



South Gloucestershire Partnership Satisfaction Survey 2016

Consultation Report

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Consultation purpose, methodology, response and caveats

The purpose of this consultation was to seek views from organisations who are part of the South Gloucestershire Partnership, and the three strategic partnerships that support it, on how the partnership arrangements are working.

An invitation to complete an online survey was sent out to partners on 5th December 2016. The survey was open until 30 January 2017.

In total 16 online responses were received.

Caution must be applied when interpreting or applying these findings since extremely low base size of respondents means the findings are not robust enough that we can be confident the differences in results are not down to chance.

Any open ended comments have been anonymised, with potentially identifying details removed.

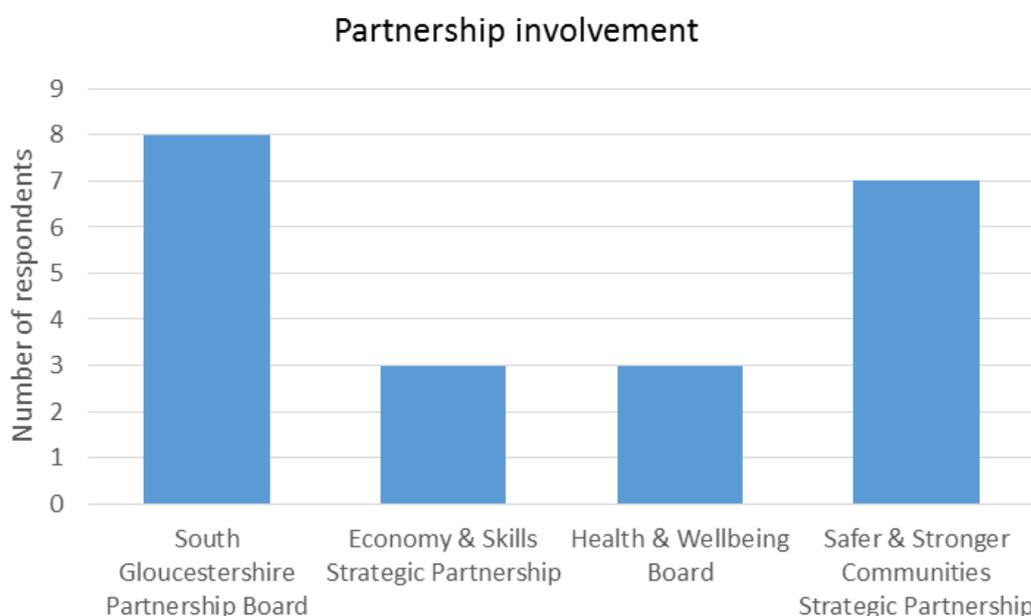
Percentages used in this report have been rounded and may not add up to exactly 100%. For some survey questions, respondents could select more than one response which also means that percentages or number of responses, if added together, can total more than 100% or more than the number of responses received

Research Findings

Out of the 16 respondents who participated in the survey, half (8) were part of the South Gloucestershire Partnership Board, almost half (7) were part of the Safer & Stronger Communities Strategic Partnership, and 3 respondents were members of the Economy & Skills Strategic Partnership or the Health and Wellbeing Board.

Due to the low number of participants we cannot break down the responses to other questions by partnership.

Chart 1: Q1 “Which partnership(s) are you involved in?”



Base size: 16

Overall Satisfaction

The vast majority of respondents (15 out of 16) were satisfied with the strategic partnerships in South Gloucestershire, and no respondents expressed dissatisfaction.

Chart 3: Q3 “Overall how satisfied or dissatisfied are you with the Strategic Partnerships in South Gloucestershire?”

