



HelpAge partnership feedback survey results

Brief, October 2024

HelpAge

International

Background of the survey

As part of its Partner-Led Programming (PLP) Strategy, HelpAge is committed to listening to and learning from partner feedback. In line with this commitment, a Partnership Feedback Survey was conducted in March 2024 to gather insights on how partners experience working with HelpAge. The survey focused on partnership management practices, approaches, and the overall impact of our collaboration.

We would like to express our appreciation to all partners who participated in this survey. Your time and commitment to providing honest feedback are greatly valued.

This brief presents the key findings from the survey.

Methodology

The survey was designed as an anonymous, self-administered online questionnaire to encourage partners to share their perspectives openly. To ensure accessibility and inclusivity, it was available in five languages: Russian, Spanish, French, Arabic, and English. The survey was pre-tested with a small group of partners.

Participants were sampled from HelpAge-funded partners, supported since 2021, across all four regions: Latin America, Africa, Eurasia and the Middle East, and Asia-Pacific. A total of 85 partners were contacted, with a response rate of 75%.

The survey explored six key areas of the partnership: overall relationship and collaboration, grant management and compliance, resource sharing and control, advocacy and voice, skill sharing and accompaniment, and MEAL (Monitoring, Evaluation, Accountability, and Learning).

The results were measured using the Net Promoter Score (NPS), a metric that gauges satisfaction by asking participants how likely they are to recommend a company or service to others. Scores are ranked on a scale of 1-10, with 0-6 classified as detractors, 7-8 as passive, and 9-10 as promoters. The NPS is calculated by subtracting the percentage of detractors from the percentage of promoters, with scores ranging from -100 to 100. An NPS above 50 is considered very good, while a score above 80 is deemed world-class. It's important to note that NPS is not an average of individual scores but a distinct metric.

All results were presented via a PowerBI tool and shared with partners as part of the process.

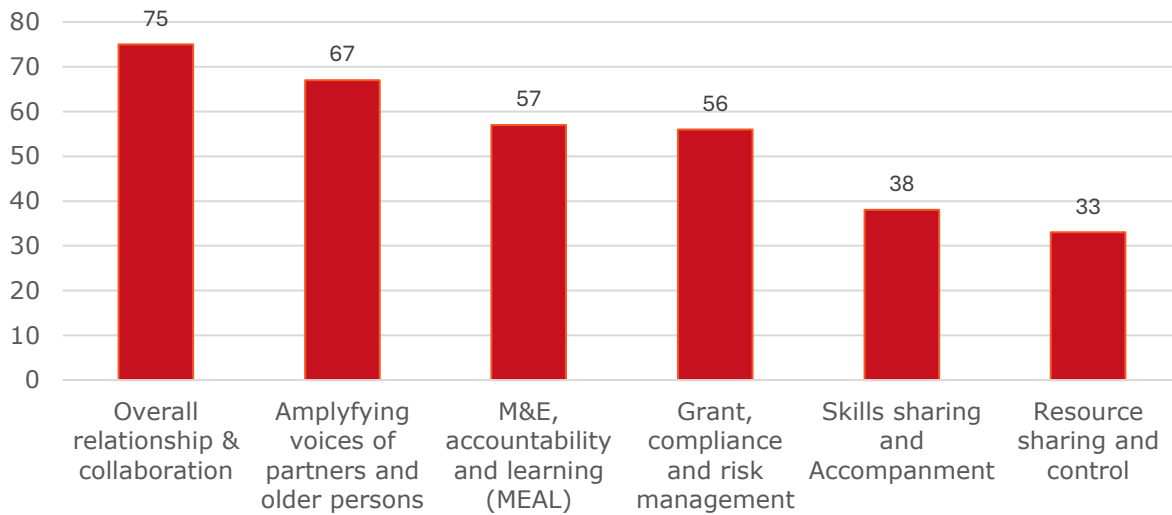
Results and reflections

A total of 63 partners from 42 countries participated in the survey, with the majority from Africa (51%), followed by Asia (21%). Most participants are HelpAge network members (79%) with partnerships spanning more than five years.

