

Education Access



Service Level Agreement 2026-2027

Introduction from Service Lead

Dear Headteacher, Chair of Governors and School Business Manager

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

Our service offers have been updated to reflect the requirements of schools and local authorities as outlined in Working Together 2024 and the current Suspension and Permanent Exclusion guidance.

We look forward to working with you.

Jo Smith
Lead of Education Access Service
Education Access Service

Description of our service

An expert service with professional standards relating to education law around school attendance, children missing education, elective home education, pupil exclusion and child employment.

The Education Access Service provides a team of trained, knowledgeable, and skilled officers to work with schools, children and families to improve and maintain school attendance to help raise attainment and safeguard all pupils. This assists schools to meet their statutory duties around school attendance, children missing education, inclusion and safeguarding.

Individual responsibilities of our staff

Roles	Responsibilities
Lead Education Officer Vicky Rodgers	<ul style="list-style-type: none">• Named Attendance Lead for the Local Authority.• Management of statutory functions and regulatory reporting requirements.• Management of EAS traded services to schools and specialist settings.

Our obligations and requirements

What we will do for you:

Ref.	
P1	Visit your school as agreed within your SLA contract. Minimum of 1 day per week for Secondary Schools.
P2	Review and monitor school registers to identify children initially with less than 90% attendance, with the % increasing throughout the academic year.
P3	Meet with staff members to discuss pupil case management.
P4	Support referral and direction to the Inclusion Pathway for consideration of the Engagement & Attendance mentor to support a pupil identified as EBSA.
P5	Review coding of registers each term to inform on trends, including audit of children educated offsite.
P6	Develop and implement strategies to address specific areas impacting on whole school attendance.
P7	Use a range of interventions including, Pupil centred meetings, Fast Track and statutory interventions to address the absence of individual pupils.
P8	Manage the processes around leave of absence in term time (LATT).
P9	Contribute to the Early help child assessments where school absence is the primary concern.
P10	Contribute to safeguarding procedures in respect of children with attendance issues to include attendance at early help meetings (EHPM), child protection conferences and Core Groups.
P11	Provide a comprehensive attendance action plan and interim attendance analysis reports in line with the Ofsted framework in relation to attendance. (Paragraph 106, 293 of School inspection handbook- Ofsted 2023)
P12	Staff training around record keeping and managing school attendance.
P13	Undertake and advise on the legal work required to administer enforcement responsibilities.
P14	Give advice and carry out procedural tasks in respect of child employment, elective home education and children missing education.
P15	Provide full administrative support.
P16	Be responsible for the travel costs associated with Education Welfare Officer service delivery.
P17	Be responsible for health and safety (specifically lone working) processes involved in delivering the service.

What we require from you...

C1	Provide a workstation and access to electronic registration systems.
C2	Keep attendance registers up to date and ensure coding is correct.
C3	Clear unexplained absences (N Codes) within two weeks of last date of absence.
C4	Promote attendance is everyone's business with your staff group. .
C5	Carry out first intervention (inform parents/carers) when attendance falls below agreed target
C6	Comply with statutory reporting requirements.
C7	Allocate protected time for key members of staff to meet with the Education Welfare Officer for register reviews and pupil case management discussions.
C8	Nominate a suitable staff member to represent the school at Fast Track meetings.
C9	Provide a confidential interviewing area for meetings with pupils and/or parents.

Days/times during which Services are to be available

Agreed days as per delivery schedule	Service operating hours Monday to Thursday 08:45 – 17:00
	Friday 08:45 – 16:00

Contact information

For more information

Contact name	Jo Smith
Role	Lead of Education Access Service
Telephone	01743 254671
Email	jo.smith@shropshire.gov.uk

Charging and enquiries

For details on the various packages available for this service, or if you have any queries or issues regarding your service arrangements, please contact using the contact details provided below:

Vicky Rodgers Lead Education Officer for Attendance –
vicky.rodgers@shropshire.gov.uk

Education Welfare Officer

This offer relates to Shropshire academies and out of county schools.

Term time only: One year option ***£11,970**

***NB:** It is unlikely that all **primary schools** will require this level of support, therefore a more bespoke package can be negotiated to suit your individual needs.

- Please do not hesitate to contact us should you wish to discuss this further.

There is an option to purchase additional EWO sessions at **£320** per day.

Each Service Level Agreement for the services of an EWO are signed and agreed and are operational for 1 academic year September 2026- July 2027 (last day of term).

Notice to cease agreements will be agreed at the renewal consultation at the start of the summer term 2027 in writing and not before for cease of service July 2027.