

Getting **Hearts** Beating Faster

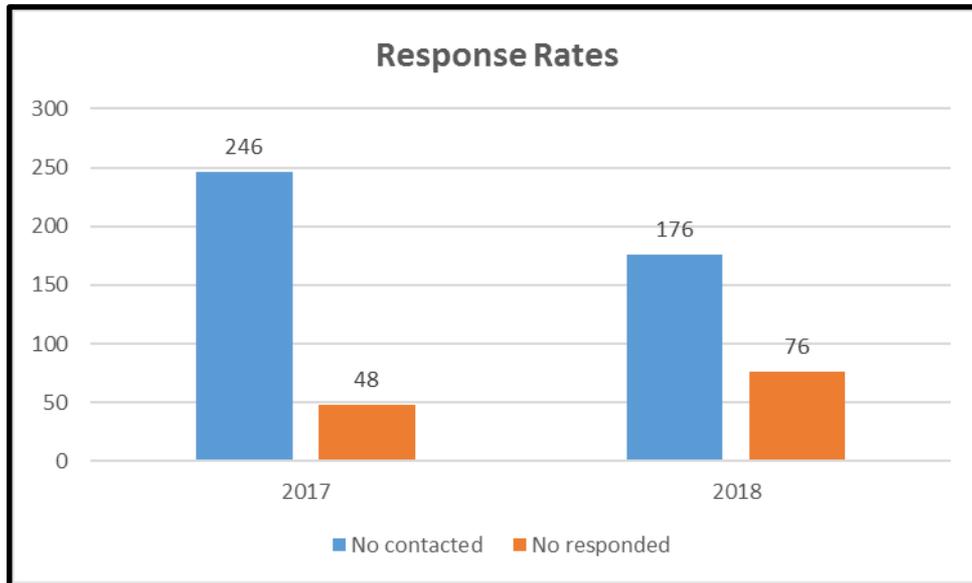
*energize*

Shropshire, Telford & Wrekin County Sports Partnership

# Partner Satisfaction Survey 2017–18 Results



# Respondents



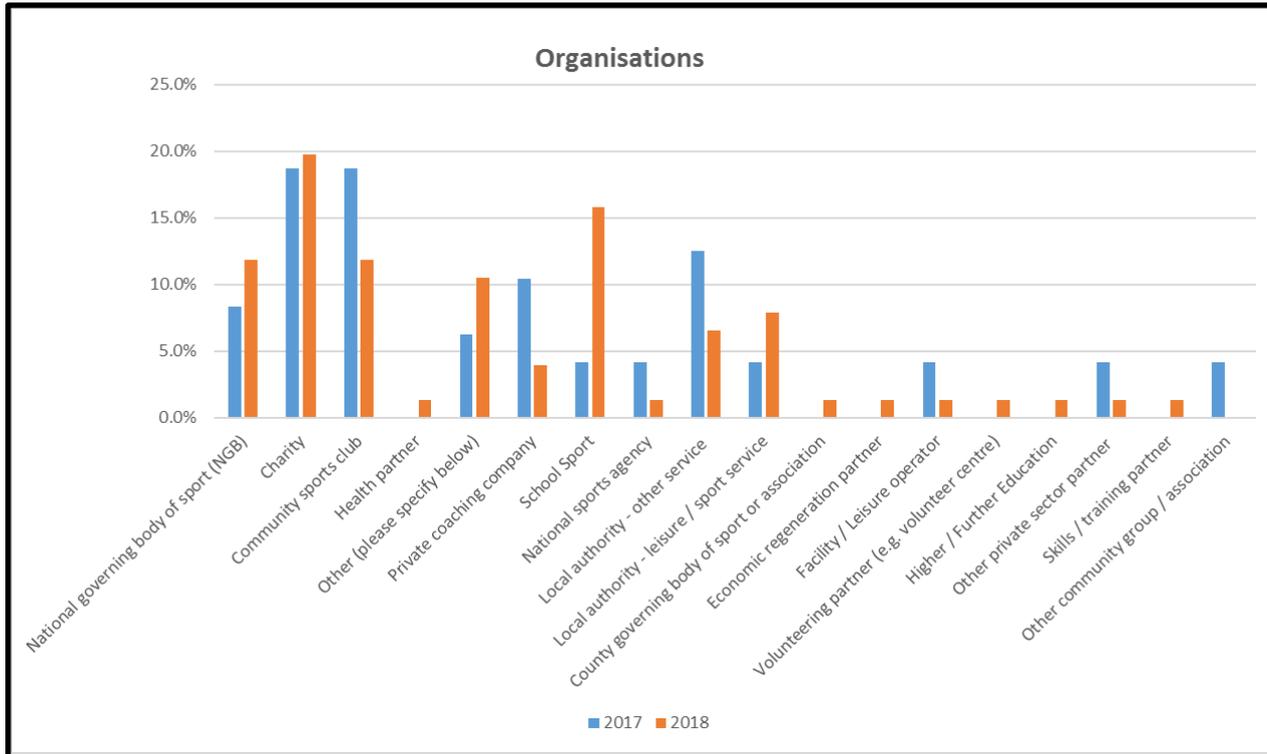
**2017 response rate = 20%**

**2018 response rate = 43%**

- More focused approach in 2018 on targeting key partners resulted in higher response rate
- National response rate not captured



