



Education
Funding
Agency

Academies Service Statement

The Education Funding Agency (EFA) has published a Customer Charter that sets out what all interested parties can expect in terms of service delivery standards. The paragraphs below are a summary of our role and service in relation to academies.

Our role is to calculate and pay revenue and capital funding to, as well as seek assurance over the use of public funds from, academies of all types, including those that are sponsored, Free Schools, University Technical Colleges, and Studio Schools.

We expect academy trusts to make the most effective use of their financial freedoms to raise educational standards, operating with proper accountability for how they spend tax-payers' money. We ask academies to do certain tasks so we may provide assurance that this is the case and that academies are meeting the terms of their Funding Agreements.

We support an academy's compliance with its Funding Agreement by responding to any requests that you may make of the Secretary of State as required by the Funding Agreement. This may include such things as: approval to enter into a lease; to dispose of land; or to make significant changes to provision, for instance by adding a sixth form.

We aim to be accurate, responsive and professional and we are continuously looking for ways to improve. We monitor our performance on a regular basis, use customer surveys to get feedback on how we are doing and welcome comments and ideas at any time. Our priority is to continuously improve the standard of service we deliver and our commitment is to get better and better at this.

You can get information and support from us in these ways:

The [website](#) is the first place to look. 'About the EFA' is the gateway site for all EFA customers and has specific areas for academies.

The [Academies' Financial Handbook](#), information about School [Funding Reform](#), [Schools Forum](#) Regulations, [the Priority Schools Building Programme](#) and the [Schools' Admissions Code](#) are just a few examples of the things that can be found on the website. We are increasing our use of it all the time to enable you to find what you need to know when it suits you.

Every fortnight we publish an [e-bulletin](#) that contains information for academies. It highlights key developments and changes in policies and procedures, events and things to look out for. We often use it to remind you of returns that are due.



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The **Enquiry Service** can be accessed through the following e mail address: academyquestions@efa.education.gov.uk. This is the route to use if the website doesn't answer your questions. We aim to answer questions within 48 hours. We resolved 70 per cent of the enquiries we received between the beginning of December and the end of February within two working days. If we can't do that, we will tell you and keep you informed of progress.

Certain types of enquiry are dealt with by specialist teams. We will let you know if this is the case.

In certain circumstances we will allocate a **named point of contact** for you to deal with. Examples of these are:

- If you want to make a request of the Secretary of State as required by the Funding Agreement, such as approval to make a significant change to your academy. In cases such as this we will give you the name of the member of staff who will deal with the matter through to its conclusion. This means you can be confident there is continuity in handling the case and you know who to speak to if you have any questions about it.
- Free Schools in their first year of operation

If you have a complaint about something we have done, please use the procedure on our website to raise it:

<https://www.education.gov.uk/help/contactus/efa>

For the future: we are developing a secure, convenient and efficient way to do business with you, including a confidential account where we can share funding and financial matters. We continue to develop on-line services so that you will be able to make applications about your Funding Agreements much more easily. These changes will take place over this year and if you have other suggestions how we might improve the service to you, please contact us on academy.questions@education.gsi.gov.uk.