

SERVICE LEVEL AGREEMENT

2026/27



Cambridgeshire
County Council

SCHOOL GOVERNANCE

- Advice and Training
- Clerking

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Details and charges relating to
Governance support and Clerking.



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Contents

	Page
Introduction	3
Governance Advice and Training (Element 10a of the Primary Offer)	4
Clerking (Element 10b of the Primary Offer)	6
External Reviews of Governance	12
Schedules of Charges	13
FAQs	17
Terms and Conditions	19
Governor Offer levels	21

Introducing Cambridgeshire's Governance Offer 2026/27

As Governors, you hold a pivotal role in shaping the future direction of your settings and, by extension, the lives of children and young people in your communities. Your commitment to excellence in governance is not just a responsibility but a profound opportunity to make a lasting impact.

Our 'Advice and Training' and 'Clerking' offers are designed to help you fulfil your statutory functions, and support you in developing effective and excellent governance. This brochure outlines the details of these offers. Through utilising these services, your setting will be equipped with the knowledge, skills, and confidence needed to operate an agile and efficient board.

Please read through the details of what each offer entails, and if you have unanswered questions we can be contacted for further information: school.governance@cambridgeshire.gov.uk

Please note that in 2027 all settings will be automatically re-subscribed to the same elements (10a / 10b) purchased in 2026 (see updated T&Cs).

Governance Advice and Training

Comprehensive support, advice and training for governors and trustees.

The “Advice & Training” offer is designed to provide expert support to Governing Bodies across Cambridgeshire ensuring access to high quality advice and training as needed by schools and settings across the County.

The Agreement includes:

- direct access to the School Governance Team expert advisers for advice/support on any school governance issues throughout the year.
- access to LA training programme, including a comprehensive range of live and recorded training, termly briefings, an annual conference and regular updates such as the Termly Training Tip.
- access to a NGA Learning Link - a professional on-demand training webinar suite.
- easy access, searchable resources hub (hosted on Governor Hub by the School Governance Team).
- support with governor recruitment and an optional recruitment service (charges apply)
- termly school governance and education sector updates.
- access to the annual Cambridgeshire Governance Conference.
- discounted opportunities for bespoke training and development opportunities tailored to your board’s needs.
- discounted access to GovernorHub and GovernorHub Knowledge.

Governance Advice and Training

Comprehensive support, advice and training for governors and trustees.

The Agreement includes (cont.):

- access to training for non-Camclerk governance professionals (clerks).
- for schools in an inspection window, a remote mini-governance review to help support your preparation.
- for schools not in an inspection window, option for a remote annual check-in to review strategic planning processes or governor action plan.

Please note: This year, this offer is charged according to the school's maximum pupil numbers as listed on GIAS.

No additional fee is applied for the clerk to governors. For schools with Camclerks, the School Governance Team will provide complementary access to the governor recruitment service (see below) for one vacancy.

Charges for Trust Boards/other establishments to be discussed with the School Governance Team.

An outline of the training offer for 2026/27 can be viewed [here](#).

Subscribers also have access to our new governor recruitment service - for details see [here](#)

Camclerks

Governance Professional/Clerking support

Providing professional administrative and compliance support to your governing body.

Governance Professionals (clerks) play a crucial role in ensuring the effective functioning of the governors and trustees in schools, federations, academies and trusts by facilitating communication, maintaining accurate records, and ensuring compliance with statutory requirements and best practices. Our Camclerks Service features:

- full administrative support from a Cambridgeshire Governance professional, including agendas, minutes, online storage platform access and organisation and compliance work (see below for full details).
- the option to have committees clerked as well as FGB/LGBs.
- in depth advice and up-to-date guidance from a Cambridgeshire Clerk / Governance professional.
- facilitation of an initial meeting between the Clerk/Governance Professional, Headteacher and Chair of Governors (for new establishments to the service).
- oversight and quality assurance from the School Governance Team.
- assured locum cover for all meetings, if your usual clerk cannot attend.
- a dedicated programme of CPD and relevant updates for all Camclerks.
- consistent standards and a strong performance management system.
- access to online document storage and resource bank included.
- the option for a fully remote service.
- all line management duties for the clerk undertaken.

