



CYD-BWYLLGOR PARTNERIAETH 6 HYDREF 2023

AROLWG BARN RHANDDEILIAID PARTNERIAETH (AROLWG NET PROMOTER)

DIBEN:

Rhoi gwybod i'r Cyd-bwyllgor am yr ymateb i arolwg barn rhanddeiliaid Partneriaeth (Arolwg Net Promoter) o dymor yr haf 2023.

ARGYMHELLION/PENDERFYNIADAU ALLWEDDOL GOFYNNOL:

Bod y Cyd-bwyllgor yn nodi'r diweddariad ac yn derbyn yr adroddiad, ac yn cytuno i gynnal arolwg blynyddol ar ddiwedd cylch cynllun busnes.

RHESYMAU:

Sicrhau ymgysylltu rheolaidd â'r holl rhanddeiliaid ynghylch perfformiad rhanbarthol a llywio'r broses o gynllunio ar gyfer y dyfodol.

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Cyngor Sir Gâr
Carmarthenshire
County Council



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 NONE	Legal NONE	Finance NONE	Risk Management Issues NONE	Staffing Implications NONE
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CONSULTATIONS

N/A

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:
THESE ARE DETAILED BELOW**

Title of Document	File Ref No.	Locations that the papers are available for public inspection
N/A	N/A	N/A



Cyngor Sir Gâr
Carmarthenshire
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Cyngor Abertawe
Swansea Council