



## HELPLINE AND WEBSITE NEWS

### SEPTEMBER 2015 - AUGUST 2016

Governors Wales' confidential helpline provides independent advice, support and guidance on any issue concerning school governance. However complex or straightforward your query may be – we are here to help you fulfil your role effectively and efficiently. Examples of areas in which we can help:

Disciplinary / Complaints procedures  
Appointment of Headteacher  
Meetings and minutes  
Committees  
Elections  
Annual Report to Parents / Parents Meetings  
and many more ...

The helpline is available from 9.00am to 10.00pm during weekdays and 11.00am to 4.00pm at weekends, excluding public and bank holidays. All calls to the helpline are charged at local rate and a bilingual service is available.

The helpline is operated by an expert team of helpline staff and governor volunteers who are supported, when necessary, by independent legal advisers retained on Governors Wales' behalf.

This report provides an overview of the helpline and website usage during the academic year of 2015-2016.

<b>TOTAL NUMBER OF QUERIES DEALT WITH</b>	
Office Hours	<b>884</b>
Out of Office Hours	<b>50</b>
Emails	<b>318</b>
<b><u>Total</u></b>	<b>1252</b>

*This is a 2% increase on the number of queries dealt with last academic year.*

Queries have been received from all 22 Local Authority areas in Wales during the year.

### **EVALUATION OF THE HELPLINE SERVICE**

If you have used the helpline service (either by telephone or email) we would like to hear your views! <https://www.surveymonkey.co.uk/r/HG8ZZPW>

## OFFICE HOURS

The most frequent categories of caller using the service during office hours falls to:

- Chairs – 25.5%
- LA Officers – 22.5%
- Clerks – 17.5%
- Headteachers – 10%

The majority of the callers during off hours were female (70%).

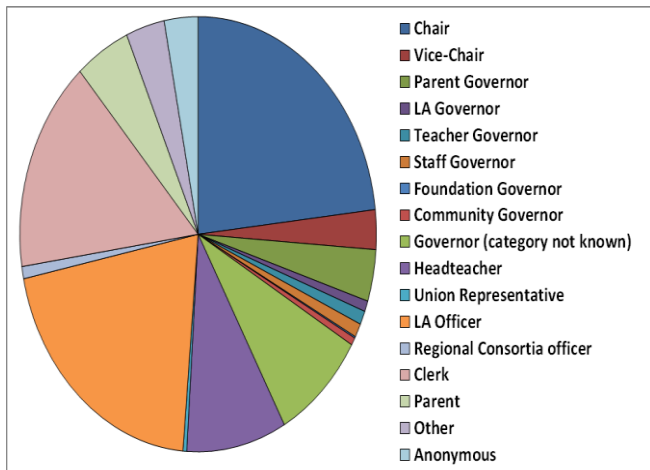
## OUT OF OFFICE HOURS

The most frequent categories of caller using the service during out of office hours falls to:

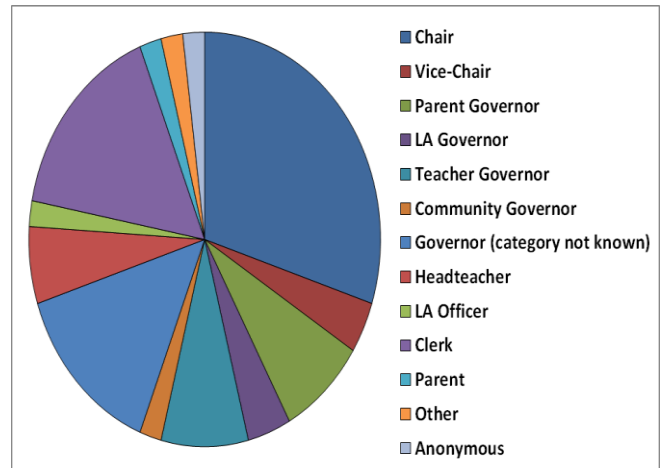
- Chairs – 32%
- Clerks – 17%

The majority of the callers during out of office hours were female (64%).

