



**PARTNERIAETH JOINT COMMITTEE  
6 OCTOBER 2023**

**PARTNERIAETH STAKEHOLDER PERCEPTION SURVEY  
(NET PROMOTER SURVEY)**

**PURPOSE:**

To inform the Joint Committee of the response to the Partneriaeth stakeholder perception survey (Net Promoter Survey) from summer term 2023.

**RECOMMENDATIONS / KEY DECISIONS REQUIRED:**

That the Joint Committee note the update and accept the report and agree to annual survey at end of business plan cycle.

**REASONS:**

To ensure regular engagement with all stakeholders regarding regional performance and inform future planning.

<b>Report Author:</b> Ian Altman	<b>Designation:</b> Lead Officer, Partneriaeth	<b>Tel No.</b>  <b>E. Mail:</b> ian.altman@partneriaeth.cymru
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**EXECUTIVE SUMMARY**  
**PARTNERIAETH JOINT COMMITTEE**  
**6 OCTOBER 2023**

**PARTNERIAETH PERCEPTION SURVEY**

**BRIEF SUMMARY OF PURPOSE OF REPORT**

The Net Promoter Survey (NPS) was developed during the summer term. Initially, the survey was only sent to headteachers (HT). However, Action Short of Strike (ASOS) impacted negatively on the completion rate and it was decided to extend the survey to discrete groups who had been part of professional learning programmes during 2022-2023. These were: senior leaders (SL), middle leaders (ML), newly qualified teachers (NQT), higher level teaching assistants (HLTA) and teaching assistants (TA).

The reports (executive summary and full report) explain the process undertaken and the placement of respondents as promoters/passives/detractors. The overall results for the organisation are then categorised using four descriptors from needing improvement to good to great to excellent.

The NPS calculated from the 163 responses was 52. This placed the overall perception of Partneriaeth firmly in the centre of the great category. When the data was organised by local authority Partneriaeth's NPS was great in Carmarthenshire, Swansea and Pembrokeshire. The same was the case when Partneriaeth's NPS was calculated by school setting with both primary and secondary responses returning a perception category as great. The report also contains qualitative data from the respondents and these have also informed the recommendations below.

**Recommendations**

R1. Partneriaeth will conduct a Net Promoter Survey annually at the end of the business planning cycle as part of an ongoing process of self-evaluation and a mechanism to inform strategic planning.

R2. Survey results will be shared with all staff in Partneriaeth and an action plan will be co-constructed to address the areas for improvement and build upon the identified strengths of the organisation.

R3. All detractors and passives who indicated that they were happy to provide further feedback will be contacted within a working month of survey completion.

**DETAILED REPORT ATTACHED?**

**Yes**



## IMPLICATIONS

Policy, Crime & Disorder and Equalities <b>NONE</b>	Legal <b>NONE</b>	Finance <b>NONE</b>	Risk Management Issues <b>NONE</b>	Staffing Implications <b>NONE</b>
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## CONSULTATIONS

N/A
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<b>Section 100D Local Government Act, 1972 – Access to Information</b> <b>List of Background Papers used in the preparation of this report:</b> <b>THESE ARE DETAILED BELOW</b>		
<b>Title of Document</b>	<b>File Ref No.</b>	<b>Locations that the papers are available for public inspection</b>
N/A	N/A	N/A

