



TRAFFORD  
COUNCIL



# **Connexions User Survey 2018**

## **Connexions User Survey – 2018**

### ***Background***

During February and March 2018 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 schools during February and March 2018 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.

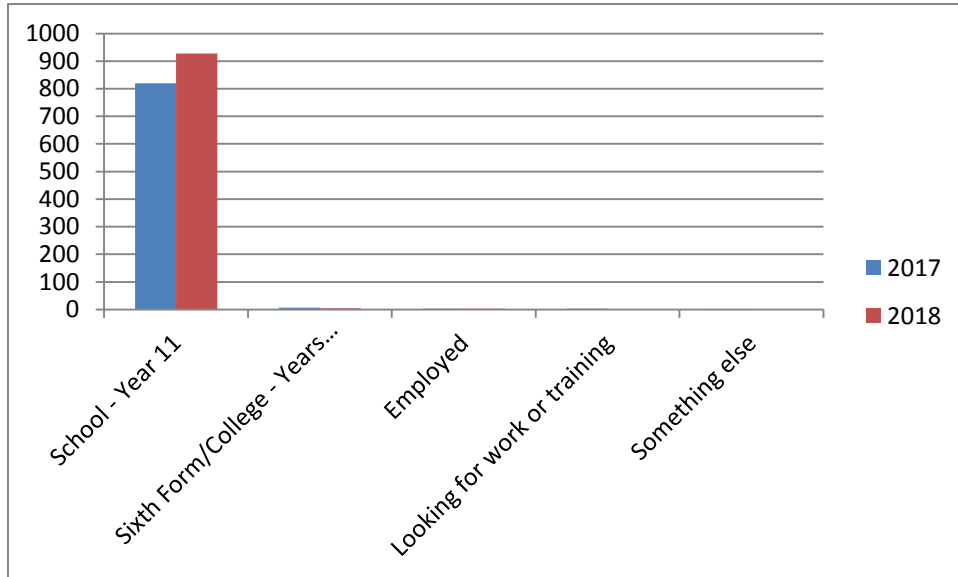
**Number of Responses**

937 responses were received.

**Please tell us what best describes your current situation**

Below identifies what best describes the respondents current situation.

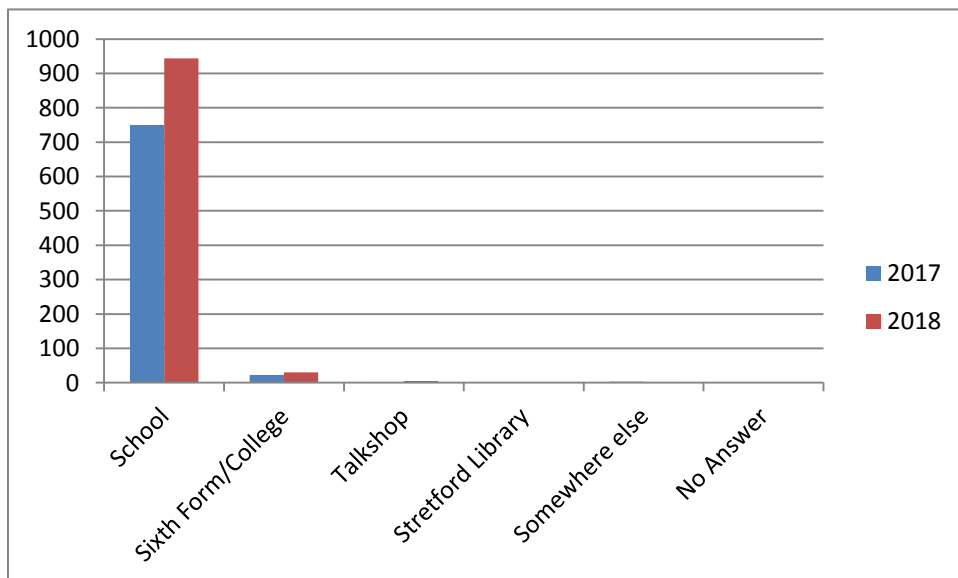
928	School - Year 11	3	Employed / in training
5	Sixth Form / College - Years 12, 13 or 14	0	Looking for work or training
1	Something else		



**Where do you normally see a Connexions Adviser?**

Below identifies where the respondents normally see a Connexions Adviser.

