

# Services to Schools

The Authority's vision for its relationship with its schools is perhaps best summed up by reference to the establishment of the innovative Primary and Secondary Leadership Groups. Through these groups, the Director of Education shares leadership of, and responsibility for, all aspects of school-age education in the Borough with Croydon's primary and secondary headteachers (including those from nursery and special schools). This provides a very powerful partnership for improvement – one which is attracting attention from other organisations considering a similar approach. The Leadership Groups maximise the opportunities headteachers and the Authority's officers have to collaborate, consult and reach shared understandings of their respective perspectives and pressures, while working towards a common goal of securing a good quality education and start in life for every child and young person in Croydon.

Set out below are some of the services which the Authority offers schools to support their work.

## Croydon Quality, Development and Improvement (QDI) Service

With over 35 consultants and inspectors, covering all subjects and phases, QDI provides a wide range of advice and help, including support for teaching and learning, planning and assessment, school self-evaluation, management development, assistance in appointments and support in preparing action plans.

There are a number of distinct strands to QDI's work. The *School Improvement Service* includes the inspectorate, the school improvement consultants and National Strategy consultants. The inspectorate undertakes the statutory monitoring required of LEAs in relation to literacy and numeracy, the effectiveness of target-setting, provision for children with special educational needs and those from ethnic minority groups, and arrangements of the induction of newly qualified teachers. Inspectors also provide management support and other advice through service-level agreements. School improvement consultants support teaching and learning in the classroom and the development of senior and middle managers, particularly in schools causing concern. National Strategy consultants are responsible for local delivery of the National Strategies for raising attainment in literacy, numeracy and at Key Stage 3.

The *Professional Development Consultancy*, also part of QDI, offers a programme of centrally run training plus school-based consultancy negotiated to meet each school's needs. The annual programme of courses, conferences and network meetings is advertised every spring, with all teachers in maintained schools receiving an individual copy of the courses brochure on CD-ROM, covering around 1,350 courses each year. ICT training for teachers and librarians and training/support for classroom assistants are linked to Open University programmes. There is a comprehensive induction programme for Newly Qualified Teachers. Subject network meetings are offered free of charge to all maintained schools.

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## Ethnic Minority Achievement Service

This team of consultants provides quality specialist advice and support for schools to raise the achievement of pupils from minority ethnic communities. The service is committed to raising achievement through educational inclusion for all groups and promoting closer links with parents, carers and the wider community. It works with schools to ensure that the schools' support teachers are deployed to best effect and that pupils with language, cultural or pastoral needs have equality of access to the curriculum.

**Elvira Gregory**, *Head of Service*  
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## Governor Services

Governors are involved in planning their school's strategic direction as well as being partners in school leadership and having an important role in school improvement. To support these responsibilities, a dedicated team offers advice and support to Croydon's 127 school governing bodies, to Headteachers and to Clerks to governing bodies. Services include:

- termly programmes of training and briefing sessions
- discussion groups and training sessions or governors with responsibility for literacy, numeracy, performance management and special educational needs and for Chairs of Governors
- recruitment of governors from the local communities and business.

**Richard Inge**, *Governor Services Manager*  
(Admin Support)

**Margaret Collins**, *Governor Training and Development Manager*  
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## Healthy Schools

Croydon's Education and Health Partnership is progressing the Government's Healthy Schools Standard which is building upon the local Healthy Schools Scheme. Each year, an increasing number of schools are provided with advice, training and support in order to help them achieve the Standard. Included in the Standard is a range of criteria such as sex and relationship education, drug education, nutrition, physical activity, safety, emotional health, citizenship and staff health.

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## Personnel

Education Personnel provides a range of professional and administrative services to meet the human resources issues facing schools within the LEA. All maintained schools are provided with the statutory services that the LEA is legally obliged to cover. A key area of support is in relation to headteacher appointments. Most schools choose in addition to buy into a service level agreement covered by more substantial support and are assigned a nominated senior personnel officer and a personnel administrator. Major services include:

- the provision and maintenance of relevant personnel policies for schools' use; advice and interpretation of policy and employment legislation to meet the specific needs of our schools;
- the continual maintenance of human resource systems, particularly the Integrated Management of Personnel and Payroll System (IMPPS).

**Kitty Brady**, *Acting Personnel Manager*

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## Pupil Data Team

The Pupil Data Team manages the collection and reporting of pupil-level data from schools on behalf of the LEA, including attainment data and the information required for the Pupil Level Annual Schools' Census (PLASC). The team maintains the Authority's central pupil database and provides advice and support to schools on data management, data analysis and transfer of information between schools.

**Warren Evans**, *Standards Data Manager*

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## Schools' Library Service

The Schools' Library Service, based at the Davidson Centre and part of QDI, is available by subscription to all schools and staff working in education or childcare settings in Croydon. It offers a wide range of resources for teachers, professionally selected materials and project loans for use with children and training and advice on school library provision and resource-based learning.

**Sharon Smith**, *Senior Librarian*

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## Information and Management Services

### Admissions

This Service has responsibility for administering arrangements for admissions to local authority nursery, primary and secondary schools in accordance with legislative requirements and the Council's agreed criteria. The major objective of the Service is to seek to meet parental preference of school wherever possible. The Authority's policy for assisting with the cost of home-to-school travelling expenses is also administered by this team.

**Edna Taylor**, *Admissions and Student*

*Support Manager*

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### Buildings and Development Services

The Buildings and Development Team are responsible for the delivery of the Authority's capital and maintenance programmes. This includes the provision of additional school places, new nursery classes and the allocation of a range of capital funds. The team also



provides advice to schools on buildings and school site issues.

**Roger Langdon**, *Buildings and Development Manager*

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## Business Support & Information Services

A range of support services is provided to the Department, including the maintenance & dissemination of information, the organisation of ICT training and a high quality Word Processing service. In line with the Government's target for electronic public service delivery and "Modernising Local Government", progress the development of on-line transactions and electronically available information, throughout the Department and to the wider customer base, including schools, through greater use of the Intranet & Croydon Council website which can be visited at

**www.croydon.gov.uk.**

**John Crippen**, *Business & Information Services Manager*,

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## Catering

The catering team monitors the provision of a hot mid-day meal service to all pupils at schools within the central school meals contract. Meals are provided by Initial Catering Services. The team is also responsible for the repair, maintenance and replacement of heavy catering equipment and offers advice on healthy eating initiatives.

**Allyson Lloyd**, *Catering Contract Manager*

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## Financial Services

The Financial Services to Schools Team provides a comprehensive financial service to schools. This involves providing schools with their funding based on a formula agreed with them and offering guidance on their internal systems and procedures. Schools particularly value the financial adviser service which schools can buy from the Authority. Advisers support headteachers and governors in preparing annual budgets and monitoring expenditure and generally support school staff with financial responsibilities. In many schools, the adviser will carry out some of the more difficult activities needed to ensure that school accounts are correctly maintained and appropriate reports are sent to the Authority. Training for school staff and governors is seen as a particularly important part of the work.

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## Systems Support Services

The Croydon Educational IT Team (CrEdIT) provides a range of professional services to meet the changing needs of schools and other clients in relation to information and communication technologies (ICT). The service covers both administrative and curriculum systems, Internet connection, equipment purchasing and general ICT advice.

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