



# NBS Update 2016

21<sup>st</sup> November 2016

**Right Directions**

quality and safety



# Content

- Numbers – 145 sites completed NBS in 2016, over 20% up on the previous year
- Directional Review – should push up 2017 numbers to over 200
- Current contract has been extended until October 2017
- New developments being looked at include linking NBS to Sport England investment/funding and the introduction of a national NBS for AGPs
- Further strengthening of the linkage between the two schemes

# The National Benchmarking Service

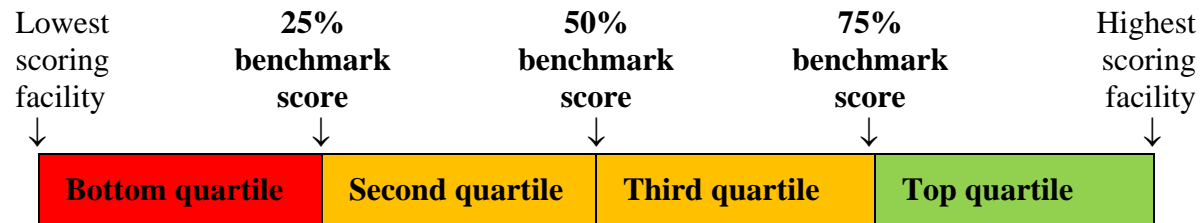
## *2016 Annual Report*



## Presentation Outline

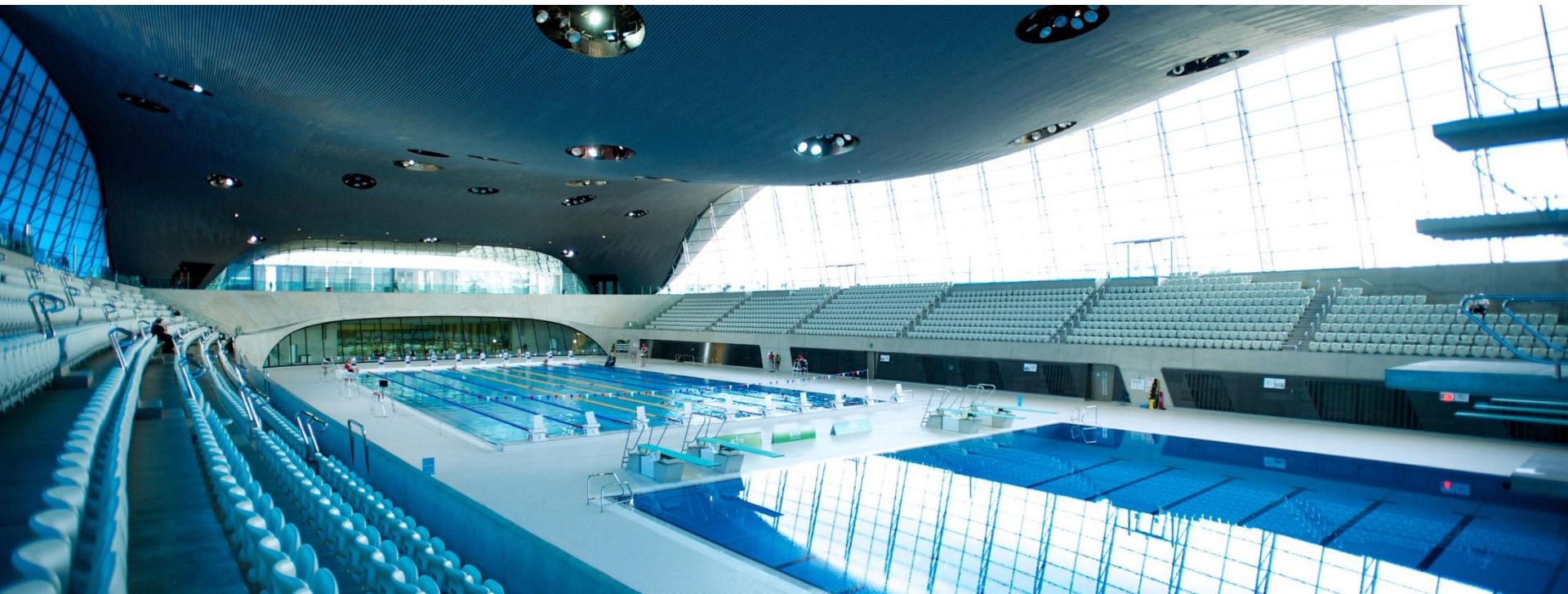
- The basic premise
- The 'Big 5'
- Key access indicators
- New insights
- Policy context

