

OXFORDSHIRE CONNEXIONS FEEDBACK - MARCH 2010

The six Oxfordshire Connexions Centres were asked to collect feedback from young people on all interventions with Personal Advisors and Employment and Training Advisors during one week in March.

This was undertaken using a new Feedback Card with ten items on it, which was created in consultation with a separate group of young people. To encourage honest feedback, Cards were designed to be anonymous and a wrapped box (to show it would not be opened) with a slot was clearly displayed for posting completed cards.

A total of 85 Feedback Cards were completed by young people across Oxfordshire and the numbers of responses from each of the six Centres were as follows:

OFFICE	Number of feedback cards completed	Percentage of feedback
Abingdon	25	29%
Banbury	4	5%
Bicester	9	10%
Didcot	21	25%
Oxford	21	25%
Witney	5	6%
TOTAL:	85	100%

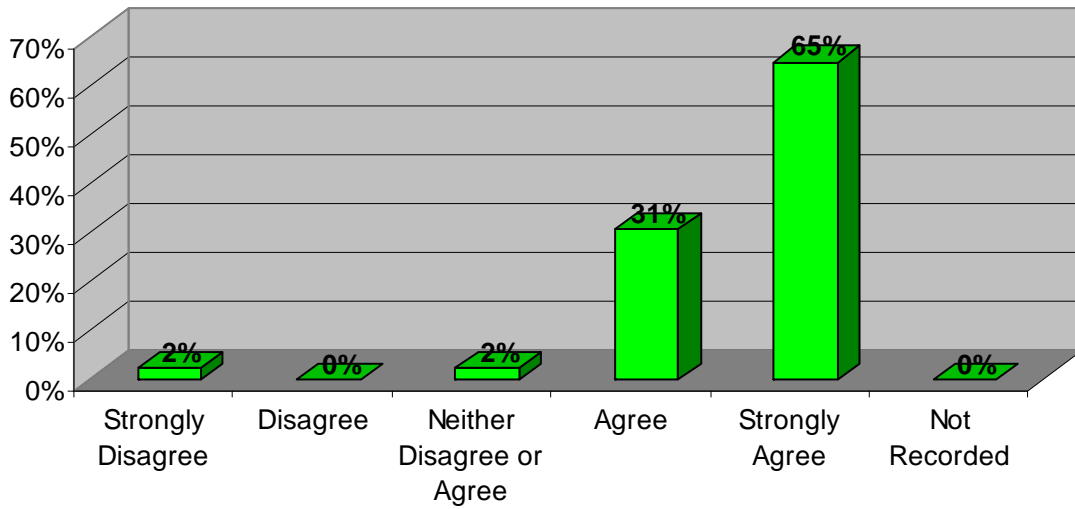
For items 1 - 4, young people were asked to tick one of five boxes to show how strongly they agreed with each of the five statements.

Here are the actual number of responses made for each statement:

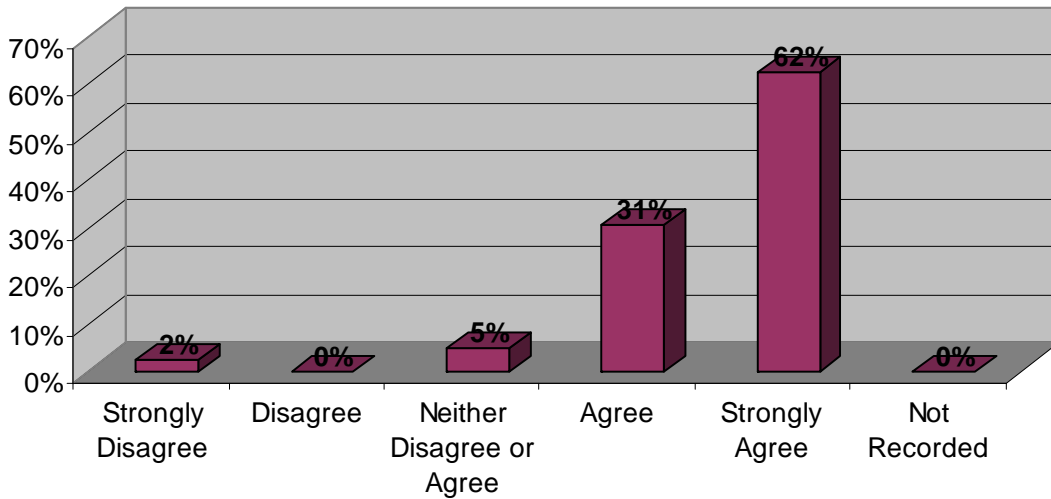
Statements on Card:	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	Not Recorded	TOTAL
1. Connexion Staff were welcoming and friendly	2	0	2	26	55	0	85
2. I felt at ease in the place where I spoke to my Connexions Advisor	2	0	4	26	53	0	85
3. My Connexions Advisor gave me the advice and guidance I needed	2	1	5	27	50	0	85
4. As a result of this session I now feel more able to move forward with my plans	2	1	11	28	42	1	85

