



**Herts**  
**Sport &  
Physical  
Activity**  
**Partnership**

**Herts Sport & Physical Activity Partnership**

# **Partner Survey Report 2025**

Conducted February 2025

O. Moore

March 2025

## Table of Contents

<b>Purpose &amp; Method .....</b>	<b>2</b>
<b>Introduction.....</b>	<b>3</b>
<b>Survey Highlights .....</b>	<b>3</b>
<b>Survey Results .....</b>	<b>4</b>
<b>Section 1: About Our Partners.....</b>	<b>4</b>
1.1 Local Authority Areas in which HSP worked with Partner Survey responders.....	4
1.2 Types of Partner Organisations .....	5
1.3 Job roles of individuals who responded .....	5
<b>Section 2: Working Together .....</b>	<b>6</b>
2.2 Comments linked to the ‘Working Together’ scores: .....	7
2.3 What has gone well in working together with HSP over the last 12 months? .....	8
2.4 What needs collective improvement in how we work together moving forward? .	9
2.5 What do you value most about working with HSP?.....	10
2.6 To what extent have HSP demonstrated the following values when working with you and your organisation? .....	11
2.7 Comments linked to the scores on ‘Values’: .....	12
<b>Section 3: HSP Strategy Refresh .....</b>	<b>13</b>
3.1 Prioritising HSP's Strategic Objectives .....	13
3.2 Are there any work areas that you think are missing from the list of strategic objectives? .....	15
3.3 What are your organisation's three major sport and physical activity related priorities, over the next 3-5 years? .....	16
3.4 What do you think are the three major issues / factors / drivers, linked to the delivery of your organisation’s sport and physical activity related priorities, over the next 3-5 years?.....	17
3.5 Other issues / topics / opportunities / challenges that you would like to raise to support the refresh of the HSP Strategy.....	18
3.6 Next Steps.....	18
<b>Section 4: Overall Reflection &amp; Looking Ahead .....</b>	<b>19</b>
4.1 How likely is it that you would recommend HSP to a colleague? .....	19
4.2 Describe the main reason why you have given the score on recommending HSP to a colleague: .....	20
4.3 Outline any opportunities for HSP and your organisation to work together on new areas of work in the future:.....	22
4.4 Further Comments from Partners .....	23
<b>Summary &amp; Actions .....</b>	<b>24</b>

# Purpose & Method



Herts Sport and Physical Activity Partnership (HSP) is one of 43 Active Partnerships that cover every part of England. Each organisation in this network has a strong understanding of the needs and issues in their own area, with their focus being on inactive people and under-represented groups. Sports England is the core investor in these Active Partnership organisations.

Sport England launched the Uniting the Movement Strategy in 2021. At the heart of the Strategy is a commitment to tackle inequalities and unlock the advantages of sport and physical activity for everyone. Sport England has established that long-term partners, or System Partners, play a significant role in the sport and physical activity system, and ultimately have a critical role in implementing Uniting the Movement.

The purpose of the HSP Partner Survey 2025 is to support HSP with understanding and building upon the strength of the relationships we have with our partners, to seek insight into shared goals with shared accountability and to demonstrate that we value and act upon feedback.

By understanding the connections and collaboration between HSP and its partners, we can maximise our overall contribution to the shared ambitions of Uniting the Movement.

Additionally, this year, a section of the survey has been included to support the review of the [HSP Strategic Plan 2022-27 - All Together Now – Uniting the Movement in Hertfordshire](#). The strategy was adopted in 2022 as a 5-year plan, and sets out our mission, strategic objectives, values, and enablers of change.

Whilst we do not foresee wholesale changes, we believe it is prudent to review the Strategy, and ensure it aligns effectively with partner priorities and the ever-changing operating environment.