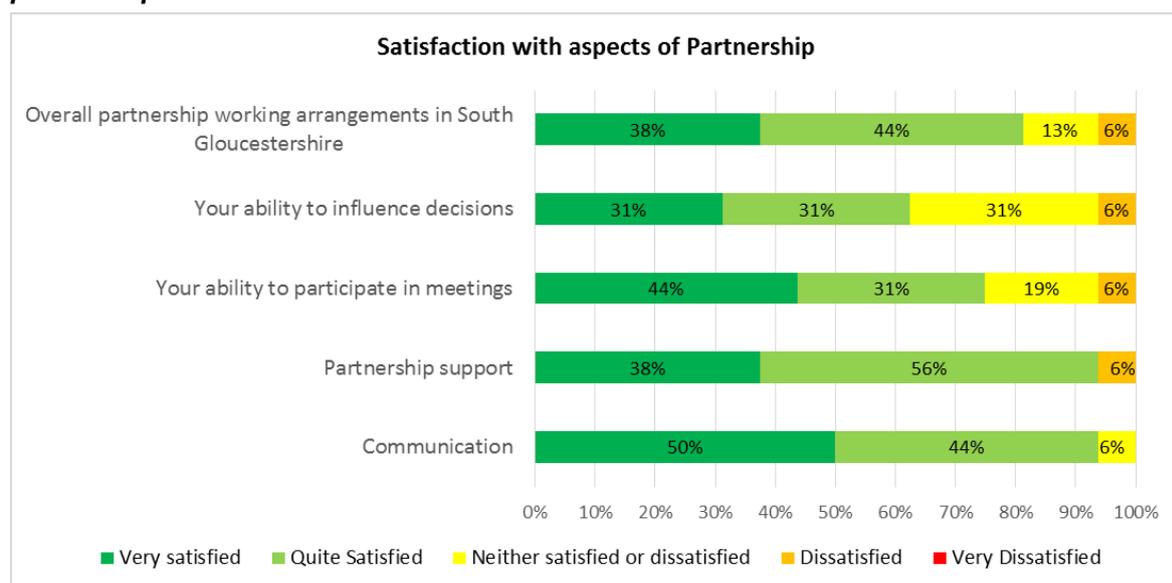


Base size: 16

Aspects of the partnership

For every aspect of the partnership, the majority of respondents were satisfied. The highest satisfaction was with communication (94% satisfied) – which half of all respondents (50%) were ‘very satisfied’ with and no respondents were dissatisfied with. Partnership support also received high scores (94% satisfied). Respondents were likely to be very satisfied with their ability to participate in meetings (44%). The lowest level of satisfaction was with respondents’ ability to influence decisions (62% satisfied, 6% dissatisfied).

Chart 2: Q2 “How satisfied or dissatisfied are you with the following aspects of the partnership?”



Base size: 16

Table 2: Q2 “How satisfied or dissatisfied are you with the following aspects of the partnership?”

	Communication	Partnership support	Your ability to participate in meetings	Your ability to influence decisions	Overall partnership working arrangements in South Glos.
Very satisfied	8	6	7	5	6
	50%	38%	44%	31%	38%
Quite Satisfied	7	9	5	5	7
	44%	56%	31%	31%	44%
Neither satisfied or dissatisfied	1	-	3	5	2
	6%	-	19%	31%	13%
Dissatisfied	-	1	1	1	1
	-	6%	6%	6%	6%
Very Dissatisfied	-	-	-	-	-

Base size: 16

When asked to comment on any aspect of the partnership, the most common response was with regard to meetings (5 comments). The second most common aspect mentioned was the suggestion for better or clearer organisation (3 comments)

Along with generally positive comments (2) there were suggestions that the partnership being too formal or bureaucratic (2 mentions), and a few miscellaneous comments regarding benefits of the partnership, concerns or potential improvements

List 1: Responses to Q4. "Please use this space to make any comments or suggestions about any aspect of partnership working"

