

	Adding Value	Quality of support and advice	NPS*			
Dataset	Very Satisfied %	Very Satisfied %	Detractors % (0-6)	Passive % (7-8)	Promoters % (9-10)	NPS %
National 2016	50%	47%	10%	26%	63%	53%
Sussex 2016	42%	50%	0%	29%	71%	71%
Sussex 2015	33%	39%	16%	48%	36%	20%
Sussex 2014	31%	35%	13%	42%	46%	33%
Sussex 2016 compared to 2015	9%	11%	-16%	-19%	35%	51%
Sussex 2016 compared to 2014	11%	15%	-13%	-13%	25%	38%
Sussex 2016 compared to National 2016	-8%	3%	-10%	3%	8%	18%

## Response rate

- The survey was sent to 172 stakeholders. The 2015 survey was sent to 314 partners
- In total, 49 valid responses were received, 71 less than in 2015 (120) giving 28% response rate
- The survey was sent to 7,021 local partners across 43 CSPs.
- In total, CSP surveys received 2,162 responses from 'local' partners, providing an approximate response rate of 31%.
- Responses were intended to reflect partner satisfaction with the services provided by CSPs in the 12 month period November 2015 to November 2016.
- \* Net Promoter Score is a registered trademark of <http://www.satmetrix.com/>