



Kent Sport, Leisure and Olympics Service



Customer Satisfaction Survey 2009

Summary of results



CONTENTS

| | Page |
|------------------|-------------|
| Introduction | 1 |
| Results | 3 |
| Partner comments | 21 |

Introduction

- 1.1 Within both its 'Business' and 'Continuous Improvement' Plans for 2009-2010, the Kent Sport, Leisure and Olympics Service (KSLO) has committed to revisit and undertake the bi-annual Customer Satisfaction Survey that was previously completed in 2005 and 2007.
- 1.2 Having achieved over 90% of partners being satisfied in previous years, this was once again set as the benchmark for the KSLO Service. The survey demonstrates the Service's commitment to continuous improvement and provides evidence for external assessments such as Quest and the Comprehensive Performance Assessment.
- 1.3 Demonstrating the expanding nature and increased scope of work the KSLO Service is involved with, the distribution list has once again grown; 1228 surveys were sent out. Respondents were given three weeks to complete the survey, after which time a reminder was sent. 86 emails were undeliverable during the distribution, so a total survey distribution of 1142 has therefore been assumed.
- 1.4 Based on 1142 a 24.6% response rate has been achieved (281 completed surveys). Of these, 272 respondents provided a rating of how satisfied they are with the KSLO Service as a partner. Out of the 272, **96.7% of partners stated that they are satisfied/very satisfied.**
- 1.5 Nine respondents did not state their satisfaction level. There was no pattern to the type of organisations they represented and five did not provide a contact name. One statement that appeared more than once showed that the individual was unaware of what work they had been involved with in relation to KSLO.
- 1.6 Whilst 96.7% indicates a very high level of customer satisfaction, all responses have been analysed and an action plan will be produced to enable improvements to be implemented and any dissatisfaction to be addressed.
- 1.7 The breakdown of respondents is highlighted in Figure 1.1 below and the services they access are highlighted in Figure 1.2.

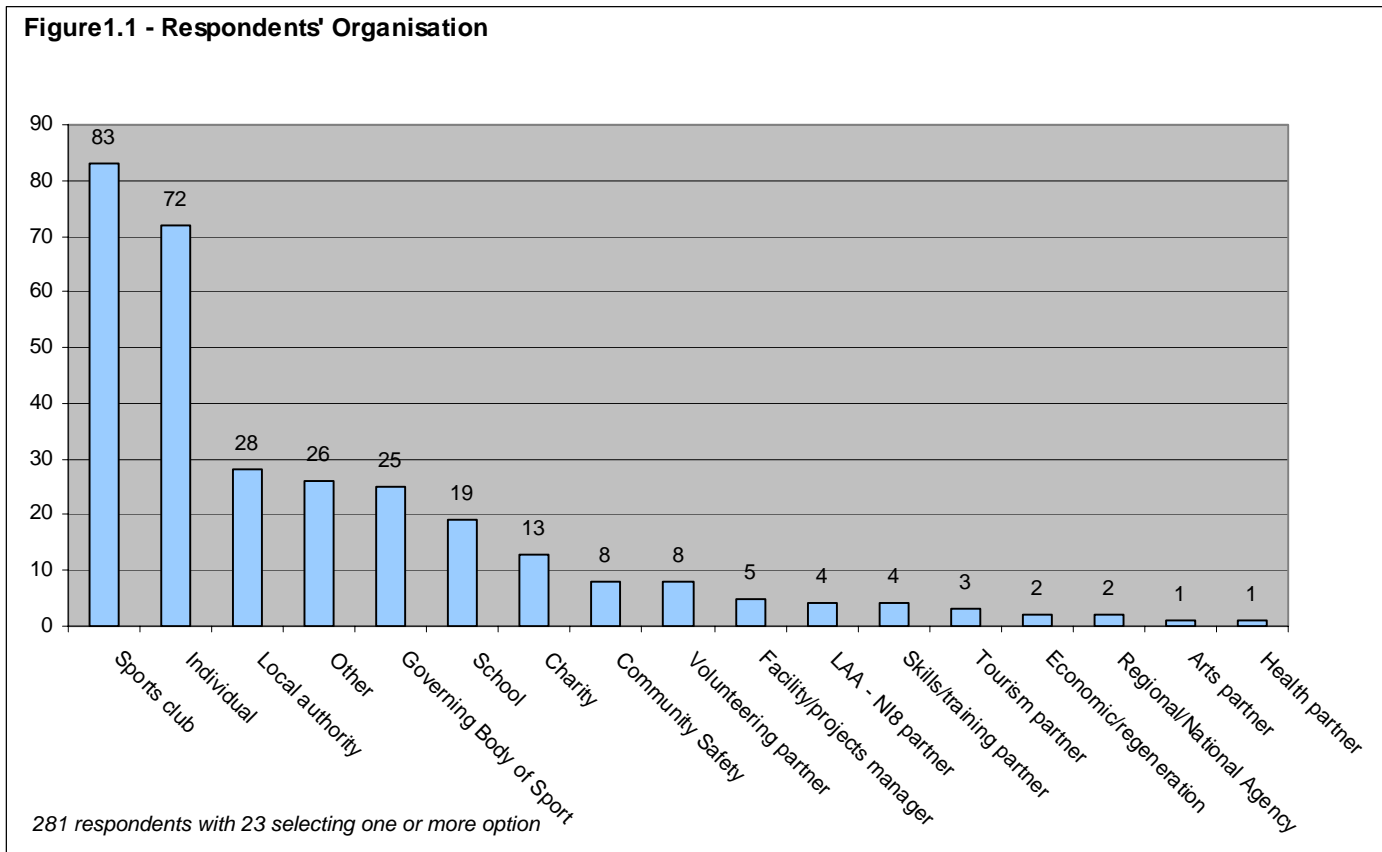
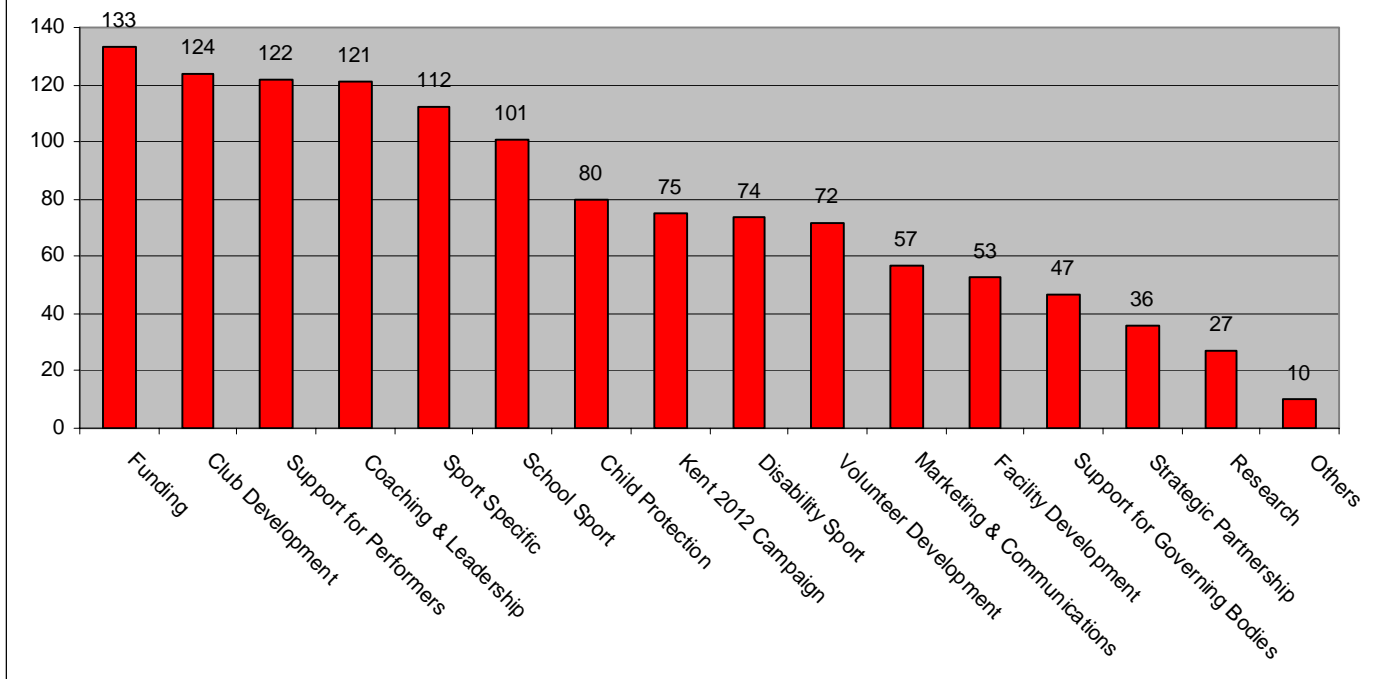


Figure 1.2 - Services Accessed (counts)



1.8 Figures for 'respondents' and the 'services accessed' by them should be treated with caution as these are influenced by who the survey was distributed to. For example the survey was sent to a large number of 'Free Access for National Sports-people' (FANS) members and we would therefore expect 'support for performers' and 'Funding' to rank highly.

Results

1.9 The following section provides an overview of the results, including:

- overall satisfaction levels across a range of areas
- overall satisfaction with Kent Sport, Leisure and Olympics Service as a partner
- breakdown of satisfaction levels by specific partner groups
- partners' comments.

Overall satisfaction levels across a range of areas

1.10 Respondents were asked to indicate their level of satisfaction with the Kent Sport, Leisure and Olympics Service and the specific services they ticked. Figures 1.3 to 1.11 show satisfaction levels across a number of areas.

