

SCHOOL IMPROVEMENT SERVICE TERMS

1. For the academic year, school requests for support provided will be agreed with the school in the late summer or early autumn term to allow consultancy contracts to be agreed and support to be delivered in a managed and cost effective way.
2. Agreements will be for the full academic year and invoices for the full year will be sent to schools for payment during the autumn term. Where schools choose to buy in additional services, they will be billed retrospectively for the previous term.
3. For charging purposes one day is equivalent to up to 7 hours, generally 5/6 hours in school and 1/2 hours report writing. Schools may need to allow additional time where advance preparation is required and all teaching and learning reviews will incur an additional half day for report writing. A half day is any period of time up to 3.5 hours, again time must be allowed within this for a brief report. All visits to schools are charged at a minimum of half a day.

4. THE SCHOOL STANDARDS SERVICE WILL PROVIDE:

- 4.1 A response to school enquiries and ensure that these are followed up to the school's satisfaction.
- 4.2 A database of approved consultants to provide support across all areas of school improvement. All consultants will have a current enhanced DBS certificate.
- 4.3 Personnel against agreed development needs in line with the SLA. Every effort will be made to provide specific consultant requests, however, where this is not possible a suitable alternative will be provided.
- 4.4 Written reports following consultancy support visits that provide clear advice and guidance.
- 4.5 Annual school data profile and access to FFT.
- 4.6 A programme of centrally run Continuing Professional Development (CPD) courses.
- 4.7 A Governor support package, including advice and support on governance matters personalised to the school's specific requirements, e.g. additional support in headteacher appointments and support in dealing with complex governing body issues.
- 4.8 A central programme of Governor training plus membership of Modern Governor.
- 4.9 LA school improvement telephone/email support.
- 4.10 Ofsted surgeries delivered by LA advisers who are current Ofsted inspectors.
- 4.11 Additional LA or externally commissioned adviser/consultant time according to size of school:
 - 3 days – school capacity of less than 300
 - 4 days – school capacity of 301-700
 - 5 days – school capacity of 701 or more

5. QUALITY ASSURANCE

- 5.1 Central training and in-school consultancy will be quality assured to ensure the highest quality delivery and regular feedback will be requested from schools on the service they have received.
- 5.2 Schools are encouraged to feedback comments about the quality of support both formally and informally to the Deputy Director of Education. An annual questionnaire will be provided as a quality assurance tool, outcomes of which will be shared with schools that have bought into the SLA.

6. SCHOOLS' RESPONSIBILITIES

To enable the service to be efficiently run and to provide value for money, schools are required to:

- Identify and record their exact requirements by the required deadline.
- Give sufficient detail about the specification for the work to enable the best match of personnel.
- Agree dates in advance and honour them. If dates need to be changed, at least two weeks' notice must be given. Where notice is shorter and consultants or advisers are not able to be redirected to other work, schools may be charged an additional rate for the booked time or lose the equivalent support from the SLA.
- Provide such information as is deemed necessary by the service to enable quality assurance of the service.

7. COMPLAINTS PROCEDURE

- 7.1 In the first instance any concerns or complaints about the service should be made to the Deputy Director for Education:

Richard Stanley (Richard.Stanley@rbkc.gov.uk) or the relevant Deputy Director for Education at the time of the first instance concern or complaint

- 7.2 If the Governing Body is not satisfied with the resolution suggested by the Deputy Director for Education, an appeal may be made in writing to the Director for Education:

Ian Heggs (Ian.Heggs@rbkc.gov.uk) or the relevant Director of Education at the time of the dissatisfied resolution referred to in paragraph 7.1

- 7.3 Any concerns or complaints made by the Governing Body's staff, children or young people about the conduct of any school improvement service and or staff, should be raised initially with the Governing Body and or Headteacher or Principal of the school. If the complaints are of sufficient concern, then the Governing Body and or Headteacher/ Principal should use the complaints procedure outlined above.
- 7.4 In the event of a satisfactory resolution not being possible either party may terminate the Agreement with one month's notice. Charges will reflect the proportion of the SLA delivered.