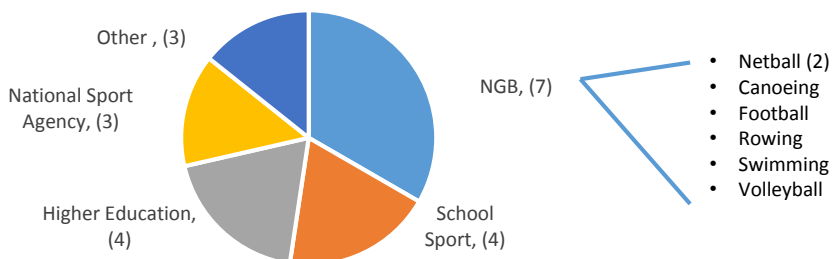


ACTIVE BLACK COUNTRY PARTNER SATISFACTION SURVEY

2016 Results



21
RESPONDENTS



-15%
NPS

7 would recommend the CSP to a friend or colleague

10 are less likely to recommend the CSP to a friend or colleague

+4%

Up from **-19%** NPS in 2015

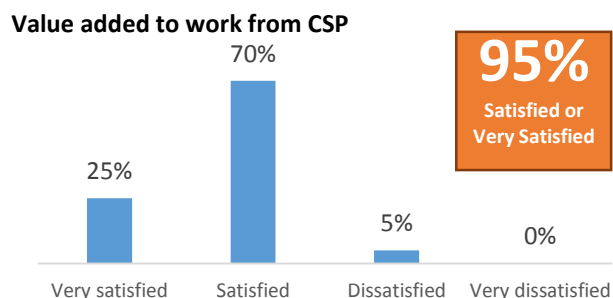
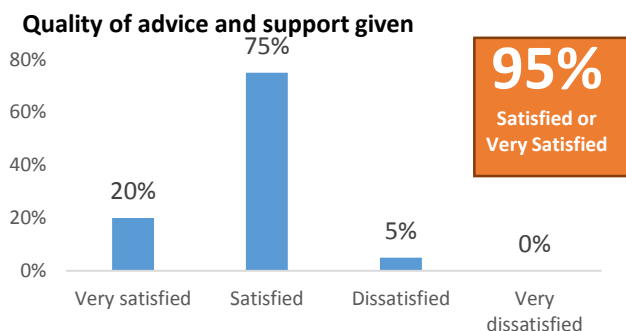
Promoters



Detractors



Level of satisfaction



Area of Biggest Impact of CSP	
1.	Access to SE funding (57%)
2.	Brokering effective relationships (29%)
3.	Volunteer development and support (14%)
Areas where CSP adds most value to partner work:	
1.	Networking and partnership suggestions (40%)
2.	Access to funding opportunities (35%)
3.	Area-specific insight (35%)
4.	Workforce and Volunteer development (25%)
Areas where CSP could most improve to add value to partner work:	
1.	Networking and partnership suggestions (35%)
2.	Workforce and Volunteer development (30%)
3.	Support, for e.g. in completing funding application, etc. (25%)
4.	Create close links and communicate within national, regional and local levels (20%)
How could the CSP better understand the partner's priorities?	
1.	Maintaining regular communication and meetings (28%)
2.	Coordinating engagement events and networking meetings (28%)
How would you like to engage with us?	
1.	As present (69%)
2.	Face-to-face meetings (15%)

How do we add most value to your work?

