

## The way we're organised

The [Education Strategy and Commissioning section](#) includes nine services dedicated to supporting and challenging education improvement.

The [Education Achievement Service](#) monitors the quality of education being provided in each school and also assesses the risk of each school providing a less than good standard of education.

The [Education Intervention and Inspection Service](#) provides statutory and informal intervention for schools causing concern (SCC). District Intervention Officers oversee the performance of schools causing concern, monitor progress and determine, with the Head of Service, where formal intervention is required.

The [Education Exclusion Service](#) sets the strategy for attendance, exclusions and related areas. It also provides direction in promoting safeguarding and education for vulnerable groups.

The [Education Partnership Service](#) builds relationships with all education providers and facilitates arrangements for school collaboration. This service works with schools as they consider and adopt new structural solutions such as federation, sponsored or converter Academy status. The service works closely with the [Pupil Place Planning and Organisation Service](#) that coordinates the practical place planning and capital aspects of education planning and organisation to contribute to education improvement.

[Norfolk Integrated Education Advisory Services \(NIEAS\)](#) works as part of Norfolk's wider offer of traded Services for Schools (S4S) and is commissioned by schools to provide school improvement services as required. Where a school is causing concern, the commissioning of services is with the advice of the Intervention Officer. [Norfolk to Good and Great](#) is the specific programme that enables schools 'requiring improvement' to seize opportunities for rapid self-improvement. Across Education Strategy and Commissioning, [Associate Staff](#) are engaged to support or deliver specific areas of school improvement work. Details of registered Associates are held by NIEAS

The [Admissions Service](#) manages the coordinated admissions system providing an education place for each child.

The [Employment and Skills Service](#) links the work of education providers with the needs of businesses and the economy.

The Norfolk [Education Challenge Board \(NECB\)](#) holds to account the education system for meeting the aspiration to provide 'A Good School for Every Norfolk Learner'. The Board is independently chaired by Professor David Woods CBE and reflects the strong partnership between the Local Authority, Headteacher and Governor Associations, the Teaching Schools and Academy Sponsors.



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Education Strategy and Commissioning  
  
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[Business Support](#)  
Caroline Ross PA to the Assistant Director  
  
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## ← Who's Who within the services

## Other useful numbers

[Norfolk OfSTED Support line](#)  
☎ 01603 307797 ☎ 01603 307750 (alternative)

[Critical Incident Support Line](#)  
☎ 07623 912974

[General Support Line](#) (for education providers seeking *urgent assistance when rapid sign posting is required*)  
Janine Birt, Senior School Organisation Officer  
☎ 01603 223905 ✉ [Janine.birt@norfolk.gov.uk](mailto:Janine.birt@norfolk.gov.uk)

[Partnership Development](#)  
For queries about partnerships, trusts, federations, clusters, Academies  
Michelle Smith  
☎ 01603 222994 ✉ [michelle.smith@norfolk.gov.uk](mailto:michelle.smith@norfolk.gov.uk)

[NIEAS Advice and Support requests and queries](#)  
☎ 01603 307779 ✉ [cs.nieasadviceandsupport@norfolk.gov.uk](mailto:cs.nieasadviceandsupport@norfolk.gov.uk)

[NIEAS Training Line](#)  
☎ 01603 307762 ✉ [cs.nieastraining@norfolk.gov.uk](mailto:cs.nieastraining@norfolk.gov.uk)

[NIEAS Governor Services](#)  
☎ 01603 303355 [Advice Line](#)  
☎ 01603 303360 [Training Line](#)  
Connecting school governors, sign into: [www.governorhub.com](http://www.governorhub.com)

[Centres & Business Development Manager](#)  
Linda Harrison  
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### Useful links

Norfolk County Council Children's Services  
[http://www.norfolk.gov.uk/Childrens\\_services/index.htm](http://www.norfolk.gov.uk/Childrens_services/index.htm)

A Good School for Every Norfolk Learner  
<http://www.schools.norfolk.gov.uk/agoodschoolforeverynorfolklearner>

Help You Choose – Norfolk's 14-19 Prospectus  
<http://helpyouchoose.org>

Recent developments in Norfolk education practice  
[http://www.norfolk.gov.uk/Childrens\\_services/index.htm](http://www.norfolk.gov.uk/Childrens_services/index.htm)

Norfolk County Council School Admissions  
<http://www.norfolk.gov.uk/admissions>

Norfolk Safeguarding Children Board  
<http://www.nscb.norfolk.gov.uk>

School finder – search for a school  
[www.norfolk.gov.uk/schoolfinder](http://www.norfolk.gov.uk/schoolfinder)

Parenting and family services support in Norfolk  
[www.norfolk.gov.uk/fsd](http://www.norfolk.gov.uk/fsd)

'Apprenticeships Norfolk'  
[www.norfolk.gov.uk/apprenticeships](http://www.norfolk.gov.uk/apprenticeships)

