

61

NPS Score of 61 - when asked how likely they are to recommend a company to their friends and family²



48%

48% of respondents said that they knew how to access advocacy support via Wirral Evolutions³



70%

70% of respondents felt that they had a say in their own support⁴



85%

85% of respondents were happy with the activities on offer



Wellbeing⁵

Our Score

30.4



National Average

23.61

1. 250 people we support completed the survey in total out of 350, discounting those people we support who have limited capacity (total people we support = 407)
2. The Net Promoter Score (NPS) is calculated by subtracting the % detractors (12%) from the % of promoters (73%) to give an overall NPS score (61). 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. Where answers are out of a score of 10, percentages are taken from scores of 8/10 or above
5. 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/ragvno>