

Quality of Service Questionnaire outcomes report 2021/22

Produced summer term 2022

Introduction

This survey was conducted in summer term 2022 and it was sent to the chairs of all boards that subscribe to the Services' Advice, support and training package. It is conducted in this way because the questions are aimed at getting a view of how the package helps to improve the performance of the board, rather than that of individual governors. The views of individual governors are sought every other year in a wider ranging assessment of the Services' provision. Across the two-year cycle the Service therefore gets a complete picture of how it is doing in supporting the boards and governors / trustees who subscribe to its services. This helps to ensure that the Service is meeting customer needs and provides it with information that feeds into the planning of future developments.

We would like to thank all the boards who took the time to complete the questionnaire and particularly those that provided supporting comments. All this information feeds into our self-review process and helps to ensure that we provide the best service we can to fully meet your needs.

Questionnaire return rate and outcomes

Figures in brackets show the outcomes from when this questionnaire was previously sent to all subscribing boards.

Total subscribers: 472

Total returns: 161

Percentage return rate: 34% (23%)

Comments: 97 boards provided additional comments in their return

Questions	Yes	Partially	No
a. Has the training attended by your governors had a positive impact on your board's practice?	84% (88%)	15% (11%)	1% (1%)
b. Does the training provision meet the needs of your board?	62% (64%)	36% (32%)	2% (4%)
c. Has the training attended by your governors contributed towards helping your board drive forward school improvement?	65% (80%)	29% (20%)	6%
d. Does the support and guidance available through the Service meet the needs of your board?	84% (74%)	13% (26%)	3%
e. Has the support and guidance accessed by your board helped to improve governance in your setting?	75% (84%)	21% (15%)	4% (1%)
f. Does the advice, support and training subscription package provide value for money for your board?	88% (83%)	10% (16%)	2% (1%)

Summary

The return rate provides a representative sample from which to draw conclusions about the quality of service as evaluated in this format of the questionnaire, where the responses are at board level. The majority of responses were in the high nineties in terms of the percentage of boards assessing that the training and support they had received, was having as least a partial impact on their practice. The ratings where boards assessed the Service had made a positive impact across the six areas covered came out on average at over 75%, this was in line with when this format of questionnaire was last used. It is disappointing that 6% of respondents felt that the training attended had not helped them drive forward school improvement and this will be considered when the course content and training provision is reviewed over the summer.

Positive feedback

The majority of positive comments centred on the value boards put on the support and advice they had received from the Service and how this had made a real impact on their practice. There was also recognition that the training provision overall was well received by governors and helped support them in their role. There were a number of comments recognising the value of on-line

training and slightly fewer saying how much they appreciated the return to face-to-face events. The current blended training offer is aimed at providing a balance of face-to-face and on-line training that will meet the needs of all governors.

Areas for improvement

The two areas that attracted the most comment in terms of the quality of service provided were firstly, the lack of spaces on key training courses, and secondly that a number of whole governing body training sessions did not fully meet the needs of boards, as they were not truly bespoke to their requirements. The lack of availability of face-to-face training in some areas of the county was again highlighted by a small number of boards.

The first point has been addressed in the past and we now run an effective waiting list system and do provide additional sessions if at all possible, where the demand is there. The advent of webinars has increased the number of places for many events, although there was some comment that place numbers for on-line sessions should be higher than are set at present. The maximum has been increased overtime to a point where the judgement has been made that to go further would adversely affect the quality of the training experience. Also, the number is exceeded for some events to clear all those on the waiting list, and in others where it is felt the course content is compatible with having a bigger group size.

On the second matter further guidance and training has been provided to tutors to help ensure that there is an effective pre-meeting prior to all whole governing body training sessions, so that they do provide an opportunity for the board to shape the training to fully meet its needs. This does also require the Development and Training Governor, Chair and normally the Headteacher having a clear picture of their board's development needs and being prepared to give the time to share this with the tutor.

Finally, the Service does use venues for face-to-face training that cover the county and the advent of webinars has increased the accessibility of most training events. However, it does not have the resources to run a full face-to-face programme mirrored by a similar one on-line. The aim has been to ensure that events that work best in a face-to-face format are accessible at some point during the year across the county.

The programme and course content are reviewed annually and updated where appropriate, with new events being added each year so that there should always be something of value for all governors.