

NORTHUMBERLAND SPORT

STAKEHOLDER SURVEY RESULTS 2018

A LOOK AT FEEDBACK FROM OUR PARTNERS ON
THE SERVICE WE PROVIDE



INTRODUCTION

In October 2018 we contacted our partners to measure how satisfied they were with the service we provided over the previous 12 months.

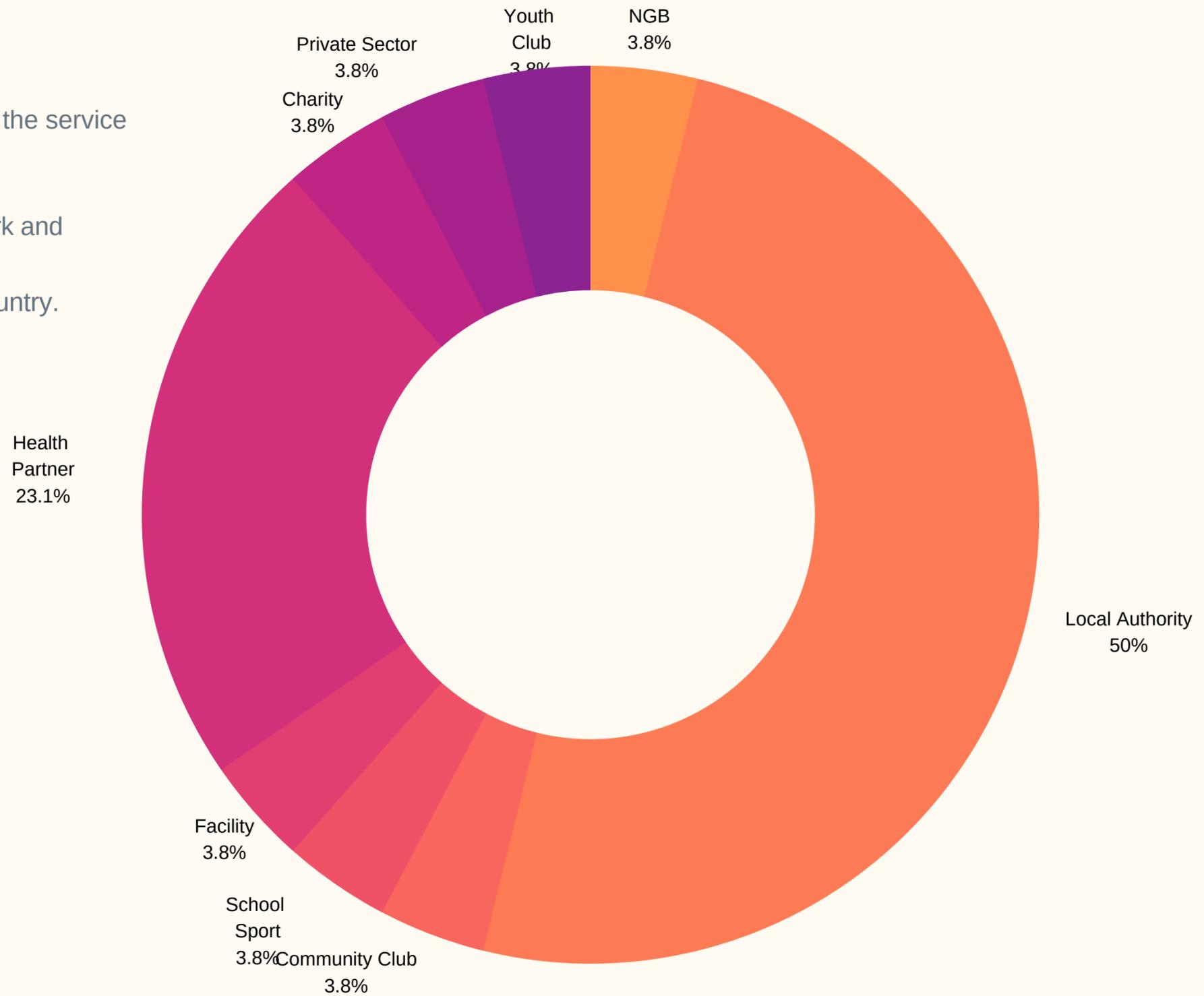
This survey is carried out annually with the national County Sports Partnership Network and allows us to not only measure how we are doing with our local partners, but also to benchmark our results with other County Sports Partnerships (CSPs) across the country.

