



Connexions User Survey 2014

ALL RESPONSES



Trafford Children and Young People's Service brings together council and health services to improve outcomes for children, young people, their families and schools.

Connexions User Survey - 2014

Background

During February and March 2014 Connexions Advisers asked year 11 students in Trafford schools to complete a user survey. Connexions Advisers who saw young people outside of a Trafford school during February and March 2014 also asked young people to complete the survey.

The Connexions database (IYSS) was used to identify the year 11 cohort for each school.

What happens next?

The data captured on this survey will inform an action plan drawn up by SMT with timescales and will be reviewed as part of the Connexions Continuous Improvement Plan.

The responses will be used against results next year to identify how the Connexions Service has progressed in meeting the needs and demands of users and against last year's results to identify how effective recent changes to the service have been.

Summary

This report shows that respondents from this establishment have a positive experience with their Connexions Adviser and 1273 respondents found it very easy or easy to see their Connexions Adviser.

1275 respondents felt happy with the support they had received from their Connexions Adviser.

1292 respondents felt listened to and agreed that their Connexions Adviser was knowledgeable.

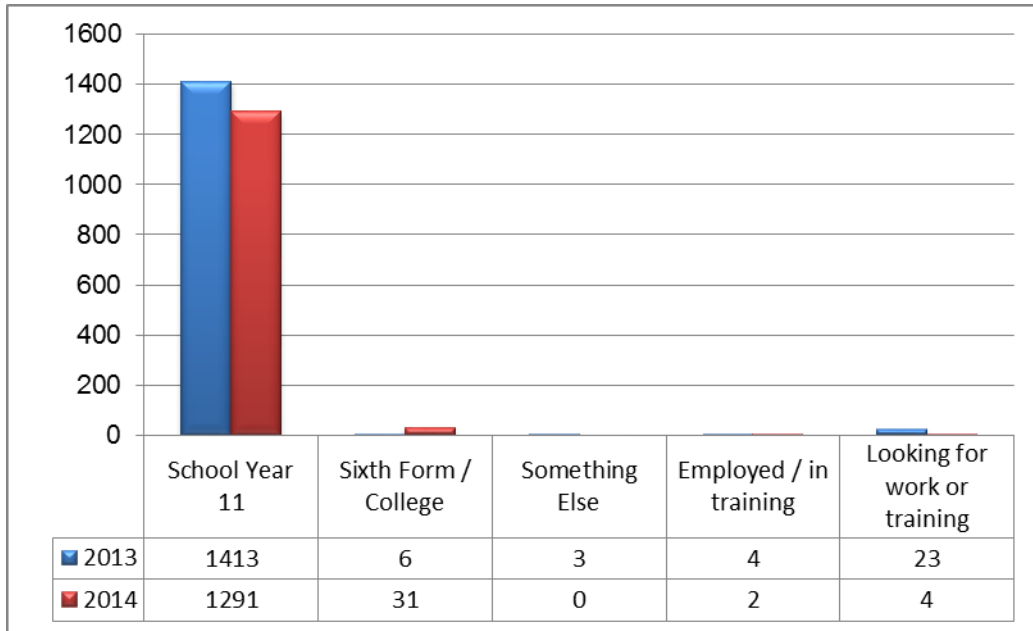
Number of Responses

1330 responses were received.

Please tell us what best describes your current situation

Below identifies what best describes the respondents current situation.

