

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**MUNICIPAL YEAR 2017-2018**

**CHILDREN AND YOUNG PEOPLE  
SCRUTINY COMMITTEE**

**DATE: 22<sup>ND</sup> NOVEMBER 2017**

**REPORT OF:  
DIRECTOR OF EDUCATION AND  
LIFELONG LEARNING**

<b>Agenda</b>	<b>Item No. 4</b>
<b>SCHOOL GOVERNANCE</b>	

**Authors:- Mrs Esther Thomas, Temporary Director of Education and Lifelong Learning (Tel: 01443 744001) and Miss Non Morgan, School Organisation & Governance Team Leader (Tel: 01443 744178)**

**1. PURPOSE OF THE REPORT**

The purpose of this report is to provide Members of the Children and Young People Scrutiny Committee with updated information relating to the Governor Support Service in Rhondda Cynon Taf.

**2. RECOMMENDATION**

It is recommended that Members:

Scrutinise and comment on the information contained within this report.

**3. BACKGROUND**

3.1 A Scrutiny Committee meeting held on 28<sup>th</sup> September 2016 received a comprehensive report on the review of the Governor Support Service in Rhondda Cynon Taf.

3.2 The review endorsed the recommendations which can be seen in Appendix 1, together with the progress made to date by the Governor Support Service.

**4. THE GOVERNOR SUPPORT SERVICE IN RHONDDA CYNON TAF**

4.1 The Governor Support Service in Rhondda Cynon Taf provides a very comprehensive service for primary and special schools via a Service Level Agreement (SLA) (Appendix 2). The service is a one stop shop for training and support for governors in Rhondda Cynon Taf. The team provides professional support, advice, guidance and training to help governors get established in the role and then to develop them as quickly as possible into effective

governors. Governor Support ensures that the SLA meets governors' needs, and regularly updates the service to keep pace with national changes to the education agenda. The cost per school is £1,780.00. All primary and special schools purchase the SLA.

- 4.2 A helpline service is offered to secondary schools at a cost of £600.00 (Appendix 3). 11 of the 17 secondary schools purchase this SLA. A termly briefing session is held with the Clerk to the Governing Body of each secondary school that purchases the SLA. Information is provided in relation to the agenda, minutes and Director Reports. Schools that do not purchase the SLA receive the agenda and Director Reports.
- 4.3 Following recent recommendations noted in Internal Audit Reports in secondary schools a new draft SLA has been produced for the secondary schools and the all through schools (Appendix 4). The SLA's have been circulated to Headteachers for consideration and consultation.
- 4.4 Governor Support Service is currently supporting four temporary governing bodies. Three temporary governing bodies for the new all through schools in the Rhondda, 21<sup>st</sup> Century Projects and the new Cwmaman Primary School.

## **5. GOVERNOR TRAINING**

- 5.1 A Training Programme is produced on a termly basis and is also advertised on the web site. Rhondda Cynon Taf provide additional training, e.g. Attendance, Finance, Dealing with Complaints and Human Resource Processes.
- 5.2 The Mandatory Induction, Chairperson, Clerk and Data training is provided by Central South Consortium (CSC). Performance Management training is also provided by CSC. In addition, Governor Support continues to ensure that governors are compliant with the mandatory training requirements.
- 5.3 Appendix 5 shows the number of courses held during the 2016/2017 academic year and the number of governors that attended.
- 5.4 On-line training is also available. Appendix 6 shows the number of governors that have completed on-line mandatory training.
- 5.5 The on-line training provided by Cynnal is due to end on 31<sup>st</sup> March 2018. The School Organisation and Governance Team Leader is currently working with officers responsible for RCT Source team to establish RCT on-line training.

- 5.6 Feedback received from attendees of training in RCT was very positive. CSC also reported very positive feedback. Feedback is continuously monitored and reviewed to ensure the training meets the requirements of the governors. Bespoke training is also available on request but there have been no requests to date.

## **6. GOVERNOR VACANCIES**

- 6.1 The number of vacancies continues to be of a concern at 11.38% as at 9<sup>th</sup> November 2017. The School Organisation and Governance Team Leader reports on the vacancies to the LEA Governor Appointment Panel on a termly basis. However, the Governor Support Officers continue to be proactive in advertising and recruiting governors.
- 6.2 LA and Community Governor vacancies are updated on the website on a monthly basis and circulated to Elected Members.

