Scheme of Delegation – Roles and Responsibilities of Governance

The scheme of delegation outlines the different areas of responsibilities for: Trustees; Senior Executives and Central Office; Local Governing Body (LGB); and Headteacher. It has been divided into sub areas in which the responsibilities of each group are shown. Governance should be, at all times, in line with the strategies of the Group Board.
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## 1. Governance

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<th>Headteacher -</th>
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</thead>
</table>
| • Legally responsible for the charities, schools and their governance  
• responsible for the Board’s own processes in line with the legal requirements as set down in the Articles of Association and, for academies, the Master Funding Agreement  
• legally responsible for statutory compliance  
• delegate certain responsibilities to the LGBs and to senior executives  
• responsible for succession planning and the recruitment of the Charity Chairs, Board Members and LGB Chairs to ensure an appropriate balance of skills and effectiveness  
• responsible for ensuring that Trustees have the right level of training  
• responsible for new Trustee induction  
• responsible for evaluating their own processes and effectiveness  
• responsible and accountable for evaluating the performance and effectiveness of LGBs  
• responsible for declaring any business interests. | • Act on behalf of the Board to enable it to discharge its duties in relation to statutory compliance and the performance of schools  
• support the Board and LGBs with their training and new Trustee/LGB member induction  
• provide the Board and LGBs with advice and guidance to help them improve and evaluate their processes and effectiveness  
• make recommendations to the Board on local governance model(s)  
• provide administrative support for the Board  
• review the independence and professionalism of clerking to ensure that LGBs have a high quality clerking service to drive improved governance  
• support the Charity Board in evaluating the performance and effectiveness of LGBs. | • Responsible for its own processes in line with the legal requirements as set down in the Articles of Association and, for academies, the Master Funding Agreement  
• responsible for succession planning and the recruitment of LGB members to ensure an appropriate balance of skills and effectiveness  
• contributes to the recruitment of the LGB Chair  
• responsible for ensuring that members have the right level of training  
• responsible for new LGB member induction  
• responsible for evaluating its own processes and effectiveness  
• responsible for maintaining its register of business interests  
• members are responsible for declaring any business interests they have in relation to the school. | • Responsible for securing provision of administrative support and, in consultation with the Company Secretary, independent and professional clerking for the LGB.  
• responsible for ensuring the Education Information Portal (EIP) is kept up to date with governance information  
• responsible for ensuring the Department for Education’s (DfE) Get Information about Schools (GIAS) database is kept up to date with required governance information. |
## 2. Strategy

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| - Review and agree the overall vision, values, strategy and long term objectives for United Learning.  
- approve key performance indicators against which to monitor implementation of strategy and long term objectives. | - Develop and propose strategy to the Board  
- are responsible for implementing the strategy approved by the Board  
- develop and propose key performance indicators (KPIs) against the strategy and long term objectives  
- monitor progress against strategic aims and KPIs, taking corrective action as required  
- provide professional support and challenge to schools in developing and implementing their strategic plan. | - Responsible for overseeing the implementation of the Board’s strategy as it applies to the school  
- provide challenge and support for developing the school’s 5 year Strategic Plan  
- oversees the development and regular updating of the school’s annual Development / Improvement Plan, based on accurate self evaluation. | - Responsible for developing the school’s long term Strategic Plan in line with United Learning expectations  
- responsible for developing the school’s annual Development / Improvement Plan, based on accurate self evaluation  
- responsible for implementing the 5 Year Strategic Plan and the Development / Improvement Plan. |
3. School Improvement

