



Supply Service Handbook 2019/2020

East Riding Supply Service



EAST RIDING
OF YORKSHIRE COUNCIL

CONTENTS

		Page
Chapter 1	Introduction	1
1.1	Mission Statement	1
1.2	Professional Standards	
Chapter 2	Recruitment to the Service/Registration	2
2.1	Annual Registration Fee	2
2.2	Continuing Inclusion on the Supply Register	3
2.3	Pay and Conditions	3
2.4	Payroll	4
2.5	Pension	4
2.6	Policies, Procedures and Guidance	4
2.7	Newly Qualified Teachers	5
2.8	Overseas Trained Teachers	5
Chapter 3	Safeguarding	7
3.1	Child Protection/Safeguarding	7
3.2	Childcare Disqualification Declaration	7
3.3	Further Guidance/Reading	8
3.4	Behaviour Management and Physical Intervention	8
Chapter 4	Working as Supply	9
4.1	How do I find out about supply work opportunities?	9
4.2	Updating your availability	9
4.3	Your responsibilities on arriving at a school/establishment	9
4.4	School Responsibilities/Establishment Responsibilities	10
4.5	Basic Guidelines for Supply Workers	10
4.6	Communication	11
4.7	Monitoring and Feedback	11
4.8	Complaints	12
4.9	Training and CPD	12
4.10	East Riding Supply Service Website	12
4.11	General Data Protection Regulation (GDPR)	13
4.12	Using the electronic booking management system	14
4.13	Useful Contacts	15
		Page

Chapter 1 Introduction	1
1.2 Mission Statement	1
1.3 Professional Standards	
Chapter 2 Recruitment to the Service/Registration	2
2.1 Annual Registration Fee	2
2.2 Continuing Inclusion on the Supply Register	3
2.3 Pay and Conditions	3
2.4 Payroll	3
2.5 Pension	4
2.6 Policies, Procedures and Guidance	4
2.7 Newly Qualified Teachers	5
2.8 Overseas Trained Teachers	5
Chapter 3 Safeguarding	7
3.1 Child Protection/Safeguarding	7
3.2 Childcare Disqualification Declaration	7
3.3 Further Guidance/Reading	8
3.4 Behaviour Management and Physical Intervention	7
Chapter 4 Working as Supply	9
4.1 How do I find out about supply work opportunities?	9
4.2 Updating your availability	9
4.3 Your responsibilities on arriving at a school/establishment	9
4.4 School Responsibilities/Establishment Responsibilities	10
4.5 Basic Guidelines for Supply Workers	10
4.6 Communication	11
4.7 Monitoring and Feedback	11
4.8 Complaints	12
4.9 Training and CPD	12
4.10 East Riding Supply Service Website	12
4.11 General Data Protection Regulation (GDPR)	13
4.12 Using the electronic booking management system	14
4.13 Useful Contacts	15

Chapter 1

INTRODUCTION

Our service has been developed to support East Riding Schools to provide a high quality level of education to the young people attending our schools or other provision within the Local Authority.

The East Riding Supply Service (ERSS) is an in-house service to schools and other Local Authority service areas, operated by the East Riding of Yorkshire Council (ERYC). The ERSS acts as an intermediary, making a database of workers that have undergone appropriate checks available to schools and other Local Authority service areas and/or booking supply workers on their behalf. The ERSS is not an employer.

1.1 Mission Statement

To provide qualified teachers across a range of age groups and curriculum areas who are able to meet the diverse educational needs of pupils within the East Riding of Yorkshire.

To provide qualified and appropriately trained support workers e.g. Teaching Assistants, Administrators to meet the diverse needs of schools/service areas within ERYC.

1.2 Professional Standards

It is an expectation of the East Riding Supply Service that all teachers placed in education settings will comply with the Teachers' Standards. Copies can be downloaded from <https://www.gov.uk/government/publications/teachers-standards>.

It is an expectation of the ERSS that all other supply workers comply with the occupational standards of their sector.

