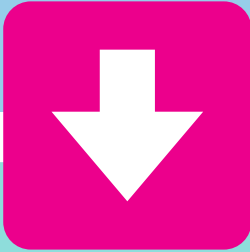
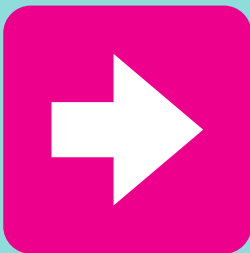


**11
respondents**



NGB - 18%
L/A - 28%
Sports Club - 9%
Education - 9%
Charity - 18%
Private Co. - 9%
Transport - 9%



2018 Stakeholder Satisfaction Survey

Active Black Country



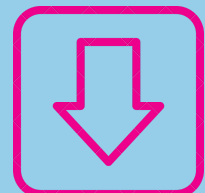
Words used to describe the CSP

Sports
Supportive
Partnership
Insightful
Strategic-thinking
Forward-thinking
Enabling
Assistance
understanding
Enabler

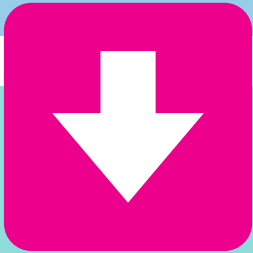
Where does the CSP add most value?

- Working with 3rd sector organisations
- Bringing community groups together
- Level 3 school games
- Strategic vision and data
- Club development
- Coach education

**33%
NPS**



73% of respondents are satisfied or very satisfied with the quality of support and advice given



100% of respondents are satisfied or very satisfied that the CSP understands their requirements



Reasons for NPS Score

- Best of the 3 CSP's I've worked with
- Effectively and proactively engaged with me
- I've received mixed reviews from people I have put in contact with them
- CSP is a very useful point of contact
- CSP are usually very helpful and supportive
- They have helped me with funding opportunities which have helped me to engage with participants

Where could the CSP improve to add more value to your work?

- Bi-annual meetings - updates
- Access to funding
- Understanding volunteers
- One size doesn't fit all
- Address local gaps in delivery

How would you like further support from the CSP?

- Re-ignite previous relationships
- Accessing funding
- Sharing local intelligence
- Local voice for the sub-region
- Regular networking