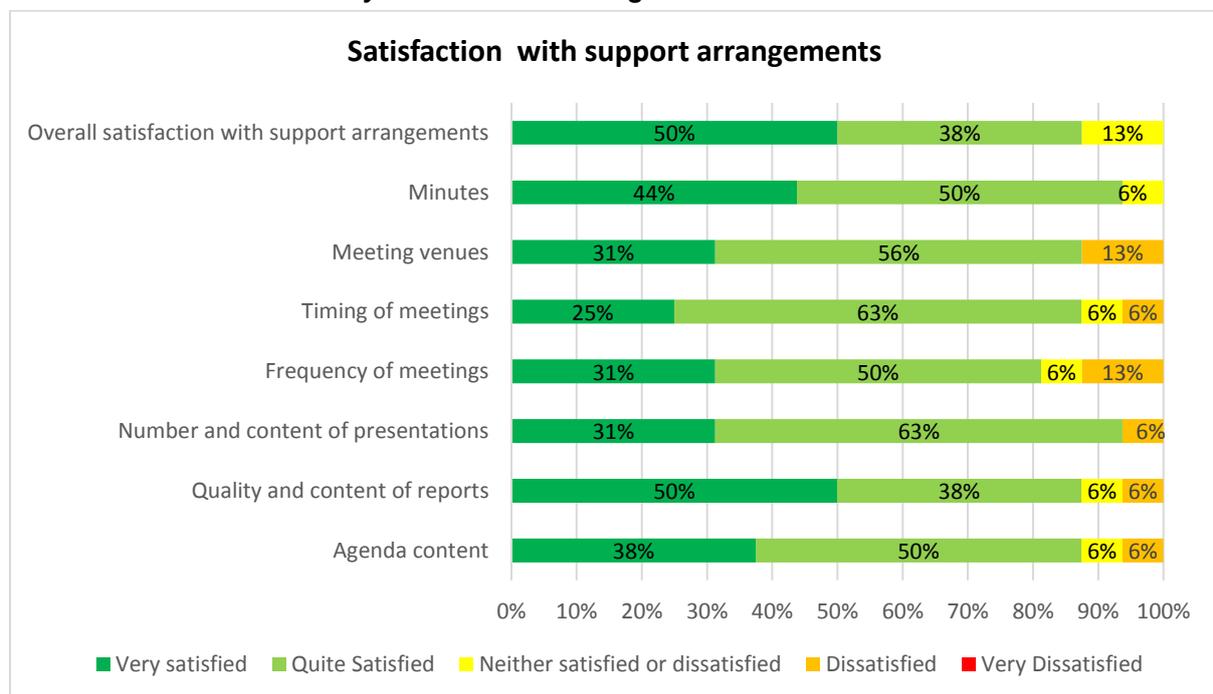
<i>SMART objectives would be useful.</i>
<i>Need to have more partners at the meetings.</i>
<i>It would be useful to have the minutes of the meeting a little earlier than a week before the next meeting. Also maybe a little more time for discussion/debate during the Economy & Skills meetings.</i>
<i>The board functions effectively with regular meetings which are well attended by all relevant partners</i>
<i>HWBB needs full Dem Services support</i>
<i>I worry about the financial support that partners will give to South Gloucestershire Council for any DHR's that occur where multiple agencies are involved will be lacking, leaving SGC to "pick up the tab".</i>
<i>We have always found partners at SGC to be approachable, pragmatic and honest.</i>
<i>Always good to share ideas and views with partners from different disciplines</i>
<i>Well organised and arranged, but too large, formal and bureaucratic.</i>
<i>I could probably use the network better</i>
<i>I've been sometimes a bit confused as to which meeting I am going/ others in my team go</i>
<i>Too bureaucratic, too formal, too many meetings. Merge the Safer and stronger partnership with the health and wellbeing board</i>

Meetings

Overall there is high satisfaction for all aspects of partnership meetings. The highest satisfaction is with 'minutes' and 'number and content of presentations' both of which had 15/16 respondents (94%) saying they were satisfied. 'Quality and content of reports' and 'Overall satisfaction with support arrangements' received the highest quantity of respondents saying they were 'very satisfied (50% for both).

The highest level of dissatisfaction was for meeting venues (13%) and frequency of meetings (13%).

Chart 4: Q5 "With regards to some of the support arrangements for partnership meetings, how satisfied or dissatisfied are you with the following?"



Base size: 16

Table 3: Q5 “With regards to some of the support arrangements for partnership meetings, how satisfied or dissatisfied are you with the following?”

	Agenda content	Quality & content of reports	Number and content of presentations	Frequency of meetings	Timing of meetings	Meeting venues	Minutes	Overall satisfaction with support arrangements
Very satisfied	6	8	5	5	4	5	7	8
	38%	50%	31%	31%	25%	31%	44%	50%
Quite Satisfied	8	6	10	8	10	9	8	6
	50%	38%	63%	50%	63%	56%	50%	38%
Neither satisfied or dissatisfied	1	1	-	1	1	-	1	2
	6%	6%	-	6%	6%	-	6%	13%
Dissatisfied	1	1	1	2	1	2	-	-
	6%	6%	6%	13%	6%	13%	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-

Base size: 16

When given the opportunity to comment on meetings, some respondents mentioned the venues whilst others mentioned minutes or timing:

