

## SILVER SERVICE - DETAILED SPECIFICATION FOR 2025-26

This document has been prepared and should be read in conjunction with our Service Level Agreement for 2025-26.

The Silver Service <b>includes:</b>
Quality Assurance, QA checks x 2 of the school's completed monitors for P3 and P7, the first by 31 <sup>st</sup> July, the second by 31 <sup>st</sup> December. Delivery is digital only with a minimum of 10 hours purchased – more hours can be added.
Silver mandatory attendance at 2 topical webinars to support revised forecasts in September 2025 and January 2026.
Silver mandatory attendance at year end preparation session in February/March (for financial year about to close).
Year End Completion workshop in April – Digital OR Face to Face (different dates) <b>* Preparation is needed prior to the Year End workshop*</b> You will be provided with a checklist of what is required to complete the year end (for the financial year just closed).

Costs for the Silver Service are:	Costs
Silver Quality Assurance is for min. 10 hours @ £105 per hour	£1050
Additional hours required – per hour	£105
Silver revised forecast webinars in September and January and year end mandatory preparation	Included in workshop price below
Mandatory year end completion workshops in April 2025 and preparation workshop in February/March 2026.	£278

The standard Silver Service does <b>NOT</b> include the following services for which the <b>school/setting is responsible for completing:</b>
Bookkeeping (Transactions) and Bank Reconciliation
Accruals generation and maintenance of Accruals list
Payroll entry to Salary Monitor and Accounting package
Salary Monitor variances analysis
Comprehensive System Reconciliation and submission of VAT
Year End completion, monitoring or submission or control monitoring and monthly reporting
Bank Forecast for cashflow
Interim and Capital Returns (if relevant)
Arbor/FMS bulletin updates
Budget Support Finalisation May 2025
Budget Submission to HCC via Solero
Budget Loading and Profiling to Arbor/FMS
Budget Support including bulletins, staffing updates, mid-year updates



Options available to add to the Silver Service:	Cost
Bookkeeping General Account and Bank Reconciliation – <b>NEW</b> digital (min 30 hrs per year)	£59 per hour on contract £71 per hour PAYU
Budget Support Digital	£76 per hour
Budget Support Face-to-Face	£83 per hour
Budget Loading to Arbor/FMS <b>*only if Access is coded.</b>	£76 per hour

The following Fund Account services are also available under our <b>Silver options</b> offer:
Fund Account Licence
Fund Account Bookkeeping (for Arbor accounting package schools only)
Fund Account Audit

Software and support <b>required</b> (please see the information on the Bronze Contract):
Arbor main licence
Access Education Budgeting Software
Arbor fund account or additional licence
Financial Services Systems Helpdesk Arbor/FMS and Access
<b>NB:</b> Software is available to complete year end in the following financial year only until the end of May. Notice of cancellation for any software for the following year 2026-27 should be received no later than Friday 12th December 2025.

You will receive an options form alongside your draft HFL contract. Please return this form to confirm you wish to remain on the same contract using the 'no change' tick box, or alternatively notify us should you wish to add to or change your contract. **The final date for notification is Monday 3<sup>rd</sup> March 2025.**

## Submission of Financial Returns to HCC

Submission of all HCC returns remains the responsibility of the school/setting.

## Capital Returns – School responsibility (if relevant)

A Mid-Year submission and Final submission (just before Year End) is required to be provided to HCC to detail the capital spent or committed for that year. The dates are published on Herts Grid and a bulletin and reminders sent by the Financial Services Team.

## Bulletins – School responsibility

To undertake the changes required on the bulletins issued by HFL Financial Services Team.

This might include coding changes; report changes and additional funding lines being added to the accounting or budgeting software.

## Asset Register and Leases – School responsibility

The school/setting is required to maintain its asset register and, where required to do so, be able to provide supporting information to HCC on its assets. Schools and settings are also responsible for ensuring that they maintain and update the register of leases that HCC requires and to ensure that they comply with regulations that prevent schools/settings from taking on finance leases.

## Compliance

Provide advice on compliance with HCC's specifications and appropriate finance regulations, for example, VAT procedures. Any technical VAT queries must be referred to HCC.

## Performance targets

Service	Deadline
Summer Quality Assurance of completed P3	July 31st
Autumn Quality Assurance of completed P7	December 31st
Revised forecast and year end preparation - digital	March 31st
Year End workshop – digital or face to face	April 26th

Where Financial Services has delivered unscheduled hours in addition to the annual plan, Financial Services reserves the right to charge these additional hours at the same silver service rate of £105 per hour to reflect the impact on Financial Services' schedules and the knock-on impact to other schools/settings.

Unused planned hours are not refundable.

If Financial Services needs to change your Finance Business Partner (FBP), your new FBP will be introduced to you prior to starting with your school/setting.

For software licence and helpline costs, please see information on Bronze contracts.

**NB** Our services do not remove the responsibility of the school/setting for maintaining and storing its financial records onsite and for the school/setting's compliance with all reporting standards and regulations. A pre-requisite of this service is that schools and settings are compliant with the Schools Financial Value Standard (SFVS) and HCC's Scheme for Financing Schools. **NB:** If preparatory work is not done before our Finance

Business Partner appointment, we cannot guarantee that work can be completed within the timescale and costs agreed.

## Access to services

Financial Services seeks to book all Finance Business Partner appointments for the autumn term by 31st July, for the spring term by 31st December and 31st March for the summer term. Your summer term's appointments will be subject to any changes to your contract at contract renewal in the spring.

Contracts run annually from 1st April to 31st March.

***NB: Financial Services works one month in arrears and therefore the Year End 2024-5 workshop falls into the new financial year's contract. Should you wish to change contract, please discuss any timing implications with your Service Delivery Manager.***

Purchasing Arbor Finance and Access budgeting software via HFL Education involves a third party, who will only accept orders and require full payment from 1st April until 31st March. Please be aware that a school/setting is unable to terminate part way through the year. If you wish to terminate your licence you must notify Financial Services by Friday 12th December 2025 at the latest, prior to the start of the following financial year.

For schools who are converting to academy or federating, there is still a requirement to close down the old finance systems, have them checked and be able to download the information contained in them to retain for 7 years. You may, therefore, need an extension to your licence (or an additional year depending on the timing).

For FMS users, please liaise with ESS re. their terms and conditions.

Please email: [fs.contracts@hfleducation.org](mailto:fs.contracts@hfleducation.org) and one of our Service Delivery Managers will call you back to discuss.