

Monday 5th June 2023

Dear colleague,

Service Level Agreements (SLA) Contracts for 2023/24

I hope you were able to enjoy some relaxation over the half-term break and are looking forward to the rest of the summer term.


Before half-term I wrote to you regarding the ongoing issues schools are experiencing as a result of the implementation of the Oracle system last year. We do understand the daily impact that this current situation is having on you and your staff. I would like to apologise again and assure you that the council is continuing to prioritise resolving these issues.

Recently an update was sent to schools advising that charges would be increased as a result of the current economic situation. In recognition of the difficulties schools have faced due to the implementation of the Oracle system, I can now confirm that there will be a one-off, 10% reduction in our 2023/24 SLA charges. This will remove the impact of the inflation-linked price increase and will mean schools will pay less than last year. The fee concession will apply equally to Finance, HR, and Payroll charges.

I appreciate that this reduction in charges will not resolve the issues you are facing. However, I hope it goes some way to acknowledge the challenges of the past year and demonstrate our ongoing support and commitment to schools. We will of course keep you updated as we move forward with the improvements to our Oracle system as we know how important it is that you are provided with a date for closing down your 2023 accounts.

We are in the process of appointing a dedicated schools' relationship manager to support you with Oracle-related challenges and provide you with direct communication with the council's Finance and HR teams. As soon as an appointment has been made, we will introduce them to you.

Yours sincerely,



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