



TRAFFORD
COUNCIL



Connexions User Survey 2016

Connexions User Survey - 2016

Background

During February and March 2016 Connexions Advisers (CA) 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 2016 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 726 respondents felt their Connexions Adviser was knowledgeable.

722 respondents felt comfortable and could talk confidentially to their CA.

730 respondents felt listened to by their CA.

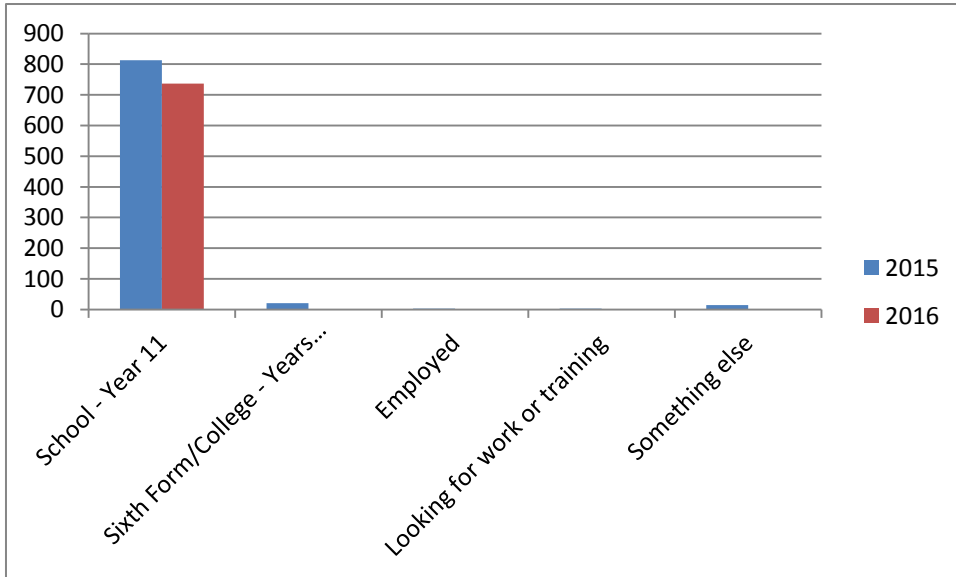
Number of Responses

737 responses were received.

Please tell us what best describes your current situation

Below identifies what best describes the respondents current situation.

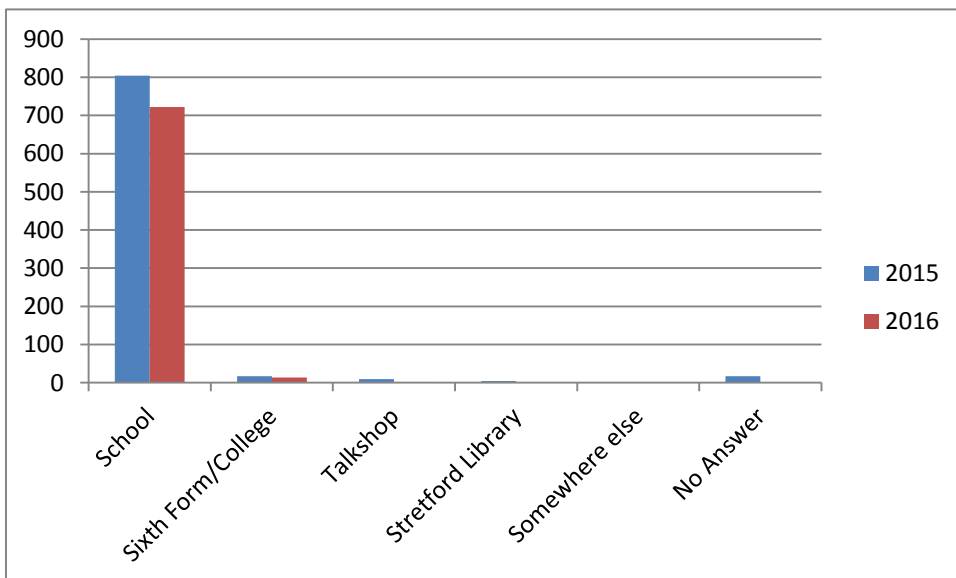
737	School - Year 11	1	Employed / in training
0	Sixth Form / College - Years 12, 13 or 14	0	Looking for work or training
0	Something else		



Where do you normally see a Connexions Adviser?

