

Nurture Vision inspired education

Nourish personal and spiritual growth

Enable connected communities that flourish

To enable all, through the love of God in Jesus Christ, to 'live life in all it's fullness'

John 10:10b

Service Level Agreement

for maintained schools including Federations 2023

The Education Team













(Pictured From left to right:)

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Dear Colleagues,

It gives me pleasure to share with you our Service Level Agreement for the calendar year 2023. This sets out details of the core and purchased support and training our Education Team and Associates can provide. It is a comprehensive offer however should you require something different please ask and we will endeavour to ensure our service meets your bespoke needs.

We value greatly our relationship with schools and thank you and your teams for all you do to ensure our diocesan family of schools can flourish, providing great opportunities to the children, young people, families and staff.

Please know we are here to support you in this journey, as we seek to help you fulfil your school's/federation's vision and look to ensure our own vision to nurture vision inspired education, nourish personal and spiritual growth, and enable connected communities that flourish, is realised.

We look forward to working with you.

Sue Lockwood

Diocesan Director of Education.

Your Service Level Agreement 2023

As a diocesan team we are keen to provide an efficient and relevant service which adds value to the work undertaken in schools to improve the life chances of the children and young people in our care.

This document sets out some of the ways in which we can offer you support through our diocesan funded core offer (see appendix 1), Service Level Agreement (SLA) subscription service and through a 'Pay As You Use' route. We intend to make our offer truly personalised and bespoke so we will tailor our support with you when you subscribe to the SLA. We are keen to meet your school(s) specific needs and acknowledge the changed circumstances and challenges currently being faced in schools. We look forward to continuing our work together and to serving your school community in the most appropriate way.

School support and visits will be undertaken by one of our team or by an Associate. As the Diocesan Education Team, we have extensive experience and knowledge of church schools including in leadership, governance matters, SIAMS, Collective Worship, Religious Education and school organisation. Our Associates are all current school leaders or will have recent relevant experience.

Upon subscription to our SLA service, one of the Education Team will contact you through a virtual call to discuss your needs and shape with you the support offered so it fully meets any identified priorities for your context. We will also aim to be flexible throughout the year to respond to priorities as they arise.

Service Level Agreement Packages

Through our subscription service, you can purchase support that is in addition to our diocesan funded core offer, outlined in appendix one (on page 10).

Schools and federations are invited to select one of the following support packages. Please see pages 5-7 for a description of the different activities. The sharing of activities and training events in federations is encouraged. It can be very effective to pull together your Heads of School, RE leads, Collective Worship leads or ethos groups/committee members to work on strategic priorities together, or to bring together your staff and/or governors for a shared training session.

Standard Package:

Up to 3 activities (delivered over 1½ days*)

Our Standard Package is designed to support distinctiveness and effectiveness as a Church school or federation. It includes all our core offer and additionally, schools can choose three activities from the range of:

- ✓ School development activities
- ✓ Critical friend reviews
- ✓ Recruitment and induction activities
- ✓ Training events

Schools should organise two of the activities into a full day visit**. In addition to the delivery of activities, we will provide all necessary activity preparation and a written report.

Enhanced Package:

Up to 5 activities (usually delivered over 21/2 days*)

Our Enhanced Package provides more time for your school support. It includes all our core offer and additionally, schools and federations can choose five activities from the range of:

- ✓ School development activities
- ✓ Critical friend reviews
- ✓ Recruitment and induction activities
- ✓ Training events

Schools should plan to implement two activities into each full day visit**. In addition to the delivery of activities, we will provide all necessary activity preparation and a written report.

"The Diocese team can be called upon to support with Head of School appointments and also offer wider school improvement advice if required. I encourage all school leaders to reach out for central support, we have found it to be very supportive."

^{*}A half day visit is defined as three hours, whilst a day visit is defined as 6 hours.

^{**}or equivalent. This might include an afternoon activity followed by a twilight training event. We are asking schools to combine activities as we are mindful of using our time efficiently and also reducing the environmental impact of our travel.

Subscription Service Activities

Our services have been organised into four different types of activity, and schools can select from these to ensure the support is tailored to their needs.

