

A blurred background image showing a person's hands writing in a notebook. The person is holding a pen and writing on a page. The image is out of focus, emphasizing the text overlay.

Education Leeds Clerks

Service level agreement

Education Leeds



Why Governing Bodies Need To Buy Our Service

The Evolving World Of School Governing Bodies

In recent years there has been a significant increase in the complexity and level of legislation impacting on the responsibilities of the school governing body. Further changes will continue to be introduced altering the way in which governing bodies work. Governors give a significant amount of time to supporting a school and make a commitment to take on important responsibilities. It is appropriate that every governor is supported in their work so that they can use their valuable time in the most effective way possible. Effective support becomes ever more important as governors' work takes them more and more into collaborative governance arrangements in clusters. This support is not only administrative but includes professional support and guidance to ensure effective and informed decision making and that the governing body provides challenge to the school.

Importantly, the support extends to help for the Headteacher who should not have to spend time organising governing body meetings and committees and following up on administration on behalf of the governing body. The new clerking service will offer more time than at present for clerks to support Chairs and Headteachers in this.

Education Leeds, Governor Support Service offers a new, improved service to meet the clerking needs of your governing body. We will provide a clerk who will not only support your governing body meetings but will also be able to provide high quality advice and support between meetings to meet the expectations of the governing body.

An Excellent Leading Edge Clerking Service

The clerk will:

- be a well trained person knowledgeable about governing body procedures and administration who will have completed foundation training
- have good administrative, communication and organisational skills
- have the skills to play an active part in meetings supporting the Chair's role
- be well informed and briefed on changes affecting the work of the governing body through contractual sessions every term
- will be an integral member of the governing body
- be competent to actively support the governing body as it seeks to raise standards and ensure 'Every Child Matters'
- have access to help from senior officers in the Governor Support Service
- have access to comprehensive guidance for clerks working in Leeds schools
- be accessible with their own telephone and IT links

It is important in delivering the new service that every clerk and governing body receives high quality support.

The Governor Support Service will:

- Provide a clerking service to the governing body for at least 3 full governing body meetings per year
- Provide the governing body with a trained, regular, named clerk to attend every full governing body meeting, where possible and provide a stand-in when necessary
- Provide a named officer from the Governor Support Service to support the clerk
- Follow up matters raised at governing body meetings directly with Education Leeds officers and other agencies, ensuring that the appropriate information is made available for the Chair/ Head Teacher as soon as possible after the meeting
- Provide each Chair and Headteacher with a copy of the termly Chair's Mailout containing not only a brief table of items for consideration but detailed information on actions that governing bodies need to complete in the term, items for consultation and general information and updates
- Provide guidance documents for governing bodies on a variety of topics and new initiatives to support their role
- Regular updates by email to the Chair and Headteacher
- Provide each governor on the governing body with a termly copy of the Governors' Bulletin
- Provide specialist advice on governing body constitution
- Provide specialist advice on governance procedures and responsibilities
- Induction for new chairs
- Induction for new headteachers
- Support governor recruitment for non LEA governor posts
- Provide regular briefings to ensure clerks are kept up-to-date with education issues
- Provide detailed information in advance of area and equality meeting agendas

For statutory entitlement (i.e. services provided to all schools at no cost) please see Appendix A.

The Clerk's Role

The clerk with support from a named officer in the Governor Support Service will:

- Work effectively with the Chair and Headteacher before the Governing Body meeting to prepare a purposeful agenda that takes into account current issues and is focused on school improvement
- Send draft minutes of meetings to the Chair and Headteacher for amendment/ approval within 14 days of the date of the meeting
- Send notification to non-attending governors of the date of the next meeting, within 10 working days of the last meeting
- Maintain records of attendance by governors at full governing body meetings and take appropriate action on disqualification for non-attendance
- Maintain up to date lists of committee membership and governor responsibilities and link roles
- Advise the governing body, Headteacher and, where appropriate, the appointing bodies of expiry of the term of office at least two months before the term expires so elections or appointments can be organised in a timely manner