Below identifies where the respondents normally see a Connexions Adviser.

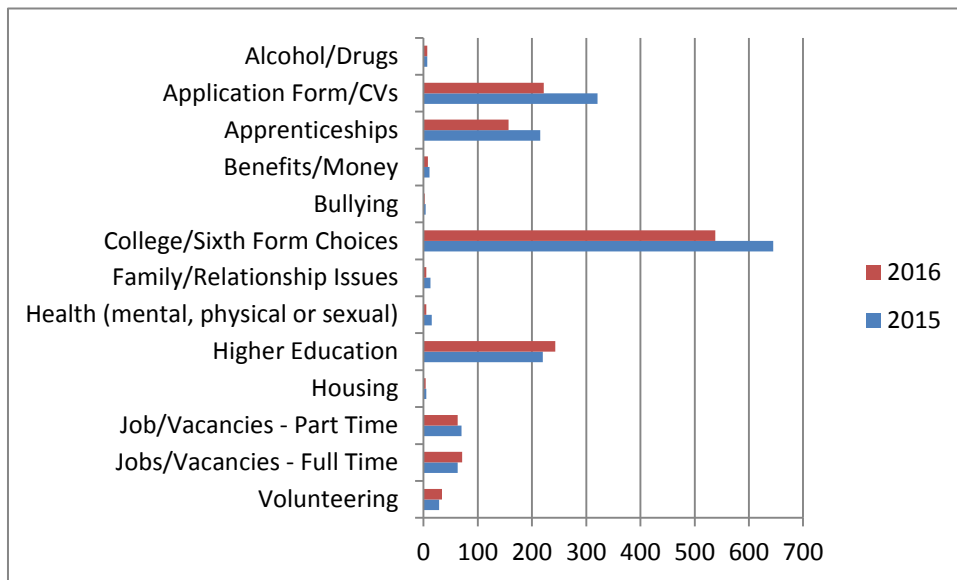
722	School	1	Stretford Library
14	Sixth Form / College	1	Somewhere else
2	Sale Talkshop	0	No answer



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.

7	Alcohol or Drugs	5	Health (mental, physical or sexual)
222	Application Forms / CVs	243	Higher Education
157	Apprenticeships	4	Housing
8	Benefits / Money	71	Jobs / Vacancies - Full Time
2	Bullying	63	Jobs / Vacancies - Part Time
538	College / Sixth Form Choices	34	Volunteering
5	Family / Relationship Issues		

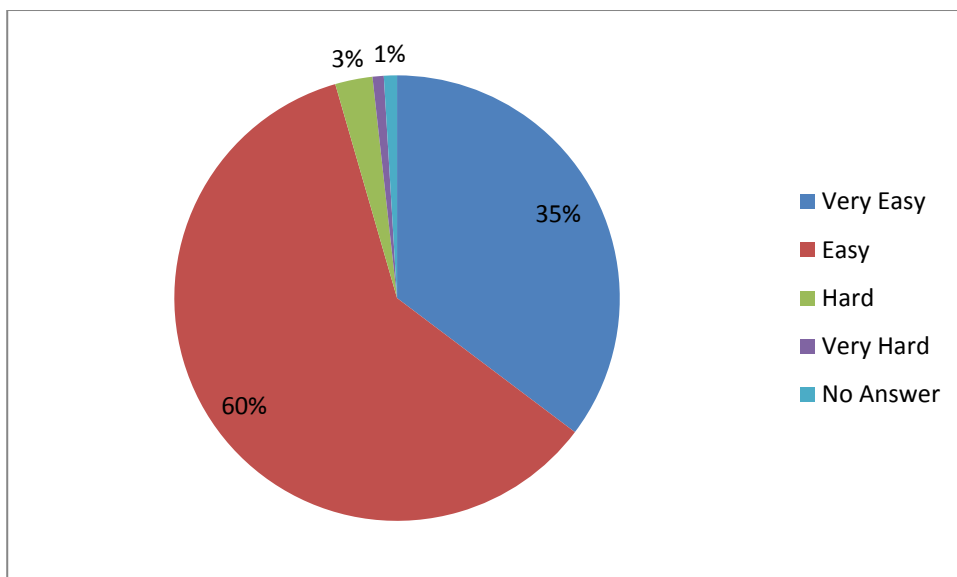


How easy did you find it to see your CA?

