Service Level Agreement

NAME OF SERVICE

Data Services, including Fischer Family Trust

DETAILS OF THE SERVICE DELIVERED

The Information Management Service will support schools by offering a range of services as detailed below. This package offers access to Fischer Family Trust Aspire, analysis of attainment data, support for statutory data collection processes and maintenance of key data items.

Single Package

Comprising:

- access to FFT Aspire, including Self Evaluation Booklets and the Governor Dashboard
- access to Perspective Lite portal for Primary, Infant and Junior Schools
- access to Nexus Performance Reports for Secondary Schools for insightful attainment data analysis
- support for statutory returns including end of key stage assessments, and census
- data support for transition
- data quality service, location of missing UPN's, missing attainment data

Please see the following document for more detailed information:

Please note: This package is only available to Academies who have signed the Data Sharing Agreement.

ANY SPECIFIC CLAUSES

Academies will need to sign the Data Sharing Agreement to be able to benefit from this package.

The Cambridgeshire LA licence agreement with FFT now requires 60 days notice for termination. Schools will be required to give notice of termination of this package by the 1st January each year for the next academic year licence. This is to ensure that licences are not purchased by the LA for non subscribing schools.

Notice period

By 1st Jan 2017 if licence not required for September 17 – August 18

PERIOD COVERED

1 September 2016 to 31 August 2017
QUALITY STANDARDS AND PERFORMANCE INDICATORS

The Information Management Service undertakes to:

1) Commit to all reasonable steps to deliver the services described in this agreement.

2) The availability of the Fischer Family Trust, Perspective Lite and any other system is determined by the system supplier, and is beyond the control of any service within this agreement. If service delivery is impacted by factors beyond our control, such as systems ceasing to be available, we agree to inform schools of any such events.

3) Adhere to all relevant legislation and data sharing agreements.

4) Give due notice of any proposed changes in the terms of the agreement or charges.

PROCESS FOR PROVIDING FEEDBACK, SUGGESTIONS AND COMPLAINTS

Julia Lemmon, Information Management Service
Tel: 01480 379850
Email: julia.lemmon@cambridgeshire.gov.uk

CONTACT INFORMATION

Lorraine Childs, Operational Officer
Tel: 01480 379856
Email: Lorraine.Childs@cambridgeshire.gov.uk

• COST (To be included in overarching contract)

Primary Academies  £330
Secondary Academies  £975

• PAYMENT ARRANGEMENT

Invoice to be sent to the school by the Information Management Service