

# Schools' IT Newsletter

November 2021

## Included in this month's issue:

- **Schools' Workforce Census 2021**
- **Schools/Academies' Quotes and Renewal Processes**

*Date to remember:*

*Schools' Workforce Census Day*

*Thursday 4<sup>th</sup> November 2021*

*See full article below.*



# Schools' Workforce Census 2021

The School Workforce Census Day is on Thursday 4<sup>th</sup> November 2021. Please refer to the documentation, guides and presentation for more information on any changes to previous collections:

SWCensusPrep  
SWCensus  
Workforce Census 2021 Presentation  
2021 School Workforce Census Specifications V1

So far there are two known queries where the validation incorrectly counts contract data more than once. The two queries are:

- 4745Q: member of staff is working more than 48 hours a week. Please confirm if this is true.
- 6530Q: The same person has a total Full Time Equivalent ratio greater than 1.5.

Both will be resolved by version 2 of the Consolidated Workstation Patch, which is now available in SOLUS3.

The School Workforce Census Helpline is open for the duration of this week all other enquiries should be made through the IT Service Desk on 01473 265555 [ITServiceDesk@suffolk.gov.uk](mailto:ITServiceDesk@suffolk.gov.uk).

**The SIMS School Workforce Census Helpline**  
**01473 260666**

**Open 1<sup>st</sup> November 2021 -5<sup>th</sup> November 2021**  
**08.30-17.00 Monday-Thursday and 08.3—16.30 Friday**

# CENSUS 2021

# School & Academy Renewal Process

It has now been 18 months since the Schools' IT Services have returned under the management of Suffolk County Council and it has become apparent that there is still some confusion as to what happens around the renewal time, therefore, we thought it would be useful to detail the processes that we use at SCC:

L.A. Schools renewal date is 1<sup>st</sup> April each year and we aim to draw up and send out quotes for IT services at least 1 month in advance to allow plenty of time for each establishment to consider your services and return the signed quote.

Academies renewal date is 1<sup>st</sup> September each year and we aim to get the quotes out at the end of June or early in July to allow time to consider your services and return the signed quote prior to the school summer holiday. SCC are in partnership with 3<sup>rd</sup> Party Suppliers, e.g. REDSTOR for RBUSS, ESS for SIMS and MLL for the Broadband Service, we will renew these services in advance and as such each of the services hold a notice period as detailed below:

- **Base SIMS & Dinner Money - This service is purchased annually by schools on 1<sup>st</sup> April for 12 months. In order to withdraw, notice must be provided in writing no less than 4 months before the renewal date. No refunds are given for the remainder of the service**
- **Enhanced SIMS – Notice must be provided in writing no less than 6 months' notice. If you have paid annually from 1<sup>st</sup> April, you will be entitled to a refund for the remainder of the service.**
- **Remote SIMS – as for the Enhanced SIMS**
- **Broadband – 4 months' notice needs to be provided in writing.**
- **O365 Email Service – this is a 12-month service and notice can be given at any time but no refunds are given for the remainder of the service.**
- **RBUSS – this is a 12-month service and notice must be provided in writing prior to the renewal date.**

Written notice can be sent to [schoolsitservices@suffolk.gov.uk](mailto:schoolsitservices@suffolk.gov.uk).

If the quote is not returned then services will automatically renew on the dates as detailed above, non-return of quotes cannot be deemed as notice given.

It is important to note that if the school/academy contact details change you must let us know as soon as possible as SCC will not be held accountable for not having your up-to-date information. You can notify us in writing on the email address above.

For further details of our IT Services please see our website which can be found on the link below:

<https://www.suffolk.gov.uk/business/it-services-for-schools-and-academies>

# HOW TO CONTACT US!

You should continue to raise all standard incidents and service requests via the IT Service Desk on 01473 265555 or via [itservicedesk@suffolk.gov.uk](mailto:itservicedesk@suffolk.gov.uk), our offices are open 08:30-17:00, Monday-Friday.

We have set up a mailbox for non-standard queries, e.g. enquiring about a new service, please email us at [Schoolsitservices@suffolk.gov.uk](mailto:Schoolsitservices@suffolk.gov.uk)