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<tbody>
<tr>
<td>• Create robust accountability, oversight and assurance for educational performance</td>
<td>• Provide professional support and challenge to schools to help drive improvement and high academic standards</td>
<td>• Responsible for supporting the school in its self-evaluation of significant strengths and weaknesses</td>
<td>• Responsible for the accurate self-evaluation of the school, its strengths and weaknesses and for implementing a plan of action to improve and develop based on the evaluation</td>
</tr>
<tr>
<td>• hold executive leaders to account for the educational performance of United Learning and its pupils, and the performance management of staff</td>
<td>• set annual performance targets for schools relating to academic performance</td>
<td>• responsible for knowing, understanding and challenging the school’s response to the recommendations of its last inspection</td>
<td>• has a detailed understanding of pupil attainment and progress (and the attainment and progress of specific groups), underpinned by sound evidence (including at individual pupil level)</td>
</tr>
<tr>
<td>• accountable for the attainment and progress of disadvantaged pupils who attract the pupil premium, catch up and other targeted payments.</td>
<td>• responsible for monitoring the schools’ performance</td>
<td>• responsible for knowing, understanding and challenging pupils’ overall progress and attainment</td>
<td>• ensures appropriate action is taken in a timely, consistent and strategic way to address areas of weakness and improve academic performance, drawing on the best available evidence and monitoring impact.</td>
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<td></td>
<td>• report to Trustees on schools’ performance against targets</td>
<td>• responsible for knowing, understanding and challenging progress and attainment of different groups of pupils (including but not limited to pupil premium and others facing financial disadvantage, special educational needs and disability, looked after children, different ethnic groups with English as an Additional Language, most able pupils, differing ability cohorts).</td>
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| • Monitor and evaluate the quality of teaching within the group and ensure that sufficient resources are allocated to deliver the highest possible quality of teaching  
• ensure that the quality of teaching within the Group is monitored and evaluated, and that resources are being used to best effect to improve it. | • Responsible for supporting, challenging and advising the school in its programme of improvement  
• responsible for monitoring statutory compliance on behalf of the Board. | • Responsible for knowing and understanding the school’s own evaluation of the quality of teaching  
• with the central office team, responsible for supporting and challenging the school in its programme of improvement. | • Responsible for the quality of teaching in the school  
• responsible for the accurate self-evaluation of the quality of teaching, its strengths and weaknesses and for taking action to improve the quality of teaching. |
### 5. Curriculum

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<tr>
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| • Responsible for oversight of the curriculum as part of the overall strategy for school improvement. | • Propose and develop curriculum that delivers the strategy  
• provide curriculum guidance for all schools (KS1-KS3)  
• provide guidance, as appropriate, relating to qualifications (KS4 and KS5) in line with the overall school improvement strategy and curriculum guidance  
• monitor the implementation of the curriculum across United Learning  
• (with the LGB) support, challenge and advise the school in the development and implementation of its curriculum policy and, where appropriate, qualifications policy  
• (with the LGB) support, challenge and advise the school in the development and implementation of its co-curricular provision  
• responsible for monitoring statutory compliance on behalf of the Board. | • Responsible for agreeing the principles on which the school’s curriculum policy (KS1-KS3) and, where appropriate, qualifications policy (KS4 and KS5) are based in line with guidance  
• responsible for knowing and understanding the school’s own evaluation of the quality of its curricular and co-curricular provision  
• (with the Executive/Central Office) support, challenge and advise the school in the development and implementation of its curriculum policy and, where appropriate, qualifications policy  
• (with the Executive/Central Office) support, challenge and advise the school in the development and implementation of its co-curricular provision. | • Responsible for the development and implementation of the school’s curriculum policy (KS1-KS3) and, where appropriate, qualifications policy (KS4 and KS5) in line with guidance  
• responsible for the development and implementation of the school’s co-curricular provision  
• responsible for monitoring and evaluating the impact of the school’s curricular and co-curricular provision. |
## 6. Finance

