

January 2012

FOR THE ATTENTION OF ALL HEADTEACHERS

Dear Headteacher

2012 / 13 Subscription Charges for School and Governor Support Service

School and Governor Support remains a fully-traded service and is therefore required to recover 100% of its operating costs.

Following a Schools' Forum decision that the operating costs should be covered by subscription charged to schools, over 95% of school made a decision to buy into the services.

After careful consideration the current subscription charge to any school for services from School and Governor Support has been maintained at £1,800 for 2012 / 13.

Invoices will be posted out for the charges soon after 01 April 2012.

As a reminder for you, I have attached to this note a document detailing the services and guarantees for which you are entitled under subscription, as well as contact and responsibility details.

I appreciate that these charges come at a time when school budgets are under a range of other pressures. I do hope, however, that you and your governors will continue to use the services which I believe have been highly valued by schools and their governing bodies over many years. This has been positively supported by the customer feedback evaluation undertaken by the three Assistant Support Managers.

Yours sincerely

Sue Twells
Head of School and Setting Improvement

School and Governor Support

Services, Team Members, Contact Numbers and Service Guarantees

School and Governor Support provide a range of professional support and advice to headteachers, senior staff and governing bodies on all aspects of school management, governance and administration, including on procedures, legal, technical issues, as well as training for governors and governing bodies. This support, and specifically training detailed below, is available to schools on an annual subscription basis.

1. Services

Support to school management including:

- First point of call for all issues other than learning and teaching
- Advice on a wide range of legal, procedural issues including the interpretation and implementation of regulations
- Dealing with parental complaints including investigations, panel hearings, etc
- Banning/warning letters under section 547 of the Education Act (1996)
- Child protection issues (N.B. via Child Protection Team)
- Mediation
- Independent investigations
- Insurance/compensation claims from pupils or members of the public
- Queries from members of the public
- Advising etc on federation and amalgamation, co-location, etc
- Adverse weather conditions and other unusual school closures
- Advice and support including investigations re: grievance; disciplinary (via Employee Relations Team); anti-harassment complaints
- Liaising with other Children, Young People & Families and City Council teams etc including Legal Services, Employee Relations, Asset Management, Human Resources, Child Protection
- Copyright licensing
- School term dates negotiations
- Support to headteachers and chairs of governors at hearings and meetings, e.g. Position of Trust

Support and advice for governors and governing bodies including:

- A termly agenda briefing sent via email to the governing body chairs, clerks and headteachers of SGS subscribing schools to assist them in the planning of governing body meetings
- The effective governing body self audit tool – a resource to help governing bodies decide how well they are organised to exercise their powers and duties
- Reference documents for governing body roles and responsibilities
- First point of call for all issues that relate to governance of schools
- Support for governors and governing bodies
- Support through attendance at governing body meetings if required and subject to availability
- Governor recruitment support, which includes the sourcing of community governors, developing strategies to recruit parent governors and advice and support in the management of elections
- A guide for New Governors – a resource available in electronic format to provide new governors with information about their roles as a governor.
- Support in the appointment of clerks to governing bodies
- Advising clerks on regulations, procedures and all other aspects of their role
- Arranging payment of clerks and expenses to governors
- Peripatetic clerking of governing body meetings as required

2. Governor training

Entitlement

- In 2012/13 subscribers to SGS receive as part of their subscription, entitlement to **one** of the following two governor training and development offers:
 1. A free delegate place for the Chair of the Governing Body on the centrally held Effective Chair induction/refresher course **and** a free place for the Clerk to the Governing Body on the centrally held Clerk induction /refresher course. Places are subject to availability and are allocated on a first come first serve basis.
- OR**
2. A bespoke development planning activity (approx 45mins) delivered at your school by one of the governor training team

to assist the Governing Body in identifying performance gaps and drawing up a training programme to fill those gaps.

“Pay-As-You-Go”

- SGS offers training for governors, clerks and governing bodies on a pay-as-you-go basis in two principal ways:
 1. a schedule of regular, centrally-held courses for governors and clerks
 2. ad hoc sessions for the whole Governing Body or groups of governors/ governing bodies arranged and delivered by named governor trainers usually in school

For further information and advice on how to access your training entitlement or any other governor or governing body training :

Telephone: 464 2215

Email: governors@birmingham.gov.uk

3. Team members and contact numbers

School Support Office:

Support Assistant	Christine S Beveridge	303 2588
Support Assistant	Lynda DeBono	303 7228
Fax		303 7234
e-mail:	schoolsupport@birmingham.gov.uk	
Web site:	inline.birmingham.gov.uk/school-management	

School Support - South Area

School Support Manager	David Bridgman	303 8394
Asst Support Manager	Marie Reece	303 4692
Governor Support Officer	David Walters	303 2577

School Support - North Area

Support Manager	Karen Baxendale	464 3174
Assistant Support Manager & Office Manager	Jenny Ramoul	303 2541
Governor Support Officer	Christine Stewart	303 2479

School Support - Central Area

Support Manager	Joyce Rawlinson	303 2193
Asst Support Manager	Kyra Butwell	303 2259
Governor Support Officer	Charlie Keane	303 2620

Governor Training and Support

Governor Services Manager	Stephen Edmonds	464 2216
Asst Governor Services Manager	Bill Welsh	464 2222
Governor Training Support Officer	Lorraine Byrne	464 2215
Governor Trainer	Paul Adams	464 3572
Governor Recruitment Officer	Currently Vacant	464 3572
e-mail:	governors@birmingham.gov.uk	
Web site	www.birmingham.gov.uk/school-governors	

Postal address: School and Governor Support
Directorate of Children, Young People and Families
PO Box 16260, Birmingham, B2 2WU

Service Guarantees

School and Governor Support (SGS) have established a number of service guarantees to and for service users which define the *minimum* level of service that users should expect to receive (the actual level of service is likely to exceed the stated guarantees).

Guarantee 1 – Service Credibility / Security

SGS works positively with other services focusing on schools facing challenging circumstances and that require support to secure improvement

Guarantee 2 – Service Availability / Reliability

SGS are contactable by service users during the core service period of 08.15 - 17.15 (Monday to Thursday) and 08.15 - 16.15 (Friday) during school term time.

Guarantee 3 – Service Availability / Reliability

Service users that contact SGS via Email at schoolsupport@birmingham.gov.uk or governors@birmingham.gov.uk will receive a response within one working day of receipt. (NB this guarantee does not cover personal e-mails addresses)

Guarantee 4 – Service response

Telephone queries and requests for information from service users (other than letters – see guarantee 5) are resolved within one working day. Otherwise, Clear feedback and update procedures are followed for those telephone queries and requests for information that are not resolved within one working day.

Guarantee 5 – Response to letters

SGS will comply with the Birmingham City Council policy on response to letters – i.e. response within 10 working days

Guarantee 6 – Service Credibility / Reliability

SGS service users receive factual advice and information delivered in a credible and consistent manner that is both impartial and consistent with the City Council's commitment to equal opportunities.

Guarantee 7 – Service Credibility / Reliability

All information that is published and provided by SGS is clear, factual, impartial and up to date, and is consistent with the City Council's commitment towards equal opportunities and the use of plain language.

Guarantee 8 – Service Responsiveness / Credibility

SGS publishes a clear procedure for service users that wish to comment or complain about the service they have received. The procedure is based on the published service guarantees and is reviewed on an annual basis to measure and improve the service.

Guarantee 9 – Service Credibility / Reliability

All staff visiting schools have an enhanced CRB check