

10

NPS Score of 10 - when asked how likely they are to recommend a company to their friends and family²



68%

68% of respondents said they feel valued in their role³



95%

95% of respondents said that they were 'satisfied' or 'delighted' with the opportunities for training and development.



Wellbeing⁴

Our Score

25.5



National Average

23.61

1. Number of respondents to survey - 149 (100% response rate)
2. The Net Promoter Score (NPS) is calculated by subtracting the % of detractors (27%) from % of promoters (37%) to give an overall NPS 10 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. Average NPS for all UK sectors is 10
3. Figures are rounded to the nearest whole percent
4. To assess the wellbeing of respondents we used the recognised Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS) which was developed to enable the monitoring of mental wellbeing in the general population and the evaluation of projects, programmes and policies which aim to improve mental wellbeing - <https://rb.gy/ragnvo>