

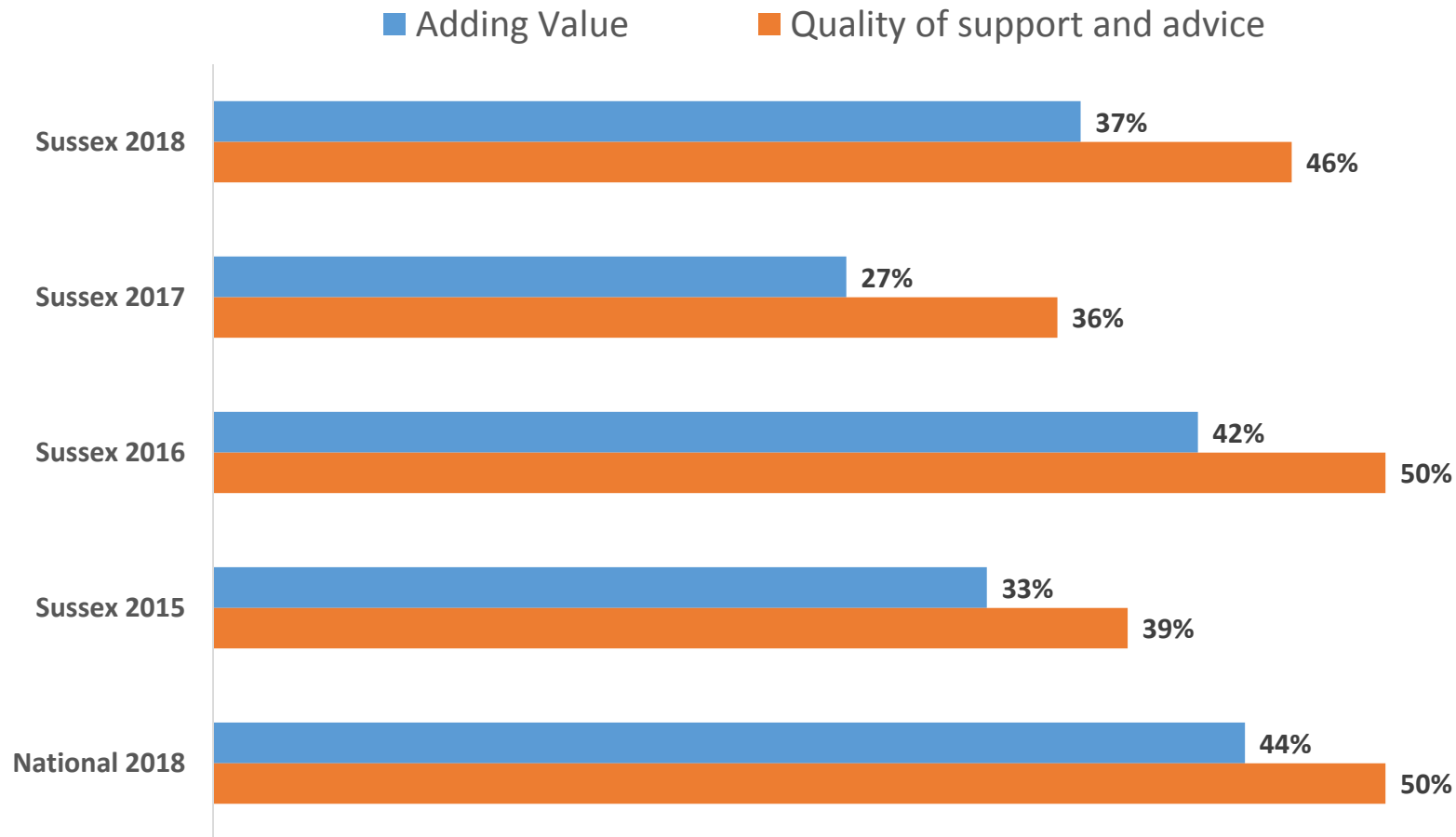
Partner Satisfaction Survey 2018

Summary

Technical notes

- There were 35 responses out of 84 people who were sent the survey.
 - This 42% response rate compares positively with 2017 (33%) and the national response rate in 2017 (29%).
 - Responses reflected September 2017-September 2018.
 - Some national benchmarking has been made available early to support QUEST. More detail will be available in the new year.
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Satisfaction



- Satisfaction was higher with the 'Quality of support and advice' than 'Adding value'.
- The gap between these two is larger for Active Sussex than nationally.

Net promoter score

- The Net promoter score compares positively with 2017 but lower than 2016.

| Dataset | Adding Value | Quality of support and advice | Net Promoter Score (Promoters minus detractors) | | | |
|---------------------------------------|------------------|-------------------------------|---|-----------------|--------------------|------------|
| | Very Satisfied % | Very Satisfied % | Detractors % (0-6) | Passive % (7-8) | Promoters % (9-10) | NPS % |
| Sussex 2018 | 37% | 46% | 9% | 38% | 53% | 44% |
| National 2018 | 44% | 50% | 10% | 27% | 63% | 54% |
| Sussex 2017 | 27% | 36% | 9% | 45% | 45% | 36% |
| Sussex 2016 | 42% | 50% | 0% | 29% | 71% | 71% |
| Sussex 2015 | 33% | 39% | 16% | 48% | 36% | 20% |
| Sussex 2018 compared to National 2018 | -7% | -4% | -1% | 11% | -11% | -10% |
| Sussex 2018 compared to 2017 | 10% | 10% | 0% | -7% | 8% | 8% |
| Sussex 2018 compared to 2016 | -5% | -4% | 9% | 9% | -18% | -27% |
| Sussex 2018 compared to 2015 | 4% | 7% | -7% | -10% | 17% | 24% |

Constructive feedback to note

The key themes that partners want more support with are funding and data, and to continue to provide networking opportunities. Comments to consider include:

- “Need to set the agenda across the county - perception is that London Sport/Greater Sport are doing this more effectively”
 - “Support us to find ways to evidence our impact”
 - “Share more detailed geographic areas and partners in the County that Active Sussex are focusing on - in advance so as a NGB we could work together for the benefit of both”
 - “Funding support - particularly for work with older people”
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