N.B. This Handbook must be read in conjunction with:-

- Keeping children safe in education: for school and college staff (part 1)
<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>
- School Staff Volunteer Code of Conduct – July 2015
<http://www.eriding.net/all-ages/supply/keeping-children-safe-in-education/>

Chapter 2

RECRUITMENT TO THE SERVICE / REGISTRATION

We recruit within the guidelines of ‘Safer Recruitment for School Staff’. All applications to the ERSS are processed in the same way. All prospective workers must complete a standard application form. On receipt of the application references will be sought. If the references are satisfactory then you will be invited to attend a face to face interview. At the interview a range of documents are required to be verified. In addition the following checks will be carried out:

Checks	Notes
Enhanced DBS	Including List 99 check. Validity of DBS will be checked/discussed at interview depending upon who issued it and when as different guidelines are in place. Must maintain regular contact with schools – otherwise 90 day regulation comes into force.
Teaching Regulation Agency	Teaching Regulation Agency register is checked for all teachers on our database.
Identity check	Checked at a face-to-face interview with the ERSS. Passport/ other photo ID normally required as evidence of identity.
Evidence of qualifications	Original documents/certificates required.
References	At least two satisfactory references are required, one must be from a current/last employer. Written references will always be sought from referees whose identity has been satisfactorily established.
Right to work in this country	Documentation will be required as proof of eligibility to work in the UK.
Medical checks	This may be required to ensure that the teacher is fit for work and that any necessary precautions/adaptations are put in place.

2.1 Annual Registration Fee

£45.00 for teachers

£22.00 for support workers

An Annual Registration Fee is required to remain on the ERSS Supply Pool List. These costs do not include any margin and are made up of employee expenses, premises costs, supplies and services. Although ERSS are not on a commercial footing with other Agencies it has been found that this still remains attractive to any potential Supply Worker.

The registration fee is none refundable once paid for an academic year.

2.2 Continuing Inclusion on the Supply Register

In June/July, supply workers/teachers are contacted by letter requesting completion of updated registration forms. If you wish to remain on the supply register you must reply by the stated date otherwise it will be assumed you no longer wish to be on the register. You can update your experience, qualifications, where you wish to work and availability. While it is likely that you will be offered a variety of supply work, ERSS has no obligation to offer you work, nor do you have any obligation to accept the offer of work if the days or school/establishment offered are not suitable to you. The following E-Learning must be kept up to date to ensure continued inclusion on the Supply Register:-

- Prevent
- Safeguarding Children in Education
- ERYC General Data Protection Regulation (GDPR)
- Autism Awareness
- New Equality and Diversity

2.3 Pay and Conditions

Whilst working for ERSS teachers and support workers are employed by the school/service area in which they do the supply work. You are not entitled to receive payment from the School/service area for time not spent on supply cover, whether in respect of holidays, illness or absence for any other reason unless otherwise agreed. The Pay Policy of the School you are working in is used to determine rates of pay for supply teachers, so this may vary. Support workers will be paid at the scale point appropriate for the evaluated ERYC job role required within the school/service area.

Teachers employed on a day-to-day or other short notice basis are paid in accordance with the provisions of the School Teacher's Pay and Conditions Document (September 2017 - Section 42.1) i.e. on a daily basis calculated on the assumption that a full working year consists of 195 days, periods of employment for less than a day being calculated pro rata

Supply Teachers employed on a supply basis through East Riding Supply Services work in line with the STPCD therefore the key duties of a teacher in the STPCD relate to teaching and are to teach, plan lessons and assess pupils' work. The arrangements in the STPCD for paying supply teachers reflect the fact that contractual duties are not different for supply teachers in comparison with other teachers. The STPCD includes a series of other teacher duties in addition to these key duties, including communicating with parents or carers and contributing to the development, evaluation and implementation of the school's policy, practices and procedures. These duties may well involve working outside the pupil time tabled day on certain days where a supply teacher is contracted to work. With the exception of planning, preparation and assessment, all of the duties directed by the school will fall within the 1,265 hours' directed time budget, which will be spread over 195 days within the school year. As the STPCD does not differentiate between supply teachers and other teachers, schools can have a reasonable expectation that, if a supply teacher is being paid under the STPCD, they would carry out all of the duties of a teacher. Situations sometimes exist where this may cause problems, however – for example, if a school calendar groups together a series of after-school parents' evenings in a very short space of time, which happens to coincide with a period of supply teacher employment.

