

## LONDON DIOCESAN BOARD FOR SCHOOLS

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### ITEM : LDBS SCHOOL SURVEY

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#### PURPOSE

1. To bring to members attention the outcome of the 2006 survey of LDBS headteachers' satisfaction with the services and support provided by the LDBS. The broad conclusion is that on a return response rate of 56%, the generally very positive evaluations of 2004 have been slightly improved on in the 2006 picture.

#### REPORT

2. This survey was carried out along the same lines as the one in 2004, with 36 questions being asked, including 3 fundamental questions about the overall satisfaction with School Support Services, Buildings and Finance and the LDBS as a whole. The results for these fundamental questions, and a comparison with the 2004 survey is given below:

Year	Number of Responses	Mean Score	Very Good %	Good %	Satisfactory %	Poor %
<i>How do you rate the overall quality of LDBS School Support (Core Services)</i>						
<b>2006</b>	<b>83</b>	<b>1.6</b>	<b>43</b>	<b>50</b>	<b>7</b>	<b>0</b>
2004	90	1.7	44	39	17	0
<i>How do you rate the overall quality of LDBS Support in respect of School Buildings?</i>						
<b>2006</b>	<b>83</b>	<b>1.9</b>	<b>36</b>	<b>36</b>	<b>27</b>	<b>0</b>
2004	90	2.0	29	44	27	0
<i>In your view, how much difference (for good) does the existence of the LDBS and its current staff make to your school and your leadership role in it?</i>						
			<b>A great deal %</b>	<b>Some %</b>	<b>Not a lot %</b>	
<b>2006</b>	<b>83</b>	<b>1.4</b>	<b>63</b>	<b>31</b>	<b>6</b>	<b>0</b>
2004	90	1.5	58	34	8	0

3. Attached to this report is a summary of the results (not included is a sheet of comments that schools included as well as the individual scores for each school).
4. 83 schools responded to the survey which is a 56% return, only slightly down on the 2004 survey.
5. The mean score is the average score given by schools for each of the statements or questions. Schools were asked to answer most questions using a 4 point scale (1=Very Good; 2=Good; 3=Satisfactory; 4=Poor) and to indicate if they had not used a particular service (NU =5).
6. The report gives a mean score for each service or statement based on the responses of those who use that service; actual numbers of responses are given in the first set of columns and percentages in the second set of columns.
7. Out of 2,400 'scores' received, 2.5% rated a service as poor. When it came to an overall evaluation of LDBS services and support (as in the three key questions) no school rated the LDBS as poor overall.

8. The 'worst' overall score remains the headteachers' personal understanding of the how the VA school buildings systems work (which is only very indirectly a 'judgement' on the LDBS), although clearly schools would like us to do more to help their understanding.
9. Shown below are the Mean Scores, ranked by the 2006 result. A mean score of 1 would be achieved if 100% of the responses scored the service as very good.

Mean Scores Ranked	2006 Mean Score	2004 Mean Score
Quality of LDBS support and advice in respect of head and deputy - head appointments	1.3	1.6
<b>In your view how much difference (for good) does the existence of the LDBS and its current staff make to your school and your leadership role in it?</b>	1.4	1.5
Quality of advice received from advisers generally	1.5	1.5
Effectiveness of LDBS support for schools in Special Measures or Notice to Improve	1.5	1.9
Value of visits from school advisers	1.5	1.7
Promptness of response from schools advisers	1.5	1.4
Knowledge of and understanding of your school by advisers	1.5	1.6
Effectiveness of LDBS support for schools facing particular issues/difficulties	1.6	n/a
Promptness and helpfulness of response from LDBS office administration	1.6	1.7
Quality of LDBS support for you personally as Headteacher	1.6	1.7
<b>Overall quality of LDBS School Support</b>	1.6	1.7
Quality of LDBS support and advice in respect of personnel and staffing issues	1.7	1.9
Overall benefit to your school of membership of Maintenance Scheme	1.8	1.7
Quality of LDBS support for you as a new Headteacher in a CofE VA School	1.8	1.8
Effectiveness of LDBS securing local and central funds for your projects	1.8	1.9
Value of the twice-termly mailing from the LDBS for heads, chairs, clerks etc	1.8	1.8
Quality of LDBS support and advice for Religious Education and Collective Worship	1.8	1.9
Quality and value of most recent Section 48 Inspection and Report	1.8	1.7
Quality of LDBS professional development courses	1.8	2.1
Quality of LDBS support in developing and preparing a project	1.8	1.8
Frequency of visits from school advisers (in relation to your wants / needs	1.8	2.1

Promptness and helpfulness of LDBS advice on buildings and project development	<b>1.8</b>	1.9
Quality of LDBS support and advice in respect of admissions and exclusions	<b>1.9</b>	1.9
Quality of support from LDBS Recruitment and Retention Initiative	<b>1.9</b>	2.3
<b>Overall quality of LDBS support in respect of school buildings</b>	<b>1.9</b>	2.0
Promptness and helpfulness of LDBS Buildings/Finance Office staff (claims and processing procedures etc)	<b>1.9</b>	2.0
Quality of LDBS support during the procurement and construction phases	<b>1.9</b>	1.9
Quality of LDBS Governor Training Programme	<b>2.0</b>	2.0
Quality and value of Annual Written Reports produced by Maintenance Consultant(s)	<b>2.0</b>	2.1
Quality & effectiveness of any Project Architects/consultants involved in significant building project at the school	<b>2.1</b>	2.0
LDBS support to improve your understanding of the VA School buildings systems	<b>2.3</b>	2.5
Quality and effectiveness of Maintenance Consultant(s) attached to your school	<b>2.3</b>	2.1
Your personal understanding of how the VA School buildings 'systems' work	<b>2.4</b>	2.7

10. Services 'not used' by 25% or more of schools are listed below:

	<b>2006 %</b>	2004 %
Effectiveness of LDBS support for schools in Special Measures or Notice to Improve	<b>83</b>	77
Effectiveness of LDBS support for schools facing particular issues/difficulties	<b>59</b>	n/a
Quality of LDBS support for you as a new Headteacher in a CofE VA School	<b>56</b>	31
Quality of support from LDBS Recruitment and Retention Initiative	<b>56</b>	54
Quality and value of most recent Section 48 Inspection and Report	<b>37</b>	32
Quality of LDBS support and advice in respect of head and deputy - head appointments	<b>35</b>	26
Quality of LDBS support and advice in respect of admissions and exclusions	<b>33</b>	34
Quality of LDBS Governor Training Programme	<b>29</b>	24
Quality of LDBS professional development courses	<b>28</b>	27

11. Obviously this report and these results needs more study by the staff to see if we can improve even further on these findings. The results will be circulated to all schools and will be discussed with the Headteachers Council and at Education Committee.

#### **RECOMMENDATIONS/CONCLUSIONS**

12. **The Committee is asked to NOTE this report and findings.**