- Overall, the NPS results are positive, especially when compared to similar surveys in the sector. The average NPS per section is summarised below, reflecting a generally positive experience from partners regarding the collaboration. This is encouraging, though the results also highlight areas for improvement.
- The overall highest scores were noted on the section on relationships & collaboration. The indicator on staff respect and conduct received the highest score overall of 84 NPS.

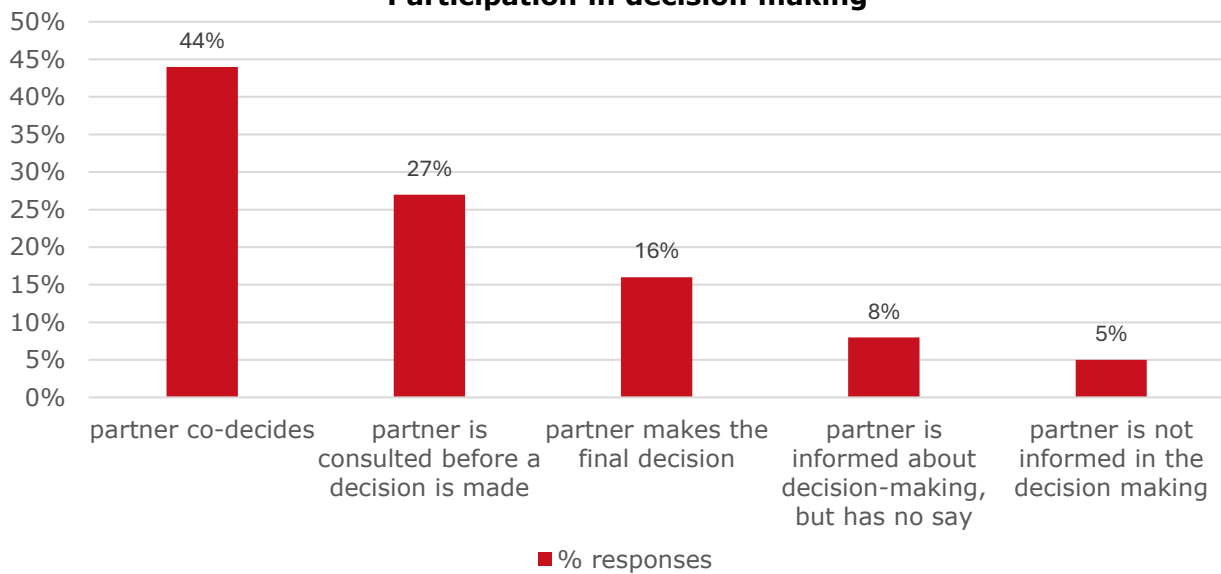
The overall lowest scores were observed under the section on Resource sharing & control, with an average 33 NPS. The indicator on fair sharing of Indirect Cost Recovery (ICR) was the lowest (14 NPS). The new ICR Sharing Policy (since July 2024) is expected to enhance performance in this aspect.

Sections overall score



Regarding participation in decision-making, a plurality of partners (44%) said they co-decided, while 5% were not involved in the decision-making process. Partners that have had a longer partnership with HelpAge indicated higher levels of participation in decision-making processes.

