

## Terms and Conditions

### 1. Introduction

These Terms govern the delivery of all services purchased from BDSIP via the completion of an order form.

By signing the Order Form, the School agrees to these Terms and Conditions, and any associated Service Schedules.

### 2. Definitions

#### 2.1 “Services”

These are the professional information, advice and guidance and other support services provided to the school, as per the completed order form and summary Service Level Agreement. Further details are set out in section 3 below and in the BDSIP Service Offer brochure

#### 2.2 “School”

Refers to the educational setting and legal entity purchasing services from BDSIP Ltd, and as described on the Order Form

#### 2.3 “Agreement”

Refers to the contractually binding agreement entered into by the school and BDSIP Ltd to cover the provision of services as set out in the completed order form and the summary Service Level Agreement

#### 2.4 “Schedule”

Refers to the range of services to be delivered to the school, as set out in the appendices to this document

#### 2.5 “Staff”

Refers to persons directly employed by BDSIP Ltd to deliver or support the delivery of the Service Offer to the school

#### 2.6 “Associates”

Refers to external professional consultants contracted by BDSIP Ltd to deliver or support the delivery of the Service Offer to the school

### 3. Services Provided

3.1. The Services to be provided to the School by BDSIP and the fees to be charged shall be as set out in a Summary Service Level Agreement (SLA) which is shared on receipt of a completed order form, provided that BDSIP reserves the right to amend the SLA if required by any applicable statutory or regulatory requirement.

3.2. Individual service schedules are detailed in the appendices to this document.

#### **4. Service Delivery**

- 4.1. BDSIP warrants to the School that the Services will be provided using reasonable care and skill.
- 4.2. Any dates specified in any SLA for the delivery of the Services shall be approximate only and the time of delivery is not of the essence. BDSIP shall not be liable for any delay in the delivery of the Services that is caused by a Force Majeure Event or by the failure of the School to provide BDSIP with such adequate information or access to its premises or resources as is reasonably required for delivery of the Services.
- 4.3. Services will be delivered face-to-face or online/via digital channels as appropriate and as agreed with each school, subject to any prevailing government guidance, such as the Covid-19 pandemic or similar events, which impose restrictions on service delivery.
- 4.4. BDSIP will use all reasonable endeavours to ensure that all persons engaged by it in the delivery of the Services have the appropriate DBS checks in place and that they are reasonably familiar with the law relating to the safeguarding of children. BDSIP will provide annual safeguarding training for all staff and Associates. Our Safeguarding Policy and Procedures can be found here: <http://bdsip.co.uk/about-us/safeguarding/>
- 4.5. BDSIP will not carry over delivery days from one financial year to the next without prior agreement from the Chief Executive and at least half a term's notice.

#### **5. Customer Responsibilities**

- 5.1. The School shall co-operate with BDSIP in all matters relating to the delivery of the Services in accordance with the Service Specification, including (without limitation) by affording BDSIP access to such premises, information and other facilities as are reasonably necessary for the delivery of the Services.
- 5.2. The School will ensure that all persons admitted to its premises for the purposes of delivery of the Services are briefed on the safeguarding policies and procedures of the School.
- 5.3. If there are any concerns about the delivery of BDSIP services or the conduct of staff, the School will raise them with a member of the Executive team at their earliest convenience.

#### **6. Monitoring and Evaluation**

- 6.1. All Service delivery is monitored by Senior Leaders at BDSIP.
- 6.2. Schools will provide feedback through our annual *Trusted Partner* Evaluation.
- 6.3. Schools will be offered at least two face-to-face or online meetings per annum with a dedicated Relationship Manager.

#### **7. Invoicing and Payments**

- 7.1. The charges for the Services shall, unless otherwise specified in the Services Specification, be calculated on a time and materials basis in accordance with the fee rates confirmed to the School in writing from time to time. BDSIP shall be entitled to charge the School for any expenses reasonably incurred by the individuals whom BDSIP engages in connection with the Services including travel, accommodation and subsistence expenses and any expenses incurred for the provision of services by third parties which are reasonably necessary to the provision of the Services. Value Added Tax will be added to any invoice as required.
- 7.2. Unless otherwise mutually agreed, BDSIP will raise invoices on a monthly basis, at the start of the month and the School will pay BDSIP invoices in full and cleared funds to a bank account nominated by BDSIP within 30 days of the date of the invoice. Invoices must be paid in full without deductions by way of set-off or counterclaim.

