

SCRUTINY INVESTIGATION – EDUCATION SUPPORT SERVICES

QUESTIONS FOR SCHOOL VISITS

GwE Services:

1. Is the service received from GwE acceptable? If not, why?
2. Is there balance between supporting schools and challenging them – Is GwE's supportive role thorough and timely and does it support school improvement?
3. What is your view on the school-to school model?
4. Does the school receive adequate and appropriate support?
5. In what ways could the service be improved within the resources available?

CYNNAL Services

1. Is the service received from CYNNAL acceptable? If not, why?
2. How quickly do they respond to problems / enquiries?
3. How effective is the service in terms of new innovative systems? (Are they at the cutting edge in this case?)
4. In what ways could the service be improved within the resources available?

Service Level Agreements with the Authority:

1. Does the school feel that it gets value for money from the services received through the Service Level Agreement with the Authority?
2. What range of services does the school use?
3. What is your view on the quality of services received?
4. In what ways could the service be improved within the resources available?