2.4 Payroll

Supply Workers - (Teachers and Support) - are paid monthly in arrears on the last working day of the following month.

Contracted Staff (Teachers and Support Workers) – there will be two separate entries on your payslip, but one payment into your bank account. Your Supply work will be paid one month in arrears.

If you have any payroll queries please discuss, in the first instance with the school/service area where you have been working. If there is still a query then please contact the Supply Service.

2.5 Pension

The government guidelines regarding auto-enrolment will apply to all support workers. More details can be issued on request from the Local Government Pensions Department on Tel: 01482 394114, or alternatively visit their website <http://erpf.eastriding.gov.uk/>. There is also a national website, i.e. <https://www.lgpsmember.org/toj/thinking-joining-how.php> which will provide you with up to date information regarding the scheme.

All Supply Teachers will be automatically enrolled into the Teachers' Pension Scheme. You are entitled to 'Opt Out' and this should have been explained at your interview. For all queries relating to Teachers Pensions please contact Tel: 0345 6066166 or visit <https://www.teacherspensions.co.uk/>.

2.6 Policies, Procedures and Guidance

The East Riding Supply Service is an in-house service to schools, operated by East Riding of Yorkshire Council which acts as an intermediary between schools and supply teachers. The East Riding Supply Service is not an employer.

Supply Workers are subject to the Policies and Procedures and Guidelines in place within the establishment/school they are working in.

Policies and Procedures are normally available for inspection on request. It is your responsibility to make yourself aware of any policy which concerns you.

It is likely that many schools/establishments have adopted the Corporate Policies, Procedures and Guidelines of the East Riding of Yorkshire Council. These may include:

- A1 Recruitment Policy and Procedure
- A1g Employee Reference Guidelines
- H1/H1a Grievance Policy and Procedure
- G1/G1c Disciplinary Policy

In registering supply workers with the service, ERSS operates within the principles of policies A1 and A1g. These policies are available on our website under "Registering for with East Riding Supply Service".

2.7 Newly Qualified Teachers

The East Riding Supply Service follows the ‘DfE Statutory guidance on induction for newly qualified teachers (England)’ (*This is an extract from the full document, sections indicated in brackets below*).

A qualified teacher who gained QTS on or after 1 September 2007 who has not completed an induction period can undertake short-term supply work of less than one term in a relevant school for a maximum of 5 years from the point of award of QTS. This is a fixed time limit with no discretion to extend. Short-term supply placements of less than one term, or equivalent, cannot count towards induction, as such posts will not provide an NQT with the breadth of experience, support and assessment necessary to enable them to demonstrate that their performance against the relevant standards is satisfactory (2.13)

The headteacher/principal or supply agency is responsible for ensuring that a teacher who has not satisfactorily completed an induction period is eligible to carry out short term supply work. (2.14)

It is not possible to backdate the start of an induction period if a short-term supply contract is extended beyond one term. However, an induction programme must be put in place immediately it becomes clear that the extended contract will continue for a further term or more. (2.15)

An NQT can work part-time as a short-term supply teacher, while concurrently serving induction in another part-time post after the five year limit has expired. However, the short-term supply post will not count towards induction. (2.16)

2.8 Overseas Trained Teachers

(Extract from DCSF – “*Departmental advice for overseas trained teachers, local authorities, maintained schools and governing bodies – December 2014*” page 4)

The four year rule

Overseas Trained Teachers (OTT) may teach in state maintained schools and non-maintained special schools in England as unqualified teachers for four calendar years. This is known as the four year rule and it applies to teachers who qualified in countries outside of the EEA and Switzerland except for teachers who qualified in Australia, Canada, New Zealand and the United States of America (USA).