- 7.3. If the school purchases extra support within the financial year, this SLA will be amended, and the additional costs will be added with effect from the following month's invoice.
- 7.4. All invoices will be addressed to the member of staff who confirmed the purchase (in most cases this will be the business manager or bursar), unless other instructions are received from the school.
- 7.5. Where a School elects to pay via cheque, BDSIP will levy a £15 administration fee per cheque to be billed in arrears. In the event that a cheque is returned unpaid for any reason, including but not limited to incorrect payee details or insufficient funds, an additional administration fee of £25 shall be levied, also invoiced in arrears.
- 7.6. If the School fails to make timely payment, interest will be charge on the overdue amount from the due payment date until the date of actual payment at 4% a year above the Bank of England's Base Rate from time to time.

## **8. Amendments and Terminations**

- 8.1. Cooling-Off Period: Customers have the right to cancel or amend their selected services **within 14 calendar days** of submitting their renewal form. To exercise this right, schools must notify BDSIP, in writing, via [bdsip-finance@bdsip.co.uk](mailto:bdsip-finance@bdsip.co.uk) within the 14 day period. Any payment already made will be fully refunded and there will be no administrative penalty. After the 14 day period, changes or cancellations may be subject to the standard terms of service.
- 8.2. Amendments after the Cooling-Off Period: After the 14-day cooling-off period, customers may request changes to their selected services. Any such changes are subject to the following:
  - If delivery has not yet started, BDSIP will make reasonable efforts to accommodate the requested changes.
  - The school remains responsible for payment of the invoice as issued.
  - Any adjustments (pro-rated or additional charges) will be at the sole discretion of BDSIP.
  - If delivery has already commenced, changes may not be possible, and the original service selection remains chargeable
- 8.3. Notice to Terminate: Either party may terminate any or all the services set out in their SLA at any time by giving the other party one term's notice in writing, following which their SLA will cease but without affecting any antecedent rights of either party.
- 8.4. Immediate Termination: Either party may terminate this Agreement with immediate effect by giving written notice to the other if that other party is in serious or material breach of BDSIP Terms and Conditions or if the other party's financial position deteriorates to such an extent that in terminating the other party's reasonable opinion, the other party's capability to adequately perform its obligations is jeopardised, including (without limitation) whether that party takes any legal steps in relation to insolvency.

## **9. Confidentiality, Publicity, Freedom of Information and GDPR**

### *9.1. Confidentiality*

- 9.1.1. Neither party shall divulge or dispose of or part with possession, custody, or control of any confidential material or information provided to one party by the other party under this Agreement or prepared or obtained by any of the parties, other than as required by law or in accordance with the express written instructions of the party who provided the material.
- 9.1.2. Information personal to students must always be kept secure and confidential. However, nothing in this Agreement shall prevent either party from making a protected disclosure for the purposes of Public Interest disclosure legislation.

## 9.2. *Publicity*

The parties will consult each other prior to making any statement, publication or comment to the press, television, radio or other media or any other company, body or person (including its own publications) in relation to this Agreement and neither party shall make such a publication, statement or comment without the prior written consent of the other.

## 9.3. *Freedom of Information*

The School acknowledges that the Council is subject to the provisions of the Freedom of Information Act 2000 and the School will assist BDSIP with any requests for information made as a result of a Freedom of Information request and the School will comply with any instructions given by the Authorised Officer in respect of any such request and particularly will comply in the timescales required.