# Organisation Types

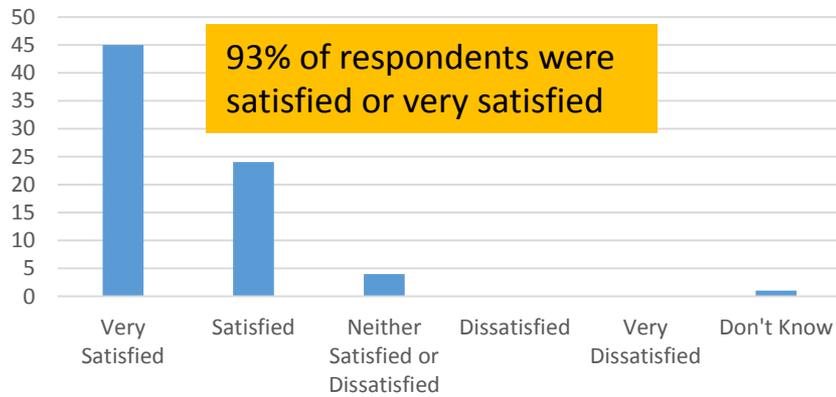


- 2018 respondents from a wider range of organisations
- Very similar to national picture



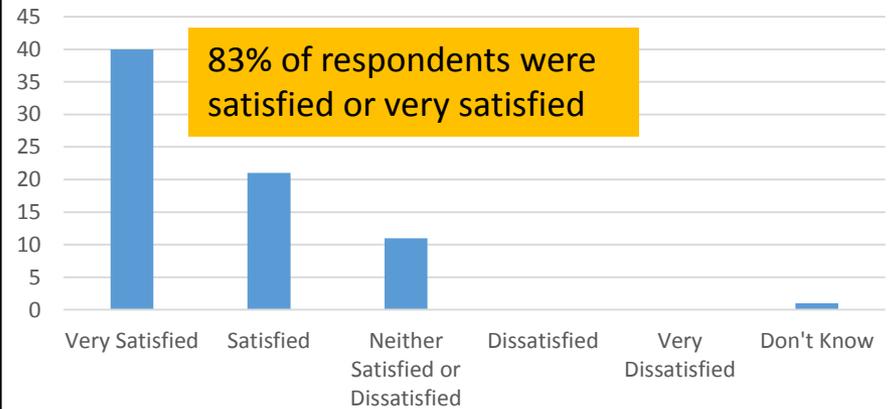
# Satisfaction levels

### Energize's understanding of your needs and requirements



Nationally: 88%

### The way in which Energize reviews and evaluates progress with you in areas you work on jointly

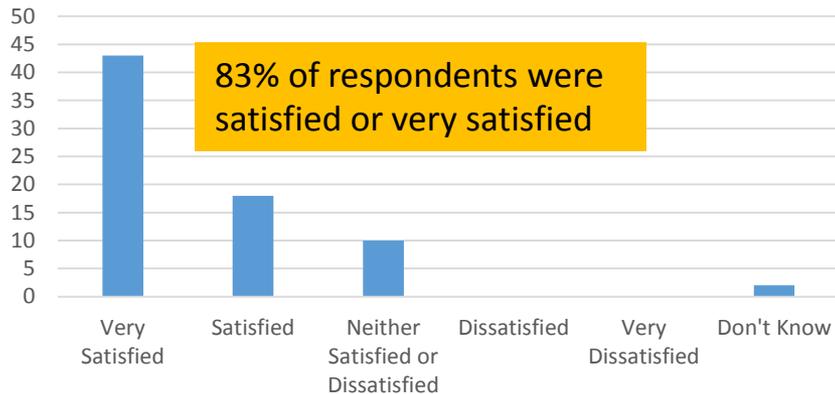


Nationally: 78%



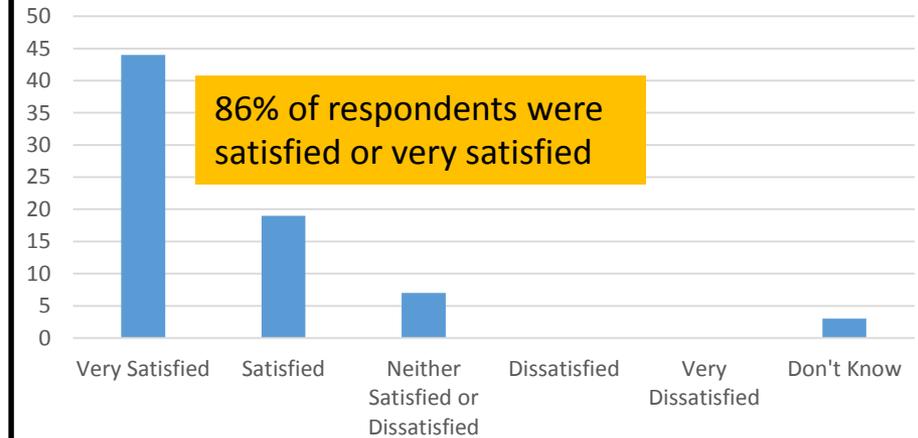
# Satisfaction levels

### Rate Energize for adding value to your work



**Nationally: 84%**  
Energize higher % for very satisfied

### Quality of support and advice given



**Nationally: 87%**  
Energize higher % for very satisfied





# Your relationship with Energize

To what extent do each of the following describe your experience of working with Energize?

Experience	Strongly agree / agree
The approach is underpinned by mutual respect and trust	94% / 93%
The members of staff I work with are able to make decisions appropriately without needing to get the approval of higher authority	92% / 86%
Conflict is dealt with in a positive and constructive way	43% (43% don't know) / 56%
Our collective work focuses on the assets of the place and its people (eg, community assets/individual strengths)	85% / 83%
They consider risk and act responsibly to any findings, but it does not necessarily prevent action	67% (20% don't know) / 70%
They promote continuous improvement and learning	91% / 86%
They support innovation and are willing to try new ways of working in order to learn	83% / 86%
They explore different perspectives and approaches are modified accordingly	81% / 82%
They look for a mutual commitment to shared outcomes	89% / 89%



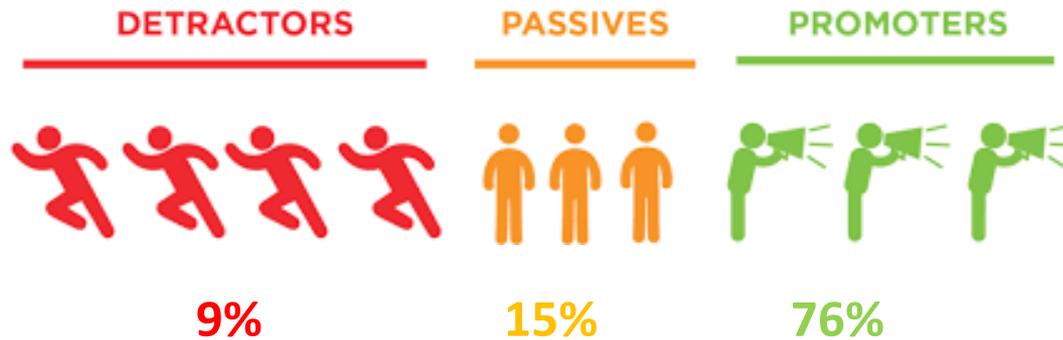
# Equal opportunity

## Energize encourages equality of opportunity by...

Experience	Strongly agree / agree
Understanding the needs of its community/ies	80%
Encouraging and promoting opportunity for all	97%
