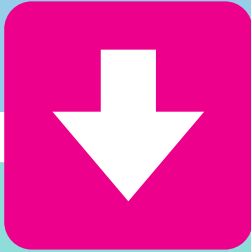


**44**  
**respondents**



NGB - 5%  
L/A - 11%  
Sports Club - 9%  
Education - 14%  
Facility - 2%  
Health - 14%  
Charity - 23%  
Private Co. - 5%  
Skills Partner - 4%  
Youth Club - 2%  
Transport - 2%  
Other - 9%

## 2019 Stakeholder Satisfaction Survey



**Active  
Black Country**  
Creating a healthy, active region

- Clear, supportive & dynamic skillset
- Very open to partnership working
- Caring & committed staff
- Innovative & data driven
- Good engagement & energy
- Friendly & approachable
- Good understanding of need
- Proactive, supportive & knowledgeable
- Focussed & ready to listen
- Customers / residents at the heart

**90%** of respondents would like  
to work with ABC on  
resident consultation

### What do you value most about working with ABC?

- Up to date information
- Links to community groups & training
- Enthusiasm & commitment
- Being valued & having a debate
- Highly flexible approach

**68.18%**  
**NPS**



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