List 2: comments or suggestions about the support arrangements for partnership meetings

<i>Why do the meetings start so early? Must be difficult for people to battle through the early morning traffic</i>
<i>As mentioned above, I feel minutes of meetings could be made available earlier than at present. An earlier start would be preferable.</i>
<i>The support arrangements have always been excellent</i>
<i>See comments above re Dem Services support; also HWBB needs a friendlier environment to meet in.</i>
<i>Venues are always excellent. Refreshments are provided and accurate minutes are taken.</i>
<i>Kingswood is a dreadful venue to get to and parking is terrible. Yate would be preferable. Meetings are far too long. Officers have pre-determined opinion which is hard to change</i>

Website

More than half of respondents are satisfied with the partnership website (9/16), however only one of these respondents was 'very satisfied'. 7 respondents said they 'don't know' or were neither satisfied nor dissatisfied, potentially indicating a lack of familiarity or usage of the website, as demonstrated in some of the comments about how to improve the website in List 3.

Chart 5: Q7 "How satisfied are you with the Partnership website?"
www.ourareaourfuture.org.uk



Base size: 16

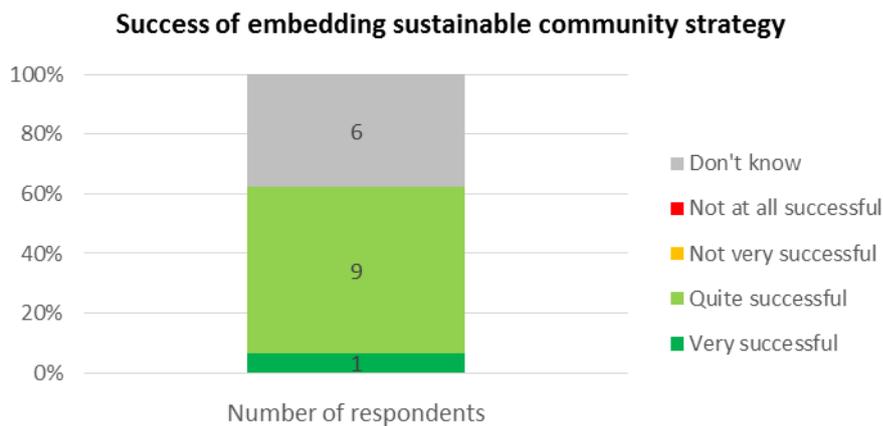
List 3: responses to Q8 "How could the Partnership website be improved?"

<i>Only use it to access documents</i>
<i>Not sure, as long as I do not have to click on to too many links to get to the destination!</i>
<i>Not accessed as a matter of routine</i>
<i>Updated more frequently</i>
<i>Never use it</i>

Sustainable Community Strategy

Whilst the majority of respondents (10/16) say their organisations have been successful and embedding the sustainable community strategy (SCS), 6 respondents did not know, suggesting they were either not sure of the strategy, or not sure of the measure of success for embedding the strategy.

Chart 6: Q9 “How successful has your organisation been in embedding the Sustainable Community Strategy into your corporate planning and delivery?”



When asked to comment on the strategy, there were very few responses:

List 4: Comments to Q12 “Please use this space to make any comments or suggestions about the delivery of the Sustainable Community Strategy”

The strategy has assisted in the services development of our four year Integrated Risk Management Plan IRMP as its direction has shown some of the factors AFRS has needed to take into consideration when planning for the future protection of the community's across not only SG but also the wider Avon area
Many thanks
Axe it

Base size: 16

Looking at the outcomes for success, the majority of respondents feel that the SCS successfully delivers on its strategy; 69% of respondents felt that the partnership successfully communicates its work, 63% said that it successfully engaged communities, 82% said that it successfully co-ordinated activates and actions, and 88% said that the partnership regularly reviews progress on its delivery.