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| • Legally responsible for the charities’ assets and accounts and for statutory compliance  
• maintain robust financial oversight in accordance with the Education and Skills Funding Agency (ESFA) Academies financial handbook  
• review and support a rolling 5 year strategic vision for the finances of the group, the individual charities and the schools in accordance with the strategy  
• set the financial parameters for the schools’ budgets and 5 year forecasts and approve the consolidated position for each charity  
• develop and monitor the strategic plan for capital expenditure, considering all schools’ 5 Year Plans.  
• consider management accounts six times a year (Chair to consider on a monthly basis)  
• ensure an appropriate, reasonable and timely response to any findings given by auditors, taking the opportunity to strengthen the systems of financial management and control. | • Responsible for compliance with the ESFA Academies financial handbook  
• develop a rolling 5 year financial plan in accordance with the strategic vision  
• act on behalf of the Board to discharge the duties in relation to statutory compliance and financial performance of the schools  
• provide accounting, financial planning, treasury and financial systems services for schools  
• work closely with the Headteacher and school in the preparation of the budget and 5 year forecast, setting national assumptions and reviewing and challenging locally set assumptions  
• prepare the consolidated charity budgets for approval by the Board  
• monitor the schools’ financial performance and challenges where there are variances to budget and the 5 year forecast  
• cooperate with auditors and implement their reasonable recommendations. | • Provides challenge and support to the Headteacher in preparing draft budget submissions to central office within the budget timetable and meeting Group financial requirements  
• receives summary management accounts monthly from central office to ensure the LGB is fully aware of the school’s financial performance  
• challenges and supports the school where there are variances to budget and the 5 year forecast in order to achieve budget overall  
• advises the Headteacher on priorities for the strategic plan based on budget assumptions  
• contributes views in relation to priorities within the final budget and 5 year forecast  
• (with the Headteacher), responsible for recommending capital expenditure priorities  
• responsible, in consultation with senior executives and the Headteacher, for developing a fees strategy (independent schools only). | • Works closely with the LGB and central office executives in the preparation of the budget and 5 year forecast for approval by the Board in line with Group financial requirements  
• responsible for controlling costs and ensuring budget commitments are met  
• responsible, with the LGB, for developing capital expenditure priorities for submission in line with the school’s 5 year strategic plan  
• ensures compliance with all Group financial policies and procedures  
• cooperates with auditors and implements their reasonable recommendations. |
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<tr>
<td>• Responsible for the recruitment and appointment of the Chief Executive</td>
<td>• provide the Board and schools with professional HR support and advice relating to the recruitment of staff</td>
<td>• Contributes to the appointment of the Headteacher in close consultation with the Executive</td>
<td>• Responsible for the recruitment and appointment of school staff other than the Headteacher</td>
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<tr>
<td>• subject to availability and at the invitation of the relevant Executive, contribute to the recruitment and appointment of Headteachers.</td>
<td>• responsible for the recruitment and appointment of Headteachers</td>
<td>• supports the Headteacher by joining appointment panels for senior leadership posts (and for posts below Deputy Headteacher and Vice Principal when invited to do so) or otherwise contributing to the appointment process</td>
<td>• responsible for communicating senior staff appointments to the LGB</td>
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<td>• responsible for recruitment to Central Office positions</td>
<td>• using key performance data provided by the school and Central Office, stays fully aware of the school’s activity in terms of its staff, staffing structures and more general HR data, and can support and challenge appropriately</td>
<td>• reports key performance on recruitment and more general HR to Central Office and the LGB</td>
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<td></td>
<td>• responsible for monitoring the Central Office Single Central Record (SCR) and statutory compliance with safer recruitment on behalf of the Board</td>
<td>• responsible for knowing and understanding the training requirements for safer recruitment including LGB members’ training if taking part in recruitment processes.</td>
<td>• responsible for the accuracy of the school’s Single Central Record and statutory compliance with safer recruitment requirements.</td>
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<td></td>
<td>• support the Headteacher by joining appointment panels or otherwise contributing to the appointment process of senior leadership team members as invited (or, in the case of Regional Directors and Executive Business Managers, involved without the need of invitation)</td>
<td>• supports the Headteacher with any staff restructure plans.</td>
<td>• consults with the LGB on staff restructure plans.</td>
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<td></td>
<td>• provide LGBs and schools with relevant data regarding staff recruitment and retention, including Group and national benchmarks where available.</td>
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8. Staff professional development

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<tr>
<td>• Ensure that staff development is given appropriate attention and resource by the Executive</td>
<td>• Ensure that the organisation provides appropriate professional development opportunities for all staff</td>
<td>• monitors effectiveness of professional development, talent management and succession planning and supports and challenges appropriately.</td>
<td>• develops and implements the school’s continuing professional development (CPD) strategy, including delivery of CPD aligned with the school’s improvement plan targeted to different groups of staff</td>
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<tr>
<td>• through monitoring performance of the organisation, challenge and support the executive to develop the capability of staff.</td>
<td>• provide support for professional development, training, induction, talent development and succession planning across United Learning</td>
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<td>• reports on CPD and its impact to LGB and Central Office</td>
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<td>• lead strategic vision and the overall staff development strategy</td>
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<td>• maintains a structured approach to talent management and succession planning at school level</td>
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<td>• develop and implement the people strategy, including delivery (directly or via commissioned support) of professional development programmes where appropriate.</td>
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<td>• ensures staff are able to benefit from appropriate Groupwide professional development opportunities, in line with talent management objectives.</td>
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## 9. Performance management