## | The Basic Premise





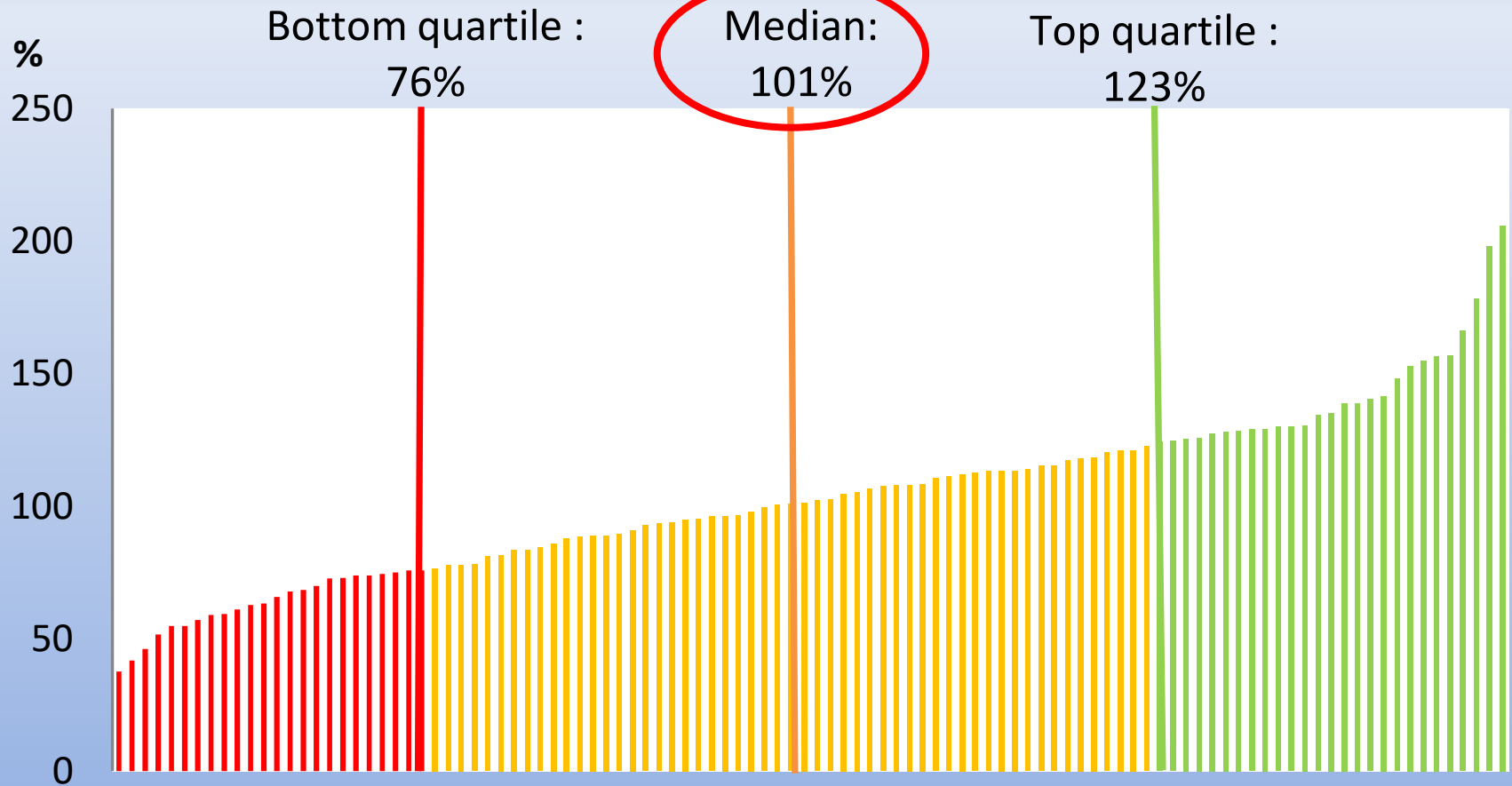
## | The 'Big 5' Indicators



## The Big 5

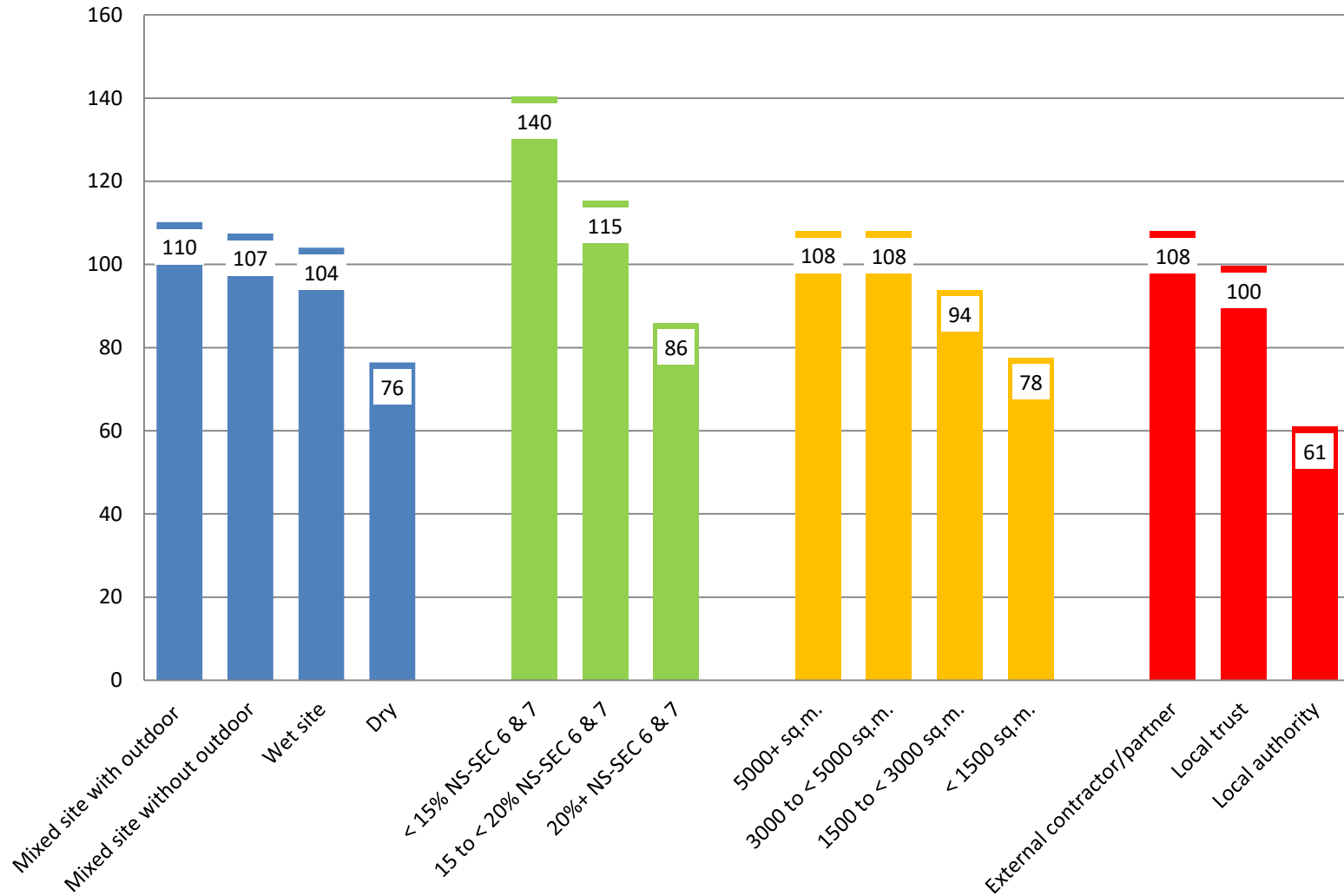
- Cost Recovery Rate %
- Subsidy
- Staff Costs as a % of Total Income
- Overall Satisfaction
- Net Promoter Score