- Our **development activities** are intended to help your school develop an aspect of your provision. We will work in partnership with you to plan and offer a bespoke service to meet your needs.
- Our critical friend reviews are intended to help you check and verify whether your own selfevaluation is accurate. In these visits, we offer an external perspective and would request key information from you prior to the visit. We would use the visit to carry out joint monitoring and evaluation to help confirm your judgements and to inform your school improvement planning.
- Our recruitment and induction activities are to support any additional recruitment, other than
 that covered in the core service. This could be support for recruitment of key personnel, such as
 members of your leadership team or other key roles in your school.
- Our training events can enable your staff groups to be trained together, in your setting, ensuring
 that everyone has access to our expertise. Training can be tailored to school staff, governors, ethos
 committees, pupil groups or volunteers. In federations, leaders or groups of teachers or ethos committee
 members could be brought together to improve an aspect of provision across all the schools.

Development Activities

A half-day activity* to focus on enhancing the Christian Foundation of the school. This will include working with Headteachers, RE and Collective Worship leaders and governors to ensure that leadership is effective at improving the Church school provision. These development activities may provide guidance, advice or support on any of the following:

- Christian Vision and Distinctiveness
- Religious Education
- Collective Worship
- Character Education
- Governance
- Admissions
- Church school leadership, including subject leadership
- Spiritual, Moral, Social and Cultural Education
- Valuing all God's Children: Developing your provision for Equality, Diversity and Inclusion
- Chaplaincy development
- Partnership with your parish
- Courageous Advocacy

"Each visit was tailored to our requirements following a discussion between us and the advisor: this has meant that the visits have had a huge positive impact on what we do in school."



Subscription Service Activities

For example, the school development visit could focus on:

- Individual support for your school's leaders / co-ordinators in all aspects of RE, Worship, SIAMS, Christian distinctiveness, Character Education
- In a secondary school, working in partnership with your R.E. department to support the development of planning, teaching and learning or assessment
- Assistance with writing your SIAMS Self-Evaluation Document or an area of your Improvement Plan
- Post SIAMS action planning
- Joint RE lesson observations or work scrutiny, with strengths and areas for improvement identified
- Pupil conferencing
- Support of the work between the school and parish / mission community
- Support for governors in embedding monitoring of the Christian distinctiveness of the school(s)
- Support for chaplains
- Post governance review action planning

*For each visit, our advisors will carry out any necessary preparation and you will receive a written report after the visit.

"Invaluable SIAMS support through advisor support and SIAMS networking meetings enabled us to create a compelling and precise self evaluation, and supported us in identifying our next steps."



Critical Friend Reviews

A half-day visit* in school to provide a review of your self-evaluation linked to the SIAMS schedule. It is good practice for the incumbent and/or another foundation governor to be present wherever possible. This review will enable school leaders to work in partnership with an Education Advisor to check and verify the school/federation's own self-evaluation. For a more thorough review, you might consider combining two of your activity sessions.

The review may focus on:

- How Christian vision is understood and its impact on pupils and adults
- SIAMS SEF judgements, drawing on a range of available data
- Progress towards school improvement priorities
- A deep dive into an aspect of Church school provision e.g. RE or Collective Worship
- Effectiveness of governance in monitoring to ensure the Christian Foundation is upheld

^{*}For each visit, our advisors will carry out any necessary preparation and you will receive a written report after the visit.

Recruitment and Induction Activities

We can support recruitment of your key personnel, such as senior leaders, or for cross federation roles such as RE or Collective Worship leaders. We are able to provide induction support for colleagues that are new to working in Church schools, provide targeted advice relating to your own school's context and links with parish/mission community. In federations, we can host meetings for all Church school leaders to help with induction into their new role.

- Visit to support a new Church school Headteacher within their own context
- Engagement with staff appointments shortlisting and interview advisory support
- Induction events in school or pooled together for federation staff
- Support for Early Career Teachers welcome to your Church School

Training Events

If you subscribe to either the 'standard or 'enhanced' service level agreement, you are able to select one or more training events from a range of training options, delivered in your own school, for staff, or Ethos groups/committee members or Governors. The following training and development opportunities are examples of what can be included as an optional element of the subscription service:

- Thinking Governance Programme developed by the Education Office of the Church of England to contribute to better governance, for example by enabling boards to consider their 'strategic picture'
- Training for responding appropriately to bereavement and loss

- Equality, Diversity and Inclusion awareness training, drawing on 'Valuing all God's Children'
- 'Trauma Informed Schools' training
- Governing Board personalised training
- Training for Ethos group or committee development
- Inset day training
- Developing Spirituality training
- Training or planning advice tailored to the implementation of units from the agreed syllabus – Christianity or other faiths
- Philosophy for Children (P4C)
- Collective Worship
- Courageous Advocacy

*For each visit, our advisors will carry out any necessary preparation and you will receive a written report after the visit.





