Lancashire County Council

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Appendix 2 – Specification

Tender reference	TBC
Tender title	Lancashire Teaching Agency – Provision of Supply Services to Schools

Schedule 1

Specification

1. BACKGROUND

1.1. The Authority is seeking to appoint a Service Provider to undertake the recruitment and provision of temporary Supply Staff to all maintained schools and academies within Lancashire in order to promote the highest quality of candidates and service delivery. Applicants should note that LCC agency staff engaged within the Council are not included as part of this contract.

1.2. The Authority requires the Service Provider to deliver a high-quality agency staffing service for the provision of supply teachers and support staff that combines strong customer relationships, educational sector expertise, effective candidate management and robust safeguarding practices.

1.3. As a minimum requirement, the Service Provider must provide a consultant-led booking service throughout the duration of the Contract. The consultant-led model shall provide schools with direct access to experienced recruitment consultants who will be responsible for managing booking requests, sourcing and matching suitable candidates, verifying compliance requirements, confirming placements and providing ongoing support throughout the assignment.

1.4. The Authority recognises the increasing use of technology-enabled staffing solutions within the education sector and therefore requires the Service Provider to have the capability to introduce digital systems.

1.5. The LTA currently provides over 50,000 teacher supply days to Lancashire schools. Approximately 730 teachers and 200 teaching assistants are registered with the LTA. Schools' total annual expenditure on teacher supply cover is in the region of £20m, and the LTA represents around 35% of this market share. Some schools may also directly arrange supply cover within their own setting ("nominated supply") and this accounts for approximately 10% of teacher supply provision.

1.6. **Tenderers must be aware that the LTA has no exclusivity to supply any Lancashire schools and likewise no exclusivity can be given under the Contract. Schools are free to make their own decisions about the sources of supply cover they use and they are under no obligation to take such services from the LTA.**

The Contract will cover the administrative County of Lancashire; however the Service Provider should be prepared to provide the Services to schools and Academies in neighbouring authorities. The Service Provider will present any strategies for expanding the service to neighbouring authorities to the LTA Board (Contract Working Group). Services to schools in neighbouring authorities will be delivered at the prices agreed as a result of the tender. For the avoidance of doubt the Services to be delivered by the Service Provider will be provided through the Contract with the Authority. The neighbouring authorities are:

- Blackburn with Darwen Borough Council
- Blackpool Borough Council

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- Bolton Metropolitan Borough Council
- Bradford Metropolitan Borough Council
- Bury Metropolitan Borough Council
- Calderdale Metropolitan Borough Council
- Craven District Council
- Cumbria County Council
- Knowsley Metropolitan Borough Council
- Rochdale Metropolitan Borough Council
- Sefton Metropolitan Borough Council
- St Helens Metropolitan Borough Council
- Wigan Metropolitan Borough Council

1.7. The name under which the Services will be provided by the Authority and the Service Provider will be "Lancashire Teaching Agency" or "LTA", which will be used throughout the Term. The Service Provider shall cease all use of the name "Lancashire Teaching Agency" or "LTA" upon the expiry or earlier termination of the Contract.

1.8. The Service Provider will recognise the considerable pressures on schools, head teachers and governors and that their major focus is on raising school standards and levels of educational achievement. Quality of staff and safer recruitment processes are essential to the general safeguarding responsibilities of schools.

2. SUMMARY OF THE SERVICE TO BE PROVIDED

2.1 The primary aim of the Service is to provide high quality, trained Teachers and Support Staff to schools in Lancashire via a personal, high quality, consultant-led model which involves direct person-to-person communication for booking and managing supply staff. Service delivery will be underpinned by rigorous quality management procedures that will be implemented in partnership with the schools.

2.2 The complete scope of the Services and the Key Activities of the Service Provider and the Authority are set out in Schedule Six. In summary, the Service Provider will:

(a) respond to verbal/written requests from schools in the timelines outlined in Schedule Two and provide appropriate Supply Staff for each Assignment;

(b) where requested by schools, facilitate the transfer of Supply Staff to longer term contracts;

(c) support schools in the filling of longer-term vacancies/contracts.