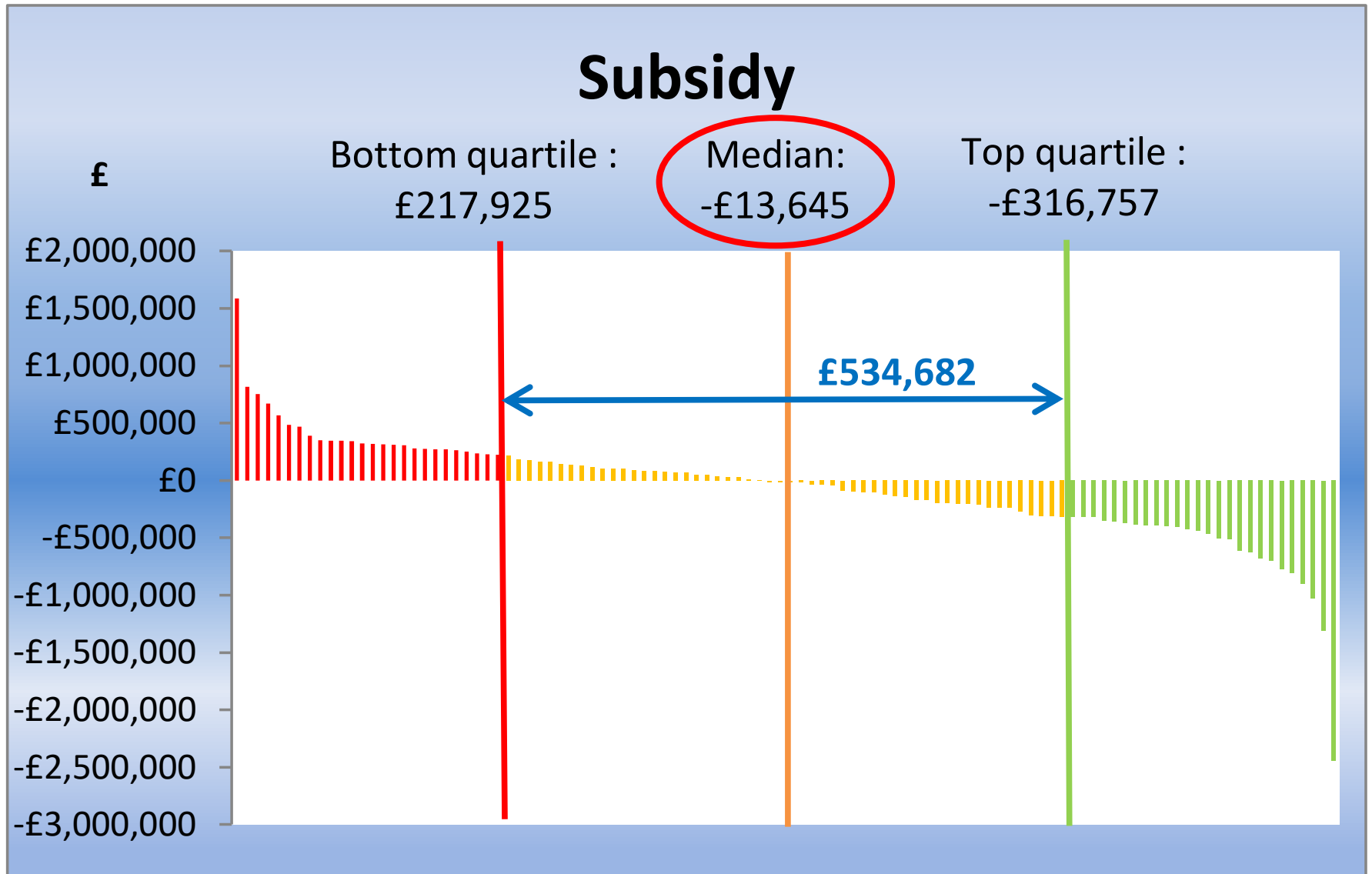
## Cost Recovery





### % Cost recovery by families





