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Sent: 18 December 2019 15:52

## **Subject: Important Update - SI Offer Portal**

Dear NLE,

Thank you for your commitment to delivering the 2019/20 School Improvement Offer. We would like to especially thank you for your continued engagement with the online portal whilst it has not been functioning as well as it should do, and appreciate the frustration this has caused.

We want you to be able to focus your full attention on delivering support to schools. We have been working closely with the TSC, who have kept us fully informed of the issues you have raised, however, in some areas, we have not been able to resolve these.

**As a result, we have made the decision to no longer use the online RAF for Tier 2 and 3 schools. Instead, in the New Year, we will issue an excel-based template for NLEs to use.**

We realise that some of you have already, or will shortly, be submitting RAFs. Please be assured that where you have already submitted RAFs, there is no need to repeat this; and we will release the funding to you as quickly as possible.

Similarly, where you intend to submit a RAF imminently, you can instead use the current powerpoint template, so there is no delay for the schools you are supporting.

**Please continue to use the portal to check whether you have been matched to a school, record your scheduled or actual deployment dates and complete returns for Tier 1 schools.**

Whilst some of you have also experienced issues in relation to these functions, we have now investigated them and identified the causes. In particular:

- **Not seeing schools to which you have been matched:** there are a small number of you who have duplicate accounts in the system (for example, from when you submitted grant returns), meaning that schools to which you have been matched are not displaying. We apologise for the obvious frustration this has caused. We have reconciled these accounts and will shortly be emailing those of you directly affected to confirm the correct account details to use.
- **Timelags:** for periods over the last couple of weeks, some users experienced a significant timelag when operating the system, due to issues with Microsoft's product range. Our testing has shown that this is no longer happening, however we will continue to closely monitor the situation.

Unfortunately, we have not been able to move to a position where emails alerting you to matches are being sent reliably; and, therefore, we have decided to switch this functionality off.

We would encourage you now to continue to upload your deployment data and Tier 1 returns so that we can monitor and manage NLE capacity effectively with the TSC.

Once again, we want to thank you for your patience as we have investigated and resolved issues; and apologise for the impact it has had on many of you to date. We hope that by taking this decision now, it will enable you to focus on supporting schools.

*School Improvement Team*