Camclerks

Governance Professional/Clerking support

Within this agreement, your **Governance Professional/Clerk** will:

- work in a way that promotes the safety and well-being of children, young people and vulnerable adults.
- assist in the organisation and co-ordination of governing body meetings, including preparing agendas, circulating relevant documents, and recording minutes.
- ensure that all necessary paperwork and information are available to governors in a timely manner, enabling informed decision-making.
- maintain accurate records of the governing body's activities, including minutes of meetings, attendance records, and correspondence. These serve as an essential historical reference and evidence of the governing body's decision-making processes, that are available as public records and for statutory inspection processes.
- ensure that the governing body operates within legal frameworks, regulations, and statutory requirements.
- keep the governing body informed of any changes in legislation that may impact school governance and advise on compliance matters for the effective and lawful operation of the school.
- provide professional advice and guidance to the governing body on procedural matters, governance structures, and best practices.

Camclerks

Governance Professional/Clerking support

Within this agreement, your **Governance Professional/Clerk** will (cont.):

- help governors understand their roles and responsibilities, provide information on relevant policies and guidelines, and support the governing body in making informed decisions that align with educational objectives.
- undertake professional development to ensure advice and knowledge is up-to-date and skills continually improve.
- act as a central point of contact between the governing body, school leadership, staff, parents, and external stakeholders.
- facilitate effective communication channels, disseminate information, and ensure that relevant stakeholders are kept informed about governance matters and decisions.
- support the continuous development of governors by directing to appropriate training and development opportunities.
- keep governors updated on emerging educational policies and practices, helping them enhance their skills and knowledge to fulfil their roles effectively.
- support the Governing Body in key functions including: the annual election of the Chair of Governors, the communication of key messages and sector updates on behalf of the Local Authority, the compliance of governance aspects of the school website, aligned with DfE statutory expectations, the election of parent and staff governors, and co-ordinating and leading panel meetings.



Camclerks

Governance Professional/Clerking support

Within this agreement, **the School Governance Team** will:

- provide induction, regular training, line management and guidance for all clerks, and mentoring for new clerks.
- provide a point of contact for any feedback.
- commit to supply a locum clerk in the event that a regular clerk is unable to attend. Any locum cover will be virtual unless otherwise informed. In the unlikely event that a clerk cannot be provided, establishments will not be charged for the meeting.
- undertake all appraisal and accountability relating to clerks, holding them to the agreed Standards documentation.
- expect Camclerks to adapt their essential services to each individual establishment within reason.
- provide full use of GovernorHub online document storage system at no extra cost.
- provide full use of GovernorHub Knowledge at no extra cost.

Camclerks

Governance Professional/Clerking support

Within this agreement, **establishments (Schools, Federations, Academies, Trusts)** will:

- **provide all meeting dates for the next academic year by the end of the summer term 2026.**
- **use GovernorHub for online storage as provided by the School Governance Team.**
- offer the School Governance Team a minimum of half a term's notice of structural governance changes (eg: changing to a new model of governance, altering committee structure, changing the quantity of meetings).
- contact the School Governance Team regarding any issues with the Camclerk's performance.
- not ask clerks to undertake performance management meetings with Chairs or groups of governors as this is done via the School Governance Team.
- not independently or directly employ their Camclerk (see full T&Cs).
- select either the fully remote offer (see p.11), or the standard offer according to the needs of the governing body. The standard offer includes hybrid meetings and a mix of remote/in person across the year.

Camclerks

Governance Professional/Clerking support

Fully Remote Offer

We are pleased to offer a **fully remote clerking service**. This provides all the same benefits as the original, but is slightly cheaper as there are no travel costs for the clerk. This option is ideal if you are happy for your governance professional/clerk to join your meeting via Teams and handle all your communications remotely.

Please note:

We do require schools to purchase a good quality conference speaker/microphone to connect to a spare laptop. This should be placed effectively in the room for good audio and video links. It is the responsibility of the school to ensure the technology is working and sufficient for the clerk to access the meeting.