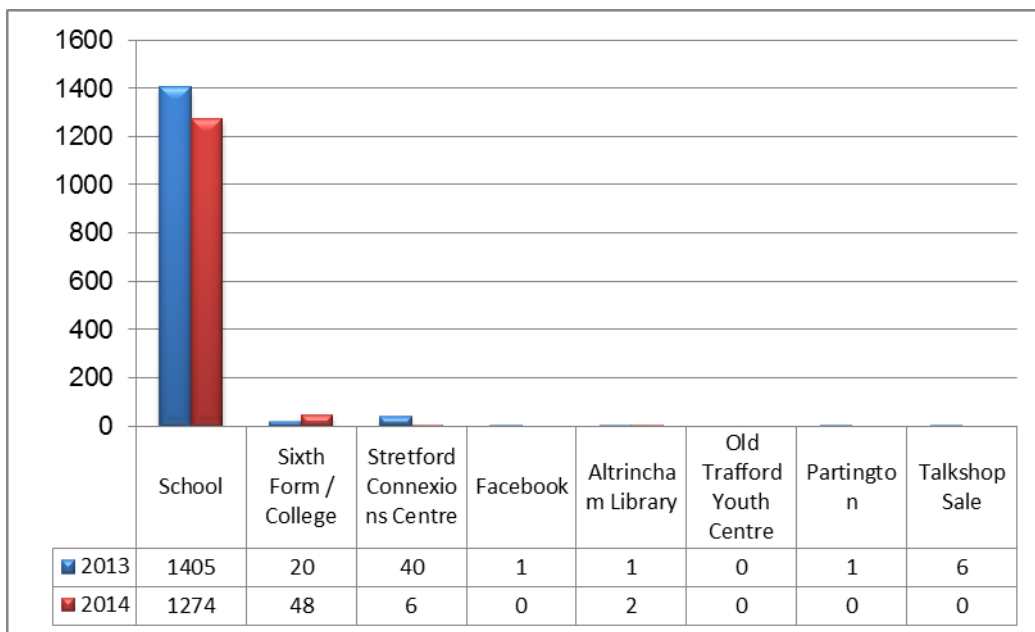
1291	School - Year 11	2	Employed / in training
31	Sixth Form / College - Years 12, 13 or 14	4	Looking for work or training
0	Something else		



Where do you normally see a Connexions Adviser?

Below identifies where the respondents normally see a Connexions Adviser.

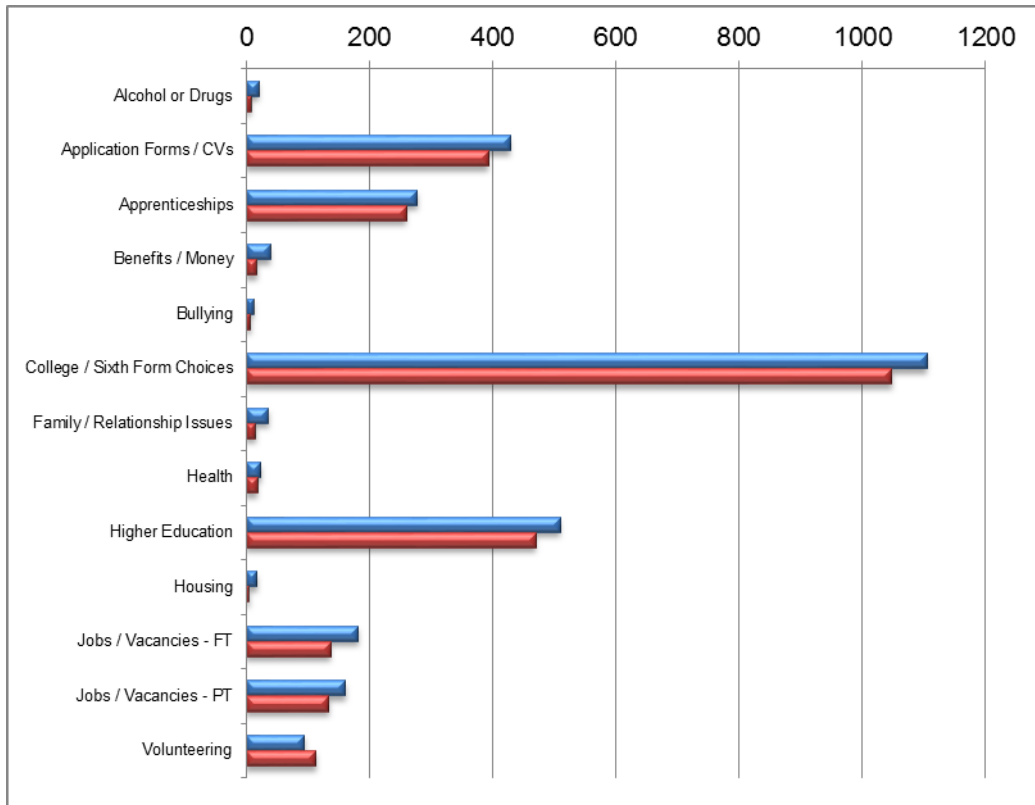
1274	School	2	Altrincham Library
48	Sixth Form / College	0	Old Trafford Youth Centre
6	Stretford Connexions Centre	0	Partington Healthy Living Centre
		0	Talkshop Sale