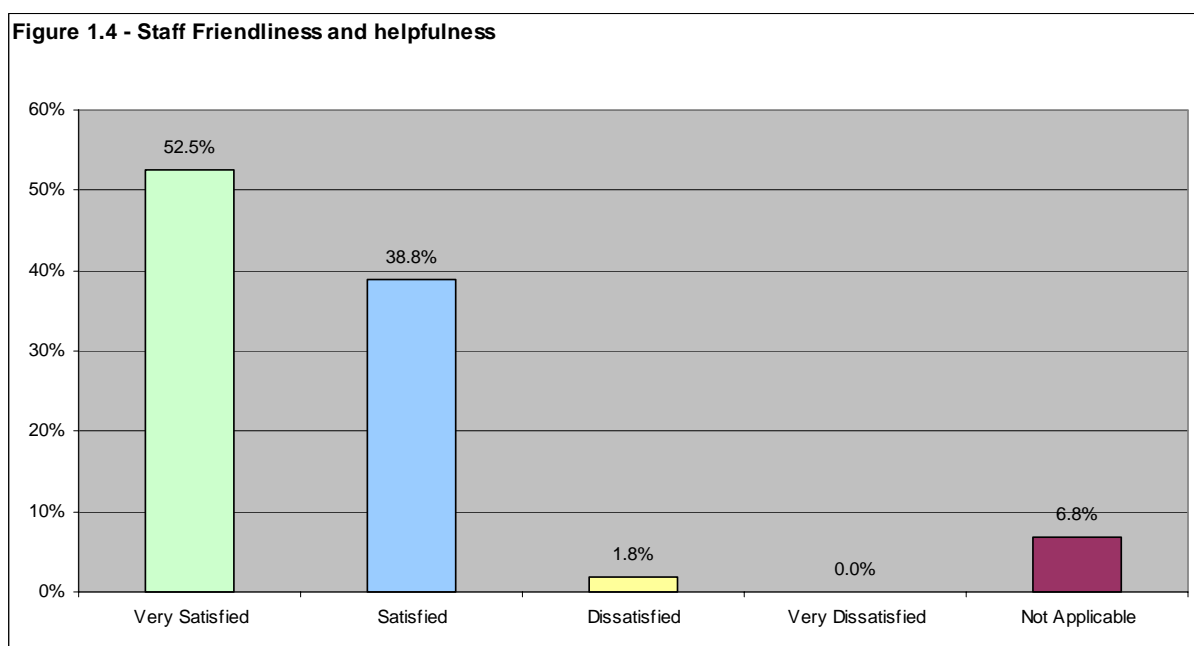
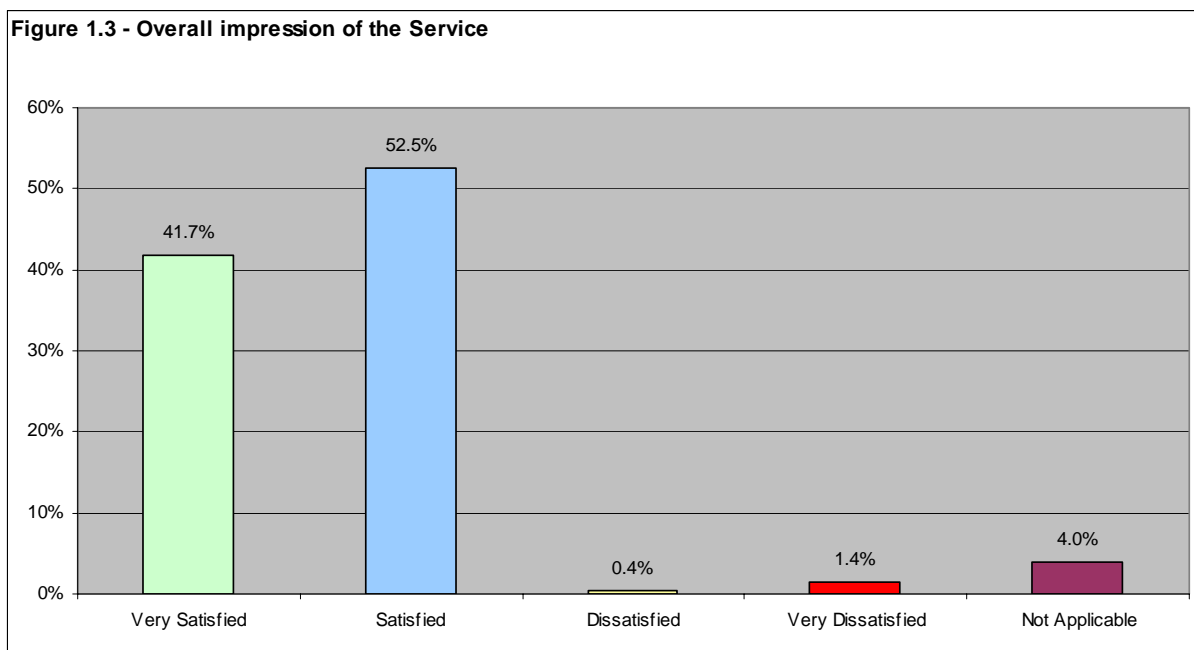


