

Report on Second Provider Satisfaction Survey 2007-08

24 July 2008

1 Introduction

This report presents the results of the second of three 2007-08 provider surveys. The purpose of the surveys is for the consortium to learn about the effectiveness of their direct support for providers, in order to implement improvements.

The survey was devised jointly by CfBT Education Trust (CfBT), the National Institute of Adult Continuing Education (NIACE) and the Learning and Skills Network (LSN), and administered independently.

Table 1: Number of providers returning questionnaires, by partner

PARTNER	NUMBER OF RETURNS
CfBT Education Trust	168
NIACE	47
LSN	107
TOTAL	322

322 of the 659 providers which engaged in the Programme returned questionnaires. This survey thus represents a sample of 49% of providers.

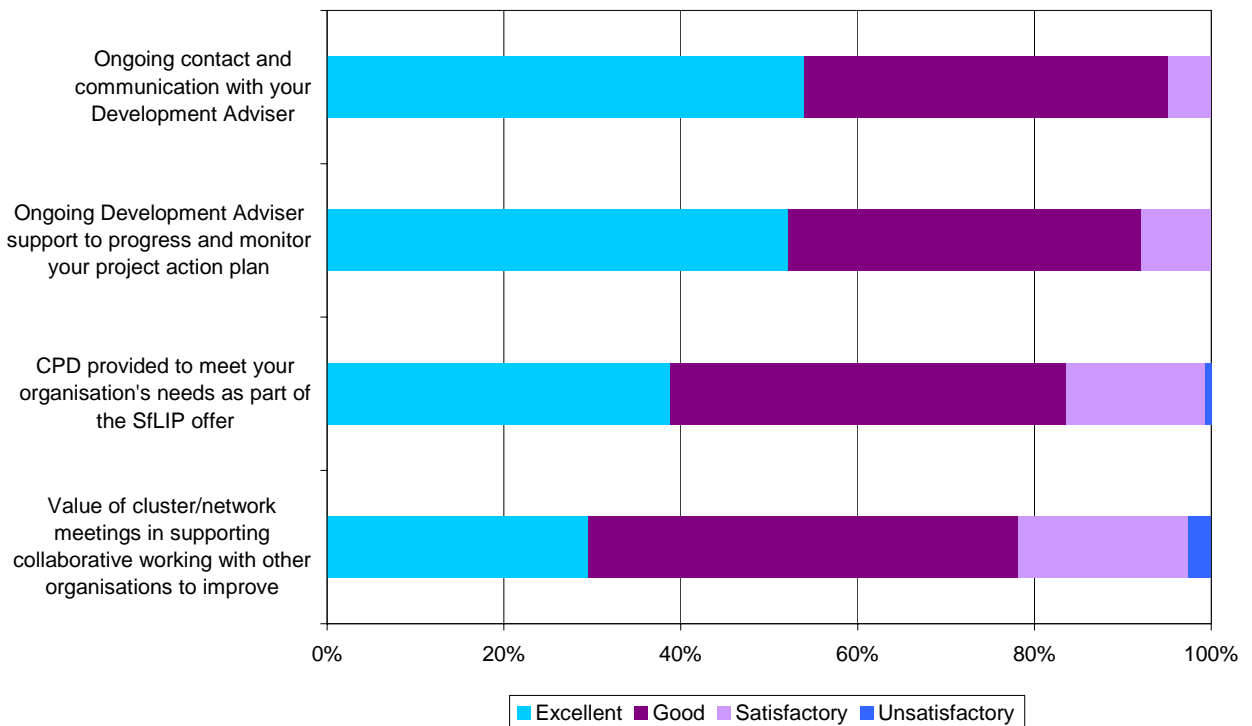
Key Findings

- QIA stipulated that 90% of providers should be satisfied with the Programme. In fact, 99% were satisfied across all applicable aspects surveyed.
- 84% of providers judge the support to be excellent or good across all applicable aspects surveyed.
- Over 94% of providers rate the ongoing contact and communications with their Development Adviser to be excellent or good, with 54% rating this as excellent.

2 Quantitative data: results and main themes

This data relates to section 3 in the SfLIP Provider Satisfaction Questionnaire (2) which invited providers to assign a rating to four statements relating to aspects of the support.