Targeting expertise and funds at otherwise under-represented groups	83%
Encouraging volunteers from a broad range of backgrounds	74% (16% don't know)
Employing staff with a wide variety of backgrounds and experiences	71% (23% don't know)
Recruiting Board members with varied skills and backgrounds	42% (40% don't know)



# Net Promoter Score



Energize NPS = **68%\***

CSPN Average = 54%

- Consistent performance... 2017 – 72% and 2016 – 63%
- 2018 based on much higher number of respondents

\*Score does not take into account non-responses



# A few comments...

“Energize are fantastic ambassadors for activity and sport. They have worked with us to introduce activity into youth clubs, reaching the most un-sporty and sedentary young people, with good success by either offering advice, support, training or rolling up their sleeves and delivering. The team are always enthusiastic, supportive and innovative.”

“Energize is a welcoming and supportive organization willing to work in partnership for the benefit of providing sport and healthy activities for our community.”

“Meetings haven’t just been a talking shop .. ideas are discussed and actions followed up very quickly keeping the momentum going of engagement by all involved.”

“They don't just talk the talk. They have a Can Do approach, if there is a will there is a way. If they say they will do something it will be done. Communication has been excellent to both clients and professionals, I cannot fault them and I don't ever hear our joint clients complaining either.”



# Actively Improving Lives

Which one of the 4 key audiences is the most relevant to the work that you and/or your organisation does?

Audience	No.	%
Families with young children under 13	37	27%
Young people aged 13 to 25	55	40%
Adults 45 to 64	25	18%
Adults 65+	19	14%
<b>Total</b>	<b>136</b>	<b>100%</b>

**97% of respondents strongly agreed or agreed that they could see themselves and/or their organisations working with Energize going forward**