2.3 The Service Provider must deliver:

(a) A service that is accessible to schools during extended office hours (7am to 6pm, Monday to Friday). Outside of office hours, schools must be able to leave an answerphone message or email, which the Service Provider shall respond to within 30 minutes of the office next reopening. The Service provider shall ensure responsive consultant support is available during these times, and that all safeguarding and compliance requirements are rigorously met at all times.

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(b) an organisation / staffing structure to meet the requirements of the Service. The current provider employs a number of staff in order to fulfil these requirements, which includes consultants, resourcing and compliance staff and business support.

(c) Recruitment and registration policies and processes including compliance with safer recruitment practice/safeguarding to ensure a high quality workforce.

2.4 The Service Provider will be provided with the current list of staff registered with the LTA. This list, together with any staff currently on a list held by the Service Provider (for supply in Lancashire schools) will together form the basis of the list for the purposes of this contract ("the List"). Any individuals registered on the List will be free to leave the List at any time and shall be free to register with other agencies whilst remaining on the List.

2.5 Throughout the Term, the Service Provider will only be permitted to provide supply agency services to schools within the Administrative County of Lancashire under the terms of this Contract. For the avoidance of doubt, where the Service Provider has existing Assignments with school(s) at the commencement of the Contract, those arrangements may continue until their termination date. However, any extensions to existing Assignments, or any new Assignments, must be undertaken under the terms of this Contract.

A	**Contract start date**	**1 September 2027**
B	**Anticipated Number of Supply Staff Registered and Engaged in work**	**650-800 Teachers** **150-250 Support Staff**
C	**Anticipated number of school users**	**275-375 In Lancashire**
D	**Anticipated number of lancashire schools in loyalty scheme**	**80-120 Schools**
E	**Anticipated average number of current** **Assignments per year**	**26,000 – 28,000 Days (Teachers)** **18,000 – 20,000 Days (Teaching Assistants)**
F	**Anticipated supply staff transferring from supply to fixed term/permanent contract**	**70-75 (Teachers) per annum** **25-30 (Teaching Assistants) per annum**

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G	**Scope of services/key activities & responsibilities of Service Provider & Authority**	**Schedule Six**
H	**Performance standards**	**Schedule Two**
I	**Management information requirements**	**Schedule Five**
J	**System requirements**	**Appendix A to Schedule 1**
K	**Quality assurance**	**Schedule Fourteen**
L	**Safeguarding**	**Schedule Fifteen**

3. Booking Requirements

3.1. The Service Provider shall ensure that, regardless of the booking method used, the following requirements are consistently applied prior to any placement being confirmed:

3.1.1. Verification of all mandatory safeguarding and safer recruitment requirements;

3.1.2. Completion of all applicable compliance checks, including qualification and right-to-work verification;

3.1.3. Assessment of candidate suitability against the requirements of the assignment;

3.1.4. Confirmation of candidate availability and assignment acceptance;

3.1.5. Maintenance of accurate audit trails and booking records; and

3.1.6. Adherence to all contractual service standards and customer service requirements.

3.2. Schools shall be able to access the Service through a range of booking channels, which may include telephone, email, web portal, mobile application, consultant-led services and secure self-service digital platforms.

3.3. The Service Provider shall ensure that all booking channels provide a consistent and high-quality service experience and operate to equivalent standards of safeguarding, compliance, candidate matching, service delivery and customer support.

3.4. Notwithstanding the introduction of any digital or automated booking functionality, schools must retain the ability to access direct consultant support at any stage of the booking process, including for routine booking enquiries, urgent staffing requirements, complex placements, safeguarding matters, assignment management issues and service escalations.

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4. PRICING

4.1. The Service Provider will provide the service directly to schools, on the basis of an agreed schedule of rates (pricing matrix) within the Service Provider's tender submission. Financial transactions for the purposes of billing and salary payments for each assignment will be between the Service Provider, the school and the Authority. Billing of the Management Fee and the Service Charge to schools will be undertaken by the Authority. The Service Charge will be paid to the Service Provider in respect of each assignment in accordance with Schedule Four of the Contract. The Management Fee will cover the payment for services provided by the Authority in accordance with Schedule Four. The Management Fee will be £7.00 per day from the commencement of the Contract and after an initial period of 24 months, will be subject to annual review, in accordance with paragraph 3.6.