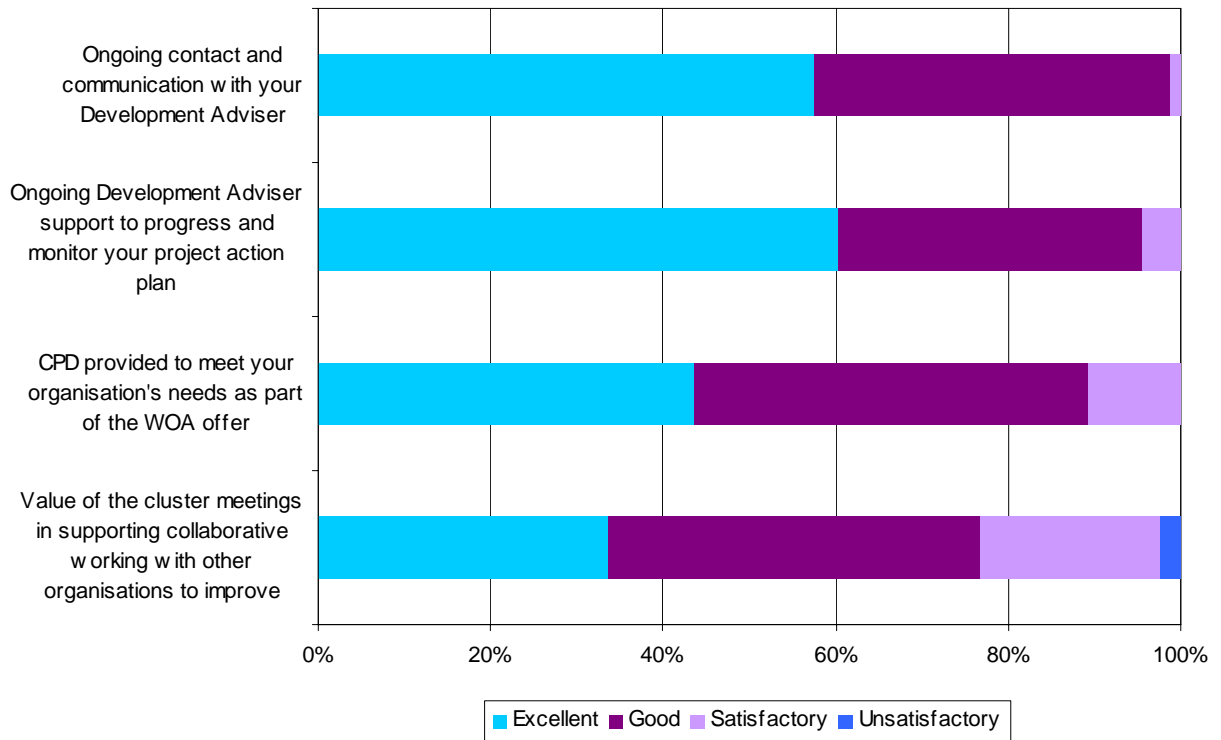
Chart 1: Overall results (from the 3 partners combined)



Notes:

1. 100% of providers surveyed are satisfied with the ongoing contact and communication with their Development Adviser, with 94% rating this support as excellent or good.
2. 99% of providers are satisfied with the CPD provided to meet organisations' needs, with 79% rating this as excellent or good.
3. 96% of providers are satisfied with the cluster/network meetings in supporting collaborative working with other organisations to improve, with 73% rating this as excellent or good. (Ratings for cluster/network meetings are looked at in more detail in chart 8.)
4. 'Not applicable' responses have been excluded from the table.