## **7. RHONDDA CYNON TAF GOVERNORS ASSOCIATION (RCTGA)**

- 7.1 The RCTGA was established during the 2016/2017 academic year and 15 members were appointed. A Chairperson, Vice-Chairperson, Clerk and Communications Officer have been appointed.
- 7.2 The aim of RCTGA is to promote best practice in governance in schools within RCT, encourage governing bodies to bring matters of common concern to the Association for discussion and to promote working partnerships between various bodies including the LA, parents, carers, school staff, CSC and Governor Wales. The Local Authority has recently been informed that Governors Wales will not be funded after 31<sup>st</sup> March 2018 by the Welsh Government.

## **8. CHALLENGES FACING THE SERVICE**

- 8.1 The Service continues to be challenged by the recruitment and retentions of Governors.
- 8.2 The implementation of the Government and Staffing of Maintained Schools (Wales) Regulations 2017. The proposed changes have been laid for 40 days and are due to come into force on 1<sup>st</sup> December 2017, to be implemented as of 1<sup>st</sup> December 2018.
- 8.3 Secondary Schools purchase of the proposed new SLA.

**9. EQUALITY AND DIVERSITY IMPLICATIONS**

9.1 An Equality Impact Assessment is not required as the contents of this report are for information purposes only.

**10. CONSULTATIONS**

10.1 Governor Support is currently consulting with secondary schools in relation to introducing a new SLA.

**11. FINANCIAL IMPLICATIONS**

11.1 Additional revenue could be received if secondary schools purchase the new SLA. This will need to be offset against salary costs within the Governor Support Service.

11.2 The establishment of new on-line training could provide the opportunity to market to other Local Authorities, at a charge. This could produce an income stream for the Council.

**12. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

12.1 The Government and Staffing of Maintained Schools (Wales) Regulations 2017.

**13. LINKS TO THE COUNCILS CORPORATE PLAN/OTHER CORPORATE PRIORITIES**

13.1 Educational Performance has a clear link to the Council's Priority of Building a Strong Economy. Improving the effectiveness of School Governors will have a positive impact on educational performance and contribute to this priority.

**14. CONCLUSION AND THE WAY FORWARD**

14.1 Good progress has been made to achieve the 10 recommendations drawn up by the Governor Support Scrutiny Working Group.

14.2 However, Governor Support continues to focus on the priorities listed below:

- To implement, support and provide guidance to all Governing Bodies in relation to the new Government and Staffing of Maintained Schools (Wales) Regulations 2017;
- To continue to have a focus and find innovative ways of recruiting and retaining of Governors;
- To promote the SLA for the secondary and all through schools;

- To establish Rhondda Cynon Taf on-line training via RCT Source;
- To continue to promote the benefits of becoming a Governor;
- To establish the Governor of the Year Award via the Rhondda Cynon Taf Governors Association;
- To identify and promote good practice via the web site;
- To monitor the service provision and provide quality assurance.

## Appendix 1

### **Recommendations of the Governor Support Scrutiny Working Group** **(29<sup>th</sup> September 2016)**

- That all Governing Bodies should undertake a process of recognition of existing skills, knowledge, expertise and effectiveness of the individuals that form part of the Governing Body (this could take the form a self evaluation, annual training review, skills audit or needs assessment).

**Seven Governing Body Self Evaluations have been undertaken in the last academic year. A further 9 are planned for the 2017/2018 academic year. Good practice will be published on the Governor Support web site**

- That the Governor Support Service and the Central South Consortium should work with and encourage Governing Bodies to facilitate the process outlined as 1 above, by providing template example documents and the necessary support.

**The School Organisation & Governance Team Leader works closely with the Central South Consortium in relation to training and promoting self evaluation. The deployment of support from Consultant Governors is also discussed and reviewed on a termly basis.**

- That the Cabinet Member with responsibility for Education and Skills is asked to write to the Welsh Government's Cabinet Secretary for Education conveying the concerns of the Working Group regarding recruitment and proposing that that the categories of School Governors be less rigid. *(It is recognised that since the publication of this report Welsh Government has responded with a number of reforms which aim to give governing bodies more flexibility, a response which is welcomed by the Working Group.)*
- That the Governor Support Service undertakes a programme of work targeting Jobs Fairs, Chambers of Trade, Professional and Voluntary Organisations, Town Centre Fora, Businesses and Universities to promote the recruitment of Governors by targeting the following areas:-
  - That the use of social media be explored;
  - That the Governor Support Service considers how the Council's website can be used to promote and advertise the role of school governors and highlights the skills that can be gained by becoming a Governor;
  - That advice is sought from the Council's Corporate Marketing team when embarking on this work.