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</table>
| • Responsible for approving overall policies for performance management and pay  
• directly responsible for the performance management of the Chief Executive. | • Develop overall policies for performance management and pay  
• directly responsible and accountable for the performance management of Headteachers and all Central Office staff (although Executive Headteachers may take responsibility for the performance management of some Headteachers)  
• provide professional support for performance management across all schools  
• monitor performance management across all schools through data tracking. | • Supports the Headteacher in monitoring the performance management of staff  
• contributes to pay and bonus review processes as a member of the pay moderation panel  
• contributes to performance management of the Headteacher  
• hears appeals as part of the grievance, capability or disciplinary process. | • Implements United Learning performance management policies for staff in school  
• implements United Learning pay policies for staff in school  
• provides reports on performance management to the LGB  
• ensures that approaches to pay and performance management are conducted in a manner that adheres to equality legislation requirements. |
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</table>
| • Receive inspection reports and lessons learned as appropriate  
• receive reports regarding proposed actions to address key issue where a school is found to be inadequate or requiring improvements. | • Provide support to the school prior to, during and after inspections. | • Understands the requirements of the inspection process and supports the Headteacher  
• responsible for engaging fully with the inspection process  
• communicates the outcomes of the inspection process to parents, carers and guardians in line with statutory requirements. | • Responsible for ensuring all staff and the LGB fully understand requirements of the inspection process. |
## 11. Early years foundation stage (EYFS) (as applicable)

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</table>
| • Receive annual reports on compliance, standards and proposed actions to address issues  
  • review data on EYFS performance across all United Learning schools with EYFS provision. | • Responsible for monitoring statutory compliance with respect to EYFS.  
  • review data on EYFS performance  
  • provide advice, guidance, support and challenge with respect to EYFS provision. | • Appoints an LGB member to have specific responsibility for EYFS  
  • responsible for monitoring the school’s evaluation of the quality of EYFS provision. | • Responsible for quality of provision of EYFS, and for implementing actions to address weaknesses. |
## 12. Boarding (as applicable)

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<tbody>
<tr>
<td>• Receive annual reports on compliance, standards and proposed actions to address issues.</td>
<td>• Responsible for monitoring statutory compliance with respect to boarding on behalf of the Board.</td>
<td>• Appoints an LGB member to have specific responsibility for boarding • responsible for monitoring the school’s evaluation of the quality of boarding provision.</td>
<td>• responsible for the quality of provision of boarding, and for implementing actions to address weaknesses.</td>
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</table>
13. Communication

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| • Communicate a clear vision, strategy and long term objectives for United Learning. | • Ensure good communication between the Board, LGB Chairs, Headteachers and other staff  
  • ensure that staff understand relevant organisational priorities  
  • ensure that schools are communicating appropriately with their communities. | • LGB Chair (with Headteacher) responsible for ensuring LGB members have all the information they require to be well informed about both the school and United Learning  
  • LGB Chair (with Headteacher) responsible for ensuring the views of the LGB are well communicated to Trustees and Central Office.  
  • responsible for submitting agendas / papers / minutes for LGB meetings to the appropriate Education Director or Regional Director and the Company Secretary  
  • responsible for ensuring the activities of the LGB are communicated clearly to the school community  
  • monitors communication with staff, parents and community to ensure that priorities are well understood and issues of concern addressed. | • (With LGB Chair) responsible for ensuring LGB members have all the information they require to be well informed about both the school and United Learning  
  • (with LGB Chair) responsible for ensuring the views of the LGB are well communicated to Trustees and Central Office  
  • ensures that organisational priorities are understood by staff, parents and pupils as appropriate. |
14. Links with parents, carers, guardians and the wider community

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<tr>
<td>• Ensure development of strategy for links with parents, carers and guardians • reputational responsibility.</td>
<td>• Develop strategy for links with parents, carers and guardians.</td>
<td>• Responsible for monitoring the school’s links with parents, carers, guardians and the wider community • responsible for supporting and challenging the school to improve and develop links.</td>
<td>• Responsible for developing effective links with parents, carers, guardians and the wider community.</td>
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15. Review of local school policies, processes and procedures