- Inform appointing bodies of vacant governorships to which they should appoint, receive written notice of subsequent appointments and inform the governing body
- Support agenda planning for committees
- Give advice on considering succession planning issues
- Provide follow-up advice on any procedural and constitutional matters raised at the meeting, as necessary
- The clerk will be supported by officers in the Governor Support Service who will:
 - specialise in governing body matters;
 - provide a contact point for liaison within Education Leeds officers
 - provide training based on the National Training Programme for Clerks
- Where possible the clerk may undertake to clerk additional meetings such as committees or clusters either as part of the SLA allocation or at extra cost

<p>Customer Service standards</p> <p>We welcome and encourage your feedback and will try and resolve any complaints on the spot. Where this is not possible we will acknowledge your complaints within 3 days and provide a full response within 15 working days.</p>	<p>Governor Support Service specific:</p> <ul style="list-style-type: none"> • The agenda and supporting papers will be distributed so that governors receive them at least seven days before the meeting; • The draft minutes will be sent to the Chair and Head within 14 days of the meeting; • Non-attending governors will be sent notification of the date of the next meeting, within 10 working days of the last meeting; • Any follow up action from a meeting will be instigated within five working days, or as discussed with the governing body; • All clerks will be trained in the legal and procedural aspects of school governance and minute taking; • All clerks will be kept up-to-date with education issues through regular briefings; <p>These standards are in addition to those of Education Leeds in appendix B and are an improvement on the previous SLA</p>
--	--

<p>Monitoring</p> <p>The Governing Body will inform Governor Support Service of any concerns about the effectiveness and efficiency of the clerk and governor support service officers</p>	<p>The Governor Support Service will:</p> <ul style="list-style-type: none"> • Regularly monitor agendas and minutes produced by the clerk for accuracy and quality of presentation; • Assess and regularly review the clerks' performance and knowledge of governance legislation and procedures; • Act promptly and appropriately to concerns raised by the governing body regarding the effectiveness and efficiency of the service;
---	--

<p>Requirements of the School</p> <p>This is in order to ensure that the Governor Support Service can offer the best service to a school</p>	<p>The governing body should:</p> <ul style="list-style-type: none"> • In consultation, with the clerk agree an annual calendar of governing body meetings to ensure the clerk can attend all meetings; • Inform the clerk or Governor Support Service of changes in the governing body membership and contact details within three working days of receiving such information; • Inform the clerk or Governor Support Service of any changes to dates, times or venues of governing body meetings on the day changes are agreed; • Ensure that supporting papers for distribution to governors are made available to the clerk at least 10 working days before the meeting; • Liaise with the clerk to agree the agenda at least 21 days before the meeting; • Ensure that responses to draft minutes in relation to approval/amendments are with the clerk by the date specified; • Inform the Governor Support Service of any concerns regarding the accuracy and quality of the agenda and minutes and efficiency and effectiveness of the clerk.
---	--

Pricing Structure

Clerking Service Options - For financial year 2010-2011

Option 1

3 full governing body meetings per annum - £570

Option 2

6 full governing body meetings per annum (or a combination of full governing body and committee meetings up to a maximum of 6) - £1080

Extraordinary meetings will be charged per meeting - £190

Ratification of Headteacher /Deputy Headteacher appointments - £150

It is possible to purchase further multiples of meetings, please discuss your needs with Sheila Speedy 0113 247 5562, sheila.speedy@educationleeds.co.uk

Service Title: **Governor Support Service**
Head of Service: **Richard Smith**

SLA ID Number: **GSS 10/0001**

Service Provider

Service Title: Governor Support Service
Address: 10th Floor West
Merrion House
110 Merrion Centre
Leeds
LS2 8DT

General Enquiries: 0113 247 5560

Conditions of the Agreement

Purpose of the Agreement:

The Purchaser wishes to engage the Service Provider in the provision of the services in accordance with the terms of this agreement.
The Service Provider shall provide the services as set out in the specification of work.

Length of the Agreement:

The provision of the services shall commence from: *1st of April 2010 to 31st of March 2011* for a period of : *12 months*.

Method of Payment

The method of payment for the Service Level Agreement as specified will be made by Internal Recharge.

Variations

Both parties may jointly agree to omit any part of the service, or provide additional services, or vary temporarily or permanently any part of the service. Any modifications will be valued where applicable according to the prices set out in the agreement.

