

Supporting executive leaders, trustees,
governors and governance professionals
to deliver excellent outcomes for children
and young people

SCHOOL & GOVERNOR SUPPORT SERVICE OFFER 2024-25

FOR ACADEMIES

Professional, bespoke

• Advice • Guidance • Consultancy • Training

 **RESET**

 **RESHAPE**

 **RESTART**



School & Governor Support
Children and Families Directorate
Birmingham City Council

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Our websites:

birmingham.gov.uk/SGS and

birminghameducationsupportservices.co.uk/sgs

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On-call phone and email service providing advice on day-to-day school management issues as well as on all matters relating to governance.

Guidance

Resources including fortnightly governance update, termly agenda briefing, senior leader briefings and other guidance with a Birmingham perspective.

Consultancy

Board- and SLT-level support in the resolution of complex, challenging or longer-term issues that require sustainable outcomes.

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WELCOME



Levain Preston
Interim Head of Service
School & Governor Support –
Birmingham City Council

Welcome to the new Academy Service Offer from School & Governor Support (S&GS).

Building on our growing work with Birmingham's academy sector, we have developed a Service Offer specifically for MATs, SATs and Local Academy Committees. This brochure, which provides an overview of our services for subscribing academies, can also be downloaded from birmingham.gov.uk/SGS and birminghameducationsupportservices.co.uk/sgs, alongside our current Governor Training Programme brochure.

The S&GS team brings a depth of expertise derived from years of working with schools across the city. Team members also hold professional Chartered Governance Institute (CGI UK) qualifications in Academy Governance. As always, our support is focused on **all aspects of school leadership and management** other than those relating to the quality and effectiveness of teaching and learning. Our on-call advice service, Birmingham-focused resources, and practical, empathetic support through complex

issues will provide your board, governance professional and SLT with the confidence and resilience needed to achieve both your strategic and operational outcomes.

Our **subscription year for academies runs as usual from 1 September to the following 31 August**. We appreciate the continuing pressure on school budgets and remain committed to maintaining our costs at as low a level as possible. **The cost of your annual subscription charge for 2024-25 is £2,425** for Birmingham academies that are a Single Academy Trust, a standalone academy or an academy within a MAT whose other local members do not all subscribe to S&GS. This represents a 10% increase on last year's fees. Where every Birmingham-based academy within a MAT subscribes, **the cost is only £1,819 per academy**, which represents a generous reduction of 25% against the full cost.

In addition, academies who have signed up to our 'subscription commitment for 3 years' remain eligible for the 5% annual discount that we have committed to. Academies subscribing to

this service offer can also sign up to our annual governor training offer at a reduced cost of £460. This is a 28% discount against the full cost of the training offer subscription, which stands at £640 for those academies that don't subscribe to this service offer.

We will continue to review our offer to subscribing academies each year and the invaluable feedback given by headteachers, governors and governance professionals helps ensure that our service continues to meet your developing needs and crucially provides excellent value for money. Please continue to let us know about anything that has gone well, as well as any suggestions for aspects of our service that you feel we could improve. Your feedback is vital in helping us to achieve this.

We would encourage you to take a good look at our updated service offer laid out in this brochure. We hope that you will continue to subscribe – or consider subscribing for the first time – to S&GS which, feedback from current subscribers tells us, is highly valued by school leaders and governing boards (GBs).

CUSTOMER REVIEWS

"Always quick to answer and offer useful and helpful advice. Clear lines of communication. Assistance with communication if required. A critical colleague. Thank you."

"We have had to deal with some very difficult issues... Having the support was invaluable."

"Prompt, Personal, Nuanced."



ADVICE

Subscribers to our service offer benefit from unlimited access to expert advice from 8:15am- 5:15pm (Mon-Thur) and 8:15am-4:15pm (Fri) during school term time, and from 9:00am-4:00pm (Mon-Fri) in school holiday periods. We support senior leaders on day-to-day school management issues and support chairs, trustees, governors and governance professionals on all matters relating to governance. Team members hold professional Chartered Governance Institute (CGI UK) qualifications in Academy Governance, enabling us to give specialist advice to academies.

Our advice is typically shared with you by telephone, email or in virtual meetings and is delivered by experienced professionals, with a wealth of knowledge that they can apply to the needs of your education setting. Wherever possible, we will ensure that the same person will support you with your query until its conclusion.

GUIDANCE

A range of practical, timely guidance tailored as necessary for Birmingham settings.

The guidance is regularly updated in consultation with subscribers and to reflect statutory and regulatory changes.

This includes:

- Fortnightly 'Spotlight on Governance' round-up;
- Termly '5 to Thrive' briefings for senior leaders;
- Termly Agenda Briefings for governing boards (GBs);
- Annual compliance self-evaluation Audit Tool for GBs;
- Other best practice guides and templates.

CONSULTANCY

Our aim is to build resilience in leadership and maximise every academy's ability to deal with any situation arising. Academies can consult S&GS on complex, challenging or longer-term issues that require a solution-focused strategy and sustainable outcomes, including but not limited to:

- Complaints;
- Parental behaviour;
- Issues presenting reputational risk;
- Issues impacting upon the board's effective operation;
- Current events and local issues.

We have considerable experience of working with schools in diverse and challenging situations, are sensitive to the circumstances of your school and will maintain levels of confidentiality as appropriate.

TRAINING AND EVENTS

We provide a comprehensive programme of high-quality training that develops the skills and knowledge needed for effective governance in your school. Most of our training is delivered virtually using Microsoft Teams and takes place throughout the year.

