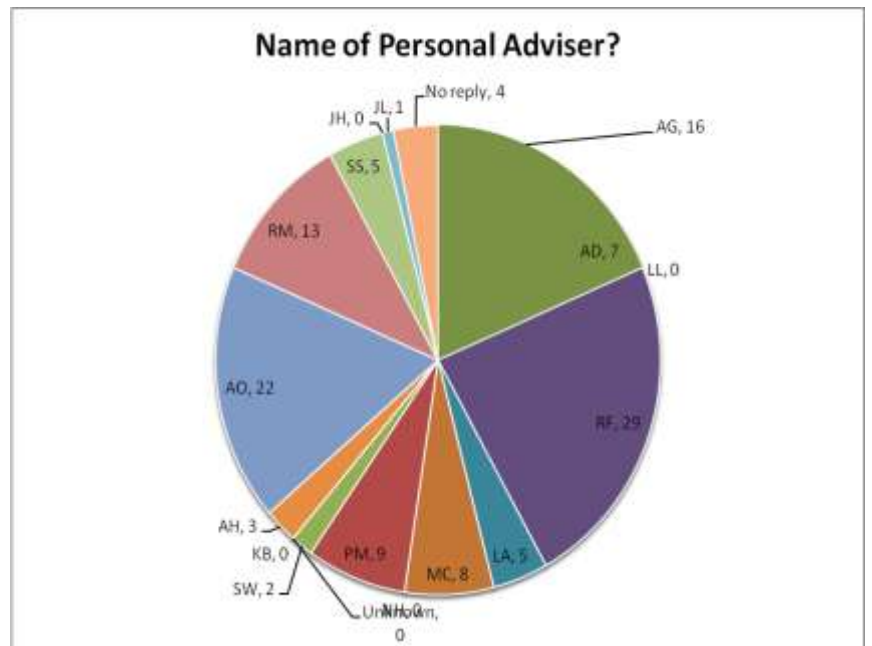
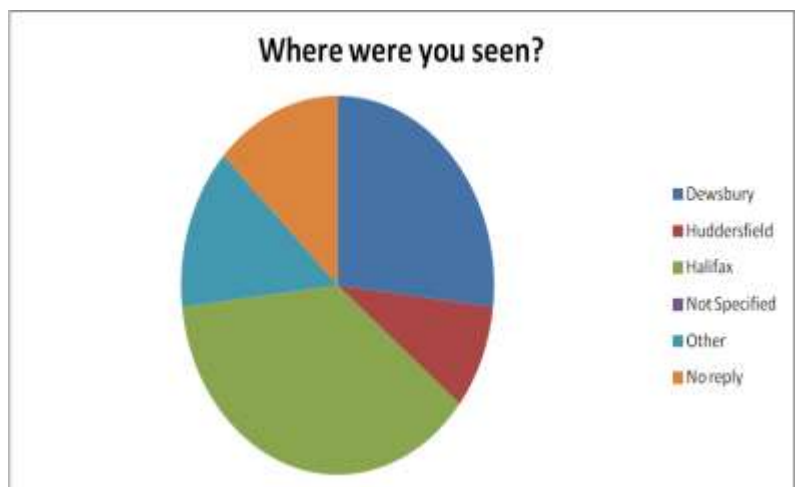


**NEXT STEP CAREERS 4 ADULTS CUSTOMER FEEDBACK FORMS
QUARTER 3 – JULY TO SEPTEMBER 2011**

Name of Adviser	
Name	Amount
AG	16
AD	7
LL	0
RF	29
LA	5
MC	8
NH	0
PM	9
SW	2
Unknown	0
KB	0
AH	3
AO	22
RM	13
SS	5
JH	0
JL	1
No reply	4
TOTAL	124

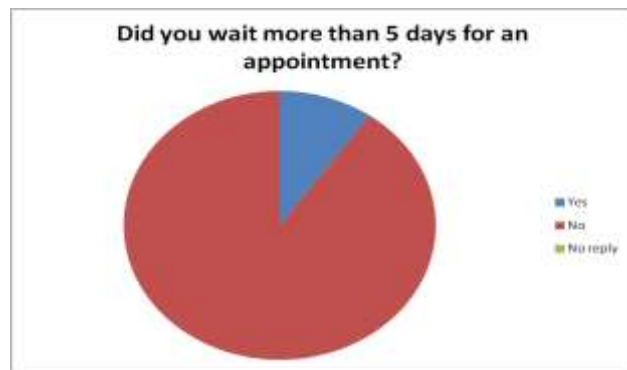


Where were you seen?	
Place	Amount
Dewsbury	33
Huddersfield	11
Halifax	46
Not Specified	
Other	17
No reply	16
TOTAL	123



**NEXT STEP CAREERS 4 ADULTS CUSTOMER FEEDBACK FORMS
 QUARTER 3 – JULY TO SEPTEMBER 2011**

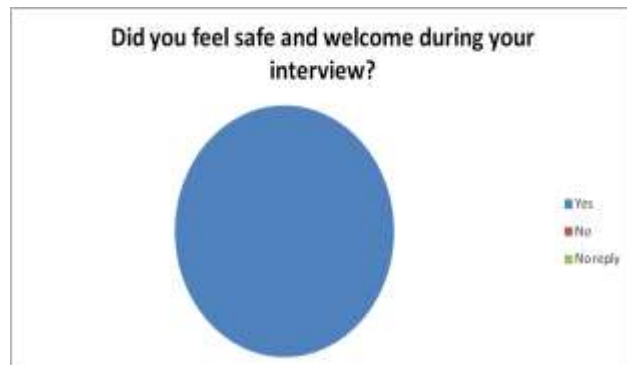
Did you wait more than 5 days for an appointment?	
Answer	Amount
Yes	12
No	111
No reply	0
TOTAL	123