Subscription Service: Annual Charges

The annual charge is below. Your 'Numbers On Roll' should be aligned to those submitted for the October 2022 census. Schools will be invoiced within three months after subscribing to our service.

Stand-alone Maintained Schools		
	Standard	Enhanced
Up to 215	£480	£800
Between 216 and 325	£650	£970
Between 326 and 640	£875	£1195
Over 641	£1175	£1495

Federations			
	Standard	Enhanced	
Two schools	£620	£940	
Up to five schools	£880	£1200	
Six or more schools	£1230	£1550	

'Pay As You Use' Service

In addition to our core offer (appendix 1) and Subscription Services outlined above, we also offer a range of services and support to schools on a 'Pay As You Use' basis. These can be tailored to meet your requirements.

You will be able to purchase support to meet your needs, such as that outlined in the 'standard' or 'enhanced' services above. You will be able to purchase blocks of time to enable this support. Prices quoted are for three or six hours of work respectively, unless otherwise stated, and exclude VAT. The service will be provided by Exeter Diocesan Education Team and/or Associates.

'Pay As You Use' Charges			
	With SLA	No SLA	
3 hours	£280	£375	
6 hours	£510	£695	
Twilight (up to 2 hours)	£240	£310	

You can use the 'Pay As You Use' service for any of the activities outlined in the Service Level Agreement section or for bespoke

Headteacher Performance Management

We also offer a Headteacher Appraisal and Performance Management service. (All requests must be made prior to the end of September each year)

This will include the following:

- ✓ Preparation including a review of the last year's evidence
- ✓ Pre-meetings with the Head and performance management committee members
- ✓ A written statement outlining the review of evidence, targets for improvement and agreed professional development
- ✓ Preparation for the end of year review meeting
- ✓ Advice and support for the end of year review meeting
- ✓ A finalised written review statement
- ✓ Interim visits can also be offered, subject to an additional charge

Headteacher Performance Management		
With SLA	No SLA	
£1020	£1390	



"I have thoroughly enjoyed and appreciated the support I have received over a number of years from the Diocesan team through the SLA.

They have provided practical support, guidance and direction. I believe I have benefited greatly as a leader of a church school from the

broad range of courses and support the team offer. Events such as the leadership briefings are invaluable for keeping in touch with changes and requirements, as well as providing a keeping in touch with other church school heads."

Appendix 1: Our Core Offer



Exeter Diocesan Board of Education, through its officers, provides all its church schools with a range of services which form the core level of support. Our core work is determined by the Diocesan Board of Education Measure 2021, which can be viewed here.

This support is paid for by the Exeter Diocesan Board of Finance and includes:

Leadership and Management, including Governance

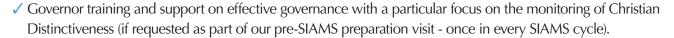
- ✓ For Primary schools and Federations, a conversation at least once every two years, usually virtually, to support strong working relationships and connectivity with every federation or standalone school.
- ✓ Free attendance at termly Leadership forums (these are for Senior Leaders and will usually be virtual meetings).
- ✓ In Church secondary schools, a full day 'critical friend Review' at least once every two years to support strong relationships and effective partnerships.
- ✓ Free attendance at termly Governance forums (for all those involved in school/federation Governance usually held by video conference meetings).
- ✓ Church school Executive Headteacher, Headteacher or Head of School recruitment information pack and planning visit for the Governing Board from a member of the Education Team (or Associate). It is expected that governors consult with Diocesan staff on Executive Headteacher, Headteacher and Head of School appointments in VC and VA schools.





- ✓ Attendance of up to two days at interviews to support the appointment of an Executive Headteacher/ Headteacher / Head of School (subject to appropriate consultation and agreement of dates with the Diocese).
- ✓ Induction day, at the Old Deanery, for all new church school senior leaders to introduce the team, build networks and share key information regarding church school leadership.
- ✓ Resources (and facilitation if required) for a commissioning service for new Heads.
- Monitoring the performance of schools through published performance data; liaising with local authorities and the Regional Delivery Directorate with regard to church schools; and providing additional support to RI schools and those in Ofsted categories.