# Introduction



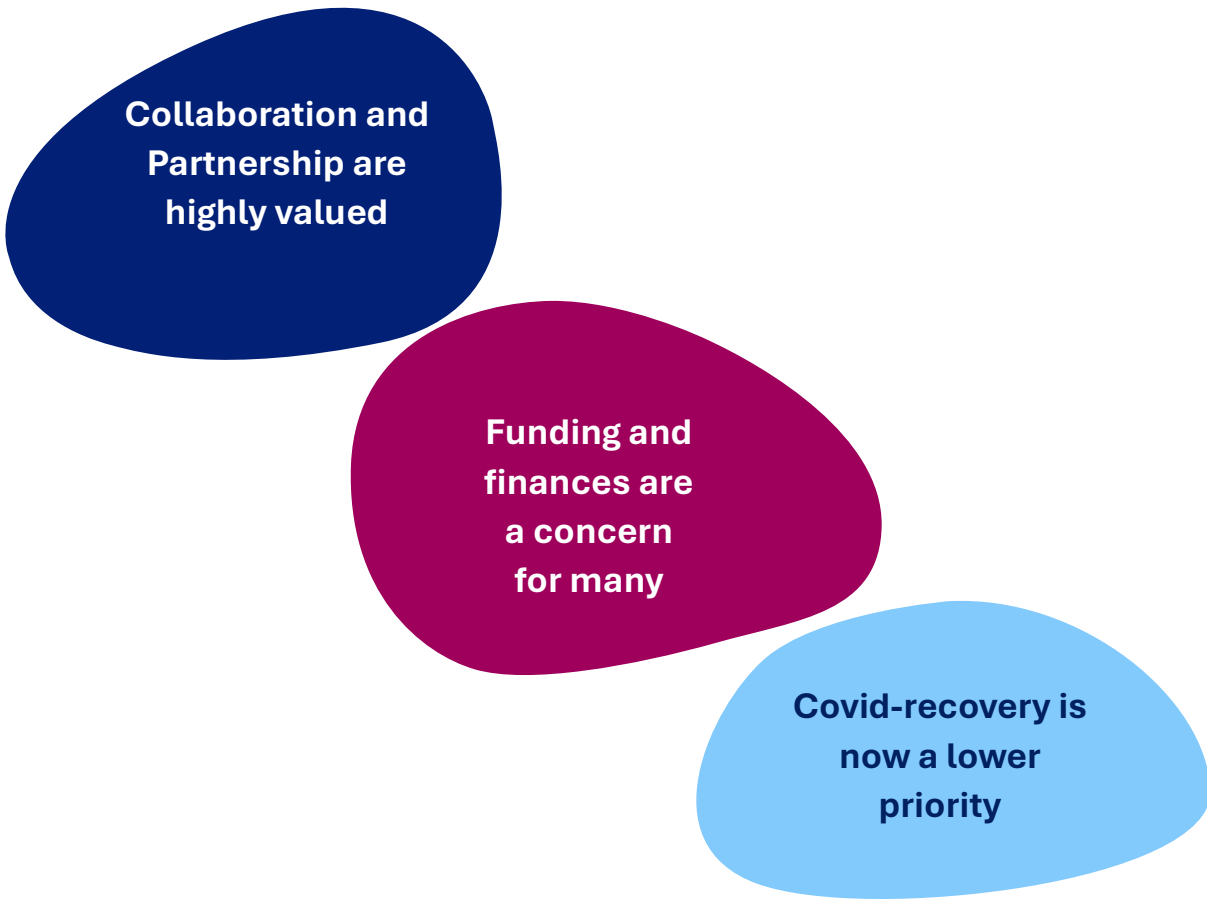
Approximately 620 individual partners were invited by email to complete the 2025 HSP Partner Survey. Responses were collected over a 14-day period from 12th February 2025.

The survey was split into three key sections - Working Together, Strategy Refresh and Overall Reflection & Looking Ahead.

A total of 136 people responded to the survey. This was a very slight decrease on the 2024 response (143 people). This shows a continued high level of participation and meaningful engagement across the communities in which we work.

The survey was circulated directly from HSP to our partners and the results have been administered in-house. The survey results are anonymised for reporting purposes however where consent was indicated, we will be able to follow up with individual partners for further discussion and feedback.

## Survey Highlights



**Collaboration and  
Partnership are  
highly valued**

**Funding and  
finances are  
a concern  
for many**

**Covid-recovery is  
now a lower  
priority**

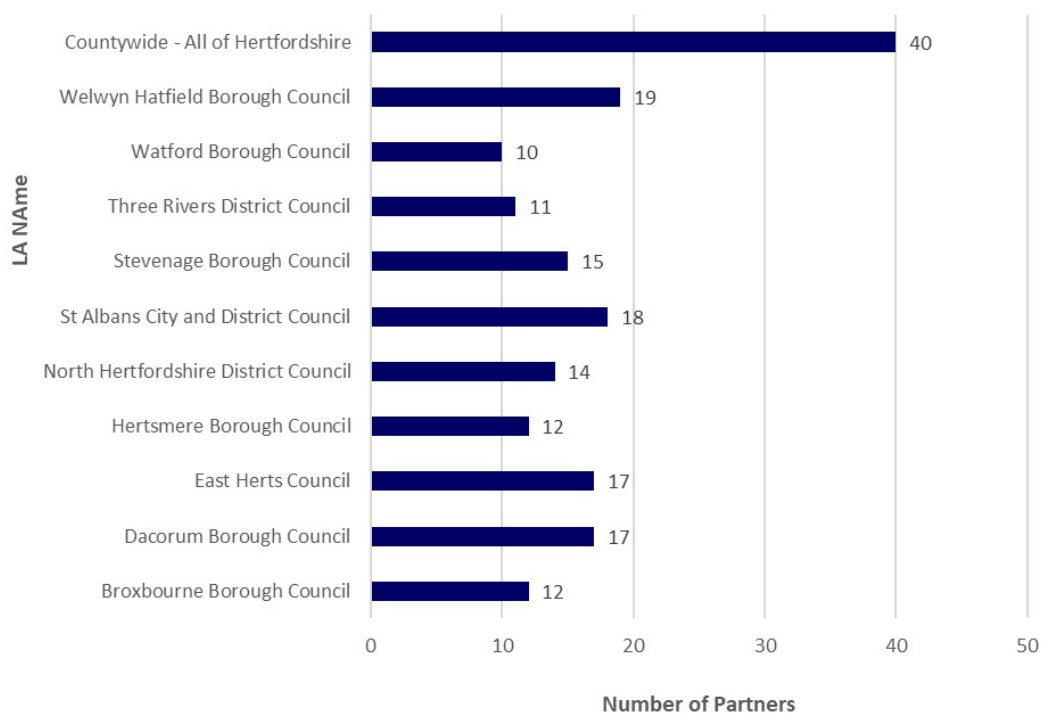
# Survey Results

## Section 1: About Our Partners

### 1.1 Local Authority Areas in which HSP worked with Partner Survey responders

HSP partners from across all ten Local Authority (LA) areas responded. Some organisations work spans more than one area or the whole county.

