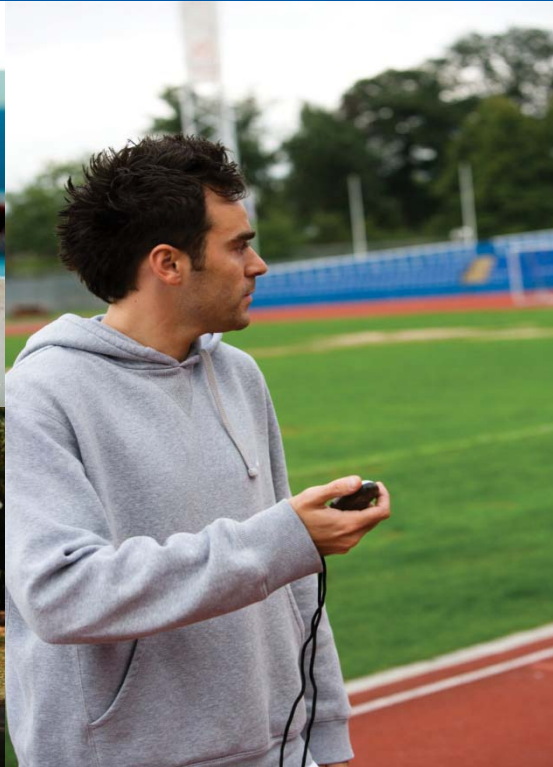


# Merseyside Sports Partnership

## Customer Satisfaction Survey 2008/09



[www.merseysidesport.com](http://www.merseysidesport.com)





Merseyside Sports Partnership

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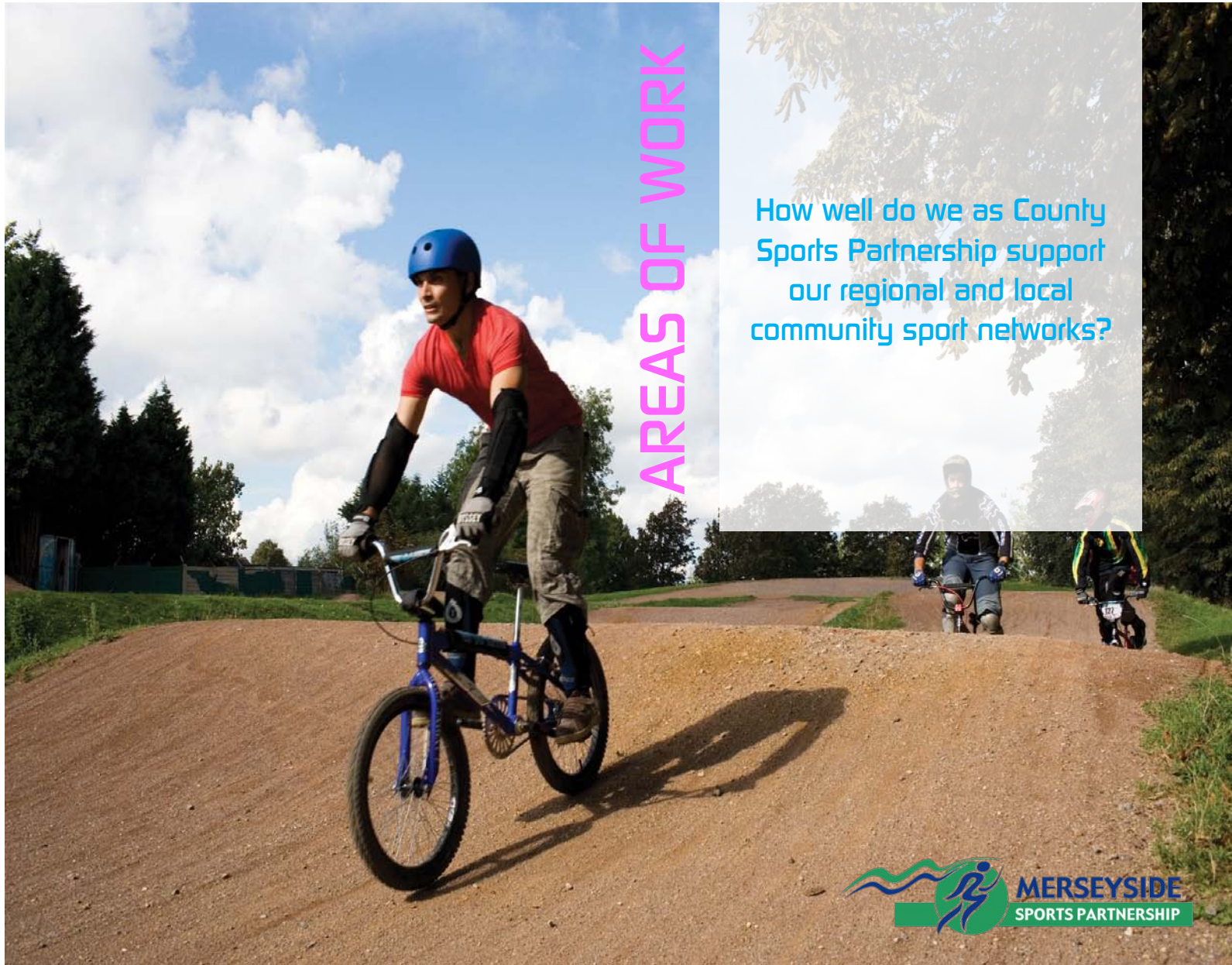
*Merseyside Sports Partnership:  
Customer Satisfaction Survey 2008/09*

