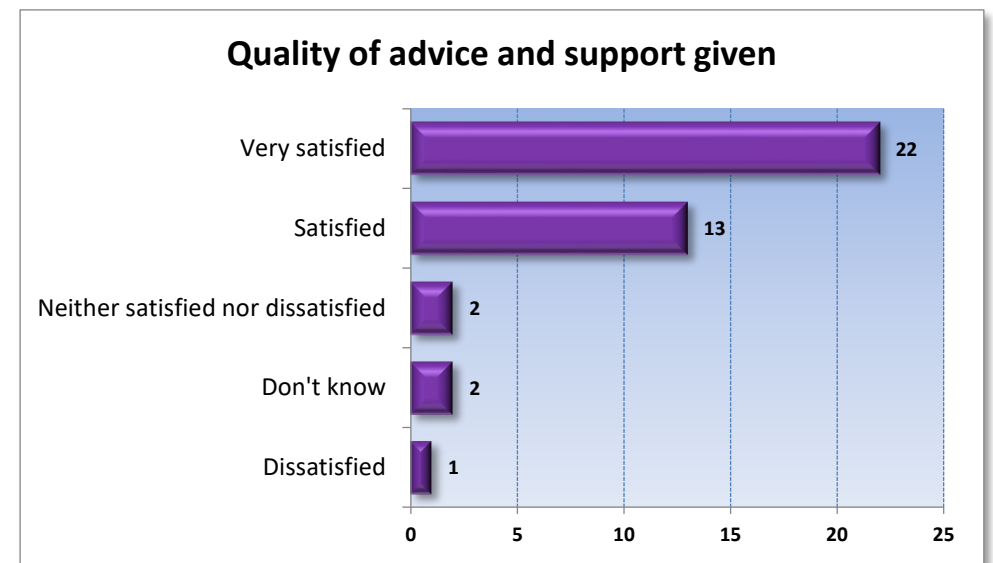
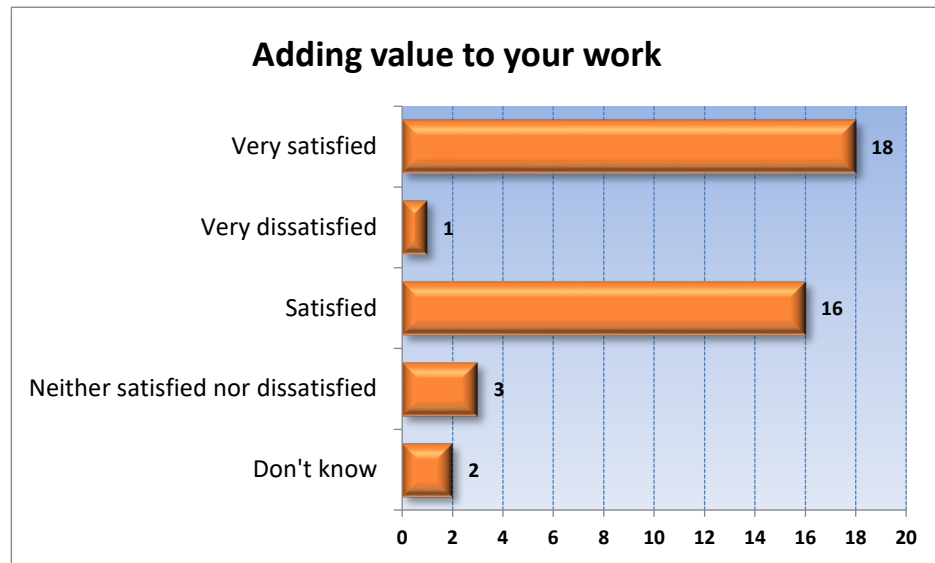