What information, advice and guidance did you ask for help with? (please tick as many that apply)

Below identifies what information, advice and guidance the respondents asked for help with.

- | | | | |
|------|------------------------------|-----|-------------------------------------|
| 8 | Alcohol or Drugs | 19 | Health (mental, physical or sexual) |
| 393 | Application Forms / CVs | 470 | Higher Education |
| 260 | Apprenticeships | 5 | Housing |
| 17 | Benefits / Money | 137 | Jobs / Vacancies - Full Time |
| 7 | Bullying | 134 | Jobs / Vacancies - Part Time |
| 1048 | College / Sixth Form Choices | 113 | Volunteering |
| 15 | Family / Relationship Issues | | |

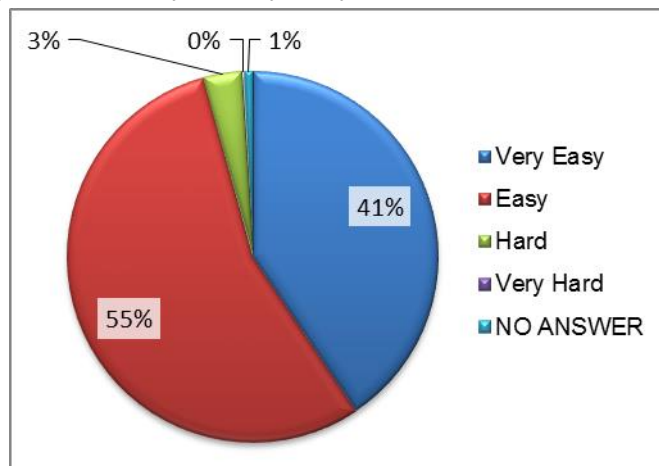


How easy did you find it to see your CA?

The table below shows all responses

Response	No Answer	Very Easy	Easy	Hard	Very Hard	Grand Total
2013	10	574	812	47	9	1386
2014	10	540	733	44	3	1330

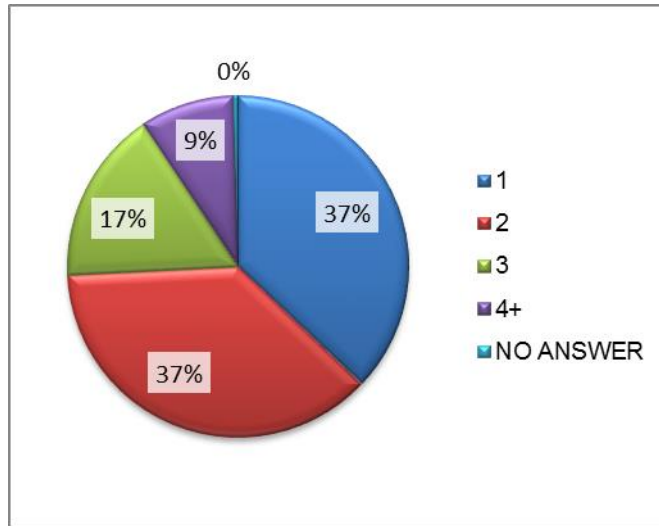
1273 respondents said they found it easy or very easy to see their Connexions Adviser.



How many times have you seen your CA?

