

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

interests.

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

2. Strategy

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

3. School Improvement

Trustees (the Board) -

- Create robust accountability, oversight and assurance for educational performance
- hold executive leaders to account for the educational performance of United Learning and its pupils, and the performance management of staff
- accountable for the attainment and progress of disadvantaged pupils who attract the pupil premium, catch up and other targeted payments.

Senior Executives and Central Office -

- Provide professional support and challenge to schools to help drive improvement and high academic standards
- set annual performance targets for schools relating to academic performance
- responsible for monitoring the schools' performance
- report to Trustees on schools' performance against targets
- responsible for monitoring the schools' response to the recommendations of the last inspection
- responsible for monitoring pupils' progress and attainment
- responsible for monitoring 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).

Local Governing Body -

- Responsible for supporting the school in its self-evaluation of significant strengths and weaknesses
- responsible for knowing, understanding and challenging the school's response to the recommendations of its last inspection
- responsible for knowing, understanding and challenging pupils' overall progress and attainment
- 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).
- responsible for knowing, understanding and challenging the provisions in place to support pupils' progress and attainment (and the progress and attainment of specific groups), and for knowing and understanding the impact of those provisions.

- Responsible for the accurate selfevaluation of the school, its strengths and weaknesses and for implementing a plan of action to improve and develop based on the evaluation
- 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)
- 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.

4. Quality of Teaching

Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -
 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

Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -
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 cocurricular provision responsible for monitoring and evaluating the impact of the school's curricular and co-curricular provision.

6. Finance

Trustees (the Board) -

- 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.

Senior Executives and Central Office -

- Responsible for compliance with the ESFA Academies financial handbook
- develop a rolling 5 year financial plan in accordance with the strategic vison
- 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.

Local Governing Body -

- 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.

7. Recruitment of staff

Trustees (the Board) -

- Responsible for the recruitment and appointment of the Chief Executive
- subject to availability and at the invitation of the relevant Executive, contribute to the recruitment and appointment of Headteachers.

Senior Executives and Central Office -

- provide the Board and schools with professional HR support and advice relating to the recruitment of staff
- responsible for the recruitment and appointment of Headteachers
- responsible for recruitment to Central Office positions
- responsible for monitoring the Central Office Single Central Record(SCR) and statutory compliance with safer recruitment on behalf of the Board
- 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)
- provide LGBs and schools with relevant data regarding staff recruitment and retention, including Group and national benchmarks where available.

Local Governing Body -

- Contributes to the appointment of the Headteacher in close consultation with the Executive
- 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
- 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
- responsible for knowing and understanding the training requirements for safer recruitment including LGB members' training if taking part in recruitment processes.
- supports the Headteacher with any staff restructure plans.

- Responsible for the recruitment and appointment of school staff other than the Headteacher
- responsible for communicating senior staff appointments to the LGB
- reports key performance on recruitment and more general HR to Central Office and the LGB
- responsible for the accuracy of the school's Single Central Record and statutory compliance with safer recruitment requirements.
- consults with the LGB on staff restructure plans.

8. Staff professional development

Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -
 Ensure that staff development is given appropriate attention and resource by the Executive through monitoring performance of the organisation, challenge and support the executive to develop the capability of staff. 	 Ensure that the organisation provides appropriate professional development opportunities for all staff provide support for professional development, training, induction, talent development and succession planning across United Learning lead strategic vision and the overall staff development strategy develop and implement the people strategy, including delivery (directly or via commissioned support) of professional development programmes where appropriate. 	monitors effectiveness of professional development, talent management and succession planning and supports and challenges appropriately.	 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 reports on CPD and its impact to LGB and Central Office maintains a structured approach to talent management and succession planning at school level ensures staff are able to benefit from appropriate Groupwide professional development opportunities, in line with talent management objectives.

9.	Performance	management
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Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -
 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.

10.Inspection				
enior Executives and Central Office -	Local Governing Body -	Headteacher -		
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 	Responsible for ensuring all staff and the LGB fully understand requirements of the inspection process.		
P	Provide support to the school prior to,	• 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		

11. Early v	years foundation	stage (EYFS)	(as applicable)
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Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -
Receive annual reports on compliance,	 Responsible for monitoring statutory 	Appoints an LGB member to have specific	 Responsible for quality of provision of
standards and proposed actions to	compliance with respect to EYFS.	responsibility for EYFS	EYFS, and for implementing actions to
address issues	 review data on EYFS performance 	 responsible for monitoring the school's 	address weaknesses.
 review data on EYFS performance across 	 provide advice, guidance, support and 	evaluation of the quality of EYFS	
all United Learning schools with EYFS	challenge with respect to EYFS provision.	provision.	
provision.			