2018 Partner Satisfaction Survey Results

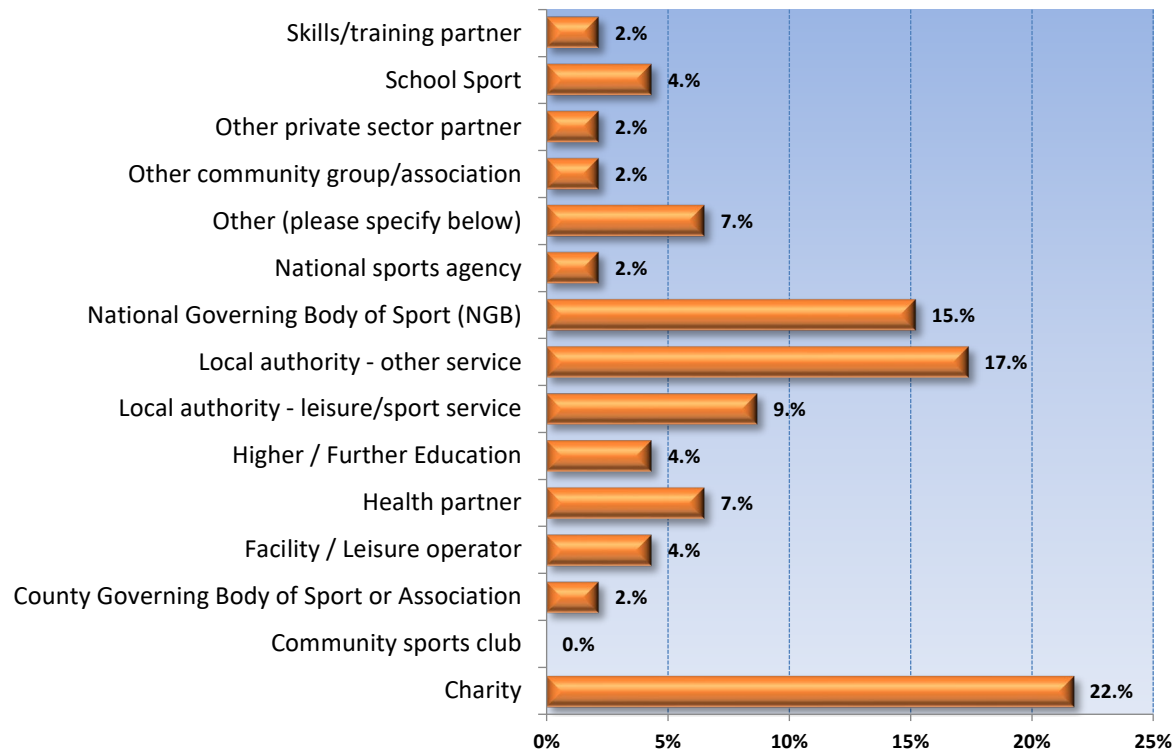
This year we had 46 respondents to our survey. This is a 50% increase in the number of partners completing the survey than in 2017.

Partners reported the following levels of satisfaction



Survey respondents:

Who Responded?



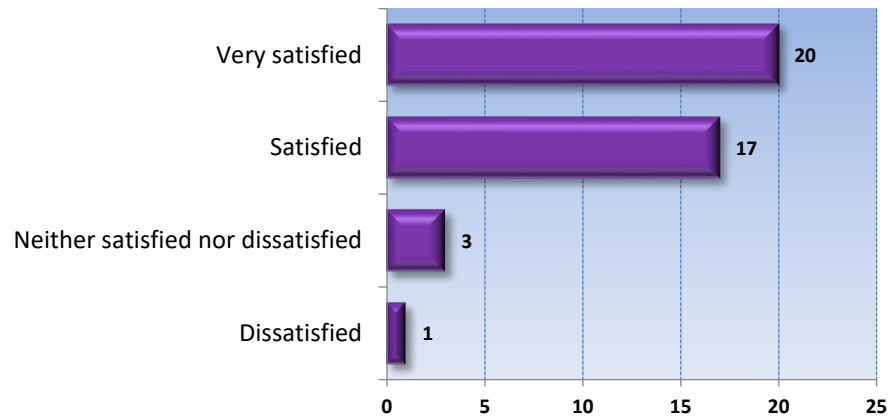
Other Groups



Respondent Satisfaction Levels

This year partners were asked to respond to their levels of satisfaction around a few different areas:

Understanding of your needs and requirements?