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<tr>
<td>• Review and approve on an annual basis each school’s child protection policy on the recommendation of the Group’s named Safeguarding Trustee</td>
<td>• Development of exemplar policies, policy guidance and compliance checklists • monitor schools’ adherence to the cycle of policy reviews.</td>
<td>• Ensure adherence to regular cycle of school policy reviews • ensure that practice within the school reflects most up-to-date policy documents – if practice does not follow policy guidance then policies are not effective and should be reviewed • regular cycle of process scrutiny e.g. attendance registers, complaints log, work experience procedures.</td>
<td>• Regular updating of all school policies • regular updating of process and procedures e.g. attendance registers, complaints log, work experience procedures • ensures that school health and safety policies are reviewed in accordance with Group requirements including those determined by local risk assessment.</td>
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| - Overall responsibility for the risk management framework  
- approve the Group Risk Management Policy, including setting risk tolerances and determining risk appetite  
- consider the minutes of the Risk & Audit Committee, including the committee’s review of the Strategic Risk Register, at each of its quarterly meetings and an annual report from the Chair of the committee. | - Manage the strategic risks facing the organisation  
- draft and implement a Group Risk Management Policy  
- maintain, regularly review and update the Group Strategic Risk Register  
- audit school compliance with policy including existence and regular review of school key risk register. | - Oversees risk management at the local level, including regular reviews of the school risk register. | - Responsibility for risk management at their school, including the maintenance and regular review of a school risk register by SLT. |
## 17. Welfare and child protection

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| • Accountable for setting overall policies for safeguarding and child protection to ensure appropriate action is taken in a timely manner to safeguard and promote children’s welfare  
• appoint a named safeguarding Trustee  
• set the strategic vision for the spiritual, moral, social and cultural development of pupils.  
• review on an annual basis each school’s safeguarding policy and practices.  
• monitor data in relation to safeguarding incidents and their resolution. | • Provide safeguarding and child protection guidance for all schools, in line with statutory guidance and non-statutory national guidance  
• monitor the implementation of the safeguarding and child protection guidance  
• carry out safeguarding audit visits to monitor compliance with policies and effectiveness of practice  
• responsible for monitoring that each LGB is effectively scrutinising statutory compliance with respect to safeguarding and child protection for all schools on behalf of the Board  
• responsible for monitoring statutory compliance with respect to the quality of spiritual, moral, social and cultural development of pupils on behalf of the Board  
• ensure all Board members have the appropriate child protection checks and are recorded on the central office Single Central Record. | • Appoints an LGB member to have specific responsibility for welfare and child protection in the school, reporting to full LGB as appropriate  
• checks SCR at least termly  
• nominates an LGB member (usually the Chair) to liaise with the LA or partner agencies  
• monitors, supports and challenges the welfare and child protection in the school including (i) child protection (ii) exclusions (iii) serious disciplinary incidents (iv) attendance and (v) behaviour  
• responsible for knowing and understanding the school’s own evaluation of the quality of spiritual, moral, social and cultural development of pupils  
• for independent schools, ensures that there is a written risk assessment policy to safeguard and promote the welfare of students at the school and effective implementation of that policy (including that action is taken to reduce any risks identified). | • Responsible for safeguarding and child protection within the school  
• responsible for identifying risks to effective safeguarding and taking action to reduce potential risks  
• responsible for the quality of spiritual, moral, social and cultural development of pupils  
• responsible for ensuring that school policies and practices take into account the procedures and practice of the local authority  
• responsible for providing reports on welfare and child protection to the LGB and to Central Office. |
18. Buildings and maintenance

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<tr>
<td>• Review and support the strategy plan for capital expenditure, considering all schools’ 5 year plans.</td>
<td>• Develop a rolling 5 year strategy plan for capital expenditure, considering all schools’ five year plans</td>
<td>• Monitors planned and approved capital works</td>
<td>• Responsible for the maintenance of the school and facilities, with support from central office</td>
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<tr>
<td>• review capital project proposals and allocate capital funds in accordance with the charities’ finances.</td>
<td>• develop the wider estates policy in line with the charities’ strategy</td>
<td>• monitors the impact of the strategic plan on the quality of school buildings</td>
<td>• responsible, with the LGB, for developing priorities for capital expenditure and large scale ‘minor works’ in line with the strategic plan.</td>
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<td></td>
<td>• provide the Board and schools with professional support, challenge and advice relating to the management of buildings and estates</td>
<td>• responsible, with the Headteacher, for developing priorities for capital expenditure and large scale ‘minor works’ in line with the strategic plan.</td>
<td>• develops curriculum-based business plans for capital projects.</td>
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<td>• review, prioritise and approve proposals for capital investment</td>
<td>• supports the Headteacher in preparing curriculum-based business plans for capital projects.</td>
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### 19. Health & safety