The table below shows all responses

Response	No Answer	One	Two	Three	Four or more	Grand Total
Count	6	493	494	219	118	1330

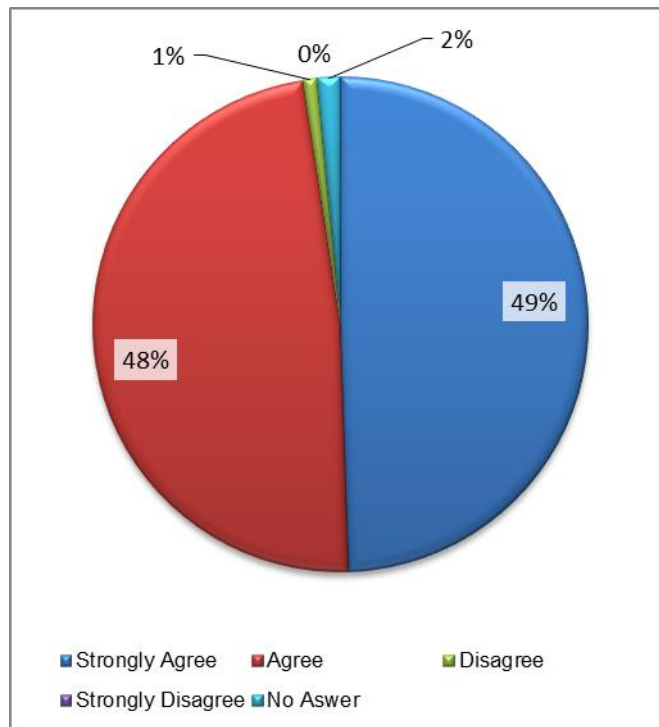


Thinking about the contact you had with your CA please tick to show us how much you agree / disagree with each statement.

My CA was knowledgeable about the options available to me

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2014	20	658	640	12	0	1330
2013	24	692	703	28	5	1452

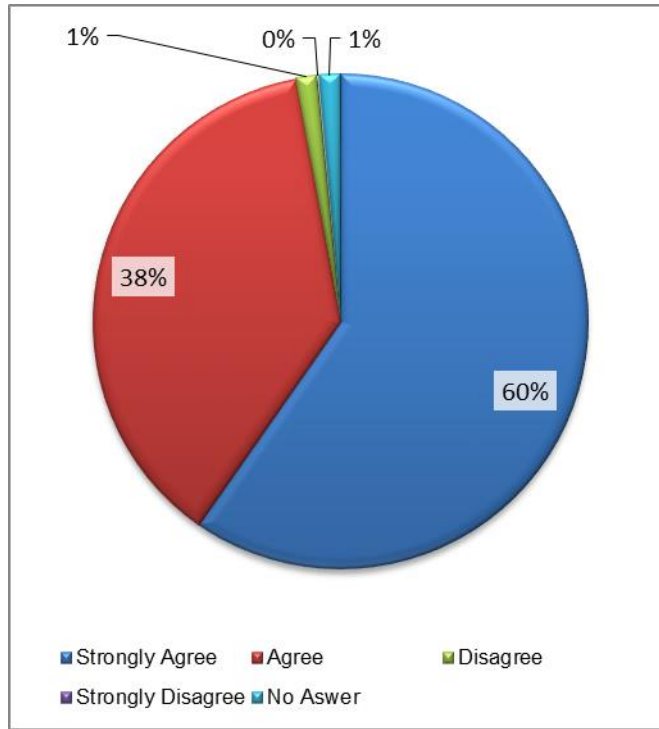
1298 respondents strongly agreed or agreed with this statement



My CA listened to me

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2014	18	794	498	18	2	1330
2013	34	692	703	19	4	1452

