



# PARTNERIAETH

Summer 2023 Perception Survey Report

## **PARTNERSHIP WORKING TO ACHIEVE EXCELLENCE FOR ALL**

Cressy Morgan, August 2023.

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## 1. Introduction

- 1.1 The regional consortia went through a period of significant change and faced many challenges from 2018 – 2022.
- 1.2 In March 2020 the nation went into lockdown in response to the global pandemic. The central team had to adapt to providing support online and working remotely. In addition they were called upon to support Welsh Government with the writing of guidance.
- 1.3 In April 2020 Neath Port Talbot left ERW followed by Ceredigion a year later and Powys in September 2021. These changes in consortia membership made long term strategic planning challenging.
- 1.4 Partneriaeth's current Lead Officer was permanently appointed on February 1<sup>st</sup> 2022 and the current leadership team came into post on April 1<sup>st</sup> 2022 providing more stability for the organisation.
- 1.5 The introduction of Curriculum for Wales in September 2022 for all primary schools put additional pressure on head teachers who were adjusting to finding a new post-pandemic normal. As a result the central team had to strike a sensitive balance with regards to the professional learning offer and support.
- 1.6 In May 2023 Estyn conducted their regional visit and commented positively on the strategic vision of the leadership team.
- 1.7 As the end of Partneriaeth's first year came to an end the leadership team decided to conduct a perception survey as part of their commitment to an ongoing process of stakeholder engagement.

## 2. Net Promoter Survey

- 2.1 A Net Promoter Survey was used as it is quick, easy to use and designed to inform strategic planning for improvement.
- 2.2 A Net Promoter Survey asks one simple question: 'how likely are you to recommend the organisation' on a score of 1-10. Depending on the score given respondents are then asked one of 3 follow up open ended questions. These comments provide useful qualitative data that can be used to help inform strategic planning.
- 2.3 Scores are organised into 3 categories:



**Promoters** are service users who can be relied upon to speak positively about the organisation. At the other end of the scale are **detractors** who report a negative experience and are likely to speak negatively about the organisation. Between the two are the **passives** who have had an average experience.

- 2.4 A Net Promoter Score is then calculated by subtracting the percentage of detractors from the percentage of promoters. The Net Promoter Score is an index ranging from -100 to 100 and measures the willingness of 'customers' to recommend an organisation's products / services to others:



- 2.5 A survey was sent to all head teachers (HT) and another went to specific groups who had been part of discrete professional learning programmes during 2022-23. These were: HLTA/TA; Newly Qualified Teachers (NQTs); middle leaders (ML) and senior leaders (SL). The surveys were live for a fortnight and closed on the last day of the summer term.

### 3. Quantitative results

3.1 There were 163 responses to the surveys:

Local Authority			Role					Setting			
CCC	PEM	SWA	HLTA/TA	NQT	ML	SL	HT	PRI	SEC	ALL AGE	SP/PRU
62	28	73	15	24	72	21	31	71	77	6	9
163			163					163			

3.2 Action short of strike (ASOS) impacted on the head teacher survey and resulted in a lower response rate than anticipated.

3.3 Partneriaeth's overall Net Promoter Score (NPS) was calculated from the 163 responses using the formula explained in 2.4

Promoters	Passives	Detractors	NPS	Category
104 (64%)	40 (24%)	19 (12%)	64-12 = 52	Great

3.4 NPS was then calculated by local authority and setting and there was consistency in the resulting score categories:

Local Authority	Promoters	Passives	Detractors	NPS	Category
Carmarthenshire	45 (72%)	9 (15%)	8 (13%)	72-13 = 59	Great
Pembrokeshire	14 (50%)	12 (43%)	2 (7%)	50-7 = 43	Great
Swansea	46 (62%)	19 (26%)	9 (12%)	62-12 = 50	Great

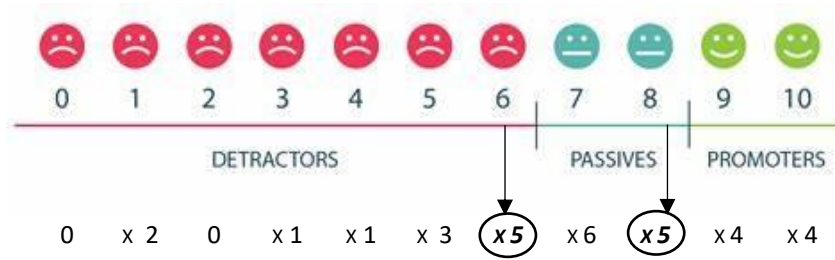
Setting	Promoters	Passives	Detractors	NPS	Category
Primary	39 (55%)	17 (24%)	15 (21%)	55-21 = 34	Great
Secondary	53 (70%)	19 (25%)	4 (5%)	70-5 = 65	Great

3.6 When the NPS was calculated by role it identified some variance which highlighted key strengths and also areas for development. It is important to note that only 31 head teachers completed the survey due to Action Short of Strike (ASOS) and this meant that a significant number who have engaged directly with Partneriaeth did not complete the survey.

