



## **Education Services Service Statement**

## Document Information

<b>Title</b>	Inverclyde Council Education Services Service Statement
<b>Author</b>	
<b>Description</b>	This document summarises the Services provided , commitments and contacts.

## Document History

<b>Version</b>	<b>Status</b>	<b>Date</b>	<b>Author</b>	<b>Changes from Previous Version</b>
1.0	Final	6th Feb 2017		NA
2.0	FINAL	18 <sup>th</sup> Dec 2018	K McCready	Updated to reflect LOIP and Corporate Plan 2018/22 priorities

## Overview of the Service

Inverclyde Council's Education Service is committed to delivering a high quality education provision in learning environments that are fit for learning and teaching in the 21st century. Our educational establishments aim to:

- nurture ambition and aspiration
- improve attainment and achievement
- create and widen opportunities for all children and young people to achieve their full potential.

Inverclyde Council has six secondary schools, 20 primary schools and 20 pre-5 establishments or nursery classes.

The Education Service works to the National Improvement Framework and focusses on:

- school leadership
- teacher professionalism
- parental engagement
- assessment of pupil progress
- school improvement
- the development of the curriculum
- ensuring wellbeing, equality and inclusion.

This means Education Services will:

- ensure a safe environment for all
- liaise with national agencies such as Education Scotland and the Care Commission to ensure national priorities are taken forward
- support schools to continue to improve through the development of high quality leadership at all levels and the provision of opportunities for high quality professional development for all staff
- monitor and report on the performance of schools
- work in partnership with parents to support children's learning
- oversee the placement of children in all educational establishments
- provide clear guidance on the development of the curriculum
- work in partnership with other local authorities to share, learn from and disseminate good practice.

## Service Objectives

The Service has a significant contribution to make to the delivery of the Inverclyde Outcomes Improvement Plan and the Inverclyde Council Corporate Plan 2018.

### Inverclyde Outcomes Improvement Plan Strategic Priorities

**Population:** Inverclyde's population will be stable and sustainable with an appropriate balance of socio-economic groups that is conducive to local economic prosperity and longer term population growth.

**Inequalities:** There will be low levels of poverty and deprivation and the gap in income and health between the richest and poorest members of our communities will be reduced.

**Environment, Culture and Heritage:** Inverclyde's environment, culture and heritage will be protected and enhanced to create a better place for all Inverclyde residents and an attractive place in which to live, work and visit.

The Service also directly contributes to the delivery of the following Corporate Plan 2018/22 organisational priorities:

### Inverclyde Council Corporate Plan Priorities

- **To promote Inverclyde to both residents and visitors alike, as a great place to live, work and visit;**

Our role: The provision of a high quality school estate and high quality education play a key role in making Inverclyde an attractive place in which to live and work. The quality of education provided will be a key consideration for families when considering relocating to Inverclyde. The ability to attract and retain quality teaching staff will be influenced by the quality of education provision locally.

- **To work collaboratively to enable strong, connected and empowered communities, particularly in areas of deprivation, so that residents have influence and control over the things that matter to them;**

Our role: Promoting Children's Rights is at the heart of our education system. Children are encouraged and empowered to voice their opinions on the things that are important to them in both school and through local authority wide events such as Clyde Conversations, an annual event which brings together our young people from all secondary schools. Our schools have been purposely built as community schools, which help to fulfil the needs of the community in both an educational and extra- curricular way.

- **To grow the local economy in a way that creates opportunities for all our residents, including access to good quality jobs.**

Our role: Our senior phase work seeks to ensure that all our young people have the rights skills to enable them to succeed in the job market, thereby providing a boost to the local economy. The school estate programme has made a significant contribution to the wider regeneration of the Inverclyde area as a whole. Targeted recruitment and training agreements have resulted in jobs being created for local unemployed people as well as apprenticeships.

## Inverclyde Council Corporate Plan Priorities

- **To reduce the prevalence of poverty in our communities, with a particular focus on reducing child poverty;**

Our role: Poverty and education are inextricably linked. Our work to increase levels of attainment help to ensure that children and young people have the best possible chance of success later in life. In Inverclyde, we are making strong progress in reducing the poverty related attainment gap and our work has been recognised nationally as both life changing and sector leading.