**LA Areas in which Partners worked with HSP**



## 1.2 Types of Partner Organisations

The survey results show that HSP works with a wide variety of different organisations. The highest number of respondents work in Charities (29), followed by those working in School Sport (19) and Local Authority non-sport services (15).



## 1.3 Job roles of individuals who responded

Responses were received from individuals in a variety of job roles. The most common job titles listed were:

- Director
- Manager
- CEO
- Head of PE
- Coach

## Section 2: Working Together

### 2.1 To what extent do the following statements describe your work with HSP?

Partners were asked to give their opinions on the following statements using these options:

Strongly Agree	Agree	Neither Disagree nor Agree	Disagree	Strongly Disagree	I Don't Know
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- Working with HSP has had a positive impact on my organisation.
- It is easy to get in touch with us and we respond in a timely manner.
- The quality of the work when working with HSP colleagues is of a high standard.
- HSP staff listen and understand my / our needs.
- Our work with HSP is driven by a practice of ongoing learning.
- The information that HSP provides is relevant and easy to access and understand.
- Our work with HSP is informed by insight and evidence.
- We have a positive working relationship, and we are able to talk about opportunities and challenges openly.
- There is trust, openness, and collaboration in our work together.
- The work we do together is aligned to my organisation's mission or purpose.

The results for this question are shown in the graph below.



The vast majority of partners responded very positively to this question with scores for 'Strongly Agree' ranging from 95-98%.

## 2.2 Comments linked to the 'Working Together' scores:

Comments from partners highlighted the following key topics:

### **Collaboration and Partnership:**

Many responses emphasise the positive working relationships and strong partnerships with HSP, highlighting teamwork, support, and collaboration across various organisations and initiatives.

### **Support and Guidance:**

Partners highlight the support provided by HSP, whether through operational, funding, or logistical help. The appreciation for HSP's assistance in promoting physical activity and improving services to communities is frequently mentioned.

### **Positive Feedback and Enthusiasm:**

Several responses express enthusiasm for HSP, with mentions of the team being professional, supportive, friendly, and responsive. There is a focus on HSP's enthusiasm and dedication to making a difference.

### **Impact on Local Communities:**

Many comments reflect how HSP's activities have benefited local communities, particularly in areas like physical activity, sport, wellbeing, and social change initiatives.

### **Opportunities and Events:**

There is significant mention of the opportunities provided by HSP, such as sports events, competitions, funding possibilities, and learning workshops, as well as the desire for increased involvement and engagement in these activities.

Overall, partners comments were positive and reflect the positive interactions with HSP, the collaborative environment, and the desire for continued growth and impact within the community.





## 2.3 What has gone well in working together with HSP over the last 12 months?

Most partners took this opportunity to tell us more about what has contributed to positive outcomes in their work. Once again, collaboration, partnership and support were commonly raised themes and partners expressed their appreciation of the events and programmes that HSP delivers. Key themes running through partners' comments in this section were:

### **Collaboration and Partnership:**

Many responses highlight successful partnerships, collaborative efforts, and the positive working relationships between organisations, HSP, and community partners.

### **Communication and Support:**

Communication was frequently mentioned as clear, responsive, and helpful. Support from HSP, particularly through training, guidance, and advice, was also commonly appreciated.

### **Successful Events and Programs:**

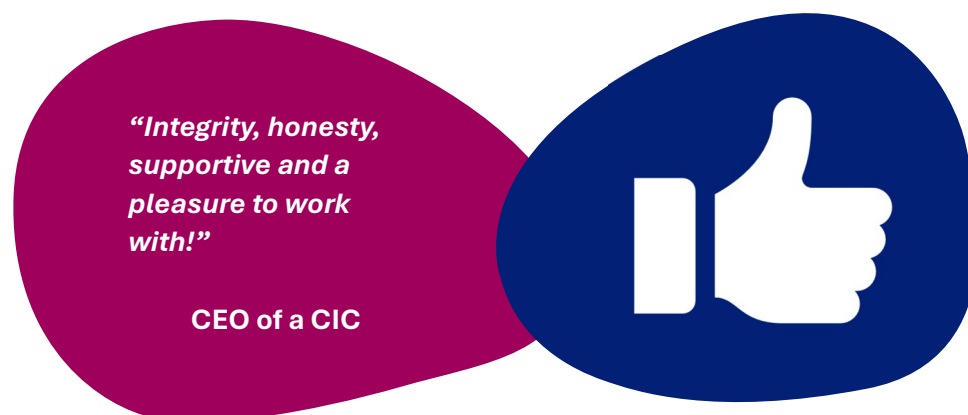
The delivery of various events, programs (like HAPpy Camps), and initiatives (such as School Games and Active Local) has been recognised as successful, with positive feedback on engagement and impact.