We can recommend a microphone/speaker and as an introductory offer will reimburse up to £80 per school to cover this cost, subject to supplying proof of purchase (the microphone/speaker should be returned to Cambridgeshire County Council (CCC) School Governance Team if the remote offer is ended at any point).

Regardless of the geographical location of the subscribing establishment, all clerk training will still be provided by CCC. Where specific training is required by an establishment's Trust or LA, CCC will charge the school at the hourly rate for the clerk to attend that training.

External Reviews of Governance

The School Governance Team offers External Governance reviews. This is offered separately from the 'Advice and Training' and 'Clerking' services.

An external review of governance examines the effectiveness of the board. It is conducted by an experienced governance expert who is external to, and independent of, the board and the executive leaders. A review can identify areas for capability and capacity building for those involved in governance, improving board effectiveness.

A review can help improve and develop governance by identifying priorities for improvement and providing support for the board. It is recommended to undertake them at regular intervals (see [DfE guidance](#) for more information).

To book an External Review of Governance or find out more contact:

school.governance@cambridgeshire.gov.uk

Governance Advice and Training

Schedule of Charges

Pupil capacity - as listed on GIAS	Cambs Maintained settings	Academy and out of county settings
Fewer than 100	£999	£1098
100 - 209	£1200	£1320
210 - 279	£1500	£1650
280 - 349	£1800	£1980
350 - 419	£2100	£2310
420 +	£2400	£2640

*This year, this offer is charged according to the school's maximum pupil numbers as listed on GIAS.
No additional fee is applied for the clerk to governors.*

Governance Advice and Training

Schedule of Charges

	Cambs Maintained settings	Academy and out of county settings	Non-subscribing settings
Access to Governor Conference	Included	Included	£220
NGA Learning Link access	Included	Included	-
Training non-attendance fee (where no notice is given before the end of the booked session)	£25	£25	£25
Bespoke Training per 2-hour course	£395	£450	£550
Training charges for non-subscribers	-	-	2h: £105 ½ day: £155 full day: £215
Adviser support for complaints panel - hourly charge to cover prep and attendance	£75	-	-
GovernorHub and GovernorHub Knowledge add-on	£450	-	-
Governance and Impact Review	£1600	£1850	£2200
Governor Recruitment service One complementary advert for settings also subscribing to Clerking. Charges then apply from the second advert onwards.	£80 per vacancy	£120 per vacancy	-

Clerking Schedule of Charges

	Cambs Maintained settings	Academy and out of county settings	Non- subscriber settings
Governance Professional / Clerking Standard offer: up to 6 meetings	£2424	£2640	-
Governance Professional / Clerking REMOTE offer: up to 6 meetings	£2304	£2520	-
Additional meetings - Standard offer	£290	£315	£340
Additional meetings - Remote offer	£270	£295	£320
Fee for less than 5 full working days notice of meeting cancellation. Cancellations due to statutory inspections are not subject to this fee. In all other situations the School Governance Team reserve the right to charge the fee where a previously advised meeting is cancelled and no suitable meeting is re-scheduled.	£100	£100	-
Fee for meeting rearrangement Clerking provision is arranged based on the dates provided prior to the start of the year. Where a previously advised date is rearranged, the usual clerk's attendance cannot be guaranteed and the fee will be charged on top of the usual meeting fee.	£50	£50	-
Standard clerking work where billed at an hourly rate. This applies to very short additional meetings such as: Inspection feedback, Headteacher appointment ratification, budget ratification (if the only item), pay committee.	£40	£44	£49

Clerking Schedule of Charges

	Cambs Maintained settings	Academy and out of county settings	Non- subscriber settings
Specialist Clerking eg: complaints, exclusions, grievances. Charged by the hour - see below.	£58	£65	£70

Specialist clerking is charged by the hour. The hours required will vary depending on the complexity and nature of the issue.

As a guide, Stage 3 complaints are often 15-20 hours.

