

# **3SC Specialist Employability Support (SES) Customer Survey Report 2019**

info@3SC.org  
0330 30 30 300  
www.3sc.org  
3SC, 6 Hays Lane  
London Bridge, SE1 2HB

## Table of Contents

<b>1. Introduction</b> .....	3
<b>1.1 Summary</b> .....	3
<b>1.2 The Survey</b> .....	3
<b>1.3 Responses</b> .....	4
<b>2. Survey Results</b> .....	6
<b>2.1 Summary Results</b> .....	6
<b>2.2 Results in detail</b> .....	6
<b>2.2.1 Question 1</b> .....	6
<b>2.2.2 Question 2</b> .....	7
<b>2.2.3 Question 3</b> .....	8
<b>2.2.4 Question 4</b> .....	9
<b>2.2.5 Question 5</b> .....	10
<b>2.2.6 Question 6</b> .....	11
<b>2.2.7 Question 7</b> .....	12
<b>2.2.8 Question 8</b> .....	13
<b>2.2.10 Question 10</b> .....	15
<b>3. Opportunities for Improvement</b> .....	18
<b>3.1 Opportunities</b> .....	18
<b>3.2 Response rate</b> .....	18
<b>4. Overall Summary</b> .....	20
<b>4.1 Summary</b> .....	20
<b>4.2 Key Messages</b> .....	20

## 1. Introduction

---

### 1.1 Summary

Towards the end of 2019, 3SC launched the fourth Specialist Employability Support (SES) Customer Survey. The survey was sent to all 21 Delivery Organisations (DOs) who are currently contracted by 3SC to deliver SES. The survey was formed of 10 questions about the quality of their induction, the support they received during the programme and whether that support has helped them to move closer to paid work.

The aim of the survey was to get feedback directly from service users on how well the current programme delivery meets their needs and how well delivery organisations support their development needs and employment aspirations.

### 1.2 The Survey

The survey was sent to 21 delivery organisations who deliver services for the SES contract and they were asked to ensure that all current SES customers were given the opportunity to take part in the survey. Following the recommendations from the 2018 report we worked with one delivery organisation to try and set up a face-to-face meeting with their customers. However, due to the difficulties of location and being able to get all of their customers to attend a face-to-face meeting on a specific date, the survey was carried out with two of their customers by phone instead.

To try and encourage as many responses from customers as possible we provided three options for them to access and complete the survey:

1. Customers could complete the **on-line survey**. Customers could choose to complete this from their own IT equipment by the adviser forwarding the link to their email address. Alternatively customers could choose to complete the on-line survey with the support of their adviser.
2. Customers could choose to complete a **printed copy** of the survey form. An A4 and large print format were sent to the delivery organisations to try and give the customer as much access as possible. Customers could complete the survey on their own or with the support of their adviser. Information was provided at the end of the form about how to return the form to 3SC once completed.

3. Customers were offered the option of **receiving a phone call** from a 3SC member of staff who would go through the survey questions with them. Any customers who preferred this option had to agree to their contact phone number being shared with 3SC for completion of the survey. We also asked for customers to give to their adviser a few options of times during the day when it was better to contact them. This information was to be sent to one of the 3SC Contract Performance Managers who would then arrange for a member of staff to call the customer at a time that was convenient for them.

### 1.3 Responses

21 customers responded to the survey out of 40 active customers. This represents a response rate of just over 52%. To try and increase the response rate during the survey period emails were sent out to delivery organisations on two occasions to remind them of the deadline for completion. The Contract Performance Manager with responsibility for the SES programme also spoke to delivery organisations during Contract Performance Assessment (CPA) meetings reminding them about the customer survey.

