

# **Hampshire Governor Services Update**

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# Service Overview

## Continued service delivery

- ❖ Provision of advice and support
- ❖ Training
- ❖ Clerking services
- ❖ School improvement

## Effective and innovative use of technology

- ❖ IT equipment
- ❖ New telephony system



# Training Delivery

Rapid transition to online delivery

- ❖ Training courses delivered online throughout 2020/21
- ❖ High levels of governor engagement with training

Innovative use of technology

- ❖ Use of the tools available to deliver interactive training
- ❖ Breakout groups used to facilitate sharing of practice
- ❖ Moodle platform utilised to offer blended programmes

From September 2021, a mix of online training and face to face training is being offered



# Clerking Service



Rapid transition by clerks to online meetings

- ❖ Successful transition to online meetings
- ❖ Clerks have supported effective governance
- ❖ Recruitment of new clerks has been undertaken virtually



# Customer Service



GOVERNOR SUPPORT

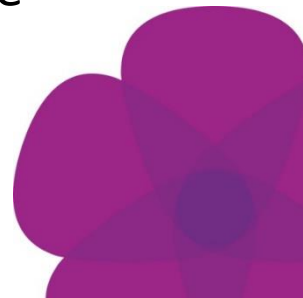
“Your response to the Covid 19 pandemic involved managing the impact on service provision in a swift and exemplary manner. This saw a total shift to web based provision.

There is strong evidence that you deliver over and above in many areas and that customers acknowledge this.”

Customer Service Excellence Report, November 2020

“You constantly review and evaluate customers interactions and use this information to offer choices. You remain very clear of risk assessments for Covid19 but take a customer centric view of returning to some face to face events safely yet retaining the customer choice of remote services too.”

Customer Service Excellence Report, October 2021



# Vacancy Rates

- ❖ Fewer governors overall - currently 4.5k in post
- ❖ 19.2% overall – up from a historic average level of 11%
- ❖ Reflects national picture
- ❖ Highest categories:
  1. Co-opted
  2. Parents
  3. Foundation



# Vacancy Management

- ❖ Direct recruitment is difficult
- ❖ Empowering boards to recruit – information, skills, workshops
- ❖ Providing resources – website, election guidance
- ❖ Reconstitution guidance where appropriate
- ❖ Filling LA vacancies – schools' nominations & networks
- ❖ From January, vacancy management campaign, raising visibility with volunteer bureaux

