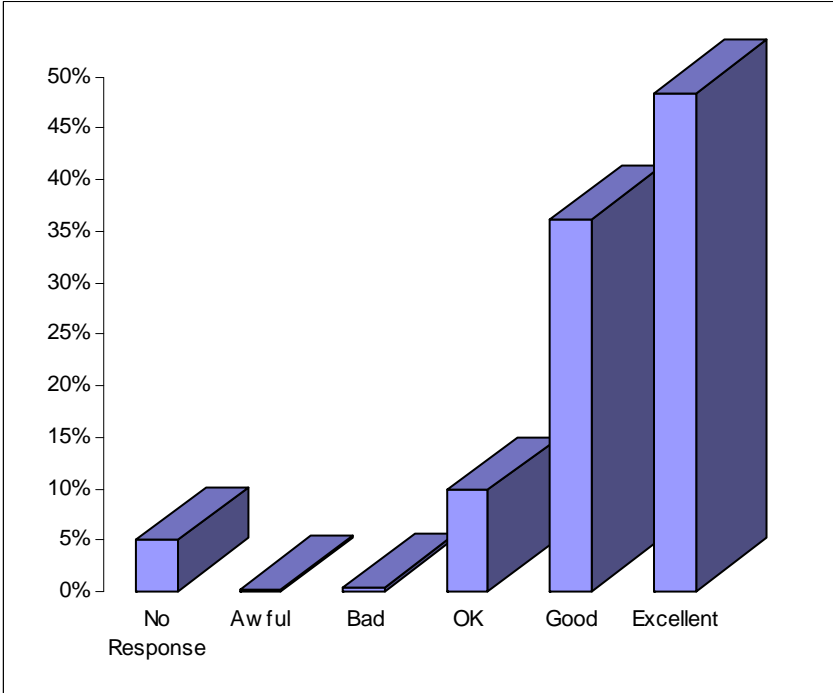
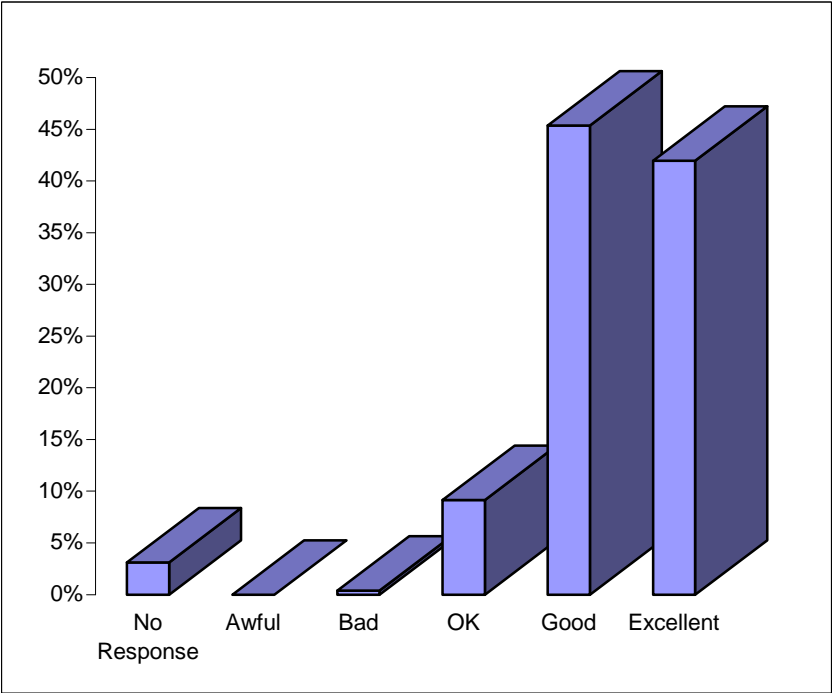