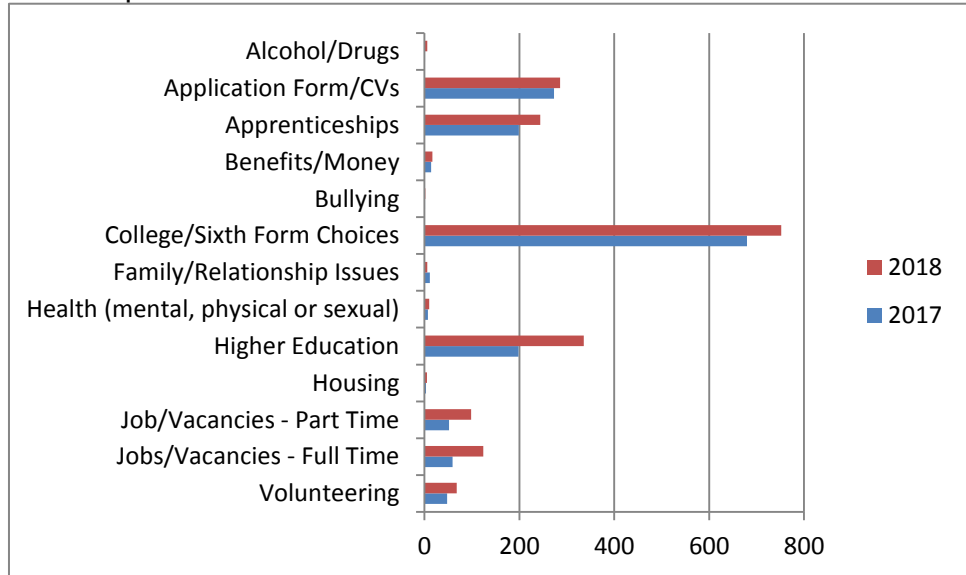
944	School	0	Stretford Library
30	Sixth Form / College	2	Somewhere else
5	Sale Talkshop	0	No answer



**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.

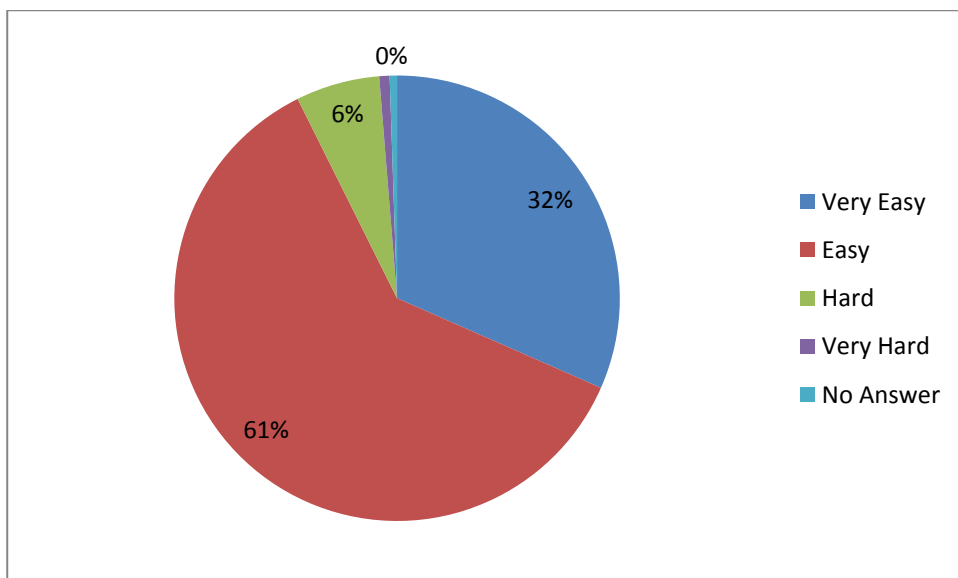
6	Alcohol or Drugs	10	Health (mental, physical or sexual)
286	Application Forms / CVs	336	Higher Education
244	Apprenticeships	5	Housing
17	Benefits / Money	124	Jobs / Vacancies - Full Time
2	Bullying	98	Jobs / Vacancies - Part Time
752	College / Sixth Form Choices	68	Volunteering
6	Family / Relationship Issues		