- ✓ Additional support for schools judged to be less than good by SIAMS.
- ✓ Pastoral support for Executive Headteachers, Headteachers, Heads of School and Chairs of Governors.
- ✓ Attendance at Ofsted and SIAMS Inspection feedback, subject to invitation and availability.
- ✓ Advice with regard to the recruitment and appointment of Foundation representation on Governing Boards.
- ✓ Advice for Clerks to support compliance with statutory responsibilities.
- ✓ Church School Induction training for Governors on what it means to be a Governor in a church school and their responsibilities.
- ✓ Signposting of peer to peer support for new Chairs of Governors by facilitating partnership with more experienced Chairs, if required.





- ✓ Admissions guidance to support compliance with statutory responsibilities.
- ✓ Admissions training (1/2 day) for staff and Governing Boards involved in admissions.
- ✓ An annual admission update meeting.

School Structures

- Guidance on your statutory responsibilities in relation to changes to the status, size and age range of schools.
- ✓ Support and advice at initial stages when considering conversion to Academy status.
- ✓ Support and advice when considering formal partnership options in line with the Board of Education's Multi-school grouping policy and guidance (please ask if you require a further copy).
- ✓ Impartial support with assessing the benefits of different partners if considering a Management Partnership.
- ✓ Attending Management Partnership joint committee meetings, when required.

Religious Education, Collective Worship and SIAMS

- ✓ We offer a free pre-SIAMs preparation visit (we're working towards these being mid-cycle).
- ✓ Free attendance at termly SIAMS hub meetings. These are generally virtual meetings held on a termly basis.
- ✓ Free attendance at termly locally held LTLRE (Learn, Teach, Lead, Religious Education) meetings.

School Buildings and Land Issues

We provide general support, advice and representation for buildings and land issues relating to:

✓ Supporting VA Governing Bodies in fulfilling their duties in property matters (development, servicing and maintenance and compliance).



Appendix 1: Our Core Offer

- Supporting VA schools during critical incidents affecting the premises (e.g. flood and fire) and in progressing emergency repairs.
- ✓ Working with Local Authority SLA providers in offering and delivering suitable services for VA schools (e.g. VA Promise in DCC area).
- √ 'Banking' VA schools' DFC capital grant and managing processes to enable expenditure and financial compliance.
- Managing processes and allocation of SCA capital grant for larger capital schemes and associated financial compliance.
- ✓ Supporting VA schools in application for national Government programmes re school premises improvements/rebuilding.
- ✓ Representing the Site Trustee owners of church schools in considering proposed capital works/redevelopment of their assets.
- ✓ Representing the Site Trustee owners of church schools in considering use of the School buildings (e.g. Leases and Transfer of Control Agreements etc).
- ✓ Representing the interests of church schools and the Site Trustees in work with Local Authorities.
- ✓ Liaising with the National Society in representing the interests of church schools and Site Trustees at national Government level.
- ✓ Ensuring compliance with Diocesan Board of Education Measure requirements in premises matters.

 Specific projects, such as capital projects and supporting resolution of land issues for conversion to academy, will be charged a professional fee.

Communication and additional benefits

- ✓ Initial telephone and video-conference support from the Education Team, when you need it.
- ✓ Fortnightly 'Flourish' newsletter with up-to-date advice and guidance and signposting to useful resources.
- ✓ Access to the EDBE website with information and guidance relating to Church schools.

In addition, the Education Team will advocate and act on behalf of our Diocesan family of schools through:

- ✓ Our national and regional diocesan networks;
- ✓ Our close links with the Church of England Education Office and the wider Church;
- ✓ Our contacts with the DfE's Regional Delivery Directorate; and Regional Director's office;
- ✓ Our association with the Teaching School Hubs and national NPQ providers;
- ✓ Our partnerships with local authorities; and,
- ✓ Our links with clergy and church teams across the Diocese.

We offer a Diocesan funded comprehensive training programme to ensure that we enact our vision and meet our statutory responsibilities. We also offer open access to our costed training courses, conferences and consultancy arranged by the Education Team and the wider diocesan networks.

