

Best Foot Forward - Service Level Agreement (SLA)

Alternative Provision & Safeguarding Partnership

Academic Year: 2026–2027
Effective From: September 2026
Review Date: September 2027

Ofsted Safeguarding & Compliance Assurance Summary

This Service Level Agreement demonstrates that Best Foot Forward operates in line with Ofsted expectations for Alternative Provision and current statutory safeguarding guidance.

Best Foot Forward confirms that it:

- Operates safeguarding arrangements fully aligned with Keeping Children Safe in Education (KCSIE) 2026 and Working Together to Safeguard Children (2026)
- Has clearly identified DSL and DDSL roles, supported by an Independent Safeguarding Advisor.
- Maintains safer recruitment practices, including enhanced DBS checks and ongoing safeguarding training for all staff
- Records and monitors attendance using DCPro, in line with national attendance recording standards (UK)
- Maintains clear procedures for identifying, recording, reporting, and escalating safeguarding concerns
- Retains the professional capacity and authority to act independently where a child may be at risk, and a timely response from the Referrer is not received
- Shares safeguarding information lawfully, proportionately, and securely in accordance with UK GDPR

This SLA evidences a robust safeguarding culture, clear accountability, and effective partnership working, supporting Referrers in meeting their statutory duties and Ofsted inspection requirements.

1. Purpose

This Service Level Agreement (SLA) sets out the roles, responsibilities, and expectations between Best Foot Forward (the *Provider*) and the Referring School / Local Authority (the *Referrer*) for the delivery of commissioned alternative provision.

The agreement ensures that all learners are safeguarded and supported in line with:

- *Keeping Children Safe in Education (KCSIE) 2026*
- *Working Together to Safeguard Children (2026)*
- The Education Act 2002
- The Children Act 1989 & 2004
- UK GDPR and the Data Protection Act 2018

This SLA does **not** replace statutory responsibilities but clarifies how both parties work together to meet them.

2. Scope

This agreement applies to all learners placed with Best Foot Forward on a part-time basis and covers:

- Safeguarding and child protection
- Welfare and well-being
- Attendance and behaviour
- Information sharing and communication
- Reporting and escalation procedures

3. Safeguarding Principles

Both parties acknowledge that:

- The Referrer retains overall statutory responsibility for safeguarding the learner
- Best Foot Forward has a **duty of care** and a responsibility to act on safeguarding concerns
- Safeguarding is a **shared, proactive responsibility** requiring timely communication

The welfare of the child is paramount at all times.

4. Responsibilities of the Referrer

4.1 Safeguarding Oversight

The Referrer will:

- Retain statutory safeguarding responsibility for all learners placed with Best Foot Forward
- Ensure appropriate due diligence has been undertaken prior to placement
- Share all relevant safeguarding information **before placement**, including:
 - Risk assessments
 - EHCPs and SEND documentation
 - Behaviour and safety plans
 - Historical and current safeguarding concerns

4.2 Social Worker / External Agency Information

Where a learner has an allocated Social Worker, Early Help Practitioner, or other lead professional, the Referrer will:

- Provide names, roles, and contact details
- Confirm in writing whether Best Foot Forward may liaise directly with them
- Authorise inclusion of external professionals in safeguarding communications where appropriate

4.3 Response to Safeguarding Concerns

- Acknowledge safeguarding concerns raised by Best Foot Forward **within one working day**
- Confirm actions being taken by the DSL
- Provide updates relevant to learner safety (within confidentiality limits)

5. Responsibilities of Best Foot Forward (Provider)

5.1 Safeguarding Practice

Best Foot Forward will:

- Maintain a Safeguarding & Child Protection Policy aligned with **KCSIE 2026**
- Appoint a Designated Safeguarding Lead (DSL) and Deputy DSL
- Ensure all staff:
 - Hold enhanced DBS clearance

- Receive safeguarding, Prevent, and ongoing CPD training

Key Safeguarding Contacts

Designated Safeguarding Lead (DSL)

Bethany Russell – CEO

☎ 07394 950803

✉ Beth@bestfootforward.org.uk

Deputy Designated Safeguarding Lead (DDSL)

Andrew Russell

☎ 07538 719783

✉ andrew@bestfootforward.org.uk

Independent Safeguarding Advisor (Escalation Support)

Chris Tapley

☎ 07827 441659

✉ conserva.ltd@gmail.com

5.2 Reporting and Record Keeping

- Report safeguarding concerns immediately to the Referrer's DSL
- Use telephone contact for urgent concerns, followed by written confirmation within 24 hours
- Maintain secure, accurate safeguarding records in line with GDPR

5.3 Authority to Act

Where:

- A safeguarding concern is **not acknowledged within one working day**, or
- There is a reasonable belief that appropriate action has not been taken

Best Foot Forward has the authority and duty to act independently, which may include:

- Referral to Children's Social Care / MASH
- Contacting the police when a child is deemed to be at risk

The Referrer will be informed as soon as reasonably possible after such action.

6. Delivery of Alternative Provision

Best Foot Forward will:

- Deliver a structured programme of learning with clear outcomes
- Provide all tools, materials, and safety equipment
- Carry out and share activity risk assessments
- Provide induction covering behaviour expectations, boundaries, and safeguarding
- Supervise learners at all times
- Record attendance using DCPPro, in line with national attendance recording standards in education (UK)
- Notify the Referrer promptly of any absences or attendance concerns
- Provide regular progress, attendance, and well-being reports

7. Joint Responsibilities

Both parties agree to:

- Maintain open and transparent communication
- Share safeguarding information lawfully and proportionately
- Cooperate with statutory agencies and attend multi-agency meetings
- Keep secure records of safeguarding communications

8. Escalation Protocol

1. DSL-to-DSL discussion
2. Escalation to senior leadership
 - Independent Safeguarding Advisor: Chris Tapley
Contact Number: 07827 441659
Email: conserva.ltd@gmail.com
3. Referral to LADO or Local Safeguarding Partnership escalation process

9. Data Protection & Confidentiality

Both parties will comply with UK GDPR and the Data Protection Act 2018. Information will be shared:

- Lawfully
 - Proportionately
 - Securely
 - In the best interests of the child
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9a. Invoicing & Financial Arrangements

- Best Foot Forward will invoice weekly for provision delivered, unless otherwise agreed in writing
 - Invoices will reflect agreed placements and attendance expectations
 - Payment terms are as agreed between Best Foot Forward and the Referrer
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10. Review & Monitoring

- This SLA will be reviewed annually or following legislative change
 - Termly safeguarding review meetings may be held for high-risk learners
 - Changes to DSL, policies, or key staff will be communicated promptly
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11. Signatures

For the Referrer

Name: _____

Role: _____

On behalf of (referrer organisation): _____

Signature: _____

Date: _____

For Best Foot Forward

Name: Bethany Russell

Role: CEO / DSL

Signature: 

Date: Saturday, July 18, 2026

For Best Foot Forward

Name: Andrew Russell

Role: CEO / Business Manager / DDSL

Signature: 

Date: Saturday, July 18, 2026

Best Foot Forward

Website: www.bestfootforward.org.uk

Email: admin@bestfootforward.org.uk