The following four tables show (in percentages) how the young people responded to items 1 - 4:

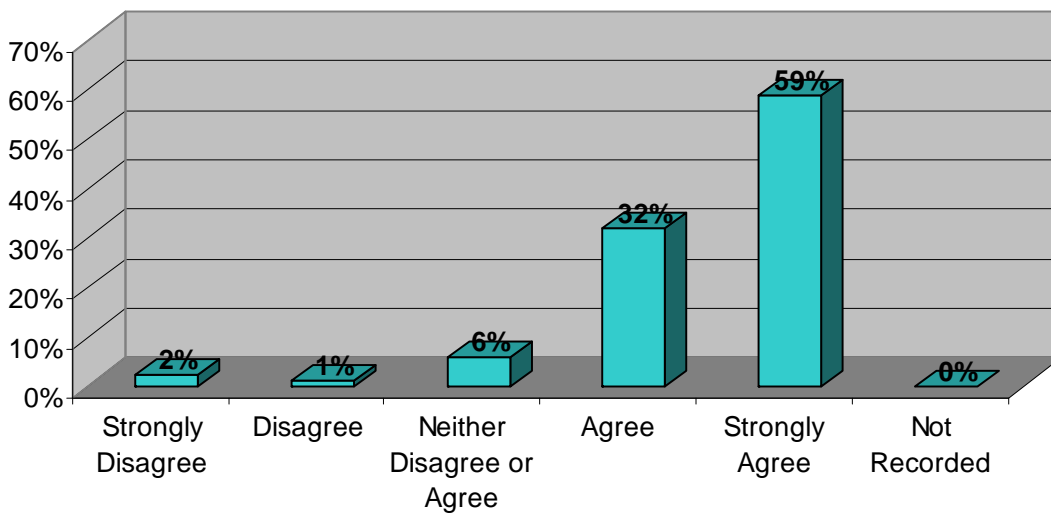
1. Connexions staff were welcoming and friendly



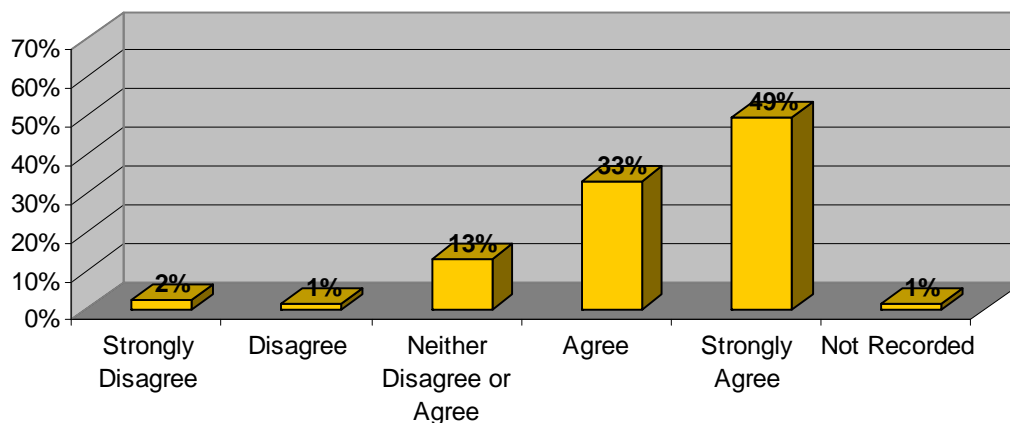
2. I felt at ease in the place where I spoke to my Connexions Advisor



3. My Connexions Advisor gave me the advice and guidance I needed



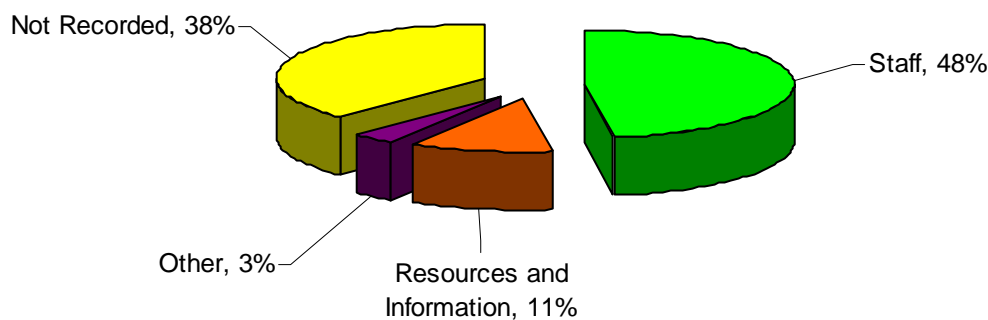
4. As a result of this session, I now feel more able to move forward with my plans



Items 5 - 10 were all questions.