The table below shows all responses

Response	No Answer	Very Easy	Easy	Hard	Very Hard	Grand Total
2016	7	260	444	20	6	737
2015	7	327	488	29	3	854

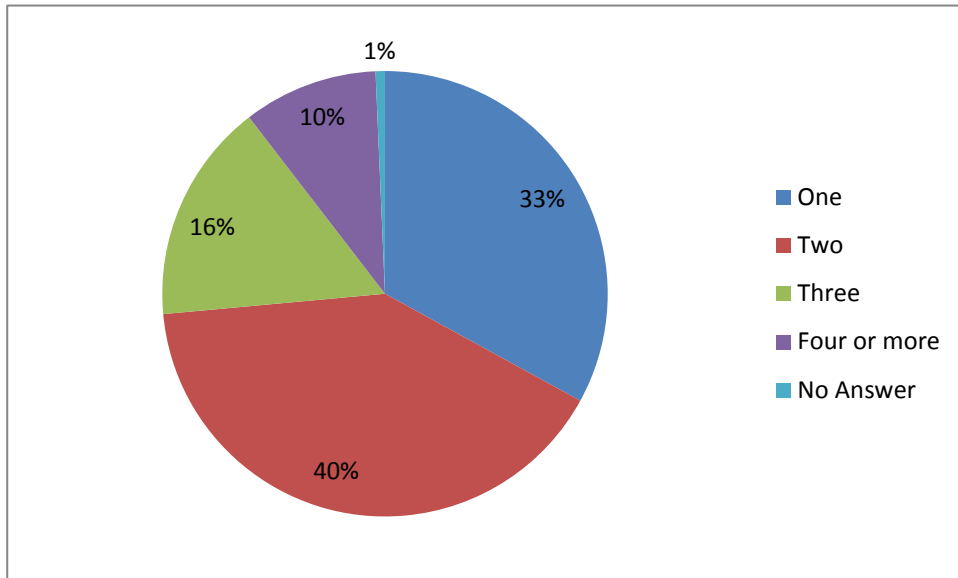
704 respondents said they found it easy or very easy to see their Connexions Adviser.



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	5	243	299	118	72	737

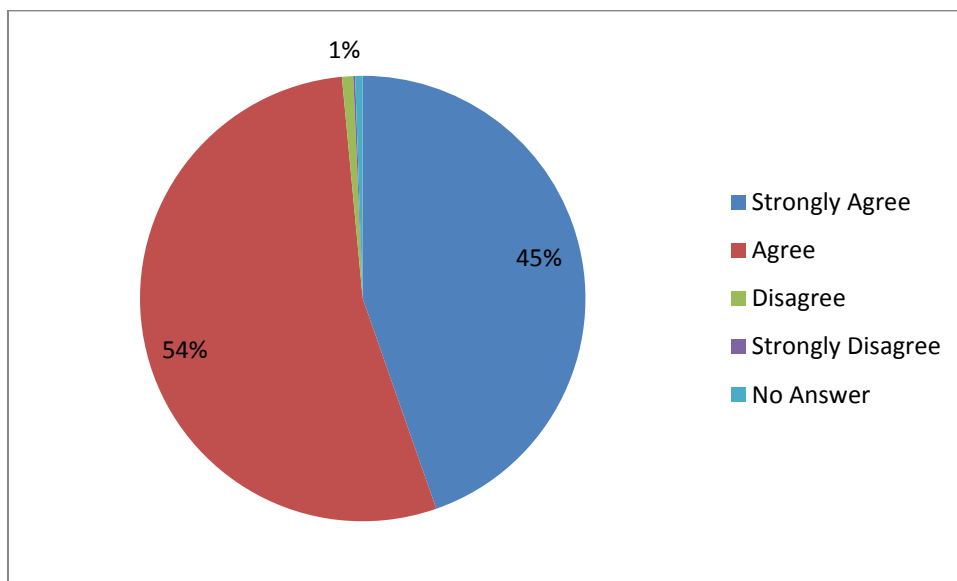


Thinking about the contact you had with your CA please tick to show us how much you agree / disagree with each statement.