4.2. The Service Provider must be clear and transparent when stipulating the scale of charges to schools specifying what is paid to the worker, the on-costs and the management costs. The Authority will provide a template to the Service Provider on which to include the relevant information. Teachers' pay rates will be determined by the Authority (pay rates/points attached as Appendix B). Support staff will be employed by the Service Provider on the Authority's standard school support staff job descriptions and pay rates (pay rates/points attached as Appendix C). All other Terms and Conditions for Support Staff will be determined by the Service Provider.

4.3. Support staff minimum pay rates must be at least equal to the lowest scale point of the Authority's standard school support staff pay rate for an equivalent role. Current levels are shown at Appendix C. The Service Provider must comply in all respects with the Agency Worker Regulations 2010.

4.4. The Authority can give no guarantees that the current expenditure levels will remain constant or increase during the duration of this contract.

4.5. The Service Provider will operate a rebate scheme, which becomes effective if the number of days of supply staff delivered exceeds certain levels. Further particular are set out at paragraphs 3.9-3.10 below.

4.6. After 24 months of the Contract have elapsed, the total Contract spend will thereafter be subject to an annual review, which will inform the level of the Management Fee applied over and above the staff pay and on-cost rates and agreed by the Authority in consultation with the Service Provider. This will include the costs of services provided by the Authority in accordance with **Schedule Six**.

4.7. The scale of transfer to longer term contract fees, temporary to permanent contract fees, introduction fees and permanent contract recruitment fees must be as stipulated in the pricing schedule - **Schedule Four**. The Service Provider is not entitled to charge schools, or Supply Staff, fees to transfer to a longer-term contract after 13 weeks of an Assignment have elapsed. The Service Provider must also note that no additional service charges will be applicable. The Service Provider will be required to regularly report on the numbers of supply staff that transfer to contract or permanent employment.

4.8. Any set up or lead in costs that may be incurred by the Service Provider in preparation for delivering the Services must be borne by the Service Provider, including any costs

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relating to TUPE obligations. Any on-going running costs must be incorporated in the Service Charge to provide the best value solution for the Authority and schools.

4.9. The daily management charges paid to the Service Provider will apply to the first 42,500 collective Teacher and Support Staff days that have been delivered in that 12-month period (academic year running from 1st September to 31st August). The definition of a working day for the different categories of staff is outlined in Paragraphs 4.2.7, 4.2.8 and 4.2.10 below.

4.10. At the end of each academic year the number of days delivered that year will be analysed and agreed by the Authority and the Service Provider. Where the days delivered reaches the bands stated in the table below, the Service Provider's percentage rebate will be payable from the Service Provider to the Authority for the days outlined in Paragraphs 4.2.7, 4.2.8 and 4.2.10 below, delivered in excess of 42,500 days in that academic year. The number of days delivered in each rebate band will have the Service Provider's percentage rebate applied against the Service Charge within Schedule Four (Pricing Matrix). Please note that the applicable percentage rebate will only be applied to those days taken in excess of 42,500 in any academic year:

Rebate Band	**Days delivered**
Rebate Band 1	42,501 - 47,500
Rebate Band 2	47,501 - 52,500
Rebate Band 3	52,501 - 57,500
Rebate Band 4	Above 57,500

5. RESPONSE SYSTEMS/CUSTOMER RELATIONS

5.1. Organisational and Operational Capability including systems management

5.1.1. The system requirements are specified in Appendix A and cover

(a) staff placements, efficient communications, IT call centre, payroll and HR provision and links to the Authority's IT systems, for example in relation to payroll, HR provision and invoicing.

(b) management of data back-up and maintenance of service continuity and effective management of system problems/break downs/failures with minimal down-time

5.1.2. The system should include, where appropriate, a secure and user-friendly digital platform for booking supply staff, real-time visibility of candidate availability and compliance status, and automated/semi-automated matching of candidates to booking requirements. It should also support digital timesheet submission and approval workflows, along with access to or support with the provision of management information.