WHO COMPLETED OUR SURVEY

The survey was sent out to 43 of our partners with 26 of these taking the time to complete it. The diagram to the right shows the different types of organisations those partners represent.

60.4%
RESPONSE RATE

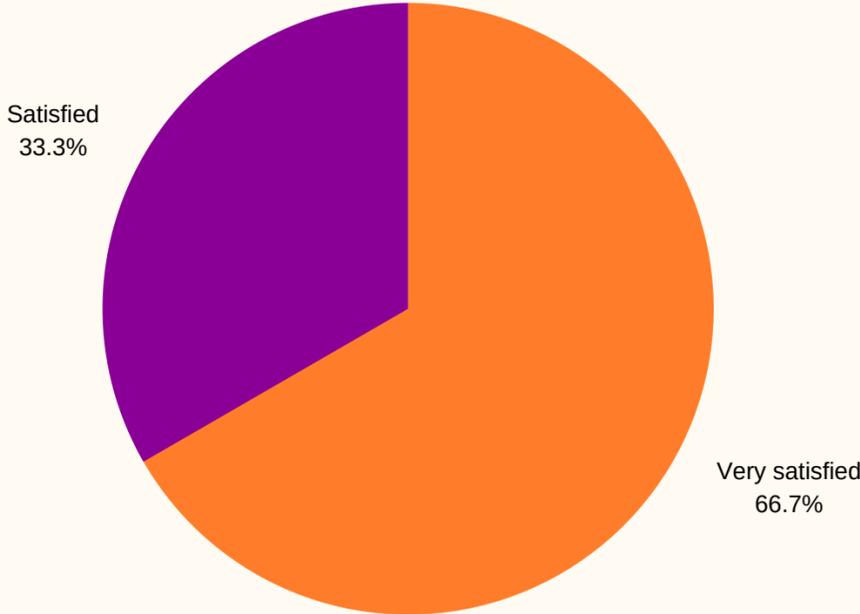
This is a slight decrease on the response rate in 2017 of 62%