Schools booking their governors to attend can either **pay on a per-delegate basis or subscribe to our separate governor training package** - which gives your governors unlimited access, at no cost to them, to our training for one entire year. **Schools that currently subscribe to our service offer are entitled to receive a discount on either of these options.**

Our **training programme** includes, but is not limited to, the following:

- induction training;
- effective challenge;
- introduction to finance and managing financial resources;
- complaints management;
- training for specific governor roles: safeguarding, SEND, Headteacher appraisal

In addition, the following events are **free of charge for subscribers to our service offer:**

- Introduction to Chairing;
- Introduction to Clerking;
- Termly Chairs' Briefing;
- Termly Clerks' Briefing.

For **details of our governor training sessions and events** please see our **Governor Training Programme** brochure or visit birminghameducationsupportservices.co.uk/Training, where you can also book your governors to attend our training (select School and Governor Support under Provider and click Search).

ADDITIONAL SERVICES

Our Service Offer is designed to be **flexible to academy trusts' development and individual academy needs**. As required, the following services can also be purchased:

- Website compliance audit;
- Bespoke External Review of Governance (ERG);
- Review of Trustee Report and Governance Statement;
- Review of Articles of Association;
- Bespoke in-school whole board training;

If you require an additional service that is not listed above, or would like to discuss a bespoke service, please contact us so we can discuss how we can support you.

PRICING

Annual subscriptions run from 1 September to 31 August. A 5% discount is available for those who commit to a 3-year subscription, providing continuous access to our resources and long-term cost savings.

£2,425 for Birmingham academies that are:

- A Single Academy Trust.
- A standalone Academy.
- An Academy within a MAT where other schools in the MAT do not subscribe (e.g. where a Birmingham school is part of a national MAT, there is the option of subscribing to a service local to the Academy's community).

£1,819 for:

- Each Academy within a MAT where all Birmingham Academies subscribe (this represents a generous reduction of 25% which has been applied against the cost of a full subscription).

Service Offer subscribers can **receive the S&GS Training Offer at a reduced cost of £460.** This is a 28% discount on £640 for those academies that don't subscribe to this Service Offer.



SERVICE GUARANTEES

- Our advice, guidance and consultancy will be factual, impartial and consistent with BCC's commitment to equality and diversity.
- We collaborate with other services and partners to ensure that, as far as is reasonably possible, the advice, guidance and consultancy we give are definitive and consistent.
- Our service complies with BCC's procedures for the handling of comments, compliments and complaints.
- Our team is contactable by phone during the core service period of 8:15am-5:15pm (Mon-Thur) and 8:15am-4:15pm (Fri) during school term time and from 9:00am-4:00pm (Mon-Fri) in school holiday periods.
- Email enquiries will receive a response within 3 working days during school term time.



TERMS AND CONDITIONS

Any references to 'school(s)' are intended to cover all educational establishments that subscribe to our traded service.

1. In order to access the services referred to throughout the service offer document the school must be a subscriber to S&GS. The school must have paid the subscription charge for the current subscription period within 30 days of being invoiced for it.
2. The S&GS (School & Governor Support) subscription year for academy trusts and individual academies starts on 1 September and runs to 31 August the following year.
3. Where a new school subscribes part-way through the year, the subscription fee may be negotiated. Any such negotiation as to the potential discount will be entirely at the discretion of S&GS.
4. New or in-year subscribers to S&GS may cancel their subscription within 30 days of notifying us in writing of their intention to subscribe, otherwise they will incur the full year subscription charge. Any courses and/or services procured during these 30 days by the prospective subscriber from S&GS will be charged at the non-subscriber rate if the subscription request is cancelled. Cancellation notification must be sent by email to **school.support@birmingham.gov.uk**.
5. All existing subscribers will have their subscription automatically renewed and will be deemed as re-subscribed on 1 September each year, unless the subscription is cancelled by email to **school.support@birmingham.gov.uk** within 30 days of the applicable renewal date. In the event that the subscription is not cancelled in accordance with this paragraph, the school will incur the full annual subscription without a further right to cancel.
6. The subscription services and options are only available and valid during the current subscription year and may be subject to change. Subscribers will be given 30 days' notice of any changes to services that may be necessary within the current subscription year.
7. Training course booking cancellations must be confirmed by email to **governortraining@birmingham.gov.uk**. S&GS is liable for cost of venue hire as well as facilitators and will therefore charge the full cost for booked places even if delegates do not attend on the day, unless S&GS receive at least 7 working days' notice by email of cancellation to the email address stated in this paragraph.
8. Any bookings received and confirmed within 7 working days of a course will be charged the appropriate course fee and will be non-refundable.
9. S&GS reserves the right to amend or cancel should it, for whatever reason, be unable to deliver an advertised governor training course. In these circumstances S&GS will endeavour to provide adequate notice. A full refund will be given to the delegate's school in the event of cancellation. S&GS will also endeavour to provide adequate notice and to reschedule the course as soon as is feasible.
10. From time-to-time S&GS may facilitate services on a paid-for consultancy basis using third-party providers. Such provision will be delivered in line with S&GS service guarantees and S&GS retains responsibility for the quality of the service provided.
11. Concerns about the quality of service provided should, in the first instance, be directed to the Head of Service, School and Governor Support, who will investigate and respond to the concerns within agreed timescales. If you remain dissatisfied, you will be given details of the Council's complaints procedure.
12. Consultancy support does not extend to attendance at meetings convened under adopted procedures or relevant regulations, unless there is a clearly prescribed role for S&GS. Requests will be considered on a needs-basis and with an assessment of risk.
13. While the provision of initial legal advice does not form part of your annual subscription to our service, please note that S&GS can refer you to BCC's legal team for a quotation.



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