Figure 1.5 - Accessibility of Staff to assist

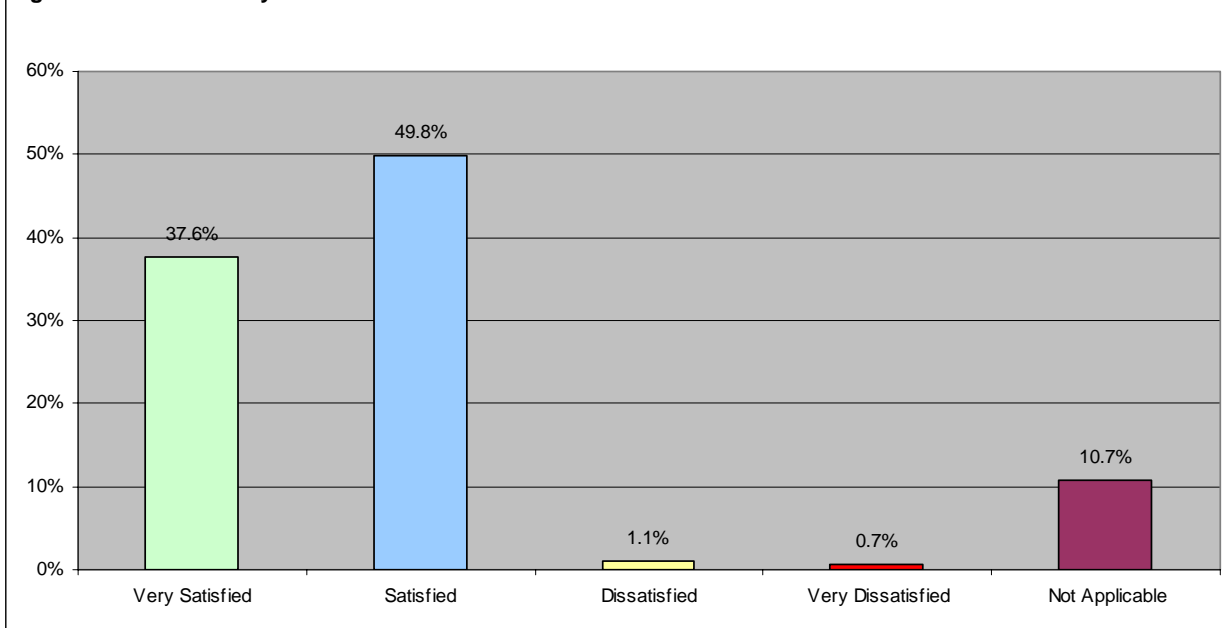


Figure 1.6 - Clarity of forms & communications

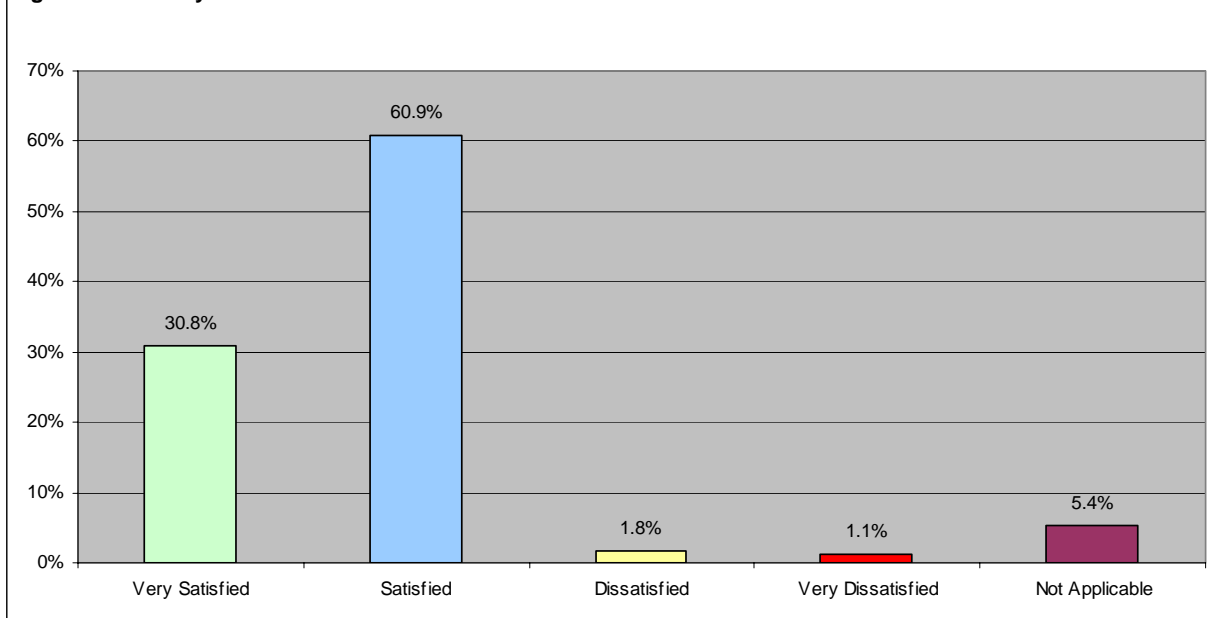


Figure 1.7 - Usefulness of promotional material

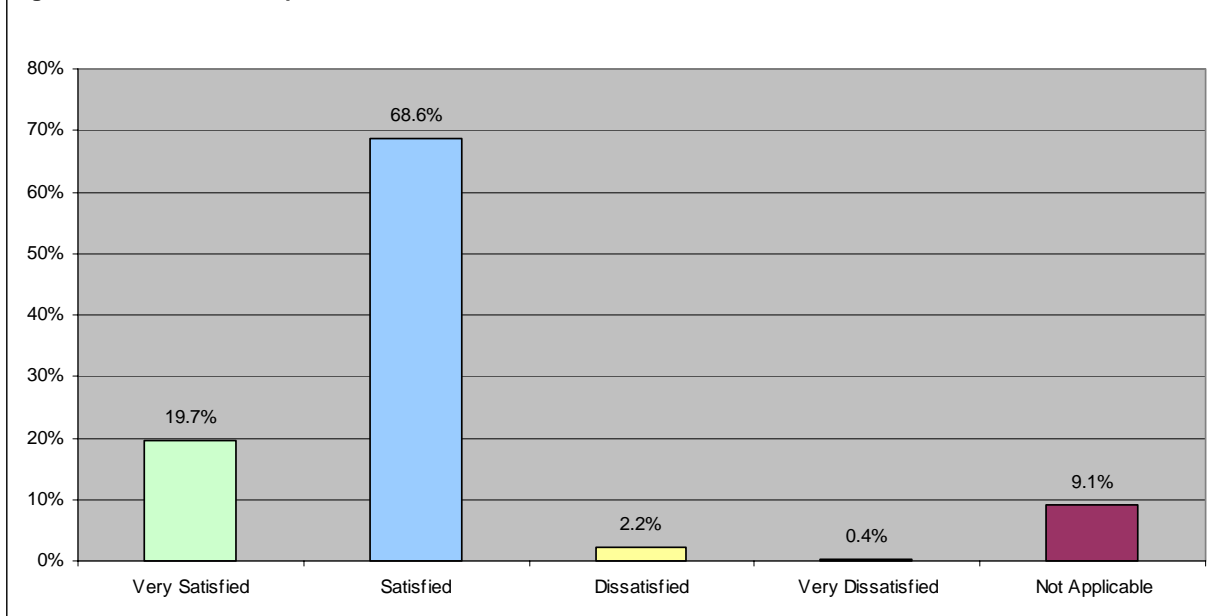


Figure 1.8 - Quality of support & advice given

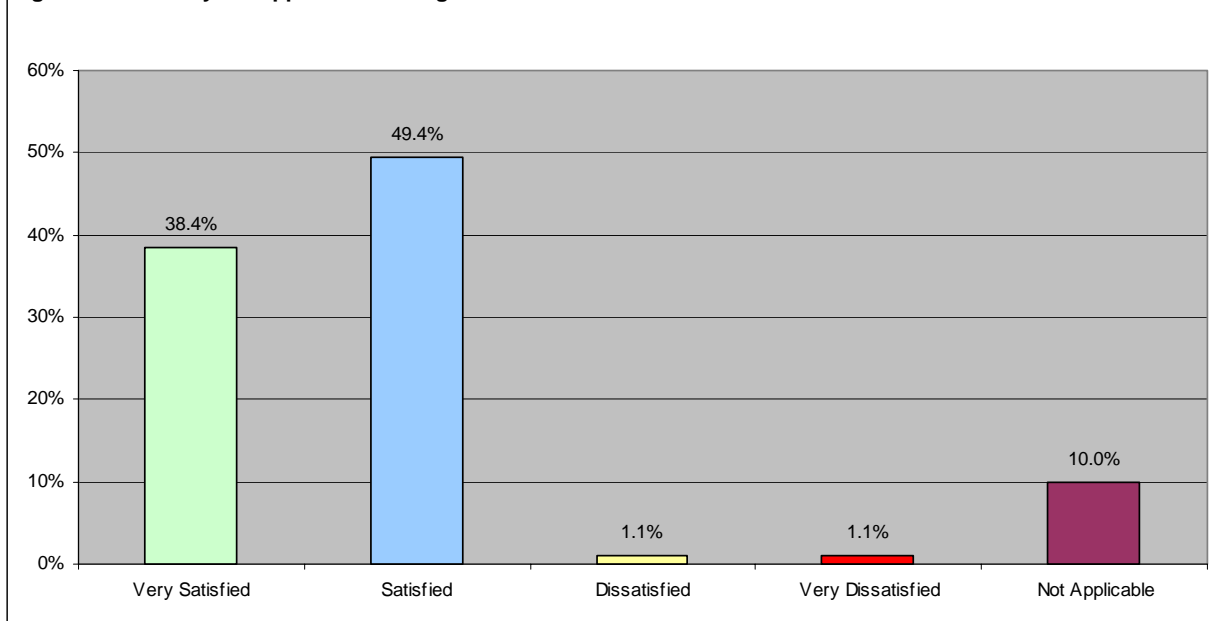


Figure 1.9 - Efficiency in dealing with requests & queries

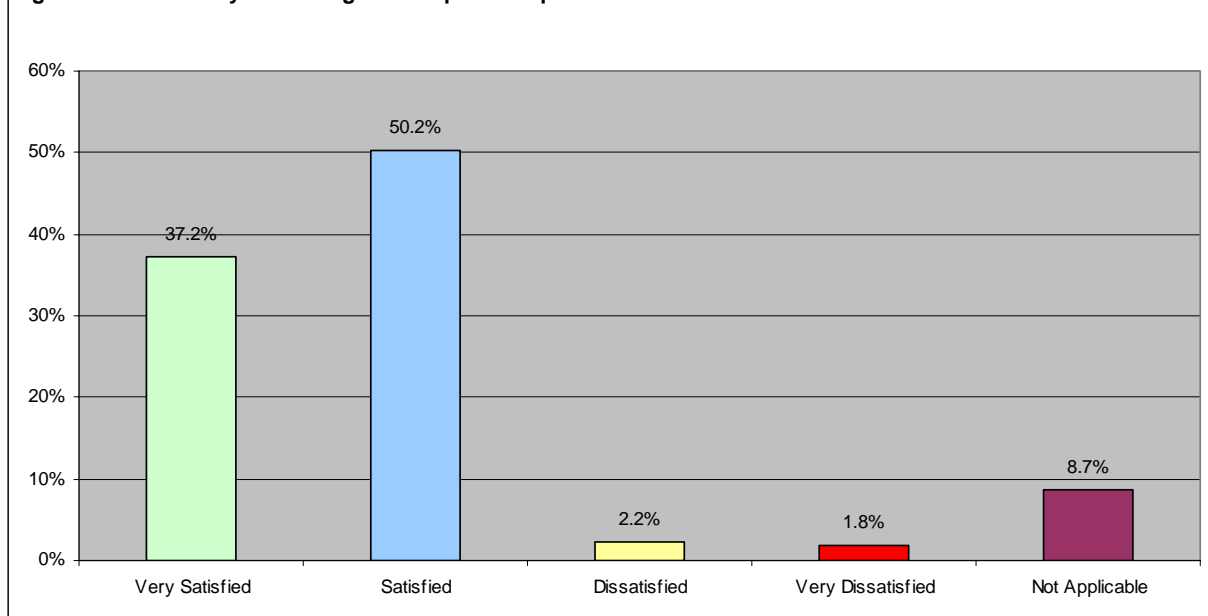
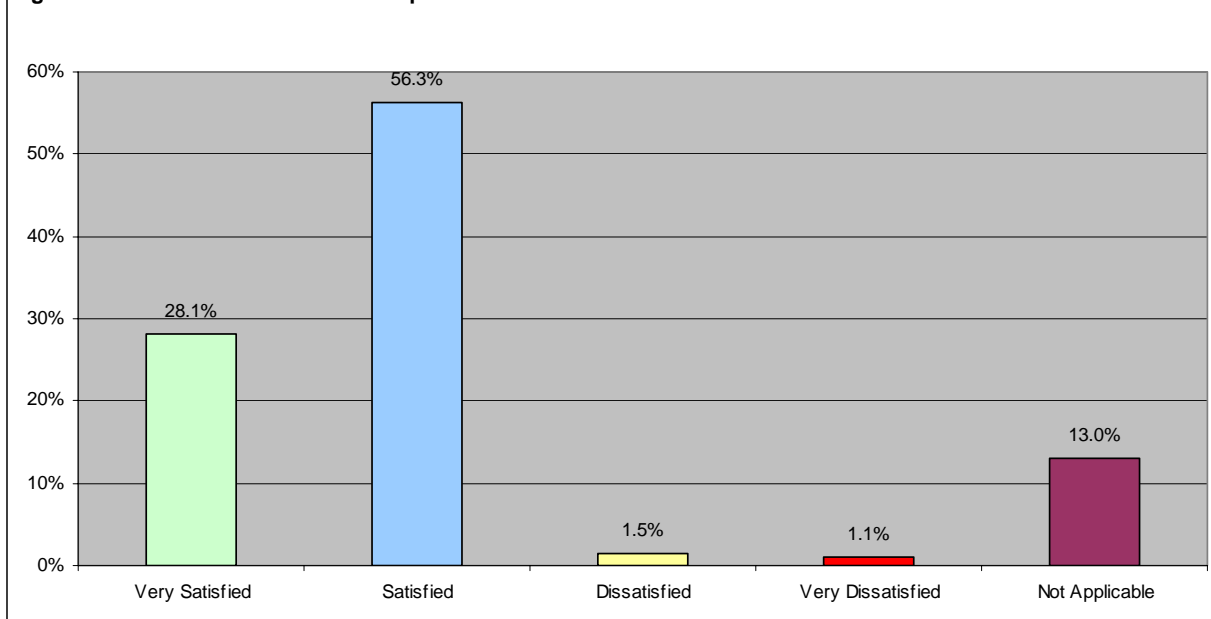
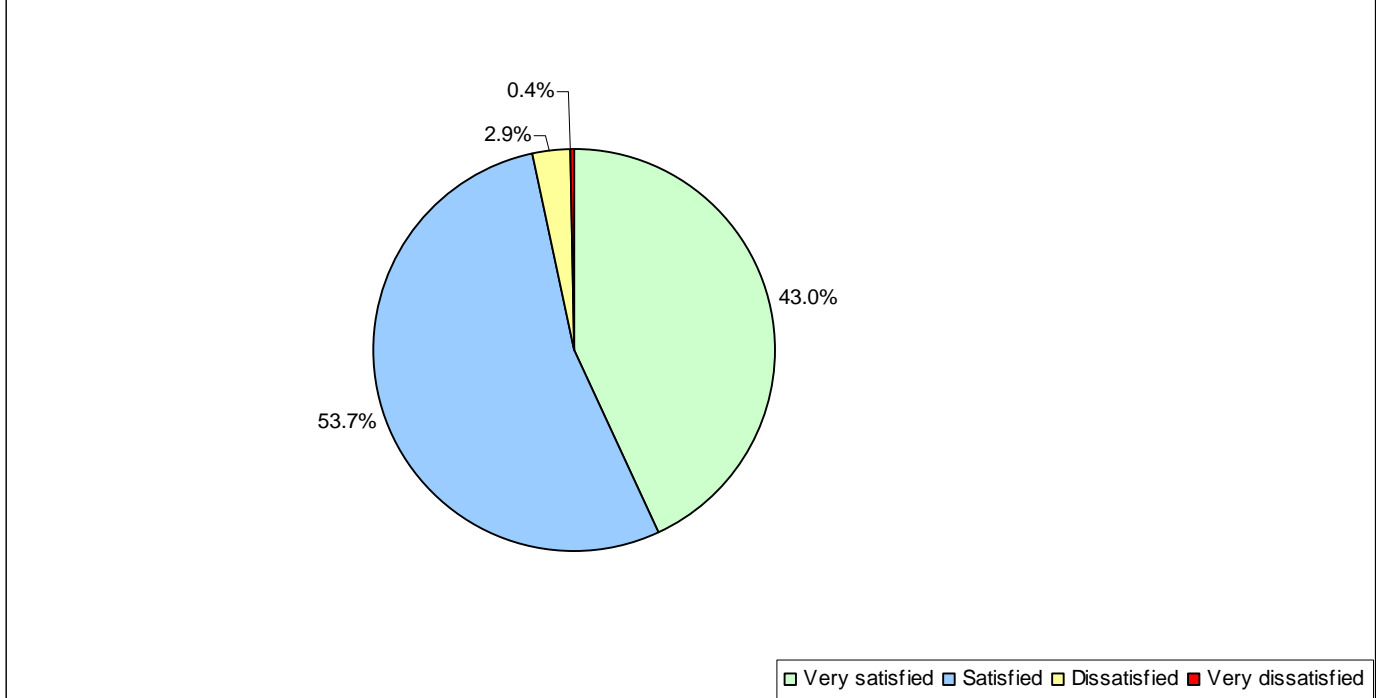


Figure 1.10 - Usefulness of the Kent Sport website



Overall satisfaction with Kent Sport, Leisure and Olympics Service as a partner

Figure 1.11 - How satisfied are you with the KSLO as a partner?