Key points

An OTT is an unqualified teacher and the four year rule begins on the first day the individual taught in a state maintained school or a non-maintained special school in England and expires exactly four years later regardless of whether the OTT has taught throughout the four year period. OTTs are not permitted to teach in Pupil Referral Units until they have been awarded QTS.

In order to teach after four years, OTTs must have been awarded QTS. OTTs who have been awarded QTS by the end of their four year period become qualified teachers and are allowed to continue teaching subject to UK Visa and Immigration permission if required.

It is unlawful for OTTs to continue teaching in state maintained schools and non-maintained special schools in England beyond four years if they have not been awarded QTS.

OTTs without QTS may continue teaching after four years if:
they have taken statutory maternity, paternity, adoption, parental or shared parental leave or pregnancy related absences during the four year period. In such cases, the OTT is eligible for extra time equal to the amount of statutory maternity, paternity, adoption, parental or shared parental leave taken under the Employment Rights Act 1996. For example, if a teacher has taken 34 weeks statutory maternity leave during her four year period, she is allowed an extra 34 weeks to obtain QTS; or

they are employed as an instructor (an unqualified teacher) who may fill a post to teach subjects or courses that require special qualifications and/or experience if they have skills and experience relevant to the teaching post in question. There is no generic definition of skills, qualifications and experience, which are decided by individual head-teachers based on the subject in question. An OTT should only be reclassified as an instructor if they meet this requirement.

From 1 April 2012 qualified teachers from Australia, Canada, New Zealand and the USA can apply to the Teaching Regulation Agency for QTS without undertaking further training or assessment in England. If they are awarded, QTS, they are exempt from the four year rule.

Chapter 3

SAFEGUARDING

3.1 Child Protection/Safeguarding

Issued by the East Riding of Yorkshire Council Child Protection Officer Schools (Tony Marsh)

As stated in the Children Act 2004 “Every Child Matters” and Working Together 2015, the role of ERSCB is to coordinate and ensure the effectiveness of Board partners to safeguard and promote the welfare of children and young people. **ALL** individuals working with children need to:

- Provide and maintain a safe learning environment for children and young people.
- Identify where there are child welfare concerns and take action to address them in partnership with other organisations as and when appropriate.
- Supply workers should be aware of their responsibilities in supporting these objectives. In addition to the guidance on physical intervention (below) supply workers should ensure that they:
 - Maintain positive and appropriate relationships with children in their care.
 - Ensure that they do not place themselves in situations or behave in a way that could lead to allegations or complaints against them, founded or unfounded.
 - Record and report any concerns that they may have about the welfare of any child that arises in their work in school before they leave the school.
- It is everyone’s responsibility to act upon any concerns they have, and by passing concerns on to the appropriate staff, supply workers will have done so.

If in doubt ask for guidance from school staff on the school policies and procedures.

3.2 Childcare Disqualification Declaration

In October 2014, the government issued supplementary guidance to ‘Keeping Children Safe in Education (2014)’ detailed below. This guidance said that school staff are disqualified from working in a school, when they ‘live or work in the same household’ as someone who is barred from working with children or young people, even if they would not otherwise be disqualified themselves. You will be required to complete a Staff and Volunteer Childcare Disqualification Declaration at interview due to the potential of supply workers/teachers coming in to contact with children 8 years and under which this legislation covers.

3.3 Further guidance/reading:

East Riding Safeguarding Children Board - www.erscb.org.uk.

Working together to Safeguard Children. A guide to interagency working to safeguard and promote the welfare of children –

<http://www.eriding.net/all-ages/supply/keeping-children-safe-in-education/>

Keeping children safe in education. Statutory guidance for schools and colleges.

