

The way we're organised

The **Education section** includes services dedicated to supporting and challenging education improvement.

The **Education Achievement Service** monitors the quality of education being provided in each school and Early Years setting and also assesses the risk of each 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 Partnership Service** builds relationships with all education providers and facilitates arrangements for school and provider collaboration. This service works with providers as they consider and adopt new partnerships, 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. **Associate Staff** are engaged to support or deliver specific areas of school improvement work. Details of registered Associates are held by NIEAS.

The **Education Inclusion Service** is being established as part of the overall Children's Services restructure.

The **Admissions Service** manages the coordinated admissions system providing an education place for each child.

The **Employment and Skills Team** 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 Education 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.



Gordon Boyd Assistant Director, Education
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Business Support

Caroline Ross PA to the Assistant Director
☎ 01603 223492 ✉ caroline.ross@norfolk.gov.uk

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

Partnership Development
For queries about partnerships, trusts, federations, clusters, Academies
Michelle Smith
☎ 01603 222994 ✉ michelle.smith@norfolk.gov.uk
NIEAS Advice and Support requests and queries
☎ 01603 307779 ✉ cs.nieasadviceandsupport@norfolk.gov.uk

NIEAS Training Line
☎ 01603 307762 ✉ cs.nieastraining@norfolk.gov.uk

NIEAS Governance and Leadership
☎ 01603 303355 - **Advice Line**
Connecting school governors, sign into: www.governorhub.com

Centres & Business Development Manager
Jo Zipfel
☎ 01603 307783 ✉ joanne.zipfel@norfolk.gov.uk

Useful links

Norfolk County Council Children's Services
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

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

Parenting and family services support in Norfolk
www.norfolk.gov.uk/fsd

'Apprenticeships Norfolk'
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.s4s.norfolk.gov.uk

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

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Martineau Lane, Norwich,
NR1 2DL

Norwich PDC
Woodside Road, Norwich.
NR7 9QL



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Norfolk County Council

Children's Services

Education Services

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, Colleges and Settings 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, Principals, 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 education for every child and young person 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

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 and the Virtual School for Looked After Children.



Head of Education Achievement Service and Head of Virtual School for Children in Care
Chris Snudden

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David Pollock Senior Adviser, Achievement
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Simon Davis Adviser, Achievement
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Amanda Lowe Adviser, Assessment
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Keeley White Adviser, Vulnerable Groups
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Sian Welby Adviser, Family Learning and Home Curriculum
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Jill Oakes Adviser, Achievement and Early Years
☎ 01603 303335 📧 jill.oakes@norfolk.gov.uk

Juliet Stokes Adviser, Achievement and Early Years
☎ 01603 307731 📧 juliet.stokes@norfolk.gov.uk

Virtual School and Looked After Children

Sarah Hatfield Senior Educational Psychologist
☎ 01603 307792 📧 sarah.hatfield@norfolk.gov.uk

Wendy Rudd Virtual School Development Manager
☎ 01603 307742 📧 wendy.rudd@norfolk.gov.uk

Early Years

Jo-anne Lamb Senior Adviser, Early Years Learning
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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
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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. Leadership development, 14-19 Strategy and parenting also sits with the service.



Interim Head of Education Partnership Service
Sebastian Gasse
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Jan Munn Senior Adviser, Partnership
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Flavio Vettese Senior Adviser, Partnership
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David Cossey Senior Adviser, Partnership
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Leadership Development

Simon Morley Senior Adviser, Leadership Development
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Steve Godson Associate Headteacher, Leadership Development
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Parenting Strategy

Julie Westrop Senior Adviser, Parents & Extended Services
☎ 01603 303334 📧 julie.westrop@norfolk.gov.uk

Information, Advice and Guidance (IAG)

Melvyn Ruff IAG Support Manager
☎ 01603 638379 📧 melvyn.ruff@norfolk.gov.uk

Business Support

Michelle Smith Business Support Team Leader
☎ 01603 222994 📧 michelle.smith@norfolk.gov.uk

Education Intervention and Inspection Service

The Education Intervention and Inspection 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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Marion Dawe Senior Adviser, Intervention District Intervention Officer (King's Lynn and West)
☎ 01603 303319 📧 marion.dawe@norfolk.gov.uk