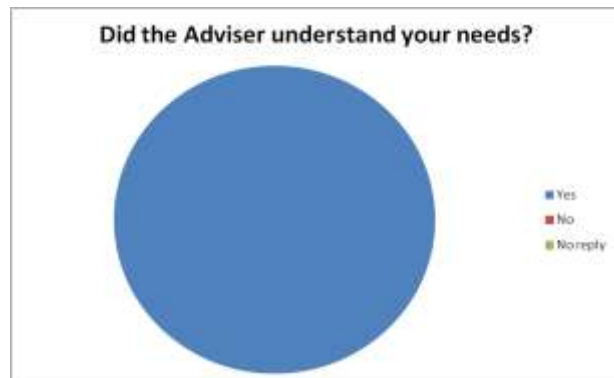
Were you seen within 10 mins of your appointment time?	
Answer	Amount
Yes	106
No	17
No reply	0
TOTAL	123



Did you feel safe and welcome during your interview?	
Answer	Amount
Yes	123
No	0
No reply	0
TOTAL	123

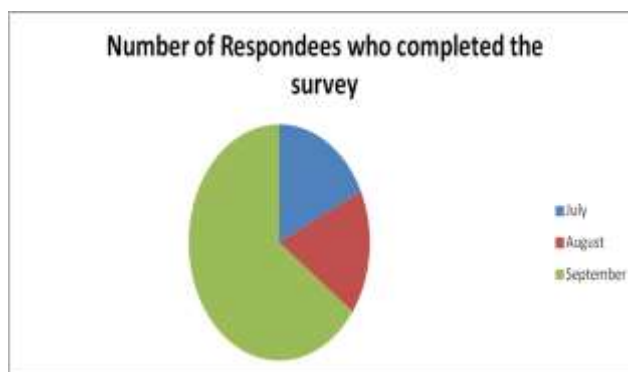


Did the adviser understand your needs?	
Answer	Amount
Yes	123
No	0
No reply	0
TOTAL	123

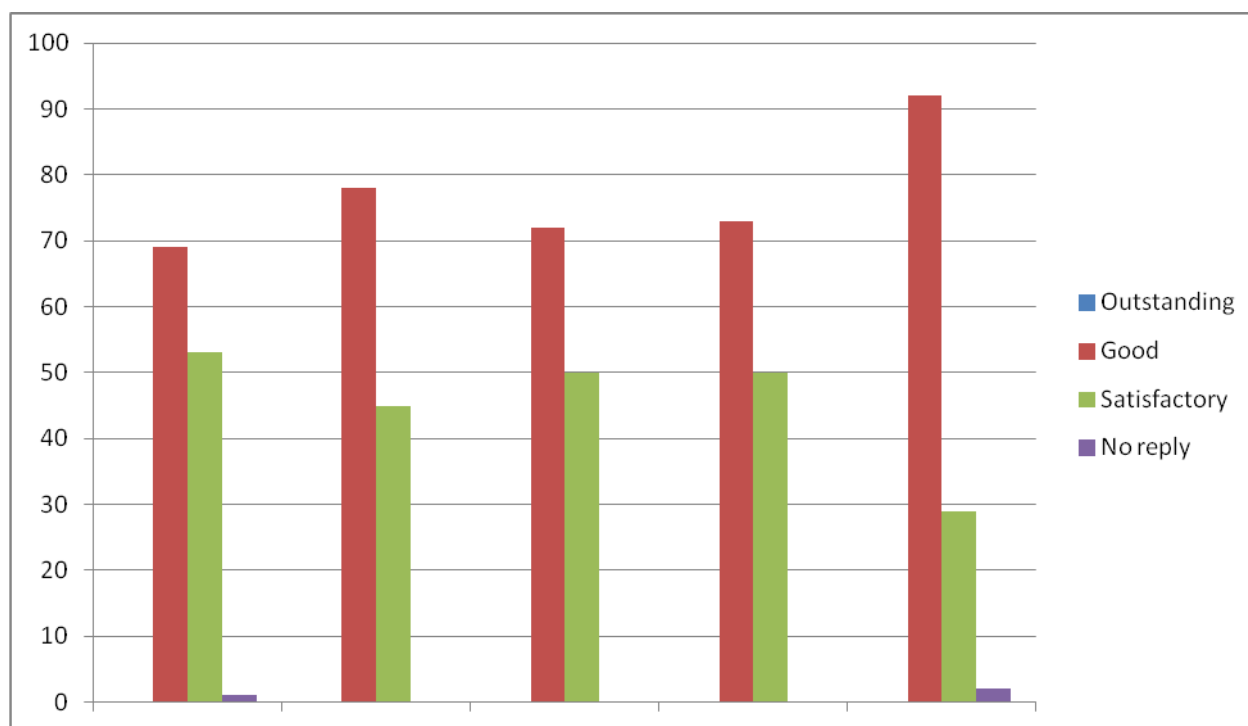


NEXT STEP CAREERS 4 ADULTS CUSTOMER FEEDBACK FORMS QUARTER 3 – JULY TO SEPTEMBER 2011

Month	
No of Respondees who completed the survey	Amount
July	22
August	21
September	80
TOTAL	123



	I have a better idea of my current skills and the skills I need to improve	I know what I need to do next to achieve my goals	I feel more motivated to achieve my goals following my session	I feel more confident about what I need to do next	How happy are you with the service
Outstanding	69	78	72	73	92
Good	53	45	50	50	29
Satisfactory	1	0	0	0	2
No reply	0	0	1	0	0
TOTAL	123	123	123	123	123



**NEXT STEP CAREERS 4 ADULTS CUSTOMER FEEDBACK FORMS
 QUARTER 3 – JULY TO SEPTEMBER 2011**