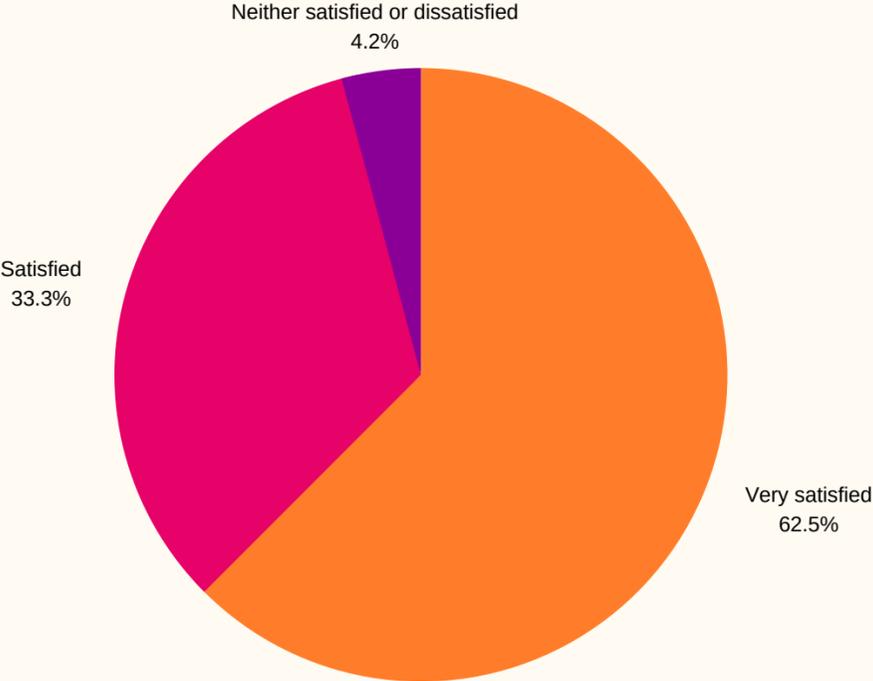
LEVELS OF SATISFACTION

Partners were asked to indicate their level of satisfaction with the contact they had made with Northumberland Sport. The charts below demonstrate this

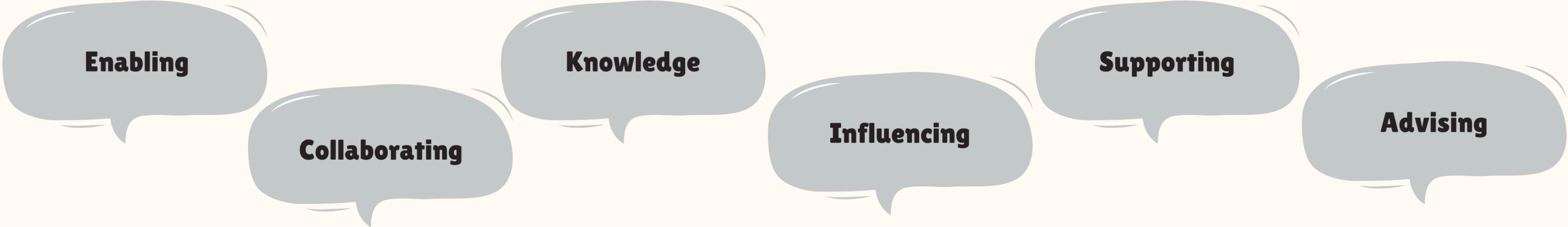
Q - The CSP's understanding of your needs and requirements



Q - The way in which the CSP reviews and evaluates progress with you in areas you work on jointly



WHAT WORDS DO OUR PARTNERS USE TO DESCRIBE OUR ROLE?