### **Funding and Training Opportunities:**

Access to funding, the provision of training courses, and the ability to apply for financial support for programs were common themes. These opportunities have helped organisations expand their offerings and support community engagement.

### **Positive Impact on Community and Participation:**

Many responses emphasise how initiatives have improved participation in physical activities and sport, particularly for underrepresented or disadvantaged groups, such as through inclusive events or sports programs targeting specific community needs.



## 2.4 What needs collective improvement in how we work together moving forward?

Based on the feedback of partners, the top five areas for collective improvement are:

### **Improved Communication and Information Sharing:**

Several responses indicate a need for better communication across various levels, especially regarding events, funding, and programme details. More frequent updates, clearer communication about ongoing projects, and more structured dissemination of information would help keep all partners informed and engaged.

### **Strategic Collaboration and Planning:**

There is a call for more focused, strategic collaboration across the county. This includes aligning initiatives, avoiding duplication, and ensuring that resources are used effectively. Partners want to see more coordinated efforts that align with community needs and deliver more sustainable results.

### **Better Funding and Resource Management:**

A common concern is the need for a more strategic approach to funding, ensuring that projects are sustainable and not overly reliant on local authorities for long-term financial support. There is also a desire for more support in helping smaller organisations, such as community sports clubs, secure funding and streamline the process.

### **Enhanced Engagement and Outreach:**

Several partners mentioned the need to reach underrepresented or hard-to-reach groups, including better outreach to schools. There is also interest in offering more ad-hoc sporting activities and increasing engagement in specific areas such as older adults, disability, and youth sports.

### **Streamlining Processes and Reducing Administrative Burden:**

Partners highlighted the need for more efficient planning and booking systems, including reducing the complexity of organising events like HAPpy Camps. They also called for a more user-friendly way to access necessary documents and clearer planning timelines to help with the coordination of projects.

In addition to the above, partners specifically identified opportunities for disabled people, school sport, collaborative funding, older adults, community sport, and children and young people as desired areas for focus in the future.

It is the intention of HSP management to consider this honest and valuable feedback and to undertake actions focusing on these areas that will help improve partnerships, programme delivery, and community impact, while making operations smoother and more effective for everyone involved.

## 2.5 What do you value most about working with HSP?

Partners commented on what they valued most about working with HSP over the past 12 months. The top five general themes were:

### **Collaboration and Support:**

Yet again, collaboration and support feature highly in partner's responses. Many emphasise the value of working together, with a focus on mutual support, shared goals, and partnerships. This includes both internal teamwork and external collaborations with other organisations and communities.

### **Community Impact and Accessibility:**

A significant number of responses mention the positive impact HSP has on local communities, especially in making sports, arts, and other opportunities more accessible to underserved groups. There is a focus on inclusivity, improving health, and supporting vulnerable populations.

### **Expertise and Knowledge:**

Respondents frequently highlight the knowledgeable, experienced, and professional staff at HSP. Their expertise in various areas such as funding, partnerships, and community needs is seen as a key strength.

### **Communication and Responsiveness:**

Many value the ease of communication, prompt responses, and approachability of the HSP team. The transparency and openness foster a positive working relationship.

### **Opportunities for Growth and Development:**

People appreciate the opportunities HSP offers for professional and personal growth, including access to funding, training, and collaborative networks. There is also a focus on continuous improvement and development within the organisation.

These themes reflect the overall appreciation for HSP's collaborative approach, commitment to the community, and expertise. Some examples of feedback are shared below with several HSP staff members were individually praised for their efforts:

*"Working with Alex has been wonderful. I appreciate her responsiveness and enthusiasm in all of our work together so far."*

**Charity Officer**

*"Our relationship with Charlotte and Will - always positive with a 'can do' attitude. Always willing to support other organisations and grass root groups, always willing to showcase their amazing work, always inclusive."*

