



PSS Funder and Commissioner Annual Survey

Getting your feedback is important to us at PSS. It helps us to achieve ongoing development and growth, but most importantly, it helps us shape the services and support we provide to the people we serve. We'd really appreciate you taking the time to answer the questions in this survey and tell us what you think.

If you've got any urgent feedback or concerns you'd like to talk about, please don't hesitate to contact our director of operations, Harriet Michael-Phillips:

Email: Harriet.MichaelPhillips@pss.org.uk

Call: 07977 920823

Leaving your contact details isn't essential, but it means we can talk to you further about any issues you raise in the survey. Please leave your details below if you don't mind us getting in touch:

Your name:	<input type="text"/>
Role:	<input type="text"/>
Organisation:	<input type="text"/>
Email:	<input type="text"/>
Telephone:	<input type="text"/>

Which PSS services do you fund / commission and where are they based?
Please list them below:



Arolwg Blynyddol Arianwyr a Chomisiynwyr PSS

Mae derbyn eich adborth yn bwysig i ni yn PSS. Mae'n gymorth inni barhau i ddatblygu a thyfu, ond yn bwysicaf oll, mae'n ein cynorthwyo i siapio'r gwasanaethau a'r gefnogaeth yr ydym yn ei darparu ar gyfer y bobl yr ydym yn eu gwasanaethu. Byddem yn gwerthfawrogi pe baech yn cymryd yr amser i ateb y cwestiynau yn yr arolwg hwn ac yn dweud wrthym beth yr ydych yn ei feddwl.

Os oes gennych adborth brys neu bryderon yr hoffech siarad amdanynt, peidiwch ag oedi rhag cysylltu â'n cyfarwyddwr gweithrediadau, Harriet Michael-Phillips:

E-bost: Harriet.MichaelPhillips@pss.org.uk

Ffôn: 07977 920823

Dydy gadael eich manylion cyswllt ddim yn hanfodol, ond byddent yn golygu y gallem siarad â chi ymhellach ynghylch unrhyw faterion yr ydych yn eu codi yn yr arolwg. Rhowch eich manylion isod, os gwelwch yn dda, os nad yw wahaniaeth gennych ein bod yn dod i gysylltiad â chi.

Eich enw:

Rôl:

Sefydliad:

E-bost:

Ffôn:

Pa rai o wasanaethau PSS ydych chi'n eu hariannu / comisiynu a ble maen nhw wedi eu lleoli?
Rhestrwch nhw isod, os gwelwch yn dda:



Question 1

How satisfied are you with the quality of the service(s) that you have funded / commissioned from PSS? (Please tick)

- Highly satisfied
- Very satisfied
- Satisfied
- Not always satisfied
- Dissatisfied

Comments:

Question 2

How satisfied are you with the working relationships you have with managers and staff at PSS? (Please tick)

- Highly satisfied
- Very satisfied
- Satisfied
- Not always satisfied
- Dissatisfied

Comments:

Cwestiwn 1

Pa mor fodlon ydych chi ar ansawdd y gwasanaeth(au) yr ydych wedi eu hariannu / comisiynu gan PSS? (Ticiwch os gwelwch yn dda)

- Bodlon dros ben
- Bodlon iawn
- Bodlon
- Dim yn fodlon bob amser
- Anfodlon

Sylwadau:

Cwestiwn 2

Pa mor fodlon ydych chi ar y berthynas waith sydd gennych chi â'r rheolwyr a'r staff yn PSS? (Ticiwch os gwelwch yn dda)

- Bodlon dros ben
- Bodlon iawn
- Bodlon
- Dim yn fodlon bob amser
- Anfodlon

Sylwadau:



Question 3

How satisfied are you that we involve the people we support in the design and delivery of the services they receive? (Please tick)

- Highly satisfied
- Very satisfied
- Satisfied
- Not always satisfied
- Dissatisfied

Comments:

Question 4

How satisfied are you that PSS keeps the people we support safe and free from avoidable harm? (Please tick)

- Highly satisfied
- Very satisfied
- Satisfied
- Not always satisfied
- Dissatisfied

Comments:

Cwestiwn 3

Pa mor fodlon ydych chi ein bod yn cynnwys y bobl yr ydym yn eu cefnogi wrth ddylunio a darparu'r gwasanaethau y maen nhw'n eu derbyn? (Ticiwch os gwelwch yn dda)

- Bodlon dros ben
- Bodlon iawn
- Bodlon
- Dim yn fodlon bob amser
- Anfodlon

Sylwadau:

Cwestiwn 4

Pa mor fodlon ydych chi fod PSS yn cadw'r bobl yr ydym ni'n eu cefnogi yn ddiogel ac yn rhydd o niwed y gellir ei osgoi? (Ticiwch os gwelwch yn dda)

- Bodlon dros ben
- Bodlon iawn
- Bodlon
- Dim yn fodlon bob amser
- Anfodlon

Sylwadau:



Question 5

How satisfied are you with the information that PSS provides to you to demonstrate we are meeting or exceeding the service specification? (Please tick)

- Highly satisfied
- Very satisfied
- Satisfied
- Not always satisfied
- Dissatisfied

Comments:

Question 6

How satisfied are you with the level of value for money you receive from the service that you fund / commission? (Please tick)

- Highly satisfied
- Very satisfied
- Satisfied
- Not always satisfied
- Dissatisfied

Comments:

Cwestiwn 5

Pa mor fodlon ydych chi ar y wybodaeth y mae PSS yn ei rhoi i chi i ddangos ein bod yn cwrdd â manyleb y gwasanaeth neu'n rhagori arni? (Ticiwch os gwelwch yn dda)

- Bodlon dros ben
- Bodlon iawn
- Bodlon
- Dim yn fodlon bob amser
- Anfodlon

Sylwadau:

Cwestiwn 6

Pa mor fodlon ydych chi ar lefel y gwerth am arian yr ydych yn ei dderbyn gan y gwasanaeth yr ydych yn ei ariannu / comisiynu? (Ticiwch os gwelwch yn dda)

- Bodlon dros ben
- Bodlon iawn
- Bodlon
- Dim yn fodlon bob amser
- Anfodlon

Sylwadau:



Question 7

How satisfied are you with how PSS promotes diversity and equality of access and provision?
(Please tick)

- Highly satisfied
- Very satisfied
- Satisfied
- Not always satisfied
- Dissatisfied

Comments:

Question 8

How satisfied are you with how PSS has managed service delivery and support during COVID-19? (Please tick)

- Highly satisfied
- Very satisfied
- Satisfied
- Not always satisfied
- Dissatisfied

Comments:

Cwestiwn 7

Pa mor fodlon ydych chi ar y ffordd y mae PSS yn hyrwyddo amrywiaeth a chydraddoldeb o ran mynediad a darpariaeth? (Ticiwch os gwelwch yn dda)

- Bodlon dros ben
- Bodlon iawn
- Bodlon
- Dim yn fodlon bob amser
- Anfodlon

Sylwadau:

Cwestiwn 8

Pa mor fodlon ydych chi ar y ffordd y mae PSS wedi rheoli'r gwasanaeth a'r gefnogaeth a ddarparwyd yn ystod COVID-19? (Ticiwch os gwelwch yn dda)

- Bodlon dros ben
- Bodlon iawn
- Bodlon
- Dim yn fodlon bob amser
- Anfodlon

Sylwadau:

Question 9

Please rate how important the following areas are to you when you fund / commission a service from an organisation:

(Please tick the box rating the level of importance you place on these)

	Highly important	Very important	Important	Not that important	Not important at all
Reputation of provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Track record of delivery and achievement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price and value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social impact and social value added	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Positive staff team and strong leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Culture and organisational values	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to innovate and exceed expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Cwestiwn 9

Pa mor bwysig ydy'r meysydd canlynol i chi pan fyddwch yn ariannu / comisiynu gwasanaeth gan sefydliad:

(Ticiwch y blwch sy'n dangos lefel y pwysigrwydd yr ydych yn ei osod ar y rhain)

	Pwysig dros ben	Pwysig iawn	Pwysig	Dim mor bwysig â hynny	Dim yn bwysig o gwbl
Enw da'r darparwr	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hanes o ddarparu a chyflawni	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pris a gwerth am arian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effaith gymdeithasol ac ychwanegu gwerth cymdeithasol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tîm o staff cadarnhaol ac arweinyddiaeth gref	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diwylliant a gwerthoedd sefydliadol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y gallu i arloesi a rhagori ar ddisgwyliadau	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sylwadau:



Question 10

How likely is it that you would recommend PSS as a provider to other funders, commissioners or those tendering for a service? (10 being highly likely, 1 being highly unlikely). (Please circle)

Highly unlikely

Highly likely

1 2 3 4 5 6 7 8 9 10

Comments:

Question 11

Is there any other feedback you'd like to give to us that you think would be helpful?

Comments:

Many thanks for taking the time to tell us what you think.

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Head office: Eleanor Rathbone House, Connect Business Village, 24 Derby Road, Liverpool, L5 9PR.



Cwestiwn 10

Pa mor debygol ydych chi o argymell PSS fel darparwr i arianwyr, comisiynwyr eraill neu'r rhai sy'n tendro am wasanaeth? (Mae 10 yn golygu tebygol dros ben, 1 yn golygu annhebygol dros ben).

(Rhowch gylch)

*Annhebygol
dros ben*

*Tebygol
dros ben*

1 2 3 4 5 6 7 8 9 10

Sylwadau:

Cwestiwn 11

Oes yna ryw adborth arall yr hoffech ei roi inni yr ydych yn meddwl fyddai o gymorth?

Sylwadau:

Llawer o ddiolch am gymryd yr amser i ddweud wrthym beth yr ydych yn ei feddwl.

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