Tasks will include:

Convening the panel, compiling documents and evidence, scheduling dates, minuting meetings (and interviews if requested), writing up minutes, drafting outcome letter, communicating with parties, liaising with LA officers, seeking/providing advice.

Clerking-only surcharge

Due to recent changes to the GovernorHub subscription, schools and settings who only subscribe to 'Element 10b - Clerking' have access to some training resources. To reflect the cost of this to the School Governance Team a surcharge of £150 will be applied. This is only for schools who do **not** also subscribe to Element 10a.

FAQs

Can we keep our clerk?

We aim for clerking consistency for schools. However we do sometimes have to move clerks to new establishments. Clerks are contractually obliged to provide one month's notice of resignation. Where this happens mid-academic year, we may provide locum cover for all meetings until the end of the academic year. We recognise the challenges this can present to governing bodies and will always look for the best solutions for establishments, within the capacity of the Service.

We bought the remote package, can our clerk come to one meeting?

No - if you require your clerk to be present at any meetings in person, you will need the Standard Package. The Remote Package is for remote attendance only.

We use Teams (or Google), can we keep that system?

Not if subscribing to the clerking offer. Our clerks work across multiple schools and need to function on one platform only. This is currently GovernorHub - a platform designed by governors, for governors. We expect all schools to use it for document storage and organisation. It also has many other benefits, such as access to GovernorHub Knowledge, an effectiveness audit tool, compliance trackers, calendar, noticeboard and more.

FAQs

We won't know our meeting dates until later.

To be able to allocate a clerk, we need to ensure they can attend the meetings set at all their schools. This means we need the dates before the end of the summer term, to be able to make allocations over the summer. Governing bodies will need to set dates to be able to use the service. Chairs and Headteachers should ensure this happens at the last meeting of the year.

Why is the pricing different for the Support and Training offer?

In previous years we invoiced based on the number of governors on the Instrument of Government (Maintained schools) or Scheme of Delegation (academies). This year charges are applied based on the published admission numbers of the school (as listed on GIAS). This aligns our pricing to the per-pupil funding that schools receive and ensures that small schools are not unfairly disadvantaged.

What if we federate?

If a school federates mid-year, each school will be invoiced inclusive for the term in which they federated. Once federated the Federated Governing Body would be invoiced from the first term inclusive of when they federate based on total pupil numbers in the federation.

School Governance Team

Service Level Agreement

Terms and Conditions 2026/27

- This agreement is between the Local Authority (Cambridgeshire County Council) and each subscribing school/setting from **1 September 2026 to 31 August 2027**.
- The contract price for the services delivered are outlined in the Schedule of Charges and shall be due payment from the school to the Local Authority aligned with the Schedule of Charges for services secured and supplied.
- Maintained schools subscribing to the “Advice and Training” service will receive an invoice in the autumn term to cover the summer term 2026 (where applicable), autumn term 2026 and spring term 2027.
- Academies/other establishments subscribing to the “Advice and Training” service will receive one invoice in the autumn term to cover the full academic year.
- Invoices for any others services to schools will be generated by the Service on a termly basis. Each invoice should be paid within 30 days.
- Maintained schools subscribing to the “Camclerks Service” will receive an invoice in the spring term 2027 to cover summer 2026 (where applicable) and autumn terms 2026 and the spring term 2027.
- Academies/other establishments subscribing to the “Camclerks Service” will receive an invoice in the summer term 2026 (where applicable) to cover the summer term 2026 meetings and an invoice in the spring term 2027 to cover the autumn term 2026 and spring term 2026 to align with the difference of financial year for Academies.
- Charges for other providers such as GovernorHub Knowledge will be administrated at the first invoicing opportunity, aligned to payments required by the supplier.
- **Schools using GovernorHub agree to give us full subscriber access rights to the school’s information held on this platform.**
- On ceasing to use the Camclerks service, establishments may not independently employ their Camclerk for a period of 2 years.
- Subscriptions made in the academic year 2026/27 will be automatically renewed annually unless written notice is provided by July 31st of that year.

