



**OXFORDSHIRE
COUNTY COUNCIL**

CHILDREN, YOUNG PEOPLE & FAMILIES

www.oxfordshire.gov.uk



CUSTOMER SERVICE EXCELLENCE

GOVERNOR SERVICES

Information, Support and Training Opportunities for Governors, Clerks and Governing Bodies

Service Level Agreements and Charges for 2009-2010

“Good governor training and support is the key to ensuring that all governing bodies are as effective as the best and equipped to fulfil the important functions we now demand of them.”

Governing the School of the Future – DfES 2005

“Governor Services is a highly successful and customer focused organisation delivering excellent levels of customer service to the governing bodies it supports”.

Charter Mark – September 2006

CONTENTS

Governor Services Aims	Page 3
Core Services to Support Statutory Functions	Page 3
Service Level Agreements:	
A. Information and Training Opportunities	Page 3
Service Description and Charges:	
Option 1	Page 3
New! Option 1 Plus	Page 4
Option 2	Page 4
B. Clerking Service	Page 5
Service Description and Charges	Page 5
Performance Standards and Monitoring Quality	Page 7
C. The Oxfordshire Governors' Association (OGA)	Page 8

GOVERNOR SERVICES' AIMS

Governor Services is committed to the provision of high-quality services that focus on the information, support and development needs of Oxfordshire's school governors.

The governing body, headteacher and senior management team together constitute the school's leadership team. Governor Services seeks to support the role of governors and enable them to effect school improvement through their 3 key roles:

- ◀ setting the strategic direction of the school
- ◀ fulfilling their support and challenge function (critical friend)
- ◀ fulfilling their accountability responsibilities and hold the school to account.

CORE SERVICES TO SUPPORT STATUTORY FUNCTIONS

FREE OF CHARGE: the following are available to all governors and clerks

- Newsletter - issued 3 times each year
- Confidential Helpline
- Clerks' Helpline
- Clerks' Briefings
- Maintenance of governor appointment database
- Website

Governing bodies can also access enhanced support by choosing from the following Service Level Agreements (SLAs)

A. INFORMATION AND TRAINING OPPORTUNITIES

OPTION 1 - (FULL MEMBERSHIP SUBSCRIPTION)

Full subscription will entitle your governing body to:

- Unlimited access to induction training for new governors
- Supported Induction via distance learning
- Unlimited access to all courses and conferences in the annual programme
- Access to partnership training events. (Maximum 3 events per partnership per annum.)
- One in-house training session or consultancy per annum
- One Effective Governing Body Exercise or Skills Audit per annum
- Specific training for chairs of governing bodies
- Basic training for clerks
- Preferential rate for the Clerks' Accreditation course
- Preferential rates for external publications
- Access to additional services at preferential rates.

NB Governing bodies can add their OGA Subscription in this option and Governor Services will administer it on their behalf

NEW - OPTION 1 PLUS

This package will provide everything detailed in Option 1 but in addition all governors will become members of Modern Governor. Members will have access to a wide range of e learning training modules.

It is not intended to replace face to face training but it will be available 24:7 via the internet and, with new modules released each month, will be extremely useful to governors who:

- require an overview and are not able to make published course dates
- have taken part in training but need a refresher or to remind themselves of particular details
- have work patterns which make it difficult to attend sessions
- are new members of committees and need to get to grips with the associated responsibilities

It could also be used to ensure that all members gain the same understanding of particular areas at the same time. For example, if most of those on the Health and Safety Committee are new, using Modern Governor through school whiteboards at the start of the first meeting (modules last approximately 20 minutes) would ensure that everyone was aware of key responsibilities and that the agenda is focussed to ensure they are addressed.

This is offered in response to requests by governors for e-learning opportunities after a very successful pilot during autumn 2009. Members will be able to access the modules directly through the intranet and technical support is also provided.

Modern Governor is offered at a heavily discounted rate **only** to governing bodies that purchase Option 1.