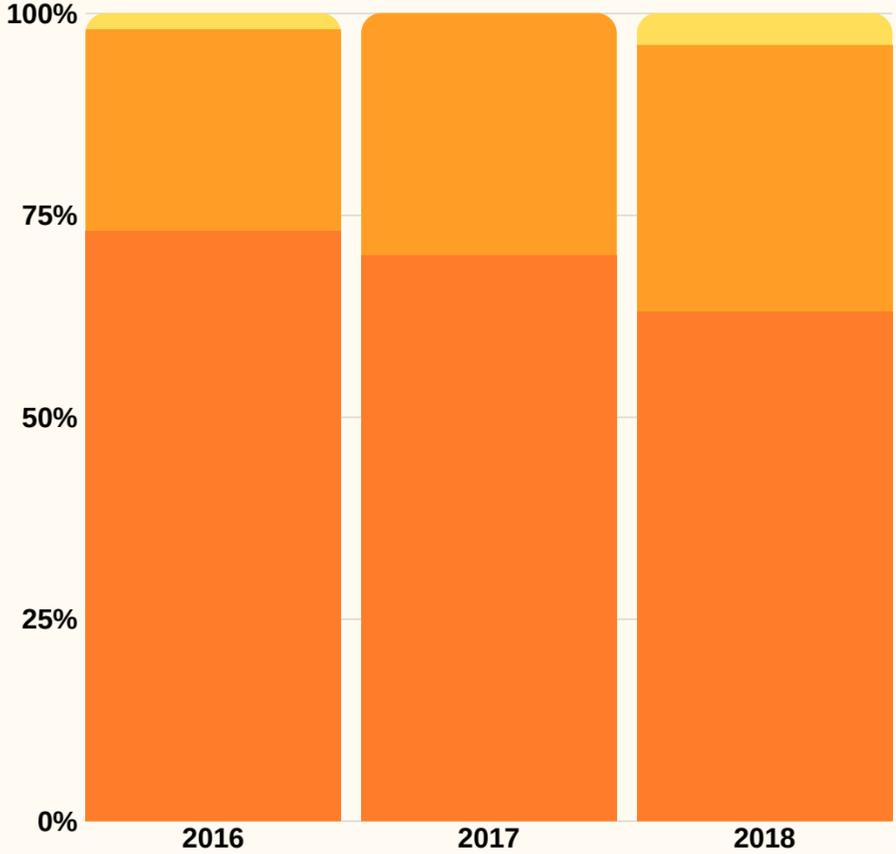
LEVELS OF SATISFACTION

Very satisfied

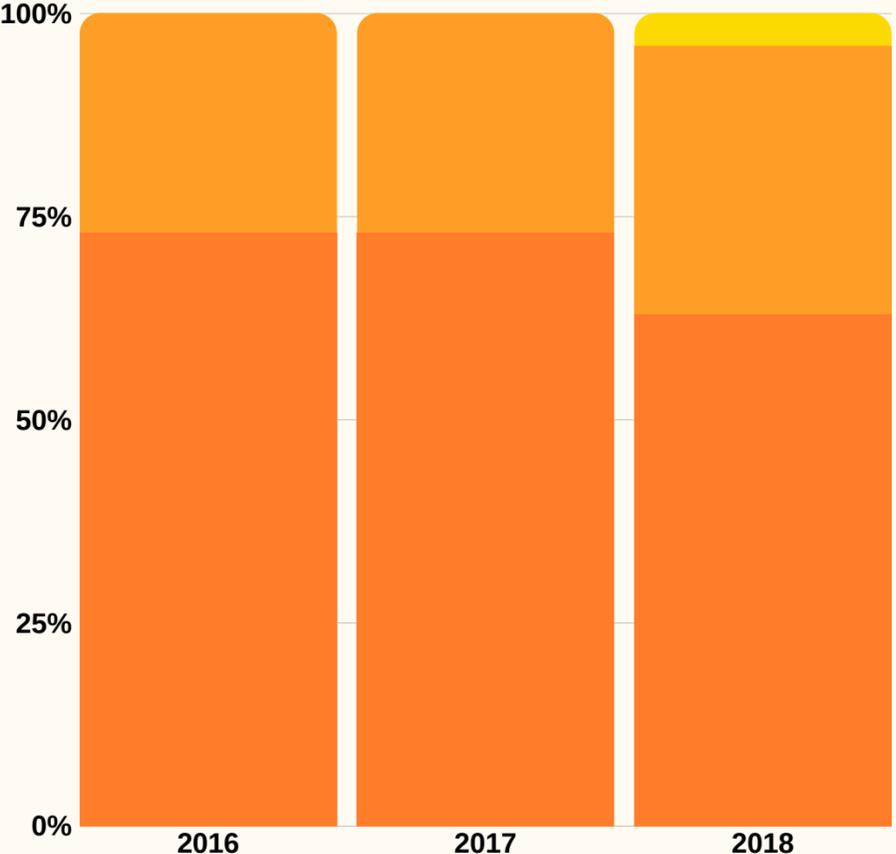
Satisfied

Neither satisfied or dissatisfied

How satisfied are partners with the value we add to their work?



How satisfied are partners with the quality of the support and advice we give?



