



 **PARTNERIAETH**

Executive Summary

Net Promoter Survey 2023

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Background.

The regional consortia went through a period of significant change and challenging times between 2018-2022. A change in the footprint of regional working combined with the impact of a global pandemic made long term strategic planning difficult. In February 2022 Partneriaeth's current Lead Officer was appointed and the staffing restructure was completed in April 2022 providing organisational stability. Partneriaeth had to strike a sensitive balance with regards to the professional learning offer and bespoke support for schools as the introduction of Curriculum for Wales in September 2022 put additional pressure on head teachers who were already having to respond to new challenges in post pandemic world. In May 2023 Estyn paid their annual visit and commented positively on the strategic vision of the leadership team. The team decided to conduct a perception survey at the end of the summer term 2023 in order to inform planning for improvement.

Net Promoter Survey.

Net Promoter Surveys are widely used in both the private and public sectors as a mechanism for identifying service user perceptions in order to inform strategic planning. A Net Promoter Survey asks respondents to rate on a scale of 1~10 their answer to the question 'how likely are you to recommend the organisation'. Scores are placed in 3 categories: *detractors* (0~6) *passives* (7~8) and *promoters* (9~10) and a net promoter score (NPS) is calculated by subtracting the percentage of detractors from the percentage of passives. *Promoters* can be relied upon to speak positively about the organisation, *detractors* are likely to speak negatively and *passives* will be neutral. The NPS scale is organised into 4 categories: NEEDS IMPROVEMENT (-100~0); GOOD (0~30); GREAT (30~70) and EXCELLENT (70~100). Depending on the score given respondents are asked a supplementary question which provides useful qualitative data.

Main findings.

Initially the survey was only sent to head teachers (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 2022-23. These were: senior leaders (SL), middle leaders (ML); newly qualified teachers (NQT); higher level teaching assistants (HLTA) and teaching assistants (TA).

Quantitative data.

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.



When the data was broken down by roles within school settings there was a wider range of scores and categories. The NPS from those who had had direct experience of support and training from Partneriaeth placed the organisation in the EXCELLENT (ML, HLTA/TA) and GREAT (SL, NQT)) categories. The NPS from those who had not necessarily had direct experience of support (HT) placed Partneriaeth in the NEEDS IMPROVEMENT category.

Qualitative data.

104 *promoters* provided feedback. The comments were analysed and the following areas were identified as strengths of the organisation:

- Partneriaeth staff have a high level of expertise and the training is of a high quality.
- Partneriaeth staff are supportive/friendly/ approachable.
- Partneriaeth provides valuable opportunities for networking.
- Partneriaeth develop useful materials and resources.

40 *passives* and 19 *detractors* provided feedback and the following areas were identified as areas for improvement:

- Organisation/ communication issues.
- Provision across the 3 local authorities.
- Training delivery mechanisms.
- Support within specific Areas of Learning and Experience (AoLE).

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.