<http://www.eriding.net/all-ages/supply/keeping-children-safe-in-education/>

Keeping children safe in education. Information for all school and college staff.

<http://www.eriding.net/all-ages/supply/keeping-children-safe-in-education/>

3.4 Behaviour Management and Physical Intervention

- Always ensure you familiarise yourself with the behaviour policy of the school. If a copy of this is not provided by the school clarify it verbally or look on the school website.
- Follow the school behaviour systems and seek support in line with this if required.
- Attempt to be positive, consistent, assertive but non-confrontational in managing behaviour. If a pupil verbally escalates a situation remain calm and attempt to diffuse the situation without matching this behaviour but by giving clear positive instructions and an opportunity for the pupil to behave. If not then use the school systems appropriately.
- Physical contact is difficult to avoid in the normal course of teaching particularly in Early Years or Primary settings in the most positive situations. However as a supply teacher rather than an established member of staff you are in a challenging and potentially vulnerable position. Avoid physical contact as much as possible in your general teaching and in particular in dealing with difficult situations.
- The use of physical intervention should, whenever possible be avoided and appropriate preventative procedures should be in place; physical intervention should always be considered as a last resort. In the case of Supply staff, physical intervention should only be considered to prevent serious injury to a child or others. In such situations only the minimum force necessary should be applied.
- If, in a rare situation you do physically intervene, a clear and detailed written report should be passed to the appropriate member of the school staff as soon as possible but ideally no later than the start of the next school session.
- If an allegation of inappropriate conduct or behaviour is made against a member of staff, supply teacher or volunteer by a pupil or parent, clear procedures are in place to investigate the alleged incident, involving the school, the LA and depending on the nature of and facts of the situation may involve Social Care and Police.
- These allegations should be dealt with fairly, quickly and consistently in a way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation.

Chapter 4

WORKING AS SUPPLY

How do I find out about supply work opportunities?

There are three main ways that you will find out about work placements.

- The Supply Service will ring you to see if you are available for a specific work placement.
- A school/establishment may call you direct to book you for work. This tends to happen once you have been there working on at least one occasion.
- We will send you a text message/email. You ring us if you are interested. You do not need to do anything if you are not interested.

Sample text message: (please note we have a limit of 160 characters)

ERSS require Teacher
Date/s or TODAY URGENT
Year group or subject
Ring 01482 392509
Please respond Yes or No with your name

4.2 Updating your availability

We use a software system called 'eTeach'. This is our booking system that records all your bookings past and future. It operates as an electronic timesheet. It is your responsibility to check your Eteach calendar regularly to ensure that work you have done has been recorded. If there are any discrepancies please contact the school you have been to in the first instance. If the matter cannot be resolved please contact the supply service. Errors notified after the payroll has been submitted (second working day of the month) will be rectified the following month. Instructions about how to use eTeach can be found on our website <http://www.eriding.net/all-ages/supply/using-the-east-riding-booking-management-system/> and at the back of this handbook (4.11).

4.3 Your responsibilities on arriving at a school/establishment

They will require proof of identity which you should take with you - This should be a passport, photo driving licence, EU photo identity card or original birth certificate and a bank statement or recent utility bill. Although you have been cleared by the Supply Service many schools will still want to see proof of your DBS clearance. **We strongly advise you to take your DBS disclosure with you for the school/establishment to see.**

Always report to the Office/Reception on the first day and on each subsequent day, unless given alternative instructions. Always sign out at the end of the day.

Arrive in good time to be able to talk to staff about work set and to be ready for the start of lessons/working day. If you are going to a new school/establishment, the East Riding Supply Service will advise you of the time of the start of the day.

If working as a Supply Teacher, find out about the schools expectations for the day, marking and assessment required feedback etc.

Many Supply Teachers also find it useful to carry a few basic items with them such as Literacy/Numeracy tasks, a whiteboard pen, a few pens, pencils and rulers, some tissues and a small quantity of paper.