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5.1.3. The Service Provider will ensure that data held is secure and in compliance with the Data Protection Act 2018 and UK GDPR.

5.2. Customer Care/Service Management – working with schools and staff

Schools

5.2.1. The delivery of quality Supply Staff is integral to the Authority's recruitment and retention strategies for schools. To this end, in providing the Services, the Service Provider must deliver a personal, consultant-led service and demonstrate an understanding of the geographical area of Lancashire and the educational supply services sector within Lancashire. The Service Provider must be committed to maintaining and updating that knowledge.

5.2.2. The Service Provider must facilitate arrangements for Supply Staff to be interviewed at a number of physical locations across the county. Supply Staff must be offered a reasonably convenient location at which to attend interviews in order to prevent them from having to travel significant distances. Online interviews using a secure interface are acceptable.

5.2.3. Recruitment support for schools to employ staff on a contractual/permanent basis is a key component of the service strategy. The Service Provider must be able to match the skills, specialisms and age range expertise of the Supply Staff with the needs of the school, with an ability to recruit to staff to shortage subjects, supporting schools in challenging circumstances. Such recruitment support should follow the requirements of safer recruitment.

5.2.4. The Service Provider will be required to take action to meet recruitment needs in designated shortage subject areas and in geographical areas of Lancashire experiencing recruitment difficulties. Evidence of this will be monitored and reported at the LTA Board. The Service Provider must provide schools with:

(a) a single point of contact during office hours, with an out of hours service in accordance with paragraph 2.3(a)

(b) clear and transparent charges and accurate information about the Supply Staff, including positive references.

(c) access to systems for staff profiles/CVs, on-line timesheets for authorisation and web based service information.

(d) arrangements for feedback on service quality. The Service Provider must have in place formal processes for seeking feedback on satisfaction levels, on at least an annual basis, from schools and supply staff.

5.2.5. The Service Provider will be responsible for marketing proposals detailing the benefits to schools, why they should be using the Service including the engagement of schools through consistently high-quality communication and visits. In addition, the Service Provider will provide core information for Supply Staff on school policies/procedures, working arrangements, expectations of staff and access to materials/plans to support placements

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5.3. Staffing

5.3.1. Teachers engaged on Assignments of 30 consecutive working days or under may be engaged by the Service Provider, unless the school indicates that it wishes to engage a teacher employed by the Authority, in which case the Teacher will be employed by the Authority. All Teachers engaged on Assignments of over 30 consecutive working days will be employed by the Authority.

5.3.2. Teachers employed by the Authority will have access to the Teachers' Pension Scheme and will be paid in accordance with the Lancashire salary scales (Appendix B), using Lancashire County Council's Payroll Service. For these teachers a working day will equate to 6.5 hours.

5.3.3. Teachers engaged by the Service Provider will be paid in accordance with rates determined by the Authority in accordance with Appendix B. The Service Provider will provide payroll services for these teachers, which must include paying the individual worker after deduction of Income Tax and National Insurance contributions as either a PAYE or Limited Company agency worker. The Service Provider must have appropriate stakeholder pension arrangements available for the Teachers and Support Staff it employs. For these teachers a working day will equate to 5 hours.

5.3.4. The Authority will mandate the data the Service Provider must provide and the timescales in order to meet monthly pay deadlines.

5.3.5. The Service Provider will engage Support Staff workers. The Service Provider will provide payroll services for all Support Staff, which must include paying the individual worker after deduction of Income Tax and National Insurance contributions as either a PAYE or Limited Company agency worker. Support Staff will be engaged by the Service Provider on the standard the Authority job descriptions for Support Staff in schools and will paid in accordance with the current the Authority's pay scales (as revised annually) (Appendix C - minimum point of the appropriate scale). All other Terms and Conditions for Support Staff will be determined by the Service Provider. For Support Staff a working day will equate to 7.4 hours.

5.3.6. The Authority's default position is that all agency workers will be inside IR35 without exception. This will include paying the salary of individual workers, including the deduction of appropriate PAYE Tax and National Insurance contributions.

5.3.7. The Service Provider must be clear and transparent when stipulating the scale of charges to schools specifying what is paid to the worker, the on-costs and the management costs, including the Authority management fee and the Service fee for the Service Provider.