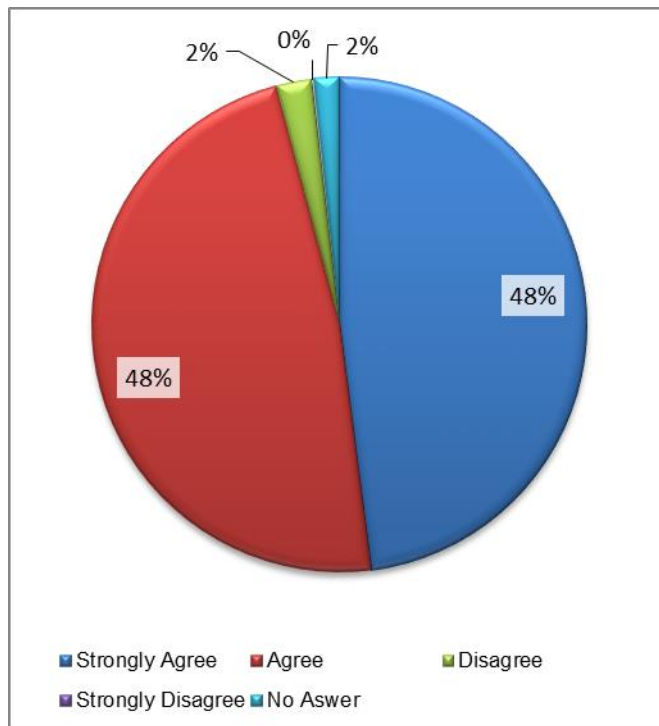
1292 respondents strongly agreed or agreed with this statement



I was happy with the support I received from my CA

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2014	22	638	637	31	2	1330
2013	24	632	732	58	6	1452

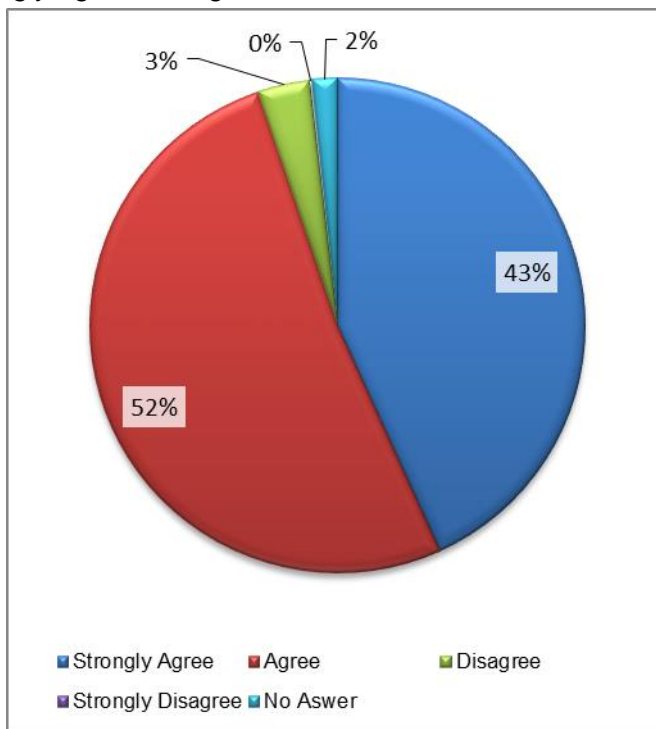
1275 respondents strongly agreed or agreed with this statement



My CA helped with all the issues I raised

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2014	22	575	686	45	2	1330
2013	23	564	774	82	9	1452

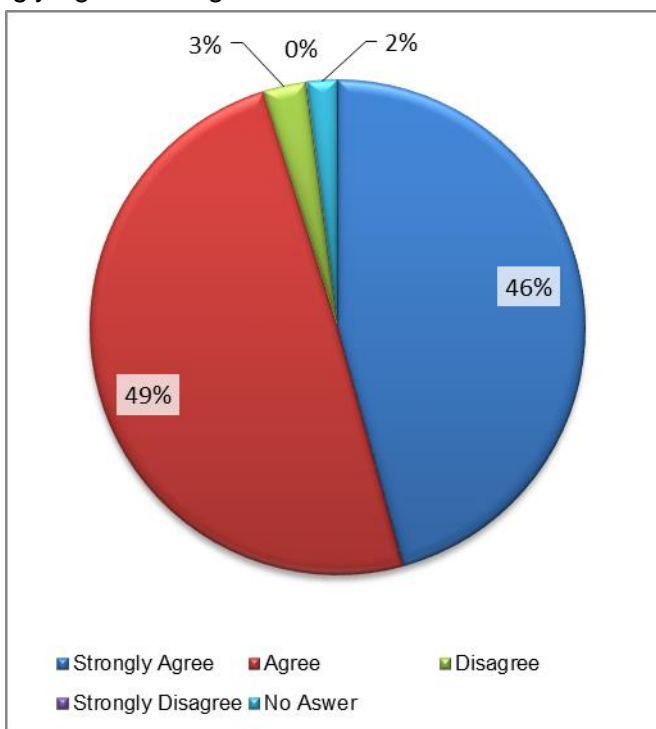
1261 respondents strongly agreed or agreed with this statement



