



Service Level Agreement 2024-2025

Southampton Academy Schools

Courier Service

1. Introduction

Southampton City Council can provide a post collection service from the school to council locations either once or twice per week during school term-time throughout the year.

The SLA will operate on a continuous basis, year-on-year. If either party wishes to terminate this agreement, three month's written notice shall be given to the other party.

2. Service

The post collection service ensures that your school's post is delivered promptly to council locations. The service is available either once (Mon) or twice (Mon and Thu) a week during school term, throughout the year. The service includes 1 post bag and a maximum of 3 A4 boxes per collection day.

The service is available Monday to Friday 0800 hours to 1500 hours for additional chargeable ad hoc collection requests (other work permitting).

The service ensures that all vehicles used are maintained in a clean and suitable condition.

All Courier Drivers are fully aware of and compliant with legislation, such as the Road Traffic Act and health and safety procedures and applicable City Council policies, such as 'No Smoking' and 'Equalities' policies etc.

Appropriate clothing and equipment are provided to all Courier Drivers, as well as COVID guidance and appropriate PPE and applicable training is undertaken by all staff, e.g., Manual Handling and Information Governance.

In return we ask the school to:

- Specify the school post collection point for outgoing post to be collected and ensure clear access routes within the school.
- Ensure that the mail is appropriately packaged and addressed (only to locations as specified in Appendix 1) and ready for collection at the specified time.
- Inform us in writing of any changes to the school status that may affect the service, e.g., school merger.

3. School Merger

If the school merges with another school and the invoicing arrangements change, the school will receive a refund on a pro-rata basis from the date of the merger.

The Courier Service will continue under the new invoicing arrangement, as advised by the school.

If the school no longer requires the Courier Service, we require a minimum of three month's written notice.

4. Pricing

The annual charge from 1 April to 31 March is £273 for one collection per week or £545 for two collections per week.

Payment shall be made at the start of the financial year to cover the full period.

Additional ad hoc services, such as the movement of large or bulky items between premises, may be requested by the Service Commissioner and will be subject to a separate charge and will be carried out as the Service Provider's schedule allows.

5. Service contact

Courier Service Team Leader: Adam Natt
Telephone Number: 023 8063 1722 / 07881 518909

Courier Service Deputy: Deputy: Christian Grundy
Telephone Number: 023 8063 1722 / 07881 518913

Email Address: Courier.service@southampton.gov.uk
Team: Courier Service, Service Delivery and Compliance, Transport and Planning, Place

Appendix 1

The list below specifies Council and other locations that the Courier Service can deliver post to on behalf of schools. Please note that this is subject to change if services are relocated or stopped.

SIPPS, Respite services, 32 Kentish Road	One Guildhall Square
All SCC Housing Offices	Parking Services, Wyndham Court, Southampton City
All SCC Libraries	Royal South Hants Hospital for NHS Distribution Hub to all NHS Hospitals
All Southampton Schools and Academy Schools	Sembal House, Southampton City
City Depot, Millbrook	Start Point, Northam
City Museums, Southampton City	SureStart Ashby Centre
Civic Centre Office	SureStart, Bassett
Coxford Road BRS and Contact Scheme	SureStart Central, Clovelly Road
East Locality, Beechwood Annex	Sure Start, Pickles Coppice
Hampshire County Council (and onward distribution to all HCC schools)	SureStart Thornhill
Hawthorns Wildlife Centre	SureStart, Townhill & Harefield
Holcroft House, Thornhill	SureStart Weston
Melbourne Street, Southampton City - Archaeology	Townhill Community Centre
Nursling Industrial Estate	Woolston Community Centre
Nutfield Nurseries, Southampton City	