5.3.8. The Service Provider will facilitate the provision to Supply Staff of regular verbal/written feedback from schools on their performance during and following each assignment. Contact with staff in long-term placements will be maintained by the Service Provider. The nature and frequency of feedback and staff contact is set out in the Service Provider's Method Statement.

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5.3.9. Appropriate systems, for example on-line timesheets, the creation of profiles/CVs and web based information, must be available to staff as detailed in Appendix A.

5.3.10. Appropriate support and development for Early Career Teachers (ECTs) shall be delivered through the Service Provider's processes in partnership with the Authority. The Service Provider will adhere to the DfE guidance in respect of the induction of ECTs. Where other categories of staff are recruited to schools, the Service Provider will ensure that appropriate professional induction is provided, as set out in the Service Provider's Method Statement.

5.3.11. The Service Provider will support the Authority in its commitment to the development of Supply Staff including training needs analysis, induction and training tailored to meet the needs of the individual. The Authority will provide a compulsory induction programme and a professional development training programme for all Supply Staff, which includes appropriate safeguarding training. Supply Staff will be encouraged by the Authority at induction to equip themselves with a career development portfolio to maintain a profile of their experience and training.

5.3.12. The Service Provider must have robust internal policies relating to annual registration, re-registration and complaints, agreed by the Authority, in respect of Supply Staff deployed in schools. There is an expectation that all Supply Staff adhere to a Code of Conduct and expectations on them with regard to performance and conduct are made explicit.

5.3.13. The Service Provider will support the Authority in its commitment to consultation with Supply Staff and positive working relationships with their trade unions through the existing the Authority Trade Union consultation forum. The Service Provider will be required to provide representation by a suitably senior member of staff at the Authority Trade Union consultation forum meetings at times and locations to be notified by the Authority, as necessary.

6. QUALITY, SAFEGUARDING AND PARTNERSHIP WORKING

6.1. Quality Assurance / Monitoring and Safeguarding (Appendix A and Schedules 14 & 15)

6.1.1. The Service Provider must ensure that all relevant safeguarding clearances as specified in Schedule Fifteen are completed and accurate records maintained and held. This must include the expiry dates of all clearances and checks. All Supply Staff must have enhanced DBS and Barred List clearances

6.1.2. The Service Provider must ensure that it conducts all checks on its workers, as required for the Register referred to in Schedule 2 of the School Staffing (England) Regulations 2009 (i.e. the Single Central Record). In addition, the Service Provider will provide schools with an 'umbrella letter', confirming that such checks have been undertaken

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6.1.3. The Service Provider must follow the Authority's most recent Supply Agency – Safer Recruitment and Selection Checklist in respect of its recruitment and selection processes, including DBS clearances and referencing, which is reviewed and updated annually. These requirements are set out in **Schedule Fifteen**. Systems requirements to support this are set out in **Appendix A**. The Service Provider must complete the Checklist on an annual basis demonstrating that their processes comply with the checklist.

6.1.4. The interview process for registering Supply Staff will be sufficiently robust, to ensure that there is a quality control mechanism linked to safeguarding from the start of the registration process.

6.1.5. The Service Provider must have safeguarding systems, policies and procedures in place for the purposes of dealing with any allegations made against Supply Staff, and procedures for agreeing appropriate action and will liaise with the Local Authority Designated Officer (LADO) with regard to such allegations as required

6.1.6. The Quality Management Framework is set out in **Schedule Fourteen**. The Service Provider must ensure that its quality management systems adhere to the Framework

6.1.7. The Service Provider must have a commitment to continuous improvement.

6.2. Contract Management and Partnership working with the Authority (Schedules 2, 5 & Appendix A refer)

6.2.1. The Service Provider must deliver and adhere to the following under the Contract:

(a) Account management - building the relationship with the Authority to include the matters set out at 5.2.2 below, including the role for a contract/relationship manager to work with the Authority's Contract manager.

(b) Key Performance Indicators set out in **Schedule Two**.

(c) Provision and reporting of Management Information set out in **Schedule Five**. All Management Information and required data must be delivered in a timely manner and in an easily exportable, standard, user-friendly format

(d) Systems to meet the core requirements set out in **Appendix A**, and the provision of training to schools on systems upon request.

