

School Admissions



Service Level Agreement 2026/27



Introduction from Service Lead

Please note: Shropshire Council will be responsible for co-ordinating the in-year applications for all community and voluntary controlled schools as well as all own admission authority schools.

Dear Headteacher, Chair of Governors and School Business Manager

Welcome to the Service Schedule for the School Admissions Service, which contains all the information you will need about our service.

We look forward to working with you.

Rachel Reynolds
School Admissions Manager

Description of our service

The School Admissions Service provides a comprehensive administrative service for the allocation of school places in line with statutory requirements. Shropshire Council will be responsible for co-ordinating the in-year applications for all community and voluntary controlled schools as well as all own admission authority schools. All services are provided by trained and highly experienced staff.

The core statutory service for a transfer cohort, which is not part of this schedule, includes:

- exchange of application data with other local authorities
- production of the annual Parents' Guide
- input/import of application details
- production of offer letters to parents on behalf of admission authority
- administration of Review process/ offers refused.

Individual responsibilities of our staff

Roles	Responsibilities
School Admissions Manager	<ul style="list-style-type: none">• Management of School Admissions Service, including traded support to academies.

Our obligations and requirements

What we will do for you:

Ref.	
P1	Advice to school on regulations including School Admissions Code, School Admission Appeals Code and statutory instruments relating to admissions.
P2	Advice re drafting of school's own admissions policy and co-ordination of consultation and determination of policy between October and March.
P3	Communication with parents of time to apply/how to apply including via: letters to parents of transfer group children, social media, local press and the Families Information Service.
P4	Production of the annual Parents' Guide, to include your school's up-to-date details.
P5	Secondary school Open Evening promotion (e.g. social media) and attendance by a member of the Schools Admissions Service.
P6	Signposting and advice for unsuccessful applicants/right to appeal.
P7	Advice on admission authority responsibility e.g. early and deferred transfers.
P8	Application screening including: LAC/former LAC status, address verification, catchment status/nearest school/linked feeder school status, distance measurements (straight line home to school), rank ordering of applications according to oversubscription criteria, and late and non-applicant notifications.
P9	Access to School Access Module for Admissions with live information on application data and user-friendly system for rank ordering.
P10	Data analysis: numbers of known children, preference and allocation statistics, allocated pupils by current base/contact details for applicants, and bespoke analysis of data held (if compliant with GDPR).
P11	Shropshire Council will be responsible for co-ordinating the in-year applications for all community and voluntary controlled schools as well as all own admission authority schools

What we require from you...

Ref.		Date required (if applicable)
C1	Provide information within specified timescales for inclusion in the annual Parents' Guide.	
C2	Assist and facilitate the promotion of admissions application information and guidance to parents e.g. via pupil post, text messaging, social media and so on.	
C3	Hosting School Admissions Service presence at Open Evenings.	
C4	Submission of a draft admissions policy to the School Admissions Service within specified timescales.	
C5	Confirmation and return of the proposed rank ordering of applicants according to the school's own policy by agreed deadlines, with accurate annotation of sibling connections and children of staff.	
C6	Identify and notify the School Admissions Service of any discrepancies or anomalies in applicant information.	
C7	Consider Review applicants and rank ordering of waiting lists within specified timescales.	
C8	Submit comprehensive appeals statements and supporting information in response to appeal applications and within specified timescales.	
C9	To attend plenary appeals sessions when requested in support of the presenting officer.	
C10	To supply the School Admission Service with numbers of roll and any other information required for the School Admission Service to coordinate in year admissions.	

Days/times during which Services are to be available

Agreed days as per delivery schedule	Service operating hours Monday to Friday 08:45 – 17:00
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Contact information

For more information	
Contact name	Rachel Reynolds
Role	School Admissions and School Governance Manager
Telephone	01743 254435
Email	school-admissions@shropshire.gov.uk

Charging and enquiries

For details on the various packages available for this service, including pay-as-you use options, or if you have any queries or issues regarding your service arrangements please contact us on the above contact details.

Secondary Academies:

NOR (as at previous autumn census) x **£1.25**

Primary Academies:

NOR (as at previous autumn census) x **£1.15** (if less than £100, admin charge of £20 to be added.)

A discount for Multi Academy Trusts can be arranged by mutual agreement.

Charging for Presentation of Appeals:

Where an Academy has bought into the Admissions service option above **and** the separate Appeals Service SLA – available from Legal and Democratic Services - the School Admissions Service will offer an appeals add-on service at the cost of £35 per appeal. This will provide:

- preparation and distribution of statements for independent appeal panels to include maps and alternative vacancies
- response to questions relating to reason for refusal – prejudice argument
- representation as presenting officer at appeal hearings (subject to Covid restrictions)

Involvement with LGO/OSA/EFA complaints if applicable.