**The School Organisation & Governance Team Leader is working with the Human Resource Department to promote the recruitment of governors in Jobs Fairs. Dates agreed include a Job Fair to be held in Pontypridd on 6<sup>th</sup> March 2018 and two Careers Fairs – Cardinal Newman RC Comprehensive School on 7<sup>th</sup> February 2018 and Pontypridd High School on 8<sup>th</sup> February 2018.**

**The Governor Support web site has been updated and now promotes recruitment and lists current LEA Governor and Community Governor vacancies on a monthly basis. The new web site also enables individuals to apply on-line. The web site has been streamlined and now highlights the rewards of becoming a School Governor.**

**Becoming a School Governor was promoted in payslip inserts in October 2017.**

- That new Governors are offered the opportunity to be ‘buddied’ with a more experienced Governor to support them through the early months of their role and that all Governing Bodies should ensure they have appointed a linked Mentor Governor and have an effective induction process in place.

**The Mentor Link Governor is listed as part of the list which is reviewed in the autumn term meeting of the Governing Body.**

- That the Governor Support Service should actively encourage the cooperation and the development of links between Governing Bodies within the authority and across other authorities in order to share good practice and experiences.

**Central South Consortium is currently piloting Governor Improvement Groups (GIG’s). One cluster in Rhondda Cynon Taf was part of the phase 1 pilot. Feedback from CSC explained that due to unforeseen circumstances this GIG had suspended but will be re-launched this academic year. CSC has requested that another cluster be piloted as part of phase 2.**

**One of the Special School Governing Body’s was part of a Phase 1 GIG for Special Schools across the Consortium. This GIG has been very successful in sharing good practice.**

- That as the Welsh Government consider it is important that the contribution of governors is recognised by the Chairs and Headteachers and that all School Governors are thanked by the Chairs and Headteachers in the following ways:-
  - That letters of thanks are sent to all School Governors who come to the end of their term of office;
  - That a letter of thanks is sent by the Headteacher and/or Chair to the Governing Bodies at the end of each academic

- year thanking them for their contributions;
- It may also be appropriate, on occasion, for thank you letters to be sent from either the Headteacher and/or Chair of Governors to a Governor in recognition of special effort/service

**Governor Support Officers ensure that Governors who come to the end of their term of office receive a thank you letter.**

- That the new RCT Governors' Association be asked to consider the introduction of a 'Governor of the Year' award; or if they prefer, that an approach be made to Governors Wales to introduce such an award.

**The Rhondda Cynon Taf Governor Association (RCTGA) was established in the summer term 2017. RCTGA have agreed to the establishment of the "Governor of the Year Award". The criteria and nomination process will be agreed at the next meeting.**

- That each Governing Body should be encouraged to publicise the work of the Governing Body. This could provide information such as a pen picture of each Governor and their role in the school, setting out who are the 'class links' or 'topic links' thereby promoting the work undertaken by governors which might otherwise go unnoticed;
- That progress of the recommendations is monitored by the Children and Young People Scrutiny Committee.



**Appendix 2**



**SERVICE LEVEL AGREEMENT FOR THE  
GOVERNOR SUPPORT SERVICE  
2017/2018**

## **SLA SERVICE**

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- 1) Introduction
- 2) Service Overview
- 3) Relationship between Schools and the Council
- 4) Charging Arrangements
- 5) Memorandum of Agreement
- 6) Resolving Disputes
- 7) Data Protection

## New Schools SLA Services 2017/18

### 1) Introduction

Rhondda Cynon Taf Governor Support Services is the one stop shop for training and support for governors in Rhondda Cynon Taf. We have been working with you for over 20 years to help you improve the outcomes for the children in your schools by giving you the tools to effectively fulfil your roles and responsibilities in order to deliver school improvement.

Our local team provide professional support, advice, guidance and training to help governors get established in the role and then to develop them as quickly as possible into an effective governor. We will ensure that our SLA meets your needs, and regularly update our service to keep pace with national changes to the education agenda.

The term for this SLA is for the financial year 2017 to 2018.