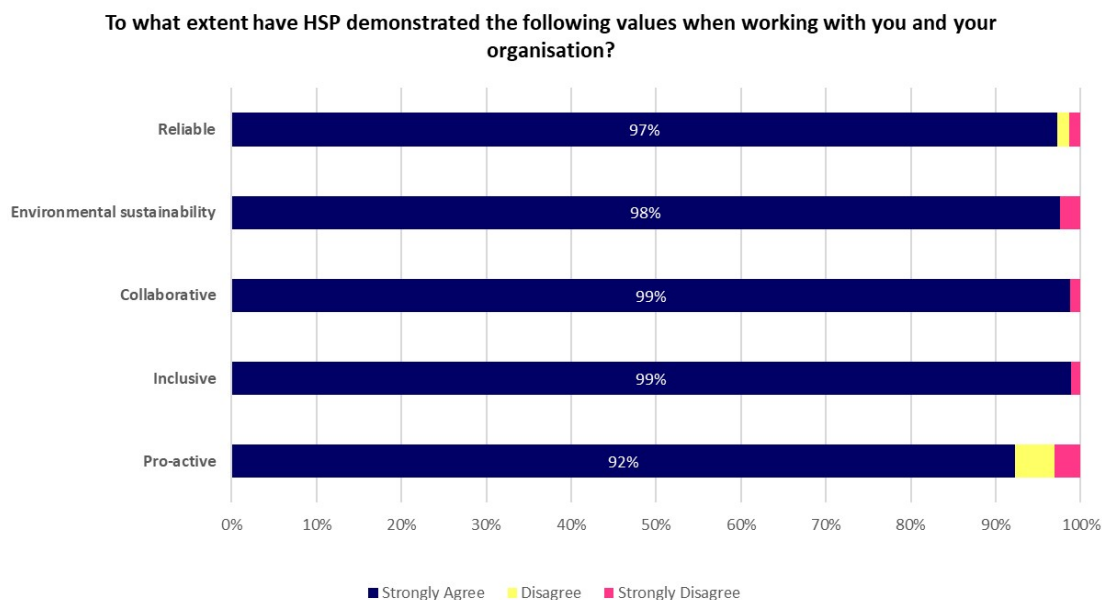
**Local Authority Commissioner**

## 2.6 To what extent have HSP demonstrated the following values when working with you and your organisation?

Partners were asked to what extent they agree with statements on how HSP has demonstrated the following values when working with them and their organisation:

Value	Description
<b>Pro-active:</b>	We are responsive to your changing needs.
<b>Inclusive:</b>	We value diversity, and we tackle inequalities so that everyone gets the chance to bene
<b>Collaborative:</b>	We adopt a collaborative approach working closely with partners across Hertfordshire
<b>Environmental sustainability:</b>	We do all we can to reduce our carbon footprint and support partner.
<b>Reliable:</b>	We set clear expectations and do all we can to deliver on our promises.

The results are shown in the chart below.



The vast majority of partners responded very positively to this question with scores for 'Strongly Agree' ranging from 92-99%. A small number of partners responded 'Disagree' or 'Strongly Disagree' to the statements and where they have given further comment this should be considered by the Partnership.

## 2.7 Comments linked to the scores on 'Values':

The top five values that HSP's partners speak of, based on the text, are:

### **Inclusivity:**

HSP is praised for ensuring that all individuals, including those with additional needs or long-term health issues, have access to sporting and community activities.

### **Reliability and Dependability:**

HSP is described as a reliable and dependable partner, consistently delivering on promises, providing timely updates, and being there when needed.

### **Collaboration and Flexibility:**

HSP is appreciated for working effectively and collaboratively, adapting to the needs of the community and other organisations in order to meet local requirements.

### **Proactivity:**

HSP is recognised for being proactive in facilitating opportunities and ensuring everyone has the chance to participate, particularly in sporting activities.

### **Commitment and Focus on Community Impact:**

HSP's focus on making a positive and life-changing impact on the community, particularly through sports and activities, is highly valued by partners.

These values reflect HSP's strong commitment to inclusion, community impact, and building trustworthy, collaborative relationships.



## Section 3: HSP Strategy Refresh



The **HSP Strategic Plan 2022-27 - All Together Now – Uniting the Movement in Hertfordshire**, was adopted in 2022 as a 5-year plan, and sets out our mission, strategic objectives, values, and enablers of change.

Whilst we do not foresee wholesale changes, we believe it is prudent to review the Strategy, and ensure it aligns effectively with partner priorities and the ever-changing operating environment.

This section of the survey supports the strategy review process.

You can see our strategy at: <https://sportinherts.org.uk/strategy>

### 3.1 Prioritising HSP's Strategic Objectives

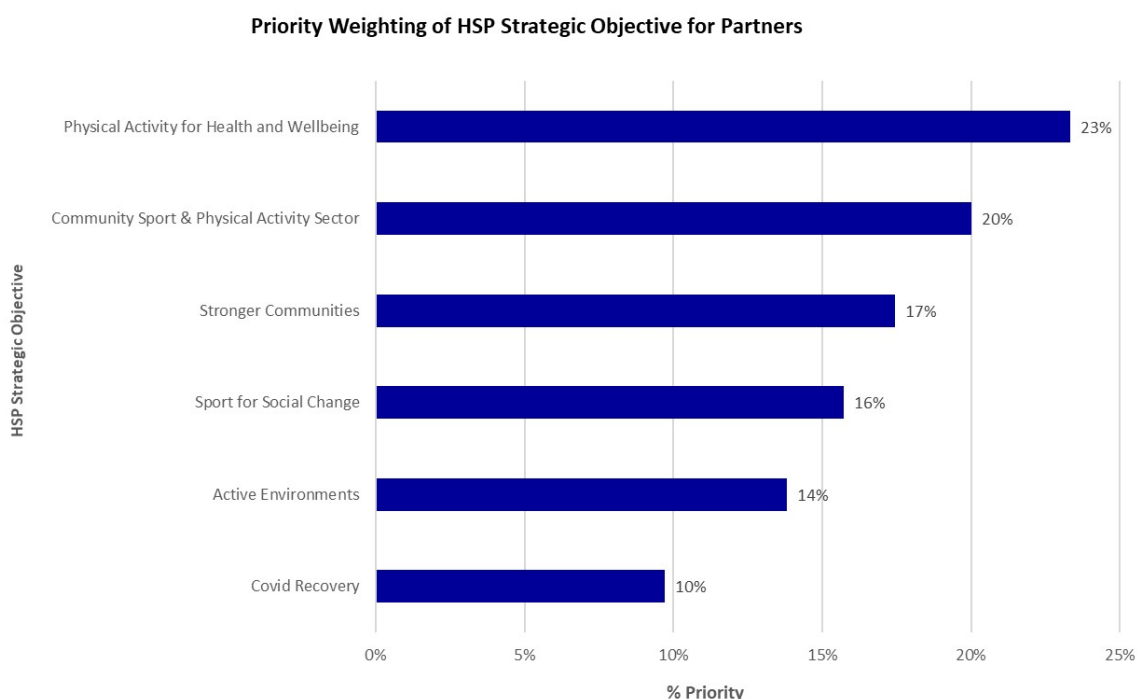
**To support the review process, partners were asked to rank the HSP's Strategic Objectives in order of priority relative to their organisation's priorities.**