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

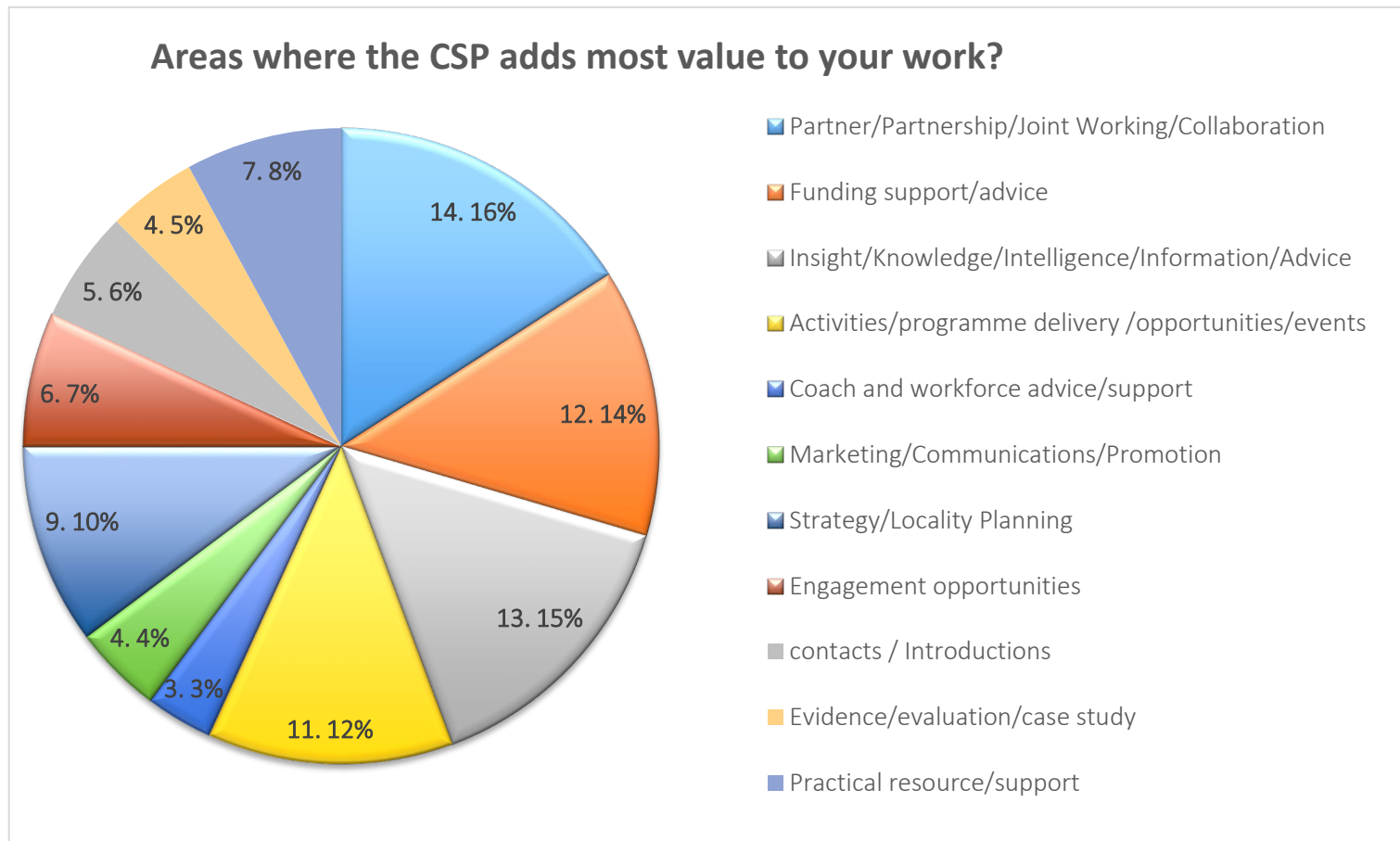


Word Cloud of the words used to describe the CSP

(limited to no more than 5 words per respondent)