The main benefits of the revised SLA to schools are:

- To support governing bodies to be Estyn Inspection ready.
- To support in assisting governing bodies to focus on school improvement.
- To assist governing bodies to meet their statutory requirements.
- To provide governors with the relevant training to undertake their role effectively.
- To promote self evaluation within governing bodies.

### 2) Service Overview

This new SLA replaces the agreement that was being provided and offers to schools a new inclusive agreement.

The services offered comprise the following elements:

- Ensuring the governing body meets its statutory requirements including constitution, advice on constitutional and procedural matters and the monitoring of governor attendance.
- Advice and support on all aspect of governance including managing complex procedural and relationship issues.
- Advice on and assistance with the recruitment and retention of governors.
- Attendance of a senior officer at the termly governing body meeting.

- Production of agenda and minutes for each meeting attended by the senior officer, which will evidence the governor's challenge.
- Financial support, where requested which could include assistance and support with monitoring the budget throughout the financial year and would include:
  - Liaison with the Headteacher and provision of support and advice if required, on all aspects of the initial preparation and drafting of the budget, monitoring and forward financial planning.
  - Assisting the Headteacher with the presentation of financial reports and dissemination of information to governing bodies/finance committees.
  - Arranging the distribution of financial reports to governing bodies/finance committees.

*Nb. (Financial reports for chequebook schools must be compiled and distributed by the Headteacher.)*
- Attendance and support of a senior officer at the meetings of Headteacher and Deputy Headteacher Appointment Panels.
- Support for governing bodies dealing with complaints.

A named Governor Support Officer will be designated to each school as a primary point of contact/service provider. Members of the School Organisation, Planning and Governance Team will be available on days on which schools are in session.

Governor Support Officers (GSO) will support the governing body in ensuring that the school is Estyn Inspection ready by making sure that the governing body meets its statutory requirements, all documentation including agendas are legally compliant and minutes of meetings reflect support and challenge.

Facilitation of governing body self evaluations and review sessions, will be available on request. The reviews undertaken will be an independent review of governance practice and make recommendations for strengthening governance in the school. This will be a collaborative process tailored to the needs of the school and undertaken by a team member who is not the named GSO for the school, to ensure the process is objective and independent. A clear concise Action Plan will be drawn up following a self evaluation.

### 3) Relationship between Schools and Governor Support

Clients will be treated with professionalism, respect and courtesy. Appropriate levels of confidentiality will be guaranteed. Telephone calls will be dealt with as soon as possible during office hours.

Agendas and supporting papers will be provided to governors at least 5 working days before each meeting, in line with regulations in force. Headteachers will be required to provide electronic paperwork to be included with agendas to the School Organisation, Planning and Governance Unit at least **10 working days** before the date of the relevant meeting.

Where meetings are held without the senior officer being attendance, please note that governors must have an agenda and minutes for each meeting. The minutes must be forwarded to the School Organisation, Planning and Governance Unit to be included with the agenda for the next full governing body meeting.

#### 4) Charging Arrangements

Service charges for the SLA on offer to schools will be an annual lump sum charge. The fee chargeable for the SLA will be £1,780.00. An additional £50.00 per governing body will be paid as membership to the Rhondda Cynon Taf Governors Association.

#### 5) Memorandum of agreement

##### **Parties**

This agreement is made between the governing body of the school and Rhondda Cynon Taf County Borough Council.

##### **Duration**

This agreement will run from 1 April 2017 - 31<sup>st</sup> March 2018. A governing body/committee can terminate this agreement by giving six months notice in writing to the Director of Education.

##### **Intent**

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

#### 6) Resolving Disputes

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 they have not received an adequate response from the member of staff should contact Miss Non Morgan, School Organisation & Governance Team Leader, Ty Trevithick, Abercynon, CF45 4UQ or [non.r.morgan@rctcbc.gov.uk](mailto:non.r.morgan@rctcbc.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 Julie Hadley, School Organisation Manager at Ty Trevithick, Abercynon, CF45 4UQ or [julie.hadley@rctcbc.gov.uk](mailto:julie.hadley@rctcbc.gov.uk).

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.

## **7) Data Protection**

Our services will be delivered in line with Rhondda Cynon Taf County Borough Council policies and are compliant with the Data Protection Act.

