

Rolling Service Level Agreement for maintained schools 22/23



Contents

Introduction	3
Service overview	3
The benefits of using our services	4
Our service commitment	4
Quality assurance	4
Services covered by this agreement	5
Training	5
Information, advice and support	6
Hampshire Clerking Service	6
Delivering the service	7
Use of software (GovernorHub)	7
Contact details	7
Subscription and charges	8
Billing and payment method	8
Annual subscription charges	8
Pay-as-you-go charges	8
Memorandum of agreement	9
Parties	9
Duration	9
Intent	9
Resolving disagreements	9
Data protection	10

Introduction

Our vision is to deliver high quality advice, support and training to governors to enable them to drive forward school improvement.

Hampshire Governor Services is the one stop shop for training and support for governors in Hampshire.

Through our 30 years of experience, we know that professional training and access to information, advice and support is a necessity for governors and clerks, giving them the confidence and knowledge required to carry out their roles effectively. That's why we continue to provide such an extensive and wide-ranging offer that is nationally recognised for its excellence.

This includes a fast and reliable advise and support service covering all aspects of governance which is underpinned by additional information available through our website and e-newsletters. We also provide a comprehensive training programme which ranges from new governors' inductions to sessions covering all the main functions of governance boards and governors' specialist roles.

Our dedication to customer service is reflected in the fact that our annual quality of service questionnaire consistently produces an overall satisfaction rating of over 95% and the Service is the only one in the country to continuously hold Customer Service Excellence awards for over 25 years.

Service overview

- Training to support governors in effectively fulfilling their roles and responsibilities – on average 700 events delivered each year;
- Telephone advice and support on all aspects of governance, including managing procedural and relationship issues;
- Informative newsletters, agenda planning advice and online information;
- Support to help resolve complex relationship or technical issues;
- Hampshire Clerking Service - a comprehensive service providing administrative support and procedural guidance to school and academy governance bodies and education centre management committees.

The benefits of using our services

- Access to support and training for governors and committee members that enables them to effectively fulfil their roles and responsibilities.

- Provision focused on outcomes to ensure governance bodies are equipped to drive forward school improvement.
 - Services provided by trainers and advisers capable of meeting your specific needs as part of an experienced team working collaboratively with professional colleagues in school improvement.
 - Highly customer focused provision that delivers a good quality and cost-effective service.
 - Flexible provision and pricing policies which provide excellent value for money.
 - Locally delivered.
-

Our service commitment

We are committed to providing an accessible and responsive service, and aim to:

- answer the telephone within ten seconds, or divert you to voicemail, which will be used as little as possible during normal office hours;
- see you immediately if you call into our office;
- do all that we can to keep appointments and be on time;
- respond to all urgent enquiries, however they reach us, within three working days;
- respond to all non-urgent requests within five working days;
- explain how long we are likely to need to give you an answer if we are unable to provide one immediately;
- acknowledge all written complaints within five working days and give a full response or progress report within 20 working days.

Quality assurance

Customer feedback from the annual customer satisfaction survey and through our complaints, compliments and comments process is used to improve and develop the service. We also quality assure through:

- the Customer Service Excellence award scheme;
- evaluation of all training events;
- a well-established customer user group;
- staff engagement in service planning and evaluation;
- customer engagement and involvement in service improvement groups.

Services covered by this agreement

This service specification has been created in consultation with governors and the Local Authority to support governance in Hampshire.

The services covered by this Service Level Agreement (SLA) are:

- a subscription package that provides access to our complete training programme and our information, advice and support service;
- the Hampshire Clerking Service through a subscription package providing 60 hours of clerking which can be supplemented by the purchase of additional hours, usually to cover clerking committee meetings;
- ad hoc clerking cover for panel meetings covering complaints, pupil exclusion reviews and staffing issues charged at an hourly rate;
- commissioned face to face support charged at our hourly, or daily, service support rate.

Details of the ad hoc services not covered by this SLA are available via the Governor

Services' website: hants.gov.uk/educationandlearning/governors

Training

- We will provide:
- an extensive, diverse and relevant training programme including:
 - induction courses for new board members;
 - induction and support course for clerks, chairs and development & training governors;
 - briefings on major legislative or policy changes;
 - conferences focused on governance issues using national speakers;
 - sessions covering the full range of roles and responsibilities of school and academy governors;
 - an extensive programme of e-learning modules that cover handling crisis situations and current educational issues;
 - whole governing body training sessions tailored to the individual board's needs;
- supporting paperwork and information for each event; • suitable, local area and accessible training venues;
- an on-line booking system.

These sessions will be delivered by a variety of tutors, including officers of the County Council, associate tutors who are experienced governors, headteachers and other external speakers. We will ensure that the expertise and experience of all our tutors is commensurate with the topic being delivered.

