

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

We asked about your recent appointments

What method did we use to have our appointment with you?



18%

In Person



77%

Telephone



4%

Video

115

Responses THANK YOU!

"Throughout lockdown my adviser has stayed in touch to regularly discuss employment opportunities and where I am up to in progression. Also that I can contact them if any assistance is needed."



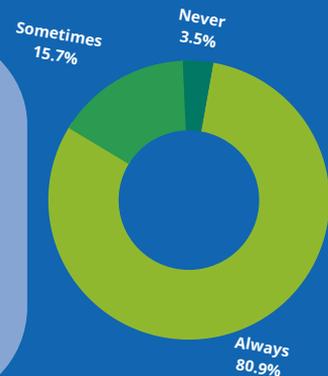
93% of you felt we understood your needs, allowed you to explain your current situation and to what you were looking for from Sefton@Work

"My adviser has made so much effort in helping me back to work she has kept in touch by calls, email and text. I feel her support was genuine and I can not thank her enough."

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

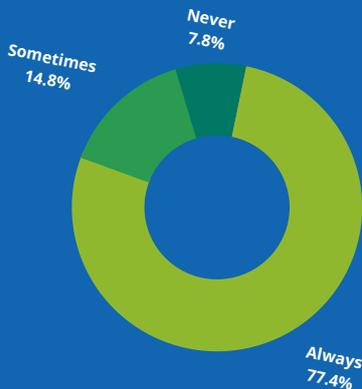
81% of you felt they were provided with information about routes into employment or training and felt involved in the setting of goals and actions towards achieving this

"We talked about what was the best way possible of getting interviews for work and what things could help that like updating my CV and if I needed any help with interview technique.."



Sefton@Work Client Feedback Questionnaire Results

We asked, "Are you made aware of and shown a range of vacancies, relevant to you? Are you encouraged to explore other options outside your comfort zone?"



"She showed me online sites to look at and told me of particular job notifications when she found them. She has helped me prepare application forms. She has helped me prepare for interviews and afterwards discussed them with me and on how I could improve in further interviews."

"My communication with my adviser is excellent couldn't wish for anyone other than her!."

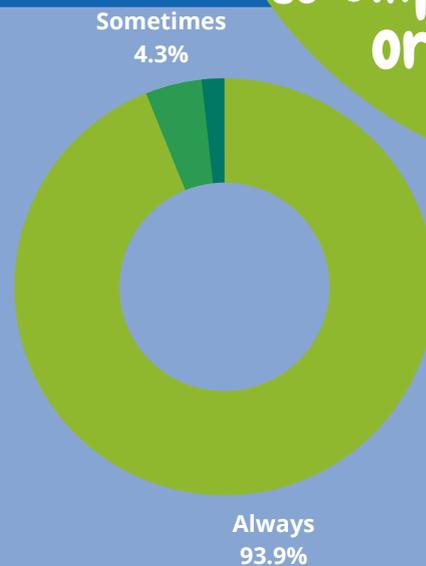
"My adviser has been an important person on my journey back to work. Fortunately for me as soon as I was ready to start looking seriously, a job landed on my lap, and a good one!"

94%

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

95%

of contacts made by you, were responded to within 3 working days & Said your advisor kept in regular contact with you about opportunities, feedback and changes to appointments



Is your advisor supportive, responsive informative and professional? Are you made to feel at ease?

Supported by Youth Employment Initiative &



Sefton Council



Sefton@Work
working for you



0151 934 2610



seftonnetwork.net

For more information



Sefton Community Learning & Sefton at Work



@LearnWorkSefton

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 our Equality & Diversity policy and you were treated fairly

94%
of you
said...

Overall, you said you would rate Sefton@Work at **4.64/5**

58%

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

76%

Are aware of the Comments, Compliments & Complaints process and our response times