

We delivered 12 Employability Skills sessions to 55 clients, 6 Basic IT sessions to 29 clients and 105 Internet based Intensive Job Sessions to 319 clients

Feedback from courses

	Average Rating	
	Jul - Dec	Jan - Jun
1. How confident were you about your skills before the course?	2.7	2.9
2. How confident were you about your skills after the course?	4.2	4.2
3. How useful did you find the content of the course?	4.5	4.6
4. How was enthusiasm and support of the tutor(s)?	4.8	4.8
5. How would you rate the quality of the materials & resources?	4.6	4.6
6. How convenient was the location of the course?	4.7	4.7
7. How would you rate the premises for comfort & suitability?	4.6	4.5
8. How did the time of the course suit you?	4.6	4.7
9. How would you rate the length of time you had to wait to do the course?	4.4	4.5
10. Would you recommend this training to others?	93%	98%

What you most enjoyed about the courses included:

- ✓ *Tutor made information easy to understand*
- ✓ *Very Interesting, opened my eyes to how easy it can be to fill in Application Forms*
- ✓ *It made me more understanding about how interviews go.*
- ✓ *Very Informative again. Have learnt a lot and it has given me more confidence*
- ✓ *Actually getting to learn how to use the computer*

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

- **YOU SAID...** Can you put on a course to help me use a computer?
- **WE DID...** We now run a 2 day monthly Basic IT course to help novice IT users get used to the basics of IT. They can then move onto a session enabling them to set up a Universal Jobmatch and Email accounts in order to be able to jobsearch effectively online.



How We Are Doing

Performance Reports
Customer Feedback
& Comments
January - June 2016

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 Youth Employment Initiative &



All customers are asked to rate their experience from 1 to 5, where 1 is "poor" and 5 is "excellent".

Results of client feedback

Average Rating
July - Dec Jan -June

1.The leaflets and information promoting S@W were clear and easy to understand	4.7	4.6
2. The location of S@W was convenient	4.7	4.7
3. The premises were easy to find and access	4.8	4.7
4. The welcome I received	4.8	4.8
5. My appointment started on time	4.8	4.8
6. The services I could expect were explained to me clearly	4.8	4.9
7. Staff were helpful and polite	4.9	4.8
8.Staff were knowledgeable and understood my needs	4.9	4.8
9. The information was accurate & appropriate	4.8	4.8
10. The adviser completed agreed actions within agreed timescales	4.8	4.8
11. The advice, support & guidance was relevant and helpful	4.8	4.8
12. My personal action plan is relevant and clear about my goals and how to achieve them	4.7	4.7
13. I was treated fairly and without discrimination	4.9	4.9
14. Overall service received from Sefton@Work	4.9	4.8
Would you recommend Sefton@Work to a friend or family member?	98%	100%
Are you aware of Sefton@Work's Comments, Compliments and Complaints Procedure?	86%	90%

Customers' comments included:

- ✓ Really helpful and friendly staff
- ✓ I have done a safe guarding course and got into voluntary work
- ✓ Excellent service. Informed of all my options to find new employment

Employers' comments included:

- ✓ Advert went out in a timely manner
- ✓ Saved us a great deal of time as the pre-interview process was carried out by yourselves

In this period our Advisers had **2789** face-to-face information, advice & guidance interviews with customers

Results of employer feedback

Rating
July - Dec Jan-Jun

1. The advice/recommendations received on HR/H&S/training	4.5	4.8
2. Actions identified were carried out to agreed timescales	4.5	4.9
3. Agreed actions were carried out to your satisfaction	4.6	4.9
4.Information provided was clear, accurate timely & useful	4.6	4.9
5. Staff were helpful, polite and friendly	4.8	5.0
6.Staff were knowledgeable and understood the needs of your business	4.6	4.9
7. I was treated fairly and without discrimination	4.9	5.0
8. How easy did you find accessing Sefton@Work's services?	4.6	4.8
9. If we referred you to a partner did it produce the required results?	4.6	4.1
10. How would you rate the quality of service provided?	4.6	4.9
Would you recommend Sefton@Work to a colleague or other business to help with their recruitment needs?	100%	
Would you consider using Sefton@Work's services again?	100%	

We organised and delivered:

- **6** Routeway placements including Schools and Coastal, with over **40 people applying.**
- **2 Think Differently Cope Differently Courses** for 10 clients with all clients completing the course and gaining in confidence
- The launch of our **Carers in the Workplace** booklet encouraging local employers to sign up to the Charter.
- A **16 week Aspiring Instructors course** with Crosby Lakeside Adventure Centre. 12 participants completed the course with 10 finding employment