My CA was knowledgeable about the options available to me

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2016	4	329	397	6	1	737
2015	24	488	330	11	1	854

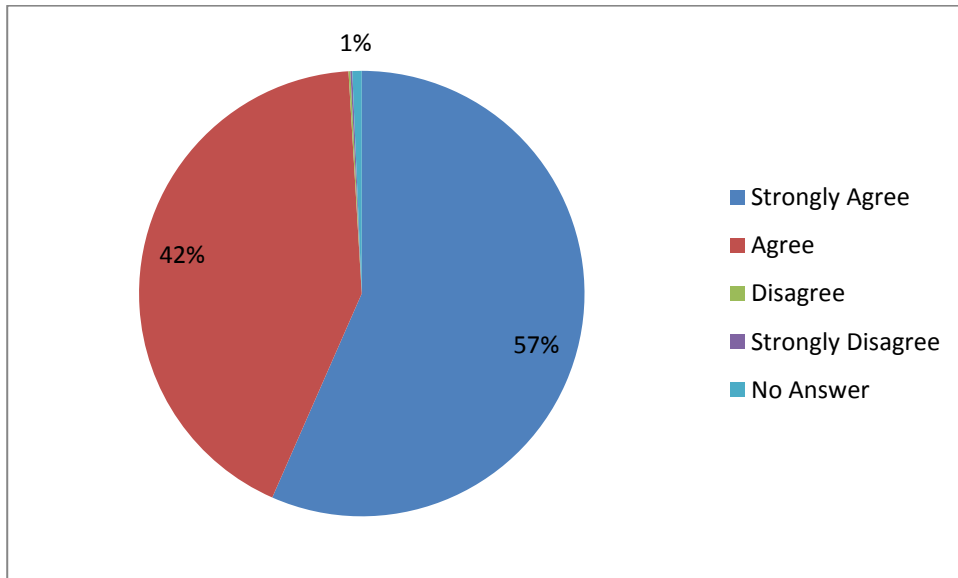
726 respondents strongly agreed or agreed with this statement



My CA listened to me

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2016	5	417	313	1	1	737
2015	13	560	275	6	0	854

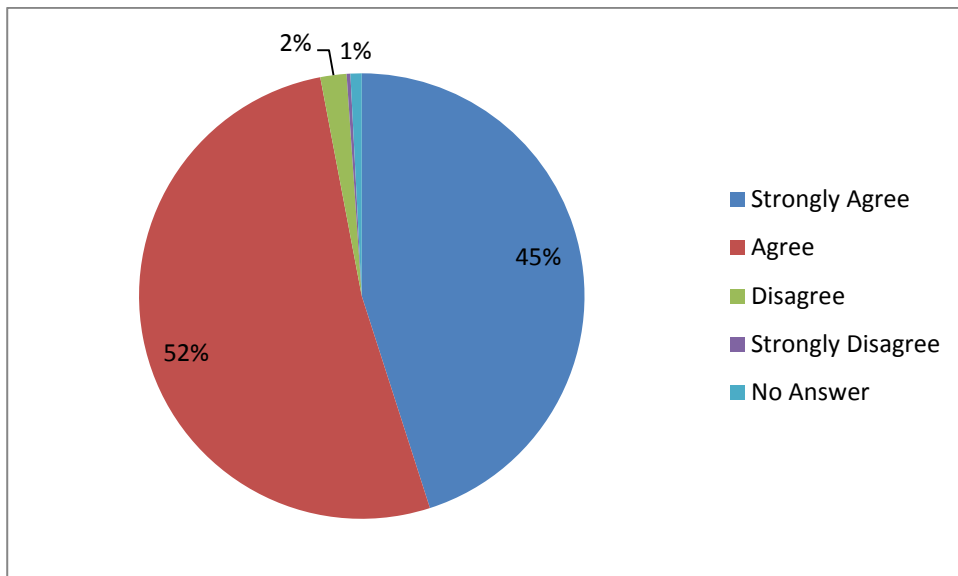
730 respondents strongly agreed or agreed with this statement