The core subsidised events we have planned for Spring and Summer terms of 2023 are below. The new programme for the autumn term will be published on our website in the summer term. For course details and booking form, please visit https://exeter.anglican.org/schools/training-and-events/

Training and Development

Date	Time	Event	Venue	Facilitator
Tues 10/01/2023	10:00 – 10:30	Silver Stories (intergenerational reading project)	Virtual	Sue Lockwood
Tues 10/01/2023	11:15 –11:45	Time to Recharge	Virtual	Tatiana Wilson
Weds 11/01/2023	16:00 – 17:15	SIAMS Hub: Exeter, East Devon and North Devon	Virtual	Ed Pawson
Thurs 12/01/2023	16:00 – 17:15	SIAMS Hub: Plymouth, Torbay, South & West Devon	Virtual	Ed Pawson
Tues 17/01/2023	9:30 – 12:30	Secondary School Leadership Forum	School based	Sue Lockwood
Thurs 02/02/2023	14:00 – 18:30	New School Leaders Induction and Evensong	Virtual	Claire Platt
Tues 07/02/2023	10:00 – 13:00	Governance Refresher Training	Old Deanery	Christina Mabin
Weds 08/02/2023	16:00 – 16:30	Time to Recharge	Virtual	Archdeacon of Plymouth
Tues 28/02/2023	10:00 – 11:00	Leadership Forum for school staff	Virtual	Sue Lockwood
Tues 28/02/2023	16:00 – 17:00	Governance Forum	Virtual	Christina Mabin
Weds 01/03/2023	16:30 – 18:00	Governor / Director Induction (session 1 of 2)	Virtual	Christina Mabin
Tues 07/03/2023	16:00 – 17:00	Diversity for School Leadership Teams	Virtual	Lorna Legg
Weds 08/03/2023	16:30 – 18:00	Governor / Director Induction (session 2 of 2)	Virtual	Christina Mabin
Thurs 16/03/2023	16:00 – 17:00	Diversity for Governance Teams	Virtual	Lorna Legg
Tues 28/03/2023	16:00 – 16:30	Time to Recharge	Virtual	Archdeacon of Barnstaple
Weds 26/04/2023	16:00 – 17:15	SIAMS Hub: Exeter, East & North Devon	Virtual	Ed Pawson
Thurs 27/04/2023	16:00 – 17:15	SIAMS Hub: Plymouth, Torbay, South & West Devon	Virtual	Ed Pawson
Tues 02/05/ 2023	10:00 – 11:00	Secondary School Leadership Forum	School based	Sue Lockwood
Weds 03/05/2023	16:00 – 18:00	Governance Refresher Training	Virtual	Christina Mabin
Weds 10/05/2023	13:30 – 14:00	Time to Recharge	Virtual	Bishop James
Weds 24/05/2023	16:00 – 16:30	Time to Recharge	Virtual	Archdeacon of Totnes
Weds 07/06/2023	16:00 – 17:15	RE updates for Church of England primary schools	Virtual	Ed Pawson
Thurs 08/06/2023	16:00 – 17:00	RE updates for Church of England secondary schools	Virtual	Ed Pawson
Tues 13/06/2023	10:00 – 11:00	Leadership Forum for school staff	Virtual	Sue Lockwood
Tues 13/06/2023	16:00 – 17:00	Governance Forum	Virtual	Christina Mabin
Weds 14/06/2023	09:15 – 14:45	Governor / Director Induction	Old Deanery	Christina Mabin
Tues 20/06/2023	10:00 – 11:30	Multi-school grouping Roadshow (North Devon)	TBC	Sue Lockwood
Tues 20/06/2023	17:00 – 18:30	Multi-school grouping Roadshow (Exeter/East Devon)	Old Deanery	Sue Lockwood
Weds 12/07/2023	10:00 – 11:30	An Introduction to School Admissions & Appeals	Virtual	Christina Mabin
Thurs 13/07/2023	16:00 – 16:30	Time to Recharge	Virtual	Bishop Jackie

The Core Service, including these free courses, are funded by the Diocesan Board of Finance.

Your purchase of the SLA subscription service supports your school(s) specifically yet also contributes to the staffing of the Diocesan Education Team, enabling us to provide a service to meet your needs and support the diocesan family of schools as a whole. You subscription supports a framework for regular routine contact between the Education Team and your school that builds relationships and enhances the personalised support we are able to offer you.