**How easy did you find it to see your CA?**

The table below shows all responses

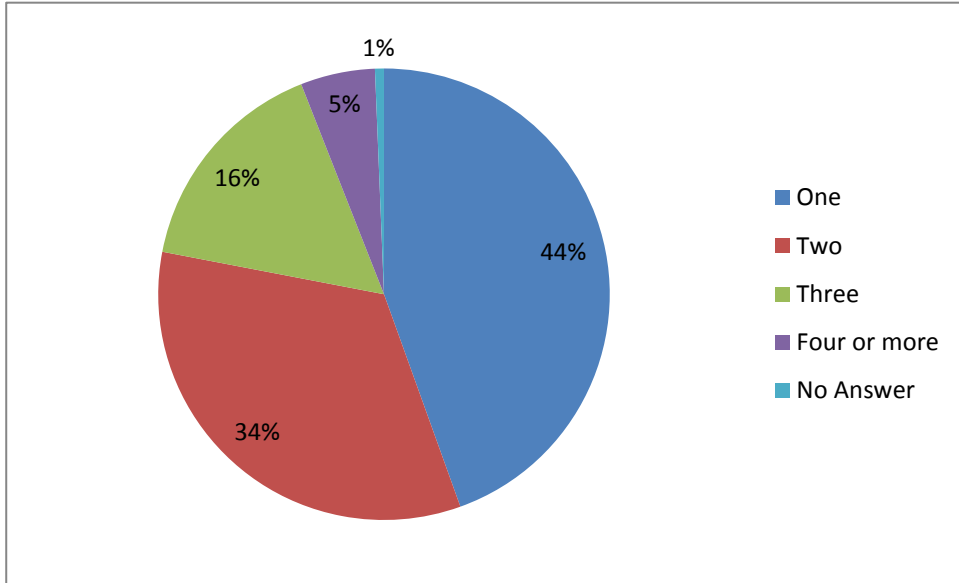
Response	No Answer	Very Easy	Easy	Hard	Very Hard	Grand Total
2018	5	296	572	57	7	937
2017	6	318	486	22	2	834



**How many times have you seen your CA?**

The table below shows all responses

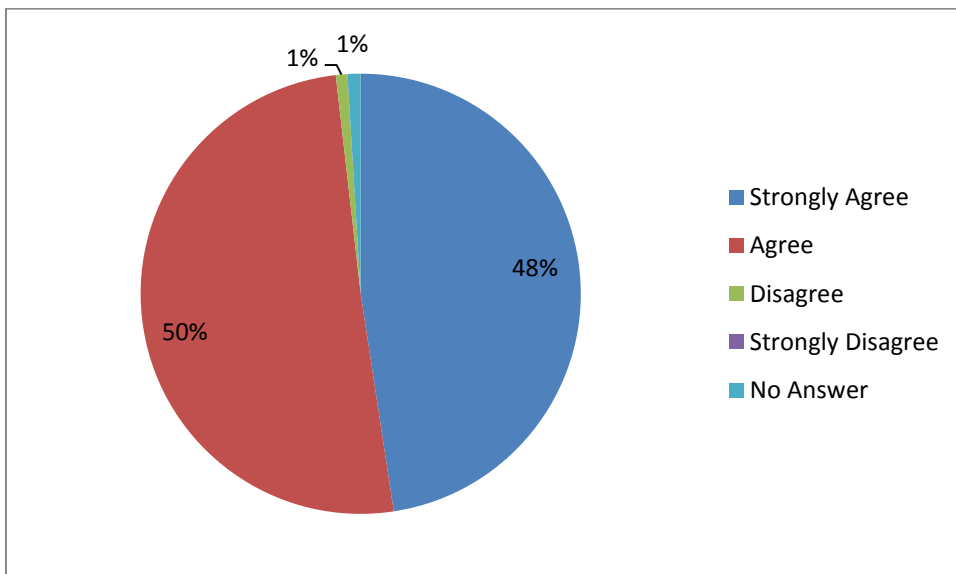
Response	No Answer	One	Two	Three	Four or more	Grand Total
2018	6	417	314	150	50	937
2017	18	291	297	150	78	834