4.4 School Responsibilities/Establishment Responsibilities

The school should provide you with an Information Pack including brief details of at least the following:

- Timing of the school day/work day.
- Details of the classes you will be teaching including information relating to SEN.
- Details of the tasks/expectations of other none-teaching roles.
- Domestic arrangements – e.g. the location of toilets and the arrangements for tea, coffee and meals.
- Action in the event of the fire alarm sounding.
- Action in the event of an accident to a pupil or other emergency.
- The school's behaviour policy, expectations, rewards and sanctions.
- Your timetable for the day and details of how work set is communicated to you or the pupils.
- The names and locations of your line manager(s)/appropriate staff for you to contact at different times during the day should you have any problems.
- Name of Child Protection Officer.
- Any specific policies that will be applicable to you i.e. School marking policy
- Relevant policies relating to your role within the school/establishment.

If you are not given this basic information on arrival, you should ask for this before leaving reception.

4.5 Basic guidelines for Supply Workers

Professional Values

- All communication with schools and/or settings/establishments/other service areas within the Local Authority should remain professional at all times. Personal opinions and/or criticisms regarding any employees or the way in which a school/department/service area works or is run are unacceptable. All complaints should follow the policy and procedure within the establishment, or alternatively be reported directly to East Riding Supply Service whereupon they will be dealt with appropriately.
- Arrive in good time.
- Most schools and establishments expect their staff and supply workers to be smartly dressed without accessories and certainly no facial jewellery.
- Mobile telephones must be switched off whilst on the School premises, unless it is during a break or at lunchtime. Staff using personal mobile phones during their breaks should be respectful to their colleagues and mobile phones should not be used in front of pupils at any time.
- Maintain your professionalism at all times. Give the school/establishment some positive feedback if you have enjoyed your day.

- Try to keep yourself up-to-date with current developments in both your subject area and in teaching and learning in general, <https://teachers.net/>.
- Keep your cool! Should you have to apply sanctions, ensure you are following the school's behaviour policy. Send for your contact person if necessary.
- Teaching and Learning - Professional Practice.
- Promote a positive attitude in the classroom. Actively involve yourself with the pupils' learning and try to maintain a good pace and an effective learning environment at all times.
- Try to familiarise yourself with the work set and ensure that the class completes as much as possible of this work.
- If there are questions over the work set, send a member of the class to your contact person for clarification. Never leave the classroom yourself.
- Where a teaching assistant is present be clear about what their role is within the classroom.
- Where feasible, try to mark the work completed by the class, but do not attempt to mark work that contributes towards any formal assessment unless specifically asked to do so.
- Always mark work and leave feedback for the normal class teacher that provides useful information about the work completed in their absence.
- Collect in all materials at the end of the lesson and ensure that the classroom is left tidy.
- Be alert to any potential Health and Safety issues. If you have any specific concerns regarding Child Protection issues, you must contact the school office who will refer you to the designated Child Protection Coordinator.

4.6 Communication

If illness prevents you fulfilling a booking, contact the school/establishment by telephone as soon as you know you will not be attending. If you are unable to contact the school/establishment then contact East Riding Supply Service and leave a message on the answer machine at the earliest opportunity in order for us to arrange alternative cover.

If your availability changes, you have 3 options: telephone our office and speak to someone or leave a message, send an e-mail supply.service@eastriding.gov.uk to our office or use the guidance in this handbook to up-date your details on eTeach.

If you change address or your contact details change, please notify the Supply Service immediately.

If a school wishes to amend or extend your booking please inform the Supply Service of any changes.

4.7 Monitoring and Feedback

Many establishments will give immediate feedback to supply workers during, or at the end of the day. The East Riding Supply Service (ERSS) seek and pass on verbal feedback in its regular contact with schools/establishments and supply workers following short-term placements.

The ERSS will actively seek and give feedback to both schools/establishments and supply workers on placements. The ERSS Manager will scrutinise all written feedback forms to assess the needs of the individual supply workers, the school/establishment and the supply service.

