

# Provider of Choice

51

**NPS score of 51** - based on our 2019 survey results <sup>1</sup>



71%

**71% responded either very or completely satisfied with the company transparency and openness** - based on the 2019 satisfaction survey question "How transparent and open do you feel Wirral Evolutions are, as a company, with you?" <sup>2</sup>



90%

**90% Strength of relationship held** - Based on the 2019 satisfaction survey question "How would you rate your relationship with us?" <sup>3</sup>



1. The internationally verified standard scoring system for measuring satisfaction and opinion. The Net Promoter Score (NPS) is calculated by subtracting the combined % of detractors (10%) from the combined % of promoters (61%) to give an overall NPS 51 score. Respondents that score 9 or 10 signify consumers that are likely to promote a brand; consumers that give scores of 7 or 8 are deemed as passives; while a score of 6 or less means a customer is a detractor. Target based on global average for 'healthcare' as the most relevant sector: <https://www.retently.com/blog/good-net-promoter-score/>) Average NPS for all UK sectors is 10
2. Based on results from the Satisfaction Survey 2019 (Parent/carer/charitable bodies - who replied with "very" or "completely")
3. Based on results from the Satisfaction Survey 2019 (Parent/carer/charitable bodies - who responded "good" or "excellent")