## Staff Costs as % of Income

Bottom quartile :

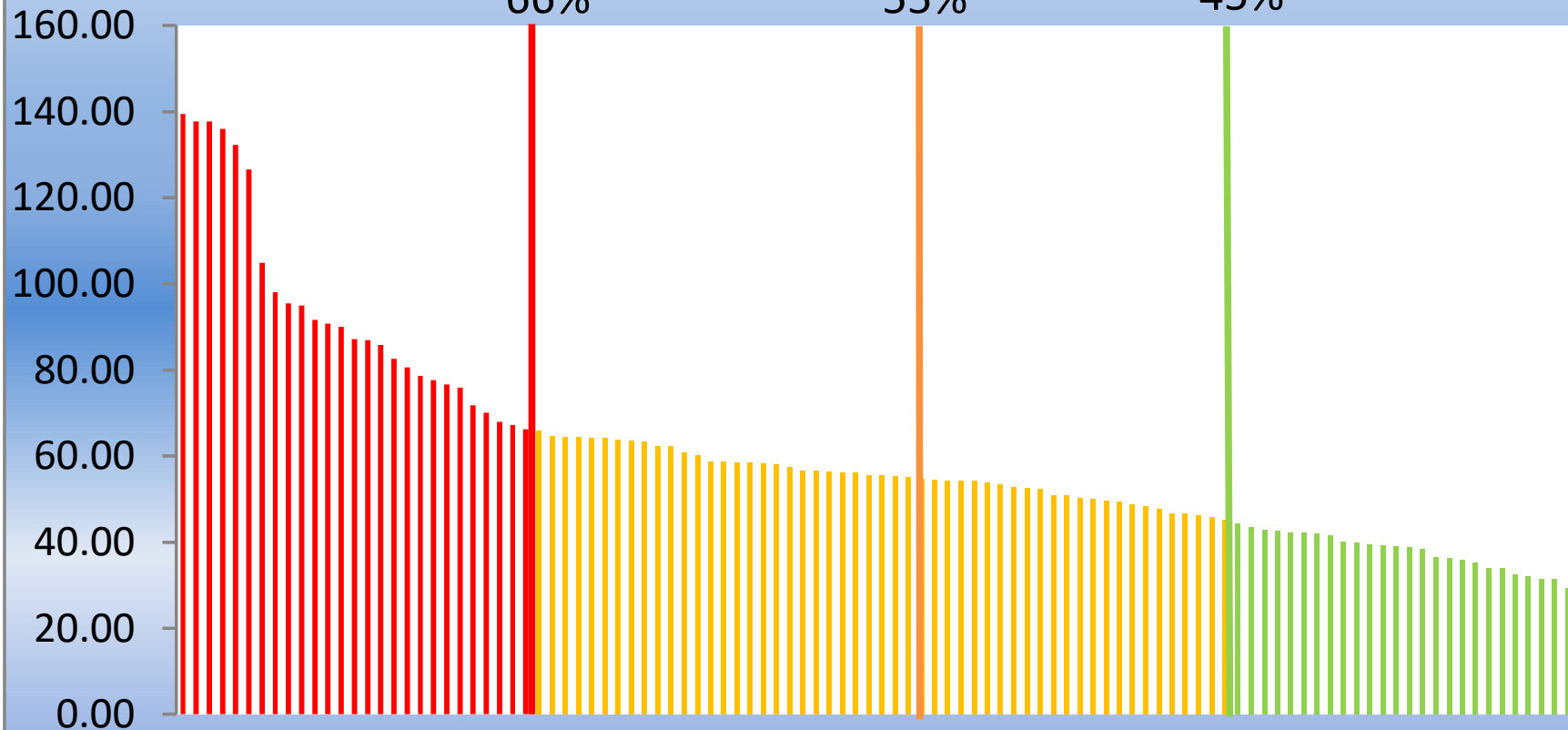
66%

Median:

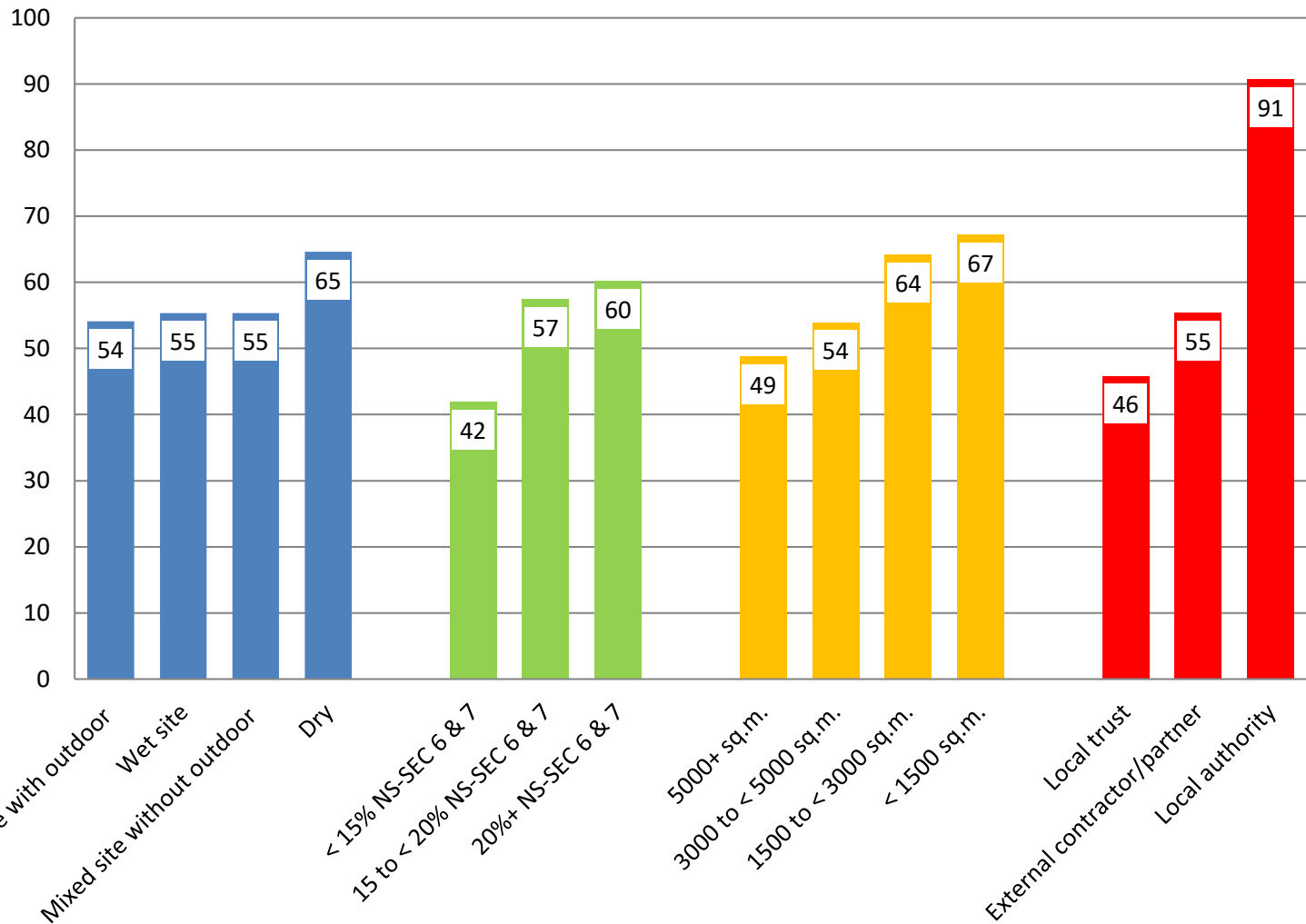
55%

Top quartile :