Where Active Norfolk adds value to our partners



Feedback from our partners

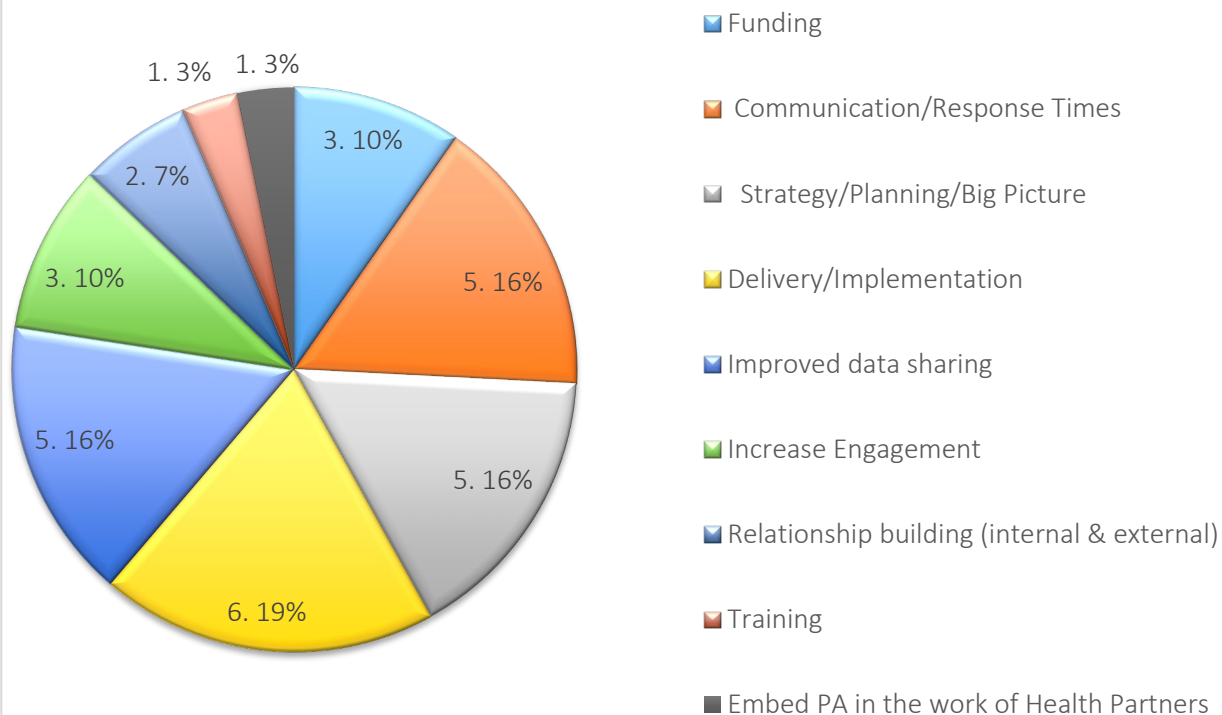
"Knowledgeable team with experience in building strategic partnerships. Have a sound future vision for the importance of physical activity for the wider health and wellbeing of the local population"

"They are an exemplar CSP with outstanding knowledge and experience."

"They are committed to developing activity and have embraced the need to widen their definition of this. Effective organisers and competent staff"

Where Active Norfolk could most improve to add value to partners work

Where the CSP could most improve to add value to your work?



Feedback from our partners

“Perhaps by signing up as a Time to Change Pledge employer to demonstrate more publicly their very positive view of Mental health of their workforce.”

“Tend to see projects in isolation so not as much crossover or opportunity for additional work as there could be”

“Clarity around the CSP primary role”

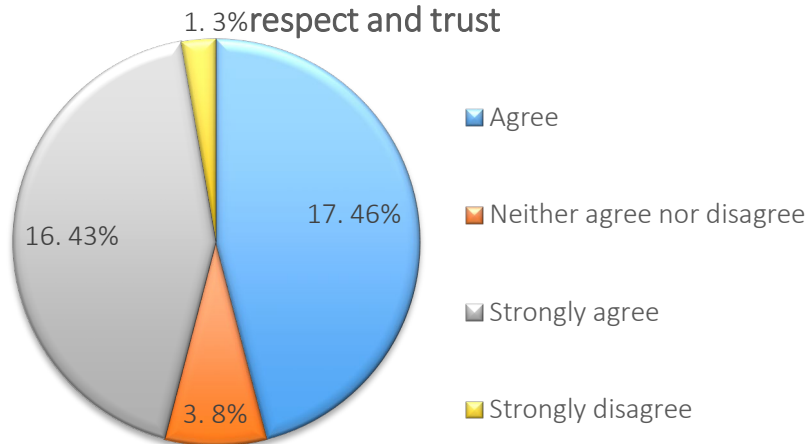
“Language - please use language people understand when communicating externally”