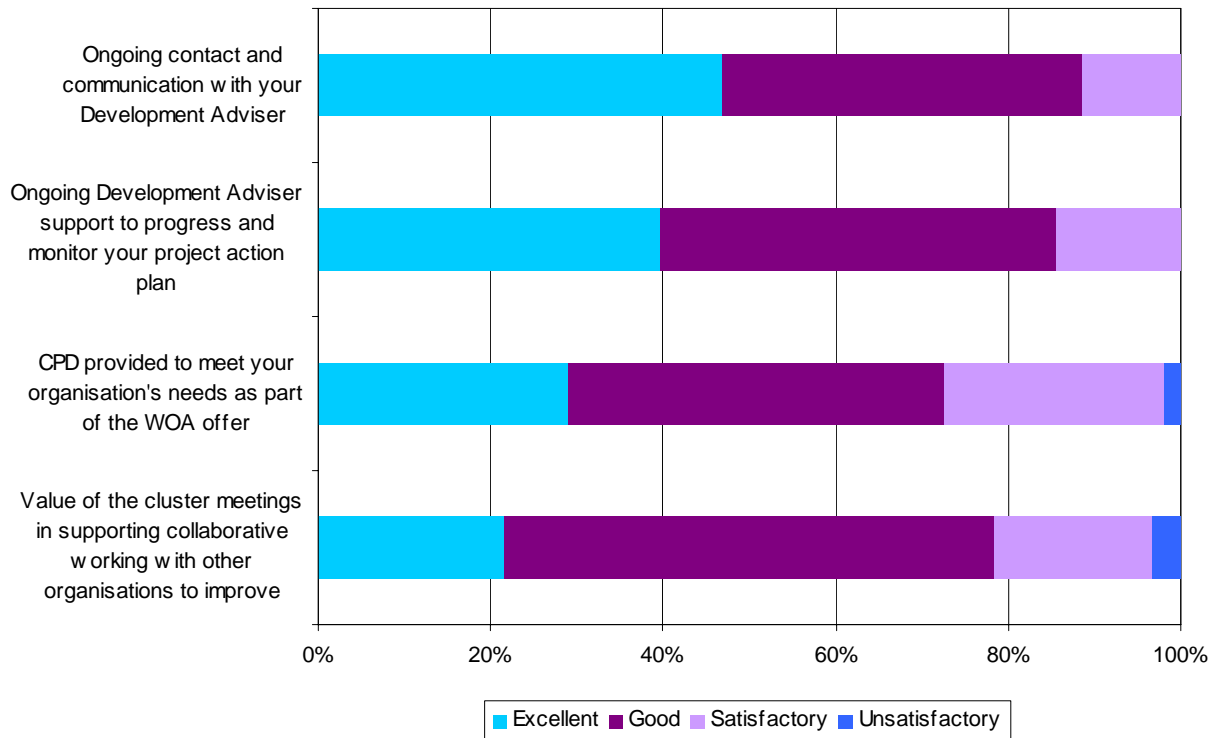
Chart 2: Support for providers receiving full WOA support (CfBT)



Notes:

1. Responses received from 92 providers.
2. 99% of providers rated the ongoing contact and communication with their Development Adviser as excellent or good, with 58% rated as excellent.
3. 89% of providers rated the CPD provided as excellent or good, with 44% rated as excellent.
4. 77% of providers rated the value of cluster meetings as excellent or good, with 34% rated as excellent.
5. 'Not applicable' responses have been excluded from the table.

