

# Sefton@Work

## Client Feedback Questionnaire

At Sefton@Work we want to continually improve our services to you. Please take a few moments to complete our Client Feedback Questionnaire. This will help us to identify areas for improvement and take action.

We welcome all constructive feedback. All information that you include will be treated in the strictest confidence. You do not need to include your name if you do not wish to.

<b>OPTIONAL</b>	
Your name:	
Your Adviser/Mentor:	
Date:	

### QUESTIONNAIRE SECTION 1

**1. Does your feedback relate to:**

*Tick ✓ appropriate box*

- Our Jobs & Training Advice and Guidance services
- Our Mentoring service
- Other (Please specify)

**2. How did you hear about Sefton@Work?**

*Please Tick ✓ any that apply*

- Leaflet
- Website or Search Engine
- Shop Front
- Through another Sefton Council department
- Referred by Another agency
- Recommended by a friend or family member
- Spoke to Advisers who knocked on my door
- Other (please specify) \_\_\_\_\_

**3. Would you be interested in joining a "Client Focus Group" to tell us what you think of our services and how we can improve them?**

YES / NO

## QUESTIONNAIRE SECTION 2

Please rate your opinion of Sefton@Work's service:

(Tick ✓ appropriate box)	<i>Excellent</i>				<i>Poor</i>
	😊		😐		😞
	5	4	3	2	1
1. The leaflets and information promoting Sefton@Work were clear and easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The location of Sefton@Work was suitable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The premises were easy to find and access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. My enquiry was dealt with promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. My appointment/s started on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The services I could expect were explained to me clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Staff were helpful and polite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Staff were knowledgeable and understood my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The information I needed was available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The information I received was clear and easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The quality and accuracy of the advice, guidance or mentoring received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>If you have agreed a Personal Action Plan, please answer this question</i>					
12. My Personal Action Plan ensures that I am clear about my goals and how to achieve them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. I was treated fairly and without Discrimination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The Overall service I received From Sefton@Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Would you recommend Sefton@Work to a friend or family member? YES / NO

16. Has it been explained to you that Sefton@Work works in partnership with agencies such as Job Centre Plus, Connexions, Reeds and others? YES / NO

17. Are you aware of Sefton@Work's Comments, Compliments and Complaints Procedure? YES / NO

## QUESTIONNAIRE SECTION 3

### Comments and Suggestions:

We would welcome your comments and suggestions on any aspect of Sefton@Work - things you found useful, and anything that could be improved:

**FOR A CHANCE TO WIN £25 HIGH STREET VOUCHERS\*,  
PLEASE COMPLETE AND RETURN YOUR FEEDBACK FORM TO:**

Sefton@Work  
286-288 Stanley Road  
Bootle  
Liverpool L20 3ER

\*6-weekly draw from all questionnaires received. Not transferable. Winner is notified in writing.