My CA gave me good independent advice

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2014	26	608	658	37	1	1330
2013	39	601	752	56	4	1452

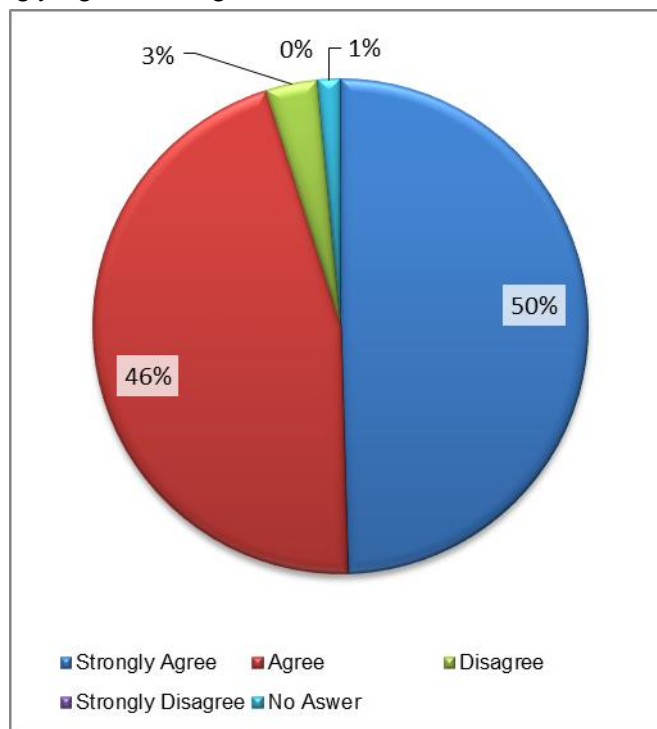
1266 respondents strongly agreed or agreed with this statement



I was made aware of all the options I was interested in including apprenticeships / college / jobs / sixth form

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2014	20	659	606	45	0	1330
2013	26	678	671	71	6	1452

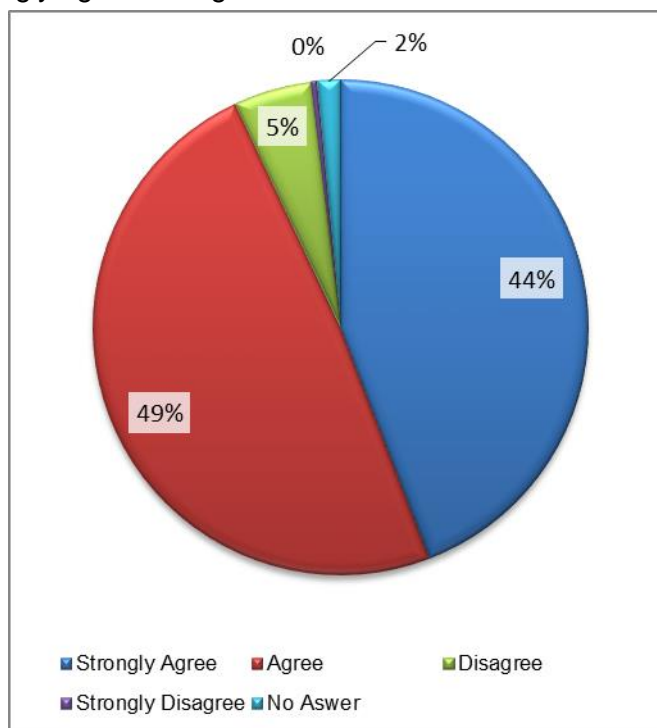
1265 respondents strongly agreed or agreed with this statement