## 9.4. *GDPR*

- 9.4.1. Both parties shall comply with their respective obligations and with all applicable requirements of current Data Protection legislation on the basis that, for the purposes of such legislation, the School is the controller of such data and BDSIP may be the processor of such data.
- 9.4.2. The School shall ensure that it has all necessary and appropriate consents and notices in place to enable lawful transfer of personal data to BDSIP in furtherance of the performance of the Services.
- 9.4.3. BDSIP shall ensure that it will only process personal data where instructed in writing to do so by the School or where BDSIP is otherwise required to process such data by law. BDSIP shall also ensure that it has appropriate policies and procedures in place to ensure that any data processing by it is secure and confidential and otherwise in compliance with Data protection legislation. BDSIP shall ensure that all personnel who have access to or who process such data are obliged to maintain the confidentiality of that personal data and that no such data is sent outside of the European economic Area without the consent of the School.
- 9.4.4. The School will be provided with written details of BDSIP's responsibilities, processes and procedures relating to the processing of data – the "Data Processing Agreement" which can be found here: [Data-Processing-Agreement-Master-March-2025.pdf](#)
- 9.4.5. BDSIP shall promptly notify the School on becoming aware of any breach by BDSIP of Data Protection legislation and will use reasonable endeavours to assist the School in responding to any data subject access request relating to personal data held or processed by BDSIP.
- 9.4.6. BDSIP shall maintain accurate records and information necessary to demonstrate compliance with Data Protection legislation and will delete or return personal data to the School as required at the end of this contract.

## 10. **Damages and Indemnity**

- 10.1. BDSIP shall not be liable for any losses suffered by the School save for any such arising from any deliberate or reckless breach of BDSIP's obligations under this Agreement and in such case only to the extent that the School is unable to mitigate such losses.
- 10.2. Without prejudice to any other provisions in this Agreement, the School shall indemnify and keep BDSIP indemnified against any losses arising from all breaches

by the School of this Agreement, and such indemnity shall be paid without any deduction or set-off.

- 10.3. Nothing in this contract limits any liability which cannot legally be limited including any liability for death or personal injury caused by negligence or for fraud.
- 10.4. All directors and staff employed by BDSIP have appropriate insurance in place. All associates working on BDSIP's behalf are advised of their responsibility to have appropriate insurance in place.

## **11. Dispute Resolution and Refund Policy**

Both parties will notify the other as soon as reasonably practicable of any difficulties that arise and affect the delivery of any of either party's responsibilities contained in this Agreement. The School and BDSIP will endeavour to find a mutually agreed solution to overcome any difficulties that affect the performance of any of either party's responsibilities.

## **12. Intellectual Property**

All Intellectual property Rights arising out of or in connection with delivery of the Services (other than Intellectual Property Rights in any materials provided by the School) shall be owned by BDSIP.

## Appendices: Service Schedules

The details of the specific services purchased by the School are set out in the Service Schedules, which form part of these Terms and Conditions.

Each Service Schedule describes the scope, delivery, responsibilities, and key contacts for that particular service.

By signing the Order Form, the School agrees to be bound by these Terms and Conditions together with the applicable Service Schedules.

### Appendix 1: Governor Services

Service name	Complete Governing Body Service
Service Lead	Jackie Day, Governor Services Manager
Service Contact Details	<a href="mailto:Jackie.Day@bdsip.co.uk">Jackie.Day@bdsip.co.uk</a> 07866 912860
Aim of Service	A flexible, high-impact service to strengthen school leadership, compliance, and strategic oversight.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	Schools will receive the equivalent of 12 days delivery in person or online
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

Service name	Full Governing Body Service
Service Lead	Jackie Day, Governor Services Manager
Service Contact Details	<a href="mailto:Jackie.Day@bdsip.co.uk">Jackie.Day@bdsip.co.uk</a> 07866 912860
Aim of Service	A flexible, high-impact service to strengthen school leadership, compliance, and strategic oversight.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	Schools will receive the equivalent of 6 days delivery in person or online
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

Service name	Governor Help Desk
Service Lead	Jackie Day, Governor Services Manager
Service Contact Details	<a href="mailto:Jackie.Day@bdsip.co.uk">Jackie.Day@bdsip.co.uk</a> 07866 912860
Aim of Service	On-demand expertise to resolve issues fast, reduce admin pressure, and strengthen confident decision-making.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	Schools will receive remote support, via email or telephone, to answer specific governance queries
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>