I was happy with the support I received from my CA

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2016	5	377	338	15	2	737
2015	17	467	355	13	2	854

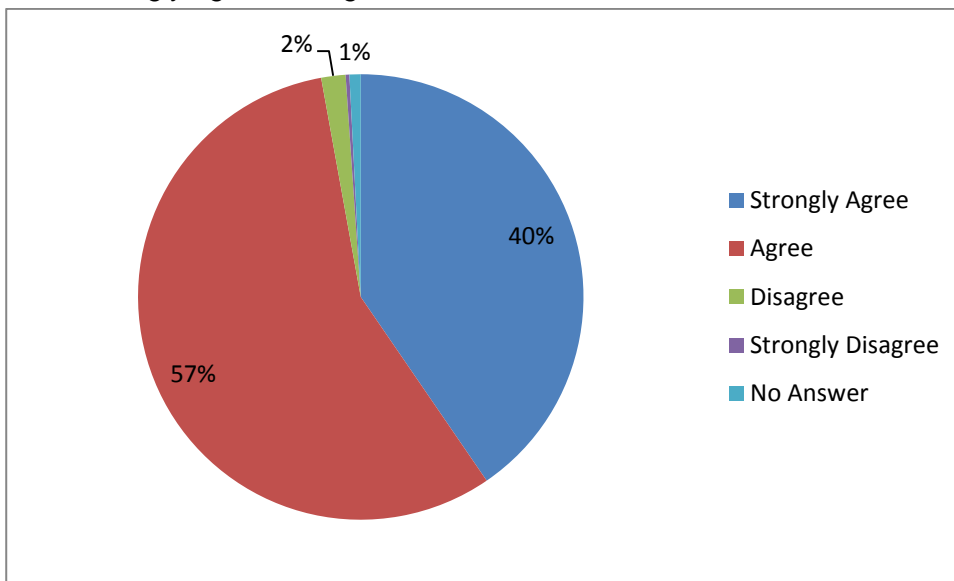
715 respondents strongly agreed or agreed with this statement



My CA helped with all the issues I raised

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2016	6	298	418	13	2	737
2015	25	427	371	30	1	854

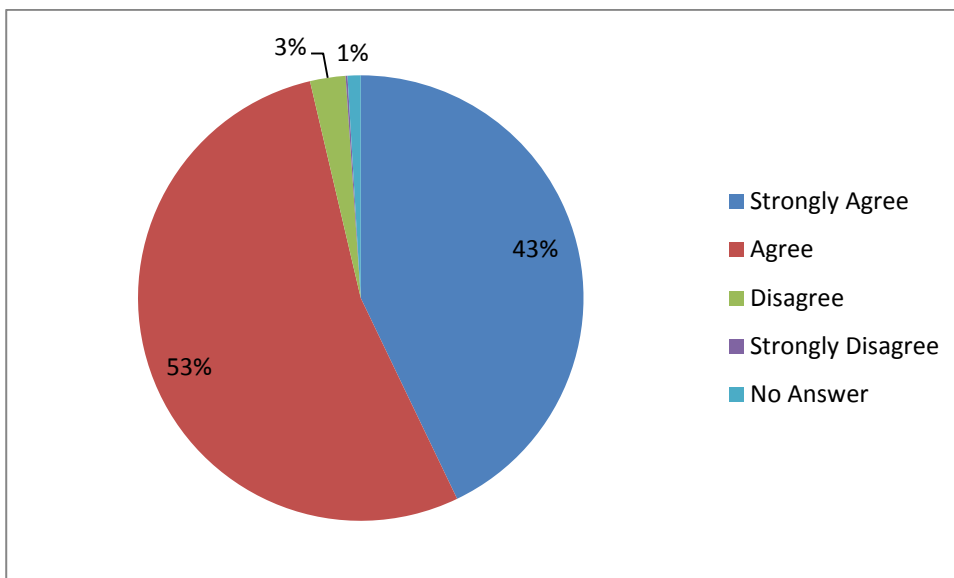
716 respondents strongly agreed or agreed with this statement