45%



## Staff Costs as % of total income by families

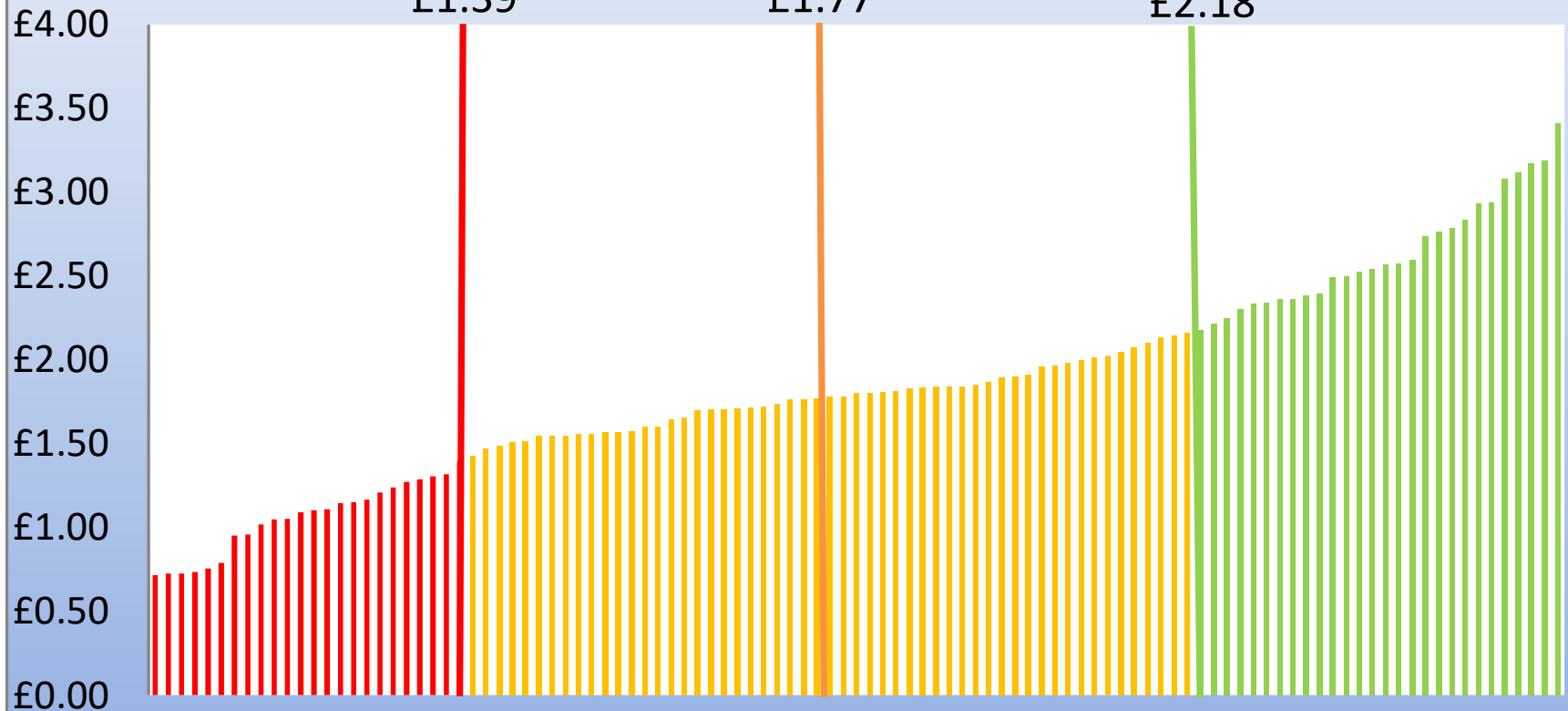


## Income per £ of staff cost

Bottom quartile :  
£1.39

Median:  
£1.77

Top quartile :  
£2.18