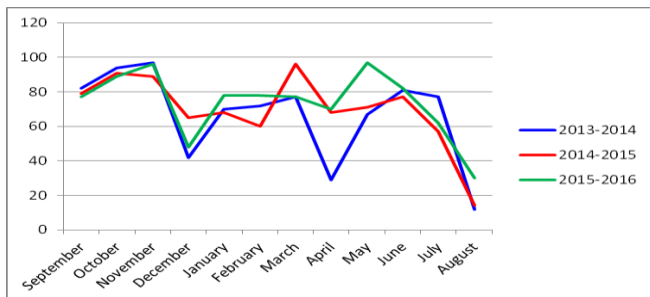
### CATEGORY OF CALLER



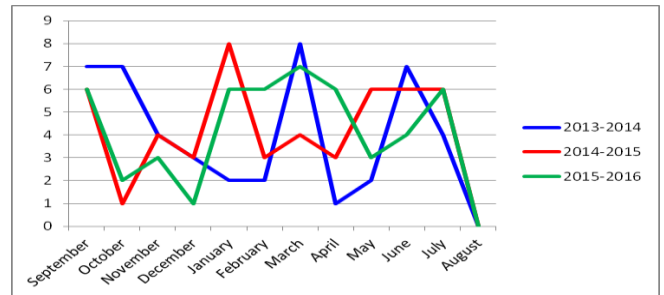
### CATEGORY OF CALLER



### NUMBER OF CALLS PER MONTH



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### FREQUENT QUERIES

- Complaints procedures
- Procedures for meetings / minutes
- Appointment of headteacher / deputy headteacher
- Committees / terms of reference
- Election / appointment of parent governor

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- Appointment of headteacher / deputy headteacher
- Complaints procedures

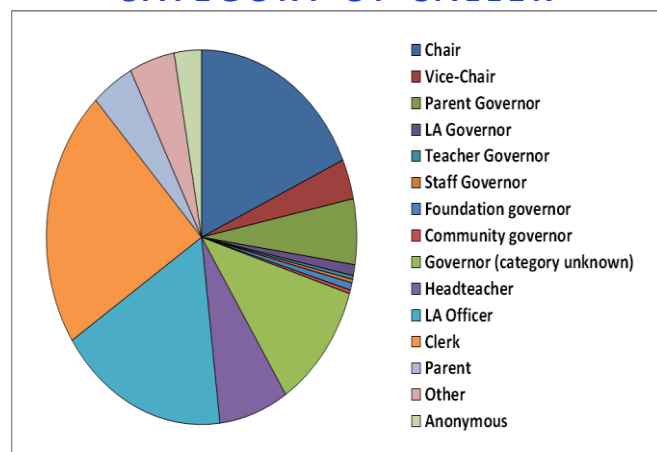
## EMAILS

[helpline@governorswales.org.uk](mailto:helpline@governorswales.org.uk)

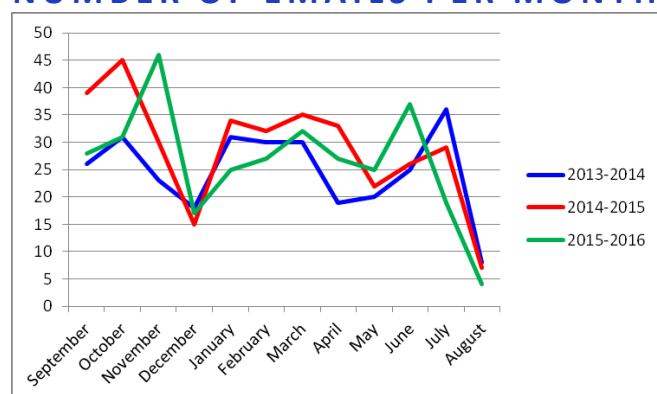
The most frequent categories of caller using the email service were:

- Clerks – 20.5%
- Chairs – 16.5%
- LA Officers – 16%

### CATEGORY OF CALLER



### NUMBER OF EMAILS PER MONTH



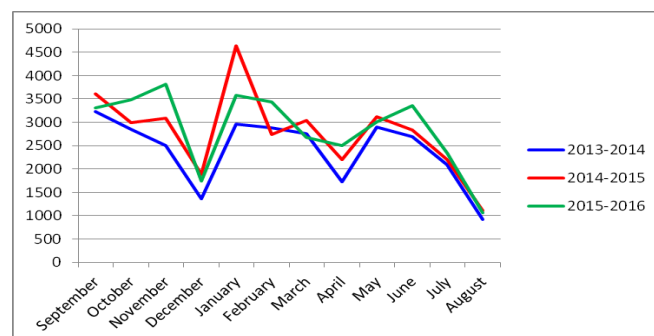
### FREQUENT QUERIES

- Procedures for meetings / minutes
- Complaints procedures
- Committees / terms of reference
- Election / appointment of parent governor
- Election of chair / vice-chair
- Appointment of headteacher / deputy headteacher

## WEBSITE

[www.governors.wales](http://www.governors.wales)

The Governors Wales website received 34278 during 2015-2016 compared to 33487 during 2014-2015. 54% of visitors were new visitors to the site.