October 2010

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- 1 Areas of Work
- 2 Communications
- 3 Performance

1



AREAS OF WORK

How well do we as County Sports Partnership support our regional and local community sport networks?

# How do you rate our areas of work?

Table 1 – Percentage of respondents rating their understanding of MSP's areas of work.

Areas of Work	Excellent	Good	Adequate	Poor	Unacceptable	N/A
Working with you and your team	35.9%	54.7%	6.3%	1.6%	0.0%	1.6%
Understanding your Objectives	28.1%	54.7%	9.4%	4.7%	0.0%	3.1%
Communicating clearly and effectively	41.3%	44.4%	12.7%	1.6%	0.0%	0.0%
Keeping you informed of National Issues	31.3%	42.2%	18.8%	4.7%	0.0%	3.1%
Keeping you informed of Regional issues	32.8%	42.2%	21.9%	1.6%	0.0%	1.6%
Keeping you informed of Local issues	31.7%	42.4%	17.5%	4.8%	0.0%	1.6%
Meeting Deadlines	32.8%	51.6%	6.3%	0.0%	0.0%	9.4%
Providing value for money	23.4%	46.9%	17.2%	1.6%	0.0%	10.9%
Responding promptly to problems	26.6%	59.4%	4.7%	0.0%	0.0%	9.4%
Meeting Merseyside Sports Partnership objectives	32.3%	51.5%	6.5%	0.0%	0.0%	9.7%

