



R-EF: M1 211/99

Goods and Services

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Director of Education

MANAGEMENT INFORMATION

SUBJECT: Education Department Reshaping

WORKING TITLE: Future Provision of Services Currently Provided by ETCS

DATE PUBLISHED: 1 December 1999

DATE EFFECTIVE: 1 January 2000

DISTRIBUTION: Headteachers of all LEA Schools

FORMAT :

Letter

SUMMARY .

ACTION REQUIRED: NONE

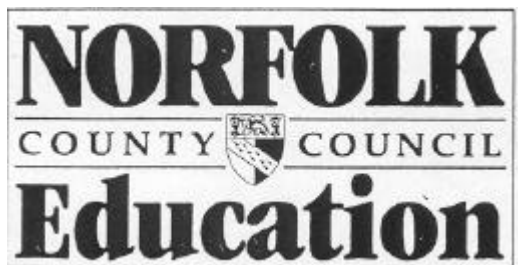
DATE DOCUMENT OBSOLETE:

ASSOCIATED DOCUMENTS:

RELEVANT ASPECT OF EDUCATION DEVELOPMENT PLAN OR OFSTED LEA ACTION PLAN:

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1 December 1999

Headteachers of all Norfolk LEA schools

Dear Colleague,

EDUCATION DEPARTMENT RESHAPING FUTURE PROVISION OF SERVICES CURRENTLY PROVIDED BY ETCS

You will have heard that the Education Department is being reshaped to meet the changes in legislative emphasis brought about by:

- 0 The demise of CC.T and the introduction of Best Value with the national inip@et'of unwinding the 'client - contractor' split.
- 0 The impact on school meals provision through Fair Funding.
- 0 Increased emphasis on the role of the LEA in improving standards in schools.
- 0 The LEA OFSTED report that recommends that Norfolk should re-arrange its services to schools in order to maximise support for 'school improvement'.

In considering the reorganisation of services provided to schools by ETCS, the project steering group has been very mindful of the high regard which schools hold for the people who support them in Caretaking & Cleaning, Grounds and Catering. We have sought to retain this expertise within Norfolk County Council in order to continue to deliver services that are appreciated by schools in a more efficient and effective way.

We believe that we are able to achieve this outcome by introducing a 'partnership working' approach with Norfolk County Services. This involves the transfer of the school support element to NCS whilst still retaining a small high level team within Education to champion schools' needs. This new arrangement will come into operation on 1 **January** 2000 and we hope to make the transition seamless so that you will not notice any difference in the service provided. It has been a priority to retain your links with the support staff that you know and trust. These staff have been given the remit to continue to operate in the way that they do currently by Peter Hawes, the Managing Director of NCS.

As with most reorganisations, there will be some changes that are summarised below:

- * **Catering.** There will be a loss of four posts including the two monitoring officers, the food safety officer and admin team leader. The remainder will transfer to NCS.

- 0 **Grounds.** Steve Finch (Western Area Manager) has already transferred to NCS in a different post. Jimmy Richardson (Central Area) and Ken Stevens (South & East Area) will transfer to NCS. Tonia Rumble will also transfer to NCS with an increased **field** support role. David Warren will be taking redundancy/early retirement but will be working into February to ensure a smooth transition to the new arrangements.
- 9 **Caretaking & Cleaning.** The four area managers, Carol Bowen(Central & North), Maureen Smith(West), Mick Meeson(South) and Colin Makepeace(East) will transfer to NCS as will the database. A part-time admin post will be lost and John Hutchin will be taking redundancy/early retirement but will be working into February to ensure a smooth transition to the new arrangements.
- 0 **ETCS HQ.** The network/quality post will be lost and John Rhind will be taking redundancy/early retirement but will be working until the end of March to ensure a smooth transition to the new arrangements.

Discussions about these changes have taken place with the ANE Improvement Partnership Group, the ETCS Heads Liaison Group and at the various heads meetings around the county in the last few months. As a result of this feedback, David Warren, John Hutchin and John Rhind are staying on longer than was originally intended so that the transition can be undertaken as smoothly as possible. A team of three will be retained within the Education Department to assist with agency and tendering arrangements and also to arbitrate if there are insurmountable problems that cannot be resolved at site level. Within this team will be the swimming pool and crossing patrol services which will be provided by Ian Webb at no charge.

It is also understood that some schools do not use NCS as a service provider, however the people transferring to NCS will still be able and willing to continue their current support role in an impartial and unbiased manner. One has to remember that the artificial barrier between client and provider was only set up for the purposes of CCT and true Best Value is achieved through partnership working. After all, we are all part of Norfolk County Council and so it is logical to make this partnership work.

On behalf of the staff transferring to NCS, I would ask you all to be understanding about their changing circumstances and to be supportive in continuing to purchase their services in the future, thus allowing a very good service to become even better. You have received excellent support in the past and there is no reason why this should not continue. One difference that may be noticeable is that the cost of subscribing to Grounds and Caretaking & Cleaning will reduce for 2000101 which can only be a benefit.

Yours sincerely

Bryan Slater
Director of Education