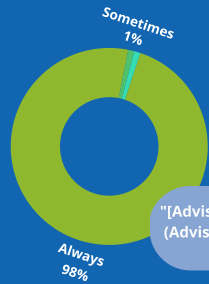


Client Feedback Questionnaire Results

Sefton@Work regularly ask for feedback from our clients at various stages of their journey with Sefton@Work. Here is a summary of the results

70
Responses
**THANK
YOU!**



98% of you felt your adviser was supportive, responsive, informative and professional and helped you feel at ease.

"[Adviser] is great, he's helpful and cheerful. Makes it easy to talk with him. (Adviser) was excellent and very supportive. The service was very helpful "



97% of you felt we understood your needs, allowed you to explain your current situation and to what you were looking for from Sefton@Work

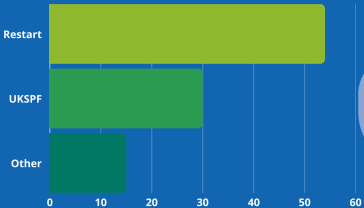
100%
said they felt welcomed and were given an overview of the services and support we can offer

My adviser has helped me get my life back and has helped me so much words can't describe how grateful I am to her and Sefton@Work as a whole

"There was a slight glitch when I didn't realise that my adviser was off following a heart attack.... But once that was realised I was got back on track really quickly. I was made to feel supported; I was advised about the help that was available and most importantly I might not have been able to stick with the employment without the correct clothing that they purchased for me, especially as the wet wintery weather started. Staff were helpful; friendly and most importantly non-judgemental.

Client Feedback Questionnaire Results

We asked, "Which Programme are you on?"



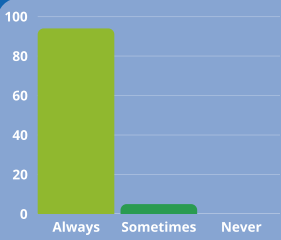
"Really welcoming. A lot of choice. Helped to choose best course for myself to fit around my children."

"My advisor made me feel so at ease as I find it hard to speak to people about certain things, they are also very supportive. They also have a very kind and caring nature "

"I am very pleased with your services and advisers. It's as if they are my closest friends, always trying to help me by considering all the details of my life even more than I do. I'm glad our paths crossed. I am quite hopeful that I will start a good career soon.."

97%
Feel that their appointments are meaningful & that you are moving closer to employment or training

100%
of contacts made by you, were responded to within 3 working days



We asked. Does your adviser keep in regular contact with you regarding opportunities, feedback and any changes to your appointments? *

You would recommend
us to friends and family

You would use the
service again

Your call was answered
within 6 rings

You are aware of the Compliment,
Complaints and Comments process and
the response times set

96%
of you
said...

Overall, you
said you would
rate
Sefton@Work at
4.96/5



Of you were open to
discussing your
answers and
provided
contact detail



Of you were offered
regular appointments
that meet your
requirements? (Weekly,
fortnightly, monthly)

Get in touch

**If you are looking for work and want to
find out more about Sefton@Work
including our latest vacancies please visit
our website
www.seftonatwork.net
or follow us on Facebook, X or LinkedIn**



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