Chart 7: Q10 “How successful do you think the partnerships have been in undertaking the following”



Base size: 16

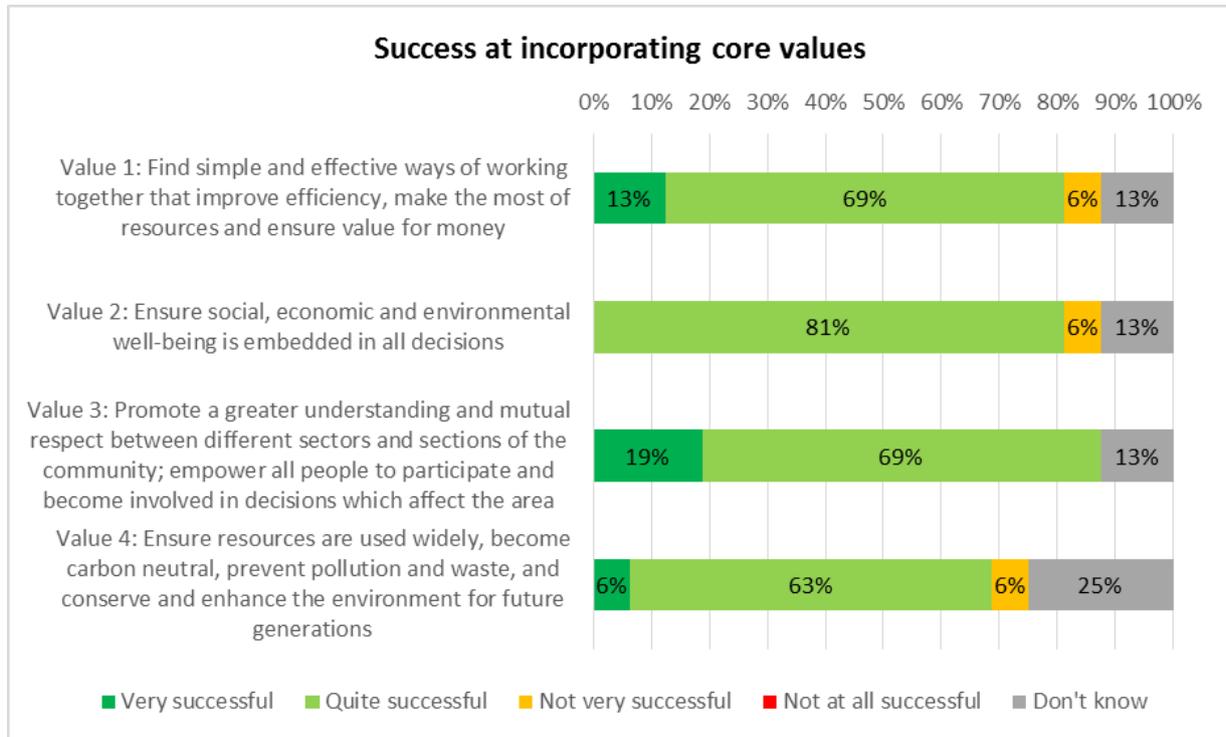
Table 4: Q10 “How successful do you think the partnerships have been in undertaking the following”

	Regularly reviewing progress on the delivery of the strategy	Coordinating activities and actions relating to the delivery of the strategy	Engaging communities in the delivery of the strategy	Communicating the work of the partnership and its delivery of the strategy
Very successful	3	3	-	1
	19%	19%	-	6%
Quite successful	11	10	10	10
	69%	63%	63%	63%
Not very successful	1	2	4	4
	6%	13%	25%	25%
Not at all successful	1	1	2	1
	6%	6%	13%	6%
Don't know	-	-	-	-
	-	-	-	-

Base size: 16

The majority of respondents feel that they Partnerships have successfully incorporated the core values into their work; Value 3 is seen as the most successful (88%) followed by Value 1 (82%) and Value 2 (81%). Value 4 is seen as the least successfully incorporated (69%), although this is mostly because a greater number of respondents said they did not know for Value 4 (25%).

Chart 8: Q11 “How successful do you think the Partnerships have been in incorporating the following core values into their work?”



Base size: 16

Table 5: Q11 “How successful do you think the Partnerships have been in incorporating the following core values into their work?”

