

PARTNER SATISFACTION SURVEY FINDINGS AND ACTIONS

As part of our commitment to continual improvement in the ways we work with organisations and members of the public across Norfolk, we recently conducted our **Partner Satisfaction Survey**.

Below is a summary of what you told us you think we are doing well, as well as areas of our work where we could improve.

We've also identified and begun implementing a number of organisational improvements which will help to make us even more effective in improving the health of Norfolk residents through active lifestyles.

We are proud to know **94% of our partners** said working with us had a positive impact on their work.

You said...

We are:

- Supportive
- Knowledgeable
- Collaborative
- Helpful
- Community focused
- Proactive
- Informative
- Friendly
- Positive
- Well-connected

What we do well:

- Delivery of activity interventions
- Relationship development
- Community engagement

We asked...

“What can we do to improve?”

Despite the great feedback, we know there are always ways to improve. Below are some key areas for improvement we have identified using your feedback, and how we have begun to address these.

You said...

We need to provide greater knowledge about and access to funding opportunities

Dedicated Funding Page

Our new website features a dedicated funding page to help organisations discover sources of funding to introduce physical activity to their audiences. We have also developed our role in allocating targeted funds to grow the impact of physical activity – on physical and mental well-being, childhood development, long-term conditions – particularly in those areas where inequalities are most prevalent.

We did.



SCAN ME

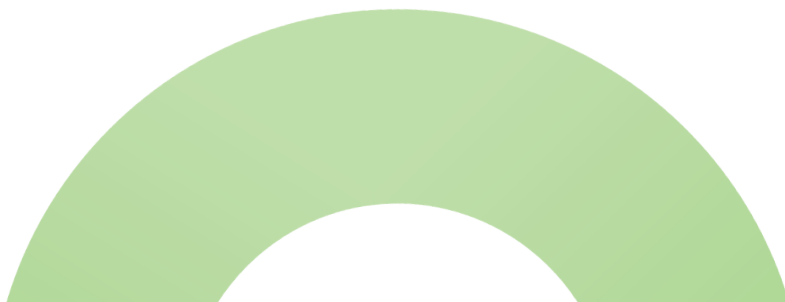
You said...

We need to have a bigger impact on strategy and system change

Team restructure and new roles created

Our new structure enables us to be even more focused on areas where physical activity can have the biggest impact and enable us to be more involved in community decision making for better health and social outcomes for residents.

We did.



We asked...

"What can we do to improve?"

You said...

We need more collaboration both internally and externally

We did.

Place based approach and new CRM

The restructure also created designated locality officers to build relationships in and increase the presence of physical activity on the local agenda.

Our new relationship management system will also offer a more conjoined and comprehensive approach to our work.

You said...

We need better partner communication

We did.

Updating branding and website

We have recently launched our new Active Norfolk brand and website. The two work in conjunction to communicate our role, vision and the work we're involved in across the county.

We asked...

“How would you define Active Norfolk’s role?”

Your answers showed the depth and importance of Active Norfolk’s role within various sectors. Here were the top answers you gave.

Working in
partnership

Public promotion /
information

Developing
physical activity
opportunities

IMPROVEMENTS TO BUILD ON THESE KEY AREAS

Establishing our role through the above key areas is crucial. For this reason, the following improvements have been an important part of our work over the last year.

Developing a bespoke Activity Finder for Norfolk

We are working to improve visibility and accessibility of physical activity opportunities for people in Norfolk. Our new Activity Finder platform will enable providers to reach and help more people in Norfolk through their activities and more members of the public to seek exercise which suits them individually.

The platform will be launched later in the year and is currently under development.

Branding workshops to define organisational identity

One of the core objectives of our new brand development was to clearly define our role within the wider system and specify exactly where we can have the most impact.

Our new website clearly outlines, for the benefit of partners and members of the public, what we do and why we do it. If you haven't yet had the chance, visit www.activenorfolk.org to view the site.