Ofsted reports  
<http://www.ofsted.gov.uk/schools/for-schools/find-school-inspection-report>

Department for Education (DfE)  
<http://www.education.gov.uk>

NIEAS Continuing Professional Development. To view full list of currently available courses  
[www.cpd.norfolk.gov.uk/sdms](http://www.cpd.norfolk.gov.uk/sdms)

To find out what help is available to support children with SEN and their families in Norfolk, visit [www.norfolk.gov.uk/SEN](http://www.norfolk.gov.uk/SEN)

County Hall  
Martineau Lane, Norwich,  
NR1 2DL

Norwich PDC  
Woodside Road, Norwich.  
NR7 9QL



## Education Strategy and Commissioning

The Education section of Norfolk County Council's [Children's Services](#) ensures Norfolk's children and young people benefit from the highest possible standards of education and training. We work on behalf of all children and young people in Norfolk up to age 19 and up to 25 where a young person has a learning difficulty and/or disability and/or is looked after.

This is a pre-requisite for achieving our overall hope for young people in Norfolk, which is "We believe that all Children and Young People have the right to be healthy, happy and safe, to be loved, valued and respected, and have high aspirations for their future."

Schools have responsibility for their own improvement but Norfolk County Council (NCC) is determined that robust and effective support and challenge is sought and available for all of Norfolk's publicly funded education institutions attended by Norfolk children and young people. This reflects the role of the Local Authority (LA) acting as 'champion for all children and families'. It also chimes with current practice among Local Authorities where a sharp focus is upon:

- securing high educational standards
- ensuring the availability of a good school place for every child and
- safeguarding the more vulnerable by closing the 'achievement gap'.

Norfolk County Council (NCC) undertakes these roles because it is

- the champion all Norfolk children and families
- the democratic and impartial convener of partnerships that will most benefit Norfolk's children and families and
- the commissioner of high quality services.

To this end, a wide range of strategic partnerships – with Headteachers, Governors and their associations, with Academy groups, the three Dioceses and the Teaching School Alliances, with Ofsted and school inspectors, with other Local Authorities, with teacher unions – exist in order to set the context within which Norfolk education will improve and flourish.

Norfolk County Council is determined a good school place for every child is the shared aspiration of all partners in the education system. The Council's policy on support and challenge for school improvement is set out in a series of pamphlets known as 'A Good School for Every Norfolk Learner' available at [www.schools.norfolk.gov.uk/agoodschoolforeverynorfolklearner](http://www.schools.norfolk.gov.uk/agoodschoolforeverynorfolklearner)

Overleaf you will see we have included the contact details for many members of NCC's Education services. Please do not hesitate to contact us and if in doubt, please make initial contact with :  
Schools categorised A and D : Your assigned Intervention Officer or Sue Smith (secondary) and the relevant District Intervention Officer (primary)  
Schools categorised B and C : Denise Walker  
Schools categorised E and F : Simon Morley

The list is not exhaustive but provides a signpost to key contacts.



## Education Achievement Service

The Education Achievement Service carries out the risk assessment of every Norfolk school. This leads to a categorisation which defines the local authority's relationship with every school. The service provides leadership for the local authority's approach to Early Years quality and improvement (settings and schools), Assessment, System Leadership and the Virtual School for Looked After Children.



### Head of Education Achievement Service

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John Crowley Adviser, Achievement

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Simon Davis Adviser, Achievement

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### Virtual School

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### Early Years

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### Business Support

Michelle Smith Business Support Team Leader,

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Sue Brown Business Support Team Leader, PA to Early Years

Adviser ☎ 01603 223462 📧 sue.brown@norfolk.gov.uk

## Education Intervention and Inspection Service

The Education Intervention Service promotes school improvement in schools causing concern. It is about eradicating underachievement and driving up educational standards, so that children and young people are ready and able to extend their learning, seize opportunity, exercise choice and make the most of life's chances.



### Head of Education Intervention and Inspection Service

Mary-Jane Edwards

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Betsy Fowler Senior Adviser, Primary Intervention

District Intervention Officer (City)

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John Sweet Senior Adviser, Primary Intervention

District Intervention Officer (Breckland)

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Bev Hall Senior Adviser, Primary Intervention

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Sarah Burgess Adviser, Primary Intervention

District Intervention Officer (South)

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Jenny Godson Adviser, Primary Intervention

District Intervention Officer (North)

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Micky Harcourt-Heath Adviser, Primary Intervention

District Intervention Officer (Broadland)

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Sue Smith Senior Adviser, Secondary Intervention

District Intervention Officer (Great Yarmouth)

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### Business Support

Anita Lee Business Support Team Leader

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## Education Partnership Service

The Education Partnership Service works with schools as they consider and adopt new structural solutions such as federation, trust and sponsored or converter Academy status. The service also develops relationships with local clusters of schools, with the Headteacher and Governor associations, with Norfolk's Dioceses, with Academy sponsors, with the Teaching Schools Alliances and with other providers of school improvement services.