**The Strategic Objectives are described below (in no particular order):**

- **Stronger Communities** - Taking a place-based approach to tackling inequalities and reducing inactivity, by concentrating limited resources and empowering local communities from target areas, for maximum impact. Example work areas – Active Local supports ten targeted areas, including three spotlight areas across Hertfordshire which have been selected using key data and insight, in conjunction with local partners.
- **Sport for Social Change** - Use sport and physical activity to drive social change to enhance the lives of Hertfordshire's residents by supporting community cohesion, social inclusion, economic prosperity, crime and antisocial behaviour reduction, educational attainment, and employability. Example work areas - Crime Reduction through Sport project; Multiply - numeracy through sport project; support for refugee and asylum seekers.
- **Physical Activity for Health and Wellbeing** - Positioning movement, sport, and physical activity at the heart of how we think about people's health and wellbeing in Hertfordshire. Example work areas – Live Longer Better - inclusive active ageing for older people; Active Connections - embedding physical activity into health, Moving More Activity Finder.

- **Active Environments** - The development of inclusive and sustainable places and spaces to encourage participation in sport and physical activity for all our residents - particularly those from inactive and disadvantaged communities. Example work areas - Encouraging the development and activation of active travel; support stakeholders in the local planning system to encourage design that promotes inclusive and sustainable active lifestyles.
- **Covid Recovery** - Support the community sport and physical activity sector and individuals to recover from the impact of the Covid pandemic using sport and physical activity to improve health and wellbeing and community resilience. Example work areas – Long Covid Recovery project; HAPpy Camps – holiday activities and food programme for children in receipt of free school meals.
- **Community Sport & Physical Activity Sector** - In partnership with schools, and those involved in community sport to provide opportunities for the people of Hertfordshire to start, continue and thrive in their chosen sport or physical activity. Example work areas - Core market work with NGBs, clubs, coaches, and volunteers, working across the education sector to encourage the provision of positive experiences for children and young people.

The results of the ranking by partners are shown in the chart below:



**Physical Activity for Health and Wellbeing** (23%) followed by **Community Sport & Physical Activity Sector** (20%) came out as the highest ranked HSP objectives in terms of our partner organisations priorities.



**Covid Recovery** was ranked by our partners as the lowest of the objectives. Although Covid still impacts many people today and continues to place an increased burden on the healthcare system, it is a lower priority for our partners and the communities they work in than it was when the HSP Strategy was published in 2022. The last UK lockdown was in March 2021, and since then other issues such as the Cost-of-Living Crisis have superseded Covid as a local and national priority.

### **3.2 Are there any work areas that you think are missing from the list of strategic objectives?**

**Partners made the following suggestions for adapting or adding to HSP's Strategic Objectives:**

- Affordability of sport for all
- Crime Reduction/Prevention
- I think perhaps Covid recovery now fits well in Sport for Social Change
- Inclusivity & mental health
- Disability
- Older Adults
- Clarity around EDI priorities and environmental strategy
- Opportunities/ focused activities for youth (ages 10-17)
- Providing better sport infrastructure
- Supporting Local Government Restructure
- Swimming - Access to pool use at primary school age.
- Work to increase female participation

Some of the above suggestions fall into work areas under HSP's existing objectives, therefore the strategy may be improved by providing some further clarity.





### 3.3 What are your organisation's three major sport and physical activity related priorities, over the next 3–5 years?

Partners provided a detailed responses to this question which will be considered by HSP Senior Leadership Team (SLT and the Board). Reflective of the broad range of HSP's work, our partners have widely varied specific priorities in their own work. In summary, the three most common priorities mentioned were:

#### **Increasing Participation:**

Many comments emphasise the importance of growing the number of people engaged in physical activity, particularly targeting underserved or disadvantaged groups, as well as expanding the variety of activities available. This includes efforts to engage more children, young people, and adults in regular physical activity across various sports.

#### **Inclusivity and Accessibility:**

There is a strong focus on making physical activity and sport accessible to everyone, including people with disabilities, vulnerable populations, and those facing social, economic, or health barriers. Priorities include offering inclusive sports programmes and ensuring everyone has equal access to opportunities for physical activity.

#### **Community Impact and Health:**

Many responses highlight the use of physical activity to improve health and well-being, particularly in terms of mental health, reducing obesity, and tackling health inequalities. There is a recurring emphasis on leveraging sports and exercise to create positive social change, improve community engagement, and support healthier lifestyles for all participants.

