

FINANCIAL SERVICES SERVICE LEVEL AGREEMENT

Services for Schools maintained by Hertfordshire County Council

Reviewed by: Head of Financial Sustainability Services	Date: April 2026	Version: 1.1
Next review date:	Date: April 2027	

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SERVICE LEVEL AGREEMENT (SLA)

This agreement is between HFL Education Financial Services (Financial Services, FS) and Hertfordshire County Council (HCC) maintained schools.

Start date: 1st April 2026

Duration: 12 months unless ended by either party with 1 full term's notice in writing.

1. SERVICES PROVIDED

HFL will deliver financial services for schools, which could include, depending on the financial package purchased:

- Software licences for budget setting and financial accounts recording (required)
- Financial Services Systems Helpdesk and training (required)
- Budget setting and forecasting
- Bookkeeping
- Financial monitoring of management accounts
- Fund account bookkeeping and auditing

2. SERVICE STANDARDS

Financial Services will deliver compliance in line with the guidance provided in the HCC Financial Handbook for Schools, Schedule of Financial Delegation and the Scheme for Financing Schools as well as the GOV.UK School Financial Value Standard, SFVS.

Details of what is included within each service can be found in the detailed documentation for each service. Please ensure you consider this detail to ensure this is the right service package for your setting. If you need further advice our Service Delivery Managers are skilled at guiding you to the correct service for your setting at the present time.

3. SERVICE OBJECTIVE

- To ensure Headteachers and Governing Boards feel supported and enabled in meeting their responsibilities for financial management and reporting of their schools' financial resources
- To deliver a value for money service to schools maintained by Hertfordshire County Council
- To deliver a reliable service
- To deliver continuity and consistency in the service delivered
- To drive forward innovative solutions to financial management to increase efficiency
- To provide a real choice in terms of financial support for schools

4. SUPPORT AND TRAINING

Support for the Arbor Finance and Access Budgeting software will be provided by the Financial Services Systems Helpdesk.

The Systems Helpdesk is open from:

Monday to Thursday	8.45am to 4.45pm
Friday	8.45am to 4.15pm
Telephone:	01438 544466
Email:	support@hfleducation.org

Our Financial Services Contract now includes 16 comprehensive CPD sessions, delivered through a blend of live and on-demand formats. Covering all key financial areas for maintained schools, this service supports robust compliance and confident financial management.

5. SCHOOL RESPONSIBILITIES

The responsibility for financial compliance and setting a balanced budget lies with the Headteacher and Governors of the school. Financial Services will support and provide guidance based on the level of service purchased.

It is important the school:

- Provides accurate data for staff details, contract costs and hours
- Prepares invoices and other data in time for the date agreed with FS to complete the work
- Provides secure access to shared systems
- Takes early action with governors to maintain a balanced budget

6. SECURITY & DATA PROTECTION

HFL Financial Services will:

- Keep all school financial data confidential and secure
- Use encryption for data storage and transfer
- Notify customers of any data breach with 72 hours

7. GENERAL CONDITIONS OF SERVICE

To achieve our Service Objectives and Standards we will:

- Investigate and remedy complaints about our service
- Monitor and review our service provision
- Carry out quality assurance checks
- Listen to our customers about their needs
- Arrange appointments (digital or face to face) within a mutually agreed timescale
- Train and develop our staff to be able to meet service needs
- Recruit staff with the appropriate qualifications and skills
- Ensure that we have adequate helpline cover within working hours
- Keep to prearranged appointments unless circumstances beyond our control arise. In such cases, we will contact you by telephone and speak with your office. If this is not possible, we will email the Headteacher and our named contact.
- Ensure our staff are Enhanced DBS checked.

This document must be read in conjunction with HFL Education's standard terms and conditions, which set out the legal basis under which services by HFL Education are provided. This document is available on request from HFL Education by calling 01438 544464. In addition, this document should be read in conjunction with the more detailed specification for the service chosen; links have been provided to those services at the end of this document.

8. NON-SOLICITATION

The school/setting agrees that it will not, without the written consent of HFL Education, whether directly or indirectly, and whether alone or in conjunction with, or on behalf of, any other person, and whether as a principal, shareholder, director, employee, agent, consultant, partner or otherwise, during the period of the provision of the Goods and/or Services, and for a period of 6 months following termination of the Contract:

- (a) solicit or entice, or endeavour to solicit or entice, away from HFL Education, or employ, or offer employment to, any person employed by HFL Education and providing Goods and/or Services to the school/setting at the date of termination of the Contract, or at any time during the previous 3 months immediately preceding that date.
- (b) knowingly assist, or procure that, any other person to do the above.

Breach of the above will entitle HFL Education to levy a charge equal to up to 25% of the employee's full time annual salary, which the school/setting agrees is a reasonable pre-estimate of the loss that HFL Education will suffer in such circumstances.

9. CONTRACT AMENDMENT AND CANCELLATION

Schools/settings may be able to increase their contract, subject to the service having sufficient capacity. Should a school/setting wish to reduce or cancel its contract mid-year, a full term's notice is required.

For all Financial Services contract renewals please contact us via fs.contracts@hfleducation.org only please.

FEEDBACK ON OUR SERVICE IS WELCOME

Jackie.Keegan@hfleducation.org – Head of Financial Sustainability Services

AndrewJ.Griffiths@hfleducation.org - Service Delivery Manager (please include the J)

Marselle.Mercer@hfleducation.org – Service Delivery Manager

Tina.Shackleton@hfleducation.org – Bookkeeping Services Manager

Karon.Liles@hfleducation.org - Systems Helpdesk Manager

Terri.Barden@hfleducation.org – Training and Development Manager

Should you wish to discuss any of the above, please contact your Service Delivery Manager, via the main contract renewal service desk fs.contracts@hfleducation.org and not via their individual email addresses at this busy time. Some queries can be responded to by other members of the team, leaving more complex queries to be handled by the SDMs.