Role	Promoters	Passives	Detractors	NPS	Category
HLTA/TA	15 (93%)	0	1 (7%)	93-7 = 86	Excellent
NQT	12 (52%)	6 (26%)	5 (22%)	52-22 = 30	Great
Middle Leaders	57 (79%)	15 (21%)	0	79-0 = 79	Excellent
Senior Leaders	13 (62%)	7 (33%)	1 (5%)	62-5 = 57	Great
Head teachers	8 (26%)	11 (35%)	12 (39%)	26-39 = -13	Needs improvement

3.7 Some of the variance can be attributed to the experience of the respondents. All groups that had an NPS score in the 'great' or 'excellent' category had received direct support from Partneriaeth. Head teachers were sent the survey regardless of whether they/ their school had received support.

3.8 A closer examination of the rating given by head teachers shows that almost one third were on the *cusp* of a category (see below).



3.9 This table illustrates what the NPS score and category will be if those on the cusp scored only 1 point higher in a repeat survey.

Promoters	Passives	Detractors	NPS	Category
8 (26%)	11 (35%)	12 (39%)	26-39 = -13	Needs improvement
13 (42%)	11 (35%)	7 (23%)	42-23 = 19	Good

## 4. Qualitative feedback

- 4.1 104 **promoters** provided feedback and 55 of these noted that they would be willing to have a follow up conversation. All of the comments were analysed and there were four areas that repeatedly featured in the responses:
- 4.2 Area 1: Partneriaeth staff have a high level of expertise and the training is of a high quality (47).  
*Excellent providers giving useful advice based on their experience.*  
*We are very fortunate to have this solid guidance.*  
*Well informed professionals who provide pertinent PL.*
- 4.3 Area 2: Partneriaeth staff are supportive/friendly/ approachable (33).  
*I am grateful for the support we have received so far and am confident of the support we will receive in the future.*  
*Support and guidance provided has been exceptional.*  
*I am able to contact Partneriaeth for help and advice on all aspects of teaching/learning.*
- 4.4 Area 3: Opportunities to network are valued (25).  
*Partneriaeth promotes inter-school contact giving us valuable insight into practice elsewhere.*  
*It is good to have the opportunity to talk to other teachers.*  
*Good opportunities to network with other Heads of Department across the region.*
- 4.5 Area 4: Partneriaeth provided practical and useful resources/materials (18).  
*We receive great resources to use back in the classroom.*  
*Constant sharing of valuable resources.*  
*They have made things easier for us teachers by organising and creating amazing resources.*
- 4.6 40 **passives** and 19 **detractors** that provided feedback with 12 and 7 respectively saying they would be willing to have a follow up conversation. Whilst feedback comments could not be categorised as easily as the comments from the promoters it was still possible to identify some recurring themes:
- 4.7 Theme 1: Organisation/ communication issues.  
*At times communication around particular events getting cancelled was not given with enough warning.*  
*Changes of times and locations/method of delivery was inconvenient.*  
*It is sometimes hard to find what is on offer.*
- 4.8 Theme 2: Provision across the 3 LAs.  
*(there needs to be) more collaboration between authorities (to avoid) mixed or contradictory messages.*  
*There are too many layers within the support structure making it difficult to know who to turn to.*  
*Boundaries between county and Partneriaeth service and provision are not clear.*
- 4.9 Theme 3: AoLE support and PL offer.  
*More support is needed for AoLEs.*  
*The AoLE leads need to become more visible so inexperienced subject leaders have a point of contact.*  
*More tailored support for schools is needed with a broader training menu.*
- 4.10 Theme 4: Training delivery mechanisms.  
*It was not possible for me to attend all the face-to-face sessions and an option to attend on TEAMS was not offered.*  
*Sometimes if it is difficult to access the materials as they are on TEAMS or HWB etc.*  
*The online sessions with break out rooms did not work as not everybody participated.*

## 5. Conclusion

- 5.1 The Net Promoter Survey is easy to administer and quick to complete. It provides useful qualitative and quantitative data which will be useful for strategic planning.
- 5.2 The NPS for Partneriaeth shows that the organisation has solid base of 'promoters' which is a strong starting point for the organisation's second year.
- 5.3 The range of NPS scores by role highlight the difference in perception between those who have had direct experience of support from the organisation and those who have not.
- 5.4 Partneriaeth have already taken steps to address some of the concerns raised in feedback comments by passives and detractors.
- 5.5 Partneriaeth published PL offer in July 2023 and this new system for planning PL should reduce the number of last minute changes.
- 5.6 All pieces of professional learning on offer make clear who the lead officer is and include a link to a new 'who is who' section on the website.
- 5.7 The fact that over 50% of the respondents indicated that they would be happy to have follow up conversations with Partneriaeth suggests that there is a commitment to regional partnership working.



## 6. Recommendations

- 6.1 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.
- 6.2 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.
- 6.3 All detractors and passives who indicated that they were happy to provide further feedback will be contacted within a working month of survey completion.