Confidentiality

Neither party shall disclose to any other party any information in connection with the provision of the service or any information contained in the agreement other than in compliance with the agreed information format specified in compliance with the provisions of the Data Protection Act 1998 and Freedom of Information Act 2000.

Statutory Requirements

Both parties shall comply with all statutory requirements relating to the provision of the service and where applicable national Codes of Practice or British Standard Specifications.

Indemnity and Insurance

The Service Provider shall be liable for and shall indemnify the Purchaser against any liability, loss, claim or proceedings arising under any statute or at common law in respect of any damage to property or persons; any injury to persons including injury resulting in death; and any claim from a service user, or any other person acting on behalf of the service user, except where this is due to any act or neglect on the part of the Purchaser or of any person for whom the purchaser is responsible. The Provider shall insure fully against its liability in such sum and on such terms as the Purchaser may reasonably require.

Assignment & Subcontracting

The Service Provider shall not transfer or assign this agreement and shall not subcontract the provision of the service without the prior written permission of the purchaser, such permission shall not be unreasonably withheld.

Monitoring & Liaison

The parties to this agreement will be required to jointly implement and maintain a system for monitoring this agreement.

Compliments and Complaints

For compliments and complaints:

Contact:	Sheila Speedy
Tel. no:	0113 247 5562
e-mail:	sheila.speedy@educationleeds.co.uk
Address:	Governor Support Service 10th Floor West Merrion House 110 Merrion Centre Leeds. LS2 8DT

Notice

Either party may terminate the agreement **with 2 months notice** in writing. Neither party shall have claims against the other arising out of the termination of the agreement.

Statutory Entitlement

The following will be provided for all schools, regardless of whether they enter into the SLA. No charge is made for these services.

The Governor Support Service will:

- make instruments of government for each governing body;
- maintain full and up-to-date governing body membership details, including information on governors' terms of office;
- appoint Local Education Authority Governors.

Customer Service Standards

The principles of good customer service should apply every time we interact with a customer, whether external or internal. To ensure we and our customers know what level of service to expect, Education Leeds has adopted a set of minimum Customer Service Standards, which all staff should aim to achieve.

In our frontline offices and receptions, we will:

- publish the opening hours, telephone numbers, e-mail address and website address, for customers to contact us;
- let customers know how long they may have to wait if they do not have an appointment;
- see customers on time if they have an appointment;
- have supply of feedback forms available;
- provide customer-friendly environments;
- provide confidentiality if needed;

When customers telephone us, we will:

- answer the telephone within six rings;
- take a brief message for colleagues who are not there. The message should include the caller's name, telephone number, date, time and a brief message;
- return calls by the next working day if a message is left on an answer telephone or voicemail;
- explain to callers what will happen when we put them on hold or transfer them;
- be prepared for the customer when we make a call;

When customers send us letters, faxes and e-mails, we will:

- provide an acknowledgement **within three working days** and a full response **within ten working days**. If we cannot provide a full response in this time, we will contact them to explain why and let them know when they can expect a full response;
- end all e-mails to external customers with our name, telephone number and website address, and an explanation of how to give us feedback;

When we speak to customers, we will:

- be polite and courteous, welcome them, give our name, treat them with respect, listen and give them our full attention, give help;

Education Leeds Service Level Agreements 2010 - 2011

RESPONSE FORM

I agree to the cost of the Service Level Agreement as specified above to be charged directly to my school Account by internal recharge.

SLA/ID No: GSS 10/0001

Service: Education Leeds Clerking Governor Support Service

Please tick the option you would like

Option 1

(3 full governing body meetings per annum - £570)

Option 2

(6 full governing body meetings per annum or a combination of full governing body and committee meetings up to a maximum of 6) - £1080

School

Address

.....

Chair's Signature

signed on behalf of the Governing body

Chair's Name.....

Expenditure

Code.....

Please send the completed form to the service provider at the address below and send one copy to your School Finance Officer by 31 March 2010

Name of Service : Governor Support Service

**Address: Education Leeds
10th Floor West
Merrion House
110 Merrion Centre
Leeds
LS2 8DT**