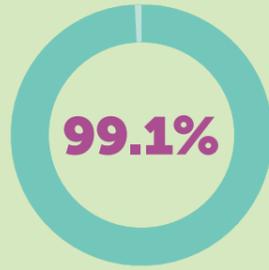
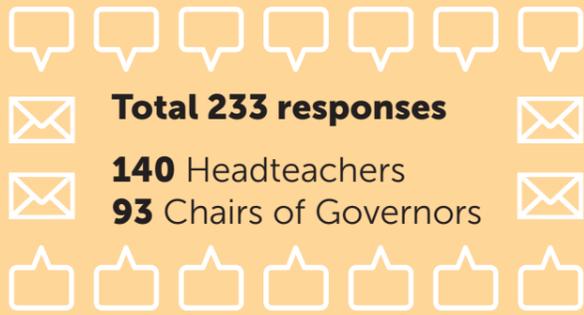
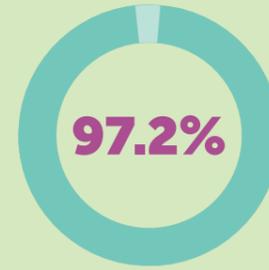


# Herts for Learning 2018 shareholder survey results

Every year, we ask all our shareholders for feedback to identify opportunities to improve the services we provide. This feedback is incorporated into our business planning process **to ensure our strategy continues to evolve** to meet emerging needs of schools and education settings. Operationally, we use it **to make short term improvements** to services and products that we provide.

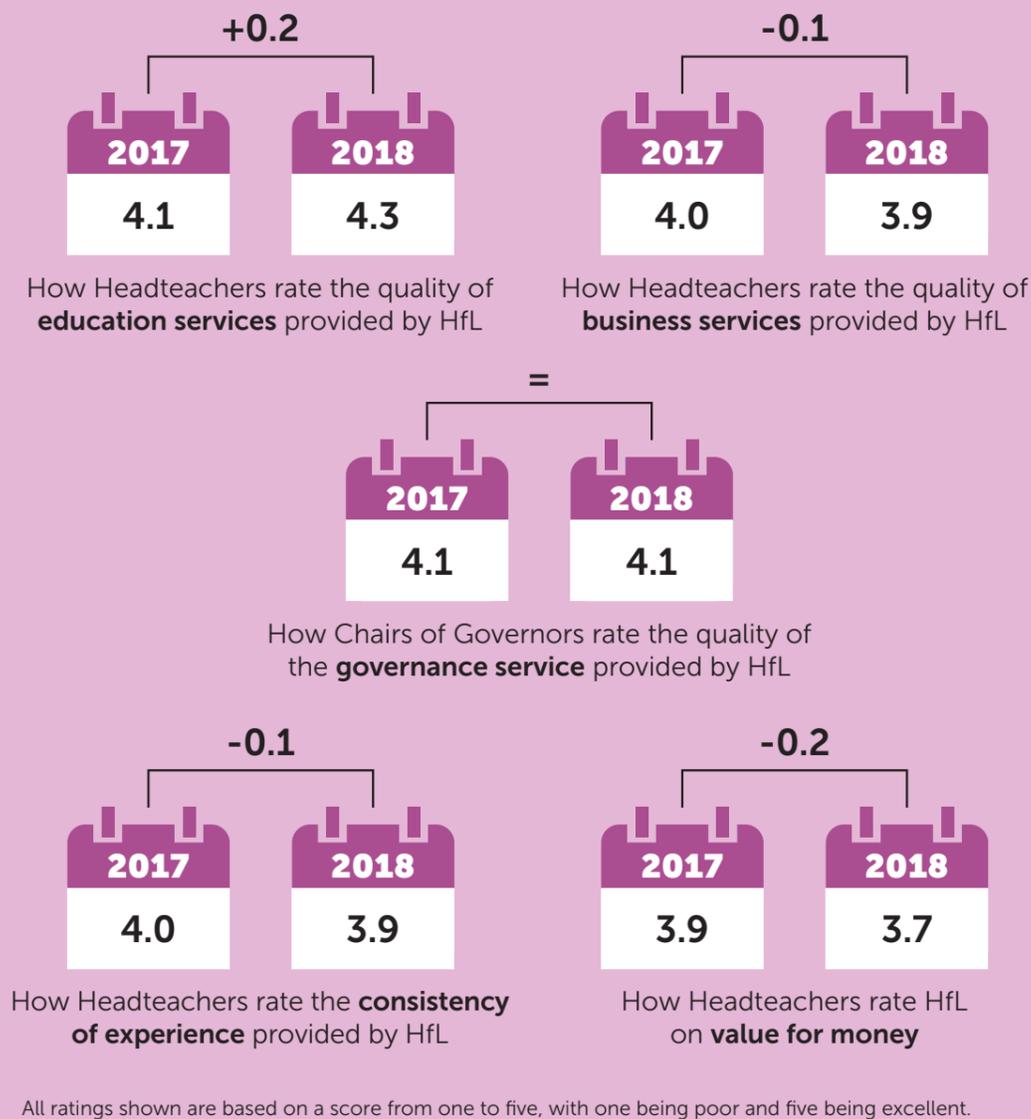


of Headteachers are very satisfied or satisfied with HfL



of Chairs of Governors are very satisfied or satisfied with HfL

## Annual ratings comparison

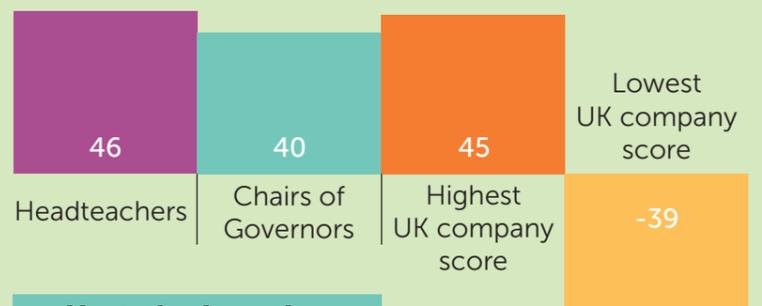


HfL – the reason I took up Headship in Hertfordshire! Being a school on the border of Hertfordshire, **the strength of what HfL offers has given us the edge** over other local authorities when it has come to recruitment and retention of staff.

Hertfordshire Headteacher



## Hertfordshire Headteacher Net Promoter Score (NPS)



### Herts for Learning

The Net Promoter Score is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. It is used as a measure for gauging the customer's overall satisfaction with a company's products/services and the customer's loyalty to the brand.

Source: Temkin Group Q1 2017 UK Consumer Benchmark Survey



Thanks to HfL for providing the services it does, our governors know **we are very fortunate to have HfL working on our behalf.**



Hertfordshire Chair of Governors

## Demonstrating core values



The feedback this year reflects the increasingly difficult financial environment that schools face. We recognise that **we must ensure that our services consistently deliver the best value possible** and that we can demonstrate the positive impact of our work on the educational outcomes and financial sustainability of the schools and educational settings we work with.