

# Services for schools and academies

## Solihull Governor Services For all schools and academies

### Service agreement

Document Information	
Name	Natasha Chamberlain
Section	Governor Services
Service Contact	0121 704 6403
Email	<a href="mailto:governorservices@solihull.gov.uk">governorservices@solihull.gov.uk</a>
Online Information	<a href="https://www.solgrid.org.uk/education/support-services/governor-services/">https://www.solgrid.org.uk/education/support-services/governor-services/</a>

## **Service Details**

### **Development Programmes, Information and Advice**

Governor Services offers the following services:

- A programme of seminars and courses throughout the year for governors and clerks/governance professionals
- Support to governing boards on the development of formal partnerships between schools such as collaborations and federations.
- Briefing meetings for chairs and clerks/governance professionals each term.
- Operation of the 'Chair to Chair' network
- A helpline service to support individual governing board with queries and concerns.
- Access to on-line training programmes.
- Access to Governor Hub.
- Access to education information services.
- Assistance with recruiting governors and clerks.

### **Instruments of Government and Articles of Association**

In relation to governing body constitutions, Governor Services:

- Provides advice on the regulations related to governing body constitutional matters and offers support in drawing up instruments of government for standard maintained schools and relevant sections of articles of association for academies.
- Prepares and confirms draft instruments of government for legal approval by the local authority and for agreement by the Cabinet Member Education and Children's Services.
- Maintains a record of all instruments of government for maintained schools in Solihull.

### **Governor Appointments**

Governor Services:

- Holds information on all maintained school governor appointments, which is held on GovernorHub.
- Hold the dates of appointment and term of office expiry.
- Issue a welcome pack to all categories of new governors.

- Monitor and reports on LA governor appointments.
- Ensure DBS and Section 128 checks for all LA governors.
- Arrange LA governor appointments through Cabinet Member Education and Children's Services.
- Liaise with the Governors for Schools and Inspiring Governance on LA governor recruitment.
- Provide advice on governor recruitment, election and appointment processes.

### **Service Development**

- Services are reviewed annually as part of the Children's Services and Skills planning process.
- Governors are given the opportunity to evaluate the development courses they attend and these will be used to identify improvement opportunities.
- Feedback and suggestions for new services are welcomed at all times.
- Governor Services welcomes the opportunity to discuss the individual needs of governing bodies at any time.

### **Service Standards**

All services are provided by suitably trained staff from within Governor Services, across council departments and where appropriate, external providers such as National Leaders of Governance and National Governors' Association. All courses are evaluated and actioned accordingly.

General service standards are:

- If contacted for advice or information, Governor Services will make an initial response within 2 working days and a fuller response if required within 3 working days.
- Provide governors with accurate and up to date advice and information of consistent quality, in accessible forms.
- At least 95% of development events to be graded satisfactory or better by attendees.
- Service standards are monitored through the council's planning and performance management processes.

## **Service Charges**

Solihull Governor Services offers its services to governing bodies on a rolling annual buy-back basis. At least one complete term's notice must be given prior to change of service package or cancellation of the service.

## **Data protection**

It is a legal requirement for the local authority to hold details of governors in maintained schools. The personal information we hold are governor's name, email address and telephone number. The information is used to contact governors regarding training seminars and forwarding advice and guidance on school governance. The information is kept securely and is only shared with appropriate officers within the local authority (i.e. audit, HR). We aim to keep this information accurate and up-to-date with help from governing board clerks.