Birmingham City Council

Supporting headteachers, governors and governance professionals to deliver excellent outcomes for children and young people

SCHOOL & GOVERNOR SUPPORT SERVICE OFFER 2026-27

FOR MAINTAINED SCHOOLS

Professional, bespoke

• Advice • Guidance • Consultancy • Training

School & Governor Support
Children and Families Directorate
Birmingham City Council

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Our websites:

www.birmingham.gov.uk/sgs and

birminghameducationsupportservices.co.uk/sgs

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WELCOME

David Camps

Interim Head of School Improvement and School & Governor Support, Birmingham City Council

Welcome to our **2026-27 Service Offer for Maintained Schools.** This brochure outlines the services available to subscribing maintained schools. It can also be downloaded from **birmingham.gov.uk/SGS** and **birminghameducationsupportservices.co.uk/sgs**, alongside our current **Governor Training Programme** brochure.

Our support remains focused on all aspects of school leadership and management. Each year, we review our offer to ensure it continues to meet the changing needs of subscribing schools. Feedback from headteachers, governors and governance professionals is central to shaping our services and ensuring they offer excellent value for money.

As an income-generating service, S&GS must recover most of its operating costs. Last year, almost all maintained schools in Birmingham renewed their subscription, reflecting their confidence in our support. We greatly value your continued commitment, which enables us to help schools respond to the wide range of challenges they face each day.

The subscription year for maintained schools will continue to run from 1 April to 31 March. We recognise the ongoing pressure on school budgets and remain committed to keeping costs as low as possible. The **annual subscription charge for 2026-27 will be £2,673**, representing a modest 5% increase on last year's fees.

Schools that have already committed to a three-year subscription, or wish to do so from 2026-27, remain eligible for our 5% year-on-year discount in recognition of that commitment.

We are grateful for the very positive feedback we continue to receive about our advice and support. Please keep sharing your experiences, including what has worked well and where we could improve. Your feedback helps us strengthen our service and better meet your needs. We encourage you to explore the updated offer set out in this brochure and hope you will continue subscribing to S&GS, a service that school leaders and governing boards have consistently told us they value highly.

CUSTOMER REVIEWS

- *Every time I contact School and Governor support I am met with very practical advice and knowledgeable support. I always get the support I need - can't ask for more than that :-)Having the support of knowledgeable professionals to assist and guide across a range of issues, makes leading easier when sounds options are provided to resolve concerns. Warm, supportive and constructive advice.*

- *Proactive, swift and sensitive response - signposted to specific professionals to support the school.*

- *That there is always someone I can contact for advice from governing board advice, to complaints, to closing the school for snow days! Nothing is too much trouble and I am always reassured having spoken to someone.*

ADVICE

Subscribers to our service offer benefit from unlimited access to expert advice from 8:15 - 16:30 (Mon-Thu) and 8:15 - 16:00 (Fri during school term time, and from 9:00 - 16:00 (Mon-Fri) in school holiday periods. We support senior leaders on day-to-day school management issues and chairs, governors and governance professionals on all matters relating to governance.

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

We provide practical, timely guidance tailored to the needs of Birmingham settings, supporting senior leaders, governors, and clerks/governance professionals in subscribing schools. This guidance is regularly updated in consultation with subscribers and in response to statutory and regulatory changes.

Our guidance includes:

- **'Spotlight on Governance'** essential fortnightly governance updates;
- **'5 to Thrive'** termly briefings for senior leaders;
- Termly **Agenda Briefings** for governing boards (GBs);
- **Annual Audit Tool for GBs** - designed to help GBs self-evaluate their effectiveness
- Other best practice guides and templates.

CONSULTANCY

Our goal is to strengthen the resilience of your school's leadership and governance, equipping you to effectively manage any challenges that arise. We offer expert guidance on complex, long-term, or sensitive issues that require solution-focused strategies and sustainable outcomes, including:

- Complaints;
- Parental behaviour;
- Reputational risks;
- Issues affecting the effective operation of the governing board;
- Current events and local concerns.

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.

GOVERNOR TRAINING SESSIONS AND EVENTS

We offer a comprehensive programme of high-quality training designed to enhance the skills and knowledge essential for effective school governance. Most sessions are delivered virtually via Microsoft Teams and are available throughout the year.

Schools can choose to book governor training on a per-delegate basis or take advantage of our governor training package. Schools subscribed to our core service offer are also eligible for a discounted rate on per-delegate bookings for governor training sessions.

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

- induction training;
- finance for governors;
- 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;
- Termly Briefing for Chairs and Vice Chairs and Governance Professionals/Clerks.

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 NOT COVERED BY YOUR SUBSCRIPTION

The additional 'on request' services outlined here are not included in your service offer subscription and will be charged on a flexible, negotiated scale based on session length and the number of participants. We are dedicated to staying competitive and ensuring excellent value for money.

Bespoke Whole Governing Board Training

Alongside our courses, we offer bespoke training tailored to your Governing Board's needs. Popular areas include Effective Challenge and Induction. Training can be delivered in person or online, at a time that suits you. Whole board training is especially valuable, as it builds shared understanding, strengthens teamwork, and ensures everyone is working from the same knowledge base. To arrange bespoke support, email **governortraining@birmingham.gov.uk.**

Bespoke Consultancy

We can also provide bespoke consultancy tailored to support a board's specific context, challenges, or development priorities. Examples could include:

- External Reviews of Governance.
- Being strategic.
- Assessment of and recommendations regarding governance structure.
- Independent advice relating to relationship management on the board.
- Review of skills audit and development of a GB training plan.
- Support with succession planing for key governance roles.
- Governor recruitment.

To arrange consultancy support, email **governortraining@birmingham.gov.uk.**

OUR SERVICE OFFER GUARANTEE

- Our advice, guidance and consultancy provided to our subscribers 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 given to our subscribers are both definitive and consistent.
- Our service complies with and works within BCC's procedures for the handling of comments, compliments and complaints.
- Our team is contactable by phone during the core service period of 08:15-16:30 (Monday to Thursday) and 08:15-16:00 (Friday) during school term time and from 9:00 - 16:00 (Mon-Fri) in school holiday periods.
- Subscribers emailing enquiries to any of our shared email inboxes will receive a response within three 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 maintained schools starts on 1 April and runs until 31 March 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 April 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. Your annual subscription enables S&GS to obtain initial specialist Education legal advice, usually up to 60 minutes, in order to support the school. Schools requiring legal advice which is more detailed or from a different legal specialism (for example civil/commercial litigation or employment law) will be given details for Legal Services, who will be able to provide details of their separate costs. Please note that legal costs or disbursements incurred by the school, whether arising from advice provided by S&GS or otherwise, cannot be funded from the S&GS budget. Advice will be facilitated through S&GS in the first instance and then managed directly with school.
11. 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.
12. 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.
13. 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.

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