

School & Governor Support

2016/2017 Service Offer



***Supporting schools, academies and their governors
to deliver excellent outcomes
for children and young people***

School & Governor Support is a traded service of Birmingham City Council

INTRODUCTION & CONTACTS

School and Governor Support (S&GS) is a fully traded service of Birmingham City Council (BCC). Over the following pages you will find an overview of the services we offer to schools and academies, as well as the details you will need to access these.

Our dedicated team of professionals prides itself on delivering outstanding service that is responsive, flexible and adapted to your school's specific needs. We work with schools to help maximise capacity and resilience in responding to a wide range of management and governance issues. We act as a critical friend to help you make informed and considered decisions that will ensure effective outcomes in your schools.

We have a reputation for excellence and we will continue to develop our service to meet your changing needs. We look forward to working with you and we value our partnership with you.

The annual subscription charge covers all the services referred to in pages 3 to 6. **The charge for 2016/17 is £1,950.**

School Support - South Area

School Support Manager	David Bridgman	303 8394
Assistant School Support Manager	Marie Reece	303 4692

School Support - North Area

School Support Manager	Dave Yardley	464 3174
Assistant School Support Manager	Jenny Ramoul	303 2541

School Support - Central Area

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Governor Training and Support

Governor Services Manager	Stephen Edmonds	464 2216
Assistant Governor Services Manager	Bill Welsh	464 2222

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Professional Support Services

Governing Body Support — South Area	David Walters	303 2577
Governing Body Support — North Area	Christine Stewart	303 2479
Governing Body Support — Central Area	Charlie Keane	303 2620
Governor Recruitment	Sheila Sandhu	303 2588
Governor Training	Lorraine Byrne	464 2215

School and Governor Support

Directorate for People
PO Box 16260
Birmingham, B2 2WU

Website: www.birmingham.gov.uk/SGS Follow us on Twitter @SGSBCC

School Management Support, Advice and Guidance (including Compliance)

What we do

We provide initial advice and professional support in the areas of school management and administration, such as compliance with procedures and legal requirements.

This service is available to all subscribing maintained school and academy leaders, governors and academy sponsors, across all phases of education.

How we do it

- ◆ **First point of call for advice in relation to all issues other than teaching and learning:** Our subscribers can access reliable and expert telephone or email advice on a range of matters relating to school management, in accordance with our Service Guarantees (see page 8).
- ◆ **Initial advice on a range of procedural and legal issues and on interpretation and implementation of regulations:** We will provide the necessary information, advice and guidance to ensure that schools and academies are able to comply with procedures and legal obligations that relate to school management issues, complaints and concerns etc. We also provide access to legal advice and guidance via Legal Services where appropriate.
- ◆ **Experienced facilitation:** We will liaise on your behalf with all BCC services and external agencies including police, health etc. to ensure consistent and collaborative responses.
- ◆ **Support to Headteachers and Chairs of Governors at hearings and meetings:** We support our subscribers by advising on, and where appropriate agreeing attendance at, meetings arranged in accordance with your school and BCC procedures. This includes parental liaison, school complaints panels, LADO meetings etc. and agreeing follow-up support to build capacity.
- ◆ **Advice on structural changes:** We will provide information and advice on a wide range of structural changes including school organisation proposals e.g. federation, co-location, closure and expansion etc.

Conflict Resolution

What we do

Our team, which includes trained investigators and those trained in mediation skills, provides a range of professional support and advice, to resolve conflict and seek solution-focused and sustainable outcomes.

This service is available to all subscribing maintained school and academy leaders, governors and academy sponsors, across all phases of education.

How we do it

- ◆ **We advise on the management and resolution of parental and other complaints/ concerns** through initial conciliation, documentation review, and attendance at meetings where necessary.
- ◆ **We advise and assist governors and senior leaders in the compilation of warning and banning letters** under section 547 of the Education Act 1996.
- ◆ **We advise and support governors and senior leaders in building school capacity and adopting the necessary procedures to prevent conflict arising.**

Supporting Exceptional/Unforeseen Circumstances

What we do

Our team, using its wide range of skills and professional experience, is able to support schools in managing exceptional and unforeseen circumstances.