“Staff turnover makes relationship building difficult at times”

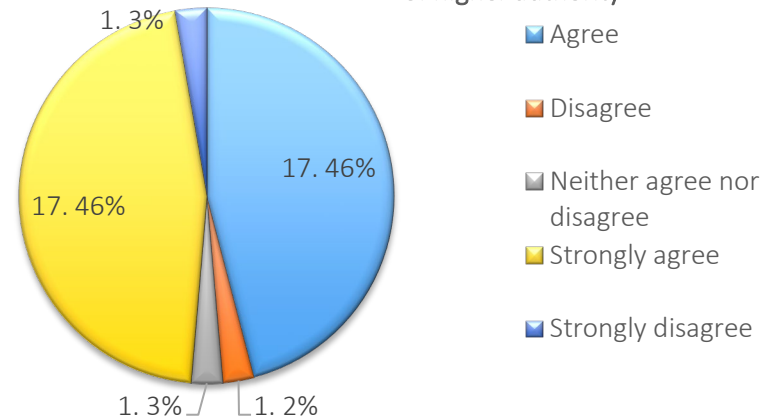
Collaboration

Partners rated their experience of working with us:

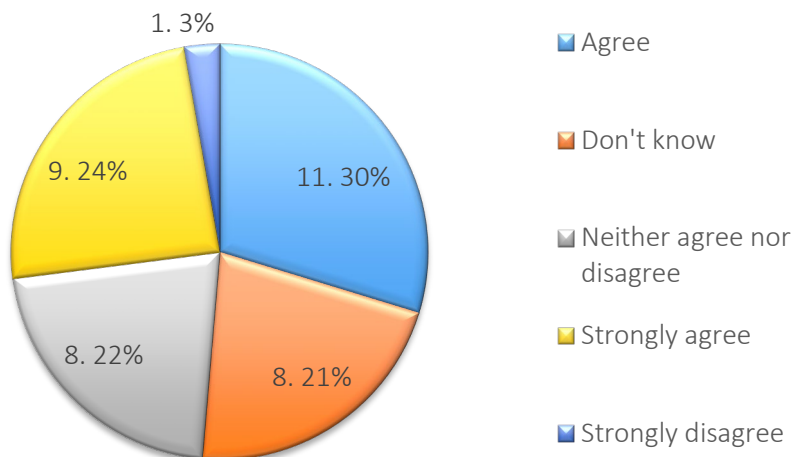
The approach is underpinned by mutual respect and trust



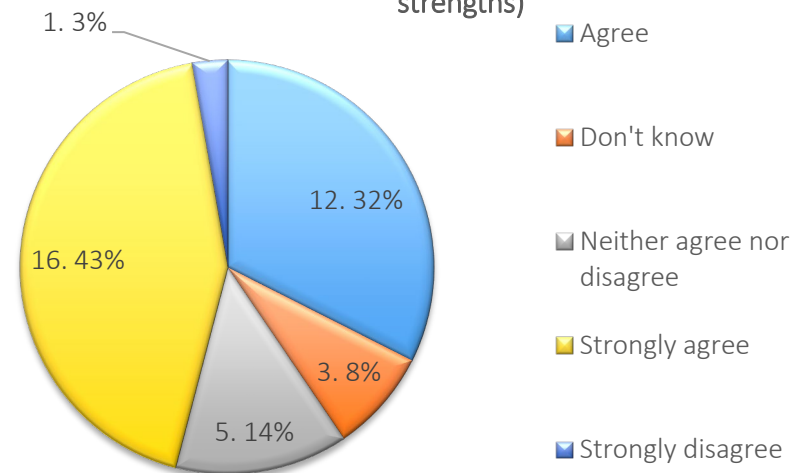
The members of staff I work with are able to make decisions appropriately without needing to get the approval of higher authority