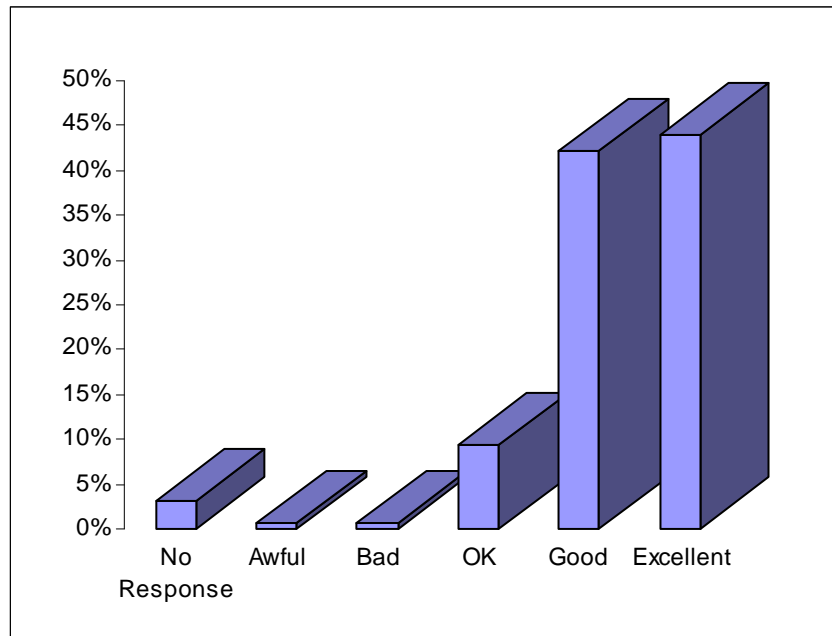
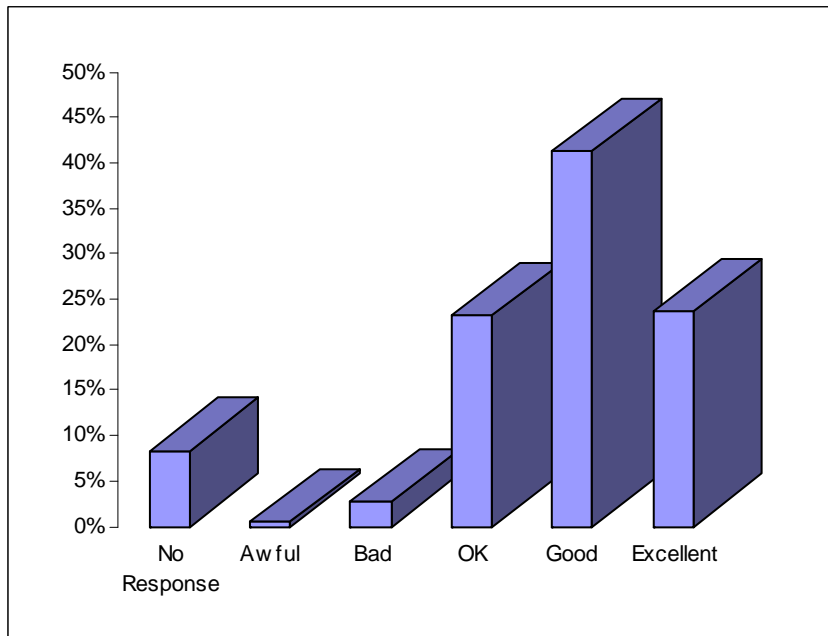
Customer Satisfaction Survey 2007

Results

	How would you rate the service overall?		What do you think of your local worker?	
		%		%
No Response	32	3%	51	5%
Awful	0	0%	2	0%
Bad	4	0%	4	0%
OK	94	9%	101	10%
Good	466	45%	371	36%
Excellent	431	42%	498	48%
Total	1027		1027	



	How do you rate the equipment and the place in which you saw us?	%	Would you recommend our service to other young people?	%
No Response	86	8%	32	3%
Awful	6	1%	6	1%
Bad	29	3%	6	1%
OK	238	23%	97	9%
Good	424	41%	434	42%
Excellent	244	24%	451	44%
Total	1027		1027	



What have you done through our services?	Count	%
12 - Got advice	531	51.7%
2 - Found Information	456	44.4%
18 - Made new friends	447	43.5%
3 - Asked for help	389	37.9%
1 - Played Sports	326	31.7%
9 - Made choices about my future	299	29.1%
14 - Used computers	273	26.6%
17 - Outdoor activities	255	24.8%
6 - Had a good time	239	23.3%
8 - Been Supported through a personal difficulty	227	22.1%
15 - Art/Craft activities	218	21.2%
11 - Learn about being healthy	198	19.3%
10 - Made music	152	14.8%
4 - Took part in Performance	137	13.3%
16 - Gained accreditation	118	11.5%
5 - Joined forums	102	9.9%
19 - Found a training course	100	9.7%
20 - Blank	84	8.2%
13 - Volunteer work	76	7.4%
7 - Found a job	59	5.7%

