

**SUPPORT SERVICES TO SCHOOLS**

**BEST VALUE REPORT OUTLINE**

1. Introduction
  - a. What is this review about?
  - b. Methodology
  - c. LEA/School relationships
2. Conclusions
3. Recommendations
4. Finance
  - a. The service
  - b. Costs/Charges
  - c. Feedback
  - d. Way Forward -  
Single Database/Cheque Book Schools
5. Information Technology
  - a. The service
  - b. Costs/Charges
  - c. Feedback
  - d. Way Forward -  
Greater Liaison With Support Services/Finance/Intranet
6. Personnel
  - a. The service
  - b. Costs/Charges
  - c. Feedback
  - d. Way Forward -  
Speed of response/working with schools to  
reduce administration
6. Governor Support
  - a. The service
  - b. Costs/Charges
  - c. Feedback
  - d. Way Forward -  
Training

7. Building Maintenance/Cleaning/Landscaping
  - a. The service
  - b. Costs/Charges
  - c. Feedback
  - d. Way Forward -  
Logging System
  
8. Landscaping/Cleaning
  - a. The service
  - b. Costs/Charges
  - c. Feedback
  - d. Way Forward
  
9. Service Co-ordination
  - a. Work together -  
not separate/competing entities
  - b. Simplify Contacts -  
single page/card
  - c. One internal supplier for each service
  
10. Empowering Schools
  - a. Recognise the changing relationships and responsibilities
  - b. Reduce dependency -  
help schools become better informed buyers of services
  - c. The current position changing over time as Heads become more familiar with the issues.
  - d. Schools role in Best Value/Ofsted implications
  - e. Funding
  
11. Management Information/General
  - a. Absence of benchmark data -  
All services should start obtaining data–process benchmarking
  - b. Standard Information Set -  
Corporately produce now
  - c. Performance Measures -
    - (i) % take up by school type
    - (ii) school satisfaction levels
    - (iii) correlation between the above
    - (iv) number of complaints
  - d. Continuous Improvement - Ongoing feedback about services. What forum? Survey?
  - e. School v LEA responsibility
  - f. Flexible response to demand

12. Communication

- a. Email
- b. Courier
- c. Feedback on services