

Appendix R – Governor Support

1. Governor Support - overview

The purpose of the Governor Support Service is to provide a range of support services to school's governing bodies and their members, to enable them to effectively carry out their role and meet their statutory responsibilities. These services include the provision of a comprehensive training and clerking service.

2. Response rate

The total number of schools responding to this question is shown below in Table 1 from 2004/05 to 2009/10. It also shows how this figure equates to the total survey population, see Table 1 below.

Year	Number of responses	% of Leeds Schools
2004/05	137	50.36%
2005/06	82	30.14%
2006/07	95	34.92%
2007/08	84	31.11%
2008/09	111	41.11%
2009/10	105	38.88%

Table 1 : Total number of responses by year.

3. Service providers

Those service providers recording five or more responses are shown below in Table 2. The table lists the total responses for 2005/06, 2006/07, 2007/08, 2008/09 and 2009/10 and further breaks down the responses into primary, secondary and other phases for 2009/10.

Service Provider	2005/06	2006/07	2007/08	2008/09	2009/10			
	Total	Total	Total	Total	Primary	Secondary	Other	Total
Governor Support Service, Education Leeds	82	95	84	110	97	8	0	105

Table 2 : Total number of responses by service provider.

All schools responding to this question procured their governor support service from Education Leeds, therefore they are the single provider within this service sector.

4. Performance level

The key performance level review is measurable on a scale of 1 = very good, 2 = good, 3 = highly satisfactory, 4 = satisfactory, 5 = unsatisfactory, 6 = poor and 7 = very poor. The mean performance level is shown in Table 3 below.

Service Provider	2007/08		2008/09		2009/10		
	Avg	Performance Level	Avg.	Performance Level	Avg	Performance Level	Change
Governor Support Service, Education Leeds	2.30	Good	2.25	Good	2.49	Good	Worse

Table 3 : Performance level

Governor Support Service, Education Leeds continues at a good level although the performance score this year has fallen slightly.

5. Service providers – value for money

Schools were asked to record whether or not the service provider was delivering value for money. The responses are listed below in Table 4. The table sub-divides the responses into primary and secondary phases.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Governor Support Service, Education Leeds	56	17	24	6	1	1	62	18	25

Table 4 : Value for Money by Service Providers

In both phases Education Leeds recorded positive feedback with schools commenting that they were receiving value for money.

6. Service providers – improvement

Schools were asked to record how the service provider could improve their service delivery and what steps they were taking to ensure that this was taking place. Table 5 lists the response to this question.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Governor Support Service, Education Leeds	50	12	35	1	3	4	51	15	39

Table 5: Expected improvement of service providers

The majority of schools responding to this question expected the service to be improved. From free text comments it schools would like to see improvements in the consistency of the clerk and that the service is becoming expensive.

The full list of comments is available in [Annex R](#)

Annex R – Governor Support Service, Education Leeds

1. Please explain why you rate the service provider this way?

Positive responses

- The training programme is very good and 1 to 1 support is excellent when requested.
- Very competent and pleasant clerk always provided for meetings.
- No problems.
- We have been fortunate in the clerk provided by this service for the governing body, but my ideal would be someone similarly qualified who works in school, providing clerking for all governors meetings, not just the full body meetings.
- Effective clerking. Sound advice given.
- Been given some very helpful advice and support from the Governors Support Service which has enabled us to ensure the school is meeting all the requirements of governance.
- Clerk to our governors is outstanding. Some governors have felt the courses a bit too long winded and need to get across important information quickly as these volunteers are busy people.
- Queries answered quickly.
- The Governors unit have been very supportive and helpful to as we move towards federation. in particular.
- Good package of training - trying to provide local training. Responsive to need. Need to check documents list as a lot out of date and duplicated.
- Clerking service is good and admin is usually good. Sending out a draft agenda well before each meeting (as they used to) would be really helpful so we can amend.
- Much improved agendas especially for FMSiS.
- Useful and willing to support new HTs and Gobs.
- Advice is based on current legislation and delivered in a user friendly way. The school's clerk is knowledgeable and gives clear guidance.
- Professional service with good advice given.
- This service is valued by our governing body and the school.
- Clerk was very good. We have been assigned a new clerk who we have not met as yet so cannot comment.
- Very supportive. Approachable. Reliable.
- Prompt and efficient.
- Excellent knowledgeable clerk who provides an excellent service and has the ability to advise the governors on their actions.
- Helpful but expensive.
- Excellent clerking service. Extremely helpful and supportive when advice needed. Very good informational resources.
- Support has been clear and helpful.
- Minutes are reasonable and advice OK. Did have a period when we had different clerk at each meeting with no continuity and we complained and this was addressed. Rise in costs is little disappointing.
- Clerk to Governor Service who works well - hope new system does too.
- Increase in price will not necessarily deliver an improved service. We have not seen a difference yet! Our clerk is efficient any way so we are paying more for the same.
- Always prompt efficient and helpful service. High quality personnel and advice. Documentation provided efficiently and aptly. Yet to see if the recent price increase represents value for money.
- Advice is given promptly. The new formats for committee meetings are very useful.
- Excellent support for the primary federation.
- the clerk is excellent.
- Very helpful.
- Excellent support for our federation.
- Respond quickly and efficiently.
- Clerk good - doesn't really offer advice.