## Appendix 2: Leadership Services

Service name	Leadership Coaching
Service Lead	Paul Claydon, Deputy Chief Executive
Service Contact Details	<a href="mailto:Paul.Claydon@bdsip.co.uk">Paul.Claydon@bdsip.co.uk</a> 07866 912846
Aim of Service	Tailored coaching to build confident, resilient leaders who drive meaningful change in their schools.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	Schools will receive six two-hour coaching sessions, offered online or face-to-face, for 1-8 participants
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

Service name	Leadership Development Service
Service Lead	Helena Brooks or Sarah Carpenter, Senior Education Advisers
Service Contact Details	<a href="mailto:Helena.Brooks@bdsip.co.uk">Helena.Brooks@bdsip.co.uk</a> 07734 247773 <a href="mailto:Sarah.Carpenter@bdsip.co.uk">Sarah.Carpenter@bdsip.co.uk</a> 07821 681746
Aim of Service	Flexible, evidence-informed leadership development programme to strengthen leadership at every level — from emerging talent to experienced senior leaders.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	School will receive 3-, 6- or 9-days of support as purchased, either delivered in person or online
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

Service name	School Improvement Partner Programme
Service Lead	Helena Brooks or Sarah Carpenter, Senior Education Advisers
Service Contact Details	<a href="mailto:Helena.Brooks@bdsip.co.uk">Helena.Brooks@bdsip.co.uk</a> 07734 247773 <a href="mailto:Sarah.Carpenter@bdsip.co.uk">Sarah.Carpenter@bdsip.co.uk</a> 07821 681746
Aim of Service	Flexible, evidence-informed leadership development programme to strengthen leadership at every level — from emerging talent to experienced senior leaders.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	School will receive 3 or 6 days of support as purchased, either delivered in person or online
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

Service name	Headteacher Performance Management
Service Lead	Helena Brooks or Sarah Carpenter, Senior Education Advisers
Service Contact Details	<a href="mailto:Helena.Brooks@bdsip.co.uk">Helena.Brooks@bdsip.co.uk</a> 07734 247773 <a href="mailto:Sarah.Carpenter@bdsip.co.uk">Sarah.Carpenter@bdsip.co.uk</a> 07821 681746
Aim of Service	Strategic support to ensure headteacher performance management drives collaboration, clarity, and whole-school improvement.
Service Description	As outlined in the BDSIP Service Offer

Delivery Method	School will receive the equivalent of 1 day of support which will include attendance at the Headteacher's Performance Management Meeting
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

Service name	Supported School Evaluation
Service Lead	Helena Brooks or Sarah Carpenter, Senior Education Advisers
Service Contact Details	<a href="mailto:Helena.Brooks@bdsip.co.uk">Helena.Brooks@bdsip.co.uk</a> 07734 247773 <a href="mailto:Sarah.Carpenter@bdsip.co.uk">Sarah.Carpenter@bdsip.co.uk</a> 07821 681746
Aim of Service	Be inspection-ready every day with expert guidance that builds confidence, clarity, and a culture of continuous improvement.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	School will receive 3-, 6- or 9-days support, as purchased, delivered in person or online
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>



### Appendix 3: Teaching and Curriculum Excellence

Service name	Curriculum Design and Adaptation
Service Lead	Helena Brooks or Sarah Carpenter, Senior Education Advisers
Service Contact Details	<a href="mailto:Helena.Brooks@bdsip.co.uk">Helena.Brooks@bdsip.co.uk</a> 07734 247773 <a href="mailto:Sarah.Carpenter@bdsip.co.uk">Sarah.Carpenter@bdsip.co.uk</a> 07821 681746
Aim of Service	Our teaching and curriculum services support schools to strengthen classroom practice, build staff expertise, and deliver a rich, inclusive curriculum that meets the needs of every learner. Through expert guidance and tailored programmes, we help schools create consistently excellent learning experiences that drive progress and raise achievement.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	School will receive 3-, 6- or 9-days support, as purchased, delivered in person or online
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