My CA gave me good independent advice

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2016	7	316	394	19	1	737
2015	19	443	365	26	1	854

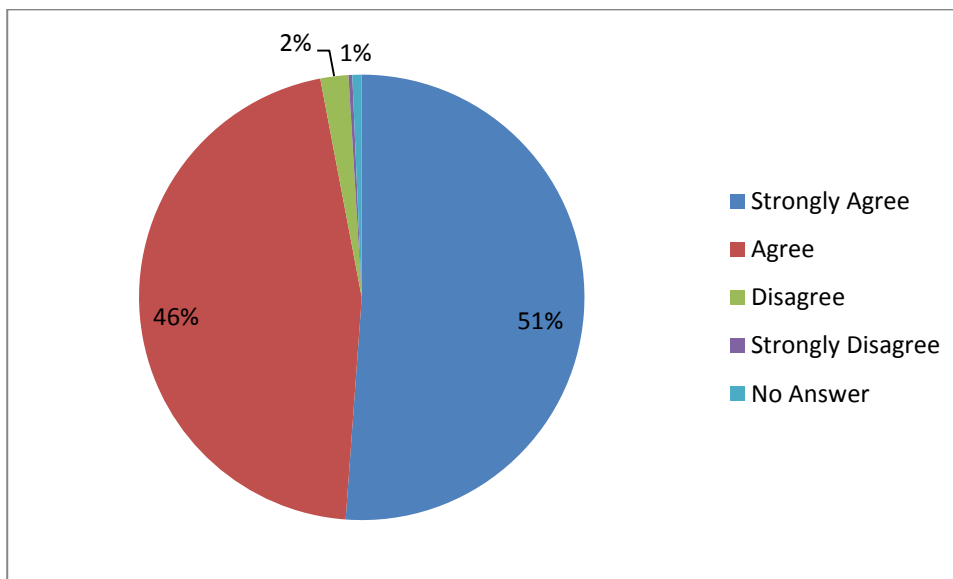
710 respondents strongly agreed or agreed with this statement



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
2016	5	377	338	15	2	737
2015	16	485	324	28	1	854

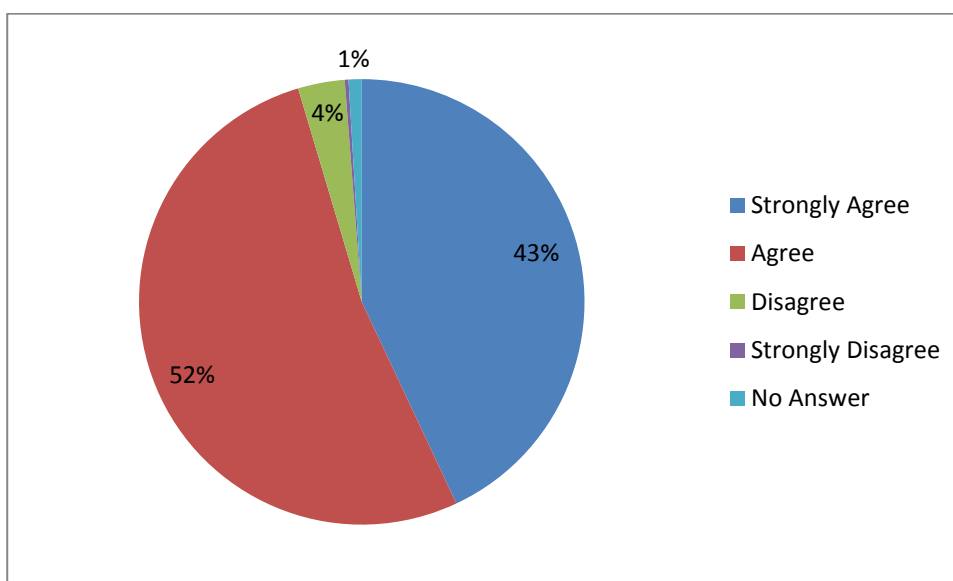
715 respondents strongly agreed or agreed with this statement