In 2019 there are fewer delivery organisations involved in delivering the SES programme than in 2018 and a lower number of active customers. However, despite offering a variety of options to the delivery organisations and their customers in an attempt to improve the response rate, the response rate was lower than for the previous customer survey. All 21 customers who responded to the survey identified the delivery organisation working with them. Customers who responded to the survey were from 11 of the 21 delivery organisations. This represents just over 52% of the Delivery Organisations. This is significantly lower than the response rate of customers from 70% of delivery organisations in the 2018 SES Customer Survey. These customers completed the survey as follows:

- 52% of respondents completed the survey using a printed version of the form which was then returned to 3SC by the delivery organisation by email.
- 38% of respondents completed the survey using the on-line link to Survey Monkey.
- 10% of respondents completed the survey during a phone call with the Risk and Quality Manager.

The delivery organisations that returned one or more customer responses are highlighted in the responses table below:

<b>Delivery Organisations</b>	<b>Responses</b>
Access Training	0
Beacon Centre for The Blind	1
Bootstrap Company	2
Capability Scotland	0
Compaid	1
ELITE Employment Support Agency	1
Empower	2
Groundwork Manchester	3
Groundwork North East and Cumbria	4
Groundwork Nottingham	3
Groundwork London	0
Lancashire County Council	0
Leonard Cheshire Disability	1
Merthyr Tydfil Institute for The Blind	1
PossAbilities	2
Rathbone	0
The Square Metre	0
St. Giles Trust	0
Tai Calon	0
The Write Time	0
WECIL	0
<b>TOTAL</b>	<b>21</b>

## 2. Survey Results

---

### 2.1 Summary Results

Overall the responses to how well supported customers' felt and how well the programme met their needs were very positive:

- 100% of respondents rated the quality of information they received about the programme at induction as Excellent, Very Good or Good with 71% rating the quality of information as Excellent.
- 100% of respondents were Satisfied or Very Satisfied with their overall experience of the first meeting.
- 100% of respondents rated the service provided by their Adviser whilst on the programme as Excellent or Very Good with 81% rating the service as Excellent.
- 95% of respondents agree that the support they have received has helped them move closer, or into, paid work.

