

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

SCHOOL & GOVERNOR SUPPORT SERVICE OFFER 2024-25 FOR MAINTAINED SCHOOLS

Professional, bespoke

• Advice • Guidance • Consultancy • Training

 **RESET**

 **RESHAPE**

 **RESTART**



School & Governor Support

Children and Families Directorate

Birmingham City Council

Our team members:

Levain Preston

(Interim Head of Service)
07881 617 187
levain.preston@birmingham.gov.uk

Alison Hicks

(Interim School Support Manager inc.
Governance Oversight)
07736 454 460
alison.hicks@birmingham.gov.uk

Moira Gilligan

(Governor Services Manager)
07912 793 437
moira.gilligan@birmingham.gov.uk

Adrian Axinte

(Assistant School Support Manager)
0121 303 4692
adrian.axinte@birmingham.gov.uk

Christine Stewart

(Assistant School Support Manager
inc. Governance Oversight)
07927 666 540
christine.stewart@birmingham.gov.uk

Tamarah March

(Assistant School Support Manager)
0121 675 9265
tamarah.march@birmingham.gov.uk

Victoria Leigh

(Assistant Governor Services Manager)
0121 303 1975
Victoria.leigh@birmingham.gov.uk

Aman, Monica Hayer

(Business Support Officers)
gbso@birmingham.gov.uk

Our service email addresses:

School Support

school.support@birmingham.gov.uk

Governor Support

governors@birmingham.gov.uk

Governor Recruitment

governorrecruitment@birmingham.gov.uk

Governor Training

governortraining@birmingham.gov.uk

Our websites:

[birmingham.gov.uk/SGS](https://www.birmingham.gov.uk/SGS) and
[birminghameducationsupportservices.co.uk/sgs](https://www.birminghameducationsupportservices.co.uk/sgs)

CONTENTS

Welcome and Customer Reviews

A warm welcome from our Head of Service and a few examples of what some of you think about us.

Advice

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 agendas, SLT 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.

4 Governor Training and Events 7

Building Governing Board-level expertise and confidence through professional training and termly briefings.

6 Additional Services Not Covered by Your Subscription 8

Tailor our available support to your needs with these additional services we can provide on request and which are not covered by your service offer subscription.

6 Service Guarantees 9

The level of customer service you can expect from us.

6 Terms and Conditions 10

The 'small print' of our service offer to you.



WELCOME



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

Welcome to our **2024-25 Service Offer for Maintained Schools**. This brochure, which provides an overview of our services for subscribing maintained schools, can also be downloaded from **birmingham.gov.uk/SGS** and **birminghameducationsupportservices.co.uk/sgs**, alongside our current Governor Training Programme brochure.

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. We continue to review our offer to subscribing schools 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.

S&GS remains a **traded service** and is, therefore, required to recover the majority of its operating costs. During the last financial year, virtually all the maintained schools in Birmingham made the decision to continue subscribing to S&GS. Your continued support is much appreciated and will only enhance our ability to respond to the wide range of issues that you face on a day-to-day basis.

Our **subscription year for maintained schools runs as usual from 1 April to the following 31 March**. 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 will be £2,425** which represents a 10% increase on last year's fees.

Schools who have signed up to our subscription commitment for 3 years' remain eligible for the 5% discount that we have committed to. Subscribing maintained schools will be invoiced early in the new financial year.

We appreciate the overwhelmingly positive feedback we have received from you so far for our advice and support. 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 urge you to take a really good look at our updated service offer laid out in this brochure. We hope that you will continue to subscribe to S&GS which, you tell us, is highly valued by school leaders and governing boards (GBs).

CUSTOMER REVIEWS

"School & Governor Support is my first go-to for help with all sorts of issues."

"School & Governor Support are there at the end of the phone during those times of difficulty. The support, guidance, advice and kindness given, often during very difficult and challenging times, makes such a difference."

"I can only describe my experience of engaging with School & Governor Support in recent months as being extremely positive. Not only was their response swift, their excellent advice enabled me to more effectively navigate my way through what was and continues to be the most challenging event in my career."

"Stretched across many schools within Birmingham, they have strived to be available for us and deliver information and support to us expediently. This support has ranged from immediate telephone support to support in person during challenging meetings."



ADVICE

Our subscribers benefit from access to our expert **advice on day-to-day school management issues and governance-related matters**, by telephone, email or in virtual meetings, from 8.15am to 5.15pm Mondays to Thursdays and 8.15am to 4.15pm on Fridays during term-time.

Our advice is delivered by experienced professionals, with a wealth of knowledge that they can apply to the needs of your school, and our effectiveness is often enhanced by our unique partnerships with other BCC colleagues and services. 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, will support senior leaders, governors and clerks/governance professionals of subscribing schools. The guidance is regularly updated in consultation with subscribers and to reflect statutory and regulatory changes.

Our guidance 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 your school's leadership and its governance, and maximise your ability to deal with any situation arising. You can consult us 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 or impeding effective operation of the GB;
- 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.

GOVERNOR TRAINING SESSIONS 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 NOT COVERED BY YOUR SUBSCRIPTION

The additional 'on request' services described below are not covered by your service offer subscription and will be charged on a flexible, negotiated scale according to length of session and number of people involved. We are committed to remaining competitive and providing good value for money.

This is what our service users are saying:

*"Really helpful!
Good links to the DFE docs/stats."*

"As a very new parent gov this training has been invaluable, thanks."

Bespoke Whole Governing Board Training

In addition to our programme of published courses, we can provide bespoke training to GBs on request. It is designed to meet the current needs of your governors, and popular areas include Effective Challenge and Complaints Management. It can be delivered in person or virtually and at a time to suit your GB.

If interested, please email us at **governortraining@birmingham.gov.uk** to arrange bespoke training and explore your options.

Bespoke Consultancy

We can also provide bespoke consultancy tailored to your individual needs and delivered in your chosen setting, such as External Reviews of Governance or providing an independent advisor for Headteacher appraisals.

If interested, please email us at **governors@birmingham.gov.uk** to arrange bespoke consultancy and explore your options.



SERVICE GUARANTEES

- 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 08:15-17:15 (Monday to Thursday) and 08:15-16:15 (Friday) during school term time.
- 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 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.
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.



 **RESET**

 **RESHAPE**

 **RESTART**