

Partner Survey 2026 – Summary Results



Be part of it!

Executive Summary

- 73 partners responded to the core survey questions, providing a highly positive assessment of Active Cumbria's effectiveness and partnership approach.
- 71.2% of respondents awarded a recommendation score of 10/10 and 94.5% scored Active Cumbria between 8 and 10.
- 91.7% reported that working with Active Cumbria had a positive or very positive impact on their organisation.
- 95.4% were satisfied or very satisfied with the support and advice received.
- 95.4% were satisfied or very satisfied with the professionalism and helpfulness of staff.

Key Strengths Identified by Partners

- Highly trusted and respected organisation.
- Knowledgeable, approachable and responsive staff.
- Strong partnership and system leadership approach.
- Ability to connect organisations, broker relationships and support collaboration.
- Practical support through funding, training, networking and project development.
- Strong commitment to inclusion and community impact.

Net Promoter Score (NPS)

- Promoters (9-10): 60 respondents (82.2%)
- Passives (7-8): 9 respondents (12.3%)
- Detractors (0-6): 4 respondents (5.5%)
- Estimated NPS: +76.7. This represents an exceptionally strong advocacy score and indicates that partners are highly likely to recommend Active Cumbria.

Themes from Open Comments – Why Partners Recommend Active Cumbria

- Professional, friendly and supportive staff.
- Excellent partnership working and collaborative behaviours.
- Access to expertise, advice and local intelligence.
- Support for funding applications and programme development.
- Strong communication and responsiveness.
- Shared values and commitment to improving health and wellbeing.

What Has Gone Well During the Last 12 Months

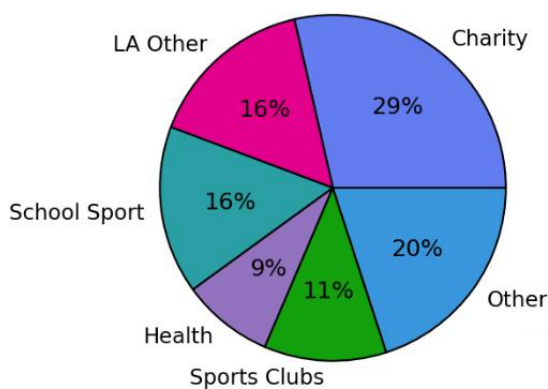
- Let's Move and place-based working were frequently highlighted.
- School sport, PE networks and inclusive events generated significant positive feedback.
- Systems Leadership training was repeatedly identified as valuable.
- Partners valued support with social prescribing, wellbeing walks and health initiatives.
- Funding support, grant advice and project development assistance were seen as particularly impactful.

Areas for Improvement

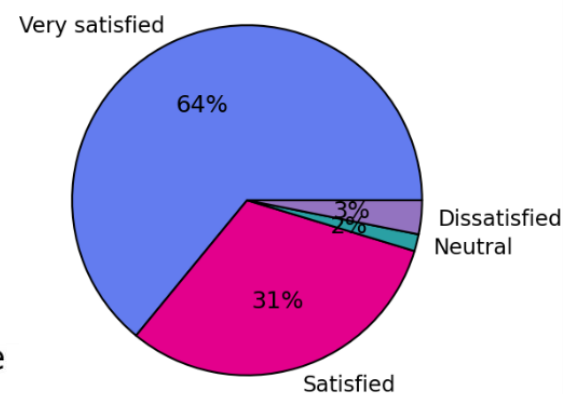
- Provide event dates further in advance.
- Clarify organisational structures, contact points and staff responsibilities.
- Continue improving communication around funding opportunities.
- Develop more joined-up messaging across education and partner networks.
- Increase visibility with some grassroots and disability-focused organisations.
- Maintain strong relationships during organisational and staffing changes.

Graphs

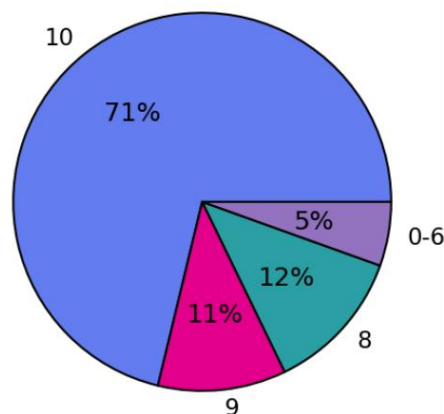
Partner Type



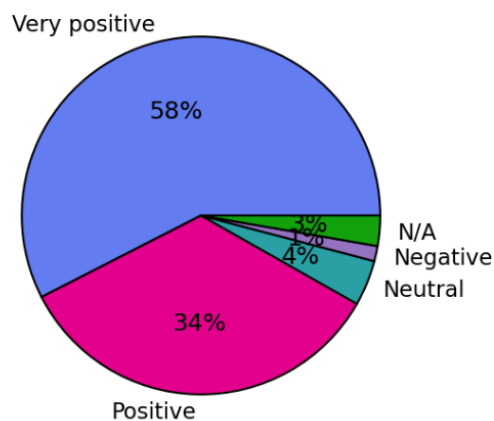
Support & Advice



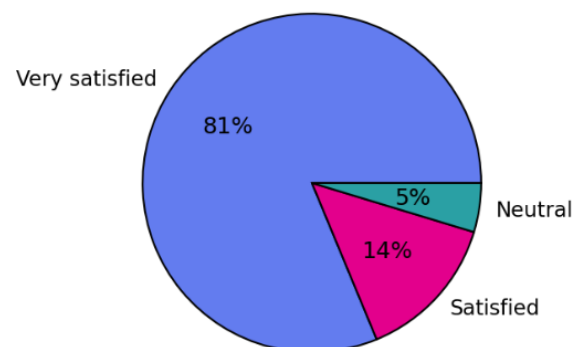
Recommendation Score



Impact on Organisation



Staff Professionalism





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