(e) Interface with the Authority's IT systems as detailed in Appendix A for invoicing schools (system compatibility) and with other Council services including the Payroll Service and Lancashire Professional Development Service (LPDS -the provider of professional development, training and induction)

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(f) As required support the Authority's financial and IT auditing arrangements and possible actions resulting from audit outcomes

(g) Risk management relating to financial risk, market viability, employment liabilities, risk to reputation, safeguarding and other identified risks

6.2.2. The Service Provider will be expected to develop an effective partnership with the Authority through:

(a) a joint Contract Working Group, known as the LTA Board

(b) contributing to the Authority's Recruitment and Retention Strategies for Schools

(c) supporting the school improvement agenda and the raising of standards in schools

(d) contributing to training needs analysis, induction and professional development of staff

(e) joint contribution to service website development

7. Growth Improvement, Innovation and Service Development

7.1. The Provider shall work collaboratively with the Council and participating schools throughout the Contract Term to ensure that the service remains responsive, efficient and aligned with evolving educational and workforce requirements. The Provider shall actively review emerging technologies, automation opportunities, market developments and service innovations and shall propose improvements that enhance service delivery, increase efficiency, improve user experience, strengthen transparency through management information and performance reporting, and reduce administrative burdens on schools and the Council.

7.2. As part of regular contract management arrangements, the Provider shall present and discuss potential developments, innovations and technological enhancements with the Council. Any proposed changes shall be supported by a clear business case outlining the anticipated benefits, implementation requirements, risks, timescales, cost implications and any expected efficiency savings.

7.3. The Provider shall engage with participating schools and other relevant stakeholders before implementing significant changes or new technologies to ensure that proposed developments meet user requirements and do not adversely impact the quality, accessibility or effectiveness of the service. Feedback shall be sought both before and after implementation to support continuous improvement.

7.4. The Council expects the Provider to adopt a culture of innovation and continuous improvement throughout the life of the Contract. Unless otherwise agreed by the Council, service enhancements, technology upgrades and process improvements should be delivered at no additional cost to schools or the Council. Where proposed developments generate efficiencies or financial savings, these shall be clearly identified

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and evidenced. The Council reserves the right to review the management fee and commercial arrangements where material savings are achieved as a result of such developments.

7.5. Any future investment requirements or costs associated with agreed service developments shall be discussed through the contract governance arrangements and approved by the Council before implementation.

8. Market Growth and Development of the Lancashire Teaching Agency

8.1. The Provider shall work proactively with the Council to support the sustainable growth and development of the Lancashire Teaching Agency (LTA) throughout the Contract Term. The Provider shall identify and implement initiatives designed to increase participation, attract new schools and educational establishments, improve customer retention, and strengthen the overall value proposition of the LTA offer.

8.2. The Provider shall maintain a clear growth strategy, setting out how market share will be increased over the life of the Contract. This should include proposals for customer engagement, marketing and promotional activities, service enhancements, digital innovation, market intelligence, and the identification of new opportunities to expand the LTA's reach and customer base.

8.3. The Provider shall provide regular reporting on growth performance, including key metrics such as customer numbers, school engagement levels, assignment volumes, market penetration, customer satisfaction and retention rates. The Provider shall work collaboratively with the Council to develop and implement actions aimed at increasing market share, maximising service utilisation and ensuring the long-term sustainability and competitiveness of the Lancashire Teaching Agency.

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Schedule 1 - Appendix A – System Requirements

The Service Provider will provide a system able to fulfil the requirements below. The system should include, where appropriate, a secure and user-friendly digital platform for booking supply staff, with real-time visibility of candidate availability and compliance status. It should also support digital timesheet submission and approval workflows.

The Provider shall deliver a service which combines dedicated account management with appropriate digital technology and automation to improve efficiency, responsiveness and transparency for schools, agency workers and Lancashire Teaching Agency.

The Provider shall maintain a relationship-based service as the primary delivery model throughout the Contract Period. Schools shall continue to have access to appropriately trained and knowledgeable staff who understand their individual requirements and can provide advice, support and candidate allocation services. The Council does not seek a fully automated or self-service model.