The ERSS welcomes written feedback from both the school/establishment and the supply workers following a longer-term placement.

Always tell the school/establishment if you have enjoyed your day. If not, it is important that in order to improve the service, you give more detailed feedback to the school/establishment or the Supply Service. Feedback forms are available on our website and you are welcome to give us feedback whenever you feel it is appropriate.

4.8 Complaints

Occasionally complaints are made by either Supply Workers or Schools/Establishments. All complaints are listened to and dealt with at the lowest possible level. If a verbal complaint is made, then depending upon the severity it will be noted and monitored. If it is more serious then we ask schools/establishments to put the complaint into writing. You will be contacted and requested to come to a meeting to discuss the complaint. This may result in you being excluded from one or more schools/establishments.

If you have a complaint about a school/establishment then we ask that you put your complaint in writing to enable us to respond appropriately. You may choose to make yourself unavailable to one or more schools/establishments.

4.9 Training and CPD

The East Riding Supply Service encourages schools to make training available to supply workers where it is possible to do so at insignificant cost to the school e.g. when in-house training is taking place.

As mentioned in 2.2. Online training must be kept up to date in order to remain on the ERSS register.

4.10 East Riding Supply Service Website

For the most up to date information on what's happening in the Supply Service visit our website: www.eriding.net/all-ages/supply/

We are using our website as a means of keeping you up to date with changes within our service. The website has all the regular forms and documents that you require. It includes up to date information on pay scales, and the latest developments / opportunities for supply workers.

GENERAL DATA PROTECTION REGULATION

4.11 General Data Protection Regulation (GDPR)

The General Data Protection Regulation is a new, European-wide law that replaces the Data Protection Act 1998. Under the above act, citizens have a right to know that any information held about them is accurate and is not improperly used or disclosed. Supply workers may be given authorised access to stored data relating to individual named pupils. You must work in line with the school or setting's policy in respect of this and observe the following guidelines:-

- Do not allow unauthorised access to that information
- Do not disclose or allow disclosure of that information to others
- Keep information secure so it cannot be lost, deliberately or accidentally altered, or destroyed.
- Personal data relating to students or staff at the school should not be taken offsite unless in line with the school or setting's policy in respect of this.

For the efficient operation of the ERSS, it will be necessary for information about you to be disclosed to schools within the Local Authority for the purposes of assigning workers appropriately, also to the Council's Human Resources Department for salary assessment purposes, and further to the Council's payroll provider to process payments due to you for work undertaken.

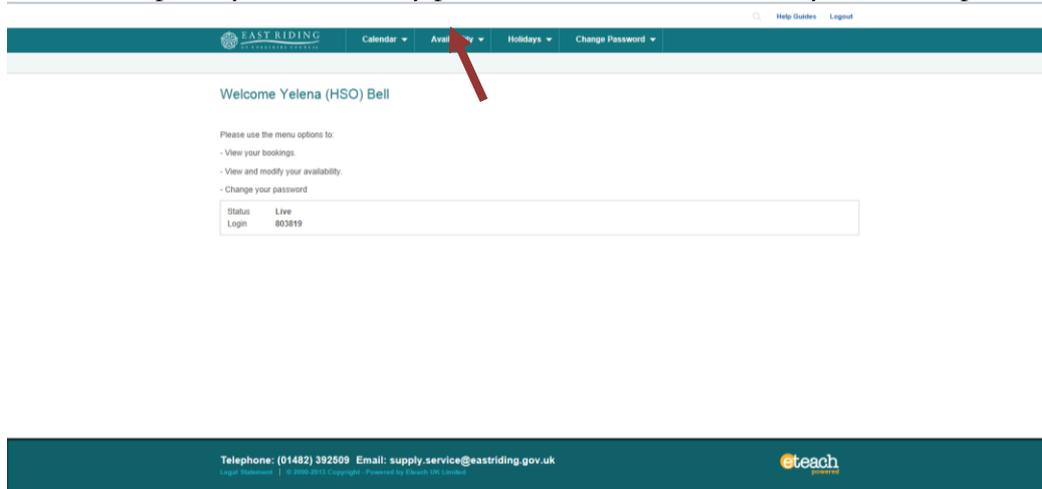
4.12 Using the electronic booking management system

The software that we use to support our service is provided by eTeach is the software (see section 13).

