

■ Stakeholder Survey 2021

This is the second year we reached out to our partners to find out their views about **DFN Project SEARCH**. Here is a summary of **what they said**.

Excellent ratings increased at all aspects: services, support from staff, added value, training, resources, networking and communication.

97%

agree that the programme is **high aiming**

94%

agree that we are a **professional** and **respected** organisation

93%

agree that we **achieve results**

83%

agree that we are committed to **continued improvement**

■ A World Class Net Promoter Score



Our Bain & Co. Net Promoter Score went from 66% (excellent) to 72% (World Class!)

As a comparison, Apple has a NPS of 47, Nike 30, American Express 29 and Disney -7. The average score of more than 150,000 organizations is 32.

Our partners said that in the past year DFN Project SEARCH has...

- Impressively responded to the pandemic
- Been in touch with the global employment market for people with learning and special needs
- Improved structure and liaison with partners
- Followed up on suggestions and provided updates
- Improved communication and dissemination of resources

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“I have found working with DFN Project SEARCH really easy and professional. The programme is structured and there is lots of support and guidance available.”

Local Authority, East Midlands

Your key suggestions and what we have done so far...

1 Communication

- We are reviewing the app to ensure it attends our partners' needs
- We will make our website more user friendly
- We will take up on suggestions from partners to have the newsletter as the main communication tool

2 Networking

- We have been increasing our online networking and training offer
- We will share best practices more often
- We offered every site a place at the International Conference

3 Visibility

- We continue to expand our online presence
- DFN Project SEARCH has been featured in a number of publications
- Our founder, David Forbes-Nixon, has been awarded an OBE
- We hosted the Minister for Disabled People
- We run virtual tours for the DfE and Shadow Ministers
- We have established a partnership with the NHS which will guarantee 500 new jobs

4 Training

- We have started using a training feedback system
- We have launched the International Curriculum

5 Resources

- We continue to Anglicise the materials
- We will add more resources to our website

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“I think the arrival of DFN and the strengthening of the national team has been fantastic. They have been very supportive and extremely successful in raising the profile of DFN Project SEARCH nationally.”

Host Business, Yorkshire/Humberside

Follow up on last year's suggestions

- Our partners seem to recognise that our approach is **more UK focused**. We will continue to adapt USA materials and develop strategies based **on UK context**.
- We continue to **promote DFN Project SEARCH** at national and regional levels.
- We are engaging **more with the Government**, including with the DfE, DWP, Ministers and Shadow Ministers.
- Partners said that **communication** has improved.
- We have updated the licence to be more responsive (online)

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“There is now a much stronger infrastructure that has been specifically designed to support the UK sites; the provision and access to anglicised resources, training, network meetings and the data sets are all very useful.”

Supported Employment Provider, Greater London



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