# How has the MSP board been in providing support to The Partnership?

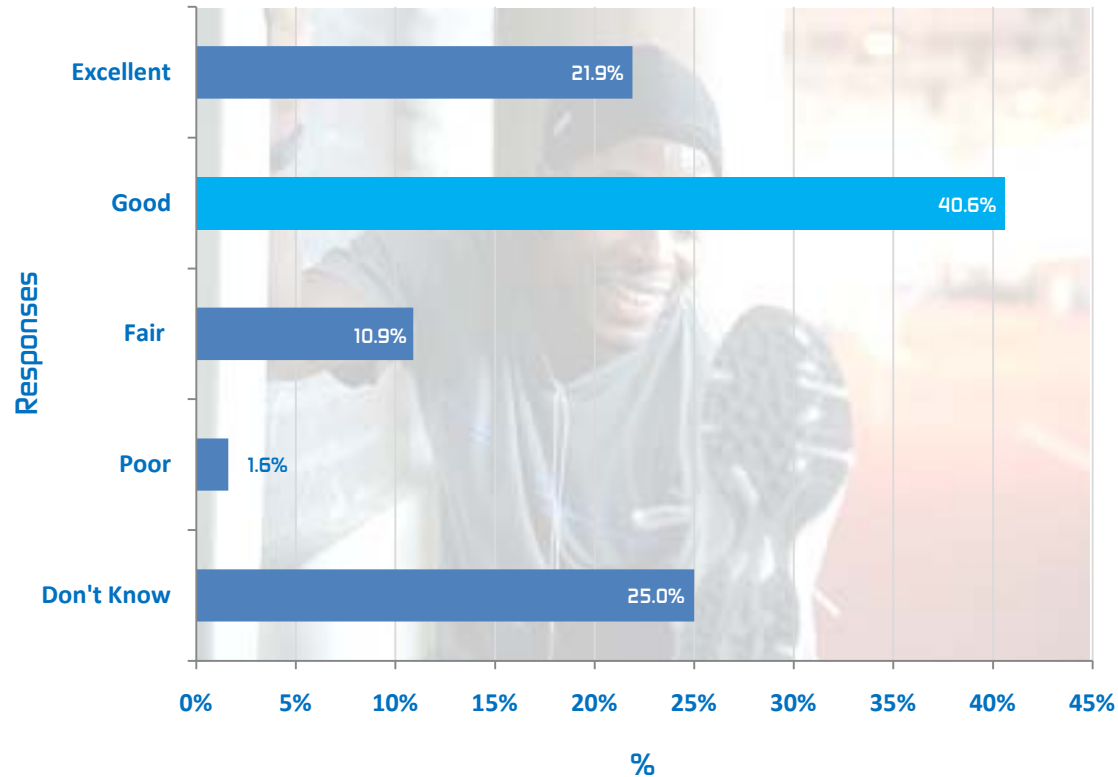


Figure 1 – Percentage of respondents that rated how well the MSP board in supporting the partnership.

# How would you rate your own understanding of Merseyside Sports Partnership?

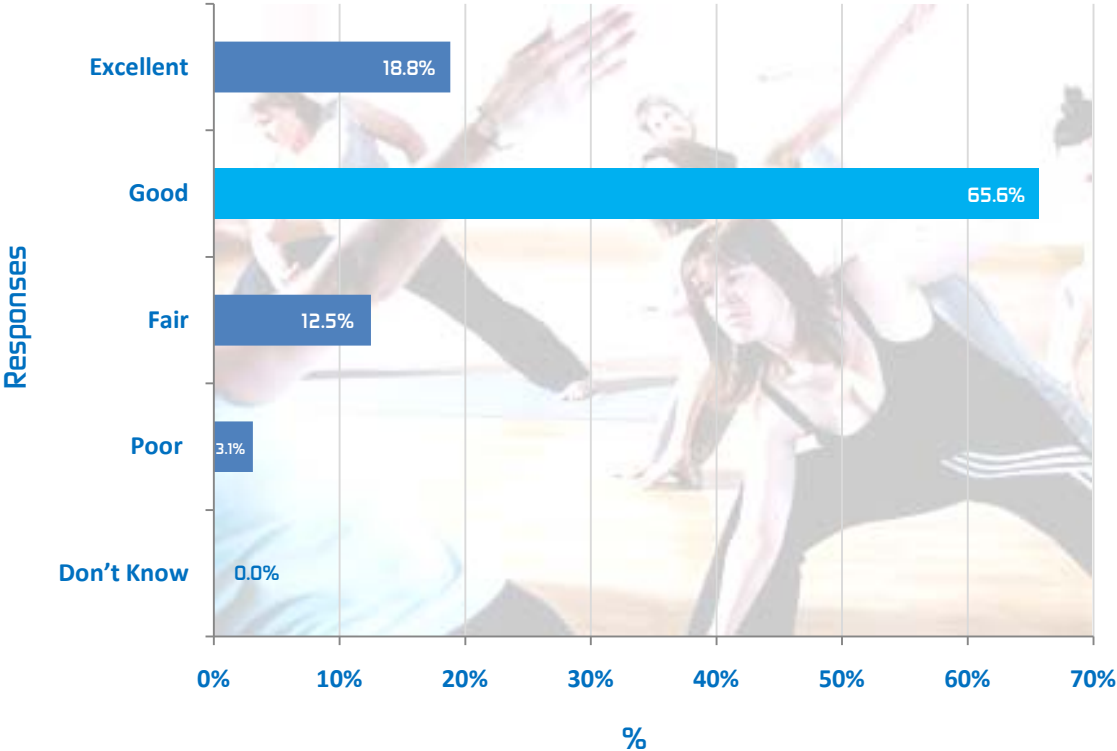


Figure 2 – Percentage of respondents rating their own understanding of the Merseyside Sports Partnership?

# 2



## COMMUNICATIONS

How well do we as County Sports Partnership disseminate relevant and up-to-date information in support of our partners and the greater partnership?

