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| **Service Level Agreement** |
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**Monmouth Educational Trust**

**Service Level Agreement**

**Contents Page**

Service Charter 2

Diocesan Service Level of Agreement 3

* RE, Collective Worship and Gwella Support 3
* Leadership and Management; School Ethos 4
* Appointment of Senior Staff 4
* Governors, Governance and Admissions 5

School Improvement 6

Services to All Schools 6

Annual Service Contribution 7

Representation and Networking 8

Contact Details 9

**Service Charter Monmouth Educational Trust**

Church schools joining the Service Level Agreement described in this prospectus are entitled to expect the Education Team:

• to have a pastoral concern for our Church in Wales church schools

• to provide professional information, advice and assistance in the areas listed

• to deliver the services listed upon request to a high professional standard

• to respond promptly and courteously to requests for assistance

• to act with discretion and safeguard confidentiality

• to be responsive to individual schools and their distinctive ethos

• to act with integrity and in accordance with Christian beliefs and values

• to promote at all times the Christian ethos of the school

• to deal promptly and courteously with complaints about the level of service provided Subscribing schools

In return, church schools joining the Agreement are expected:

• to keep the Schools Team informed of the current situation in relation to the service required and developments at the school

• to be available, given adequate notice, for meetings and/or visits to ensure progress is maintained

• to give adequate notice when requesting visits, meetings, training, etc

• to provide updated school information as requested

• to respond appropriately to the professional advice given

• to pay invoices promptly, in line with the terms and conditions

**The Service Level Agreement**

***Church schools that join the Service Level Agreement will receive:***

* A mid-point Section 50 Gwella health check
* School development consultancy
* Free attendance for teachers and governors at briefings which include:
* Curriculum updates
* Headteacher updates
* Governance
* Leadership conferences
* Additional training according to current national and local priorities
* Admission and appeals training for senior leaders and governors

***Church schools which join the Service Level Agreement will also, on request to the Schools Team, receive:***

• Advice on policies, including: religious education; collective worship; Spiritual, Moral, Social and Cultural; Mission Statements

• Support on RVE curriculum development across all phases

• Advice and support on leadership, management and pastoral issues

• Support and guidance on school improvement issues

• Pre- and post-Gwella inspection support

• Attendance by an education officer at meetings in relation to the appointment of senior leaders at the school

• Advice and support in dealing with admission appeals

• Support and advice on the areas specified in this Agreement via e-mail and telephone

***RE, collective worship and Section 50 Gwella support: Subscribing schools will receive advice and information on:***

• Diocesan guidelines and Church in Wales Agreed Syllabuses

• Policy documents and schemes of work

• Resources

• Statutory denominational inspections and self-evaluation procedures

• Roles and responsibilities of governors, headteachers and clergy

• Education law relating to RVE and collective worship (including rights of withdrawal)

• Teaching about faiths and belief systems other than Christianity

• Telephone and e-mail advice

• Meetings for RVE leads as arranged by the Education Team

• Representation at Section 50 Gwella feedback

• RVE support

• Production of new resource materials and guidelines plus appropriate training

• Access to a Section 50 Gwella mid-way “health check”

***Leadership and Management of Church School Ethos: schools will receive advice and information on:***

• Leadership and management of a church school

• Spiritual, Moral, Social and Cultural development in Church schools

• Establishing and developing a distinctive Christian ethos

• Inclusion

• Community links – local, national and global

• Values education

• Critical incident, parental complaints, safeguarding

• Leadership development

• School re-organisation and federation services available

• Telephone and e-mail advice

• Church school headteacher mentor, if appropriate

***Appointment of Senior Staff: schools will receive advice and information on:***

• Recruitment of deputy headteacher and head of RE / RE co-ordinator

• Selection and appointment procedures

• The differences in interview questions permissible in VA and VC church schools

• Support for headteachers taking staff through LA procedures

• Telephone and e-mail advice

• Provision of a recruitment pack of sample documentation

• Preparation and training of governors in making appointments, including:

* setting up the recruitment panel
* advising on the wording and placement of advertisements
* preparing the job description and person specification
* guidance on selection methods and interview techniques

• Participation at shortlisting and appointment meetings

• Providing professional debriefing for candidates on behalf of the governing body if requested