How we do it

- ◆ **Incidents attracting possible media attention:** Managing situations to avoid potential escalation including advice on dealing with the media.
- ◆ **Dealing with traumatic events:** Liaison with key personnel and co-ordinating support for staff and pupils including the arrangement of psychology support and counselling.
- ◆ **Communicable Diseases:** Advising on action to be taken in relation to illness in schools (eg. norovirus) i.e. through notifying relevant agencies and acting as facilitator between your school and those agencies.
- ◆ **Emergency Building Issues:** For example, rodent infestation, fire, floods, burglary, and structural defects. We communicate, on behalf of your school, with the appropriate BCC services and other agencies to support you in dealing strategically with the outcomes of such incidents with your staff and families.
- ◆ **Adverse weather conditions and other unusual school closures:** We advise on managing risks associated with unforeseen school closures and informing appropriate colleagues of school closures on your behalf.
- ◆ **Dealing with actions required as a result of whistleblowing complaints**

Support for Governance

What we do

We provide a range of services that support schools and academies in ensuring that their governance arrangements are effective and compliant with statutory regulations. These services are available to school and academy leaders, governors, appointed clerks and academy sponsors that subscribe to S&GS.

Our team members are trained Governor Mark Assessors and can support subscribers in pursuing this national quality mark for governance.

How we do it

- ◆ **Governance advice service:** Our subscribers can access telephone and email advice on all matters related to school and academy governance including legal obligations, the core functions of governors/directors/trustees, current policy and recommended good practice.
- ◆ **Support for the recruitment of governors:** Anyone appointed to a Governing Body should have the commitment and skills required to contribute to effective governance and the success of the school. We advise Governing Bodies on how to use available networks and resources for recruiting governors.
- ◆ **Support for clerking:** High quality professional clerking is crucial and governing bodies should set demanding standards for the service they expect from their clerk. We advise our subscribing schools on available routes to identify and appoint an accredited clerk and on the training and support that is available. We also advise on and arrange the payment of fees to the clerk on behalf of the Governing Body when required by our subscribing schools. Clerks to our subscribing schools and academies can access our governance advice service as well as receiving separate guidance and updates pertaining to their role.
- ◆ **Guidance and briefing documents:** Subscribing school and academy Governing Bodies receive a **termly Agenda Briefing** and have access to essential and regularly updated good practice.



“PAY AS YOU GO” GOVERNOR TRAINING

What we do

We offer a comprehensive programme of high quality training that develops skills and competencies, enables better governance and meets Ofsted expectations.

Our governor training programme is offered on a “pay as you go” basis and at a discounted rate to our subscribers.

The course programme

The wide range of courses offered includes induction (a necessary starting point for all governors), training for skills and practice, training for statutory and specialist roles, including chairing the governing body and effective clerking.

Feedback from participants is overwhelmingly positive and often refers to the impact on their practice.

The course programme is available on the BCC website:

www.birmingham.gov.uk/governor-training

Training for the whole governing body

Whole governing body training is delivered by experienced associates and is tailored to fit your needs and priorities. Topics range from roles, responsibilities and statutory duties to effective challenge and support (the questions you should be asking).

Sessions can be delivered during the day, twilight hours or in the evening.

Contact us to book a session or to discuss your training needs further.



SERVICE GUARANTEES

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

Service Credibility/Security

- 1) We work positively with other services focusing on schools facing challenging circumstances and that require support to secure improvement.

Service Availability/Reliability

- 2) We are contactable during our core service period of 08:15–17:15 (Monday to Thursday) and 08:15–16:15 (Friday) during school term time.
- 3) Subscribers that contact S&GS via email at school.support@birmingham.gov.uk or governors@birmingham.gov.uk will receive a response within 3 working days of receipt.
- 4) Our subscribers receive factual advice and information that is both impartial and consistent with the City Council's commitment to equal opportunities.
- 5) All information that is published and provided by S&GS is clear, factual, impartial and current.
- 6) All staff visiting schools have an enhanced DBS check.

Service Response

- 7) Telephone queries and requests for information from subscribers are resolved within 3 working days. Subscribers will be kept informed and updated when the query cannot be resolved within this timeframe.

Service Responsiveness/Credibility

- 8) S&GS complies and works within the City Council's procedures for the handling of comments, compliments and complaints.

Service Knowledge/Expertise

- 9) All staff are committed to undertaking CPD to ensure continued development and maintenance of knowledge and expertise.