

Operational Report



2017/18

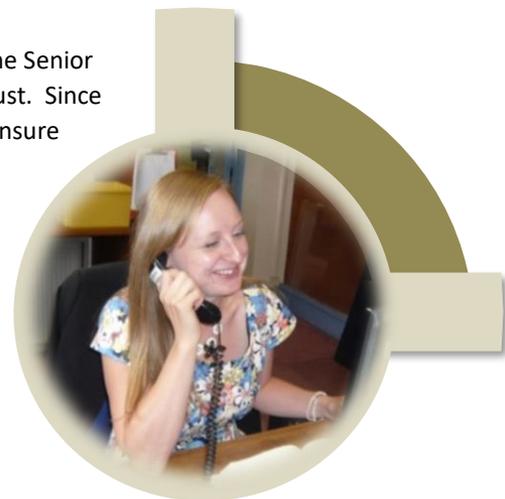
A summary report on our support and ancillary services

Admin Support

Admin support is provided mainly from the School & Children's Centre. At the school the Senior Administrator, is responsible for school administration and governance of the wider Trust. Since May 2017, the school office has had a major restructure and has been reorganised to ensure a smoother running department. New administration systems have been designed and implemented (everything was paper based previously), which includes attendance monitoring, pupil files, medication, pupil progression and examinations.

The School reception also hosts the main switchboard for the Trust, all enquiries go through here initially, before being redirected to the requested department. Likewise, all post is delivered to the school to be sorted and distributed across the Trust. Admin support has also been provided to the CEO, the Board of Trustees and the Board of Governors, which includes, report writing, organising the Annual General Meeting, meeting bookings and the governance of company and charity details for Companies House and the Charity Commission.

Next year the school would like to introduce a Management Information System (MiS), which would impact the school dramatically. This would mean that all information related to pupils could be retrained in one location, making it quick and accurate to locate and use. The School aim to roll the new MiS out to all School Staff in April 2018. Plans are underway to recruit an office apprentice, to start with the new academic year in September 2018.



At the Children's Centre staff support with managing the reception area, including overseeing the displays in this area, supporting staff with any marketing and promotional material they require including the design of such materials, database inputting and extracting data for reports, telephone calls and helping staff make contact with parents for their groups, providing admin support to the Family Support team.

Admin support was also provided, to Malvern Street Nursery, Primary Services and from time to time supporting with calls for the main switchboard.

We are also in the process of managing a new reception area at Braithwaite Road (previously Sparkbrook Children's Centre) where there are number of improvements required to bring them in line with our systems. We are also working very closely in partnership with Springfield Children's Centre Admin Team to ensure that we have consistency of service across the Hall Green District.



HR Support

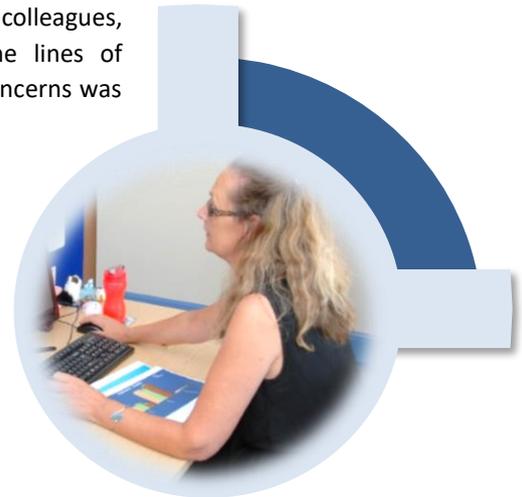
For the year 2017/18, the majority of HR resources were spent on preparing for the new Children's Centre Contract changes, including consultation with staff to explain and prepare for the outcome and what this would mean for them, the Children's Centre and the Trust.

When the news came that the joint bid was successful, the work then started on consultation with our staff, TUPE transfer for staff from the other organisations within the Partnership and the proposed Secondment of Birmingham City Council employees, who were working within the Hall Green District. Close partnership working with Springfield Project, Barnardos, Surgeons, Birmingham City Council and associated Trade Unions was key to the success and strong working relationships that followed.

