as public programmes or tailored specifically for your school/academy needs (subject to minimum numbers). They can also be offered at weekends, during school holidays or in twilight hours to suit your requirements.

Please find below a selection of our most popular courses. We are always developing new programmes, so if you can't see what you're looking for or would like to discuss a particular need, please do contact us.

### **First aid courses – accredited by the Association of First Aiders (AoFA) (where applicable)**

#### **First Aid at Work and Emergency First Aid at Work (Level 3)**

Providing staff with the basic knowledge and practical skills to assess, identify, diagnose, treat and seek appropriate medical help for a variety of possible illnesses and injuries.

Emergency First Aid at Work is a one day course suitable for those wishing to qualify as a named first aider.

The full First Aid at Work programme is a three day course for designated first aiders.

Refresher programmes are also available.

#### **Paediatric First Aid and Emergency Paediatric First Aid (Level 3)**

Providing staff with the basic knowledge and practical skills required to assess, identify, diagnose, treat and seek appropriate medical help for a variety of possible children's illnesses and injuries.

Emergency Paediatric First Aid is a one day course that partly fulfils the legal obligations under the statutory framework for the Early Years Foundation Stage issued by the Department for Education and Skills.

Paediatric First Aid is a two day course for those designated as first aiders to care for children.

Refresher programmes are also available.

#### **Emergency drug administration for schools (unaccredited)**

Covering legal requirements for schools with reference to delivering medicines to children in their care. Also covers basic medication information and how to deal with errors and staff responsibilities.



## Health and safety, including fire safety and food hygiene

**Moving and handling** – The course includes the theory and practice of moving and handling and will give staff confidence to assist safely and with dignity.

Bespoke courses are available to enable staff to care for specific children and young people at their school or academy.

**Manual handling (available only as an in-house course)** – designed for anyone who regularly has to move objects as part of their role. The course covers theory and includes practical exercises to ensure safe manual handling techniques are utilised.

**Food hygiene** – accredited RSPH (Royal Society of Public Health) programmes, from basic Level 1 Introduction to Food Hygiene Awareness through to a Level 2 Food Safety and Hygiene. These courses will provide staff with the knowledge and understanding of the importance of food hygiene and good hygiene practice.

**Health and Safety in the Workplace (Level 2)** – accredited RSPH programme, this course is suitable for anyone who needs to understand the general principles of health and safety, the nature of hazards and risks in their school or academy and their possible effects, and risks likely to affect the occupational health of individuals.

**Fire warden** – an ideal course for designated fire wardens or anyone who has an extended role to play during the evacuation of the school or academy during a fire.

## Recruitment and safeguarding

**Safeguarding children** – suitable for all school staff to give them the confidence to recognise and respond to any safeguarding concerns they may have. The course will support the development of skills to recognise what constitutes abuse and neglect and outlines the actions to take, in line with local policy and procedures.

**Safer recruitment (children)** – a workshop style training programme that has been developed to help schools and academies to incorporate measures into their recruitment and selection processes that deter, reject or identify people who are unsuited to work with children.

## Information technology (Microsoft Office)

We offer a wide range of Microsoft Office training programmes to suit your particular needs. 'Business Blends' offers you the ultimate flexibility to mix and match across a variety of applications, or you can choose to focus on specific areas.

Our experienced trainers can offer support from beginner to advanced level in the following applications: Microsoft Word, Excel, Powerpoint, Access, Publisher, OneNote and Project.



Thank you all for the excellent work you do in supporting us.

We are confident that when we share some of our more pressing matters with you, the advice and guidance we receive are first class.”

Nigel Griffiths, Headteacher  
John Kyrle High School and Sixth Form  
Centre, Ross-on-Wye

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