1. Key Functional Features

1.1. Able to store personal details of applicants, candidates and supply staff, including gender, ethnicity, disability, age information, pre-employment checks, key contacts, subjects/skills/training, profiles and a specified unique identifier.

1.2. Able to hold a scanned copy of the photo ID for all supply staff on their system. This will provide the school with the photographic ID. The system will ensure the school cannot see the photographic ID until the placement has been created. This will avoid the risk of a candidate arguing that they were deselected by the school based on their physical profile - e.g. race or age or gender as opposed to objective assessment.

1.3. Able to notify the Authority Contract Manager/ HR manager of new applicants on the LTA list (Name, NI and DOB) to allow the Authority to determine whether it holds any records of concern for any of the individuals due to previous employment.

1.4. Able to store a correspondence history for applicants, candidates and supply staff.

1.5. Able to provide access to the system for supply staff to perform the following tasks:

- maintain a diary of availability and work commitments
- input timesheets for authorisation
- maintain their own profiles/CVs
- access web based service information.

1.6. Able to require supply staff to re-register on the system annually and to prompt them to do this

1.7. Able to provide candidate residential location including under-represented groups.

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1.8. Able to record details of schools including LEA number, school name, address, type of school, number on roll, finance codes, local information specific to schools' needs, special requirements and staff requirements

1.9. Able to record details of placements required by schools including existing and future vacancies, dates of the vacancies, the skills required for the vacancies and relevant supporting information

1.10. Able to perform matching searches against school vacancies and available Supply Staff held in the system.

1.11. Able to upload references prior to the final candidate selection.

1.12. Able to provide schools with an 'umbrella letter' confirming that all checks as required for the Register referred to in Schedule 2 of the School Staffing (England) Regulations 2009 have been undertaken prior to arrival on placement. The current the Authority agency staff safeguarding checklist is set out in Schedule Fifteen

1.13. Able to allow schools, to view a scanned version of the employee's DBS disclosure prior to arrival on placement.

1.14. Able to maintain an historical record of which member of Supply Staff worked where.

1.15. Able to provide alerts when an expiry date for a DBS check is imminent. Alerts to go out to the relevant member of supply staff and, if applicable, the school they are placed at.

1.16. Able to prevent supply staff with an elapsed DBS check or incomplete checks being allocated to a placement

1.17. Able to provide the data outlined in Schedule Six (Data Files from Service Provider to the Authority) to the Authority in a secure manner in the required format, so payroll, invoicing and HR processes can by undertaken by the Authority.

1.18. Able to provide feedback forms for supply staff and record the responses on the system.

2. Reporting

2.1. Able to produce user defined reports swiftly, and easily and save them on the system for future use. The reports the Authority require are outlined in Schedule Five – Management Information.

3. Access and Performance

3.1. Able to be accessed securely by schools and individual Supply Staff 24/7 by telephone/IVR or system. Lancashire County Council staff will not require access to the system

3.2. Able to operate in real-time and respond to queries instantaneously

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4. Data Management and Security

4.1. Able to be securely hosted and provide adequate back-up records

4.2. The Service Provider will define the back-up processes to ensure continuity and disaster recovery

5. System Support and Maintenance

5.1. The Service Provider will define the level of training required by users in order to become fully conversant with their systems and will set out how this training will be delivered. Provision of training to schools on systems within 14 days of request

5.2. The Service Provider will define their target response and fix times to support and fault calls

5.3. The Service Provider will define the proportion of time the systems will be available for use by Council and school staff. This figure is not to be less than 99%. Downtime should be limited to 1% of the contract and should take place outside 7.00am-6.00pm (Monday- Friday) or at weekends with the agreement of the Council

5.4. The Service Provider will propose the regularity and content of reports showing details of all faults and support calls over the period of the report. All MI & required data to be delivered in a timely manner easily exportable in standard user-friendly formats

6. Continuous Improvement and Innovation

6.1. The Provider shall have an ongoing commitment to service improvement throughout the Contract Period and shall identify opportunities to enhance service delivery through the introduction of new technologies and digital functionality.

