

Service Level Offer for Schools and Academies in Surrey 2018-19

Area Schools Support Service



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Traded Services

Our Commitment

We support the delivery of services to schools and academies, children, young people and families by:

- Offering professional advice and support
- Providing a timely and customer-focused response for 52 weeks of the year
- Developing and sharing local knowledge
- Offering a solution-focused approach

Professional advice and guidance

We offer a professional and supportive point of contact for Headteachers/Principals, governors and senior staff.

We provide advice and guidance on a wide range of education issues within the service's sphere of operation, including:

- day-to-day management queries including education policy and procedures
- solution focused discussions on issues/concerns and signposting if necessary eg to Communications Team and, Public Health, etc
- managing difficult and aggressive parents
- issues relating to parents who live apart
- providing advice and signposting on a wide range of safeguarding issues
- providing support in managing allegations against adults in schools and academies, where appropriate
- in conjunction with the Surrey County Council Legal Services Team, providing advice on requests made under the Freedom of Information or Data Protection Act
- supporting schools in the management of enquiries from outside agencies including Ofsted, EFA, MPs, Councillors and the Police
- offering additional support, upon request to new Headteachers/Principals.

We offer opportunities throughout the year for training on issues relevant to schools and academies in the local area for a small additional cost. If you identify a training need for your school please do not hesitate to contact us.

Management and resolution of complaints

Complaints can be very stressful and time consuming. As trained and accredited mediators, we will offer the necessary support to Headteachers and Governors in order to minimise the impact of complaints and move towards a successful resolution. Our pragmatic and solution focused advice is based on our extensive experience of complaints and challenging situations in Surrey local authority schools and academies.

We provide:

- advice, support, and training that includes the provision of a model policy and dealing with unreasonable and persistent complaints
- conflict resolution and mediation by trained and accredited mediators to avoid escalation
- support and guidance at all stages of the complaint including briefings for headteachers, governors and clerks, attendance at meetings and assistance with correspondence
- support in identifying an independent person for review panel

At all stages of a complaint, we will:

- provide advice on correspondence relating to complaints, including that to or from senior managers, MPs or Members
- consult as appropriate with the Surrey County Council Legal Services Team/Diocese/complainants.

Following the conclusion of a complaint we will:

- where appropriate, work with the school/academy to identify learning points and training needs.

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Support with the management of critical incidents and emergencies

Unfortunately, emergencies or serious incidents can arise in a school from time to time. These situations take many forms - such as fire, flood, civil disaster, incidents whilst on trips, or traumatic events within a school/academy. Situations will vary, and schools and academies will be affected in different ways.

The impact of a critical incident can continue for a considerable period of time after the initial event. Schools and academies that buy back our traded service are assured of our long-term support, including access to officers from the Area School Support Service outside of normal working hours. We can discuss ways to reduce the school/academy's workload in dealing with the aftermath, thus allowing the Headteacher/Principal and staff to get on with the day-to-day running of the school/academy.

Communications during and after a critical incident are key. We will offer advice and support on the development of an appropriate internal and external communication strategy with the aim of sharing clear messages and minimising misinformation, anxiety and reputational damage.

Working with the Surrey County Council Emergency Management Team, we can offer advice on developing your emergency plans and procedures, and can provide training to staff and governors.

We will support the area based response to critical incidents/emergencies alongside other Surrey County Council teams and services and can provide an on-site presence, if required, to help the school/academy with the management of the situation.

(NB: Schools and academies that have not purchased other traded Surrey County Council or Babcock 4S services will not have access to those services through the Area Schools' Support Service)

The Area Schools Support Service receives very favourable feedback and over 95% of schools/academies regularly purchase the service. However, if you are not happy with any aspect of the service please contact the Area Schools Officer in the first instance and if you are still not satisfied, contact Paula Evans, Partnership Strategic Lead (Interim)
paula.evans@surreycc.gov.uk

Core Services

If you choose not to purchase the Area Schools Support Service, only the following will be available:

- support during the immediate aftermath of a critical incident
- induction for new headteachers
- updating information on non-routine schools closures on the SCC website

Contact Your Area Schools Support Service

<p>North West Team</p> <p>Area Schools Officer: Kate Prince Tel: 07792 587096 Email: kate.prince@surreycc.gov.uk</p> <p>Area Schools Assistant: Natalie Cull Tel: 01483 518106</p>	<p>South West Team</p> <p>Area Schools Officer: Jane van den Broeke Tel: 07968 834412 Email: jane.vandenbroeke@surreycc.gov.uk Area Schools Assistant: Jackie Hunt Tel: 01483 517835</p>
<p>South East Team</p> <p>Area Schools Officer: Ann Panton Tel: 07976 924186 Email: ann.panton@surreycc.gov.uk</p> <p>Area Schools Assistant: Sally Pickford Tel: 01737 737961</p>	<p>North East Team</p> <p>Area Schools Officer: Caroline Marden Tel: 07811 179395 Email: caroline.marden@surreycc.gov.uk</p> <p>Area Schools Assistant: Mariette Masters Tel: 01372 833412</p>

Area Schools Support Service 2018-19 Feedback

"The service has supported me exceptionally well through some very difficult situations and I cannot speak highly enough"

Chair of Governing Board, Primary School

"Thank you all for your support! We enjoy working with your team....you are doing a brilliant job in these difficult, changing times in education! Long may our association continue"

Headteacher, Secondary School

"I truly appreciate having your excellent advice and guidance, I couldn't have done it without you"

Co-Headteacher, Junior School

"Since my recent appointment as a substantive Headteacher, I have found the Local Authority supportive and able to provide key advice on a range of issues. It has been reassuring as a new Headteacher to have access to their wider experience and knowledge. I have appreciated the logical and step by step approach when required"

Headteacher, Primary School

"The Area Schools Support Service offers extremely prompt, supportive and clear advice and are readily available for consultation on a range of matters. We have received particularly strong support following a significant incident at the school; including compassionate follow-up calls.

We are never made to feel that a question is viewed as insignificant and advice is given in a way that is very respectful of school leaders' views and to the school's context"

Headteacher, Special School

"I have found the support from the Area Schools Support Service absolutely invaluable. Thank you very much for taking the time to source and send this information Super-efficient as always"

Headteacher, Primary School

"Thanks as always, it is great to have a service I can rely on 100%"

Headteacher, Primary School

"We couldn't do this job without your team's knowledgeable and kind words!"

School Business Manager, Primary School "