



## **CAMBRIDGESHIRE GOVERNOR SERVICES SERVICE LEVEL AGREEMENT 2011/12**

### **1.0 SCOPE**

- 1.1 This Service Level Agreement covers the provision of advice and information, training and development opportunities to governors of maintained schools and academies and members of the Pupil Referral Units (PRUs) in Cambridgeshire for the period from 1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2012, inclusive.

### **2.0 ORGANISATION\***

Manager - Cambridgeshire Governor Services - Carol Peel  
Business and Development Manager - Tina Hubbard  
Training and Development Manager - Julia Newman  
Business Support Officer - Sylvia White  
Business Support Assistant – Judith Appleby  
Business Support Assistant – Kelly Morley  
Business Support Assistant - Catherine Stokes

\*This organisation is subject to change following the outcome of the Learning Directorate review.

- 2.1 Cambridgeshire Governor Services is part of Children and Young People's Services (CYPS) within Cambridgeshire County Council. It operates 52 weeks a year, Cambridgeshire County Council office hours, weekdays except Bank Holidays.
- 2.2 Support for Cambridgeshire governors will be provided using the following resources:
- office accommodation for staff and training resources at Castle Court, Cambridge
  - telephone, fax, postal (including internal CCC courier service for maintained schools) and email facilities at the office, and computerised bookings administration system for all training offered.

### **3.0 SERVICE PROVISION**

- 3.1 Cambridgeshire Governor Services will provide governors of nursery, primary, special, secondary schools, academies and pupil referral units the range of training and information opportunities and professional expertise published in the annual Governor Training and Development Programme in accordance with either an annual subscription by schools, or "pay as you use" schemes as detailed in the Schedule of Services and Costs attached in Appendix 1.

### 3.2 Annual Subscription Training and Development

Cambridgeshire Governor Services will assume that a school with a current subscription has opted to continue to subscribe to its services for the period of the contract unless the school notifies the Manager of Governor Services in writing terminating their subscription.

3.3 If you decide that you no longer wish to subscribe, you are required to give six months' notice of this. However, each case is considered and in exceptional circumstances the notice period may be waived.

3.4 **Subscriptions will be charged at the rate of £48 per governor, headteacher and clerk for maintained schools and academies.** The total subscription amount for each school will be calculated based on the number of governors (according to the school's Instrument of Government/Articles of Association) and the clerk. If the size of the governing body alters mid year charges will be calculated on a termly basis based on the Instrument of Government/Articles of Association at the start of each term.

**Subscriptions for a federated governing body - charged an extra 20% for each additional school. For example, a federated governing body over 2 schools, will be charged £48 plus £9.60 totalling £57.60 per governor, headteacher and clerk.**

**Subscriptions for PRUs – charged at the rate of £10 per member and clerk of the management committee.**

There will be no charge for associate members to attend training and briefing sessions.

### 3.5 Course Cancellation Fees

There will be no charge for cancellation where more than 7 days notice is given. There will be a charge for any course where no notice of cancellation is given and a governor does not attend for a place booked. The charge applies to all governors regardless of whether they are subscription or 'pay as you use' schools, details of the charges are in the schedule of services and costs. We regret that this is necessary as a result of costs incurred for venues and trainers where delegates do not honour arrangements made. In circumstances where less than 7 days' notice of cancellation is given each case is considered individually. Charges may be waived if cancellation is deemed to be unavoidable. Schools will be invoiced directly.

### 3.6 Pay as You Use Services

Non-subscribing schools may choose to buy in any of the services defined in the Schedule of Services and Costs on a "pay as you use" basis. Schools must contact the Service on 01223 715321. The school will be invoiced in accordance with paragraph 6.2 below.

### 3.7 Camclerks Clerking Service

Schools can take out an additional subscription to the Camclerks Clerking Service. The charge for the financial year 2011/2012 will be £1,305. This will allow for the clerking of 6 governing body meetings, provision of procedural and legal advice, management and administration of governing body membership and dealing with governing body correspondence. For full details please contact the Service on 01223 715321.

## 4.0 IN-HOUSE TRAINING

- 4.1 Topics for in-house courses, either a one or two hour session, can either be selected from the choice listed in the Annual Governor Training and Development Programme. Requests for bespoke sessions will be considered but are subject to the availability of suitable material and tutor. Bookings for in-house courses must be made with the Business Support Assistant by telephoning 01223 715324 or emailing [governor.training@cambridgeshire.gov.uk](mailto:governor.training@cambridgeshire.gov.uk). It is good practice for governing bodies to consider and plan their need for in-house training in advance. Schools will be asked to provide alternative dates for the course and the tutor will be asked to suggest convenient dates. Cambridgeshire Governor Services will confirm the topic and date which has been agreed for training.