### 2.2 Results in detail

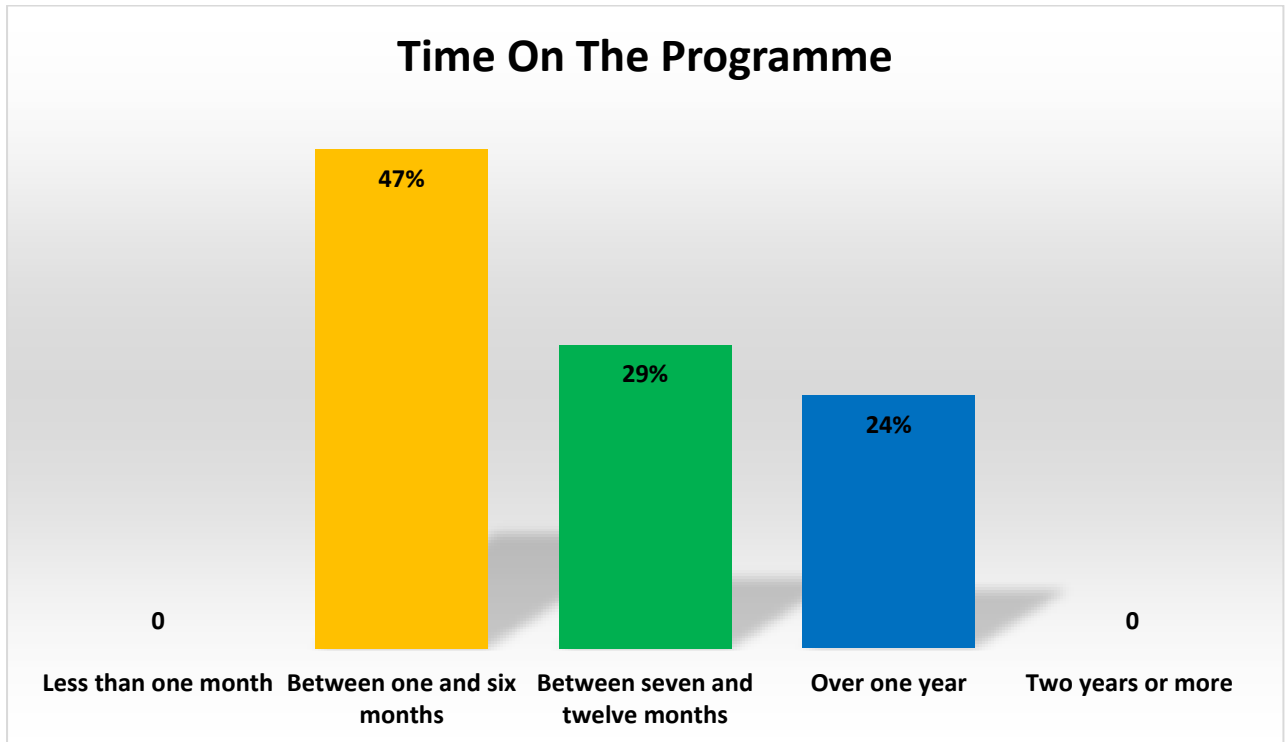
#### 2.2.1 Question 1

Question 1 asked customers how long they had been on the programme and **Chart 1** shows the results.

All 21 customers who took part in the survey answered the question. The majority of customers who responded had been on the programme between one and six months.

No customers had been on the programme for less than a month or for two years or more.

**Chart 1**

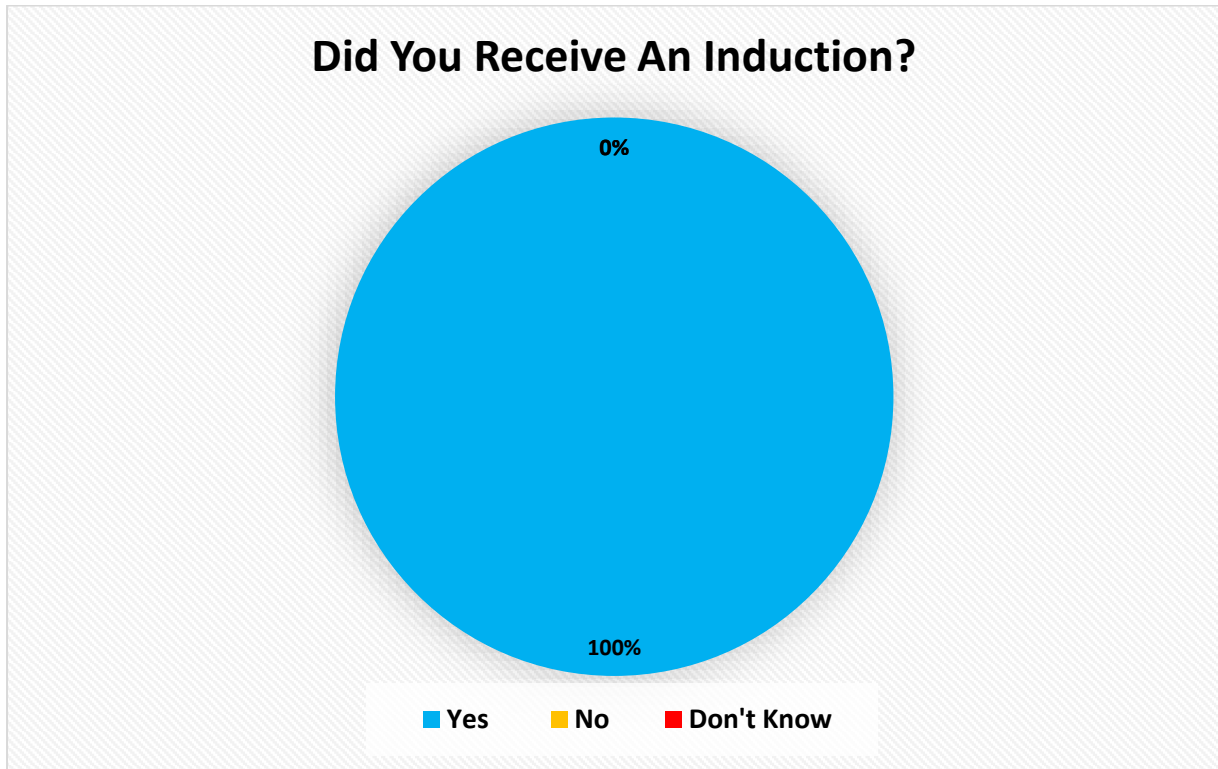


### 2.2.2 Question 2

Question 2 asked customers whether they had received an induction to the programme. This is when they meet with their Adviser who explains what the programme is about and how the programme will support them.