### Head of Education Partnership Service

Paul Dunning

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### Special Educational Needs Strategy

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### Parenting Strategy

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### Participation Strategy

Karin Porter Participation Strategy Manager

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### Business Support

Michelle Smith Business Support Team Leader

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## Norfolk To Good and Great (N2GG)

The Norfolk to Good and Great programme is designed to provide school leaders and governors with a framework and menu of support focused on improving leadership, provision and outcomes. Schools eligible for this programme will have a partner school/leader from a good or outstanding school. Through N2GG they are able to access the advice, support and challenge that will help them to accelerate the improvements in their school. The aim is to ensure this will lead to a judgement of good or better at the next Ofsted Inspection.



### Head of N2GG

Denise Walker

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### Business Support

Anita Lee PA to Head of N2GG

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## Employment and Skills Service

The Employment and Skills Service encourages partners to work more effectively in the areas of apprenticeships, employer relationship with schools, understanding Norfolk's economy and the opportunities available.



### Employment and Skills Strategy Manager

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### Business Support

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## Norfolk Integrated Education Advisory Services

Norfolk Integrated Education Advisory Services (NIEAS) builds partnerships with schools, academies and other clients both within and beyond Norfolk so as to enhance all aspects of school improvement. We aim to create opportunities to train, advise and support the development of governors, staff, parents and students and to use our professional experience and expertise to raise standards and work towards transformative change.



### Head of NIEAS

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### Governor Support and Leadership

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Sheila Wigg Headteacher Support Adviser

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### School Leadership, Improvement and Development

Heather Tyrrell Lead Adviser, Traded School Leadership

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### Targeted Teaching Services

Martin Radmore Lead Adviser, Targeted Teaching Services,

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Agnieszka Ciepiela Minorities Achievement and Attendance Service

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Sharon Jay Project Manager for Class ACT

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Jackie Thompson E-Learning Service Manager

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### Teaching and Learning Services

Graham Lodge Adviser, Outdoor Learning

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Maureen Hanke Head of Norfolk Music Service

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Mike Roper Head of Whitlingham Outdoor Education Centre

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Sue Falch-Lovesey Head of Environmental Outdoor Learning

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Paul Wickens Study Support Centres' & Norfolk Children's

University Manager ☎ 01603 218757 📧 paul.wickens@norfolk.gov.uk

### Business Support Team Leaders

Alison Neale NIEAS Business Support Team Leader

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Joanne Martin NIEAS Business Support Team Leader

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## Admissions Service

The Admissions Service coordinates all admissions applications to all Norfolk schools in line with the School Admissions Code. It offers a service to schools to assess and determine the eligibility of applications for free school meals and oversees transport policy.



### Head of School Admissions Service

Richard Snowden

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Hayley Goodson Admissions Manager

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Peter Walsh Independent Travel Adviser (TITAN)

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### Business Support

Sarah Turner PA to Head of Admissions

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## Education Exclusion Service

The Education Exclusion service is responsible for a number of statutory areas of work, namely:

**Attendance** - at a strategic level.

**Exclusions** - providing advice, support and guidance to schools, governors and parents, including the legal processes that must be followed.

**Safeguarding** - providing support, guidance and training to schools and other educational settings.

**Vulnerable Groups** - provides support and challenge to Early Years settings, schools and other providers on matters relating to both vulnerable groups and equalities issues.

**Children Missing Education** - Tracking and keeping a register of children not on a school roll in Norfolk.

**Child Employment and Children in Performances** - Issuing work permits for children aged 13 to the end of statutory school age and issuing performance licences for children from birth to the end of statutory school age. We also licence Matron/Chaperones for entertainment purposes.

**Elective Home Education** - Supporting and monitoring the education of children whose parents have made the decision to home educate.



### Attendance and Exclusions Strategy Manager

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### Safeguarding

Kelly Waters Adviser, Safeguarding

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### Vulnerable Groups

Keeley White Adviser, Vulnerable Groups

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### Exclusions

Sally Moy Exclusions Officer

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### Elective Home Education

Michele Bundy Lead Teacher

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### Children Missing Education

Tracy Henry Children Missing Education Assistant

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### Child Employment and Children in Performances

Jackie Williams Child Employment Assistant

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### Business Support Team

Julia Idiens PA to Attendance and Exclusion Strategy Manager

Service, Business Support Team Leader

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Vanessa Fish Business Support Officer

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## Place Planning and Organisation Service

Place Planning and Organisation has three main functions:

- forward planning of pupil places, taking into account demographic changes;
- commissioning the capital programme, to ensure that school places are available where and when required;
- managing Children's Services' strategic responsibilities for the school estate it oversees.



### Head of Place Planning and Organisation

Chris Hey

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Jane Blackwell Place Planning Manager

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### Business Support

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