12. Boarding (as applicable)					
Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -		
 Receive annual reports on compliance, standards and proposed actions to address issues. 	 Responsible for monitoring statutory compliance with respect to boarding on behalf of the Board. 	 Appoints an LGB member to have specific responsibility for boarding responsible for monitoring the school's evaluation of the quality of boarding provision. 	 responsible for the quality of provision of boarding, and for implementing actions to address weaknesses. 		

13.Communication

Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -
• Communicate a clear vision, strategy and	Ensure good communication between	• LGB Chair (with Headteacher) responsible	• (With LGB Chair) responsible for ensuring
long term objectives for United Learning.	the Board, LGB Chairs Headteachers and	for ensuring LGB members have all the	LGB members have all the information
	other staff	information they require to be well	they require to be well informed about
	ensure that staff understand relevant	informed about both the school and	both the school and United Learning
	organisational priorities	United Learning	• (with LGB Chair) responsible for ensuring
	 ensure that schools are communicating 	LGB Chair (with Headteacher) responsible	the views of the LGB are well
	appropriately with their communities.	for ensuring the views of the LGB are well	communicated to Trustees and Central
		communicated to Trustees and Central	Office
		Office.	 ensures that organisational priorities are
		 responsible for submitting agendas / 	understood by staff, parents and pupils
		papers / minutes for LGB meetings to the	as appropriate.
		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.	

14. Links with parents, carers, guardians and the wider community				
Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -	
 Ensure development of strategy for links with parents, carers and guardians reputational responsibility. 	Develop strategy for links with parents, carers and guardians.	 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. 	Responsible for developing effective links with parents, carers, guardians and the wider community.	

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15 Review	' OT IOCA	i school	nolicies	processes and	nrocedures
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Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -
 Review and approve on an annual basis each school's child protection policy on the recommendation of the Group's named Safeguarding Trustee review and approve supporting pupil with medical needs policy review and approve the Group health & safety policy. 	 Development of exemplar policies, policy guidance and compliance checklists monitor schools' adherence to the cycle of policy reviews. 	 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. 	 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.

Risk manager	ment
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Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -
 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

Trustees (the Board) -

- 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.

Senior Executives and Central Office -

- 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.

Local Governing Body -

- 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)
- responsible for knowing and understanding the school's own evaluation of the quality of spiritual, moral, social and cultural development of pupils

attendance and (v) behaviour

• 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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Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -
 Review and support the strategy plan for capital expenditure, considering all schools' 5 year plans. review capital project proposals and allocate capital funds in accordance with the charities' finances. 	 Develop a rolling 5 year strategy plan for capital expenditure, considering all schools' five year plans develop the wider estates policy in line with the charities' strategy provide the Board and schools with professional support, challenge and advice relating to the management of buildings and estates review, prioritise and approve proposals for capital investment responsible for monitoring compliance with statutory regulations relating to premises and accommodation. receive, review and report to the Board and relevant committees on proposals schools for planned capital works. 	 Monitors planned and approved capital works monitors the impact of the strategic plan on the quality of school buildings responsible, with the Headteacher, for developing priorities for capital expenditure and large scale 'minor works' in line with the strategic plan. supports the Headteacher in preparing curriculum-based business plans for capital projects. 	 Responsible for the maintenance of the school and facilities, with support from central office responsible, with the LGB, for developing priorities for capital expenditure and large scale 'minor works' in line with the strategic plan. develops curriculum-based business plans for capital projects.

19. Health & safety

Trustees (the Board) -

- 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.

Senior Executives and Central Office -

- 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.

Local Governing Body -

- 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.

Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -
 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)

Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -
 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.

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Trustees (the Board) -	Senior Executives and Central Office -	Local Governing Body -	Headteacher -
 Ensure that a suitable complaints policy exists receive and where appropriate investigate complaints about an LGB Chair. 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. 	 Put in place a suitable complaints policy responsible for monitoring statutory compliance in relation to complaints provide guidance and model policies on complaints handling ensure complaints received at Central Office are directed to the appropriate person in line with the complaints policy. 	 Responsible for handling and monitoring of complaints responsible for managing and hearing any appeals as part of the complaints process receives regular reports from the Headteacher on all complaints. 	 Responsible for responding to and dealing with all complaints provides the LGB with regular reports on all complaints.