Our Commitment

Schools and Federations are entitled to expect the Education Team and Associates to:

- Deliver the services to a high professional standard
- Respond promptly and courteously to requests for assistance
- Act with discretion and safeguard confidentiality
- Be responsive to individual schools and their distinctive ethos
- Act with integrity and in accordance with Christian beliefs and values
- Come alongside schools and leaders who are experiencing times of particular challenge
- Listen to any feedback given, and use this appropriately
- Respond promptly and courteously to any complaints about the level of service provided

We draw your particular attention to the following terms of the SLA:

LIMITATION OF LIABILITY

- (1) Nothing in this SLA shall exclude or limit either party's liability to each other for death or personal injury, fraud or fraudulent misrepresentation or any liability which cannot be legally limited.
- (2) Subject to paragraph (1), the aggregate liability of the Exeter Diocesan Board of Education to the School / Federation or any third party, whether in contract, tort (including, without limitation, negligence), statute or otherwise, arising out of or in connection with this SLA shall be limited to the SLA Charges paid by the School / Federation in the Calendar Year.
- (3) Subject to paragraph (1) the following losses are excluded (a) loss of profits (b) loss of sales or business (c) loss of agreements or contracts (d) loss of anticipated savings (e) loss of use or corruption of software, data or information (f) loss of or damage to goodwill and (g) indirect or consequential loss.

"The online forums and courses, which were extremely informative, enabled us to obtain a clear picture of what was required in a SIAMS inspection and enabled us to target areas of development effectively....I have appreciated the personal support from the Dioceses' Team, who regularly 'check in' to see how things are going and offer support and encouragement when needed."

SLA Subscription Form

Please complete the following form to confirm your subscription for the calendar year 2023. Once we have received this, we will contact you to arrange a virtual meeting to discuss your needs and plan the nature and level of your support.

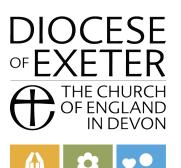
Name of school or Federation	
Administration email address	
Telephone number	
Postal address	
Name of Headteacher / Executive Headteacher / Head of school, as appropriate	
Email address Headteacher / Executive Headteacher / Head of school	
Name(s) and numbers (from October census) of subscribing school / federation group* *please list all individual schools which form your group as applicable	
Please complete to indicate subscription type - see	page 4 for details

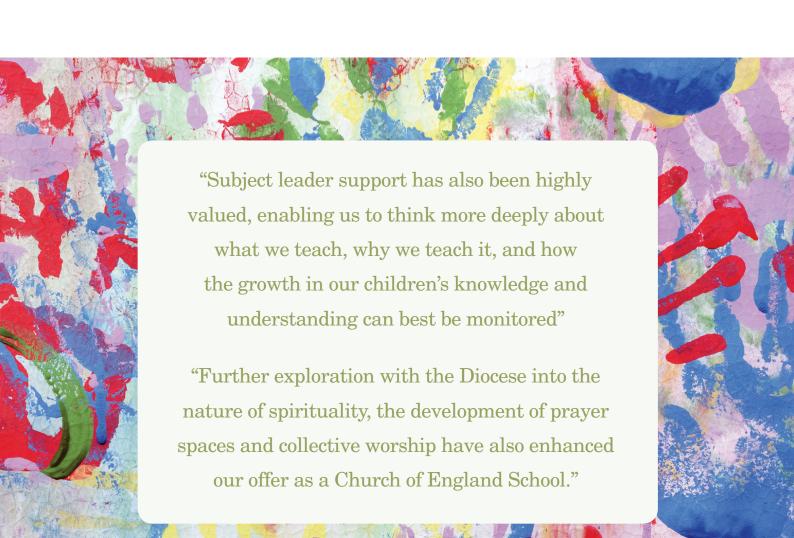
Organisation	VC / VA /	Pupil	Standard
Structure	federation	Numbers	or enhanced?

All schools and federations subscribing to this agreement are expected to:

- Keep the Education team informed of the current situation in relation to the service required and developments at the school
- Plan ahead at the start of the calendar year to ensure prompt requests for visits, training or meetings
- Be pro-active in making arrangements
- Communicate effectively with the Education Team to agree a plan for activities
- Pay due attention to advice given by the Education Team or our Associates
- Give at least 10 working days' notice if they wish to cancel or re-schedule a visit (unless inspection)
- Pay invoices promptly

In signing up to this subscription service, you are agreeing to the limitation of liability statement on p14.		
Name of authorising person:		
Signed:	Date:	
Please scan and email completed form to educati	ion@eveter anglican org. Many thanks	





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Email: education@exeter.anglican.org

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