Stuart Graver Senior Adviser, Intervention District Intervention Officer (Breckland)
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Micky Harcourt-Heath Senior Adviser, Intervention District Intervention Officer (Broadland)
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Sue Smith Senior Adviser, Intervention District Intervention Officer (Great Yarmouth and Secondary schools)
☎ 01603 307772 📧 sue.smith@norfolk.gov.uk

Neil Campbell Adviser, Intervention District Intervention Officer (City)
☎ 01603 307795 📧 neil.campbell2@norfolk.gov.uk

Sarah Burgess Adviser, Intervention District Intervention Officer (South)
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Jenny Godson Adviser, Intervention District Intervention Officer (North)
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Business Support

Anita Lee 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 Team

The Employment and Skills team is part of the county's Economic Development Service and is aligned with the work of New Anglia Local Enterprise Partnership (NALEP). It encourages partners to work more effectively in the areas of apprenticeships, employer relationships with education providers, understanding Norfolk's economy and the opportunities available.

Jan Feeney Employment and Skills Manager
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Paul Wright Apprenticeships Strategy Manager
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Business Support

Mel Fargo Business Support Officer
☎ 01603 222638 📧 melinda.fargo@norfolk.gov.uk

Norfolk Integrated Education Advisory Services

Norfolk Integrated Education Advisory Services (NIEAS) builds partnerships with schools, academies and other clients both within and beyond Norfolk specifically to support 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
Paul Hoey

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Governance and Leadership

Helen Wardale Head of Governance and Leadership
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Vacant HR Business Partner
☎ 01603 222418 📧

Teaching and Learning Services

Samantha Penn Senior Adviser, Teaching and Learning Services
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Denise Beckett Adviser, NQT Induction
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Direct Teaching Services

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Jackie Thompson E-Learning Service Manager
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Mike Roper Head of Whitlingham Outdoor Education Centre
☎ 01603 632307 📧 mike.roper@norfolk.gov.uk

Adele Godsmark School Health Partnership Adviser
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Angela Wadham Lead Manager, Norfolk STEPS
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Maureen Hanke Head of Norfolk Music Service
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Business Support

Alison Neale NIEAS Business Development Manager
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Joanne Martin NIEAS Business Support Team Leader
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Beverley Shepherd NIEAS Business Support Team Leader
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Lynne Wright NIEAS Business Support Team Leader
☎ 01603 303345 📧 lynne.wright@norfolk.gov.uk

School Admissions Service

The Admissions Service coordinates all admissions applications to 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 manages transport policy.



Head of School Admissions Service
Richard Snowden

☎ 01603 223489 📧 richard.snowden@norfolk.gov.uk

Hayley Goodson Admissions Manager
☎ 01603 224226 📧 hayley.goodson@norfolk.gov.uk

Vacancy Independent Travel Adviser (TITAN)
☎ 01603 223038 📧 titan.norfolk@norfolk.gov.uk

Business Support

Sarah Turner PA to Head of School Admissions
☎ 01603 223391 📧 sarah.turner@norfolk.gov.uk

Education Inclusion Service

The Education Inclusion Service is being established as part of the overall Children's Services restructure.

This new service will bring together all operational, commissioning, strategic and advisory services relating to Inclusion; specifically it will take the lead across the local authority for Attendance & Exclusions, Participation and SEND. The aim of the service is to ensure that children and young people experience good educational outcomes and that they, and their families, do so within welcoming and inclusive educational provision across early years, school and post 16 education providers.

The Head of Service and four, of five, senior managers for the service have been appointed and further recruitment to fully establish the service will take place during the first half of the summer term.



Head of Education Inclusion Service
Michael Bateman

☎ 01603 307700
📧 michael.bateman@norfolk.gov.uk

Attendance and Exclusions

Val Creasy Attendance and Exclusions Strategy Manager
☎ 01603 307736 📧 val.creasy@norfolk.gov.uk

Kelly Waters Adviser, Safeguarding
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Participation Strategy

Karin Porter Participation Strategy Manager
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Sensory Support

Karen Taylor Headteacher Virtual School Sensory Support
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Inclusion Commissioning

Nicki Rider Inclusion Commissioning Manager
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Special Educational Needs

Senior Adviser, SEN
TBC

Business Support

Anita Lee Business Support Team Leader
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Julia Idiens Business Support Team Leader
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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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Alison Cunningham Adviser, School Organisation
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John Atkins Estates Infrastructure/Portfolio Manager
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Isabel Horner Capital Programme Manager
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Jane Blackwell Place Planning Manager
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Jill Warwick Childcare Commissioning Manager
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Business Support

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