1.11 The results of the survey will be distributed throughout the partners, ensuring that any positive and negative comments from the respondents are shared.

Breakdown of satisfaction levels by specific partner groups

Charities

1.12 The services accessed by the **13 charities** returning the survey are detailed below.

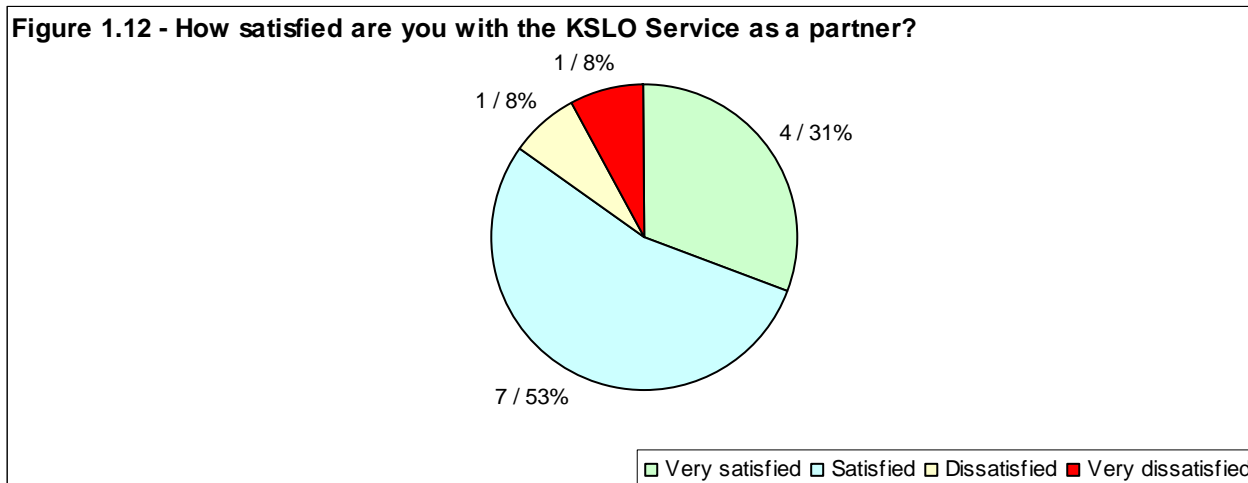
Table 1.1 - Services accessed

| Services Accessed | Count |
|---|-------|
| Club development | 4 |
| Coaching & Leadership development | 4 |
| Disability sport | 6 |
| Child Protection | 4 |
| Facility development | 3 |
| Funding | 9 |
| Kent 2012 Campaign | 5 |
| Marketing and communications | 4 |
| Research | 1 |
| Strategic Partnership (e.g. LAA, NI8) | 2 |
| School sport | 6 |
| Sport specific | 5 |
| Support for governing bodies | 3 |
| Support for performers (e.g. FANS scheme) | 3 |
| Volunteer development | 5 |
| Other | 0 |

1.13 Charities' satisfaction levels across a number of areas are detailed in Table 1.2.

| | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|---|----------------|-----------|--------------|-------------------|----------------|
| Table 1.2 – Charity satisfaction levels (13 replies) | | | | | |
| Usefulness and accessibility of the Kent Sport website | 3 | 6 | 1 | - | 3 |
| Efficiency in dealing with requests and queries | 7 | 5 | - | 1 | - |
| Quality of support and advice given | 3 | 5 | 1 | 1 | 2 |
| Usefulness of promotional material (incl. website) | 1 | 10 | 2 | - | - |
| Clarity of forms and communications | 5 | 6 | 1 | 1 | - |
| Accessibility of staff to assist with requests and queries | 6 | 6 | - | 1 | - |
| Overall impression of the Service | 4 | 6 | 1 | 2 | - |
| Staff friendliness and helpfulness | 6 | 5 | 2 | - | - |

1.14 Figure 1.12 illustrates the charities' overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 84% are satisfied/very satisfied.



Community Safety partners

1.15 The services accessed by the **eight Community Safety partners** returning the survey are detailed below.

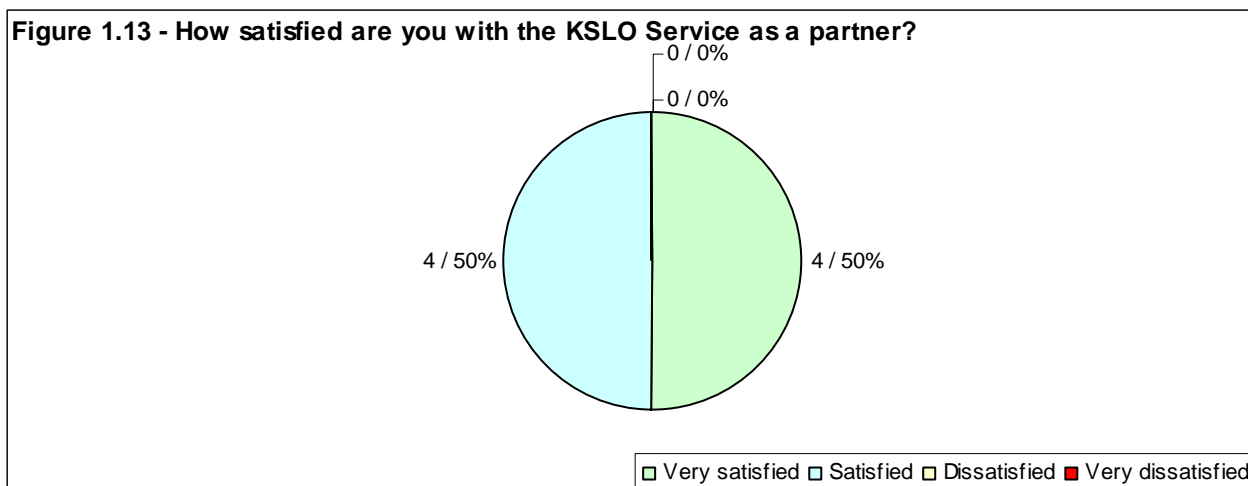
Table 1.3 - Services accessed

| Services Accessed | Count |
|---|-------|
| Club development | 0 |
| Coaching & Leadership development | 4 |
| Disability sport | 1 |
| Child Protection | 0 |
| Facility development | 0 |
| Funding | 1 |
| Kent 2012 Campaign | 1 |
| Marketing and communications | 0 |
| Research | 0 |
| Strategic Partnership (e.g. LAA, NI8) | 0 |
| School sport | 0 |
| Sport specific | 1 |
| Support for governing bodies | 0 |
| Support for performers (e.g. FANS scheme) | 0 |
| Volunteer development | 1 |
| Other | 2 |

1.16 Community Safety partners satisfaction levels across a number of areas are detailed in Table 1.4.

| | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|---|----------------|-----------|--------------|-------------------|----------------|
| Table 1.4 – Community Safety satisfaction levels (eight replies) | | | | | |
| Usefulness and accessibility of the Kent Sport website | 2 | 4 | - | - | 2 |
| Efficiency in dealing with requests and queries | 5 | 2 | - | - | 1 |
| Quality of support and advice given | 6 | 1 | - | - | 1 |
| Usefulness of promotional material (incl. website) | 1 | 6 | - | - | 1 |
| Clarity of forms and communications | 1 | 5 | - | - | 2 |
| Accessibility of staff to assist with requests and queries | 4 | 3 | - | - | - |
| Overall impression of the Service | 5 | 3 | - | - | - |
| Staff friendliness and helpfulness | 5 | 3 | - | - | - |

1.17 Figure 1.13 illustrates Community Safety partners overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 100% are satisfied/very satisfied.



Economic/regeneration partners

1.18 The services accessed by the **two Economic/regeneration partners** returning the survey are detailed below.

Table 1.5 - Services accessed

| Services Accessed | Count |
|---|-------|
| Club development | 1 |
| Coaching & Leadership development | 1 |
| Disability sport | 0 |
| Child Protection | 0 |
| Facility development | 0 |
| Funding | 0 |
| Kent 2012 Campaign | 0 |
| Marketing and communications | 0 |
| Research | 0 |
| Strategic Partnership (e.g. LAA, NI8) | 0 |
| School sport | 1 |
| Sport specific | 1 |
| Support for governing bodies | 0 |
| Support for performers (e.g. FANS scheme) | 0 |
| Volunteer development | 0 |
| Other | 1 |

1.19 Economic/regeneration partners satisfaction levels across a number of areas are detailed in Table 1.6.

| | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|--|----------------|-----------|--------------|-------------------|----------------|
| Table 1.6 – Economic/regeneration satisfaction levels (two replies) | | | | | |
| Usefulness and accessibility of the Kent Sport website | - | 1 | - | - | - |
| Efficiency in dealing with requests and queries | 1 | - | - | - | - |
| Quality of support and advice given | - | 1 | - | - | - |
| Usefulness of promotional material (incl. website) | - | 1 | - | - | - |
| Clarity of forms and communications | - | 1 | - | - | - |
| Accessibility of staff to assist with requests and queries | - | 1 | - | - | - |
| Overall impression of the Service | - | 1 | - | - | - |
| Staff friendliness and helpfulness | 1 | - | - | - | - |

1.20 Figure 1.14 illustrates Economic/regeneration partners overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 100% are satisfied.