Service name	Teaching and Learning Transformation
Service Lead	Helena Brooks or Sarah Carpenter, Senior Education Advisers
Service Contact Details	<a href="mailto:Helena.Brooks@bdsip.co.uk">Helena.Brooks@bdsip.co.uk</a> 07734 247773 <a href="mailto:Sarah.Carpenter@bdsip.co.uk">Sarah.Carpenter@bdsip.co.uk</a> 07821 681746
Aim of Service	Strategic support to embed a whole-school approach to teaching and learning—linking classroom practice with robust monitoring, evaluation, and professional development. We help schools build a clear, coherent strategy that drives excellence and delivers sustainable impact for staff and learners.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	School will receive 3-, 6- or 9-days support, as purchased, delivered in person or online
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

## Appendix 4: Inclusion

Service name	Inclusion Support
Service Lead	Helena Brooks or Sarah Carpenter, Senior Education Advisers
Service Contact Details	<a href="mailto:Helena.Brooks@bdsip.co.uk">Helena.Brooks@bdsip.co.uk</a> 07734 247773 <a href="mailto:Sarah.Carpenter@bdsip.co.uk">Sarah.Carpenter@bdsip.co.uk</a> 07821 681746
Aim of Service	Expert support to embed inclusive practice across your school, ensuring learners with SEND or additional needs thrive. We help schools build strategic, evidence-informed systems that improve provision, empower staff, and promote equity—so that every learner can succeed.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	School will receive 3-, 6- or 9-days support, as purchased, delivered in person or online
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

Service name	Specialist Support for Complex Needs
Service Lead	Helena Brooks or Sarah Carpenter, Senior Education Advisers
Service Contact Details	<a href="mailto:Helena.Brooks@bdsip.co.uk">Helena.Brooks@bdsip.co.uk</a> 07734 247773 <a href="mailto:Sarah.Carpenter@bdsip.co.uk">Sarah.Carpenter@bdsip.co.uk</a> 07821 681746
Aim of Service	Expert support which focuses specifically on autism-specialist training, modelling and curriculum implementation to improve confidence, consistency and impact across all classroom environments.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	School will receive 3- or 6-days support, as purchased, delivered in person or online
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

## Appendix 5: Data Services

Service name	Education Data Management Service
Service Lead	Simon Davies, School Performance and MIS Manager
Service Contact Details	<a href="mailto:Simon.Davies@bdsip.co.uk">Simon.Davies@bdsip.co.uk</a> 07866 912849
Aim of Service	Our Education Data Management Service empowers schools to collect, organise, and analyse data in actionable ways that support strategic planning and progress tracking. With expert guidance on systems, reporting, and analysis, we help leaders make confident, data-informed decisions that drive lasting improvement.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	All support and advice, e.g. during completion of statutory returns, is provided via phone and email while in person visits can be arranged if required. Statistical analysis and reporting is accessed through a series of web based portals including Nexus, Perspective Lite, Collect and FFT Aspire. Additional workshops and briefings are delivered online via Zoom and Teams.
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

Service name	MIS Service
Service Lead	Simon Davies, School Performance and MIS Manager
Service Contact Details	<a href="mailto:Simon.Davies@bdsip.co.uk">Simon.Davies@bdsip.co.uk</a> 07866 912849
Aim of Service	Our MIS Support Service helps schools make the most of their management systems. We streamline admin processes, improve data accuracy, and provide expert support to ensure your MIS runs smoothly. From setup to training, we empower staff to use your system with confidence—saving time and strengthening compliance.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	Telephone and online helpdesk support with regular remote training as outlined in Service Offer.
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

## Appendix 6: Digital Services

Service name	Internet Service
Service Lead	Gillian Bratley, Advisory Teacher: Primary ICT
Service Contact Details	<a href="mailto:Gillian.Bratley@bdsip.co.uk">Gillian.Bratley@bdsip.co.uk</a> 07968 511883
Aim of Service	In partnership with LGfL, our Internet Service gives schools fast, safe, and reliable connectivity—bundled with high-value resources that support both learning and operations. With expert safeguarding tools, curriculum access, and unbeatable value, we help schools unlock the full potential of digital education.
Service Description	As outlined in the BDSIP Service Offer, and Service Level Agreement shared with school.
Delivery Method	Online helpdesk support, managed by LGfL, as outlined in Service Offer. Support from Service Lead for service requests and escalation.
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	Three years from date of contract, as outlined in the Service Level Agreement, unless otherwise agreed.