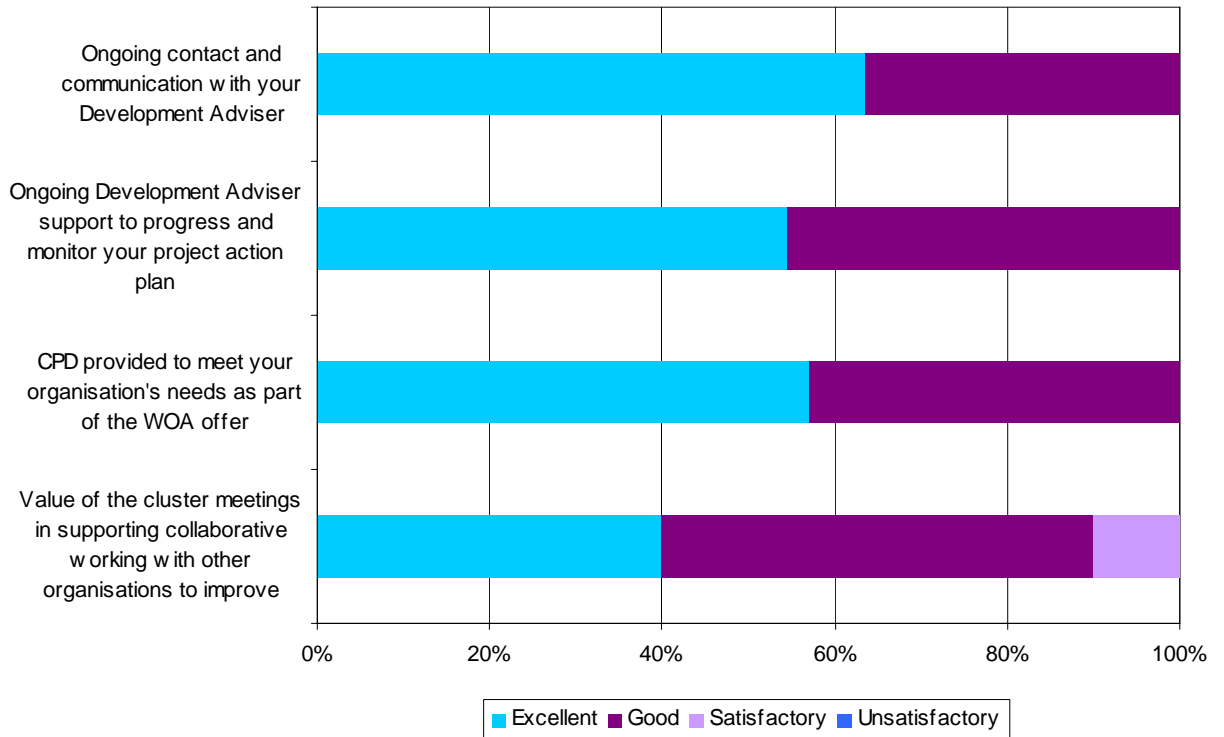
Chart 3: Support for providers receiving cluster/remote WOA support (CfBT)



Notes:

1. Responses received from 65 providers.
2. 89% of providers rated the ongoing contact and communication with their Development Adviser as excellent or good, with 47% rated as excellent.
3. 73% of providers rated the CPD provided as excellent or good, with 29% rated as excellent.
4. 78% of providers rated the value of cluster meetings as excellent or good, with 22% rated as excellent.
5. 'Not applicable' responses have been excluded from the table.

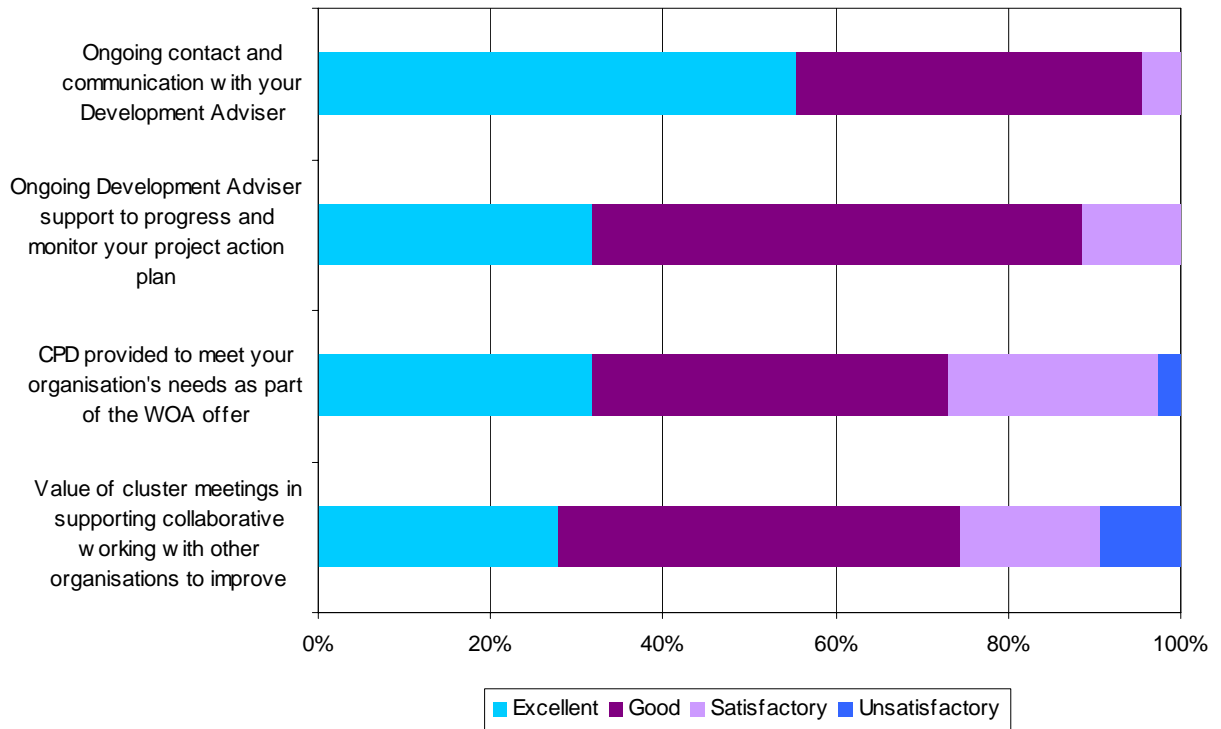
Chart 4: Support for providers receiving intermediate WOA support - for providers joining from mid-February (CfBT)