In line with HSP's strategic objectives, these areas of focus reflect a broad commitment to increasing opportunities for physical activity, ensuring inclusivity, and creating a lasting impact on community health and well-being.



### **3.4 What do you think are the three major issues / factors / drivers, linked to the delivery of your organisation's sport and physical activity related priorities, over the next 3–5 years?**

Feedback in this section was very honest, and partners described a range of very local, regional, and national factors they think will impact their work. Across all settings, funding and suitable staff or volunteers were the most common challenges raised. This feedback reflects widespread concerns about the financial and logistical challenges faced by organisations, the importance of community outreach, and the need for sustainable, inclusive programmes.

The most common themes in the feedback from HSP's working partners were:

#### **Funding Challenges**

A significant amount of feedback revolves around the need for consistent, adequate funding to run programmes, maintain services, improve facilities, and support participants. Several comments mention the competition for funds, fluctuating financial support, and the need for additional revenue streams.

#### **Resource Availability**

Many respondents highlighted limited resources, including staffing or volunteer shortages, lack of facilities, and insufficient equipment. This challenge is linked to both financial constraints and difficulty recruiting qualified personnel.

#### **Access and Affordability**

Comments often focus on the barriers participants face in terms of accessing sports and physical activities, such as the affordability of services, transportation issues, and the need for more inclusive and accessible programmes for diverse populations (e.g. children from deprived backgrounds, people with disabilities).

#### **Community Engagement and Awareness**

There is a need to engage with local communities, raise awareness about available opportunities, and promote the benefits of physical activity. Reaching the right target audience and overcoming the lack of awareness of programs are frequently mentioned.

#### **Sustainability and Long-Term Impact**

Several feedback points touch on the need to create sustainable programmes that can continue to grow and meet local needs over time. This includes ensuring that programmes do not only meet immediate needs but also address long-term health and well-being outcomes, especially with regard to ongoing funding, volunteer recruitment, and community support.

### 3.5 Other issues / topics / opportunities / challenges that you would like to raise to support the refresh of the HSP Strategy



#### Partners highlighted the following key topics:

- **Funding and financial pressures**
- **Collaborative and partnership**
- **Lack of available and affordable facilities**
- **Staffing and recruitment**
- **Offering diverse and accessible opportunities**

In this responding to this question, partners highlighted the many challenges and issues the face against the successful delivery of their work. As in previous sections of this survey, **funding and financial pressures** were prevalent, with smaller sports clubs and special needs groups in particular voicing financial concerns.

Partners expressed the need for continued **collaborative and partnership** working - across various sectors, including sports, arts, education, and health - to create more integrated and effective programmes.

The **lack of available and affordable facilities** was highlighted, especially for indoor and outdoor sports. There is a need for more accessible venues and resources, such as spaces for cricket, swimming, and other activities, particularly in underserved areas.

Many respondents mentioned the challenges associated with **staffing and recruitment**, including the need for **additional governance support, training for coaches, and volunteers**. The difficulty in maintaining an adequate workforce to run programmes and clubs was also noted, alongside the need for more volunteers and staff to meet demand.

Many respondents emphasised the importance of **offering diverse and accessible opportunities** to engage people in sport, promoting mental health and well-being, and creating local events that encourage active participation.

While opportunities and suggestions for were shared, our partners focus in answering this question was primarily on the **key challenges facing organisations involved in promoting physical activity and sport**, with a clear call for more support, collaboration, and accessible resources to drive engagement and sustainability.

### 3.6 Next Steps

This valuable feedback on HSP's strategic plan will be considered by management ahead of the strategy refresh in mid-2025.

## Section 4: Overall Reflection & Looking Ahead

### 4.1 How likely is it that you would recommend HSP to a colleague?

Using a 1-5 scale where 1 is “not likely at all” and 5 is “extremely likely”, partners were asked how likely is it that they would recommend Herts Sport & Physical Activity Partnership (HSP) to a colleague.

Score	% Responses
5	79%
4	13%
3	5%
2	1%
1	1%

Using the responses to the above question we can generate the Net Promotor Score (NPS) for the partnership. NPS is a measure of the loyalty of customers or partners to an organisation.

**NPS = 90**

This score has improved even further from 84 points in 2023-24. Across industry, a NPS score over 70 is considered outstanding and this is an indication that the partners who responded to the survey are very loyal to us and highly likely to recommend HSP to friends, peers, and colleagues.

## **4.2 Describe the main reason why you have given the score on recommending HSP to a colleague:**

Partners comments in this section highlighted the following qualities that they see in HSP:

### **Professionalism and Expertise**

HSP is consistently praised for its professionalism, knowledge, and expertise in delivering physical activity programmes. The team is seen as reliable, responsive, and highly capable in addressing the needs of partners and the community.

### **Collaboration and Partnership**

HSP is valued for its collaborative approach, with many comments highlighting the positive, open, and responsive relationships they maintain with other organisations. There is strong recognition of HSP's ability to work together with partners towards shared goals.

### **Supportive and Helpful Team**

The team at HSP is described as dedicated, friendly, and always willing to offer support. Their positive attitude, can-do spirit, and approachability contribute to a strong sense of trust and cooperation.