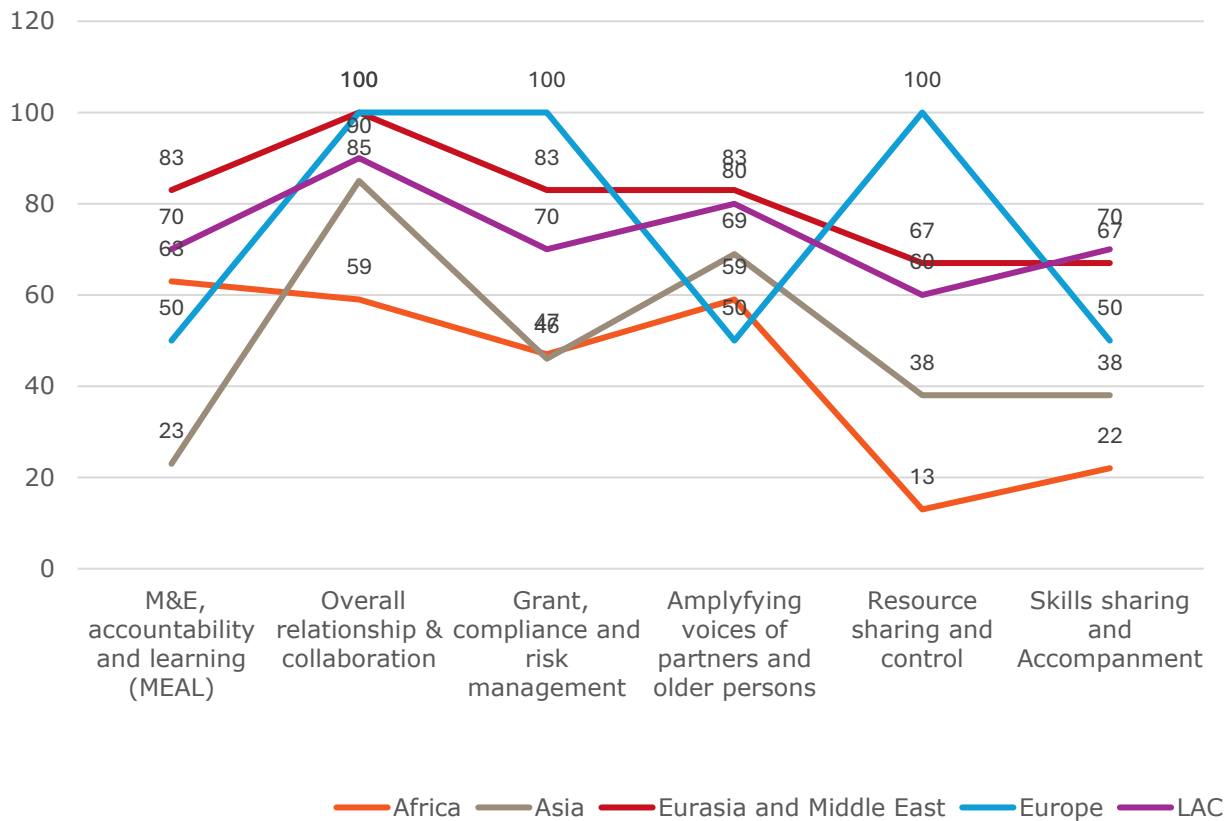
Participation in decision making



Across all indicators, higher scores were observed in areas that rely more heavily on individual, people-to-people practices, while lower scores appeared in areas related to organisational policies or frameworks. This suggests there is room for improvement in institutional practices.

- There was also variation in NPS across different teams, with some teams receiving more favourable appraisals than others. This highlights the opportunity for targeted interventions to promote more consistent experiences across the organisation.
- Regional differences in NPS were observed, which could be influenced by external factors such as context, culture, and power dynamics. Partners in Latin America and the Caribbean (LAC) rated the partnership highly across several indicators, while partners in Africa reported lower scores, particularly in resource sharing, relationships or collaboration, and skills sharing.

Sections overall score by region



Next steps

The survey results were shared with all partners, who provided additional feedback and observations. These results were also discussed with HelpAge teams during a series of dialogues, which helped shape the action plan outlined below. Additionally, the results were shared with the Indaba, a group of network members, partners, and critical friends who guide HelpAge on its localisation journey.

Based on this input, an [Action Plan](#) was developed to enhance partnership practices. Key priority actions include:

- Conducting regular feedback sessions with partners
- Increasing visibility and recognition for partners in external communications
- Improving the timeliness of funds transfer processing
- Effectively implementing the HelpAge Indirect Cost Recovery (ICR) policy
- Maximising available resources to support training needs for more partners
- Strengthening communication with partners
- Holding inception workshops for all programmes with partners

The survey will be conducted annually to track progress and update the organisational results framework. As the feedback culture continues to grow, the insights will become more nuanced and impactful. Building on the lessons from this first survey, some adjustments and improvements will be maintained to allow for more effective tracking of results over time.

HelpAge International is a global network of organisations promoting the right of all older people to lead dignified, healthy and secure lives.

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