# How would you rate your understanding of the roles and the work areas of the MSP core team?

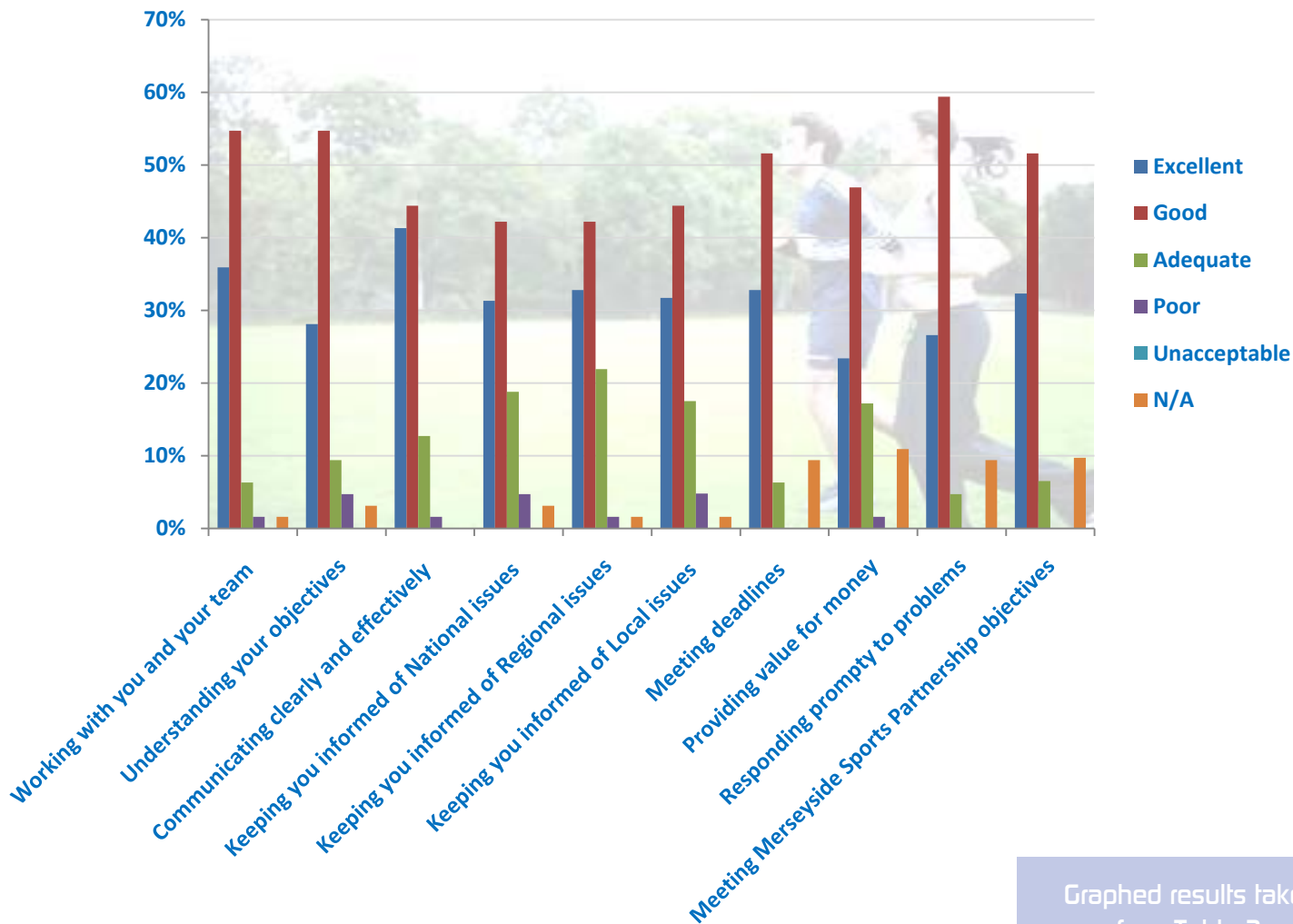
Table 2 – Percentage of respondents rating their understanding of MSPs core team areas of work.

Areas of Work	Excellent	Good	Fair	Poor	Don't Know
Merseyside Sports Partnership's Direction	17.2%	59.4%	15.6%	3.1%	4.7%
Administration	12.5%	59.4%	18.8%	1.6%	7.8%
Coach Development	14.1%	53.1%	21.9%	3.1%	7.8%
Volunteering Development	17.2%	46.9%	23.4%	7.8%	4.7%
Club Development	14.1%	60.9%	14.1%	6.3%	4.7%
Sport and Physical Activity Alliances	14.1%	54.7%	14.1%	7.8%	9.4%
National Governing Bodies	23.4%	50.0%	12.5%	6.3%	7.8%
Marketing and Communications	11.1%	61.9%	11.1%	4.8%	11.1%
Events	16.1%	61.3%	12.9%	1.6%	8.1%
Research and Information	4.8%	49.2%	25.4%	7.9%	12.7%

## How would you rate the usefulness of the following communication tools in demonstrating the strength of The Partnership?

