

# Customer Satisfaction Survey 2007

## Results and Action Planning

In October/November 2007 we asked young people who use our services to fill in Customer Satisfaction questionnaires so we could find out what you think of Youth Support Services across Oxfordshire.

Thank you for your comments and ideas about this service. Here is what we are going to do to put these into practice:

<b>CENTRAL GEOGRAPHIC AREA</b>	
<b>This is what you told us you like...</b>	<b>These are the problems you raised...</b>
<ul style="list-style-type: none"> <li>• Learning about healthy lifestyles</li> <li>• High quality Information and Support</li> <li>• Involvement in planning your service</li> <li>• Learning volunteer skills</li> <li>• Meeting new friends</li> <li>• A wide range of positive activities</li> </ul>	<ul style="list-style-type: none"> <li>• Access to the internet in some places</li> <li>• Poor equipment in some places</li> <li>• Poor centres in some places</li> <li>• Some young people are excluded because they are shy or have special needs</li> <li>• The service needs to be promoted more</li> <li>• Young women would like more provision</li> </ul>
<b>This is what we are going to do in response...</b>	
<ul style="list-style-type: none"> <li>• Involve young people in planning a series of fun and inclusive days for young people of all abilities, culminating in Sportsability Day</li> <li>• Work with you around issues of conflict and bring groups together in a spirit of unity</li> <li>• Understand more about social networking on the internet and how this impacts on you</li> <li>• Sort out internet access in young people's centres</li> <li>• Improve equipment and facilities in young people's centres, especially in Cowley and Littlemore</li> <li>• Produce a newsletter about youth work in Oxford and the surrounding area four times a year!</li> <li>• Promote work with young women</li> </ul> <p>Please do get in touch with Diane Long if you would like to be involved with any of these projects.</p> <p>email <a href="mailto:diane.long@oxfordshire.gov.uk">diane.long@oxfordshire.gov.uk</a> telephone 01865 712682</p>	

For more information about Youth Support Services see **[www.spired.com](http://www.spired.com)**