

Core Service Agreement

2009 / 2010

**Educational Services for the Distinctive Needs of
Church of England Schools in the London Diocese**



LDBS WEBSITE: www.london.anglican.org/schools

FOREWORD

This document and agreement outlines clearly the nature, extent and expected quality of the services provided by the London Diocesan Board for Schools under its Core Service Agreement.

The LDBS has a special mission and commitment to support Church of England schools in the Diocese. Our mission is

‘To work alongside schools to support them in their task of providing high quality education inspired by Christian values and faith.’

In keeping with LAs and other agencies working with schools, the LDBS recognises the need to provide services that are:

- ◆ Professional
- ◆ Tailored to the needs of schools
- ◆ Value for money

We believe that providing the services outlined in this document is a key way in which we can achieve that mission and make a difference, for the better, to church schools.

Nearly all Church of England schools in the Diocese currently subscribe to Core Services. We hope that **ALL** schools will want to do so when it is clear to them what is available to them.

If all LDBS schools are part of the core service agreement, the income generated from these subscription fees will pay roughly one third of the costs of the total service provided. The remaining costs are met by a grant from the Diocese as part of its commitment to the work of Church schools, as well as income from investments.

Whilst the LDBS will continue to support and promote the needs and interests of any Church of England school within the Diocese, we do not have the resources or the staff to provide the same level of service and support for those schools who do not subscribe to this core service agreement.

I. Woolf
Interim Director of Education
London Diocesan Board for Schools

CORE SERVICE AGREEMENT - SERVICE CHARTER

THE LDBS AND STAFF

Those schools subscribing to the LDBS Core Service Agreement detailed within this prospectus are entitled to expect the LDBS and its staff to:

- provide professional and expert information, advice and assistance in the areas listed;
- deliver the services listed upon request from the school and to a high professional standard;
- deal promptly and courteously with requests for assistance;
- act with discretion thus safeguarding confidentiality;
- be responsive to the needs of individual schools and their distinctive ethos;

- act with integrity and in accordance with Christian values and standards;
- promote at all times the Church of England foundation and Christian ethos of the school;
- deal promptly and courteously with complaints about the level of service provided.

SUBSCRIBING SCHOOLS

In return the LDBS and its staff expect schools subscribing to this Core Service agreement to:

- keep LDBS advisers informed of the current situation in relation to the service required and developments at the school;
- be available, given adequate notice, for meetings and/or visits to ensure progress is maintained;
- give adequate notice when requesting visits, meetings, training etc;
- pay invoices promptly.

SUMMARY OF SERVICES AVAILABLE

Schools can expect to receive the following services on request to the LDBS at no additional cost to the school other than the core service cost (except where specified):

- Unlimited telephone access and advice relating to the areas specified in this agreement
- A minimum of two visits from LDBS officers per year
- Attendance by LDBS adviser(s) at all meetings in connection with the appointment of headteacher, deputy headteacher or RE/RS co-ordinator or Head of RE/RS
- A minimum of one visit to a new headteacher
- Unlimited places for governors on LDBS centrally organised governor training sessions
- Special school-based governor training (**charge £50 per session**)
- Attendance by LDBS adviser at Ofsted or HMI feedback meetings following inspection
- Special support for schools in special measures or serious weaknesses - two visits per term (or equivalent) from LDBS advisers (**Additional visits by negotiation**)
- One annual visit to or meeting with RE/RS co-ordinator or Head of RE/RS
- Attendance by LDBS adviser at governors' disciplinary, capability or grievance hearings
- Places for school staff on LDBS arranged courses and training programmes (**separate cost**)
- Notification of LDBS special initiatives and projects (**separate cost**)
- A copy of all new LDBS publications and bulletins
- Two mailings a term for headteachers, chairs, clerks and link governor
- Induction morning and lunch for new headteachers
- Co-ordination and quality assurance over Section 23 inspections
- Access to additional specialist legal advice (**school will be charged separately by solicitor**)

SUBSCRIPTION FEES, COSTS AND CHARGES

SUBSCRIPTION FEES

The subscription fees for schools participating in this agreement for 2009/2010 (financial year) is:

- £3.96 per pupil per year up to the first 500 full time equivalent pupils on roll (as detailed on the PLASC Form)
and
- £2.40 per pupil per year for pupils over 500.