Table 3 – Percentage of respondents rating the usefulness of MSP's communications tools.

Areas of Work	Vital	Very Important	Important	Not very important	Not at all important	Don't know
Website	28.1%	34.4%	21.9%	4.7%	0%	10.9%
Newsletters	12.50%	40.6%	31.3%	7.8%	0%	7.8%
Publications such as the annual report	15.60%	21.9%	45.3%	9.4%	0%	7.8%
Media releases and press coverage	18.8%	29.7%	37.5%	3.1%	0%	10.9%
Events and conferences	23.4%	31.3%	29.7%	6.3%	0%	9.4%



Graphed results taken from Table 2.

Figure 3 – Percentage of respondents rating their understanding of MSPs core team areas of work.

Satisfaction Survey

2008

3



PERFORMANCE

How well do we as a County Sports Partnership offer a breadth of services to support our partners working in sport and physical activity?

# What level of confidence do you have in MSP's ability to deliver the services you require?

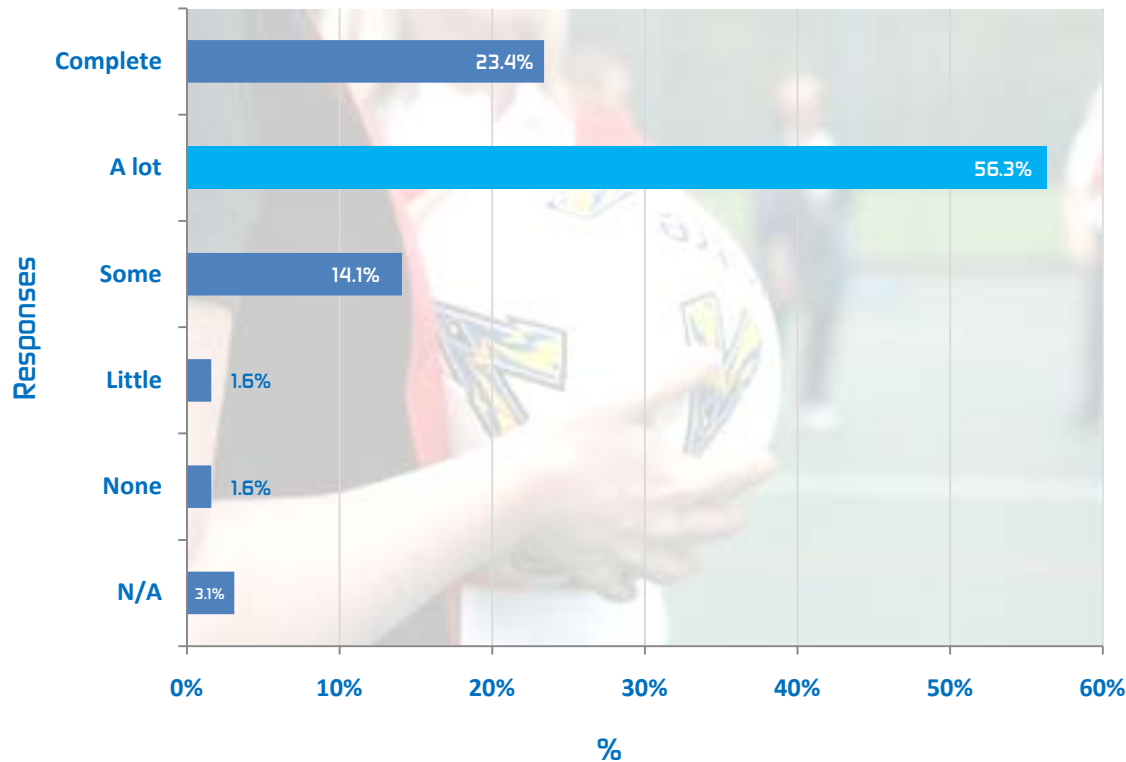


Figure 4 – Percentage of respondents rating their confidence in MSP to deliver the services needed by our partners.