Information, advice and support

We will:

- provide fast, reliable, responsive and friendly support to school and academy governance bodies, education centre management committees, headteachers, principals, clerks and individual governors by email, telephone or in person;

- provide knowledgeable, sensible advice based on many years of working in governance;
- provide electronic newsletters and updates for governors and clerks;
- provide a comprehensive website containing:
 - up to date information and guidance on governance;
 - examples of good practice, working documents and policies;
 - a topical 'News' area;
 - specialist areas for clerks, chairs and training & development governors;
- provide training and support for chairs and clerks through their respective Development Programmes which include face to face sessions, on-line information, DVDs, e-learning and peer to peer support;
- provide assistance to individual governors or committee members, where appropriate.

Hampshire Clerking Service

We will provide a clerking service for schools, academies, and education centres based on a standard package of hours which can be extended to meet the individual clerking requirements for each board and its committees.

This service provides:

- a clerk who has undergone relevant training for the role;
- the clerk with training, accreditation through The Accredited Clerks' Programme, professional advice and copies of all relevant reference materials to enable the clerk to effectively carry out his or her role;
- cover for the clerk, where possible, if s/he is unable to attend a meeting;
- an alternative clerk, as soon as is practicable, if their designated clerk is unable to continue in the role;
- an alternative clerk should the governing body find that the service provided is unsatisfactory following appropriate action being taken to address any performance issues, in accordance with Hampshire County Council's personnel procedures;
- administrative and payroll functions relating to the recruitment and employment of the clerk; • an opportunity for users to review the Service on a three-year cycle.

Governance bodies are also able to purchase additional hours so that their clerk can cover some, or all, of their committee meetings.

Governance bodies not using the Hampshire Clerking Service can buy the services of a clerk on an ad-hoc basis to cover one-off meetings.

The Service can also provide an experienced clerk on ad hoc basis to any governance body to clerk panel meetings dealing with complaints, pupil exclusion reviews and staffing issues.

Full details of the service are contained in the Hampshire Clerking Service Terms and Conditions document.

Delivering the service

We will:

- provide a friendly and welcoming response to all enquiries;
- provide access to services in a variety of ways to suit individual customers' circumstances;
- ensure that the expertise and skills of staff providing the service are commensurate with the work being undertaken;
- ensure confidentiality in our relationships with governance bodies whilst having regard to the provisions of the Freedom of Information Act;
- consult with customers on a regular basis to review the range and quality of the service provision;
- undertake an annual quality of service review;
- evaluate each training event and take account of the comments when planning future courses.

Use of software (GovernorHub)

- Only Authorised Users can access the system.
- Users must use a secure password including a number, a capital letter and at least eight characters.
- Software will be subject to planned and unscheduled maintenance, and the Supplier will provide reasonable notice of the former.
- Users must comply with any instructions from Hampshire County Council or the Supplier when using the software.
- The supplier will back-up data on a regular basis.

Contact details

Office hours:

9.00am to 5.00pm – Monday to Thursday

9.00am to 4.30pm – Friday

Telephone: 0370 7790800

Email: governors@hants.gov.uk

Website: hants.gov.uk/governors

Subscription and charges

Prices are reviewed annually and will be notified to customers no later than 31 January.

Billing and payment method

Charges will be detailed in the school's financial statement, with transfers being regarded as accepted unless disputed within 28 days.

Annual subscription charges

Annual subscriptions are payable in advance by internal transfer or invoice, as appropriate, and they will be collected as soon as possible after 1 April.

Governance bodies joining the Clerking Service part way through the year, or purchasing ad-hoc clerking hours, will be charged as soon as possible after the arrangements have been agreed.

Pay-as-you-go charges

Charges for training accessed on a pay-as-you-go basis will be payable two weeks before the session runs by internal transfer or invoice, as appropriate. No refunds are available after the charge has been raised for cancellations, although an alternative delegate may attend. Charges for other ad-hoc services will be raised as soon as possible after they have been delivered.

Memorandum of agreement

Parties

This agreement is made between the governance body of the school/academy or management committee of the education centre (the client) and Hampshire Governor Services, Hampshire County Council (the service provider).

Duration

This will be an open ended agreement that can be varied by agreement between the parties. A governance body/committee can terminate this agreement by giving six months notice in writing to the Head of Governor Services.

Intent

The intent is to regulate dealings between the parties by setting out respective obligations relating to performance and payment for services.

Resolving disagreements

We will always take any complaint or concern seriously and seek to resolve it quickly and fairly. Any concern or complaint about the level or quality of service should firstly be made to the member of staff providing the service.

Clients who consider that they have not received an adequate response from the member of staff should contact the Head of Governor Services, using the following e-mail address governors@hants.gov.uk, who will investigate the concern and seek to resolve it.

If there are still matters to be addressed, a formal written complaint should be made to the Deputy Director of Children's Services, Hampshire County Council, Elizabeth II Court North, The Castle, Winchester SO23 8UG.

If mutual confidence in the continuation of this service level agreement cannot be restored, it may be terminated by either party by giving six months' notice in writing.

Data protection

Our services will be delivered in line with Hampshire County Council policies and are compliant with the Data Protection Act 2018 and the General Data Protection Regulation.

Hampshire Governor Services, Hampshire County Council, Clarendon House, Monarch Way, Romsey Road, Winchester, Hants SO22 5PW

0370 7790800

governors@hants.gov.uk