

LA Clerking Service Evaluation 2022

Summary outcomes

The survey was conducted in the autumn term of 2022 and 290 questionnaires were issued resulting in 136 returns being received, giving a return rate of 46% (48% - 2019, 70% - 2016, 48% - 2013 & 62% - 2010).

The results show that the overall rating at good or better, across the six areas assessed, was 95% (94% - 2019). The outstanding rating of 60% (49% - 2019) shows a significant increase since the last survey. The overall ratings at requires improvement came out at 4% (6% - 2019) and inadequate was 1% (1% - 2019).

On the question of whether the respondents would recommend the service to others, on a scale of 1 -10 (where 10 is extremely likely), 96% (92% - 2019) of boards gave a score of 7 or above, with 64% (56% - 2019) giving a rating of 10.

Fifty-nine boards provided comments to support their ratings, 76% of these were very positive about the service and the contribution of their clerks. The adverse comments mainly refer to the lack of availability of permanent clerks and the deployment of cover clerks. All the boards acknowledged however that cover had been provided. Recruitment and retention remain a significant issue for the service and these areas will be given further consideration in the future.

Three boards did cite the performance of their clerk as the issue. These matters are being addressed through the corporate capability process and relevant support is being provided for the clerks.

The full details of the outcomes for the six different criteria are shown in the table below. The role of the clerk has evolved over recent years culminating in the Department for Education producing the Clerking Competency Framework in 2017. The service has used the framework to shape its development programmes for clerks and this has resulted in the need to update some of the questions in this survey to reflect the changes in the role. This does make direct comparisons with previous survey results more difficult. The comparative data is shown in appendix 1, annotated to flag up where there are differences in the questions from previous years.

Overall the outcomes remain very positive for such a large and complex service that continues to have recruitment and retention issues. They provide evidence that we are providing a high performing and improving service and have been over an extended period. The comments highlight issues that are known to the service and we constantly review our practices and processes to improve them. This has included working with the corporate recruitment team to improve the return rate of applications, providing mentors to support new clerks and, since the last survey was conducted, increasing the hours paid to clerks to reflect the enhanced demands of the role.

2022 survey questions

1. Your clerk's understanding of the board's responsibilities, governance legislation and procedures, and the wider educational context in which the board is operating.
2. Your clerk's professionalism in administering the work of the board, including producing high quality paperwork and clear record keeping (agenda setting, minutes, emails, meeting schedules, overseeing membership, succession planning, progress chasing, etc.)
3. Your clerk's ability to provide timely and accurate advice, or to know when to recommend to the board that it seeks more specialist support.
4. Your clerk's ability to build good working relationships with the chair, board members and school leader, based upon open communication and smooth information flow.
5. Your clerk's impact on improving the effectiveness of your board.
6. Hampshire Governor Services' administration of the service (introductory meetings, arranging cover, dealing with performance issues, timely response to communications, etc)
7. How likely is it that you would recommend the Clerking Service to another board? (0 - very unlikely, 10 - extremely likely).

	Q1	Q2	Q3	Q4	Q5	Q6
Outstanding	87	93	87	96	70	55
Good	43	36	41	32	59	78
Requires improvement	5	6	7	7	6	3
Inadequate	1	1	1	1	1	
Total	136	136	136	136	136	136
Outstanding	64%	69%	64%	71%	52%	40%
Good	32%	26%	30%	24%	43%	57%
Requires improvement	3%	4%	5%	5%	4%	2%
Inadequate	1%	1%	1%	1%	1%	1%
% Total	100%	100%	100%	100%	100%	100%
% Total Outstanding + Good	96%	95%	94%	95%	95%	97%

Q7	Number	%	Total % 7+	Establishment types making a return:	
10	88	64%			Primary (111) 82%
9	17	13%			Secondary (14) 10%
8	19	14%			Special (7) 5%
7	7	5%	96%		Academy / MAT (1) 1%
6	1	1%			Education centre (2) 1.5%
5	1	1%			
4	1	1%			
3	2	1%			
1	0	0%			
Total	136	100%			

Hampshire Governor Services

LA Clerking Service Evaluation 2016 – 2022 comparison report

1. Your clerk's understanding of the board's responsibilities, governance legislation and procedures, and the wider educational context in which the board is operating.

	2022	2019	2016
Very good [O/S]	64%	60%	56%
Good	32%	34%	27%
Satisfactory			15%
Unsatisfactory [RI]	3%	5%	1%
Poor [Inadq]	1%	1%	1%
No return			0

2. Your clerk's professionalism in administering the work of the board, including producing high quality paperwork and clear record keeping (agenda setting, minutes, emails, meeting schedules, overseeing membership, succession planning, progress chasing, etc.)

	2022	2019	2016
Very good [O/S]	69%	55%	49%
Good	26%	39%	30%
Satisfactory			15%
Unsatisfactory [RI]	4%	5%	1%
Poor [Inadq]	1%	1%	1%
No return			1%

3. Your clerk's ability to provide timely and accurate advice, or to know when to recommend to the board that it seeks more specialist support

	2022	2019	2016
Very good [O/S]	64%	60%	51%
Good	30%	34%	29%
Satisfactory			16%
Unsatisfactory [RI]	5%	5%	2%
Poor [Inadq]	1%	1%	1%
No return			1%

4. Your clerk's ability to build good working relationships with the chair, board members and school leaders, based upon open communication and smooth information flow.

	2022	2019	2016
Very good [O/S]	71%	60%	57%

Good	24%	34%	28%
Satisfactory			12%
Unsatisfactory [RI]	5%	5%	2%
Poor [Inadq]	1%	1%	1%
No return			0

5. Your clerk's impact on improving the effectiveness of your board.

	2022	2019	2016
Very good [O/S]	52%	36%	39%
Good	43%	54%	41%
Satisfactory			18%
Unsatisfactory [RI]	4%	9%	0
Poor [Inadq]	1%	1%	2%
No return			1%

6. Hampshire Governor Services' administration of the service (introductory meetings, arranging cover, dealing with performance issues, timely response to communications, etc)

	2022	2019	2016
Very good [O/S]	40%	21%	33%
Good	57%	72%	39%
Satisfactory			16%
Unsatisfactory [RI]	2%	7%	1%
Poor [Inadq]	1%	0	0
No return			11%