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

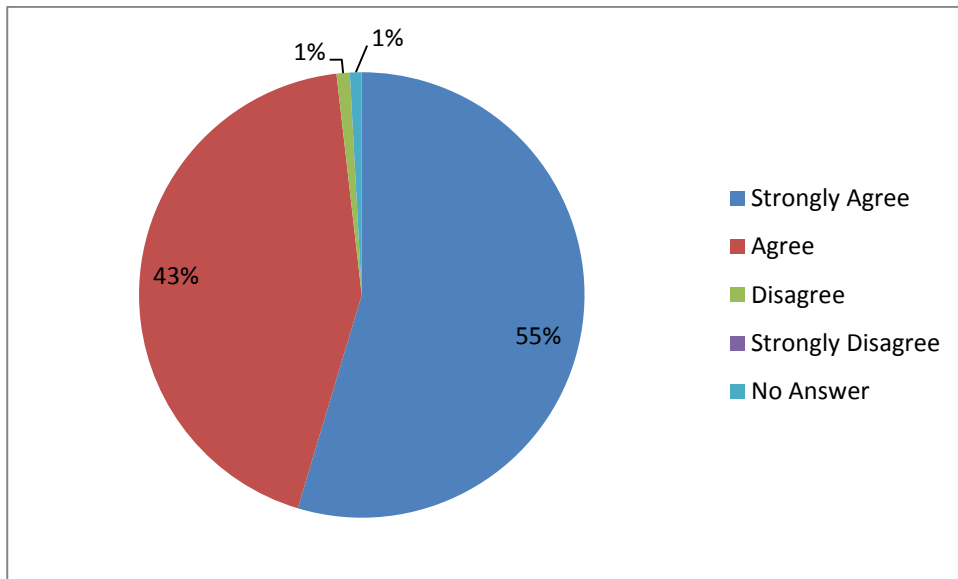
**My CA was knowledgeable about the options available to me**

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2018	9	446	474	8	0	937
2017	1	444	379	10	0	834



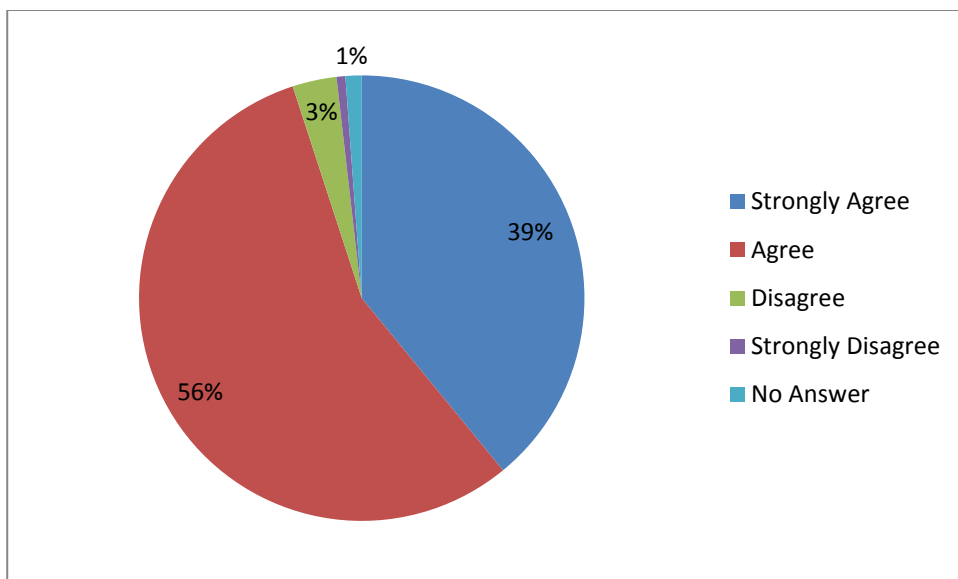
***My CA listened to me***

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2018	8	512	408	9	0	937
2017	3	523	306	2	0	834



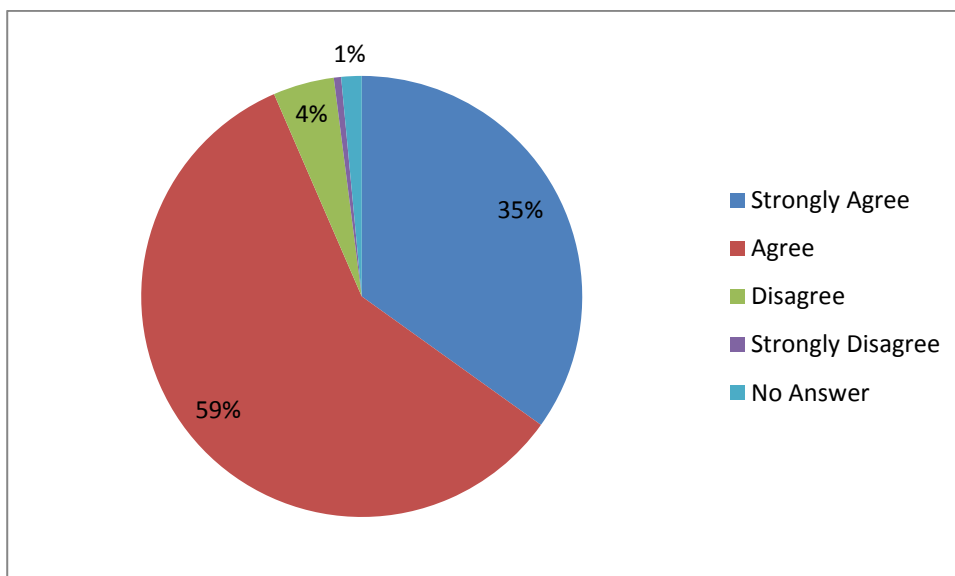
***I was happy with the support I received from my CA***

