This bulletin is intended for colleges, schools and other providers. You can read other articles for academies in the full version of the e-bulletin on our website.

<table>
<thead>
<tr>
<th>GENERAL NEWS - Click on the headlines to read each item</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EFA NEWS</strong></td>
</tr>
<tr>
<td>Information: Message from Peter Lauener, CEO of EFA</td>
</tr>
<tr>
<td>Information: EFA Customer Charter is published</td>
</tr>
<tr>
<td>Action: EFA customer survey</td>
</tr>
<tr>
<td><strong>FUNDING</strong></td>
</tr>
<tr>
<td>Update: Post-16 2013/14 funding allocations</td>
</tr>
<tr>
<td><strong>OTHER NEWS</strong></td>
</tr>
<tr>
<td>Link: Asbestos management in schools – new guidance</td>
</tr>
<tr>
<td><strong>CONTACTS</strong></td>
</tr>
<tr>
<td>How to contact us and change your subscription details</td>
</tr>
</tbody>
</table>
Information: Message from Peter Lauener – Education Funding Agency CEO

I wanted to write to you to wish you a Happy New Year and to outline some of the key items you can expect to see from us in coming weeks.

Throughout last autumn, we worked closely with all our partners on the most significant and wide-reaching reforms of the funding system for school funding pre-16, for 16-19 and for high needs funding. I hope many of you had the opportunity to hear one of the presentations around the country that my senior team led. This term we will get to the point where the new funding formulae will be used for the first time as we calculate the allocations for 2013/14.

This is always our busiest time of year. We recognise how important it is that you receive a timely and accurate notification of your funding allocation. Since last year’s funding round we have been developing new systems to improve the efficiency and effectiveness of this process, and we are looking forward to this work bearing its first fruit.

Since we opened our doors as the Education Funding Agency in April 2012 we have been listening to comments and feedback from all our customers. We have a very wide base, covering as we do all revenue and capital funding for education up to age 19, or up to 25 for learners with learning difficulties and / or disabilities who are subject to a learning difficulty assessment. The volume and complexity of work that we have taken on has increased. We have worked hard to ensure that the needs of all our individual customers are met as swiftly as possible. But there is still a lot we need to do to improve further.

This week we have published the EFA’s customer charter, which sets out what we will do and when you can expect us to do it. We aim to deal with the majority of enquiries within three working days. If we cannot deal with your enquiry in this time we will tell you what we are going to do, and how and when you can expect an answer.

We are committed to giving you access to the information you need without having to contact us directly, and have already taken steps to put our information in one place at www.education.gov.uk/efa. We have also made changes to this e-bulletin to make it easier for you to see the information you need.

We have taken these steps since July when we carried out our first customer survey. But we know we can do more, and we would welcome your further feedback in our latest customer survey. The first survey was invaluable in helping us decide where to focus our efforts and this will be no different. Please take a few minutes to complete it.

Information: EFA Customer Charter published

We have published our customer charter. You can see it on our website. The aim of our charter is to say clearly what we do and why we do it.
We want to be easy to do business with, and we want you to be clear about the experience and the level of service you can expect from us.

This charter sets out the standards we work to and which we will measure our performance against in our customer survey.

**Action: EFA customer survey**

We have launched the latest Education Funding Agency customer survey. Please take a few moments to tell us what you think of the service we provide.

This is the second survey that we have run since EFA opened, and we will be running them twice a year to ensure we are responding to the latest feedback.

The information we gained in the first survey was invaluable to us. Following your comments we made a number of changes, including separating this e-bulletin into two editions to make it easier for you to find the information you need, and creating a single EFA section at [www.education.gov.uk/efa](http://www.education.gov.uk/efa).

We have also changed the way we handle enquiries, continued developments to our systems to improve our accuracy and efficiency, and have launched our customer charter.

**Update: Post-16 2013/14 funding allocations**

Peter Mucklow, Director of Young People, wrote to post-16 providers and local authorities in October last year, setting out the next steps in implementing the new funding arrangements for 2013/14 for 16-19 education and high needs students aged 16-24. A copy of that letter is available on our website.

In December, we also published an update on the 16-19 Funding Formula 2013/14. This updated details around the funding formula included in section 3 of the document issued in July. We also published a 16-19 Funding Formula 2013/14 document setting out the principles of the overall approach to evidencing student existence and eligibility from 2013/14. Both of these documents are available on our website.

We wanted to take this opportunity to set out in a bit more detail our plans for the period January to March 2013 and for providing the post-16 allocation for 2013/14 funding.

The significant element of your funding calculation will be your student numbers. These will be sent to institutions by the end of January. We will also provide aggregated view of student numbers to local authorities to support their duties in relation to Raising of the Participation Age. Any queries, exceptional requests or business cases will need to be lodged with your territory by 22 February.
In March, we will be providing institutions with a final allocation for the academic year 2013/14 together with supporting explanatory information. There will have an opportunity to review this and come back to us with any questions.

The High Needs Student (HNS) funding reforms are now part of the mainstream allocations process detailed above. Your HNS element 1 is the new standard 16-19 funding per student formula. This element is based on the lagged student approach. Element 2 is allocated based on the number of places local authorities have told us they wish to commission from each institution. This will be included in institutions’ student numbers sent by the end of January and in the aggregated numbers sent to local authorities in February. Finally, any funding that is required for an individual student above the first two elements is negotiated and agreed with the student’s home local authority by the institution. This ‘top-up’ will be provided direct to the institution from the commissioning local authority during the year.

If you have any queries about the funding allocations process, please contact your territorial team as follows:

- North territory: YPNorthern.EFA@education.gsi.gov.uk
- South territory: YPSouthern.EFA@education.gsi.gov.uk
- East territory: YPEastern.EFA@education.gsi.gov.uk
- West territory: YPWester EFA@education.gsi.gov.uk