- **To safeguard, support and meet the needs of our most vulnerable children and families**

Our role: Schools play a key role in the social and emotional development of all children. All our schools are supported in undertaking a Nurturing Approach alongside a model of targeted Nurture Support. This also helps to support both health and wellbeing and attainment.

- **To improve the health and wellbeing of our residents so that people live well for longer**

Our role: Health and wellbeing is part of every school and nursery curriculum. In addition to this school facilities have been developed in line with SportsScotland's guidelines and include fitness suites, dance studios, games halls, outdoor pitches all of which aim to provide a facility that will improve health and help the school become a focus for community activity.

- **To protect and enhance our natural and built environment**

Our role: Schools have a significant environmental impact in terms of energy consumption and waste. Learning and health is also affected by environmental conditions. Our School Estate Management Plan has sustainability at the forefront and are designed to address these issues in the most effective and innovative manner possible. National recognition has been achieved for our design and build of our schools.

- **To deliver services that are responsive to community needs and underpinned by a culture of innovation, continuous improvement and effective management of resources**
- **To develop motivated, trained and qualified employees that deliver quality services that meet current and anticipated service needs**

Our role:

Education Services deliver a comprehensive programme of Continuing Professional Development for teachers and support assistance linked closely to raising attainment and reducing the attainment gap. Employees are supported through a comprehensive career long professional learning programme which helps to deliver improvement across the services. Managers and practitioners in the early years sector access the comprehensive programme alongside early learning professional development.

We have a number of wellbeing outcomes (the SHANARRI outcomes) that we wish to achieve for our children and young people.

- Safe: Our children will be kept safe
- Healthy: Our children will have the best possible physical and mental health
- Achieving: Attainment will be raised for all and any attainment gaps linked to deprivation will be reduced.
- Nurtured: Our children will have a nurturing environment in which to learn.
- Active: Our children will have the opportunity to take part in activities and experiences which contribute to a healthy life, growth and development.
- Respected and Responsible: Our children will feel respected and listened to, share responsibilities and be involved in decisions that affect the
- Included: Our children will be supported to overcome social, educational, health, employment and economic inequalities and will feel valued as part of the community.

### **Customer Commitments**

Our customers are our top priority and we are committed to:

- providing a high quality education service that meets the needs of all Inverclyde pupils
- taking the views of all of our stakeholders into account
- making sure that effective communication strategies are in place
- providing a high quality service of which Inverclyde can be proud.

### **What You Can Expect From Us**

- We will answer any communications promptly
- We will listen to any concerns you may have and take appropriate action within agreed timescales
- We will be professional and courteous
- We will take all reasonable steps to ensure privacy and confidentiality
- We will endeavour to provide you with information that is clear, easily understood and in your preferred format.

## How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with quality customer services, you can help us by:

- ensuring effective communication. This includes telling us if we have not met your requirements, but also letting us know if we have exceeded your expectations.
- working in partnership with us to help support your child's education.
- informing us of any changes in your circumstances.
- treating us with courtesy and respect.

## How You Can Contact Us

General Enquiries by contacting the Customer Service Centre on 01475 717171 or e-mail [customerservices@inverclyde.gov.uk](mailto:customerservices@inverclyde.gov.uk).

If you have a generic enquiry, please email [admin.educationhq@inverclyde.gov.uk](mailto:admin.educationhq@inverclyde.gov.uk)

If you require this information in another language or format, such as large font or Braille, please contact us on 01475 717171 or for hearing impaired 01475 717677 (office hours) or email us at [customerservices@inverclyde.gov.uk](mailto:customerservices@inverclyde.gov.uk)

## If You Make a Complaint to Us

Complaints will be dealt with in accordance with the Council's Corporate Comments, Compliments and Complaints Policy. Information can be found on the Inverclyde Council website at:

<http://www.inverclyde.gov.uk/council-and-government/complaint>

You can complain in person at any of our offices, premises (e.g. libraries, museums, customer service centre etc.), by phone, in writing and email.

By telephone to the relevant department.

By email at **comments@inverclyde.gov.uk** or download and complete the complaints form on our website.

Send your complaint by post to:

Complaints  
Inverclyde Council  
Municipal Buildings  
Greenock  
Inverclyde PA15 1LY

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.



**Successful Learners**

**Confident Individuals**



**Effective Contributors**

**Responsible Citizens**