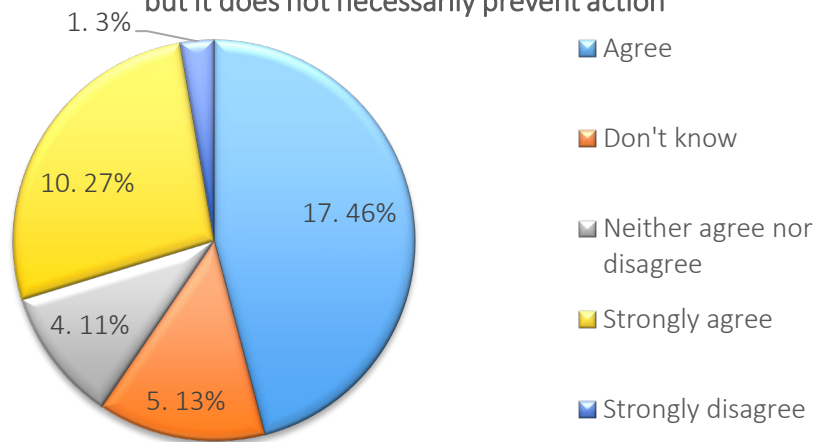
Conflict is dealt with in a positive and constructive way



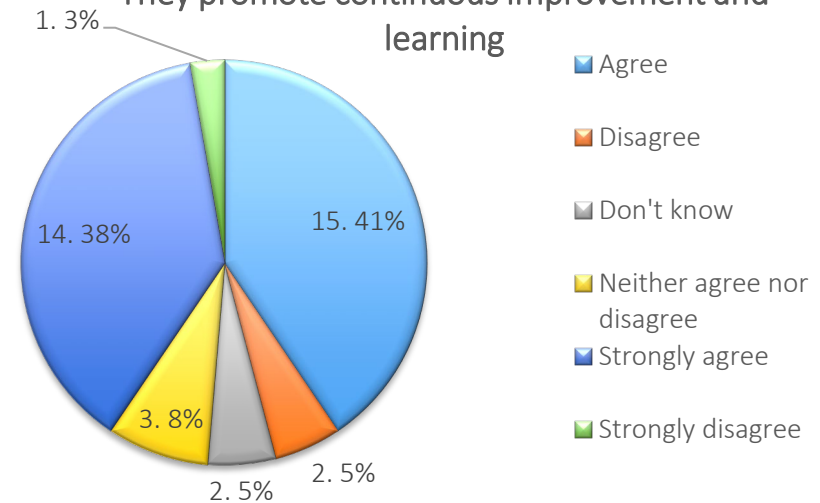
Our collective work focuses on the assets of the place and its people (eg, community assets/individual strengths)



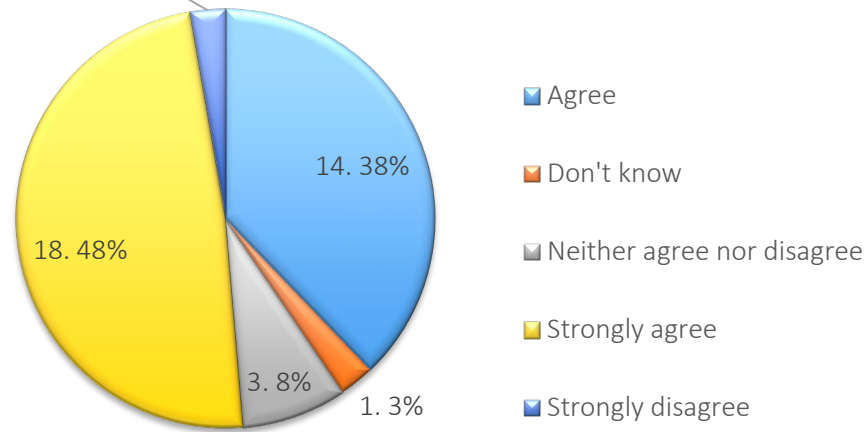
They consider risk and act responsibly to any findings, but it does not necessarily prevent action