***Governors, Governance and Admissions relating to a Church school: schools will receive advice and information on:***

• Constitution and membership of governing bodies

• Roles and responsibilities of governors

• Legal matters in relation to responsibilities of governors

• School policy documents reflecting the distinctive ethos of Church schools

• Headteacher/governor relationships

• Admissions policies, procedures and appeals for VA schools

• Telephone and e-mail advice

• Officer support at one meeting for advice in connection with admissions policies and procedures

• Support for governors and headteachers responding to parental complaints about the school

• Training

• Access to briefings relating to school governance and admissions

***School Effectiveness School effectiveness services are undertaken in partnership with the Local Authority and are meant to supplement, not replace, services offered by your local authority. Services available:***

• Administration of the Section 50 Gwella inspection process

• Invitation to an annual course for clergy involved with Church schools Leadership and Management

• Church in Wales national and regional representation

• Diocesan representation at Local Authority level

• Access to training courses, conferences and consultancy arranged by the Schools Team

***Services to All Diocesan Schools: School Buildings and Diocesan Trust/Land Issues:***

• Signposting to appropriate professionals regarding diocesan trust deeds and related legal issues

• General building development planning

• General issues regarding school Capital Grants

• Diocesan-approved architects and consultants

• Locally Co-ordinated voluntary aided replacement capital programmes, if appropriate

• School-controlled Devolved Formula Capital Grant

• Site visits (subject to availability)

• Land Registration process All Voluntary Aided Schools will continue to have access to the following services:

* Administration of VA school buildings insurance scheme for participating schools within the diocesan policy
* Representation at VA Capital Grant meetings with Local Authorities
* Administration of LCVAP (or replacement programme) and coordination for approved projects
* Cash flow facilities for approved projects
* Liaison with project architects, consultants and contractors related to approved projects

**Annual Service Contribution**

The annual contribution has been calculated using “number on roll” bands, as shown below. We feel that the rate provide good value for money for the services offered and are generally lower than many other dioceses’. We believe the SLA continues to offer excellent value for money as we expand and develop the services offered.

Schools wishing to opt in part-way through a year will be charged a fee relative to the months outstanding for that charging period, if requested, and services will be available on a pro rata basis. These schools will also be required to commit to continuing with the agreement for the following full financial year. It will not be possible to refund any payments made after the start of the new charging period.

A school wishing to opt out of the agreement prior to the start of the new financial year must advise the Diocesan Director of Education in writing. Notice of a minimum period of half a term, prior to the start of the new charging period, will be required.

VC schools will be offered a discount of £25

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| **Size of school** | **Cost** |
| 1st 100 pupils | £375.00 |
| 2nd 100 pupils | £2.00 per child |
| 3rd 100 pupils | £1.00 per child |

**Representation and Networking**

In providing these services, the officers and members of the Education Team will be involved in representing the schools of the Diocese in a variety of ways:

• At national level - by maintaining close links with the Education Office of the Archbishops’ Council and the National Society (including their legal advice scheme)

• At regional level - by maintaining close links with the education teams of the other dioceses in the Eastern Region and local Consortia

• At LA level - by regular liaison with officers and by membership of the appropriate committees and forums including:

* Education Select or Scrutiny Committees
* Admissions forums
* SACREs (Statutory Advisory Councils for Religious Education)
* Schools’ forums
* VA Capital Grant Meetings

• By regular contact with governors’ organisations

• By regular contact with bishops, archdeacons and other diocesan advisers, and with the Bishop’s Council

• By working in partnership with other denominations involved in education

***In representing the educational interests of the Diocese, the officers of the Education Executive will:***

• Foster and develop the partnership that exists between the Diocese and the LAs

• Protect the status of church schools and their distinctive nature

• Promote the importance and the continuance of the Church in Wales sector

• Promote the establishment of new church schools and of partnerships with community schools

• Represent Church schools to the wider church and to diocesan groups

• Represent Church schools in the press and in public and community debate

***In delivering these services, the officers of the Education Executive will provide schools with regular opportunities for contact, consultation and support, including:***

• Conferences for headteachers / deputy headteachers / aspiring leaders

• Meetings for headteachers

• Termly briefing session for headteachers

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