Service name	Email Service
Service Lead	Gillian Bratley, Advisory Teacher: Primary ICT
Service Contact Details	<a href="mailto:Gillian.Bratley@bdsip.co.uk">Gillian.Bratley@bdsip.co.uk</a> 07968 511883
Aim of Service	A managed email service to deliver and support the Office 365 email system used in school.
Service Description	As outlined in the Service Level Agreement shared with school.
Delivery Method	Bespoke portal and online helpdesk support, managed by Elementary ICT, as outlined in Service Offer.
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	April 1 <sup>st</sup> to March 31 <sup>st</sup> (unless otherwise agreed at point of purchase)

Service name	Anti-Virus
Service Lead	Gillian Bratley, Advisory Teacher: Primary ICT
Service Contact Details	<a href="mailto:Gillian.Bratley@bdsip.co.uk">Gillian.Bratley@bdsip.co.uk</a> 07968 511883
Aim of Service	Our Anti-Virus Service enables schools to access licences for Sophos anti-virus solution for workstations and services, to ensure school networks are protected.
Service Description	As outlined in the Service Level Agreement shared with school.
Delivery Method	Access to Sophos management console. Email support by Service Lead for service requests.
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	As specified in Service Level Agreement but typically a 36-month licence

## Appendix 7: Health and Wellbeing Services

Service name	Whole School Wellbeing Strategy
Service Lead	Fauzia Hoque, Counselling Service Lead
Service Contact Details	<a href="mailto:Fauzia.Hoque@bdsip.co.uk">Fauzia.Hoque@bdsip.co.uk</a> 07971 111782
Aim of Service	Our Mental Health and Wellbeing services help schools create supportive environments where students and staff can thrive. By integrating proactive strategies and early intervention, these services empower schools to address mental health needs, reduce stigma, and build resilience, ensuring everyone can reach their full potential.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	School will receive 1-3 days of support, as purchased, delivered in person or online.
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

Service name	Counselling Service
Service Lead	Fauzia Hoque, Counselling Service Lead
Service Contact Details	<a href="mailto:Fauzia.Hoque@bdsip.co.uk">Fauzia.Hoque@bdsip.co.uk</a> 07971 111782
Aim of Service	Our Counselling Service provides person-centred therapeutic support to children, young people, and staff, helping them navigate personal challenges, build resilience, and improve emotional wellbeing. Integrated into the school's overall wellbeing strategy, we foster a supportive environment where everyone can thrive.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	<p>School will be provided with an agreed number of days of counselling support, as per individual purchase. This will be delivered face-to-face in the school setting with four 50-minute sessions per day purchased. Counselling support <b>cannot</b> be delivered to children or young people outside of the school day or off-site. However, in the event of any further government mandated school closures, counsellors with the appropriate training/qualification, will offer telephone and virtual counselling subject to the following protocols:</p> <ul style="list-style-type: none"> <li>• The school will require additional parent/carers consent to receive counselling support via telephone and virtual platforms.</li> <li>• The counsellor will assess if remote support is appropriate for the referred child; this decision will depend on age and the child's ability to engage in the virtual sessions.</li> <li>• The parent/carers must agree to provide an appropriate place within their home for the child to receive the virtual session.</li> <li>• The school will need to consider any current or previous safeguarding concern which may affect the ability for the child to engage in the counselling sessions remotely.</li> <li>• Debrief will continue as normal via email or call so the school is kept up to date on client engagement and safeguarding concerns.</li> </ul>