Full Subscription Charges:

	OPTION 1	Option 1 PLUS
Pupil Numbers	2009-2010	Discounted access to Modern Governor
1-49	£185 plus £12 per governor*	Plus £99 per governing body
50-99	£225 plus £12 per governor*	Plus £99 per governing body
100-124	£270 plus £12 per governor*	Plus £99 per governing body
124-199	£275 plus £12 per governor*	Plus £99 per governing body
200-249	£410 plus £12 per governor*	Plus £99 per governing body
250-299	£415 plus £12 per governor*	Plus £99 per governing body
300-399	£475 plus £12 per governor*	Plus £99 per governing body
400-499	£530 plus £12 per governor*	Plus £99 per governing body
500-599	£625 plus £12 per governor*	Plus £99 per governing body
600-699	£685 plus £12 per governor*	Plus £99 per governing body
700-799	£725 plus £12 per governor*	Plus £99 per governing body
800-899	£780 plus £12 per governor*	Plus £99 per governing body
900-999	£820 plus £12 per governor*	Plus £99 per governing body
1000-1199	£875 plus £12 per governor*	Plus £99 per governing body
1200-1299	£880 plus £12 per governor*	Plus £99 per governing body

OPTION 2: PAY-AS-YOU-USE

Schools who do not wish to purchase Option 1, detailed above, may access all the services listed on a pay-as-you-use basis.

The charges will be calculated at **£50 per hour per participant** or on a half-day consultancy charge of **£275** for customised (in-house) sessions

• Induction course for new governors (7.5 hours) per delegate	£385
• Training course from course programme (2 hours) per delegate	£110
• Attendance at partnership training events (2 hours) per delegate	£110
• In-house customised session per governing body	£300
• Skills Audit or EGB per governing body	£300
• Attendance at conference(s) – variable	Variable
• Clerks' Accreditation Programme (training and assessment) per delegate	£400

NB Governing bodies using Pay As You Use will need to make alternative arrangements to join OGA.

B. LOCAL AUTHORITY (LA) CLERKING SERVICES

Research carried out by ISCG (Information for School and College Governors) indicated that some 60% of governors rank additional clerking and administrative support as their first priority in improving the effectiveness of their governing body. Oxfordshire Governor Services supports this view and has established a body of trained and experienced clerks able to offer a professional and comprehensive range of services designed to assist governing bodies thereby reducing their administrative burden.

The Oxfordshire LA Clerking Service now enters its sixth successful year and schools are again offered the opportunity to subscribe.

Full subscription to the Clerking Service will entitle your governing body to:

- ◆ Guaranteed attendance by a fully trained 'authority approved' clerk at up to 6 full governing body meetings per annum. (where the governing body holds fewer than 6 meetings the equivalent time can be used to support committee work)
- ◆ Advice and guidance on school regulations and instruments of government
- ◆ Transcription and production of draft minutes for approval by the chair to the governing body within seven working days of the meeting
- ◆ Monitoring of governor attendance and identification of governors failing to meet attendance requirements.
- ◆ Preparation and monitoring of committee lists and other information to support the administration of the governing body.
- ◆ Advising the governing body of terms of office nearing completion
- ◆ Liaison with the school to maintain the official Minutes' Book
- ◆ On request, electronic circulation of minutes to the appropriate Adviser or School Improvement Partner (SIP)
- ◆ Liaison with the chair of the governing body, headteacher, members of the governing body and Governor Services between meetings.
- ◆ Direct access by the clerk to colleagues working with the Children, Young People and Families Directorate and their expertise and knowledge.

Full Subscription Charges:

LA Clerking Service	2008-2009
Clerking with postal distribution service - up to 350 pupils	£1,140.00
Clerking with postal distribution service - over 350 pupils	£1,148.00
Clerking - electronic distribution service - up to 350 pupils	£973.00
Clerking - electronic distribution service - over 350 pupils	£1,071.00
Emergency clerking for Full Governing Body meetings	£165.00
Exclusion, Discipline or Complaints meeting	£165.00
Committee meeting (per hour)	£21.00

This Service Level Agreement (SLA) is offered on annual basis and covers the services of a clerk, at up to 6 meetings each year.

