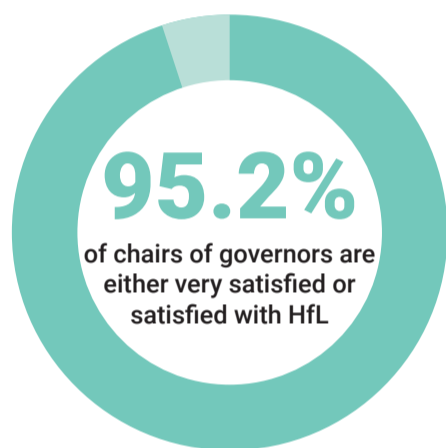
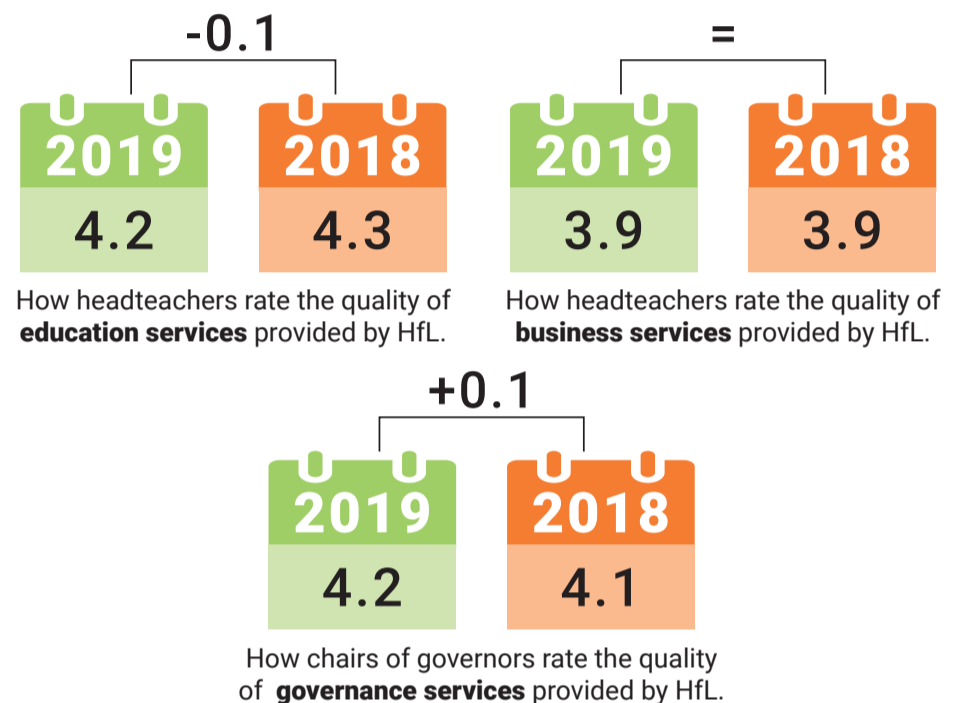


2019 shareholder survey results

Total 268 responses



Annual ratings comparison

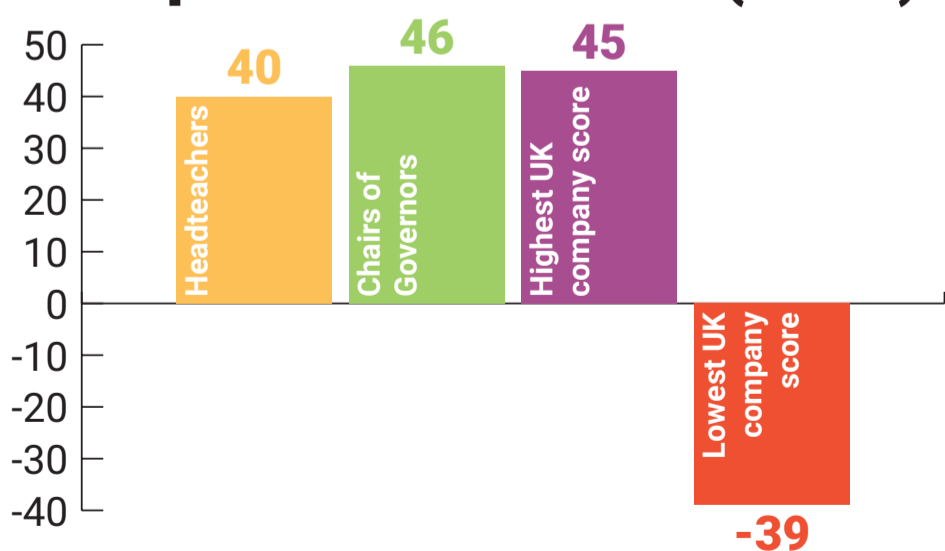


All ratings shown are based on a score from one to five, with one being poor and five being excellent.

“eLearning is wonderful as it allows everybody access to training at their own time and pace.”

“The Hertfordshire Improvement Partner service has been consistently excellent over a number of years.”

Net promoter score (NPS)



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)

Demonstrating core values