I was given the time I needed with my CA

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2016	7	317	386	25	2	737
2015	13	445	351	41	4	854

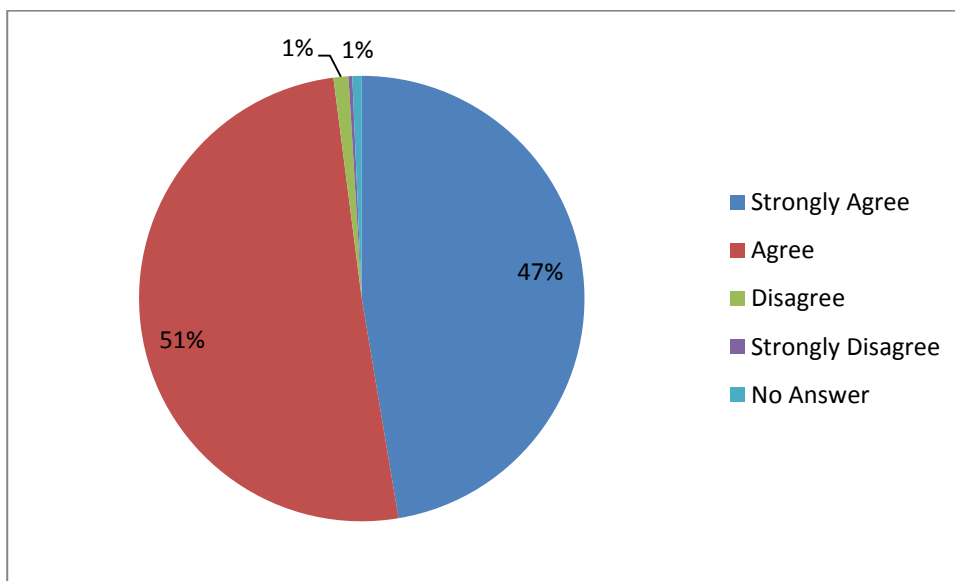
703 respondents strongly agreed or agreed with this statement



I felt comfortable and could talk confidentially to my CA

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2016	5	349	373	8	2	737
2015	32	476	331	13	2	854

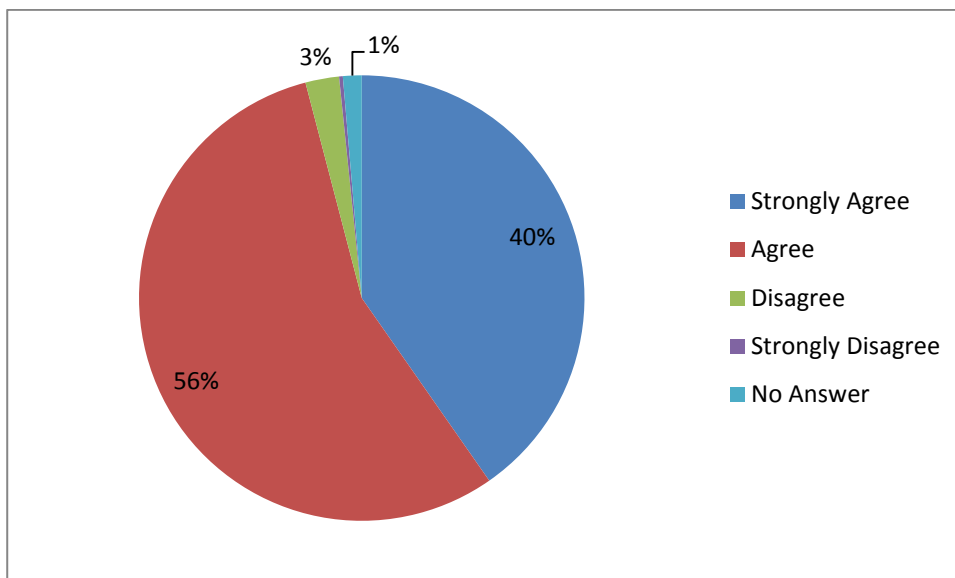
722 respondents strongly agreed or agreed with this statement