# Overall how do you rate the quality of the services we provide?

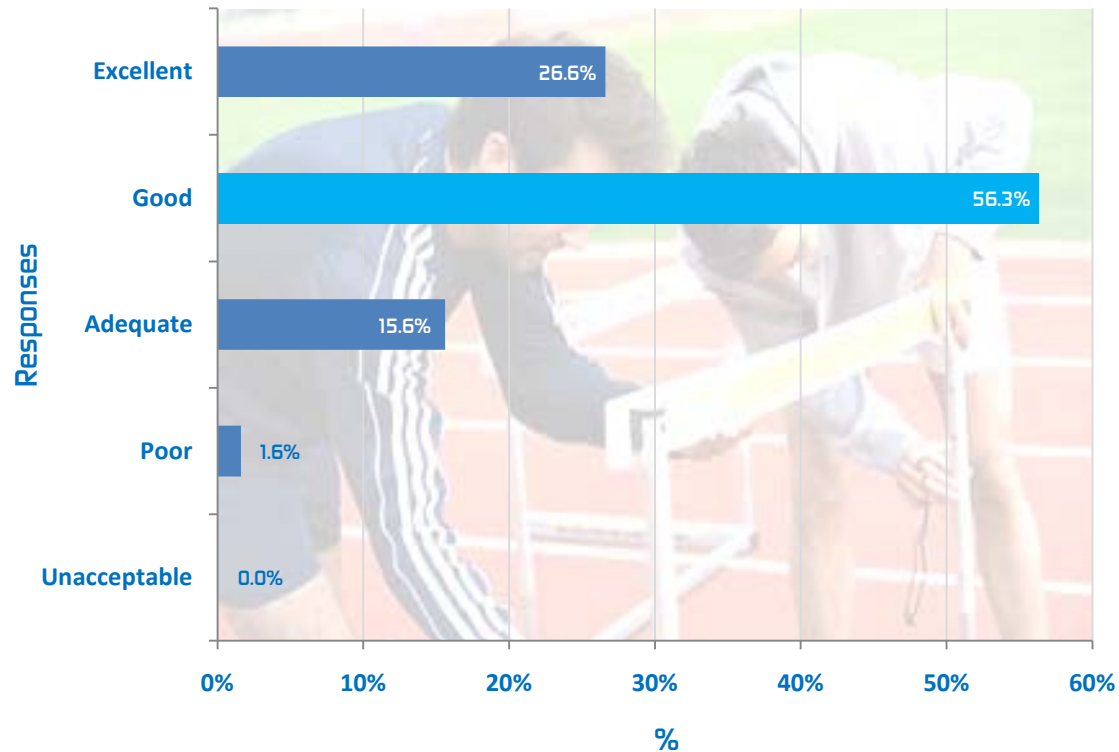


Figure 5 – Percentage of respondents rating the overall quality of the services provided by MSP.