- Our clerk is efficient.
- Please don't change the clerking system.
- Support to school very good from clerk and support unit.
- Very knowledgeable. Sometimes difficult with part time workers at Gov Unit to organise training.
- No problems, always helpful and informative.
- Always helpful with good advice.
- Good clerking.
- The clerking for our governors is of a high standard. It seems to take a long time to get minutes of meetings through. Good advice is given from Governor Support Services.
- Excellent Service.
- Glad we are keeping our clerk who is very good. But not sure whether the new service will provide value for money.
- Clerking service good at meetings. Not pro-active enough.
- Staff give advice on statutory responsibilities. Knowledge of current educational facts. Would like a regular clerk assigned to school.
- Have had a regular change of clerk to Gov Body but recently this has not been an issue. Advice from unit usually very good.

Negative responses

- The clerking service was very good but because of recent changes we have not had the 'consistency' and continuity - different clerk every time and to my knowledge no minutes received for the last meeting which was in mid November.
- Preferred and same person.
- Dependant on who clerks. Can be frustrating re time to turn around minutes etc. Specific recent issue with community / LEA Gov and slow communication from GSS.
- Minutes quite often inaccurate and need amending.
- Although new increase in price seems very high and not informed about at budget setting time.
- Has become too costly so we are using our own clerking arrangements.
- Do not use the Governors service very much. Good when we do need information. Most of our cost is therefore for full governing body minutes. Costs work out very expensive for the amount of time.
- We have had many different clerks over the last few years.
- FMSiS recommended not to use our admin staff to take minutes. Therefore use the services from Gov. Support unit and not entirely satisfied (eg late minutes).
- Clerking service poor- many mistakes and problems in getting minutes back in appropriate type. Advice from Gov Sup is usually good.
- The quality of the minutes could improve eg Names correct. However, GS Unit have responded well to requests by phone. The lack of consultation by new service is unacceptable. A buy as you need to fit individual schools should be available.
- Arrange to see me as a new head teacher but not been in to school.
- The clerking service charge has increased. We are waiting for 3 LEA vacancies to be filled. Our governors don't attend meetings regularly and the only advice we got is to have another meeting to discuss this.
- Delayed return of Gov. minutes. Often have different clerks. New clerks not as well informed re financial matters and other issues as previous ones.
- Clerks need more training on requirement of minutes for FMSiS.
- Having to re write minutes that do not make sense is a waste of time! Hope to see an improvement with revised service NB - Need to make sure that HTs are kept in the loop with information sent to chains.
- Quality of clerking / minutes/ agendas has been really poor this year. Disappointed with cost of new contract which is much higher than initially suggested. SLA does not offer enough flexibility. Omens not good for future.
- Minutes often inaccurate.

- Had a few hiccups recently - the Governor Service have been informed.
- Governor minutes have mistakes, sometimes they forget to turn up to meetings although over the phone help is good.
- Usually excellent but a few mistakes recently. Still too much down to the HT and school to organise.
- Change in clerks can lead to inconsistencies in advice. Inaccurate advice has been given at meetings.
- We have had a constant change of clerks for years. Service needs stability.
- Erratic attendance at meetings, never the same clerk. Minutes have gone missing. Speed of publishing minutes is slow. Good phone and e mail support and infobase documentation.
- Clerk was not supportive to the Head in the past.