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2018	11	366	524	30	6	937
2017	1	409	410	14	0	834



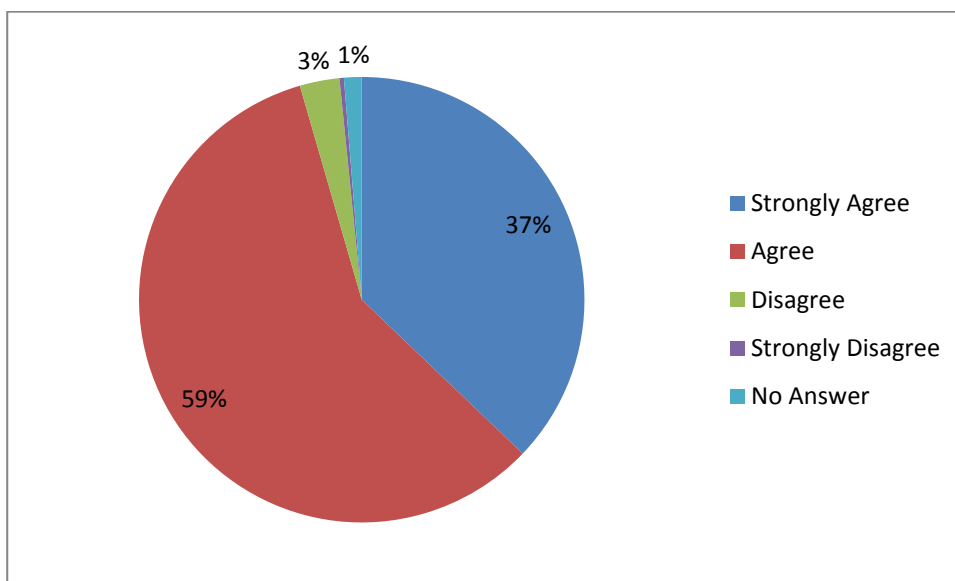
***My CA helped with all the issues I raised***

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2018	14	327	549	42	5	937
2017	5	270	435	23	1	834



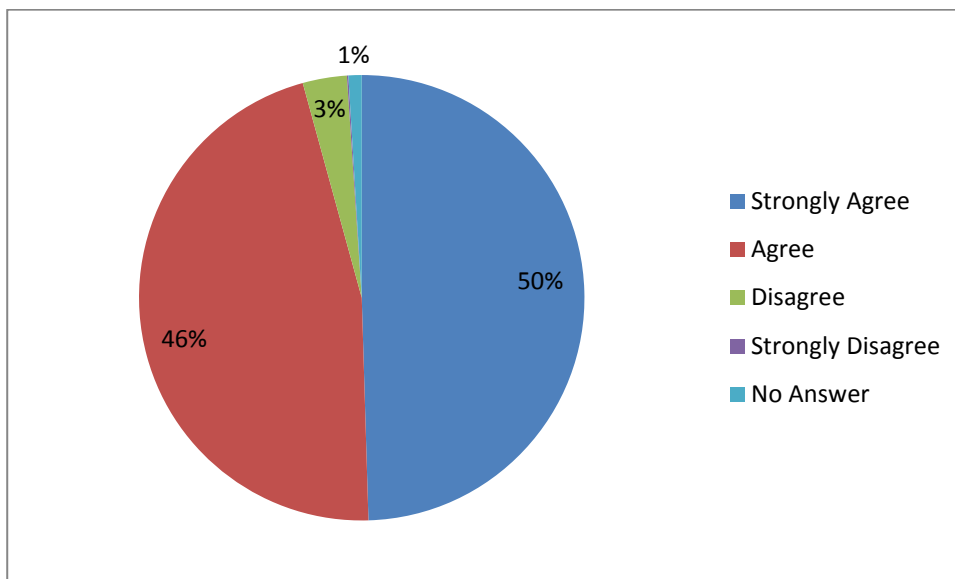
***My CA gave me good independent advice***