# Overall our performance is...?

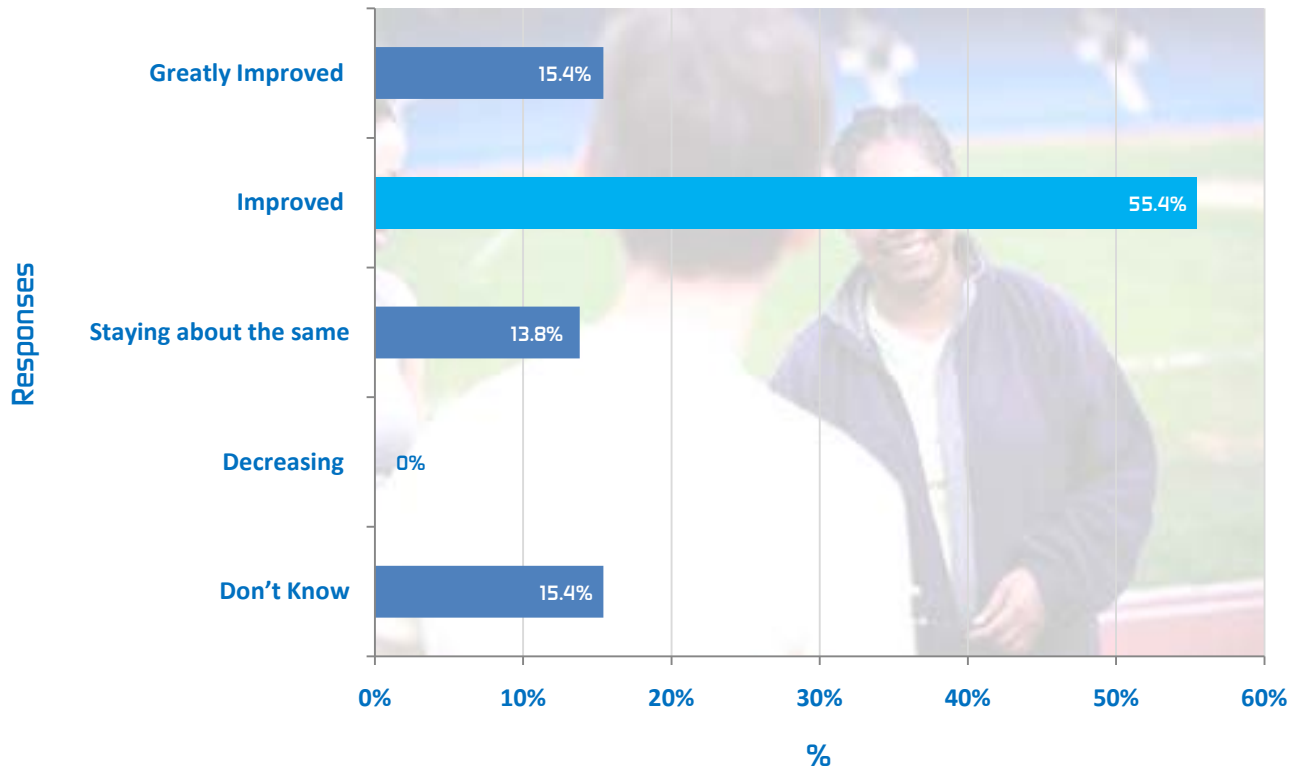


Figure 6 – Percentage of respondents rating MSP's overall performance across all areas of work.

A



Customer Satisfaction  
Questionnaire – Full list of  
questions

# Customer Satisfaction Survey Questions

**Customer Satisfaction Survey 2010**

**1. Default Section**

**1. Which one of the following groups do you belong to:**

- Club Development Officers
- Community Sports Coaches
- Club Volunteer/Member
- Competition Managers
- Voluntary Services
- Disability Officers
- Schools
- Further Education
- Higher Education
- Primary Care Trusts
- Local Authority Sports Development
- Sports Councils
- Board Member
- MSP Core Team
- National Governing Body
- Partnership Development Managers
- School Sports Co-ordinators
- Sport and Physical Activity Alliances
- Sport England
- Youth Sports Trust

Other (please state)

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**Customer Satisfaction Survey 2010**

**\*2. Please rate the following aspects of our work:**

	Excellent	Good	Adequate	Poor	Unacceptable	N/A
Working with you and your team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding your objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicating clearly and effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping you informed of National issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping you informed of Regional issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping you informed of Local issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting deadlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responding promptly to problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting Merseyside Sports Partnership objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\*3. How would you rate your own understanding of the Merseyside Sports Partnership?**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**\*4. How effective has the Merseyside Sports Partnership board been in providing leadership and support for The Partnership?**

- Excellent
- Good
- Fair
- Poor
- Don't Know

### Customer Satisfaction Survey 2010

\* 5. How would you rate the usefulness of the following communication tools in demonstrating the strength of Partnership working?

	Vital	Very important	Important	Not very important	Not at all important	Don't know
Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications (such as the Annual Report)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Media releases and press coverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Events and conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 6. How would you rate your own understanding of the roles and work areas of the MSP core team?

	Excellent	Good	Fair	Poor	Don't know
Merseyside Sports Partnership's direction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coach Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Club Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sport and Physical Activity Alliances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Governing Bodies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing and Communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research and Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 7. Overall, how do you rate the quality of the services we provide?

- Excellent
- Good
- Adequate
- Poor
- Unacceptable
- Don't know

### Customer Satisfaction Survey 2010

\* 8. What level of confidence do you have in Merseyside Sports Partnership's ability to deliver the services you require?

- Complete
- A lot
- Some
- Little
- None
- N/A

\* 9. Overall is our performance...

- Greatly improved
- Improved
- Staying about the same
- Decreasing
- Don't know

10. If you have any suggestions about how we could improve, or believe we should provide any additional services, please advise us in the box below. Include your name and contact details here if you would like us to contact you directly:



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Satisfaction  
Survey

2008