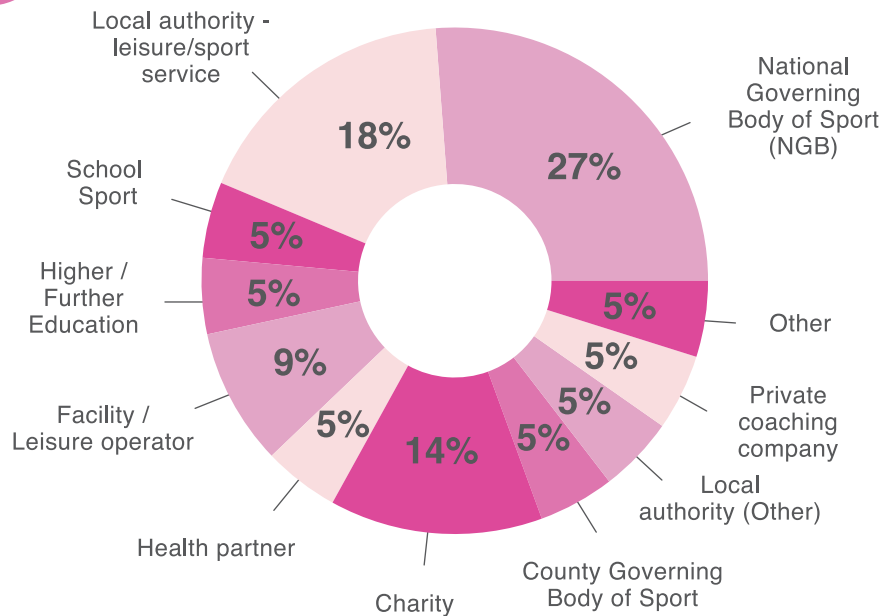


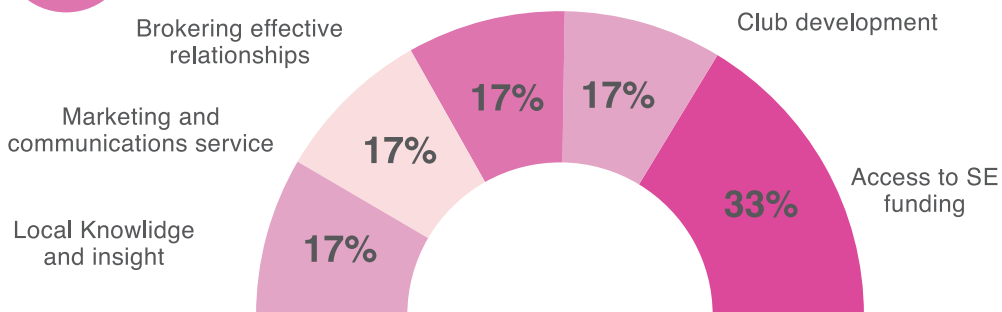
Stakeholder Satisfaction Survey



We received **22** responses of which **6** were Governing Bodies



CSP Area of Biggest Impact:



Value & improvement

Areas where CSP adds most value

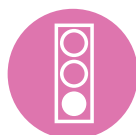


- A Brokering relationships / networks
- B Club development
- C Funding advice
- D Local Intelligence
- E Performance management
- F Promotion for NGB's
- G Workforce development
- H SchoolS partnershipS

Areas CSP could most improve



- A Collaborative bids
- B Broker new relationships
- C Increase funding opportunities
- D Profile of CSP
- E Clearer priorities
- F Further engagement with Sport England
- G FE sector engagement



The net promoter score is **53%** up from **-15%** in 2016



Detractors

Change in service
Trust, equity, being valued

Promoters

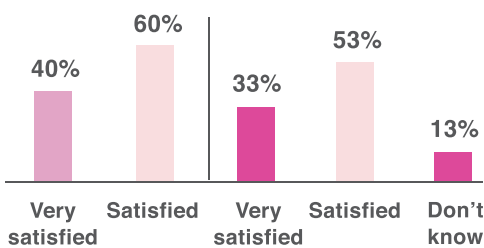
Club development
Developing sustainability
Up-to-date guidance and support
Support activity delivery
Pivotal to Increased participation



Levels of Satisfaction (CSP)

Quality of advice and support given

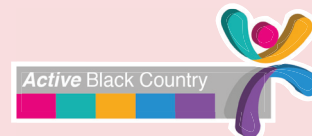
Value added to work from CSP



What would be most valuable to your organisation?

- 73% - Partnership Development
- 60% - Levering investment
- 53% - Development and Production of insight
- 47% - Influencing Policy and developing Strategy
- 47% - Sector Specific Expertise
- 33% - Advocacy with NationalPartners
- 27% - Development of sub regional partnerships

More than **85%** of our stakeholders are Satisfied or Very satisfied



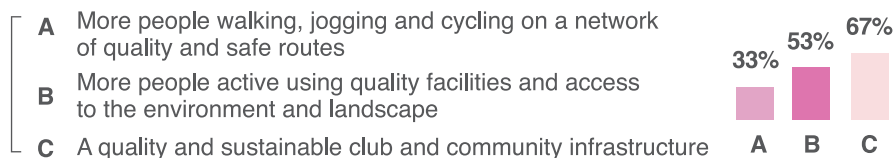
Stakeholder Satisfaction Survey

1

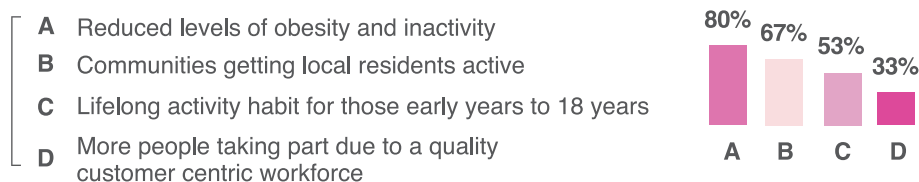


We asked our stakeholders which of our “Towards an Active Black Country” strategic framework priorities were most important to them

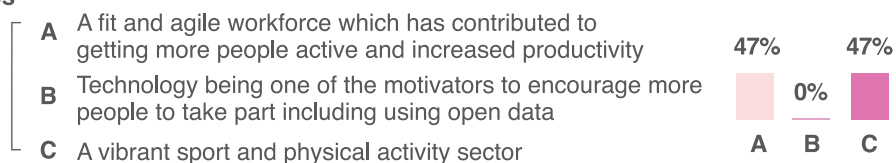
Place



People



Business



2



We asked our stakeholders why these priorities were important to them

- * Achieve our strategic outcomes
- * Common goals
- * Facility replacement & improvement prioritised
- * Increase in physical activity levels
- * Benefits to education
- * Maximise resources
- * Partnerships developed

3



We asked our stakeholders how and in what format we could provide insight

- * Mapping
- * Regular updates in a variety of formats
- * Forums
- * Practical resources and insight reports

4



What does ABC not provide?

- * Well established links with sub-regional partner agencies
- * Detailed pathways from inactive to active
- * Unclear on resources / people / capacity

This survey supports the continuous improvement of **Active Black Country** and enables us to measure satisfaction amongst key partners to aid us in identifying our strengths and service improvements

