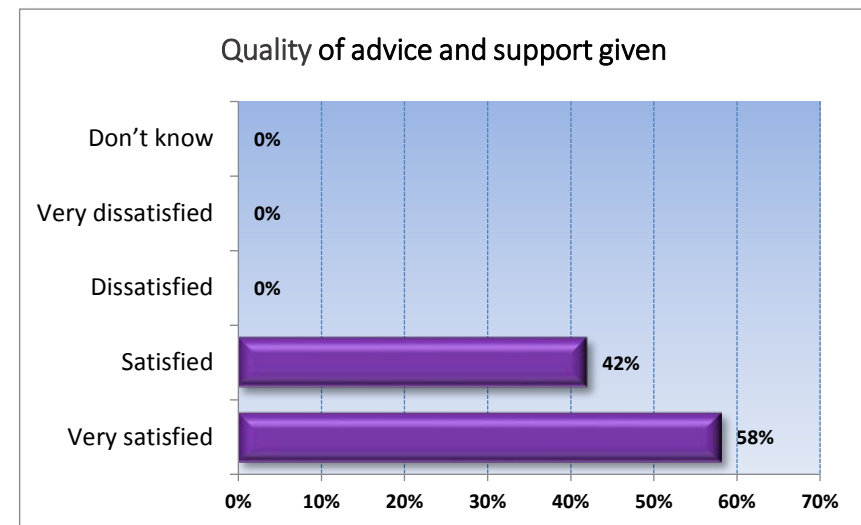
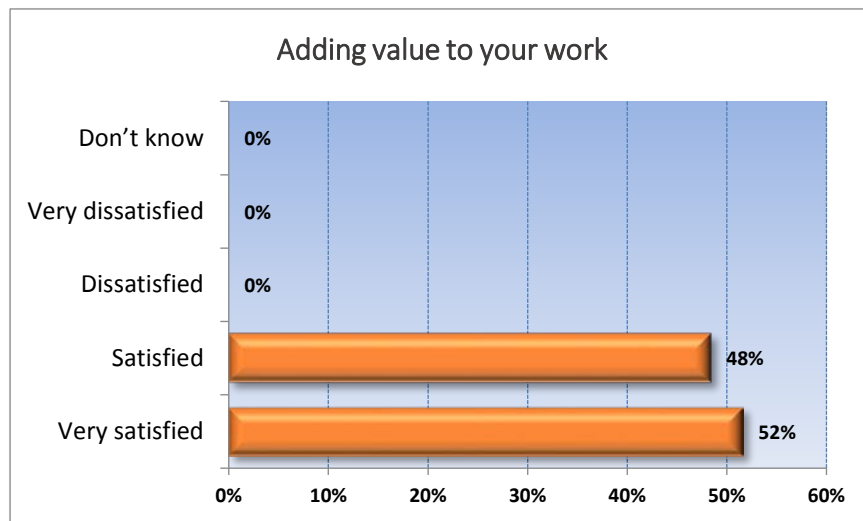