My CA did everything they promised to do for me

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2016	10	297	410	18	2	737
2015	19	464	347	22	2	854

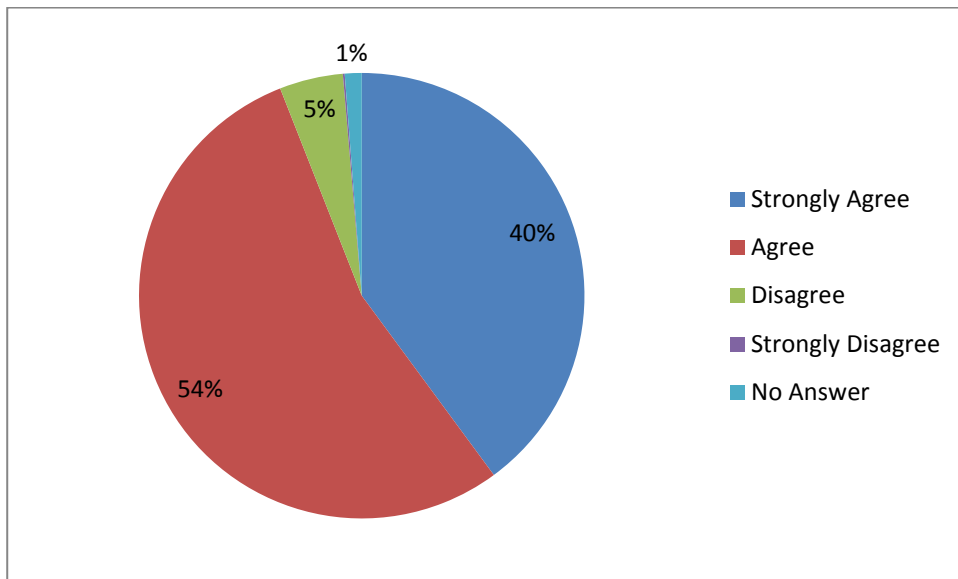
707 respondents strongly agreed or agreed with this statement



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
2016	9	297	399	34	1	737
2015	12	403	381	55	3	854

696 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 **both sides** of this survey.

Please only complete the survey if you have had a one to one interview with a Trafford Connexions Adviser (CA) since September 2015

Please tell us what best describes your current situation

- | | |
|--|---|
| <input type="checkbox"/> School - Year 11 | <input type="checkbox"/> Employed / in training |
| <input type="checkbox"/> Sixth Form / College - Years 12, 13 or 14 | <input type="checkbox"/> Looking for work or training |
| <input type="checkbox"/> Something else - please tell us _____ | |

Where do you normally see a CA?

- | | |
|---|--|
| <input type="checkbox"/> School | <input type="checkbox"/> Normally contact via Facebook / Email |
| <input type="checkbox"/> Sixth Form / College | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Stretford Library | |
| <input type="checkbox"/> Talkshop Sale | |

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

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

How easy did you find it to see your CA?

- | | | | |
|------------------------------------|-------------------------------|-------------------------------|------------------------------------|
| <input type="checkbox"/> Very Easy | <input type="checkbox"/> Easy | <input type="checkbox"/> Hard | <input type="checkbox"/> Very Hard |
|------------------------------------|-------------------------------|-------------------------------|------------------------------------|

How many times have you seen your CA?

- | | | | |
|------------------------------|------------------------------|--------------------------------|---------------------------------------|
| <input type="checkbox"/> One | <input type="checkbox"/> Two | <input type="checkbox"/> Three | <input type="checkbox"/> Four or more |
|------------------------------|------------------------------|--------------------------------|---------------------------------------|

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

PLEASE TURN OVER

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 _____

Black or Black British

- Caribbean
- African
- Any other Black Background

Please specify _____

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian Background

Please specify _____

Mixed

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

Please specify _____

Chinese or other ethnic group

- Chinese
- Any other

Please specify _____

- Prefer not to say