**GOVERNOR SUPPORT SERVICE  
SECONDARY SCHOOLS  
2017/2018**

**1. Outline of the Service**

The provision of an advice, support and training service to governing bodies of secondary schools.

**2. Key Features of the Service**

- 2.1 Advice to the governing body on constitutional and procedural issues;
- 2.2 Guidance on the establishment, composition and (statutory) review of committees (including terms of reference for those committees);
- 2.3 Advice on instruments of government, school government regulations and statutory instruments/circulars associated with school governance;
- 2.4 Advice on eligibility, quoracy and disqualification regulations;
- 2.5 The provision of up-to-date advice to governors on changes to education law and other items of legislation that may impact on the role of the governing body;
- 2.7 Support on the legal aspects of appointing Headteachers/Deputy Headteachers as appropriate;
- 2.8 Provision of advice and guidance to governing body clerks each term, by means of a briefing session, on items for discussion on the forthcoming termly agenda. This also includes the supplying of a draft agenda and associated reports;
- 2.9 Provision of training for governing body clerks on all aspects of their role, in accordance with Welsh Government legislation;
- 2.10 Attendance, by request only, of a senior officer at governing body meetings to provide advice and guidance on specific topics to be considered at that particular meeting;
- 2.11 Provision of any other information, advice and guidance relevant to the clerking of governing bodies;

**Please note –all secondary schools MUST forward copies of all governing body agendas, all associated reports/papers, and the minutes of meetings of the full governing body and its committees to the Director of Education, on a termly basis.**

### **3. Financial Arrangements**

- 3.1 For 2017/2018, the proposed charge for this service (subject to the level of demand) is:

Governor Support Service
£600 per governing body

Payment is effected annually by invoice.

Attendance by a senior officer at a termly meeting of the full Governing Body (see 2.10 overleaf), in an **advisory capacity only** (not to act as Clerk) can be considered on request.

### **4. Quality Assurance**

- 4.1 All schools will have a designated senior officer as a primary point of contact/service provider;
- 4.2 Cover arrangements ensure that members of the School Organisation, Planning and Governance team are available on all days on which schools are in session. This will enable a service to be provided regardless of the availability of the designated officer;
- 4.3 Staff in the School Organisation, Planning and Governance team receive continuous professional development to ensure that they are kept up to date with the implications of new education legislation, statutory instruments, circulars, regulations, relevant legal judgements and measures introduced by the Welsh Assembly Government;
- 4.4 Clients will be treated with professionalism, respect and courtesy;
- 4.5 Appropriate levels of confidentiality will be guaranteed;
- 4.6 Telephone calls will be dealt with immediately (during office hours);
- 4.7 Correspondence will be dealt with in accordance with the Council's policy, namely responses will be provided within 15 working days from the date of receipt of the correspondence;
- 4.8 Performance delivery will be monitored and evaluated by means of a periodic client survey;
- 4.9 Any complaints regarding delivery of this service will receive priority attention in terms of investigation and resolution.



**5. Client Responsibilities**

**To ensure that the termly meeting 'bundles' (agenda and associated reports) are forwarded to the Director of Education, on a regular basis as requested overleaf. Information should be sent at the same time as it is despatched to members of the governing body, i.e. at least 7 days prior to the termly meeting date.**

**6. Contact Point**

Miss N Morgan  
Team Leader, Governor Support  
Ty Trevithick  
Abercynon  
Mountain Ash  
CF45 4UQ

Tel. No: (01443) 744178  
Fax No: (01443) 744201  
E-mail: [non.r.morgan@rctcbc.gov.uk](mailto:non.r.morgan@rctcbc.gov.uk)



**SERVICE LEVEL AGREEMENT FOR THE  
GOVERNOR SUPPORT SERVICE  
Secondary Schools  
2018/2019**

## **SLA SERVICE**

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# Governor Support Services 2018/19

## 1) Introduction

The Governor Support Service would like the opportunity to provide support and advice to the Secondary Schools in Rhondda Cynon Taf. The proposed SLA is outlined in this document.

The Governor Support Service is the one stop shop for training and support for governors in Rhondda Cynon Taf. We continue to help you improve the outcomes for the children in your schools by giving you the training, support and advice to effectively fulfil your roles and responsibilities in order to promote and deliver school improvement.

Governor Support will ensure that our SLA meets your needs, and regularly update our service to keep pace with national changes to the education agenda.

The term for this SLA is for the financial year 2018 to 2019.