School Number: [Enter School No.] **School Name:** [Enter School Name]

FINANCIAL SERVICES OPTIONS 2026-2027

BOOKKEEPING	Diamond Service	Gold Service + OPTIONS	Silver Service	Bronze Service
Bookkeeping – General Account	INCLUDED	+£59 per hour <input type="checkbox"/>	+£59 per hour <input type="checkbox"/>	+£59 per hour <input type="checkbox"/>
BACS processing – no charge (*if bookkeeping service used*)	ADD <input type="checkbox"/>	ADD <input type="checkbox"/>	ADD <input type="checkbox"/>	ADD <input type="checkbox"/>
MONITORING	Diamond Service	Gold Service + OPTIONS	Silver Service	Bronze Service
Accruals preparation	INCLUDED	+ £500 <input type="checkbox"/>		
Completion of payroll monitor & payroll entry to Arbor	INCLUDED	+ £500 <input type="checkbox"/>		
Salary Monitor variance analysis	INCLUDED	INCLUDED		
Comprehensive System Reconciliation	INCLUDED	+ £250 <input type="checkbox"/>		
Bank Forecast – Cash Flow	INCLUDED	INCLUDED		
Year End 25-26 completion in April 26, YE outturn/submission	INCLUDED	INCLUDED		
Monthly Monitors x 7 to P10 including 2 x termly reforecasts	INCLUDED	INCLUDED		
Submission of HCC Returns	INCLUDED	+£62.50 <input type="checkbox"/>		
Capital Returns (if required)	INCLUDED	INCLUDED		
Alerts & Technical Guide completion (formerly bulletins)	INCLUDED	+£250 <input type="checkbox"/>		
Silver Monitor QA (P3&7), YE workshop for 25-26 and digital YE preparation 26-27			INCLUDED	
BUDGETING	Diamond Service	Gold Service	Silver Service	Bronze Service
Budget - May finalisation for 26-27	INCLUDED	+£76 per hour <input type="checkbox"/>	+£78 per hour <input type="checkbox"/>	+£78 per hour <input type="checkbox"/>
Budget - March preparation for 27-28	INCLUDED	+£76 per hour <input type="checkbox"/>	+£78 per hour <input type="checkbox"/>	+£78 per hour <input type="checkbox"/>
Budget - Face to Face both May & March	+£78 per hour <input type="checkbox"/>	+£85 per hour <input type="checkbox"/>	+£85 per hour <input type="checkbox"/>	+£85 per hour <input type="checkbox"/>
Budget PAYU – Face to Face	+£78 per hour <input type="checkbox"/>	+£85 per hour <input type="checkbox"/>	+£85 per hour <input type="checkbox"/>	+£85 per hour <input type="checkbox"/>
Budget Submission to Solero	INCLUDED	+£76 <input type="checkbox"/>		
Budget Loading to Arbor and Profiling	INCLUDED	+£304 <input type="checkbox"/>		
Access Budget Alerts & Technical Guides	INCLUDED	+£304 <input type="checkbox"/>		

LICENCES & HELPDESK	Bookkeeping Service	Diamond Service	Gold Service	Silver Service	Bronze Service
Financial Services Systems Helpdesk & CPD Training	Required	Required	Required	Required	Required
Access Education Budgeting Software	Required	Required	Required	Required	Required
FUND ACCOUNT	Bookkeeping Service	Diamond Service	Gold Service	Silver Service	Bronze Service
Fund Account Bookkeeping – 1 year	£318 <input type="checkbox"/>				
Fund Account Audit – 1 year (max 3 hrs)	£233 <input type="checkbox"/>				
Fund Account PAYU (hourly charge)	£78	£78	£78	£78	£78

Arbor Finance Licence Renewal via DMS01 MIS and Finance Framework	Bookkeeping Service	Diamond Service	Gold Service	Silver Service	Bronze Service
Arbor Finance Licence – General Account	Required	Required	Required	Required	Required
Arbor Finance Licence – Additional Account	Optional	Optional	Optional	Optional	Optional
NB: Please look out for the renewal of Arbor finance licences on the DMS01 section of the HFL contract renewal sheet under MIS and Finance Framework. A new licence renewal agreement will be sent out to schools from DMS. **Support for the Arbor Finance software will continue to be provided by the Financial Services Systems Helpdesk team.** *BACS processing will be free only if the full bookkeeping service is used, please speak to us if you are a low hour user*					

CONTRACT ACTIONS FOR SCHOOLS

- 1) Please return the separate options form ASAP but no later than 9am Monday 2nd March 2026
- 2) If you want to keep your contract the same, please tick the no changes box and return ASAP to fs.contracts@hfleducation.org

No changes (please tick)	<input type="checkbox"/>	
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- 3) If you want to change your Financial Services contract and know what you want, please tick in the correct box on the form above by clicking inside the square and return it ASAP to fs.contracts@hfleducation.org. If you want to untick the box, just click it again.
- 4) If you think you want to make some changes and would like to discuss them, please email fs.contracts@hfleducation.org ASAP to allow time for discussion and amendment before the final contracts are sent out
- 5) If you wish to provide us with any further information, there is space on the end of the options form.

APPENDIX 1

Further details of what is contained within each service are detailed on the documents below, held on the HFL Education website:

[Service Level Agreement, SLA](#)

[Glossary of Terms](#)

[Diamond Service](#)

[Gold Service](#)

[Silver Service](#)

[Bronze Service](#)

[Frequently Asked Questions, FAQs](#)

[Options Form 2026-2027](#)