Once your registration is completed with East Riding Supply Service you will receive an e.mail with a user log on and a password to access your Eteach account.

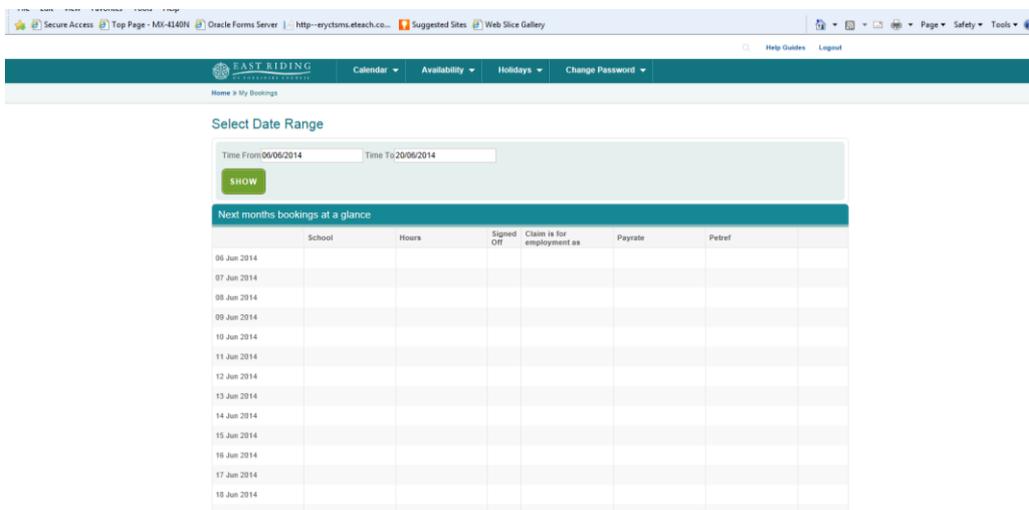
Below are step by step instructions about how to update your availability calendar and how to check that your hours have been booked correctly on the system.

To update your availability please click on the “Availability” on the top of the homepage



The next screen shows your calendar, please mark yourself unavailable by clicking on mornings or evenings time on the date when you are not available.

To check hours and rate that your have worked click on the “Calendar”, select date range then press “Show”. Next screen will show dates, school, hours and pay rate. Please make sure that all bookings for the month have been entered. If you notice any anomalies please notify either the school/establishment or the Supply Service immediately to reduce the risk of pay being affected.



4.12 Useful Contacts

Our Address: School House
Dorset Avenue
Skirlaugh
East Riding of Yorkshire
HU11 5EB

Office Hours: The Supply Service operates during Term time:
Monday to Thursday 7.30am to 5.30pm
Friday 7.30am to 5.00pm

Please refer to the website for school holiday opening hours

Supply Service Manager:

Jane Redfearn

Tel: (01482) 392506

Email: jane.redfearn@eastriding.gov.uk

Supply Service Team:

Jeanette Cawkwell

Tel: (01482) 392507

Email: supply.service@eastriding.gov.uk

Alison Heard

Tel: (01482) 392508

Email: supply.service@eastriding.gov.uk

Zoe Wilson

Tel: (01482) 392508

Email: supply.service@eastriding.gov.uk

PAYROLL

Employment Services (Transactional Team)

East Riding of Yorkshire Council

Room BG19

County Hall

Beverley

HU17 9BA.

Tel: (01482) 2394320

PENSIONS TEAM

Council Offices

Church Street

Goole

Tel: (01482) 394150