Notes:

1. Responses received from 11 providers.
2. 100% of providers rated the ongoing contact and communication with their Development Adviser as excellent or good, with 64% rated as excellent.
3. 100% of providers rated the CPD provided as excellent or good, with 57% rated as excellent.
4. 90% of providers rated the value of cluster meetings as excellent or good, with 40% rated as excellent.
5. 'Not applicable' responses have been excluded from the table

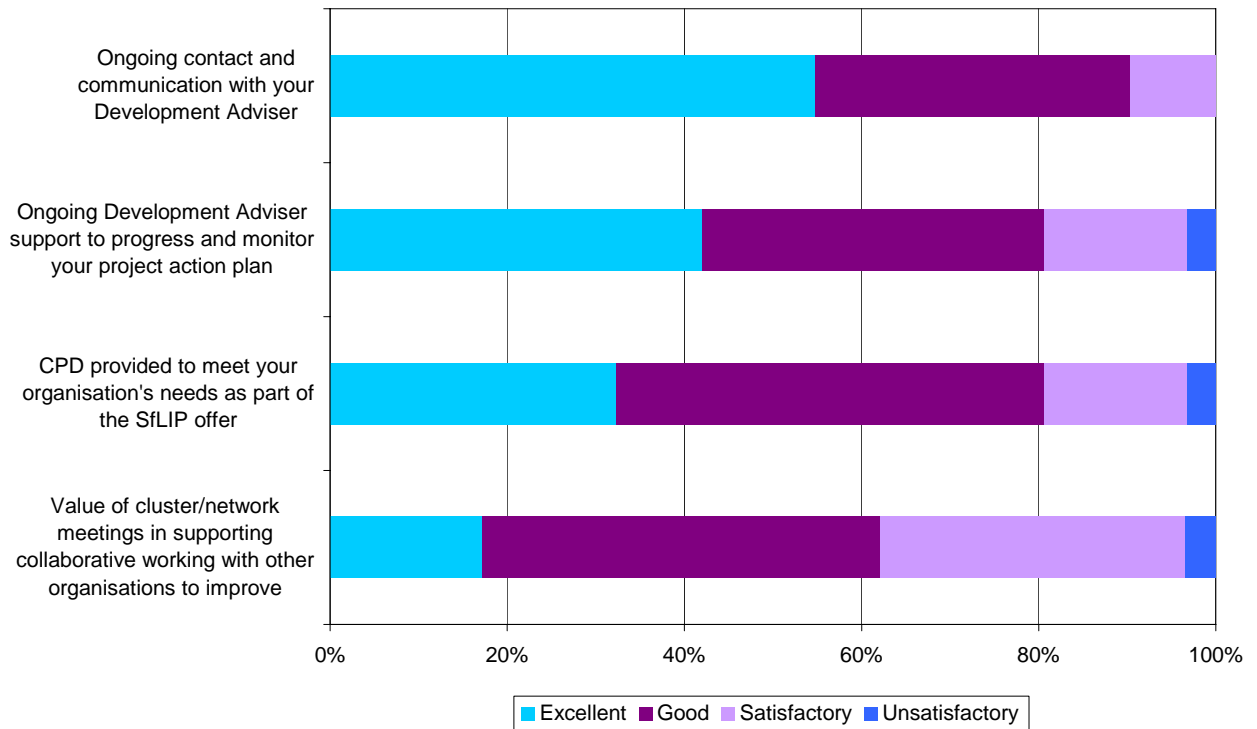
Chart 5: Support for learners with learning difficulties and/or disabilities (NIACE)