Responses were as follows:

5. Who / what really impressed you?



Answers were grouped into three categories (see above) for easy analysis.

Comments about the staff included:

- *The way they help you to be best of their ability*
- *The way they talked and helped me, they sourced on what I wanted to do.*
- *Dedication to sorting things out*
- *Amazing customer service*
- *Everything, the workers are lovely, calm and helpful*
- *That they sit and listen to what you say*

Three comments were made that were categorised under 'Other':

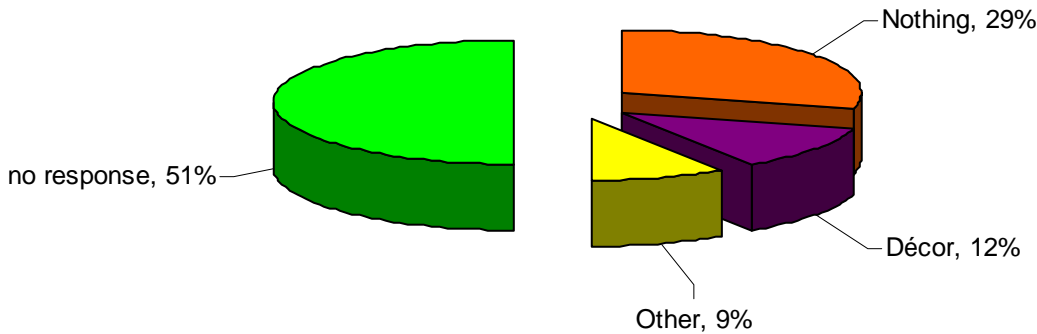
- *How easy it was to sort out everything*
- *The size*
- *Knowing I am able to move forward*

6. Was there anything you didn't like?

Three comments were made:

- *Not enough guidance and help*
- *Some decisions made seemed a bit off*
- *The centre was dull*

7. Which one thing would you improve?



Answers were grouped into three categories (see above) for easy analysis.

Nine comments were made that were categorised under 'Other':

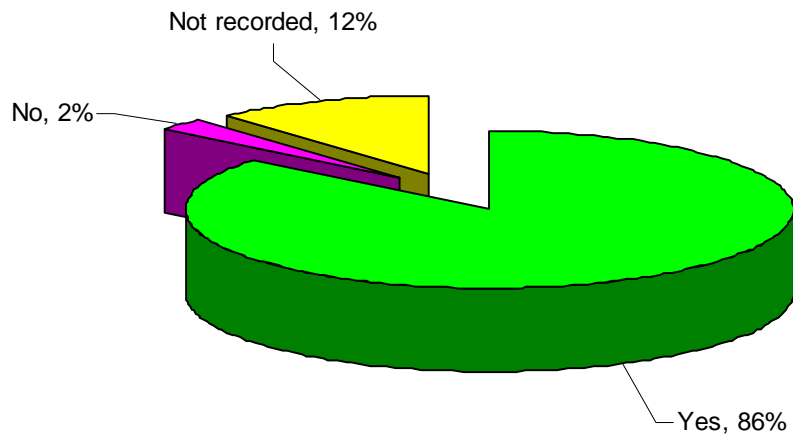
- *staff helping individuals*
- *Rules involving the LEAP project (what money can be spent on)*
- *Jobs link on web site*
- *The amount of appointments available are limited*
- *More information about College phone numbers*
- *Biscuits at the front desk*
- *Cuppa and a biscuit*
- *Centre is hard to find (Witney)*
- *The max age*

8. Any other comments?

Ten comments were made:

- *I felt very comfortable*
- *Purple & Blue paint*
- *Purple/Blue*
- *Purple & Blue paint*
- *I feel decisions made for LEAP money are people who know little about me, where as my Connexions worker does. But Connexions workers are good in other aspects.*
- *Very helpful advice and friendly service*
- *I feel that connexions is a great place to find a job*
- *Very helpful*
- *I feel this is a very good service and is a great place to use*
- *Really good, helpful with everything*

9. Would you recommend the Connexions service to other young people?



Here are the actual number of responses made to this question:

Question on Card:	Yes	No	Not Recorded	TOTAL
9. Would you recommend the Connexions service to other young people?	73	2	10	85

10. If not, why not?

This question followed on from Question 9, but no comments were recorded to say why the Connexions service would not be recommended.

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