

## Lammas School Testimonial

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The Lammas School and Sixth Form is an 11-16 school in Leyton, East London. We are a well-resourced PFI school of approximately 800 students and 100 staff. Our ICT service is delivered through our PFI contract. School Business Services have provided this ICT service since 2009.

At the time that SBS took over this contract, our ICT infrastructure was in a fragile state, having had 2 serious virus infections and several periods of non-availability. Staff confidence in our ICT support was poor. On assuming responsibility for the contract, SBS quickly stabilised the situation and began a programme of improvement that has transformed our confidence in the service and very significantly improved support for staff and therefore opportunities for students. There is now a very positive relationship between the school and SBS.

**This has happened because:**

- The SBS staff on site are knowledgeable and approachable
- The off-site support and management is supportive and responsive
- There is good communication between the helpdesk and SBS
- There is good communication between the school, the PFI Contract Manager and SBS
- There are clear procedures in place that manage our expectations of each other
- Upgrades and improvements are planned in advance, in consultation with the school and with the needs of the school in mind
- Regular meetings take place involving appropriate school staff and SBS staff to deal with all operational matters
- SBS are closely involved in strategic planning conversations and meetings
- SBS accommodate requests for input on varying options and solutions to issues that arise
- They vary the staff resource attached to the school, increasing the staff complement at crucial or demanding times
- I consider SBS to be successful in their role in our school and an asset that is helping us on our journey to become an outstanding school.

I would be happy to provide further details on request.

**Shona Ramsey**  
Headteacher

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To find out more about our ICT services, contact the SBS team on **0345 222 1551** or email [sales@schoolbusinessservices.co.uk](mailto:sales@schoolbusinessservices.co.uk)

[www.schoolbusinessservices.co.uk](http://www.schoolbusinessservices.co.uk)