The main benefits of the revised SLA to schools are:

- To assist governing bodies to meet their statutory requirements.
- To support governing bodies to be Estyn Inspection ready.
- To support in assisting governing bodies to focus on school improvement.
- To assist and support governing bodies in recruiting effective Leaders.
- To provide governors with the relevant training to undertake their role effectively.
- To support governors to challenge and support the school.
- To promote self evaluation within governing bodies.

## 2) Service Overview

This new SLA replaces the agreement that was being provided and offers to schools a new inclusive agreement.

The services offered comprise the following elements:

- Ensuring the governing body meets its statutory requirements including constitution, advice on constitutional and procedural matters and the monitoring of governor attendance.
- Advice and support on all aspect of governance including managing complex procedural and relationship issues.
- Advice on and assistance with the recruitment and retention of governors.
- Attendance of a senior officer at the termly governing body meeting.

- Advice on committee meetings process, procedure, quorum, membership etc.
- Attendance of a senior officer at Finance Committee meetings and Pupil Disciplinary Committee meetings.
- Production of agenda and minutes for each meeting attended by the senior officer, which will evidence the governor's challenge.
- Attendance and support of a senior officer at the meetings of Headteacher and Deputy Headteacher Appointment Panels.
- Support for Headteachers and governing bodies dealing with complaints.
- Advice on awareness of current policies.
- Links between the LA, Central South Consortium and the Rhondda Cynon Taf Governor Association.
- Sharing and recognising best practice.
- Promoting governors to have a high level of challenge and support.

A named Governor Support Officer will be designated to each school as a primary point of contact/service provider. Members of the School Organisation, Planning and Governance Team will be available on days on which schools are in session.

Governor Support Officers (GSO) will support the governing body in ensuring that the governing body is Estyn Inspection ready by making sure that the governing body meets its statutory requirements, all documentation including agendas are legally compliant and minutes of meetings reflect support and challenge.

Facilitation of governing body self evaluations and review sessions, will be available on request. The reviews undertaken will be an independent review of governance practice and will make recommendations for strengthening governance in the school. This will be a collaborative process tailored to the needs of the school and undertaken by a team member who is not the named GSO for the school, to ensure the process is objective and independent. A clear concise Action Plan will be drawn up following a self evaluation.

### 3) Relationship Between Schools and Governor Support

Clients will be treated with professionalism, respect and courtesy. Appropriate levels of confidentiality will be guaranteed. Telephone calls will be dealt with as soon as possible during office hours.

Agendas and supporting papers will be provided to governors at least 5 working days before each meeting, in line with regulations in force. Headteachers will be required to provide electronic paperwork to be included with agendas to the School Organisation, Planning and Governance Unit at least **10 working days** before the date of the relevant meeting.

Where meetings are held without the senior officer being attendance, please note that governors must have an agenda and minutes for each meeting. The minutes must be forwarded to the School Organisation, Planning and Governance Unit to be included with the agenda for the next full governing body meeting.

## 4) Charging Arrangements

Service charges for the SLA on offer to schools will be an annual lump sum charge. The fee chargeable for the SLA will be £2,000.00. This includes £50.00 per governing body as membership to the Rhondda Cynon Taf Governors Association.

## 5) Memorandum of Agreement

### Parties

This agreement is made between the governing body of the school and Rhondda Cynon Taf County Borough Council.

### Duration

This agreement will run from 1 April 2018 - 31<sup>st</sup> March 2019. A governing body/committee can terminate this agreement by giving six months notice in writing to the Director of Education.

### Intent

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

## 6) Resolving Disputes

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 they have not received an adequate response from the member of staff should contact Miss Non Morgan, School Organisation & Governance Team Leader, Ty Trevithick, Abercynon, CF45 4UQ or [non.r.morgan@rctcbc.gov.uk](mailto:non.r.morgan@rctcbc.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 Julie Hadley, School Organisation Manager at Ty Trevithick, Abercynon, CF45 4UQ or [julie.hadley@rctcbc.gov.uk](mailto:julie.hadley@rctcbc.gov.uk).

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.

## 7) Data Protection

Our services will be delivered in line with Rhondda Cynon Taf County Borough Council policies and are compliant with the Data Protection Act.