## 5.0 QUALITY ASSURANCE (see also Appendix 2)

- 5.1 Training is provided by the Local Authority (LA) trainer team, LA Officers and professional trainers who possess up-to-date knowledge of national legislation, local policy, school management issues and the national curriculum. Training materials are reviewed and updated on an ongoing basis.

The Governor Training and Development Programme is reviewed annually in conjunction with the Governor Advisory Group and Governor Strategy Group.

- 5.2 Delivery of the service (see our Service Leaflet for full details)

Cambridgeshire Governor Services will:

- provide a friendly and welcoming response to all enquiries
- provide access to its services in a variety of ways to suit different governors' circumstances
- ensure confidentiality whilst having regard to the provisions of the Freedom of Information Act
- provide effective training and support for governors and clerks
- provide support for schools experiencing challenging circumstances
- provide an efficient course booking system
- maintain a database of governing body memberships
- administer Local Authority governor appointments
- offer up to date, accurate and understandable information and advice through provision of a telephone and email helpline and through the provision of guidance notes and briefing sessions
- report annually to our customers on our performance and targets
- provide the opportunity for governors and clerks to feed back suggestions for improvement in a variety of ways, including a Customer Survey and evaluation forms
- offer additional service options, as outlined in the Schedule of Services and Costs (Appendix 1)

### 5.3 Standards

Cambridgeshire County Council is committed to dealing with our customers in a professional and timely way. Comprehensive details about our standards are outlined in the Customer Service Charter. A leaflet can be obtained by contacting The Customer Service Manager, RES 1225, FREEPOST CB176, Cambridge CB3 0BR - telephone 0345 045 5200, email: [feedback@cambridgeshire.gov.uk](mailto:feedback@cambridgeshire.gov.uk).

You should expect the following standards from us:

#### 5.3.1 General

- Staff will be courteous, respect confidentiality and listen to all customers.
- We will work with contractors and partners to ensure that they commit to our standards so that every customer receives the best possible service.

#### 5.3.2 Services for all

- We aim to provide services that are open to everyone. We will ensure that privacy, dignity and religious and cultural beliefs are fully respected.
- We monitor the diversity of governor appointments and governors taking up training. This information is used to improve access to and the quality of service provided.

#### 5.3.3 Clear and concise information

- We will inform you about our services and how to use them effectively. We will ensure that the information is easy to read and informative.
- Information about services will be made available on request in the customers' first or preferred language or in different formats for example larger print or Braille.

#### 5.3.4 Telephone Standards

- We will aim to answer all telephone calls within 20 seconds of the first ring.
- We will try to make sure that your call is answered. If this is not possible, you will be able to leave a message and someone will call back.
- We will aim to answer your enquiry there and then. When this is not possible we will tell you when you will receive a response.
- We will only transfer your calls once. If we cannot transfer you to the right person straight away, we will take your details and make sure your enquiry is answered.
- When answering the telephone, staff will clearly state their name and section.
- When returning your calls, staff will clearly state their name and section and reason for calling.

#### 5.3.5 Letters and Faxes Standards

- We will respond to all letters and faxes within 10 working days. If we cannot meet this target then we will let you know about the progress of your enquiry.
- Our letters and emails will be written in plain English.

#### 5.3.6 Email Standards

- We will respond to all email enquiries within 10 working days. If we cannot meet this target then we will let you know about the progress of your enquiry.

### 5.3.7 Review

All courses are evaluated for appropriateness and quality of:

- content
- tutor
- venue

5.4 Governors are requested by tutors to complete an evaluation form after every training session. This can either be handed to the tutor or sent anonymously to Cambridgeshire Governor Services.

### 5.5 Feedback, Suggestions and Complaints

Cambridgeshire Governor Services has a formal complaints procedure in place (See Appendix 2). We monitor customer feedback of all kinds in accordance with Cambridgeshire County Council policy.

## 6.0 **PAYMENT ARRANGEMENTS**

6.1 Schools will receive an invoice in the autumn term for their annual subscription to the service during the financial year 1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2012.

6.2 Invoices for any pay-as-you-use services to schools defined in the Schedule of Services and Costs will be generated by the Service on a termly basis. Each invoice should be paid within 30 days.