

Your feedback & comments about our IAG services included:

- ✓ "Excellent service and very professional, very good and very caring throughout".
- ✓ "I have found the staff to be extremely helpful from the Front Desk to the Employment Placement Officer who got me a place on the Future Jobs Fund".
- ✓ "My adviser has always been very supportive and helpful in my endeavours to find work".
- ✓ "Went to the Fish4Jobs fair...the Fairy Jobmother spotted my CV and said it was one of the best she had seen, she said the layout was great".



CUSTOMER
SERVICE
EXCELLENCE



Client Feedback from Employability Skills courses

Average Rating

Jan - Jun

1. How confident were you about your skills before the course?	3.6	
2. How confident were you about your skills after the course?	4.4	
3. How useful did you find the content of the course?	4.4	
4. How was enthusiasm and support of the tutor(s)?	4.6	
5. How would you rate the quality of the materials & resources?	4.3	
6. How convenient was the location of the course?	4.6	
7. How would you rate the premises for comfort & suitability?	4.4	
8. How did the time of the course suit you?	4.4	9.
How would you rate the length of time you had to wait to do the course?	4.4	
10. Would you recommend this training to others?	100%	

What you most enjoyed about the course included:

- ✓ 'I feel more positive about my interview skills now'
- ✓ 'Informal but very focussed'
- ✓ 'Gave me more confidence'
- ✓ 'It gave me the tools to better myself in an interview'

Changes we've made following your comments & complaints in this period:

- YOU SAID...Could we make more individual 'mock' interviews available
WE DID...Mock interviews are now a part of our regular Interview Skills courses
- YOU SAID...Sometimes it's difficult to talk to an adviser if you can be overheard
WE DID...A private interview room is now available on request
- YOU SAID...You'd like more job search sessions with help available for using computers
WE DID...We now offer several guided IT based job search sessions at levels and venues to suit your needs
- YOU SAID...You don't publicise your services enough
WE DID...We have updated our website and Guide To Services, and now produce a regular e-newsletter.

In addition during this period, Sefton@Work received 1 formal complaint from a customer about its services or staff. This complaint was fully resolved to the customer's satisfaction at Stage 1 of our Complaints Procedure, and it resulted in the complainant wishing to take no further action.

How We Are Doing

Performance Reports
Customer Feedback
& Comments
July – December 2011

Our customers are our number one priority and we think it is important to understand exactly how you feel about how we are doing. By talking to you, our customers, and measuring how well we are performing we can see what we are doing well and where we need to improve.

Supported by



Investing in jobs and skills



Sefton@Work Performance Figures

Clients receiving information, advice and guidance	971
Clients supported into employment	136
Clients receiving funding assistance	344

Results of client feedback

Clients are asked a total of 14 questions relating to their experience of all aspects of Sefton@Work. These questions are rated on a scoring system of 1 to 5, where 1 is "poor" and 5 is "excellent".

Average Rating	Jul - Sept	Oct - Dec
1. The leaflets and information promoting Sefton@Work were clear and easy to understand	4.7	4.7
2. The location of Sefton@Work was suitable	4.7	4.8
3. The premises were easy to find and access	4.9	5.0
4. My enquiry was dealt with promptly	4.7	4.9
5. My appointment started on time	4.8	5.0
6. The services I could expect were explained to me clearly	4.7	5.0
7. Staff were helpful and polite	4.9	5.0
8. Staff were knowledgeable and understood my needs	4.8	5.0
9. The information I needed was available	4.8	5.0
10. The information I received was clear and easy to understand	4.8	4.9
11. The quality and accuracy of the advice, guidance or mentoring received	4.8	4.9
12. My personal action plan ensures that I am clear about my goals and how to achieve them	4.8	4.9
13. I was treated fairly and without discrimination	4.8	4.9

Employers engaged with	853
Vacancies administered	152

Results of employer feedback

The questions use a scoring system of 1 to 5, where 1 is "poor" and 5 is "excellent" rating employer satisfaction with Sefton@Work's services.

Employers are asked how satisfied they are with the following:

Average Rating	Jul - Sept	Oct - Dec
1. The advice/recommendations received on HR/H&S/training	5.0	4.6
2. Actions identified were carried out to agreed timescales	4.8	4.9
3. Agreed actions were carried out to your satisfaction	4.8	5.0
4. Information provided was clear, accurate timely & useful	4.8	4.9
5. Staff were helpful, polite and friendly	4.9	5.0
6. Staff were knowledgeable and understood the needs of your business	4.8	4.9
7. I was treated fairly and without discrimination	4.8	5.0
8. How easy did you find accessing Sefton@Work's services?	4.9	5.0
9. If we referred you to a partner did it produce the required results?	4.7	4.8
10. How would you rate the quality of service provided?	4.8	5.0
Would you recommend Sefton@Work to a colleague or other business to help with their recruitment needs?	100%	100%
Would you consider using Sefton@Work's services again?	100%	100%

14. The overall service I received from Sefton@Work	4.8	5.0
<i>Would you recommend Sefton@Work to a friend or family member?</i>	95%	100%
<i>Was it explained to you that we work in partnership with Jobcentre Plus & others?</i>	95%	100%
<i>Are you aware of Sefton@Work's Comments, Compliments and Complaints Procedure?</i>	90%	93%

Employers' comments included:

"It was such an enormous help to me. The way S@W organised the whole recruitment issue from advert to interview, I wouldn't hesitate to use this service again. I've already mentioned it to others within my organisation".

"Time saved by the admin element of application sifting and arranging interviews. Advice on HR and related documents was excellent".

"It saved me so much time and money, not having to advertise jobs or shortlist applications".