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2018	12	348	547	27	3	937
2017	3	380	430	21	0	834



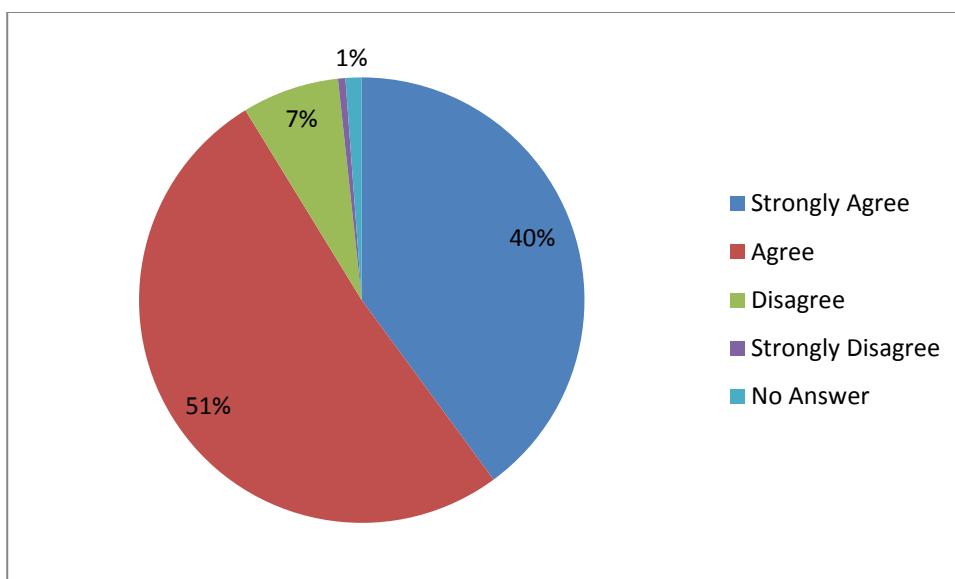
***I was made aware of all the options I was interested in including apprenticeships / college / jobs / sixth form***

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
<b>2018</b>	9	464	433	30	1	937
<b>2017</b>	2	453	354	23	2	834



***I was given the time I needed with my CA***

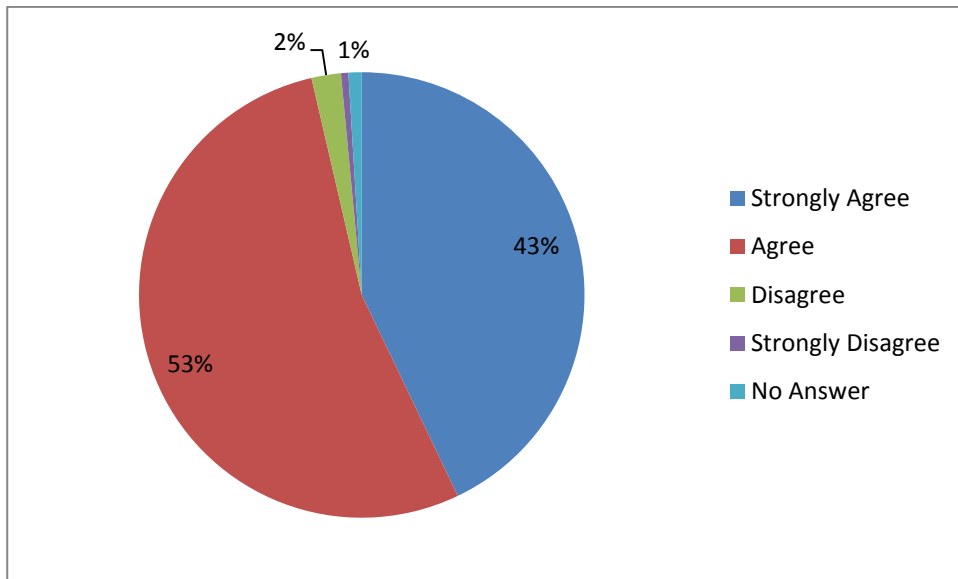
Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
<b>2018</b>	11	374	481	66	5	937
<b>2017</b>	5	376	414	36	3	834