Notes:

1. Responses received from 47 providers.
2. 96% of providers rated the ongoing contact and communication with their Development Adviser as excellent or good, with 56% rated as excellent.
3. 73% of providers rated the CPD provided as excellent or good, with 32% rated as excellent.
4. 74% of providers rated the value of cluster meetings as excellent or good, with 28% rated as excellent.
5. 'Not applicable' responses have been excluded from the table

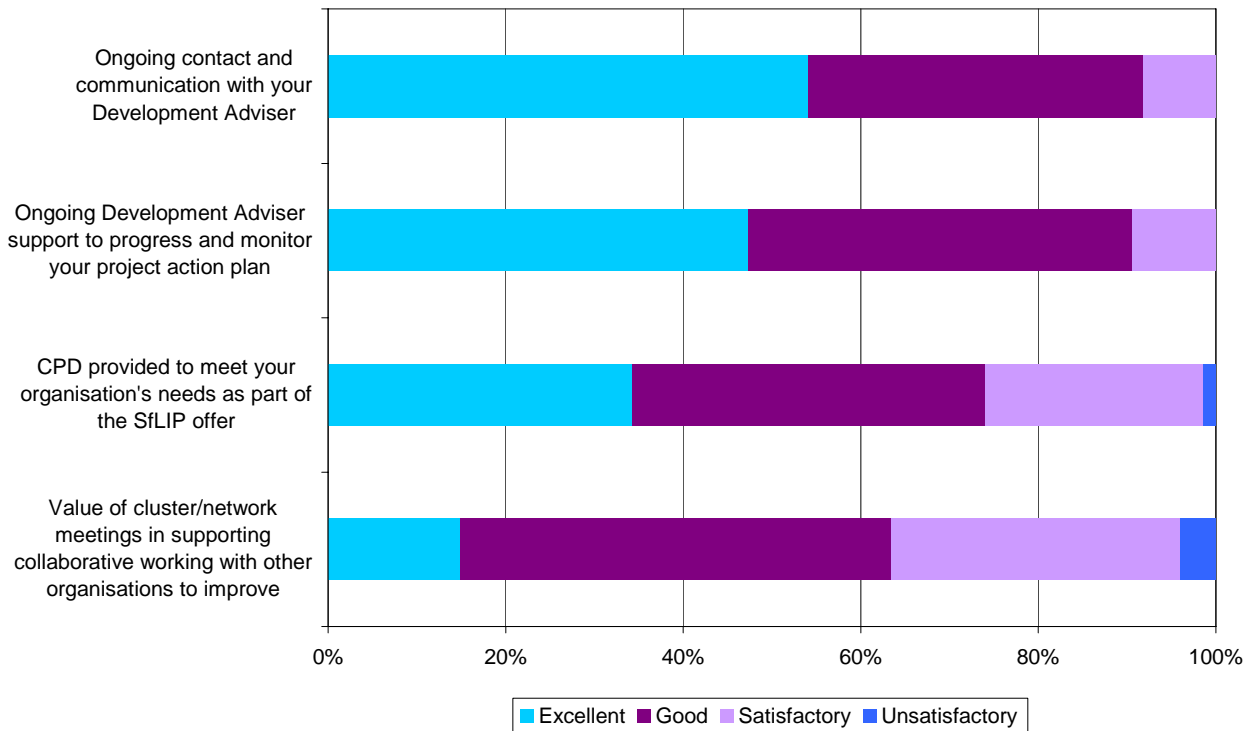
Chart 6: Support for improving the assessment of learners' Skills for Life (LSN)



Notes:

1. Responses received from 31 providers.
2. 90% of providers rated the ongoing contact and communication with their Development Adviser as excellent or good, with 55% rated as excellent.
3. 81% of providers rated the CPD provided as excellent or good, with 32% rated as excellent.
4. 62% of providers rated the value of network meetings as excellent or good, with 17% rated as excellent.
5. 'Not applicable' responses have been excluded from the table

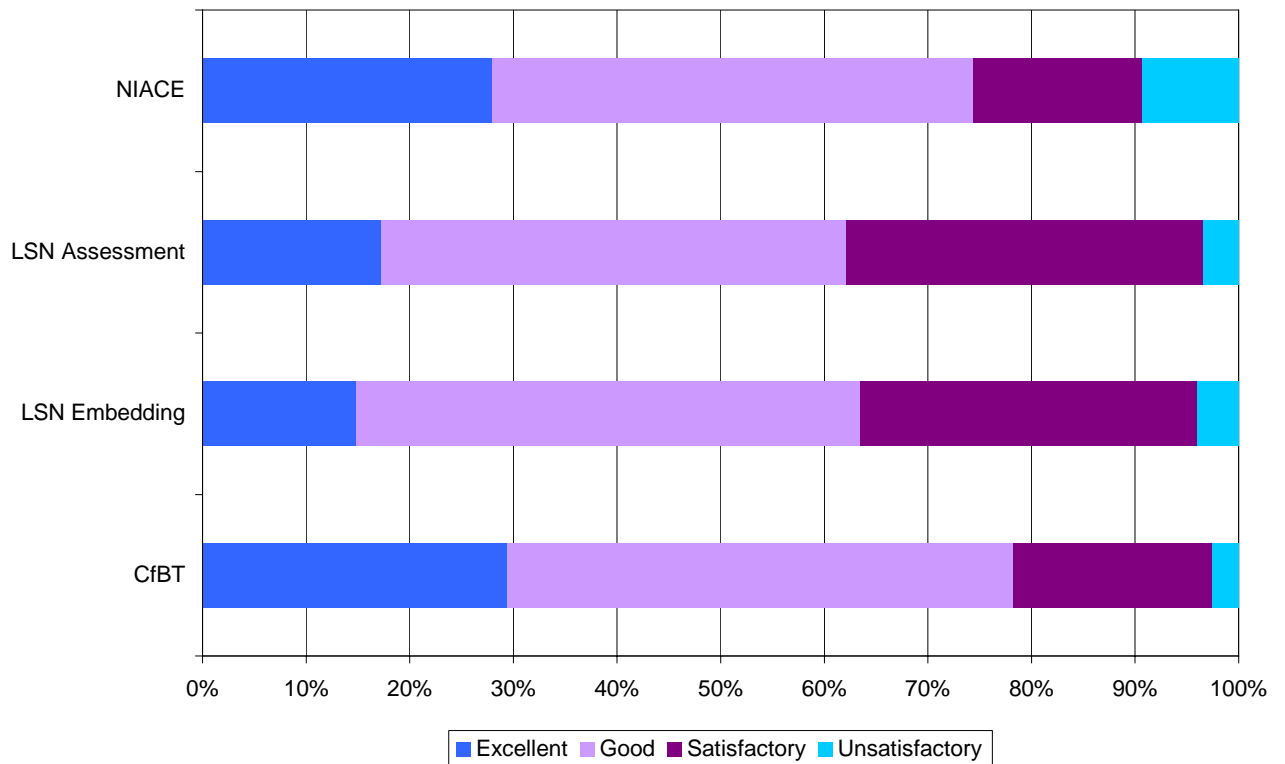
Chart 7: Support for embedding Skills for Life (LSN)



Notes:

1. Responses received from 74 providers.
2. 92% of providers rated the ongoing contact and communication with their Development Adviser as excellent or good, with 54% rated as excellent.
3. 74% of providers rated the CPD provided as excellent or good, with 34% rated as excellent.
4. 64% of providers rated the value of network meetings as excellent or good, with 15% rated as excellent.
5. 'Not applicable' responses have been excluded from the table

Chart 8: Cluster/network meetings by partner



Notes:

1. 74% of providers working with NIACE rated the value of cluster meetings as excellent or good, with 28% rated as excellent.
2. 62% of providers working with LSN on Assessment rated the value of network meetings as excellent or good, with 17% rated as excellent.
3. 64% of providers working with LSN on Embedding rated the value of network meetings as excellent or good, with 15% rated as excellent.
4. 78% of providers working with CfBT rated the value of cluster meetings as excellent or good, with 29% rated as excellent.
5. 'Not applicable' responses have been excluded from the table.