**SERVICE LEVEL AGREEMENT FOR THE  
GOVERNOR SUPPORT SERVICE  
All Through Schools  
2018/2019**

## **SLA SERVICE**

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# Governor Support Services 2018/19

## 1) Introduction

The Governor Support Service would like the opportunity to provide support and advice to the All Through Schools in Rhondda Cynon Taf. The proposed SLA is outlined in this document.

The Governor Support Service is the one stop shop for training and support for governors in Rhondda Cynon Taf. We continue to help you improve the outcomes for the children in your schools by giving you the training, support and advice to effectively fulfil your roles and responsibilities in order to promote and deliver school improvement.

Governor Support will ensure that the SLA meets your needs, and regularly update our service to keep pace with national changes to the education agenda.

The term for this SLA is for the financial year 2018 to 2019.

The main benefits of the revised SLA to schools are:

- To assist governing bodies to meet their statutory requirements.
- To support governing bodies to be Estyn Inspection ready.
- To support in assisting governing bodies to focus on school improvement.
- To assist and support governing bodies in recruiting effective Leaders.
- To provide governors with the relevant training to undertake their role effectively.
- To support governors to challenge and support the school.
- To promote self evaluation within governing bodies.

## 2) Service Overview

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- Attendance of a senior officer at Finance Committee meetings and Pupil Disciplinary Committee meetings.
- Production of agenda and minutes for each meeting attended by the senior officer, which will evidence the governor's challenge.
- Attendance and support of a senior officer at the meetings of Headteacher and Deputy Headteacher Appointment Panels.
- Support for Headteachers and governing bodies dealing with complaints.
- Advice on awareness of current policies.
- Links between the LA, Central South Consortium and the Rhondda Cynon Taf Governor Association.
- Sharing and recognising best practice.
- Promoting governors to have a high level of challenge and support.

A named Governor Support Officer will be designated to each school as a primary point of contact/service provider. Members of the School Organisation, Planning and Governance Team will be available on days on which schools are in session.

Governor Support Officers (GSO) will support the governing body in ensuring that the governing body is Estyn Inspection ready by making sure that the governing body meets its statutory requirements, all documentation including agendas are legally compliant and minutes of meetings reflect support and challenge.

Facilitation of governing body self evaluations and review sessions, will be available on request. The reviews undertaken will be an independent review of governance practice and will make recommendations for strengthening governance in the school. This will be a collaborative process tailored to the needs of the school and undertaken by a team member who is not the named GSO for the school, to ensure the process is objective and independent. A clear concise Action Plan will be drawn up following a self evaluation.

### 3) Relationship Between Schools and Governor Support

Clients will be treated with professionalism, respect and courtesy. Appropriate levels of confidentiality will be guaranteed. Telephone calls will be dealt with as soon as possible during office hours.

Agendas and supporting papers will be provided to governors at least 5 working days before each meeting, in line with regulations in force. Headteachers will be required to provide electronic paperwork to be included with agendas to the School Organisation, Planning and Governance Unit at least **10 working days** before the date of the relevant meeting.

Where meetings are held without the senior officer being attendance, please note that governors must have an agenda and minutes for each meeting. The minutes must be forwarded to the School Organisation, Planning and Governance Unit to be included with the agenda for the next full governing body meeting.

## 4) Charging Arrangements

Service charges for the SLA on offer to schools will be an annual lump sum charge. The fee chargeable for the SLA will be £2,000.00. This includes £50.00 per governing body as membership to the Rhondda Cynon Taf Governors Association.

## 5) Memorandum of Agreement

### Parties

This agreement is made between the governing body of the school and Rhondda Cynon Taf County Borough Council.

### Duration

This agreement will run from 1 April 2018 - 31<sup>st</sup> March 2019. A governing body/committee can terminate this agreement by giving six months notice in writing to the Director of Education.

### Intent

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

## 6) Resolving Disputes

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 they have not received an adequate response from the member of staff should contact Miss Non Morgan, School Organisation & Governance Team Leader, Ty Trevithick, Abercynon, CF45 4UQ or [non.r.morgan@rctcbc.gov.uk](mailto:non.r.morgan@rctcbc.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 Julie Hadley, School Organisation Manager at Ty Trevithick, Abercynon, CF45 4UQ or [julie.hadley@rctcbc.gov.uk](mailto:julie.hadley@rctcbc.gov.uk).

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.

## 7) Data Protection

Our services will be delivered in line with Rhondda Cynon Taf County Borough Council policies and are compliant with the Data Protection Act.