

Coventry Alternative Provision (CAP)

Service Level Agreement (SLA)

Schools Accessing Coventry Alternative Provision

Version: 2026/27

Owner: Coventry Alternative Provision (CAP), Coventry City Council

Review Date: July 2027

1. Purpose

This Service Level Agreement (SLA) sets out the responsibilities and expectations of schools commissioning Alternative Provision (AP) through Coventry Alternative Provision (CAP).

The agreement aims to:

- Ensure children receive high-quality, safe and appropriate education.
- Promote shared accountability between schools, CAP and providers.
- Maintain compliance with statutory guidance.
- Improve attendance, engagement and outcomes.
- Support successful reintegration or progression into appropriate long-term destinations.

2. Principles

All placements commissioned through CAP are underpinned by the following principles:

- Child-centred practice.
- Early intervention.
- Inclusion.
- Partnership working.
- High aspirations.
- Safeguarding first.
- Preparation for adulthood.
- Quality assurance.

3. Roles and Responsibilities

Coventry Alternative Provision will:

Support commissioning by:

- Source appropriate placements.
- Match provision to identified need.
- Ensure providers meet Coventry's Quality Standards.
- Maintain a diverse network of approved providers.

Quality Assurance

- Monitor providers regularly.
- Complete quality assurance visits.
- Review safeguarding arrangements.
- Monitor attendance, progress and outcomes.
- Address concerns swiftly.

Coordination

- Coordinate referrals.
- Provide advice to schools.
- Support transition planning.
- Facilitate communication between all parties.

Performance Monitoring

CAP will monitor:

- Attendance
- Behaviour
- Academic progress
- Personal development
- Reintegration outcomes
- Post-16 destinations
- Provider performance

4. School Responsibilities

Schools remain the substantive education provider throughout the placement.

Schools agree to:

Before Placement

- Complete referral documentation fully.

- Provide accurate pupil information.
- Share safeguarding information.
- Share SEND information.
- Share behaviour information.
- Share risk assessments.
- Share attendance history.
- Share medical information.
- Agree intended outcomes.

During Placement

Schools will:

Maintain Contact

- Maintain regular contact with the young person.
- Visit the pupil where appropriate.
- Maintain contact with parents/carers.
- Attend review meetings.

Educational Responsibility

Schools remain responsible for:

- Educational oversight
- Curriculum entitlement
- Assessment
- Attendance monitoring
- Recording attendance
- Safeguarding oversight
- Destination planning

Reviews

Schools agree to attend:

- Initial planning meeting
- Six-week review
- Twelve-week review (or earlier where appropriate)
- Reintegration planning meetings
- Transition meetings

5. Attendance Expectations

Schools will:

- Monitor attendance weekly.
- Follow up absence.
- Escalate concerns.
- Support attendance improvement.

Providers will:

- Record attendance daily.
- Notify absence immediately.
- Submit weekly attendance information.

CAP will:

- Monitor attendance trends.
- Challenge poor attendance.
- Support attendance improvement planning.

6. Safeguarding

All parties agree to:

- Follow Keeping Children Safe in Education.
- Share safeguarding concerns immediately.
- Escalate risks promptly.
- Work collaboratively with external agencies.
- Maintain confidentiality.

7. Information Sharing

Schools will provide:

- Behaviour plans
- EHCP (where applicable)
- Medical information
- Risk assessments
- Attendance records
- Academic information
- Previous interventions
- Social care involvement
- Youth Justice involvement (where applicable)

8. Communication Standards

All parties are responsible for ensuring effective, timely, and professional communication to support the delivery of safe, high-quality services.

Communication Requirements:

- Any issue, incident, risk, concern, service disruption, safeguarding matter, or other event that may adversely impact service users, staff, compliance, or service delivery must be communicated immediately to the appropriate responsible person or team.
- Relevant stakeholders must be informed in a timely manner, based on the severity and urgency of the issue, to enable appropriate actions and decision-making.
- Communication must be clear, accurate, factual, and shared through agreed communication channels.
- Significant incidents, safeguarding concerns, health and safety matters, regulatory issues, and operational risks must be escalated without delay in accordance with organisational policies and procedures.
- All communications relating to incidents, concerns, or service issues must be appropriately documented, including actions taken, escalation routes followed, and any agreed outcomes.
- Where updates are required, these must be provided regularly until the matter is resolved or formally handed over to the relevant responsible party.

9. Review Process

Each placement will include:

- Initial Meeting - Within 10 school days.
- Mid-point Review - Normally at six weeks.
- Placement Review - Normally at twelve weeks.

Reviews will consider:

- Attendance
- Progress
- Behaviour
- Engagement
- Wellbeing
- Outcomes
- Reintegration opportunities
- Next steps

10. Reintegration

Where appropriate, schools will actively plan for reintegration.

Plans should include:

- Gradual transition
- Timetable planning
- Pastoral support
- Reasonable adjustments
- Risk management
- Success measures

11. Pathways with Purpose

For Year 11 learners, schools agree to actively engage with Coventry Alternative Provision's Pathways with Purpose programme by:

- Supporting destination planning.
- Attending transition reviews.
- Sharing post-16 aspirations.
- Working alongside careers advisers.
- Supporting applications.
- Promoting sustained education, employment or training.

12. Monitoring and Outcomes

CAP will monitor:

- Attendance
- Academic progress
- Behaviour improvements
- Wellbeing
- Student voice
- Parent voice
- School feedback
- Reintegration rates
- Destination outcomes

13. Escalation

Where concerns arise regarding engagement with this SLA, CAP may:

- Arrange a multi-agency review.
- Escalate concerns to school leaders.
- Review future placement arrangements.

- Recommend additional support.
- Refer concerns to appropriate Local Authority services where necessary.

14. Finance

Schools agree to:

- Not directly negotiate fees for placement offers with providers, all costings are available on the CAP directory
- Ensure timely payment in accordance with Coventry City Council invoicing arrangements.
- Notify CAP immediately if funding arrangements are required to change.

15. Confidentiality and Data Protection

All parties agree to:

- Comply with UK GDPR.
- Comply with the Data Protection Act 2018.
- Share information appropriately.
- Maintain confidentiality.

16. Measuring Success

Success will be measured through:

- Improved attendance
- Improved engagement
- Improved behaviour
- Academic progress
- Increased resilience
- Successful reintegration where appropriate
- Positive post-16 destinations
- Student voice
- Parent satisfaction
- School satisfaction

17. Agreement

By commissioning provision through Coventry Alternative Provision, schools agree to work in partnership with CAP and comply with the expectations outlined in this Service Level Agreement.

School	Signed By	Date
Coventry Alternative Provision	Signed By	Date

Appendix A – Placement Standards

Schools commissioning through CAP can expect:

- Access to quality-assured providers.
- Timely placement coordination.
- Clear communication throughout the placement.
- Regular review meetings.
- Attendance and progress monitoring.
- Robust safeguarding oversight.
- Support with reintegration planning.
- Post-16 transition support where appropriate.

This SLA reflects the shared commitment between schools, Coventry Alternative Provision and providers to ensure every child receives a safe, ambitious and personalised education pathway that maximises their potential.