### **Positive Impact and Results**

HSP's work is seen as making a tangible, positive difference, with several comments recognising the impact they have on local communities, schools, and individuals. Their commitment to promoting physical activity and improving public health is highly appreciated.

### **Commitment to Local Needs**

HSP is recognised for understanding the specific needs of local communities and being proactive in addressing them. They are seen as adaptable, always willing to explore new ideas and ensuring their programs meet the diverse needs of the population.

This feedback highlights HSP's compelling reputation as a reliable, knowledgeable, and collaborative partner committed to making a positive difference in communities through physical activity.

Partners had the opportunity to give further comments on the reason for their score on recommending HSP to a colleague – some examples of what they said include:

***“All stated before; you are a brilliant organisation to work with!”***

– Local Programme Manager

***“Friendly, helpful team”***

– Company Director

***“HSP is always willing to help and support with advice or programmes and continues to be a key central point for Sport and Physical activity in the county.”***

– School Games Organiser (SGO)

***“Greatly motivated team. Clear objectives. Delivering huge results to communities in need”***

– Charity Operations Manager

***“Officers are fabulous, helpful and inspiring.”***

– Project Officer

***“Tanya and her team care greatly and wish to make a difference.”***

– Headteacher

***“The go to partner in Hertfordshire for physical activity!”***

– Head of Physical Activity at CIC

## 4.3 Outline any opportunities for HSP and your organisation to work together on new areas of work in the future:

There was a strong mix of innovation and traditional thinking here. Ideas reflect a focus on collaboration, inclusion, health promotion, and community-centred approaches to expanding physical activity opportunities. The most common ideas suggested were:

**Community Engagement and Participation** – including volunteering and engaging specific groups such as women, children, and individuals with disabilities.

**Collaborative Partnership and Support** – Highlighting the value of collaborative projects, sharing resources, and joint funding opportunities to expand physical activity provision.

**Programme Development and Expansion** – Developing new programmes and expanding existing ones, such as physical activity initiatives, youth mentoring, holiday camps, and sports activities in schools and communities.

**Health and Well-being** – Promoting physical and mental health through sports, including specific mentions of initiatives targeting mental health, well-being, and conditions like hypertension, type 2 diabetes, and pulmonary rehab.

**Inclusion and Accessibility** – Making sport and physical activity accessible to underrepresented and hard-to-reach groups, including minority ethnic communities, neurodivergent individuals, and those with disabilities.

**Sustainability and Long-term Impact** – Building sustainable programmes, such as developing long-term sports infrastructure, creating volunteer opportunities, and embedding physical activity into wider community strategies.

**Facilities and Infrastructure Improvement** – Improving and expanding sports facilities, as well as ensuring the availability of venues for activities.

**Youth Development and Education** – Creating opportunities for young people through sports, including skills development, school-based programmes, sports camps, and mentoring schemes.

**Sports Integration with Other Areas** – Explore integrating with other sectors, such as the arts, education, and healthcare, through interdisciplinary programmes and collaborations, like using performing arts to promote health.

**Events and Community Activities** – Hosting and supporting community events, such as competitions, festivals, health-focused initiatives, and performance arts that combine physical activity with entertainment to engage wider audiences.

## 4.4 Further Comments from Partners

At the end of the survey, partners were offered a final opportunity to write some feedback on their work with HSP. In addition to some specific requests for future action and working, the following comments were left:

***“HCC has an excellent relationship with HSP, and we look forward to working collaboratively on projects and services going forward into 2025 and beyond.”***

LA Commissioning and Monitoring Officer

***“I would like to give a special mention to Charlotte Bird, Zoe McKeating & Matt Ridley - great ambassadors for your organisation.”***

PCN Manager

***“Keep up the great work you do across the county and its constituents.”***

NGB Chairperson

***“It's been a joy to work with staff and I look forward to working closely with all of you for years to come!”***

LA Project Officer

***“Thank you for all the work you do and offer to secondary schools.”***

Head of PE

***“Thanks, as always, for all your help and support.”***

Sports Club Director

***“Thanks for the opportunity to give feedback.”***

Coaching Company Director

***“Pleasure working with you.”***

Fundraising Director



# Summary & Actions



Overall, the results from the 2025 survey are incredibly positive and underline the continued efforts of HSP to work effectively across a range of partners. The feedback received indicates that we are a trusted and respected organisation, delivering valued and high-quality outcomes.

Our partners value the ethos of collaboration and positive impact that HSP has had on the community, emphasising; expertise of the team, focus on local need, widespread support, and ongoing dedication to making a positive impact in Hertfordshire.

The Team will review the findings and discuss the suggestions and improvement actions mentioned with relevant partners and action where appropriate.

In terms of HSP's Strategic Plan, our partners rank Physical Activity for Health and Wellbeing as their highest priority followed by Community Sport & Physical Activity. For our partners, Covid Recovery is now the lowest priority of HSP's objectives. The strategy feedback will be considered as part of the refresh-process including further opportunities for partners to input.

We thank our partners for their time and efforts in completing this survey and look forward to continuing our collaborative work to improve the lives of the people in Hertfordshire, by using the power of sport and physical activity to tackle inequality.



If you would like to discuss any aspect of this report, please get in touch with us by emailing: [hspinfo@herts.ac.uk](mailto:hspinfo@herts.ac.uk)

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