AREAS OF WORK THAT PARTNERS FEEL WE ADD THE MOST VALUE TO



AREAS OF WORK THE CSP COULD IMPROVE IN ORDER TO ADD MORE VALUE TO THE WORK OF PARTNERS



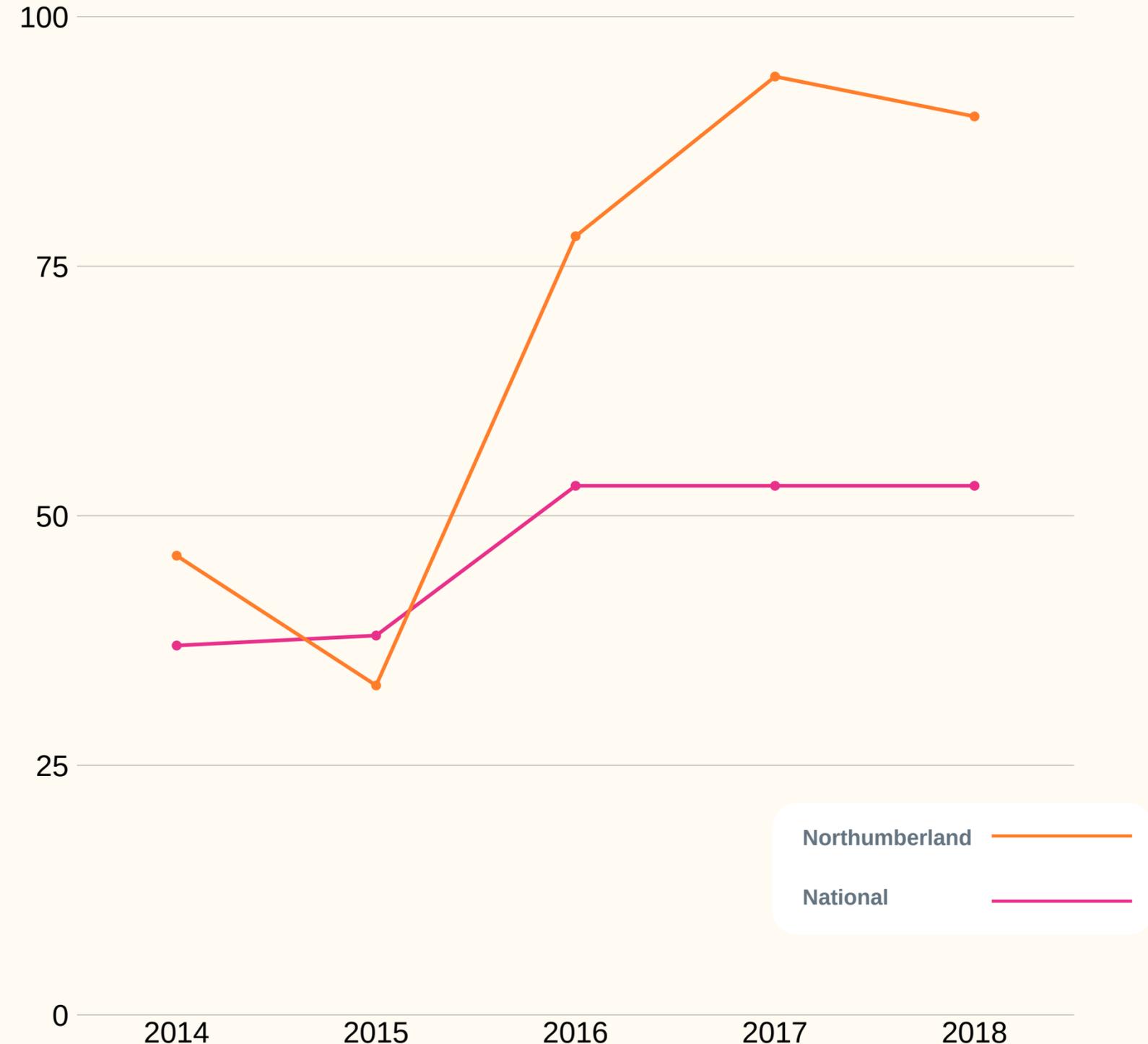
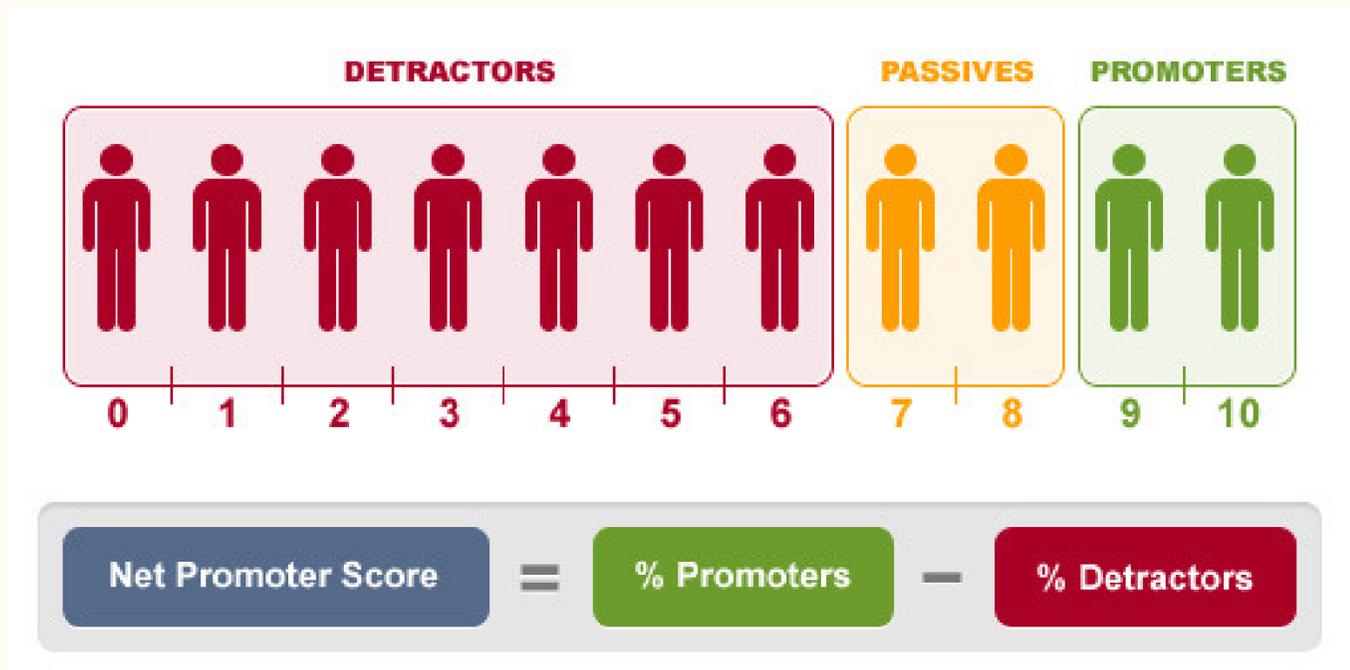
OUR NET PROMOTER SCORE