6.2. Potential areas for future development may include:

- Enhanced candidate matching functionality using skills, qualifications, experience and previous placement history.
- Mobile applications for schools and agency workers.
- Automated availability management for agency workers.
- Digital feedback and performance management tools.
- Workforce planning and forecasting tools.
- Demand trend analysis and reporting.
- Integration with school management, HR or payroll systems.
- Self-service reporting dashboards.
- AI-assisted administrative processes and data analysis tools.

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- Other innovative solutions designed to reduce administrative burden and improve service quality.

6.3. The implementation of any future digital developments shall not reduce the availability of dedicated account management support or adversely affect the personalised nature of the service

7. Technology and Customer Experience

7.1. The Provider shall ensure that new technology is used to:

- Reduce administrative burdens on schools.
- Improve response times and service efficiency.
- Increase transparency regarding bookings, candidate availability and expenditure.
- Enhance compliance management and record keeping.
- Improve the overall customer experience for schools and agency workers.

7.2. Support, rather than replace, the relationship between schools and the Provider's dedicated service team.

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Schedule 1 – Appendix B

LANCASHIRE PAY POINTS FOR LTA TEACHING STAFF

Point	Value
MPR1	£32,916
MPR3	£37,101
MPR5	£42,057

LTA SERVICE PROVIDER BANDED RATES

Band	Hourly Pay	Daily Pay	NI (15%)	Pension Contribution	Total Pay
A	**£20**	**£100.00**	**£15.00**	**£3.00**	**£118.00**
B	**£22**	**£110.00**	**£16.50**	**£3.30**	**£129.80**
C	**£24**	**£120.00**	**£18.00**	**£3.60**	**£141.60**
D	**£26**	**£130.00**	**£19.50**	**£3.90**	**£153.40**
E	**£28**	**£140.00**	**£21.00**	**£4.20**	**£165.20**
F	**£30**	**£150.00**	**£22.50**	**£4.50**	**£177.00**

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Schedule 1 - Appendix C

LANCASHIRE PAY SCALES/POINTS FOR SUPPORT STAFF

Lancashire Pay Spine (wef 1 April 2025) Foundation Living Wage (FLW) as supplement or non FLW FLW rate wef 1 April 2025 is £12.60 (£24310 pa)				
Grade	**New Scale Point**	**Annual Salary (£)**	**Hourly Rate (£)**	**Assimilated School Posts within the Grade**
Grade 2	2	24413	12.65	Welfare Assistant Catering Officer 1 (A) Cleaner A Site Supervisor 1 Catering Officer 2 (B)
Grade 3	2 3 4	24413 24796 25185	12.65 12.85 13.05	TA1/ Senior Midday Sup Site Supervisor 2 B School Admin Officer 1 Catering Officer 3 (C) Technician 1 / Attendance Asst/ Pupil Support Asst
Grade 4	4 5 6	25185 25583 25989	13.05 13.26 13.47	TA2a / Site Supervisor 2a School Admin 2 Catering Officer 4 (D) Technician 2 ICT Support 1
Grade 5	6	25989	13.47	TA 2b / Site Sup 3/ Tech 3/

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	7	26403	13.69	ICT Support 2/
	8	26824	13.90	School Admin Officer 3
	9	27255	14.13	Catering Officer 5 (E)
	10	27694	14.35	Mentoring & Pupil Support 1
	11	28142	14.59	
Grade 6	11	28142	14.59	
	12	28598	14.82	TA 3/ Site Manager
	~~13~~			School Admin Officer 4
	14	29540	15.31	Catering Manager 6 (F)
	15	30024	15.56	Cover Manager
	~~16~~			Mentoring and Pupil Support 2
	17	31022	16.08	ICT Support 3/ Senior Tech
	~~18~~			
	19	32061	16.62	
Grade 7	19	32061	16.62	Mentoring and Pupil Support 3
	20	32597	16.90	School Admin Officer 5
	~~21~~			HLTA/ ICT Manager
	22	33699	17.47	School Operations Manager
	23	34434	17.85	Technical Team Manager
	24	35412	18.36	Lay Chaplain (Catholic)
	25	36363	18.85	

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