

Report to ET Board November 2016:Engage Educational Services

EES has a full relaunch in January and conference in February. Work completed since my appointment is therefore focused on the preparation for this in conjunction with the business priorities (overleaf). Analysis of the business model moving forward will shortly become one of the priorities.

a) Development and refining of procedures and processes:

- New website model has been designed, content written and is now being worked on by the web developer
- The EES brochure has been rewritten and is now with publishers
- Development of EES specific policies, procedures and processes
- Development of an EES training and development plan linked to performance management, including a new SSA booklet to support performance management and quality of service
- Developing via the appraisal/PM system business contingency across the business including deputies for team leaders and ICT champions
- Development of staff and new services that can be run in-house. For example, EES are cascading training across the service to deliver Mid-Day Supervisor training
- Refinement of the referral and report writing process. Possible saving of 50% in time spent by SSA's on administration. This will allow more support for our core business i.e. schools and students. In addition, there is now a centralised tracker being developed to monitor service delivery across all of our services. This will support analysis of service delivery and inform future remodelling and restructuring
- Creation of a centralised storage and standardised file management system
- Trialling an electronic expense claim form and whole staff tracker trial to support flexible working and improve efficiencies. Also, trialling an electronic referral form system.
- New EES bulletin is produced weekly

b) Recruitment

3 SSA's have been appointed and a number of 0 hour tutors and home learning/classroom assistants

EES is currently transferring some of the admin recruitment processes from Engage to EES

c) Relocation

- Staff based at Locksley will be relocating to DoL in January. New office space to accommodate staff have been negotiated with DoL management

d) Commissioned Services

- Improving synergy and reporting arrangements with commissioned services to ensure Value for Money

EES Business Priorities 2016-17

	Objectives	Objectives will be achieved by
1	Ensuring EES is effective and a success	Adhering to our values
		Effective leadership and management
		Marketing, publicising and building strategic relationships
		Managing individual and collective services
		Identifying and providing additional services
		Building capacity for expansion
2	Transition of existing services from the Engage Trust to Engage Educational Services (EES)	Developing EES policies procedures and processes
		Standardising and developing systems and services
		Developing EES shared centralised systems
		Communicating strategy for an effective re-launch and to support a smooth transition
3	Enhance delivery, quality and content of services in response to user requirements	Refining, standardising and developing systems and services.
		Capturing, analysing and responding pro-actively to staff, partners and customer feedback
		Managing collective and individual service lifecycles for effectiveness and efficiencies, ensuring that cross-service synergies and objectives are achieved
		Developing new and efficient ways of working with staff and customers
		Developing EES training, performance management and awards systems
4	EES Infrastructure	Ensuring clarity and synergy across services by introducing defined ways of working
		Developing centralised services and resources and ensuring systems meet EES requirements
		Ensuring equipment meet the requirements of the service by the development of a rolling replacement programme
		Developing the EES website for customers
5	Business Sustainability and Contingency	Building capacity to always meet customer requirements
		Being aware of our carbon footprint by introducing smarter more efficient ways of working
		Developing contingency in all areas of our working