Schools can pay annually in April or in three equal instalments at the beginning of each term. Schools paying in full for the whole year by the end of May will receive 16p per pupil discount.

Voluntary Controlled Schools: £1.98 per pupil per year (50% discount).

COSTS

Please note that the full costs of the services provided have not been charged to schools through the subscription fees. If all schools subscribe to the Core Service Agreement, then the fees will cover approximately one-third of the true expenditure. The remaining two-thirds expenditure is covered by a grant from the Diocese and from income from LDBS investments.

CHARGES OUTSIDE CORE SERVICE AGREEMENT

- Specialist consultancy or support:
 - ◆ 2 hour sessions £100
 - ◆ ½ Day £150
 - ◆ 1 day £300
- Insurance cover* (fire, perils, legal expenses, public liability) *separate agreement and cost*
***Insurance Cover:** *The LDBS arranges insurance cover for voluntary aided schools in respect of governors' liabilities for fire and perils; public liability; and legal expenses. Governing bodies are invoiced on a separate invoice for this.*

SCHOOLS NOT SUBSCRIBING TO CORE SERVICES

Schools not subscribing to the Core Service Agreement will be invoiced for individual services.

ADVICE, INFORMATION AND SPECIFIC SERVICES PROVIDED

GOVERNORS AND GOVERNANCE

Advice and Information in the following areas:

- Annual report/meeting
- Constitution and membership of governing bodies
- Headteacher/governor relationships
- Legal matters in relation to responsibilities of headteachers and governors
- Roles and Responsibilities of governing bodies
- School prospectus
- Terms of reference for governing bodies and committees
- Public notices
- Admissions and Admission Appeals
- Exclusions and Exclusion Appeals

Services Available:

1. Telephone advice
2. Free access to all centrally provided LDBS Governor Training Sessions
3. Induction training for new governors
4. Induction and professional support for new chairs and clerks on request
5. School-based or cluster based governor training sessions on request subject to availability (additional cost £50 per session)
6. Two mailings a term for heads, chairs of governors, clerks and link governors

SUPPORT FOR NEW AND SERVING HEADTEACHERS**Advice and Information in the following areas:**

- The leadership and management of a Church of England Voluntary Aided school
- Training opportunities
- Headteacher/Governor/Church relationships

All other points listed in the other boxes

Services Available:

1. Assigned LDBS Adviser
2. Telephone advice
3. Two mailings a term
4. Initial support and induction for newly appointed headteachers
5. Priority access to LDBS *Challenge of Headship* course
6. Personal and pastoral support
7. Identification of headteacher mentor
8. Termly meetings for secondary headteachers

APPOINTMENT OF STAFF**Advice and Information in the following areas:**

- Recruitment including Job descriptions and candidate specification
- Selection and appointment procedures
- Employment law, especially in relation to voluntary aided schools, and equal opportunities issues

Services Available:

1. Telephone advice
2. Provision of sample documentation relating to recruitment
3. Preparation and training of governors on the appointment of headteachers, deputy headteachers and RE/RS staff including:
 - Setting up the recruitment panel
 - Advising on the wording and placing of the advertisement
 - Preparing/revising the job description
 - Preparing/revising the person specification
 - Determining selection methods and interview techniques
4. Attendance at shortlisting and appointments meetings for headteacher, deputy headteacher and RE/RS posts
5. Professional debriefing for candidates on behalf of governing body when requested
6. Model contracts of employment (for all staff)

PERSONNEL & EMPLOYMENT**Advice and Information in the following areas:**

- Capability procedure

- Complaints procedure
- Contracts of employment
- Discipline and grievance
- Long term sickness Absence
- Management matters in relation to responsibilities of headteachers and governors
- Recruitment and selection of staff
- Redundancy
- Insurance matters
- Performance Management
- Employment law and good practice

Services Available:

1. Telephone advice – where appropriate checked and cleared by the LDBS solicitors
2. Attendance by LDBS officer at governors' disciplinary, capability or disciplinary hearings
3. Written guidance on employment issues
4. Standard procedures (in booklet form) for voluntary aided schools in respect of disciplinary, redundancy, capability or grievance matters
5. Standard contracts of employment for all categories of staff in Church of England voluntary aided schools

NB: The advice and information given to schools in respect of both general and specific personnel and employment matters will normally be informed by or checked with the LDBS solicitors. If circumstances require the attendance of the Board's solicitor at a full disciplinary or other hearing, additional costs will be incurred, as will specific consultations direct with the school. Provided the school has followed procedures correctly and acted in accordance with LDBS and normally LA advice, costs arising from any actions may be met via the appropriate legal insurance policy.