Facility/projects

1.21 The services accessed by the **five Facility/projects partners** returning the survey are detailed below.

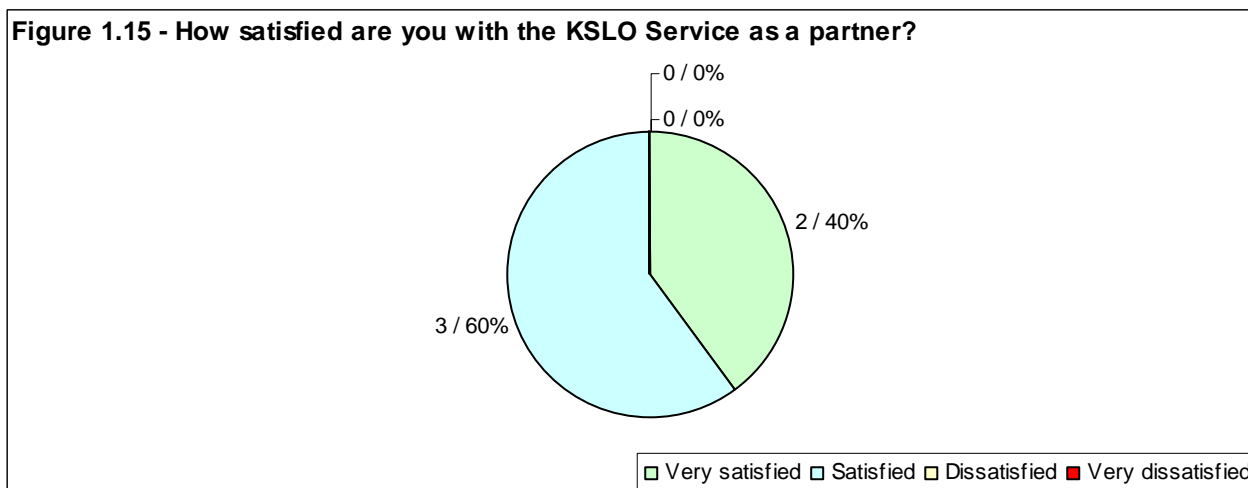
Table 1.7 - Services accessed

| Services Accessed | Count |
|---|-------|
| Club development | 2 |
| Coaching & Leadership development | 3 |
| Disability sport | 0 |
| Child Protection | 0 |
| Facility development | 0 |
| Funding | 1 |
| Kent 2012 Campaign | 2 |
| Marketing and communications | 1 |
| Research | 0 |
| Strategic Partnership (e.g. LAA, NI8) | 0 |
| School sport | 2 |
| Sport specific | 1 |
| Support for governing bodies | 0 |
| Support for performers (e.g. FANS scheme) | 2 |
| Volunteer development | 2 |
| Other | 1 |

1.21 Facility/projects partners' satisfaction levels across a number of areas are detailed in Table 1.8.

| Table 1.8 – Facility/projects partners satisfaction levels (five replies) | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|---|----------------|-----------|--------------|-------------------|----------------|
| Usefulness and accessibility of the Kent Sport website | 1 | 3 | - | - | - |
| Efficiency in dealing with requests and queries | 3 | 1 | - | - | 1 |
| Quality of support and advice given | 1 | 2 | - | - | 1 |
| Usefulness of promotional material (incl. website) | 2 | 3 | - | - | - |
| Clarity of forms and communications | 2 | 3 | - | - | - |
| Accessibility of staff to assist with requests and queries | 3 | 1 | - | - | 1 |
| Overall impression of the Service | 2 | 3 | - | - | - |
| Staff friendliness and helpfulness | 4 | 1 | - | - | - |

1.23 Figure 1.15 illustrates Facility/projects partners' overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 100% are satisfied/very satisfied.



Governing Bodies of Sport

1.24 The services accessed by the **25 Governing Bodies of Sport** returning the survey are detailed below.

Table 1.9 - Services accessed

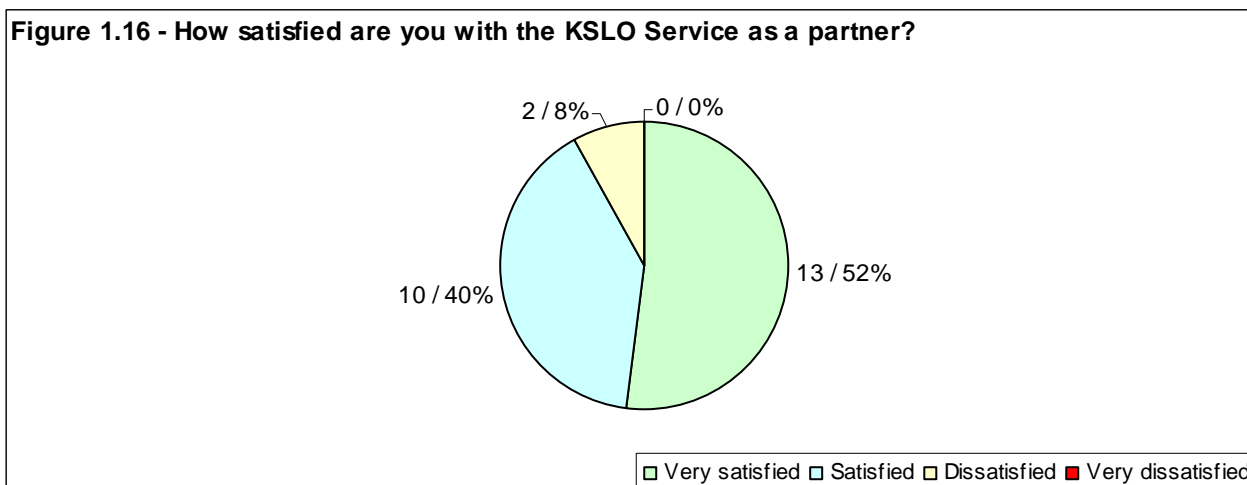
| Services Accessed | Count |
|---|-------|
| Club development | 18 |
| Coaching & Leadership development | 15 |
| Disability sport | 13 |
| Child Protection | 12 |
| Facility development | 11 |
| Funding | 19 |
| Kent 2012 Campaign | 3 |
| Marketing and communications | 11 |
| Research | 5 |
| Strategic Partnership (e.g. LAA, NI8) | 5 |
| School sport | 20 |
| Sport specific | 15 |
| Support for governing bodies | 15 |
| Support for performers (e.g. FANS scheme) | 10 |
| Volunteer development | 15 |
| Other | 1 |

1.25 Governing Bodies of Sports satisfaction levels across a number of areas are detailed in Table 1.10.

| | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|--|----------------|-----------|--------------|-------------------|----------------|
| Table 1.10 – Governing Bodies of Sport satisfaction levels (25 replies) | | | | | |
| Usefulness and accessibility of the Kent Sport website | 8 | 13 | 1 | 2 | - |
| Efficiency in dealing with requests and queries | 12 | 12 | - | 1 | - |
| Quality of support and advice given | 14 | 9 | 1 | 1 | - |
| Usefulness of promotional material (incl. website) | 6 | 17 | 1 | - | - |
| Clarity of forms and communications | 8 | 14 | 2 | 1 | - |
| Accessibility of staff to assist with requests and queries | 17 | 7 | - | 1 | - |
| Overall impression of the Service | 11 | 11 | - | 2 | 1 |
| Staff friendliness and helpfulness | 17 | 8 | - | - | - |

1.26 Figure 1.16 illustrates Governing body of sport overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 92% are satisfied/very satisfied.

Figure 1.16 - How satisfied are you with the KSLO Service as a partner?



Individuals

1.27 The services accessed by the **72 Individuals** returning the survey are detailed below.

Table 1.11 - Services accessed

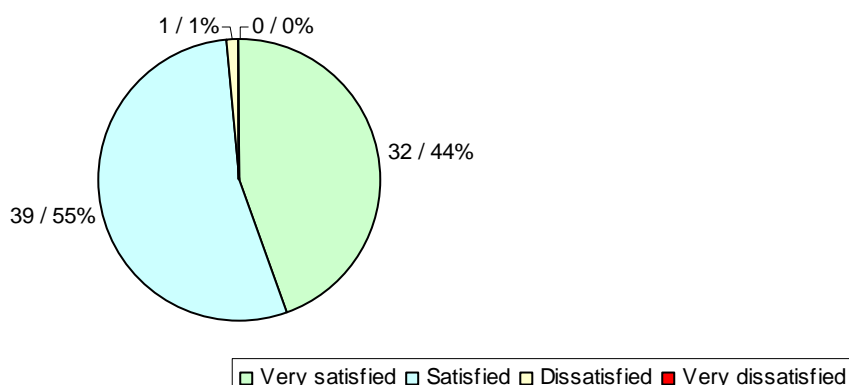
| Services Accessed | Count |
|---|-------|
| Club development | 12 |
| Coaching & Leadership development | 11 |
| Disability sport | 4 |
| Child Protection | 4 |
| Facility development | 2 |
| Funding | 18 |
| Kent 2012 Campaign | 9 |
| Marketing and communications | 3 |
| Research | 2 |
| Strategic Partnership (e.g. LAA, NI8) | 0 |
| School sport | 5 |
| Sport specific | 24 |
| Support for governing bodies | 3 |
| Support for performers (e.g. FANS scheme) | 58 |
| Volunteer development | 5 |
| Other | 0 |

1.28 Individuals' satisfaction levels across a number of areas are detailed in Table 1.12.

| Table 1.12 – Individuals' satisfaction levels (eight replies) | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|---|----------------|-----------|--------------|-------------------|----------------|
| Usefulness and accessibility of the Kent Sport website | 20 | 40 | 1 | - | 10 |
| Efficiency in dealing with requests and queries | 24 | 35 | 2 | 1 | 9 |
| Quality of support and advice given | 22 | 39 | 1 | - | 8 |
| Usefulness of promotional material (incl. website) | 12 | 55 | - | - | 5 |
| Clarity of forms and communications | 27 | 42 | 1 | - | 2 |
| Accessibility of staff to assist with requests and queries | 21 | 37 | 1 | - | 11 |
| Overall impression of the Service | 37 | 34 | - | - | 1 |
| Staff friendliness and helpfulness | 40 | 24 | 2 | - | 6 |

1.29 Figure 1.16 illustrates individuals' overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 99% are satisfied/very satisfied.

Figure 1.17 - How satisfied are you with the KSLO Service as a partner?