Does it take you 30 minutes or less to get here?	Count	%
Yes	646	76%
No	199	24%
Blank	182	
How many times do you come here in a month?	Count	%
4	290	40%
1	110	15%
8	92	13%
2	61	8%
10+	59	8%
3	55	8%
5	27	4%
6	17	2%
7	6	1%
9	2	0%
Blanks	308	

Have you had the opportunity to be involved in planning the service on offer to decide on what you would like to do?	Count	%
Yes	439	61%
No	278	39%
Blank	310	

Gender	Count	%
Male	487	47.4%
Female	494	48.1%
Blank	46	4.5%

Ethnicity	Count	%
White	786	76.5%
Blank	85	8.3%
Mixed	48	4.7%
Black	44	4.3%
Asian	41	4.0%
Other	18	1.8%
Chinese	5	0.5%

Age range	Count	%
10-12	43	4.2%
13-19	885	86.2%
20-25	44	4.3%
Blank	55	5.4%

Disability	Count	%
Yes	65	6.3%
No	904	88.0%
Blank	58	5.6%

Summary of comments made by young people:

What is good about the service?

- Very efficient. Flexible. Welcoming
- You can talk without worrying it will go back to my parents
- I was able to share how I feel about problems without being judged
- Gave me a better idea about what I wanted to do in the future
- Generally a lot of support covering family life, school, work experience and anger management
- Gave me a lot of information about my college course I want to do. Very helpful
- Answered all the questions I wanted to know. Made me feel comfortable
- Helps with career directions, what A levels to take, made things a lot clearer
- They help you with things like job, housing and much more
- Connexions staff are very helpful and bend over backwards to help you get a job/work. Always friendly attitude/smile
- It is good fun being there, because I can do what I like to do
- Always someone here to talk to, lots of opportunities to do arts/crafts. Advice always available
- Able to make friends, get the opportunity to do creative arts/crafts
- You can come in and talk to youth worker and you know it's confidential
- The youth workers
- It's good because it's a place to get off the streets and to chill out
- Kind people, welcoming
- The gym is excellent
- You get to talk to your friends about more stuff than you can at school
- We went to many trips including Manchester. Also the pool table is cheap at 20p.
- Everything is good, there is a lot of things which kids can do. If I had to pick the community centre of the year this would be it would be this one.
- Friday gigs are fun and cheap
- Somewhere to go that's inside and not cold
- Everything
- The chance to sit and talk to other mums while the kids play
- The service is good for lots of reasons: advice, meeting new people, kids can play, etc
- My counsellor was very good
- Flexible appointments. Christine is a wicked counsellor
- Always come away feeling better
- Understanding and easy to talk to people
- You get to say what you like and you can express your feelings
- It is helping me

How could we make the service better for young people in the future?

- Shorter waiting list. Make the sessions longer. Easier to get hold of. Tell GPs more info so they can help more
- Find better places for the sessions to happen
- To do more things like going out for the day like adventure parks, swimming
- More days and times available
- Better quality equipment
- By involving young people in more activities to get them working as a team and communicate
- Make it longer
- Up the age on some things
- By providing a crèche once a week, for a couple of hours that we pay a small amount for
- People with past experiences to talk to
- More careers advice
- More staff, full time staff at the school
- More advertisement so more people get involved with the service
- More connections with local employers willing to take on apprentices
- Make it more fun and interesting
- Playing more games
- Get more people in from colleges, etc
- Would have liked to use websites for colleges because I don't have a computer at home
- Better computers
- Open later on
- Make more posters go to every group, just make it more welcoming for more younger students because they think it's only for the older students
- Bigger groups
- More residentials
- Advertise service more, eg TV, radio
- Better opening times? Or longer opening times
- Make it compulsory. Every year 11 has an appointment
- Start careers advice earlier in the school
- Get a new building
- Do more arranged activities
- younger age, more days open, more discussions
- by coming to school assembles and speaking about your different services
- get more money so we can get more things for us to do
- better decorating and more fun nights
- More studio time
- More female workers, more things to do, I would like just girls trips like dance class trips
- Opened on Saturdays maybe, have posters advertised more on teenage pregnancy and why they should use protection

- Music in centre
- Let younger people go to any connexions building wherever they live
- stamp out bullying. More venue and equipment to play with
- More evening drop-ins. Maybe less day time drop-ins as a consolation
- Snacks should be provided and drinks
- Stop the little kids coming in
- yes we have told people the sound very excited to come but they have to ask the parents
- girls football team
- more workshops eg sexual health
- don't have to pay
- open in summer holidays
- no smoking
- Open in holidays