RELIGIOUS EDUCATION & COLLECTIVE WORSHIP

Advice and Information in the following areas:

- LDBS Guidelines on Religious Education and Collective Worship
- Resources
- Schemes of work
- Examination syllabi
- Section 23 (Denominational) Inspections
- School policies
- Roles and responsibilities of governors, headteacher and clergy
- Education law relating to RE and Collective Worship
- Withdrawal rights
- QCA Guidance and Information
- Advice and guidance about teaching other world faiths
- Multi-faith issues

Services Available:

1. Telephone advice
2. Annual meeting with Head of RE or RE Co-ordinator
3. Co-ordination and quality assurance over Section 23 inspections
4. Regular meetings for Heads of RE (Secondary schools)
5. Priority access to LDBS training programme
6. Production of new resource materials and guidelines
7. Regular information (through mailings and training) of latest resources
8. Attendance at appointments meeting of RE/RS staff

SCHOOL IMPROVEMENT & SCHOOLS IN SPECIAL MEASURES OR SERIOUS WEAKNESSES

Advice and Information in the following areas:

- Latest Ofsted Framework
- Section 23 Framework
- Headteacher's Pre-Inspection Form
- Post Ofsted and Section 23 Action plans

Services Available:

1. Telephone advice
2. Co-ordination and quality assurance over Section 23 inspections
3. Attendance at Ofsted/HMI feedback meetings
4. Working with schools on pre-OFSTED audit
5. Provision of on-going support for schools in special measures and serious weakness as part of the school and LA action plans

NB: External Support for schools in special measures or serious weaknesses can be very significant and intensive. As a minimum, LDBS staff will offer two non-chargeable visits per term until the situation improves. Additional support in excess of that entitlement and payment for that support (out of the additional Standards Funds made available to the school) will be negotiated with the school and LA.

PUPILS AND PARENTS

Advice and Information in the following areas:

- Admissions policies, procedures and appeals
- Exclusion policies, procedures and appeals
- Child Protection
- Parental Complaints
- Anti-racism

Services Available:

1. Telephone advice
2. Responding to parental inquiries and complaints about the school

MISCELLANEOUS: FINANCE, PREMISES, INSURANCE

Advice and Information in the following areas:

- Governors' Funds and Funds separate from delegated budget
- Fund-raising and access to Trusts
- Trust Deeds and Trustees
- Control and use of school premises
- Funding of repairs and improvements to school buildings
- Site ownership
- Insurance (premises, contents, people) (see also below)

Services Available:

1. Telephone advice
2. Arranging (at reduced rates) of insurance cover
3. Help (limited) with accessing Trusts who make grants to voluntary aided schools
4. Library of books and resources for fund-raising
5. Research into archival material relating to trust deeds, sites and premises matters

Schools have access to separate arrangements for:

(a) Buildings and Maintenance: This covers the 10% contribution required from governors in

respect of repairs and maintenance; the administration and banking facilities required for paying contractors and claiming back funds from DCSF and LA ; and a buildings consultancy service for the long-term maintenance, improvement or enlargement of buildings. Governing bodies in the scheme are invoiced separately for this.

Insurance Cover: *The LDBS arranges insurance cover for voluntary aided schools in respect of governors' liabilities for fire and perils; public liability; and legal expenses. Governing bodies are invoiced on a separate invoice for this.*

OTHER ACTIVITIES AND SERVICES PROVIDED IN SUPPORT OF CHURCH OF ENGLAND SCHOOLS IN THE DIOCESE OF LONDON

The LDBS will endeavour to...