Local Authority

1.30 The services accessed by the **28 Local Authorities** returning the survey are detailed below.

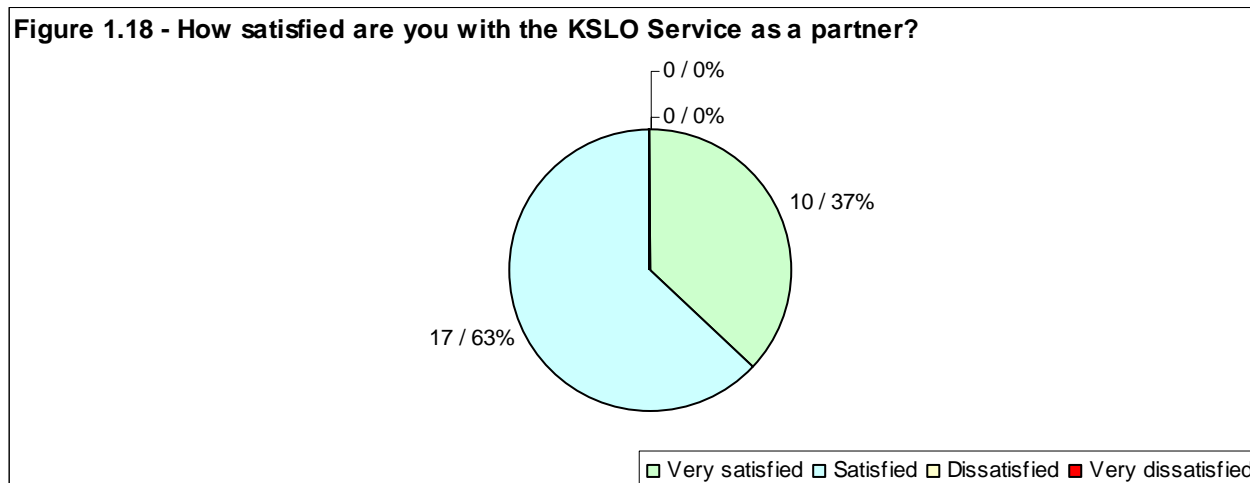
Table 1.13 - Services accessed

| Services Accessed | Count |
|---|-------|
| Club development | 16 |
| Coaching & Leadership development | 16 |
| Disability sport | 17 |
| Child Protection | 12 |
| Facility development | 13 |
| Funding | 16 |
| Kent 2012 Campaign | 19 |
| Marketing and communications | 15 |
| Research | 9 |
| Strategic Partnership (e.g. LAA, NI8) | 18 |
| School sport | 13 |
| Sport specific | 15 |
| Support for governing bodies | 8 |
| Support for performers (e.g. FANS scheme) | 12 |
| Volunteer development | 13 |
| Other | 0 |

1.31 The Local Authority satisfaction levels across a number of areas are detailed in Table 1.14.

| | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|--|----------------|-----------|--------------|-------------------|----------------|
| Table 1.14 – Local Authority satisfaction levels (25 replies) | | | | | |
| Usefulness and accessibility of the Kent Sport website | 10 | 13 | 1 | - | 2 |
| Efficiency in dealing with requests and queries | 8 | 18 | 1 | - | - |
| Quality of support and advice given | 14 | 13 | - | - | - |
| Usefulness of promotional material (incl. website) | 8 | 17 | 1 | - | - |
| Clarity of forms and communications | 5 | 22 | - | - | - |
| Accessibility of staff to assist with requests and queries | 7 | 19 | 1 | - | - |
| Overall impression of the Service | 10 | 17 | - | - | - |
| Staff friendliness and helpfulness | 14 | 13 | - | - | - |

1.32 Figure 1.18 illustrates Local Authorities overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 100% are satisfied/very satisfied.



Local Area Agreement – National Indicator 8 (LAA – NI8) Partner

1.33 The services accessed by the **four LAA - NI8 Partners** returning the survey are detailed below.

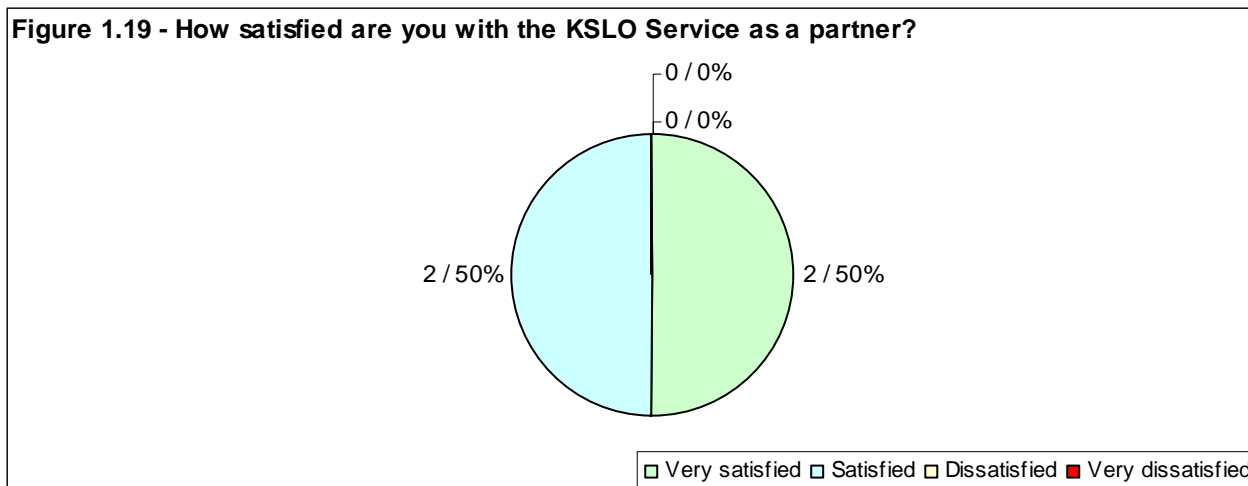
Table 1.15 - Services accessed

| Services Accessed | Count |
|---|-------|
| Club development | 0 |
| Coaching & Leadership development | 1 |
| Disability sport | 1 |
| Child Protection | 0 |
| Facility development | 1 |
| Funding | 2 |
| Kent 2012 Campaign | 3 |
| Marketing and communications | 1 |
| Research | 1 |
| Strategic Partnership (e.g. LAA, NI8) | 4 |
| School sport | 1 |
| Sport specific | 0 |
| Support for governing bodies | 0 |
| Support for performers (e.g. FANS scheme) | 1 |
| Volunteer development | 0 |
| Other | 0 |

1.34 The LAA - NI8 Partners' satisfaction levels across a number of areas are detailed in Table 1.16.

| | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|--|----------------|-----------|--------------|-------------------|----------------|
| Table 1.16 – LAA - NI8 Partner satisfaction levels (four replies) | | | | | |
| Usefulness and accessibility of the Kent Sport website | 1 | 1 | - | - | 1 |
| Efficiency in dealing with requests and queries | 1 | 3 | - | - | - |
| Quality of support and advice given | 2 | 2 | - | - | - |
| Usefulness of promotional material (incl. website) | - | 3 | - | - | 1 |
| Clarity of forms and communications | 1 | 2 | - | - | 1 |
| Accessibility of staff to assist with requests and queries | 1 | 3 | - | - | - |
| Overall impression of the Service | 1 | 3 | - | - | - |
| Staff friendliness and helpfulness | 1 | 3 | - | - | - |

1.35 Figure 1.19 illustrates LAA - NI8 Partners' overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 100% are satisfied/very satisfied



Regional/National Agency

1.36 The services accessed by the **two Regional/National Agencies** returning the survey are detailed below.

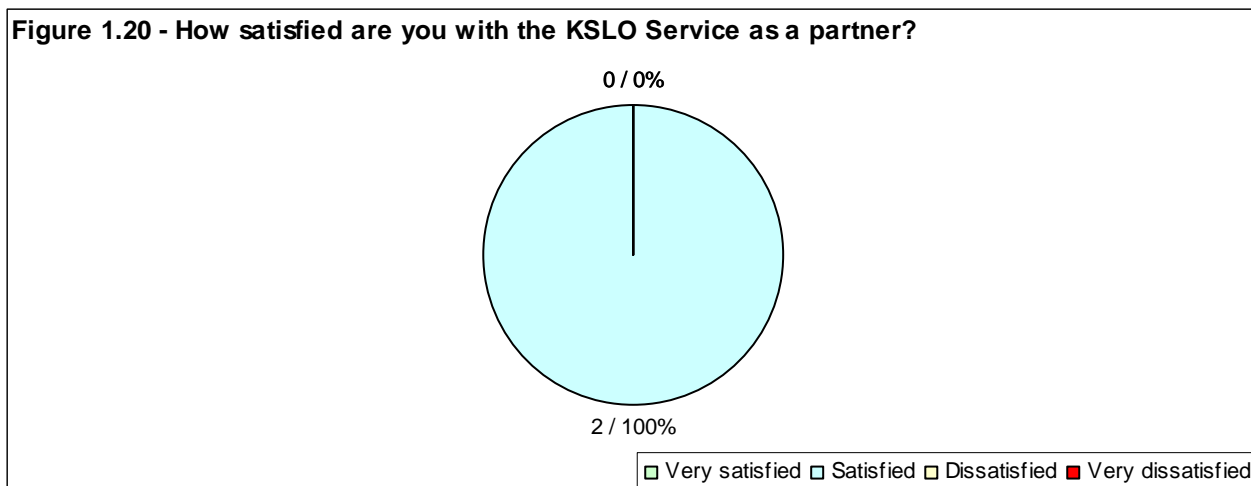
Table 1.17 - Services accessed

| Services Accessed | Count |
|---|-------|
| Club development | 1 |
| Coaching & Leadership development | 1 |
| Disability sport | 1 |
| Child Protection | 0 |
| Facility development | 0 |
| Funding | 0 |
| Kent 2012 Campaign | 1 |
| Marketing and communications | 1 |
| Research | 0 |
| Strategic Partnership (e.g. LAA, NI8) | 1 |
| School sport | 1 |
| Sport specific | 1 |
| Support for governing bodies | 1 |
| Support for performers (e.g. FANS scheme) | 0 |
| Volunteer development | 1 |
| Other | 1 |

1.37 The Regional/National Agencies satisfaction levels across a number of areas are detailed in Table 1.18.

| | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|--|----------------|-----------|--------------|-------------------|----------------|
| Table 1.18 – Regional/national agency satisfaction levels (two replies) | | | | | |
| Usefulness and accessibility of the Kent Sport website | - | 2 | - | - | - |
| Efficiency in dealing with requests and queries | - | 1 | - | 1 | - |
| Quality of support and advice given | - | - | - | 1 | 1 |
| Usefulness of promotional material (incl. website) | - | 1 | 1 | - | - |
| Clarity of forms and communications | - | 1 | - | 1 | - |
| Accessibility of staff to assist with requests and queries | 1 | - | - | 1 | - |
| Overall impression of the Service | - | 1 | 1 | - | - |
| Staff friendliness and helpfulness | 1 | - | 1 | - | - |

1.38 Figure 1.20 illustrates Regional/national agency overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 100% are satisfied.