I was given the time I needed with my CA

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2014	20	587	650	68	5	1330
2013	26	589	737	87	13	1452

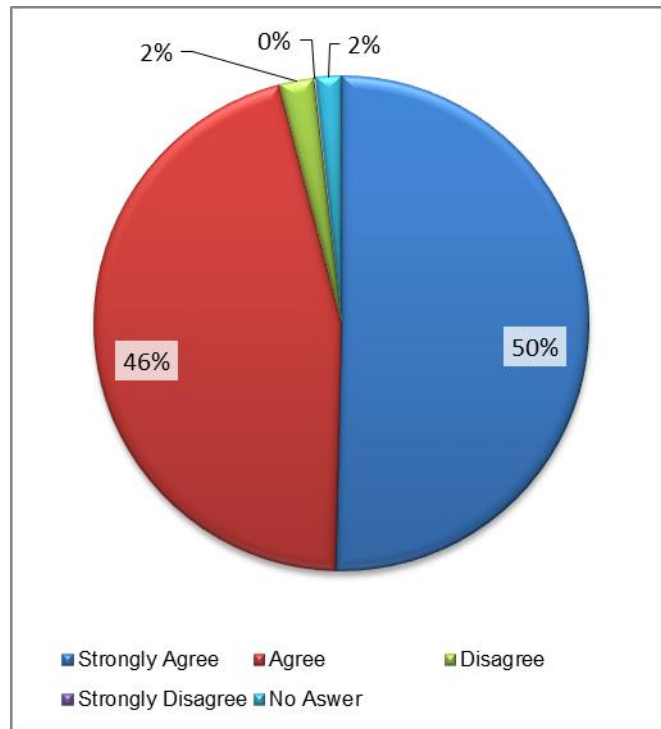
1237 respondents strongly agreed or agreed with this statement



I felt comfortable and could talk confidentially to my CA

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2014	22	670	606	30	2	1330
2013	32	686	676	50	8	1452

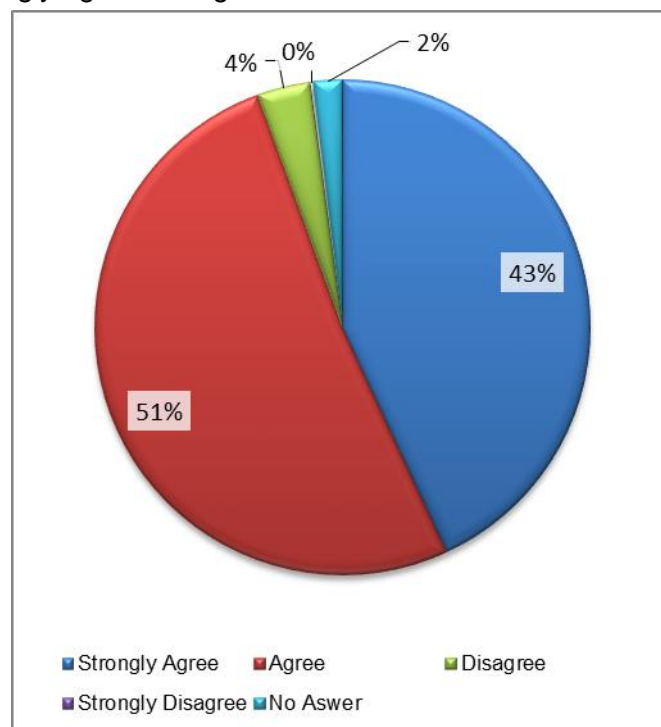
1276 respondents strongly agreed or agreed with this statement



My CA did everything they promised to do for me

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2014	25	573	683	46	3	1330
2013	33	574	773	65	7	1452