Active Norfolk's Net Promoter Score

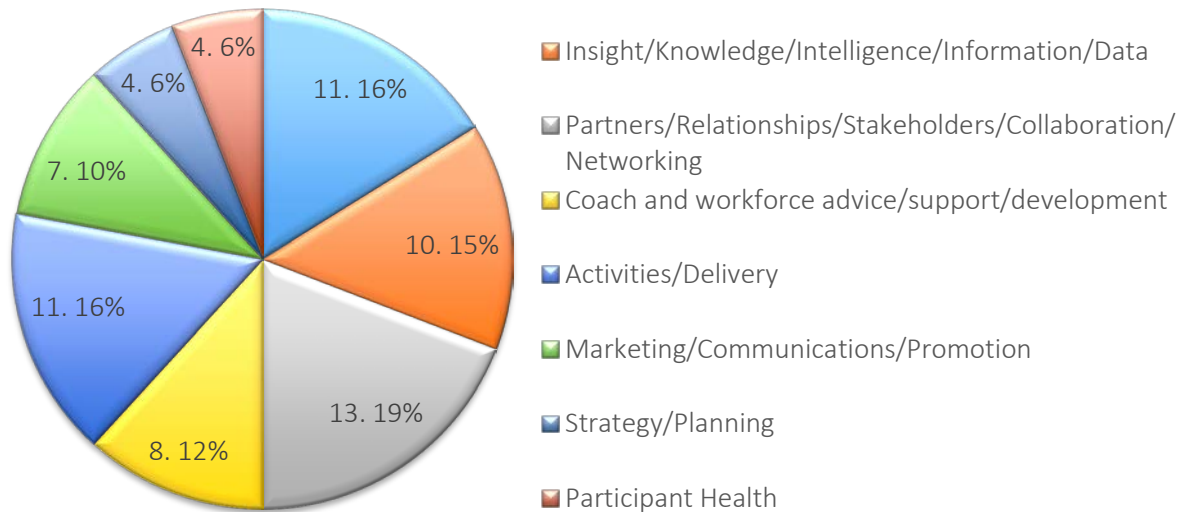
2015	2016	2017
47%	60%	74%

Partners reported the following levels of satisfaction with the following



Where Active Norfolk adds value to our partners

Most added value



Notable quotes:

“Stakeholder engagement - Active Norfolk have been a key driver of success in developing a stakeholder owned plan”

“Mobile Me scheme has added real value to activities and introduced physical activity to people otherwise without it”

“The CSP’s Research & Evaluation officer has been a very useful asset that has been utilised”

“Support in relation to coach development - the CSP’s work here is really valued”

“Pro-active and open partner”

Notable quotes:

“Ensure the support provided offers a balance between being strategic direction and practical support”

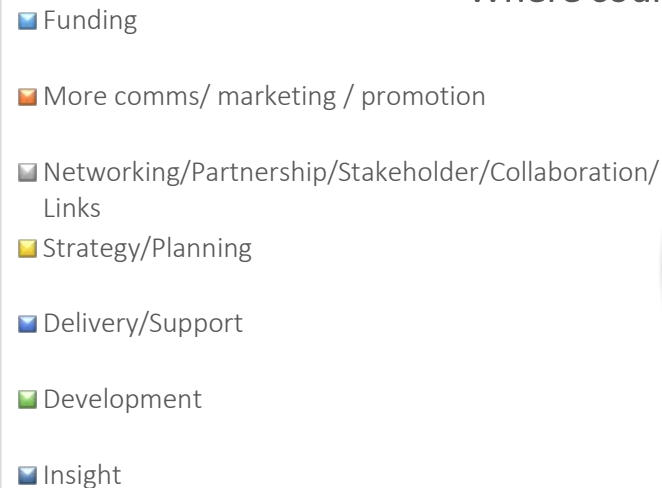
“Clearer idea of funding streams available”

“Better networking with the key partners through leisure officer type forum”

“More flexible offer that responds to what matters to businesses”

“Marketing - due to capacity issues, the CSP weren't able to deliver to same level as previously. This had added massive value”

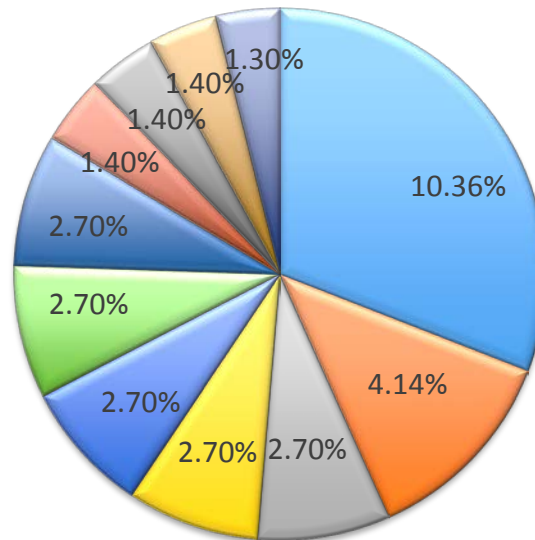
Where could we improve to add value



How has Active Norfolk helped your organisation achieve its strategic objectives?

In what areas has Active Norfolk helped you achieve your strategic objectives?