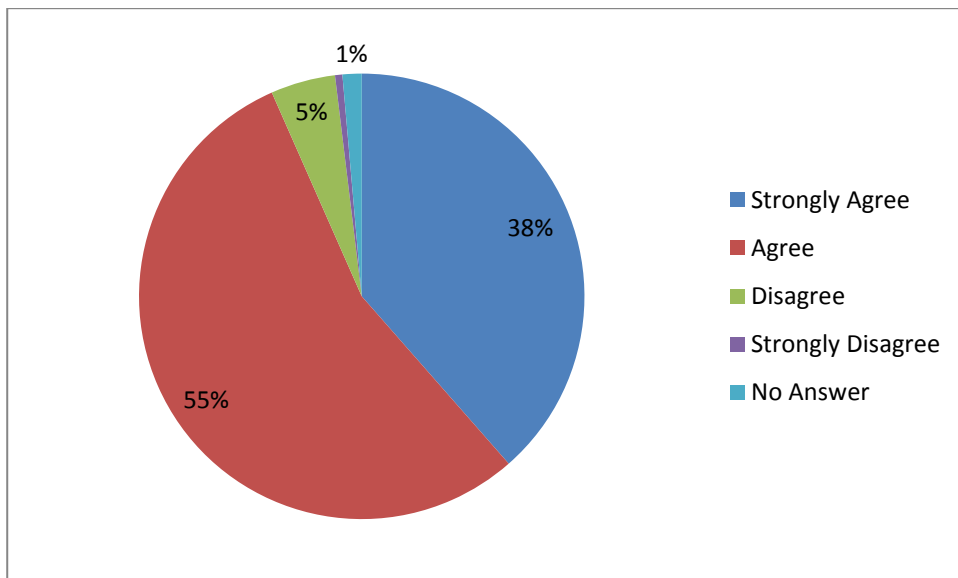
***I felt comfortable and could talk confidentially to my CA***

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
<b>2018</b>	9	402	501	20	5	937
<b>2017</b>	4	417	403	9	1	834



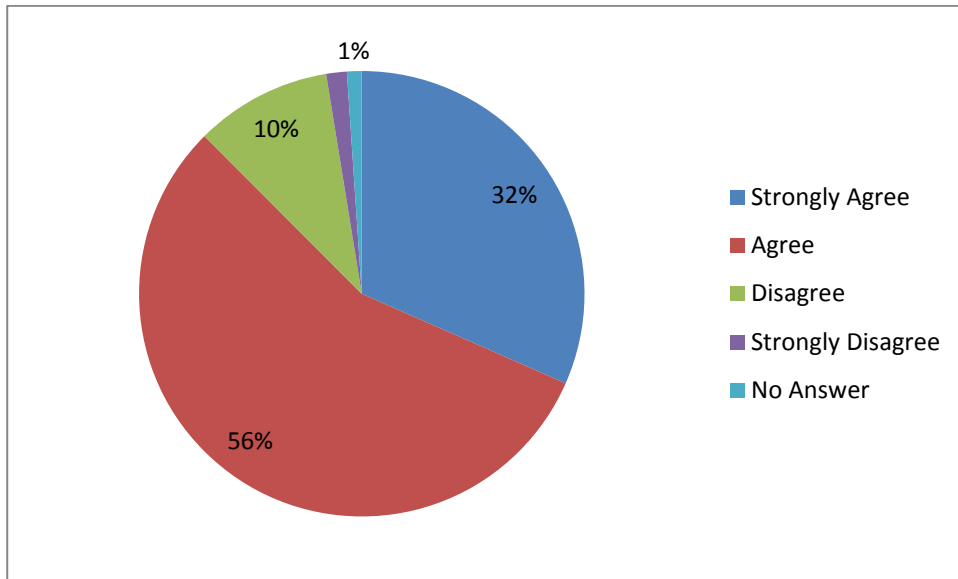
***My CA did everything they promised to do for me***

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
<b>2018</b>	13	361	514	44	5	937
<b>2017</b>	4	408	402	18	2	834



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

<b>Response</b>	<b>No Answer</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Grand Total</b>
<b>2018</b>	10	296	524	93	14	937
<b>2017</b>	4	348	447	35	0	834



# 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 2017**

**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?**

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**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.

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## 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](http://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