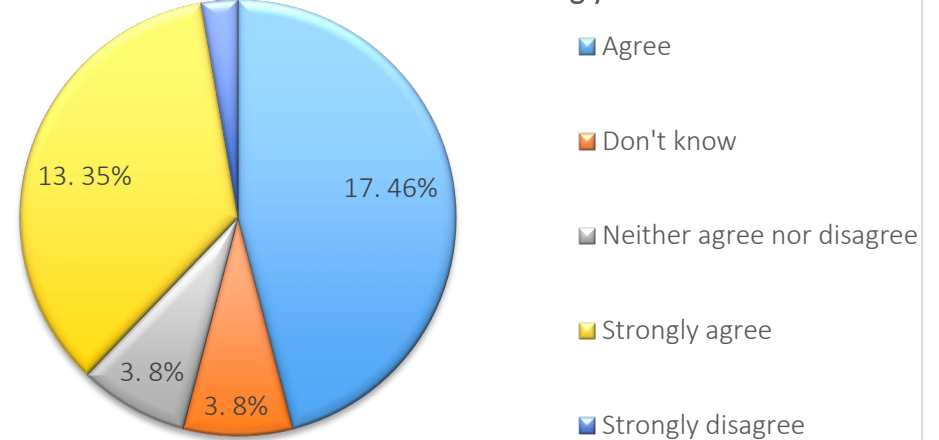
They promote continuous improvement and learning

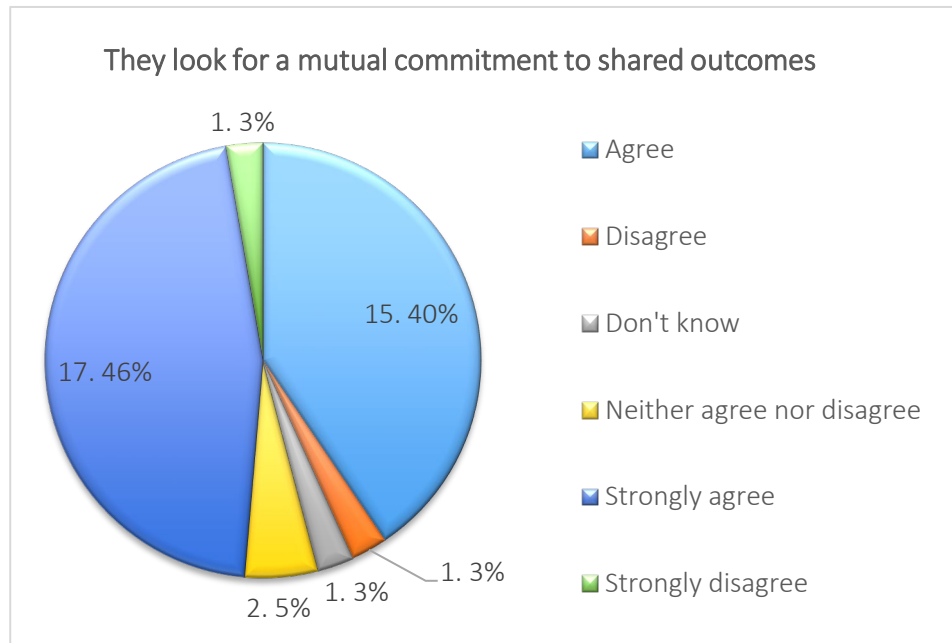


They support innovation and are willing to try new ways of working in order to learn



They explore different perspectives and approaches are modified accordingly





Our Net Promoter Score

2015	2016	2017	2018
47%	60%	74%	58%

This year we had a higher number of respondents than previous years.

25 respondents scored us a 9 or 10 (promoters), 7 respondents scored us a 7 or 8 (neutral), and 4 respondents scored us a 5 or 6 (detractors).

This score is more in line with the national CSP Network, which this year had a score of 54.

Over the next 12 months where and how would you like further support from the CSP?

What you want from us over the next 12 months?

