

50

**NPS Score** of 50 - when asked how likely they are to recommend a company to their friends and family<sup>2</sup>



94%

94% of respondents said they feel valued in their role<sup>3</sup>



94%

94% of respondents said that they were 'satisfied' or 'delighted' with the opportunities for training and development.



## Wellbeing<sup>4</sup>

Our Score

30.09



National Average

23.61

1. 18 Volunteers responded to the survey
2. The Net Promoter Score (NPS) is calculated by subtracting the % of detractors (11%) from % of promoters (61%) to give an overall NPS 50 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. % shows those that answered 'mostly' or 'completely' valued to nearest whole %
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/ragvno>