School

1.39 The services accessed by the **19 Schools** returning the survey are detailed below.

Table 1.19 - Services accessed

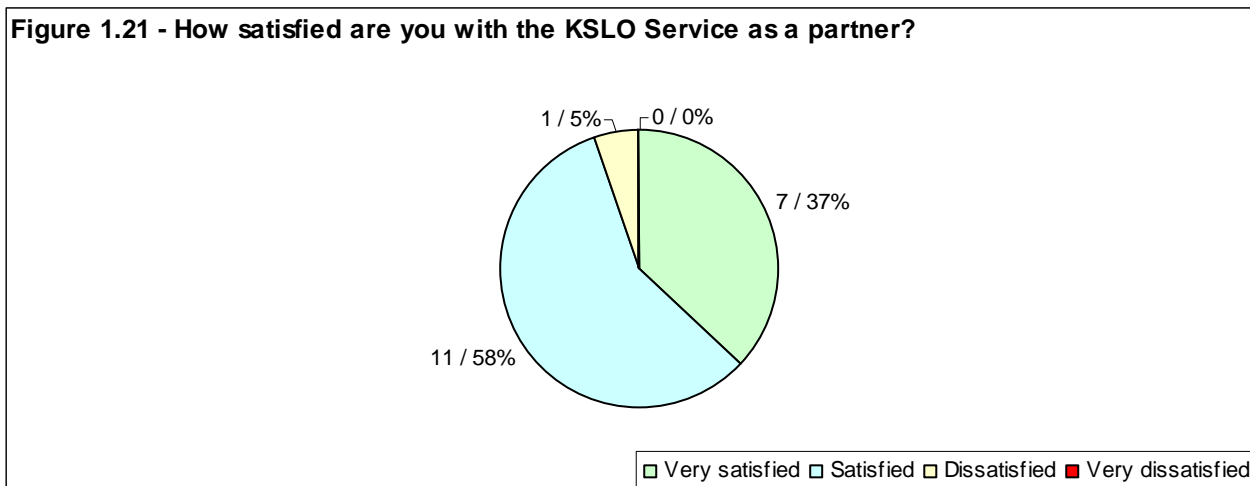
| Services Accessed | Count |
|---|-------|
| Club development | 8 |
| Coaching & Leadership development | 11 |
| Disability sport | 9 |
| Child Protection | 4 |
| Facility development | 6 |
| Funding | 9 |
| Kent 2012 Campaign | 13 |
| Marketing and communications | 4 |
| Research | 3 |
| Strategic Partnership (e.g. LAA, NI8) | 1 |
| School sport | 17 |
| Sport specific | 11 |
| Support for governing bodies | 3 |
| Support for performers (e.g. FANS scheme) | 6 |
| Volunteer development | 6 |
| Other | 0 |

1.40 The School satisfaction levels across a number of areas are detailed in Table 1.20.

| | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|---|----------------|-----------|--------------|-------------------|----------------|
| Table 1.20 – School satisfaction levels (19 replies) | | | | | |
| Usefulness and accessibility of the Kent Sport website | 7 | 10 | - | - | 1 |
| Efficiency in dealing with requests and queries | 7 | 11 | - | - | 1 |
| Quality of support and advice given | 6 | 11 | - | - | 1 |
| Usefulness of promotional material (incl. website) | 5 | 12 | - | - | 1 |
| Clarity of forms and communications | 6 | 12 | - | - | 1 |
| Accessibility of staff to assist with requests and queries | 8 | 10 | - | - | 1 |
| Overall impression of the Service | 6 | 12 | - | - | 1 |
| Staff friendliness and helpfulness | 11 | 7 | - | - | 1 |

1.41 Figure 1.21 illustrates School overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 95% are satisfied / very satisfied.

Figure 1.21 - How satisfied are you with the KSLO Service as a partner?



Skills/Training Partner

1.42 The services accessed by the **four Skills/Training Partners** returning the survey are detailed below.

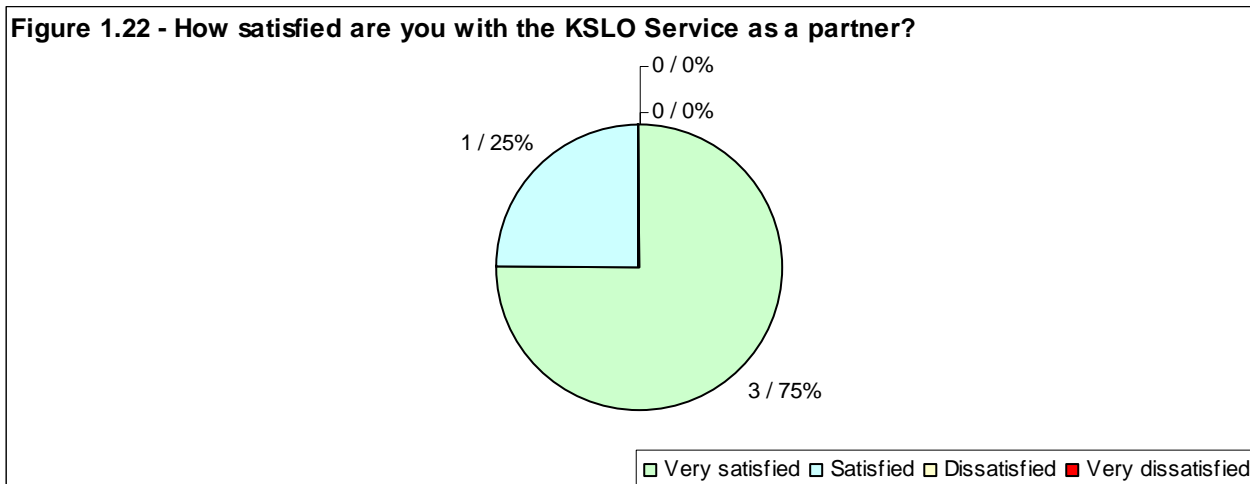
Table 1.21 - Services accessed

| Services Accessed | Count |
|---|-------|
| Club development | 1 |
| Coaching & Leadership development | 3 |
| Disability sport | 0 |
| Child Protection | 0 |
| Facility development | 0 |
| Funding | 1 |
| Kent 2012 Campaign | 0 |
| Marketing and communications | 0 |
| Research | 0 |
| Strategic Partnership (e.g. LAA, NI8) | 0 |
| School sport | 0 |
| Sport specific | 1 |
| Support for governing bodies | 0 |
| Support for performers (e.g. FANS scheme) | 0 |
| Volunteer development | 1 |
| Other | 0 |

1.43 The Skills/Training Partner's satisfaction levels across a number of areas are detailed in Table 1.22.

| Table 1.22 – Skills/training partner satisfaction levels (four replies) | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|---|----------------|-----------|--------------|-------------------|----------------|
| Usefulness and accessibility of the Kent Sport website | 1 | 2 | - | - | 1 |
| Efficiency in dealing with requests and queries | 2 | 2 | - | - | - |
| Quality of support and advice given | 3 | 1 | - | - | - |
| Usefulness of promotional material (incl. website) | 2 | 1 | - | - | 1 |
| Clarity of forms and communications | 2 | 2 | - | - | - |
| Accessibility of staff to assist with requests and queries | 2 | 1 | - | - | 1 |
| Overall impression of the Service | 3 | 1 | - | - | - |
| Staff friendliness and helpfulness | 3 | 1 | - | - | - |

1.44 Figure 1.22 illustrates Skills/Training Partners overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 100% are satisfied / very satisfied.



Sports Clubs

1.45 The services accessed by the **83 Sports Clubs** returning the survey are detailed below.

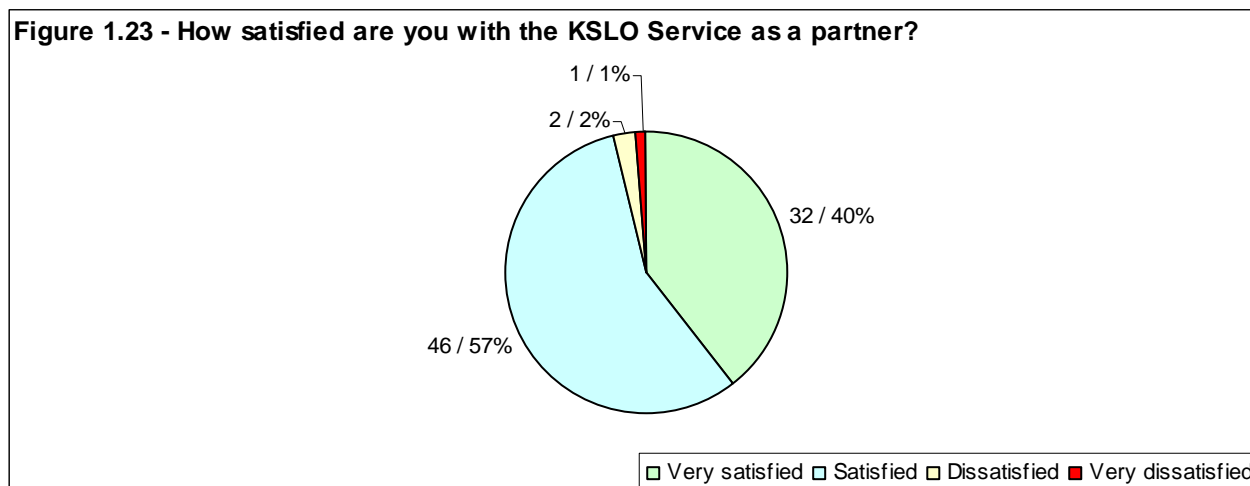
Table 1.23 - Services accessed

| Services Accessed | Count |
|---|-------|
| Club development | 60 |
| Coaching & Leadership development | 46 |
| Disability sport | 15 |
| Child Protection | 41 |
| Facility development | 16 |
| Funding | 46 |
| Kent 2012 Campaign | 11 |
| Marketing and communications | 10 |
| Research | 4 |
| Strategic Partnership (e.g. LAA, NI8) | 4 |
| School sport | 34 |
| Sport specific | 33 |
| Support for governing bodies | 11 |
| Support for performers (e.g. FANS scheme) | 28 |
| Volunteer development | 18 |
| Other | 1 |

1.46 The Sports Club satisfaction levels across a number of areas are detailed in Table 1.24.

| | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|--|----------------|-----------|--------------|-------------------|----------------|
| Table 1.24 – Sports Club satisfaction levels (83 replies) | | | | | |
| Usefulness and accessibility of the Kent Sport website | 21 | 49 | 1 | 1 | 10 |
| Efficiency in dealing with requests and queries | 28 | 43 | 3 | 2 | 6 |
| Quality of support and advice given | 24 | 45 | 1 | 1 | 9 |
| Usefulness of promotional material (incl. website) | 14 | 55 | 2 | 1 | 9 |
| Clarity of forms and communications | 21 | 53 | 2 | 1 | 5 |
| Accessibility of staff to assist with requests and queries | 25 | 43 | 1 | - | 11 |
| Overall impression of the Service | 29 | 48 | - | 1 | 4 |
| Staff friendliness and helpfulness | 34 | 39 | 1 | - | 8 |

1.47 Figure 1.23 illustrates Sports Clubs' overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 97% are satisfied / very satisfied.