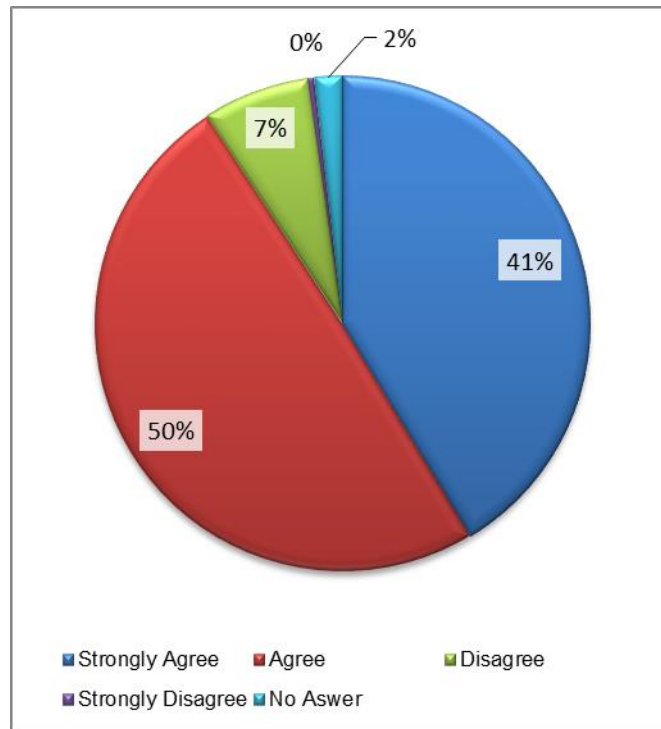
1256 respondents strongly agreed or agreed with this statement



At the end of the interview I knew what actions I needed to take

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2014	24	550	658	93	5	1330
2013	29	534	751	120	18	1452

1208 respondents strongly agreed or agreed with this statement





CONNEXIONS USER SURVEY

Please help us to improve the Connexions Service that you receive in Trafford by taking 3 minutes to complete this survey.

Please only complete the survey if you have had a one to one interview with a Trafford Connexions Adviser (CA) since September 2013

Please tell us what best describes your current situation

- School - Year 11
- Sixth Form / College - Years 12, 13 or 14
- Something else - please tell us _____
- Employed / in training
- Looking for work or training

Where do you normally see a CA?

- School
- Sixth Form / College
- Stretford Connexions Centre
- Normally contact via Facebook / Email
- Altrincham Library
- Old Trafford Youth Centre
- Partington Healthy Living Centre
- Talkshop Sale

What information, advice and guidance did you ask for help with? (please tick as many that apply)

- Alcohol or Drugs
- Application Forms / CVs
- Apprenticeships
- Benefits / Money
- Bullying
- College / Sixth Form Choices
- Family / Relationship Issues
- Health (mental, physical or sexual)
- Higher Education
- Housing
- Jobs / Vacancies - Full Time
- Jobs / Vacancies - Part Time
- Volunteering

How easy did you find it to see your CA?

- Very Easy
- Easy
- Hard
- Very Hard

How many times have you seen your CA?

- One
- Two
- Three
- Four or more

If you found it difficult to see your CA what would make it easier for you?

Thinking about the contact you had with your CA please tick to show us how much you agree / disagree with each statement.

	Strongly Agree	Agree	Disagree	Strongly Disagree
My CA was knowledgeable about the options available to me				
My CA listened to me				
I was happy with the support I received from my CA				
My CA helped with all the issues I raised				
My CA gave me good independent advice				
I was made aware of all the options I was interested in including apprenticeships / college / jobs / sixth form				
I was given the time I needed with my CA				
I felt comfortable and could talk confidentially to my CA				
My CA did everything they promised to do for me				
At the end of the interview I knew what actions I needed to take				

Please feel free to comment on your answers to these questions, or on any other aspect of the service you have received in the space below.

Thank you for your help in completing this survey.

The results and any recommendations will be published on the Connexions Trafford website (www.connexions-trafford.com).

For equal opportunities monitoring purposes please tick one of the following that you feel applies to you (this is to check everyone irrespective of background receives the same quality of service):

White

- British
- Irish
- Any other White Background

Please specify _____

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian Background

Please specify _____

Chinese or other ethnic group

- Chinese
- Any other

Please specify _____

Black or Black British

- Caribbean
- African
- Any other Black Background

Please specify _____

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed Background

Please specify _____

- Prefer not to say