

QUESTIONNAIRE

ANNEX B

Support Services For Schools

Name of School:

Type Of School (Nursery, First, Middle, Combined, Special, Secondary, Community, Foundation, Aided)

Number Of Pupils:

Name of Person Completing Questionnaire:

Satisfaction Levels:

Please indicate your satisfaction level by ticking one of the following

- X Not Used
- 1 Very Satisfied
- 2 Satisfied
- 3 Unsatisfied
- 4 Very Unsatisfied

A space has been provided should you wish to make additional comments

Financial Services

How do you rate the support service in the following respects?

Satisfaction Level

X 1 2 3 4

Payment of invoices in respect of goods and services (Creditors)

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Raising of invoices and collection of income (Debtors)

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Audit and Consultancy (internal audit of schools)

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Insurance (risk management, arranging policies and handling claims)

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Finance training and support

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Information to schools on LEA policy and procedures (e.g. Financial Regs)

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Information related to annual school budget share

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Guidance to schools on financial administration (eg VAT)

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Investigating finance queries

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Attending Governors and other meetings on financial matters at school's request

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Advice and Consultancy (e.g. budget preparation, monitoring, LEA Admin.)

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Provision of monthly and termly information from accounting system to augment/check information on LRM/Premier Finance

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Consultancy on problems

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General Comments on Financial Services

What do you consider the main strengths of the services

What do you consider the main weaknesses, what would you change and how would you change it

Information Technology

How do you rate the support service in the following respects?

Satisfaction Level

X 1 2 3 4

Advice or Consultancy on operation of school administration IT systems

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On site and other additional training

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IT Help Desk

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Telephone support for SIMS software

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Telephone support for other applications

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Scheduled training courses for SIMS software

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Scheduled training courses for Microsoft software

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Software update distribution

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SIMS upgrade service

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School support visits

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Technical advice on hardware issues

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Maintenance of Personnel and Finance structures

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Training on new IT systems and upgrades

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Basic IT systems support and maintenance

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Guidance to schools on IT system administration and standards

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Training on systems (e.g. local bank accounts, SIMS LRM)

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General Comments on IT Service

What do you consider the main strengths of the service

What do you consider the main weaknesses, what would you change and how would you change it

Human Resources

How do you rate the support service in the following respects?

Satisfaction Level

X 1 2 3 4

Training on new initiatives (eg single status)

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Information to schools on policy/employment law

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Guidance to schools on personnel administration

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Processing the payroll

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Travelling (payment of travelling expenses to staff)

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Support on Health and Safety

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Contract processing -teachers

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Contract processing -support staff

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Staff matters e.g. advertising posts
 appointments
 discipline/capability
 redundancy/retirement

General Comments on Human Resources Service

What do you consider the main strengths of the service

What do you consider the main weaknesses, what would you change and how would you change it

Property Services

How do you rate the support service in the following respects?

Satisfaction Level

X 1 2 3 4

Information to schools on LEA policy concerning buildings

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Guidance to schools on property management

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Guidance on health and safety issues eg asbestos

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The advice you receive about the wider community use of school premises

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Advice and guidance on letting contracts (e.g. cleaning/grounds maintenance)

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Advice and support on monitoring contracts

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Advice on repairs and maintenance

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Training and development of site supervision/caretaking

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General Comments on Property Services

Who would you describe as your "first port of call" on property issues

What do you consider the main strengths of the service

What do you consider the main weaknesses, what would you change and how would you change it

Legal Services

How do you rate the support service in the following respects?

Satisfaction Level

X 1 2 3 4

Advice on litigation and support through the litigation process

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Advice on contractual matters

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Advice about child protection and matrimonial issues

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Assistance with Statement Preparation (for courts)

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Advice/assistance with leases, licences or rights of way

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General Comments on Legal Services

What do you consider the main strengths of the service

What do you consider the main weaknesses, what would you change and how would you change it

Purchasing

How do you rate the support service in the following respects?

Satisfaction Level

X 1 2 3 4

Are you satisfied with the benefits derived from using the Purchasing Unit.

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Advice on purchasing goods and services

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Are you aware that Milton Keynes Council is a member of CBC (Central Buying Consortium)

What do you consider the main strengths of the service

What do you consider the main weaknesses, what would you change and how would you change it

Governing Body Support (Admin. and Procedures)

How do you rate the support service in the following respects?

Satisfaction Level

X 1 2 3 4

Clerking of governing bodies

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Administration relating to membership

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Advice on governing body procedures and issues

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General Comments on clerking of governing bodies

What do you consider the main strengths of the service

What do you consider the main weaknesses, what would you change and how would you change it

General

When you need to contact the LEA for support services would you prefer to liaise directly with the relevant service or initially through contacts in the Education and Early Years Service? Does this depend on the service?

Have you considered purchasing support services from outside the LEA, and if so, which services and from what source?

If you have purchased services from outside the LEA what has been your experience of the relative quality and cost?

What are the features of successful or unsuccessful support services?

In general how do you rate the LEA's communication with schools? How could this be improved?

How effectively does the courier service meet your needs?

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If you have used the Public Relations Team how do you feel about the service they provided?

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If you have sought advice from the LEA on issues concerning Risk Management, how happy were you with that advice?

Where relevant, do the services provided by the LEA assist the school in promoting and addressing equality issues?

Are there any services you think the LEA should provide to schools and is not currently doing so?

Any other comments.

**Please return this questionnaire to: Mike Hood, Assistant Treasurer, Milton Keynes Council,
Lloyds Court, 21 North Tenth Street, Milton Keynes. MK9 3ZD**