Tourism partners

1.48 The services accessed by the **three Tourism Partners** returning the survey are detailed below.

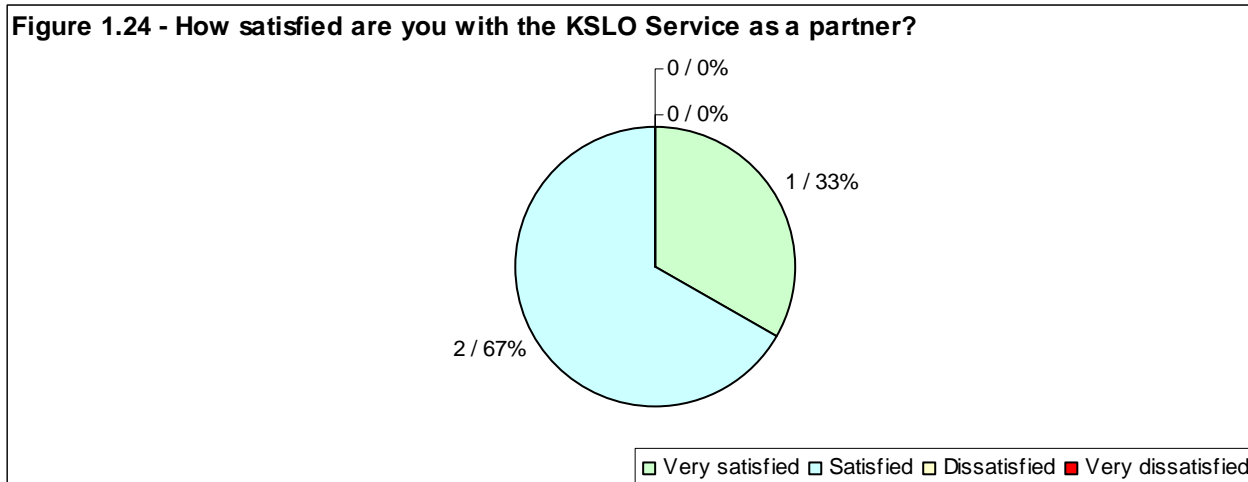
Table 1.25 - Services accessed

| Services Accessed | Count |
|---|-------|
| Club development | 0 |
| Coaching & Leadership development | 0 |
| Disability sport | 0 |
| Child Protection | 0 |
| Facility development | 0 |
| Funding | 3 |
| Kent 2012 Campaign | 3 |
| Marketing and communications | 3 |
| Research | 0 |
| Strategic Partnership (e.g. LAA, NI8) | 0 |
| School sport | 0 |
| Sport specific | 0 |
| Support for governing bodies | 0 |
| Support for performers (e.g. FANS scheme) | 0 |
| Volunteer development | 0 |
| Other | 0 |

1.49 The Tourism Partner's satisfaction levels across a number of areas are detailed in Table 1.26.

| | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|---|----------------|-----------|--------------|-------------------|----------------|
| Table 1.26 – Tourism partner satisfaction levels (three replies) | | | | | |
| Usefulness and accessibility of the Kent Sport website | - | 3 | - | - | - |
| Efficiency in dealing with requests and queries | 1 | 1 | - | - | 1 |
| Quality of support and advice given | 1 | 2 | - | - | - |
| Usefulness of promotional material (incl. website) | - | 3 | - | - | - |
| Clarity of forms and communications | 1 | 2 | - | - | - |
| Accessibility of staff to assist with requests and queries | 1 | 1 | - | - | - |
| Overall impression of the Service | 1 | 2 | - | - | - |
| Staff friendliness and helpfulness | 1 | 2 | - | - | - |

1.50 Figure 1.24 illustrates tourism partner overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 100% are satisfied / very satisfied.



Volunteering partners

1.49 The services accessed by the **eight Volunteering Partners** returning the survey are detailed below.

Table 1.27 - Services accessed

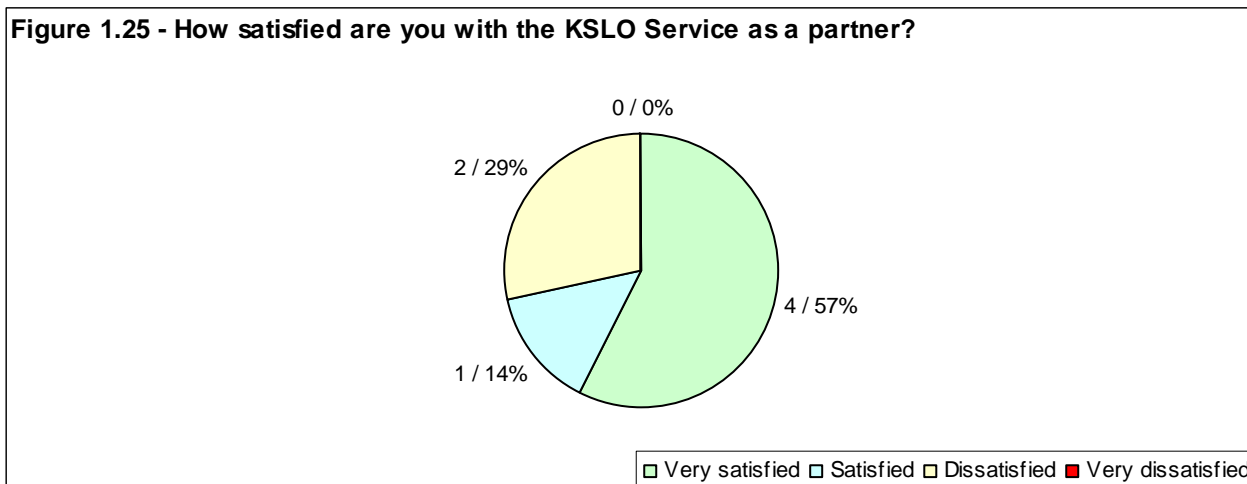
| Services Accessed | Count |
|---|-------|
| Club development | 2 |
| Coaching & Leadership development | 2 |
| Disability sport | 2 |
| Child Protection | 4 |
| Facility development | 3 |
| Funding | 4 |
| Kent 2012 Campaign | 4 |
| Marketing and communications | 3 |
| Research | 2 |
| Strategic Partnership (e.g. LAA, NI8) | 3 |
| School sport | 5 |
| Sport specific | 2 |
| Support for governing bodies | 2 |
| Support for performers (e.g. FANS scheme) | 2 |
| Volunteer development | 5 |
| Other | 0 |

1.51 The Volunteering Partner's satisfaction levels across a number of areas are detailed in Table 1.28.

| Table 1.28 – Volunteering Partner satisfaction levels (eight replies) | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | Not applicable |
|---|----------------|-----------|--------------|-------------------|----------------|
| Usefulness and accessibility of the Kent Sport website | 2 | 2 | 1 | - | 2 |
| Efficiency in dealing with requests and queries | 5 | 1 | - | - | 2 |
| Quality of support and advice given | 5 | - | 1 | - | 2 |
| Usefulness of promotional material (incl. website) | 2 | 4 | - | - | 2 |
| Clarity of forms and communications | 2 | 2 | 1 | - | 2 |
| Accessibility of staff to assist with requests and queries | 4 | 2 | - | - | 2 |
| Overall impression of the Service | 3 | 2 | - | 1 | 2 |
| Staff friendliness and helpfulness | 5 | 1 | - | - | 2 |

1.50 Figure 1.25 illustrates Volunteering Partner overall satisfaction with the Kent Sport, Leisure and Olympics Service as a partner. 71% are satisfied / very satisfied.

Figure 1.25 - How satisfied are you with the KSLO Service as a partner?



Partner comments

1.42 Where respondents indicated that they were dissatisfied/very dissatisfied for any area they were asked to state why and specify which service(s) it relates to. Examples of the responses are shown below:

- *My son is a top athlete for his age and although I have followed every link on bursaries they are all pathetically small when compared to the £000's we spend each year. FANS is a good idea but in practice it doesn't add any value to us, we need great coaching, funded support and for UK Athletics to invest in our future not schemes like FANS*
- *Could be a bit more proactive in contacting clubs to explain how you can help.*
- *Communication, involvement with clubs that have a clubmark. Promotion and support through media (local papers etc) and schools publications. Preferential treatment for those clubs that have achieved the kite mark for clubs (clubmark). Newsletters circulated to clubs and schools to steer people to Quality / Approved establishments. Reduce the number of 'cowboys'. Persuade other clubs / organisations to participate in initiatives like clubmark by making the achievement significant and worthwhile!*

1.43 All respondents were also given the opportunity to provide further comments, particularly any views or suggestions on how the Kent Sport, Leisure and Olympics Service as a whole, or specific services, could improve. Below are examples of both positive feedback received and areas for improvement.

Positive comments

Governing Bodies

- *I have worked closely with Paul Panton and found him very efficient and easy to deal with*
- *Very informative especially with regard to training opportunities and funding available*

FANS/individuals

- *I'm impressed with the efficiency with which my applications for the FANS system have been processed both last year and this.*
- *I think the FANS scheme is invaluable in helping me train within the region, and think it will continue to be for me and other athletes in the run up to London 2012.*

Sports Clubs

- *I have had the pleasure of working with a number of members of staff at the KSDU and no matter what topics I have raised, everyone has been very helpful - cannot ask any more than that. Many Thanks*
- *I have reason to communicate with KSLOS on a number of occasions, even within an application to the department. I have always been impressed with the professionalism and depth of sport development knowledge.*

Disability

- *Overall I have found Kent Sport excellent in the development and promotion of Disability Cycling.*

Arts

- *I consider SLO to be an outstanding example of public service which provides me with a standard to aim for*

Community

- *I have linked in with Stuart Butler in respect of the Sports Leaders programme and he has been excellent in developing this product with the PCSOs. He has supported this throughout and I have been impressed by his enthusiasm throughout*
- *The service has always been proactive in its use of and involvement with the Investors in People Framework.*

Other

- *Extremely efficient, well run service*
- *Excellent standard of partnership working, may this continue over the years to come.*
- *Very impressed with the range of schemes etc currently running within Kent County Council. Their support to me as an athlete over the years has been so valuable with helping the progression of my career.*

Areas for improvement

Governing Bodies

- *It would be great to have some sort of regular contact (newsletter etc)*

Schools/Universities

- *I have no complaints about the service and support that the service provides and feel everyone is doing a really good job despite the disheartening response they must get sometimes.*

FANS/individuals

- *A good help to myself and I would like to promote what you do for me further in 2010.*
- *I guess it is just maintaining the facilities like the Julie Rose stadium. To loose them due to lack of funding would be sad, particularly as one of the big aims of the Olympics is to provide such venues and increase access to them.*
- *Would value e-mail circulation of sports related courses being run in Kent (particularly West Kent). E.g. Child Protection, First Aid, Sports Psychology, Sports Physiology etc. If you have one, please add me.*

Sports clubs

- *Ongoing service to identify resources accessible to the volunteer(s)*
- *I would like to know how we at XXXX can be eligible for grants and assistance with items like business rates, coaching and equipment. I have asked many people at every opportunity that arises and have got nowhere.*

Local Authorities

- *The service is a valuable part of the overall support for Sport & Leisure in the county. There may be times when KSLOS leads on initiatives before fully consulting partners like local authorities or other bodies, which can cause issues. This isn't a regular occurrence but should not be overlooked.*

APPENDIX A