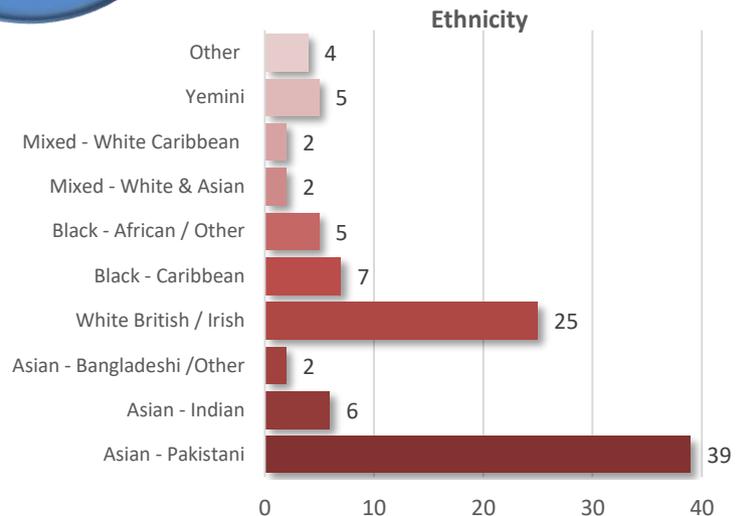
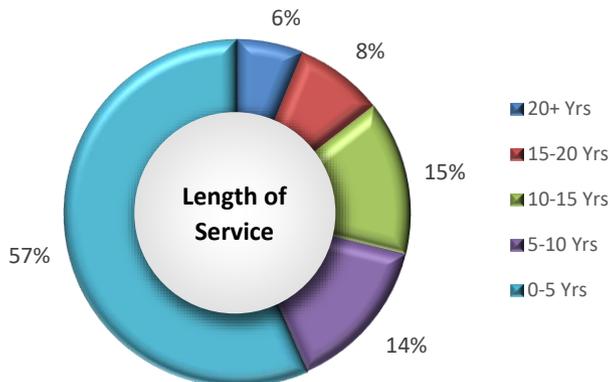
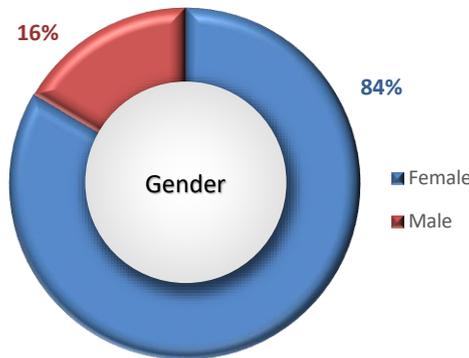
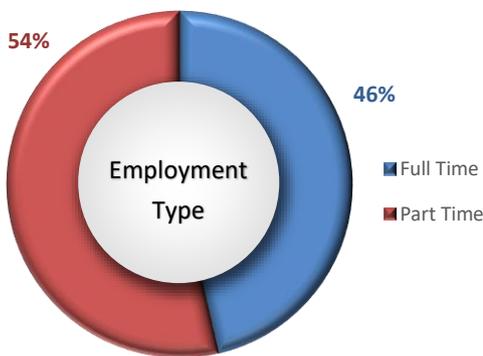
Staff were understandably worried about how this would affect them personally, their colleagues, parents and the children who use our services across the district. Keeping the lines of communication open and working on an open door policy, for staff to discuss their concerns was crucial under these conditions.

In addition, HR also supported in

- Absence and attendance monitoring
- Dispute resolution and grievances
- Recruitment and selection
- Equality and diversity monitoring
- HR Policy updates and guidance
- Change management, dealing with restructure and redundancy
- Employee engagement, including annual staff satisfaction surveys
- Employee performance and development



The following are key staff statistics for the year 2017/18;

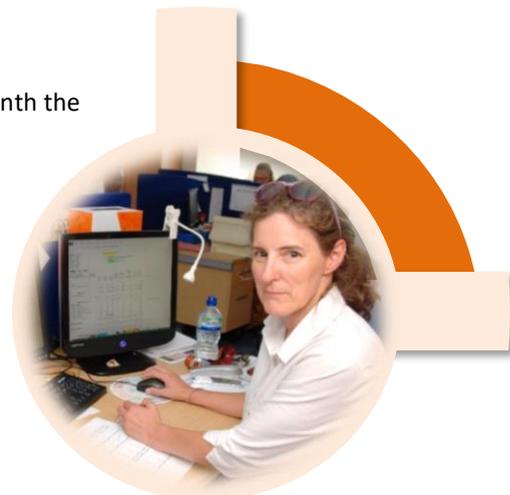


Finance Support

The Finance Department is situated on St Paul's Road and includes Payroll. Each month the Finance staff process invoices, make payments including those online, process sales invoices, reconcile, and record all income received including parent fees for the Nursey and Out of School Services. Every couple of weeks' staff collect and count cash received, reconcile and top up petty cash floats and make frequent visits to the bank. Payroll staff process salaries each month for over 100 staff, and also weekly for up to 10 staff members.

Each month, after all transactions have been posted on the accounts system, management accounts are prepared and sent to individual managers and Trustees. Finance staff have regular meetings with department managers to discuss these accounts and future budgets.