- Projects
- Training
- Support
- Awareness
- Engagement
- Working Together
- Delivery
- Networking
- Young People
- Health
- Bids



Notable quotes

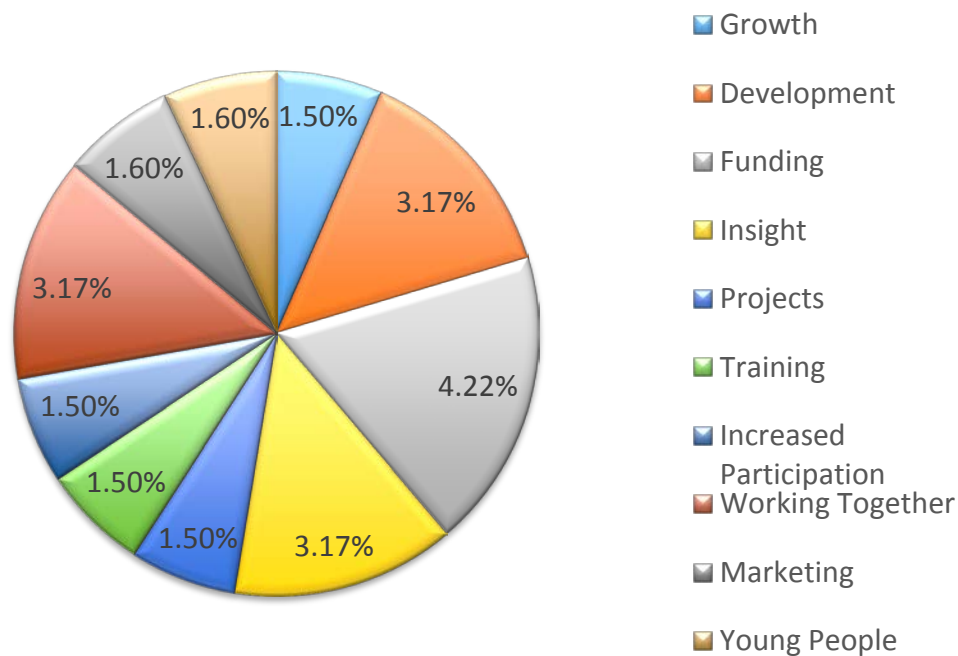
“It helps us to contribute to achieving all of our corporate objectives as noted below in varying degrees, predominantly through the locality planning work that is in progress”

“Their support around marketing and promoting Norwich Parks Tennis has supported our business measure around online court hours booked”

“Increase activity levels for young people who are inactive and vulnerable. To increase participation in areas where there are little opportunities for young people”

Are there specific objectives / targets in your organisation where you think Active Norfolk could assist more?

Where could Active Norfolk help more



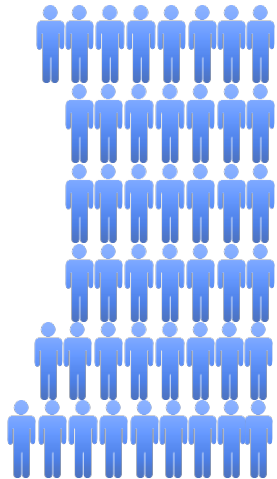
Notable quotes

“Better links with the local primary care to support understanding of benefits physical activity. Improve message by engaging more health professionals to better understand the benefits of exercise for THEIR patient cohort. Offer health professionals’ conferences and training where long term condition benefits and physical activity is discussed”

“Insight Work into community makeup, demographics specific to areas around our facilities and information of current programmes being delivered - more locality information and planned activity programmes.”

“To keep track of satellite clubs and pass on data required about them for our termly and annual feedback to YST”

On a scale of 1-10, how clearly does Active Norfolk evidence its core values through its work?



Integrity: 80% of respondents scored us a 9 or 10

Collaboration: 73% of respondents scored us a 9 or 10

Excellence: 73% of respondents scored us a 9 or 10

Making a Difference: 70% of respondents scored us a 9 or 10

Innovation: 87% scored us between 7 and 10

Leadership: 93% of respondents scored us between 7 and 10

Innovation was the core value we had respondents say we demonstrated least (lowest score was 4)

On a scale of 1-10, how clearly does Active Norfolk evidence an ability to broker strategic relationships beyond the sector?



13% of respondents scored a 4 or 5



63% scored a 6 – 8



23% scored a 9 or 10