In addition the Children, Young People and Families Directorate will:

- Provide training and professional advice for the clerk.
- Ensure that the clerk provided is suitably qualified by virtue of experience and training.
- Encourage all clerks to complete the ISCG Accredited clerk programme.
- Provide clerking cover in the event that the nominated clerk is unable to attend a meeting.
- Provide an alternative clerk in the event that he/she is unable to continue his/her duties or in the unlikely event that a school may find him/her unsatisfactory.
- Liaise with the school, chair of governors and clerk on any changes to the arrangements.
- Provide the administrative and payroll function relating to the recruitment, induction, training and employment of clerks.
- Provide the clerk with copies of all reference material required.
- Provide, on relevant subscription, a printing and mailing service for distribution of minutes, agendas and supporting papers to governors for up to 20 pages to all governors for up to 6 main governing body meetings each year.
- Carry out Performance Management and Quality Assurance evaluations during the year to ensure that high service standards are met, areas for improvement identified and actions agreed.

PERFORMANCE STANDARDS & MONITORING QUALITY

Governor Services is a Charter Marked Service that has been accredited for its high quality standards of customer care. Service Level Agreement take-up and clients' satisfaction with the services they receive are carefully monitored against the following standards:

- Governor Services Customer Service Standards
- Governor Services Quality Assurance Strategy
- Governor Services Complaints Procedure

The standards are fully detailed in your training brochure and can also be found on our website: <http://intranet.oxfordshire.gov.uk> then follow the link to > Directorates and services > Children Young People & Families > Our Services > Governor Services

CONTACTS

In case of queries and questions about the services provided:

Paul Clipson: paul.clipson@oxfordshire.gov.uk Tel: 01865 458774

Feedback on quality of service:

Marya Griffiths: marya.griffiths@oxfordshire.gov.uk Tel: 01865 458773

Please note that subscription applications must be returned by 6th April 2009.

C. OXFORDSHIRE GOVERNORS' ASSOCIATION

AIM/ PURPOSE

The Association was established in 1995 to

- Further the education of the children in Oxfordshire schools.
- Promote co-operation between Oxfordshire schools.
- Ascertain and represent the views and opinions of the broad body of Oxfordshire school governors.
- Act as a non-party political and non-sectarian forum for the exchange of information relating to the needs and interests of Oxfordshire schools.
- Bring to the notice of authorities concerned the needs and interests of Oxfordshire schools and press for action where it is required
- Act as a consultative body on behalf of Oxfordshire governors with the aforementioned authorities.
- Organise events and representation in support of Oxfordshire governors' needs and those of the pupils and their schools (e.g. in areas such as training).

SERVICES PROVIDED

- We affiliate to the National Governors' Association (NGA) which represents governors at national level with Ministers, the DCSF and other education bodies, which costs £5.00 per governing body in membership with us. NGA also develops useful documents for governors including *Food Policy in Schools* (free) and the *Welcome to Governance* booklet.
- We provide 3 newsletters per year to keep you informed of our activities and to alert you to issues we think are of particular importance.
- We provide 3 open meetings a year on topics which we believe are of current interest.
- We are developing our own website to keep you informed at www.oga-online.co.uk this also includes contact details for our Treasurer.
- We represent governors on various consultative meetings within the County Council.

NUMBER ON ROLL	CHARGE	NUMBER ON ROLL	CHARGE
Schools with up to 300 pupils	£10.00	Schools with 301+ pupils	£15.00

CONTACTS

If you have further questions please contact: Carole Thomson (Chair of OGA)
Telephone No: 01869 278207 or email: carole.thomson@care4free.net

Or Judith Bennett, Secretary

Telephone No: 01865 890958 or email: judith@jbennett57.wanadoo.co.uk

FEEDBACK

If you would like to make any comments on the organisation, please contact the Chair or Secretary, as detailed above.