	<ul style="list-style-type: none"> <li>• Session times may be shorter due to the child's ability to engage.</li> </ul>
Monitoring and Evaluation	<ul style="list-style-type: none"> <li>• Counsellors will undertake a daily debrief with a designated member of staff at the end of each delivery day.</li> <li>• BDSIP will provide termly summative impact reports to enable the school to measure impact of the provision.</li> <li>• All counsellors are provided with 1.5 hours of supervision per month with an appropriately qualified counselling supervisor, appointed through BDSIP.</li> <li>• The School will be asked to complete an evaluation of the service at the end of the SLA period.</li> <li>• Supervision ensures BDSIP counsellors are working within the limits of their proficiency in line with the BACP's ethical framework.</li> </ul>
School Responsibilities	<p>In addition to point 5 above:</p> <ul style="list-style-type: none"> <li>• To ensure they are familiar with the protocols and procedures as outlined in the Counselling and Supervision Service Handbook.</li> <li>• To ensure they are familiar with the protocols for telephone or virtual counselling sessions in the event of any further Government mandated school closures.</li> <li>• To provide an induction programme for counsellors to ensure they are familiar with the day-to-day running and geography of the school/provision. This programme should also include agreeing with the counsellor a process for identifying clients for counselling.</li> <li>• To ensure that all referrals to school-based counselling are clients who will <b>not</b> meet thresholds for CAMHs referral.</li> <li>• To ensure the counsellor is familiar with all DSLs in the school/provision and knows where to find them so that any safeguarding concerns can be reported promptly and efficiently.</li> <li>• To identify an appropriate school leader who will be available at an agreed time and location to: <ul style="list-style-type: none"> <li>○ debrief on progress in sessions during the day</li> <li>○ agree the timetable for sessions for the following week</li> <li>○ provide relevant information for new referrals to counselling</li> <li>○ seek input from the counsellor for school-based reviews or if referrals to other services need to be made.</li> </ul> </li> <li>• To provide a safe, private and clean space in which to conduct counselling sessions without interruption.</li> <li>• To provide a safe, lockable facility to store session notes and resources, if requested by the counsellor.</li> <li>• To invite counsellors to school-run CPD so they can familiarise themselves with school aims and approaches.</li> <li>• To report any concerns or issues to BDSIP as soon as they arise so they can be dealt with promptly.</li> <li>• To confirm attendance records for their counsellor.</li> </ul>



	<ul style="list-style-type: none"> <li>To understand that Counsellors provided by BDSIP are not responsible for delivering intimate care to learners.</li> </ul>
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

Service name	Supervision Service
Service Lead	Fauzia Hogue, Counselling Service Lead
Service Contact Details	<a href="mailto:Fauzia.Hogue@bdsip.co.uk">Fauzia.Hogue@bdsip.co.uk</a> 07971 111782
Aim of Service	Our Staff Supervision Service provides compassionate, confidential support for staff navigating the emotional challenges of their roles, such as managing safeguarding concerns or high-risk behaviours. By offering a safe space for reflection, this service helps staff process difficult experiences, reduces stress, and promotes a healthier, more sustainable work environment.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	<ul style="list-style-type: none"> <li>School will be provided with an agreed number of days of supervision (clinical or non-clinical), as per individual purchase.</li> <li>Each session will last 50-minutes and be delivered face-to-face in the school setting during term time, unless otherwise agreed between the school, the member of staff and the Supervisor.</li> <li>The Supervisor will assess if remote support is appropriate for the referred adult; this decision will depend on the presenting issues and whether the school setting is a suitable location for the sessions.</li> <li>The member of staff will need to consider if the environment in which remote supervision takes place, is private and supports them being able to speak freely.</li> </ul>
Monitoring and Evaluation	<ul style="list-style-type: none"> <li>During the initial planning meeting with the school a decision will be made to determine the appropriate way in which updates, where appropriate, will happen and with whom. All parties must have due regard to the confidential nature of Supervision sessions when planning feedback meetings.</li> <li>All Supervisors are provided with 1.5 hours of supervision per month with an appropriately qualified counselling supervisor, appointed through BDSIP.</li> <li>Supervision ensures BDSIP supervisors and counsellors are working within the limits of their proficiency in line with the BACP's ethical framework.</li> <li>The school will be asked to complete an evaluation of the service at the end of the SLA period.</li> </ul>
School Responsibilities	<p>In addition to point 5 above:</p> <ul style="list-style-type: none"> <li>To ensure they are familiar with the protocols and procedures as outlined in the Counselling and Supervision Service Handbook.</li> <li>To ensure they are familiar with the protocols for telephone or virtual supervision sessions in the event of any further Government mandated school closures.</li> </ul>