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| • Form the corporate body and serve as the employer under the Health and Safety at Work Act 1974  
• responsible for setting overall policies for health and safety that are applicable to all Group operations  
• periodically review organisational health and safety performance  
• ensure adequate resources are made available for the discharge of the employer’s health and safety duties. | • Appoint a competent health and safety professional to develop health and safety policies and monitor performance  
• define the Group’s risk appetite with regard to health and safety compliance  
• provide health and safety support to all schools and central office  
• provide central office staff with the training, information, instruction and supervision as necessary to meet statutory requirements and fulfil their duties in a safe manner. | • Appoints an LGB member to have specific responsibility for health and safety in the school, attending the school’s Health & Safety Committee (where appropriate) and reporting to full LGB as appropriate  
• monitors, supports and challenges the health and safety performance at the school. | • Accountable for health and safety performance within the school  
• responsible for the implementation of health and safety policies and for statutory compliance  
• ensures that all staff within their school have received sufficient training, information, instruction and supervision as necessary to meet statutory requirements and fulfil their duties in a safe manner  
• responsible for providing reports on health and safety to the LGB  
• may delegate some health and safety responsibilities to a Health and Safety Coordinator in accordance with the Group Health and Safety Policy. |
## 20. Provision of information

<table>
<thead>
<tr>
<th>Trustees (the Board) -</th>
<th>Senior Executives and Central Office -</th>
<th>Local Governing Body -</th>
<th>Headteacher -</th>
</tr>
</thead>
</table>
| • Accountable for the provision of clear and regular information to a range of relevant bodies  
• accountable for statutory compliance. | • Monitor statutory compliance on behalf of the Board  
• responsible for monitoring statutory compliance in relation to the information provided to the regulators, parents and others on behalf on the Board  
• provide guidance and model policies. | • Responsible for monitoring the quality of information provided by the school  
• responsible for supporting and challenging the school on the quality of information  
• responsible for reviewing school policies and their implementation within an annual programme. | • Responsible for the development and implementation of school policies in line with statutory requirements and United Learning guidance  
• ensures LGB access to all information provided to regulators, parents, prospective parents and the local community  
• ensures the information provided by the school is of a high quality. |
## 21. Data protection/General Data Protection Regulation (GDPR)

<table>
<thead>
<tr>
<th>Trustees (the Board) -</th>
<th>Senior Executives and Central Office -</th>
<th>Local Governing Body -</th>
<th>Headteacher -</th>
</tr>
</thead>
</table>
| • Accountable for compliance with all data protection legislation  
• appoint a suitably qualified Data Protection Officer (DPO)  
• ensure adequate resource for GDPR compliance. | • Provide and adequately resource the DPO  
• decide response to data breaches including reporting to the Information Commissioner’s Office (ICO)  
• ensure Group ICO notifications are accurate and up to date  
• prepare, review and update a suite of data protection policies  
• ensure central office GDPR compliance  
• train school Data Protection Leads (DPLs) on policy and procedure  
• audit schools’ GDPR compliance  
• update DPLs on ICO guidance and decisions  
• provide GDPR video briefing(s)  
• embed a GDPR video briefing as part of induction for all new starters. | • Ensure a DPL is appointed  
• review compliance with DPL. | • Appoint a DPL of sufficient seniority  
• provide DPL with adequate support and resource to fulfil their role  
• ensure compliance with Group data protection policies and procedures  
• ensure all staff have seen the GDPR video briefing. |
## 22. Handling of complaints

<table>
<thead>
<tr>
<th>Trustees (the Board) -</th>
<th>Senior Executives and Central Office -</th>
<th>Local Governing Body -</th>
<th>Headteacher -</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Ensure that a suitable complaints policy exists</td>
<td>- Put in place a suitable complaints policy</td>
<td>- Responsible for handling and monitoring of complaints</td>
<td>- Responsible for responding to and dealing with all complaints</td>
</tr>
<tr>
<td>- receive and where appropriate investigate complaints about an LGB Chair.</td>
<td>- responsible for monitoring statutory compliance in relation to complaints</td>
<td>- responsible for managing and hearing any appeals as part of the complaints process</td>
<td>- provides the LGB with regular reports on all complaints.</td>
</tr>
<tr>
<td>- receive and pass on to the relevant Executive complaints from the Department for Education (DfE), the Education and Standards Funding Agency (ESFA), Ofsted, Independent Schools Inspectorate (ISI) and similar bodies.</td>
<td>- provide guidance and model policies on complaints handling</td>
<td>- ensure complaints received at Central Office are directed to the appropriate person in line with the complaints policy.</td>
<td>- receives regular reports from the Headteacher on all complaints.</td>
</tr>
</tbody>
</table>