School Governance Team

Service Level Agreement

Terms and Conditions 2026/27

- The Council shall at all times throughout the term of the agreement maintain in force professional indemnity insurance with a maximum limit of £2 million for claims arising from a single event or a series of related events in a single calendar year, which shall fully insure and indemnify both the school and the Council against its liability in relation to the services delivered.
- It is presumed that those persons named as Chair of Governors and Headteacher respectively of the school shall be the named persons empowered to act on behalf of the school for all purposes connected with this Service Contract. Any communication given or made to such person shall be deemed to be made to the school.
- In the event of the termination of this Service Contract, the Council shall require **at least 6 months' notice in writing**. Thereafter, the Council will be entitled to deduct from any sum or sums which would have been due under the Service Contract or be entitled to recover the same from the school as a debt for any loss or damage to the service resulting from or arising directly or indirectly out of such termination. The Council shall repay the school any monies (proportionately) that have been paid in advance for Services that will no longer be rendered.
- In circumstances of Force Majeure, both parties shall be released from their respective obligations in the event of national emergency, war, prohibitive government regulation or if any other cause beyond reasonable control of the parties or either of them, renders the performance of this Service Contract impossible whereupon all money due under the Service Contract shall be paid immediately.
- Should the school be dissatisfied with any aspect of the service, concerns should initially be raised with your Area Lead Governance Adviser. If these cannot be resolved at this level, they will escalate to the Senior Adviser – School Governance. If matters can still not be resolved, the final stage of appeal will be to the Head of the School Improvement Service.
- In delivering this contract, the Local Authority will seek to comply with the Data Protection Act and General Data Protection Regulation and other associated legislation pertinent to successful and compliant delivery of the services required.
- Where an establishment subscribes to "Clerking" mid-year, the costs shall be calculated pro-rata, allowing for 1 meeting per half-term from the basic price. Additional meetings in each half term shall be charged at the 'additional meeting' price.

SCHOOL GOVERNANCE TEAM SERVICE OFFER LEVELS

01.

The Universal Offer

LA Maintained Schools are entitled to the following services free of charge:

- Provision of the Instrument of Government (statutory)
- Support with LA governor appointment process (statutory)
- Governor database record of governors, their terms of office and roles (currently Governor Hub)
- Attendance by a LA officer at Headteacher recruitment interview
- Access to 3 Governor Guidance Notes: Model Standing Orders, Code of Conduct, Model Terms of Reference (for committees).

02.

The Support Offer

Any school may subscribe to this level of the offer, whether or not LA Maintained. Charges apply.

- Access to LA training programme, including a comprehensive range of live and recorded training, termly briefings and an annual conference
- Access to a professional on-demand training webinar suite
- Easy access, searchable resources hub (currently hosted on Governor Hub by School Governance Team)
- Direct access to School Governance Team expert advisors
- Online storage (currently Governor Hub)
- Support with governor recruitment
- For schools in an inspection window, a remote mini-governance review to help support your preparation.
- NEW - For schools not in an inspection window, option for a remote annual check-in to review strategic planning processes, governor action plan or work plan.
- For Chairs, supplementary networking and support sessions, access to the LA Heads' and Chairs' briefings, and the SIS Ofsted briefings (if in an inspection window).

03.

The Specialist Offer

Provided at no extra charge to LA Maintained schools in Termly Review, a Rapid Improvement Group (RIG) or High Level Action (HLA).

- Level 3: High level Action Group (HLA): Head of service attends, RIG actions undertaken, bespoke training sessions (depending on school needs), Governor Action Plan, Governance review if requested by RIG/HLA, best practice demonstrations, prioritised recruitment support.
- Level 2: RIG meetings (Head of service / Area Adviser attends), RIG actions undertaken, one bespoke training session (depending on school needs).
- Level 1: Termly Review meetings (Area Adviser attends), half termly check in with Chair of Governors.

Document outlines provided at all levels:

- Guidance for chairs. Action plan.

Support Offer Extras - available to subscribing schools - further charges apply:

- GovernorHub Knowledge