

# Warwickshire Governor Services

## Service Specification WES Governor Services – Clerking Service

### The basics – Clerking Service Description

The WES Clerking Service provides governing boards with a Governance Professional who will provide administration and advisory support to all members of the Governing Board.

Schools can choose the number of meetings that clerking support is needed subject to a minimum quantity of six meetings being purchased.

### What is included?

- A thorough recruitment and selection process to appoint a Governance Professional (GP) to your Governing Board.
- An effective GP who is responsible for all administration duties to support the Governing Board. In consultation with the Chair of Governors, this will include arranging and co-ordinating Governing Board meetings, collating papers, and documents to support the agenda and production and distribution of minutes of meetings.
- A GP who will maintain all governing board records including governing board membership, governor terms of office and governor attendance at meetings; advice and guidance on constitutional matters, governing board procedural matters, best practice advice including conduct of meetings, quorums for meetings and voting regulations.
- A point of contact for Governor Services to disseminate information, share best practice and communication via email, newsletters and GovernorHub (if used).

### Clerking Service Responsibilities: Who does What?

#### The Clerking Service will:

- Be the point of contact for the School and GP at all times.
- Provide the GP with up-to-date advice, guidance and support on all school governance related matters.
- Quality Assure the work of the GP to ensure high standards are always maintained.
- Manage the Annual Performance Review Process and liaise with the GP and School to ensure the process takes place and is of value to all parties.
- Review any development needs identified during the Annual Performance Review of the GP and provide additional training and development opportunities to support the GP in their role.
- Invite the GP to regular briefings / networking meetings where local and national information is shared and colleagues are able to network with others and have an opportunity to share best practice throughout the County.
- Provide CPD opportunities to enable the GP to gain more knowledge on the work of the governing board and develop a greater understanding of the work involved.

- Encourage the GP and School to complete any Customer Satisfaction / Feedback Surveys / Forms which will enable the Clerking Service to be reviewed.
- In the event that the Clerking Service has to be withdrawn, provide the school with one term's notice of withdrawal.

#### **The Governance Professional (GP) will:**

- Arrange governing board meetings to include the preparation of the meeting agenda in conjunction with the Chair of Governors and / or Headteacher.
- Circulate the agenda and supporting papers to all members of the governing board and the Headteacher at least one week (7 days) prior to the arranged meeting.
- Attend Governing Board meetings and record the minutes.
- Within two weeks following the meeting, will prepare draft minutes for approval by the Chair / Headteacher liaising appropriately with the Chair / Headteacher on the minuting of confidential items.
- In consultation with the Chair / Headteacher will deal with any clerking issues arising from governing board meetings.
- Maintain accurate and up-to-date governor details to include their terms of office, advising the governing board of governors whose terms of office are nearing completion.
- Provide governance information for the school to update GIAS records.
- Organise the process for the election of the Chair and Vice-Chair of the governing board and chair the meeting whilst the Chair of Governors is appointed / reappointed.
- Provide advice and guidance to support governors / school staff with governor elections and the election process.
- Advise the governing board on procedural matters within the School Governance Regulations although this will not include legal advice.
- Inform Governor Services and the appropriate Diocese (*if a Church School*) promptly of any changes in the governing board membership including appointments and reappointments, resignations, the appointments of Chair and Vice-Chair and changes to contact details.
- On an annual basis notify Governor Services of Governing Board Membership by completing a Governing Board Membership Form.

#### **The Customer will:**

- Ensure that the GP receives a comprehensive induction to their role at school.
- Ensure the GP receives appropriate support and guidance when governing board tasks are given.
- Agree and confirm meeting dates in partnership with the GP.
- Endeavour to provide the GP with papers / documents in a timely manner in preparation for Governing Board Meetings.
- Complete an Annual Performance Review with the GP giving an opportunity for both parties to review progress and to discuss the role moving forward.
- Provide feedback to the GP and Governor Services following the Annual Performance Review.
- Encourage the GP to take advantage of any CPD opportunities available to them.
- Provide feedback to Governor Services regarding the service they receive which will enable Governor Services to analyse customer satisfaction.

- Notify Governor Services immediately if they have any concerns or questions regarding the GP, the Clerking Service, or the Service they subscribe to.
- Give Governor Services one term's notice if they decide to cancel their subscription and withdraw from the Clerking Service.

**NB:** The service is costed based on the electronic distribution of governing board papers to all members of the governing board either via GovernorHub or as agreed with the Chair of Governors.

### How to buy more

Occasionally the Governing Board may need to purchase additional hours for the GP to complete a task or to arrange and attend an extra meeting. In agreement with the GP and The Clerking Services additional hours / meetings may be purchased:

- ❖ To Clerk an Additional Committee meeting
- ❖ To Clerk an Exclusion, Discipline or Complaints Panel meeting
- ❖ To complete additional administration work (as requested by the Chair of Governors)

### Buy As You Need

In addition to the subscription packages and charges, *Buy as You Need* services are available to purchase, these include:

- ❖ Clerking a Governing Board / Committee Meeting
- ❖ To Clerk a Panel Meeting e.g., complaints, exclusions, grievance
- ❖ Additional Governance Professional Training

Further details of these can be found in the Professional Development Programme or alternatively please contact Gurby Dhesi (School Governance Traded Services Officer) via email: [gurbydhesi@warwickshire.gov.uk](mailto:gurbydhesi@warwickshire.gov.uk) or telephone: 01926 745137 to discuss your requirements.

### In the unlikely event that something goes wrong

Please contact Gurby Dhesi, School Governance Traded Services Officer, by telephone on 01926 745137 between 8.00am to 4.30 pm Monday to Friday, or email [gurbydhesi@warwickshire.gov.uk](mailto:gurbydhesi@warwickshire.gov.uk)

We endeavour to respond to 95% of queries regarding service delivery within 10 working days.

Any matter that cannot be resolved within 10 working days will be referred to the Governor Services Lead for further response.

We aim to resolve service issues within a 90-day period and in most instances expect to resolve issues much quicker than this. If, however, we miss the 90-day deadline, we will escalate the issue to WES Customer Care.

## Service Levels

We will monitor our performance against the following KPIs on a quarterly basis. Performance reports are scrutinised by the Council's Commercial Board who set reparative expectations for any service levels that fall below published standards.

If as a customer you believe our service level has fallen below these levels, please contact us through the process outlined in the '*if something goes wrong*' section above.

Indicator	Description	Measure
Customer Care	We will respond to any queries regarding service delivery within 10 days	95% of service queries will be responded to within 10 days.
Governor Helpline	We will respond to any governor helpline enquiry within 5-days of receipt	100% of enquires made to our helpline will be responded to within 5 days
Overall service	We will undertake an annual review of customer satisfaction	90% satisfaction with School Governor Services by schools who buy back, will rate our service as good or excellent
Training and Development	All centre based and in-house training activities include a delegate feedback form	90% Satisfaction good or better on all training feedback forms