### MOST FREQUENT SECTIONS VIEWED:

- Handbook for School Governors in Wales
- Publications
- Quality Mark Bronze Award
- School Governors Guide to the Law
- Training
- News
- Governor Guides
- FAQs / Advice

*"This will be my 'go to' web site for any info on governance."*

*"A fantastic and valuable resource."*

We launched our new look website for school governors in Wales in July 2016. The website will enhance and streamline the user experience and includes lots of useful and up to date information. It is hoped the mobile friendly site will continue to be a valuable tool to assist governors across Wales with their role and will be enjoyable to use. The site will be updated with news and new content on a regular basis so please keep visiting us. We hope you like it and we encourage you to contact us with your feedback via this link <https://www.surveymonkey.co.uk/r/P8YSHZ5>

# FEEDBACK

Feedback continues to be complimentary. It is always encouraging when callers who have contacted the helpline on previous occasions, contact us again for advice on a different issue. Callers are very grateful to have a confidential, independent, helpline facility where they can express their concerns or have their fears allayed and where they can be pointed in the right direction to obtain the necessary information.

- Brilliant advice as always and a further document sent out through email. Fantastic work! Many thanks.
- I can rely on staff at Governors Wales to provide me with sound advice and relevant, up-to-date information whenever I request it. Many thanks.
- Advice was spot on and delivered speedily many thanks, always good to know that solid advice is on the other end of the phone
- I have telephoned the helpline on a few occasions during the last 18 months and the advice and support provided by the team has been excellent. It is good to know that there are independent personnel available to provide support to Local Authorities when difficult cases arise.
- I always find the advice received from Governors Wales to be excellent.
- I have been very happy with all responses given to me recently. It is good to receive a focussed answer to questions, in an easy manner to understand. Thank you very much – a very worthy resource!
- Whenever I have contacted Gov Wales directly they have been helpful and always follow up. I highly recommend Gov Wales to all new governors at school and encourage to use the service.
- The service is invaluable. As governors often working full time and raising a family it is very difficult at times to find the time to read the documentation and find the necessary information quickly. This is where the helpline is useful and makes the work possible for governors do.
- It is a service in which you are confident that the correct information is being given.
- Very professional speedy response both orally and in written information supplied by email.
- It was very helpful speaking to someone for advice as your knowledge is continuing to grow with regards to governors
- Very satisfied with the service and will no doubt be using it again.
- The speed to which I received a reply was exceptional and the information I received was very clear, concise and helpful. I was extremely satisfied with the service and would definitely recommend it to others.
- Always receive an excellent service, I also think the website is excellent. I couldn't do without the service!
- This is a fantastic service we always know we can contact Governors Wales if we need to - thank you!
- GW deal with queries as fast as is possible and the answers are accurate. An absolutely essential service for governing bodies, the staff are always courteous and I would suggest that each G.B. in Wales should contribute an annual nominal fee say £25.00 that should be spent directly on G.B. education. GW setup a trust fund to receive donations I pledge ours.
- Quick response, asked appropriate questions to check understanding of the situation, gave confidence based on referral to the legal specialists.
- Excellent service. No question was deemed insignificant and patience was such an attribute of the call handler.
- Excellent service as always from Governors Wales team. A fantastic resource, especially when local council have cut its support to the minimum.
- The person I spoke to really gave me the impression that they knew exactly what they were talking about. I'm not easily impressed, but was impressed in this instance. Thanks a lot.

## FUTURE ACTIVITIES AND EVENTS

### National conference

Watch out for further details of our next event which will take place on **16<sup>th</sup> March 2017** at **Deeside 6<sup>th</sup> Form Centre, Flintshire**. The theme of the conference is **Governance in the Digital Age**. This conference will also include the presentation for the Clerks Award 2017.

### Sign up to the mailing list

There are approximately 21,500 governors in Wales, it would be great to think that all governors in Wales have joined our mailing list, so why not spread the word to your colleagues ...!

[HTTP://EEPURL.COM/BZ3M4T](http://EEPURL.COM/BZ3M4T)



<http://on.fb.me/PaCGII>



[www.twitter.com/governorswales](http://www.twitter.com/governorswales)



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[www.llywodraethwycymru.org.uk](http://www.llywodraethwycymru.org.uk)



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