We are very pleased to see our Net Promoter Score (NPS) of **90** remains well above the national average of 53 as shown in the graph opposite.



Since 2012 we have used NPS as a mechanism for us to understand overall satisfaction. NPS measures the perception of our partners and is based on a -100 to 100 scale with partners being asked how likely it is that they would recommend Northumberland Sport to a friend or colleague.

The diagram below shows how the NPS score is calculated with those respondents giving a score of 0-6 being classed as "detractors", scores of 7 and 8 being "passives" and 9 and 10 being "promoters".



COMMENTS

Here is a sample of some of the comments our partners made to support the score they gave in the NPS question.

Excellent support, advice and communication. Localised knowledge and influence with local partners has been a great benefit to our work.

As a small team, they are diligent, hard working, efficient, strategic, politically aware and inclusive.

The team have always been keen to engage with the wider health and social care economy, recognising that by influencing and building capacity to deliver interventions at key moments in people's lives we are most likely to encourage increased physical activity in those communities in greatest need.

The partnership is invaluable and allowed us to maximise engagement with groups that never would have traditionally engaged in sport.

Fantastic, innovative and collaborative team who are really helping to influence the agenda across the system.

The CSP is thinking beyond sport, focusing on least physically active and helping to address health inequalities.

The CSP listens to us and provides practical support.



For further information about any aspect of the Northumberland Sport partnership and its work, or to request a copy of this publication in a different format please contact us at;

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