- Promote the interest and needs of C of E schools, and the importance and continuance of the voluntary sector
- Scrutinise national and local proposals and changes affecting C of E schools
- Continue to foster partnership with LAs in the Diocese in support of schools and Christian education
- Nominate members to all LA Education Committees and other statutory bodies e.g. School Organisation Committees to represent the interests of C of E schools
- Promote and develop new church schools and nursery provision
- Represent church schools to the wider church and Diocesan groups
- Liaise with Catholic Schools Commissions and other denominations
- Liaise with the C of E national Board of Education and the National Society
- Provide a focus for the Diocesan family of church schools
- Develop church school professional networks across LA boundaries to facilitate the sharing of good practice and mutual support
- Provide regular mailings to schools
- Provide a school adviser to each school
- Provide support for staff and governors of church schools
- Act as a mediator or "critical friend" in areas of conflict or concern
- Actively support LDBS Head Teachers' Association
- Prepare and produce publications specifically for church schools
- Develop appropriate training for governors and staff of schools in the Diocese
- Organise a residential headteachers' conference every 12 – 18months
- Sponsor and initiate projects such as the School-Home Liaison Project, New Opportunities Funding, School Centred Teacher Training or Recruitment initiatives to support C of E schools
- Promote RE in schools through direct involvement with the Standing Advisory Council for RE and Agreed Syllabus Conference for each LA in the Diocese

COMPLAINTS PROCEDURE

In the event of schools being dissatisfied with any part of the service, a written complaint should be sent to the Director. The Director will arrange for a senior officer of the Board to investigate and respond, negotiating recompense where necessary. Where this strategy fails, a further level of arbitration will be established involving appropriate members of the Board.

CONTACTING DIOCESAN STAFF

The Board's staff cover a wide range of responsibilities and inevitably there is some overlap between individual officers and advisers. If you are unsure who to contact for advice on a particular issue, please ring the Director's PA, or the adviser for your school, in the first instance. They will put you in touch with the right person.

Switchboard: The main switchboard number for Causton St is: 020 7932 1100

Fax: The LDBS Fax number is: 020 7932 1111

e-mail: All members of staff have e-mail access. In all cases of staff based at Causton St, the e-mail address is their name, with a full stop between first and second name, followed by @london.anglican.org e.g. robert.bullett@london.anglican.org

Individual Contacts, responsibilities and phone numbers:

Inigo Woolf	INTERIM Director of Education Director of Finance and Resources	020 7932 1165
	Director - VACANCY	020 7932 1157
Robert Bullett	<i>Personal Assistant to the Director of Education Support for Penny Harvey - personnel, legal and contractual issues).</i>	020 7932 1161
Liz Wolverson	Director of School Support Services & LDBS Primary School Adviser for Barnet; Camden; Enfield; Westminster	020 7932 1154
Graham Marriner	Senior Primary School Adviser for Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Kensington & Chelsea, Richmond, Surrey	020 7932 1155
John Shannon	Primary School Adviser for Corporation of London, Hackney, Haringey, Islington, Tower Hamlets	020 7932 1153
Penelope Penney	Secondary School Adviser (3 days per week)	020 7932 1156
Helen Ridding	Primary Adviser for Camden & Westminster (2 days per week)	020 7932 1159
Jane Pavlou	Primary Adviser for Barnet & Enfield (2-3 days per week)	020 7932 1159
Jane Savill	Secondary School RE Adviser (1 day per week)	020 7932 1152
Rob Hannan	Secondary development Officer (Secondment)	020 7932 1173
Leanne Gowar	Administrative Assistant to Primary & Secondary School Advisers	020 7932 1159
Penny Harvey	Schools Management Adviser – dealing with personnel, governor support, legal & contractual matters & publications	020 7932 1151
Pat Regan	Recruitment & Retention Co-ordinator (3 days a week)	020 7932 1162

Mitch Gallacher	PA responsible for Website & Conferences and supporting LDBS Governors, Governor Training, Recruitment & Retention Co-Ordinator	020 7932 1160
Inigo Woolf	INTERIM Director of Education Director of Finance and Resources	020 7932 1165
Dee Thomas	Finance Officer	020 7932 1168
Bill Learmonth	Building Finance Manager	020 7932 1169
Roger Cross	Building Finance Administrator	020 7932 1172
David Pite	Building Finance Administrator	020 7932 1170
Lucy Southall	Building Finance Administrator	020 7932 1167
Steve White	Principal Buildings and Development Officer	020 7932 1164

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