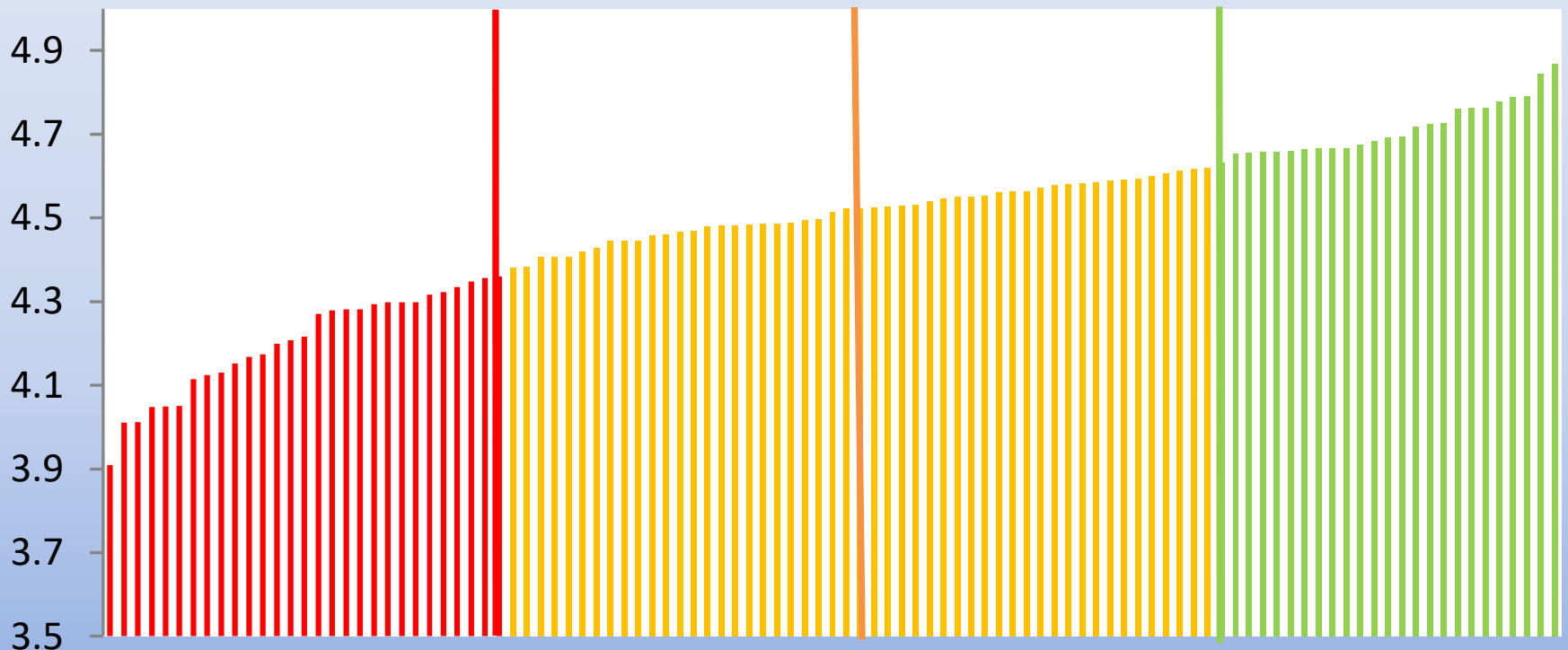


## Overall Visit Satisfaction

Bottom quartile :  
4.36

Median:  
4.52

Top quartile :  
4.63



## Net Promoter Score

Bottom quartile :  
24%

Median:  
36%

Top quartile :  
49%