	<ul style="list-style-type: none"> <li>• Agreeing with the Supervisor a process for identifying clients for Supervision.</li> <li>• To ensure the Supervisor is familiar with all DSLs in the school/provision and knows where to find them so that any safeguarding concerns can be reported promptly and efficiently.</li> <li>• To identify an appropriate school leader who will be available at an agreed time and location to provide relevant information for new referrals to supervision.</li> <li>• To provide a safe, quiet space in which to conduct supervision sessions without interruption.</li> <li>• To provide a safe, lockable facility to store session notes and/or resources, if requested by the supervisor.</li> <li>• To report any concerns or issues to BDSIP as they arise so they can be dealt with promptly.</li> <li>• To confirm how many supervision sessions have been attended.</li> </ul>
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

Service name	Multi-Disciplinary Therapeutic Services
Service Lead	Helena Brooks, Senior Education Advisers
Service Contact Details	<a href="mailto:Helena.Brooks@bdsip.co.uk">Helena.Brooks@bdsip.co.uk</a> 07734 247773
Aim of Service	Our Multi-Disciplinary Therapeutic Services, delivered in partnership with Words First, bring together a team of highly skilled professionals to provide integrated, child-centred support that addresses emotional, behavioural, and developmental needs. Whether through direct intervention, consultation with staff, or strategic planning with leaders, we help schools create a nurturing environment where every child feels safe, understood, and equipped to thrive. With a focus on collaboration and tailored provision, our services empower staff, engage families, and improve outcomes for learners with complex needs.
Service Description	As outlined in Words First's SLA
Delivery Method	School will receive support as outlined in their SLA with Words First
Monitoring and Evaluation	As outlined in Words First's SLA
School Responsibilities	As outlined in Words First's SLA
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>

## Appendix 8: CPD

Service name	CPD Package
Service Lead	Georgina Wright, Events and Marketing Lead
Service Contact Details	<a href="mailto:Georgina.Wright@bdsip.co.uk">Georgina.Wright@bdsip.co.uk</a> 07734247793
Aim of Service	Our CPD service offers tailored, impactful training for all school staff, including leaders, teachers, teaching assistants, and governors. Through practical, hands-on development, we equip educators with the tools and strategies needed to create an inclusive, high-performing learning environment. Whether through our comprehensive CPD programme or on-demand sessions, we help build a positive, empowered school culture where every individual can thrive.
Service Description	As outlined in the BDSIP Service Offer
Delivery Method	School will have unlimited access to our CPD Programme, as delivered both face-to-face and online, and E-Learning Platform. Some exclusions do apply on conferences and training delivered by external partners.
Monitoring and Evaluation	As outlined in point 6 above
School Responsibilities	As outlined in point 5 above <ul style="list-style-type: none"> <li>• All participants must be registered in advance of the course date via the BDSIP website. Registration is a prerequisite for attendance at any CPD session.</li> <li>• In the event that a registered participant is unable to attend a training course, BDSIP must be notified via email at <a href="mailto:cpdevents@bdsip.co.uk">cpdevents@bdsip.co.uk</a> as soon as possible.</li> <li>• Where applicable, participants are required to bring any pre-course exercises and/or documentation, including a valid DBS certificate and photo ID, as specified by BDSIP in advance of the course date.</li> </ul>
Duration	September 1 <sup>st</sup> to August 31 <sup>st</sup>