	Value 1: Find simple and effective ways of working together that improve efficiency, make the most of resources and ensure value for money	Value 2: Ensure social, economic & environmental well-being is embedded in all decisions	Value 3: Promote a greater understanding and mutual respect between different sectors and sections of the community; empower all people to participate and become involved in decisions which affect the area	Value 4: Ensure resources are used widely, become carbon neutral, prevent pollution and waste, and conserve and enhance the environment for future generations
Very successful	2	-	3	1
	13%	-	19%	6%
Quite successful	11	13	11	10
	69%	81%	69%	63%
Not very successful	1	1	-	1
	6%	6%	-	6%
Not at all successful	-	-	-	-
	-	-	-	-
Don't know	2	2	2	4
	13%	13%	13%	25%

Base size: 16

Appendix – 2016 Survey

Partnership Satisfaction Survey

The South Gloucestershire Partnership undertakes a biennial survey with its partners to gauge satisfaction with the working arrangements and the delivery of partnership work. This year we are really keen to hear your views. All members of the strategic partnerships and Partnership Boards are invited to respond. The survey results will be used to improve partnership arrangements and efficiencies. Thank you for your support in this work.

1. Which partnership(s) are you involved in?
- South Gloucestershire Partnership Board
 - Economy & Skills Strategic Partnership
 - Health & Wellbeing Board
 - Safer & Stronger Communities Strategic Partnership

Partnership Working

2. How satisfied or dissatisfied are you with the following aspects of the partnership?

	<i>Very satisfied</i>	<i>Quite Satisfied</i>	<i>Neither satisfied or dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Partnership support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your ability to participate in meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your ability to influence decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall partnership working arrangements in South Gloucestershire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Overall how satisfied or dissatisfied are you with the Strategic Partnerships in South Gloucestershire
- Very satisfied
 - Quite satisfied
 - Neither satisfied or dissatisfied
 - Quite dissatisfied
 - Very dissatisfied
 - Don't know

4. Please use this space to make any comments or suggestions about any aspect of partnership working.

5. With regards to some of the support arrangements for partnership meetings, how satisfied or dissatisfied are you with the following?

	<i>Very satisfied</i>	<i>Quite Satisfied</i>	<i>Neither satisfied or dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
Agenda content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality and content of reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number and content of presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timing of meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting venues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with support arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Please use this space to make any comments or suggestions about the support arrangements for partnership meetings.

7. How satisfied are you with the Partnership website? www.ourareaourfuture.org.uk

- Very satisfied*
- Satisfied*
- Neither satisfied or dissatisfied*
- Dissatisfied*
- Very dissatisfied*
- Don't know*

8. How could the Partnership website be improved?

Delivering the Sustainable Community Strategy

The Sustainable Community Strategy (SCS) contains a shared vision, shared values and a collective action plan for South Gloucestershire until 2026. The sustainable community strategy can be found [here](#)

The South Gloucestershire Partnership works to improve the quality of life for people in the area and is committed to embedding all sections of the Sustainable Community Strategy into the work of the strategic partnerships and its member organisations.

9. How successful has your organisation been in embedding the Sustainable Community Strategy into your corporate planning and delivery?

- Very successful*
- Quite successful*
- Not very successful*
- Not at all successful*
- Don't know*

10. How successful do you think the partnerships have been in undertaking the following?

	<i>Very successful</i>	<i>Quite successful</i>	<i>Not very successful</i>	<i>Not at all successful</i>	<i>Don't know</i>
Regularly reviewing progress on the delivery of the strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinating activities and actions relating to the delivery of the strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engaging communities in the delivery of the strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicating the work of the partnership and its delivery of the strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. How successful do you think the following Partnership have been in incorporating the following core values into their work?

	<i>Very successful</i>	<i>Quite successful</i>	<i>Not very successful</i>	<i>Not at all successful</i>	<i>Don't know</i>
<i>Value 1:</i> Find simple and effective ways of working together that improve efficiency, make the most of resources and ensure value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Value 2:</i> Ensure social, economic and environmental well-being is embedded in all decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Value 3:</i> Promote a greater understanding and mutual respect between different sectors and sections of the community; empower all people to participate and become involved in decisions which affect the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Value 4:</i> Ensure resources are used widely, become carbon neutral, prevent pollution and waste, and conserve and enhance the environment for future generations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Please use this space to make any comments or suggestions about the delivery of the Sustainable Community Strategy

13. **Your Name**

14. **Your Organisation's Name**

Any information that you have supplied will be held by South Gloucestershire Council in accordance with the Data Protection Act. This information will only be used as part of this exercise and will not be published or passed on to any other organisation.

**Thank you for completing this survey.
Please press the submit button to send us your response**