3 Qualitative data: themes

Providers were asked about how support could be improved. Their responses have been grouped into themes, as shown below:

Table 2: What suggestions do you have for improving the ongoing support provided to you?

	CfBT	NIACE	LSN	TOTAL
NO SUGGESTIONS FOR IMPROVEMENT & GENERAL POSITIVE COMMENTS	104		65	169
ORGANISATIONAL/ADMINISTRATIVE MATTERS Initial communications, location of meetings, timeframes, continuity, follow-up, freeing up staff, flexible funding	15		16	31
OFFER SUPPORT BEYOND THE END OF THE PROGRAMME	19		5	24
MORE JOINED UP APPROACH	4		11	15
SUPPORT ISSUES More opportunities for support, milestone meetings	11		2	13
BETTER USE OF CLUSTER MEETINGS More appropriate composition, more focused agendas	5		2	7
MORE NETWORKING	2		4	6
MORE TAILORED TO INDIVIDUAL PROVIDERS CPD, ESOL support	4			4
SHARING OF GOOD PRACTICE	2			2
MORE SfL FOCUSED RATHER THAN GENERIC CPD	2			2
EXPERT CONSULTANTS			2	2
Total Number of Responses	168		107	275

Notes:

1. The main suggestions for improvement related to organisational and administrative processes, relating to things both within and outside the control of the consortium.
2. The next most frequent responses related to the extension of the programme beyond July 2008 and the desire for additional support
3. NIACE summarised themes rather than report raw data. Responses from their providers matched those of others

Table 3: What did you find most useful about the ongoing support?

	CfBT	NIACE	LSN	TOTAL
ADVISER Expertise, independence, reassurance, discussion, support, challenge, responsiveness	84		35	119
IMPETUS AND FOCUS Dedicated time, planning, targets, milestones	36		17	53
NETWORKING Sharing experiences and good practice	25		8	33
RESOURCES - Templates, teaching resources	10		9	19
PERSONALISATION OF SUPPORT	7		9	16
CPD/TRAINING	6		9	15
NO COMMENT			20	
Total Responses (Excluding NIACE)	168		107	275

Notes:

1. Providers found the expertise and approach of the consultants most useful
2. NIACE summarised themes rather than report raw data. Responses from their providers matched those of others

Table 4: What did you find least useful about the ongoing support?

	CfBT	NIACE	LSN	TOTAL
NOTHING/NO COMMENT	122		71	193
TIMESCALES AND DIARY CONSTRAINTS	15		7	22
CLUSTER/NETWORK MEETINGS	8		11	19
LACK OF TAILORED SUPPORT/RESOURCE	7		4	11
APPROPRIATENESS OF CPD	7		2	9
TRAVEL ISSUES	2		4	6
ADMIN ISSUES	1		5	6
LACK OF FUNDING TO FREE UP STAFF	4		1	5
LIMITED CONTACT WITH ADVISER	2		2	4
Total Responses (Excluding NIACE)	168		107	275

Notes:

1. Most providers had no negative comments, or made no response.
2. The biggest issue faced by providers in engaging with the programme was the timescale and diary constraints. This reflects the improvement suggestions around organisation and administration
3. NIACE summarised themes rather than report raw data. Responses from their providers matched those of others

4. Additional feedback/comments

The final survey question asked providers whether they had any additional comments to make at this initial stage.

Positive themes emerging from comments made were:

- Appreciation for support and acknowledgement of the consultant role
- Support for networking and sharing
- A wish for the programme of support to continue

Concerns included:

- A perceived one size fits all approach
- The suitability of some of the CPD offer

Contact details

For any queries or further details about the satisfaction survey or the Skills for Life Improvement Programme please contact the programme office at:

CfBT Education Trust:
60 Queens Road
Reading
RG1 4BS

Email: sflipinfo@cfbt.com

Tel: 0118 902 1920