Each year, year-end accounts are produced and audited ready for distribution at the AGM.



 Value of
Supplier Trading
£537,800

50% 
Suppliers within 20
miles of Balsall Heath

 Processed
fee income
£279,270

 **6,900**
Financial transactions &
documents processed

IT Support

Some of the key support provided and work undertaken in 2017/18:

- Moved upgraded internet and connectivity services to a new supplier. This meant we were able to upgrade internet connections to much faster services, connect all our sites behind a next generation firewall and utilise an advanced web traffic filter capable of intercepting and filtering encrypted web traffic in order to keep our staff and users safe whilst using the internet
- Rebuilt the computer network, re-imaging some 80 workstations, 15 servers with the latest operating systems and software
- Provided support for Trust's commitments to Birmingham Forward Steps contract by:
 - Collaborating on the installation and integration of BCHC's RiO electronic patient record platform across Trust sites
 - Incorporation of Braithwaite Road site into the St Paul's Trust network by providing IT equipment and network services
 - Equipped staff with mobile phones and laptops to support a more flexible working model across the district
- Revised data protection policies and procedures as part of the Trust's commitment to new compliance with new data protection and privacy legislation
- Provided ongoing support for updating the Trust website and social media accounts

 **1200**
IT Support Requests
Received

 **99.1%**
Positive Outcome
Achieved

 **150**
Email Accounts
Managed

 **£15,000**
Worth of software donations secured
to support our key IT operations

Estate Services

The Estates team consists of 8 members of staff, responsible for looking after 5 sites and 7 buildings across the Trust. This includes:

- Opening/Closing/Alarm callouts
- Security of the buildings
- Cleaning
- Dealing with all contractors e.g. PAT testing, Gas boiler servicing
- Maintenance
- Health & Safety
- Dual Use of the building



The team works extremely hard as often there can be challenges to complete jobs or meet targets within budget and in time, but we have a committed team who will often go 'above and beyond' to support the other services.

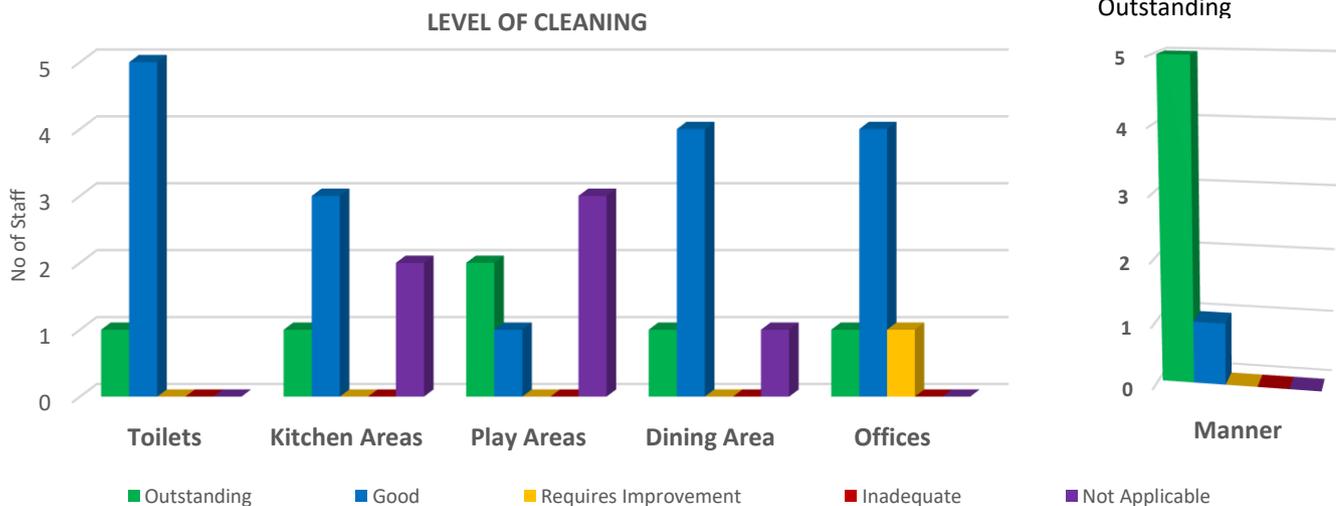
The following are key highlights from 2017/18:



The following are results of the survey staff were asked to complete;

Cleaners have worked extremely hard to cover the different sites and as can be seen by the chart below the majority of areas were rated good with some improvements to be made

Overall, the score for 'Cleaners Manner', across all sites, was rated either Excellent or Outstanding



Future Plans

With the Primary School opening imminently, we will be needing more cleaners and another maintenance worker, but it all looks exciting and challenging.