All 21 customers who took part in the survey provided a response to the question and **Chart 2** shows the results. 100% of customers confirmed that they received an induction to the programme.

Chart 2



### 2.2.3 Question 3

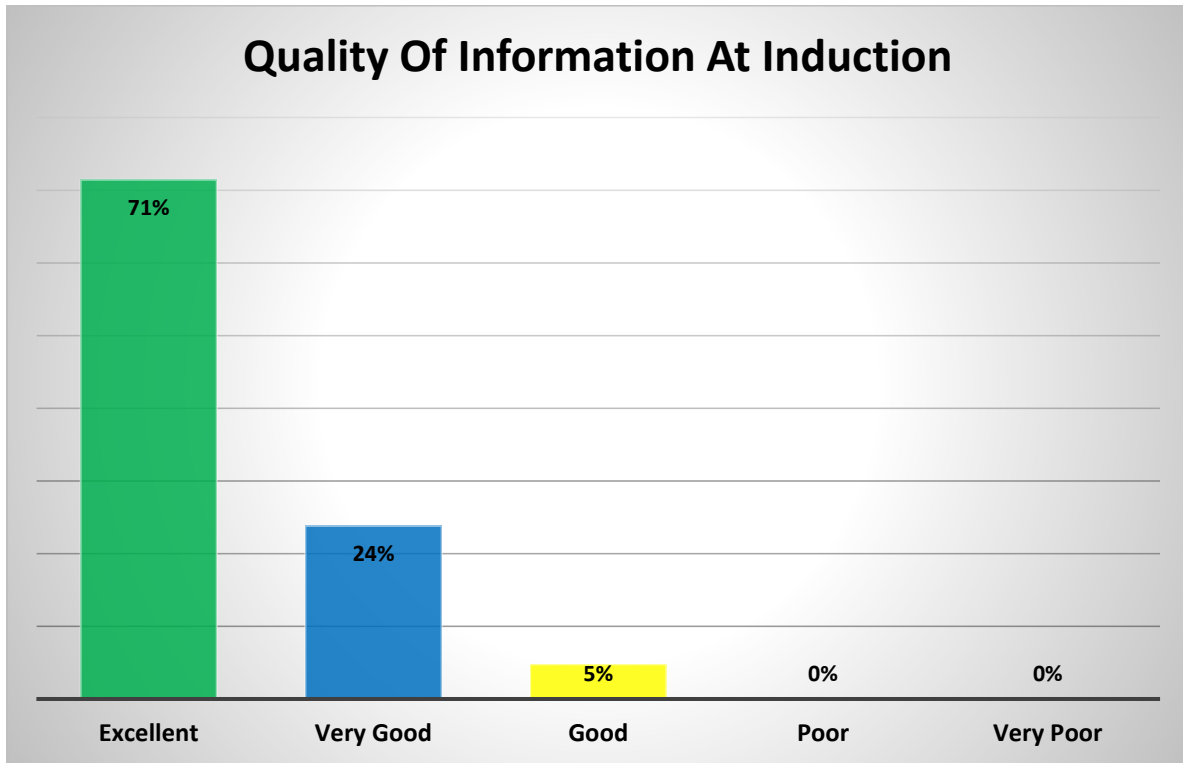
Question 3 asked customers about the quality of information they received about the programme at their induction.

All 21 customers who took part in the survey provided a response to the question and **Chart 3** shows the results. 100% of customers rated the quality of information as at least Good with 71% of customers rating the quality of information as Excellent.

No customers rated the quality of information about the programme as Poor or Very Poor.



**Chart 3**



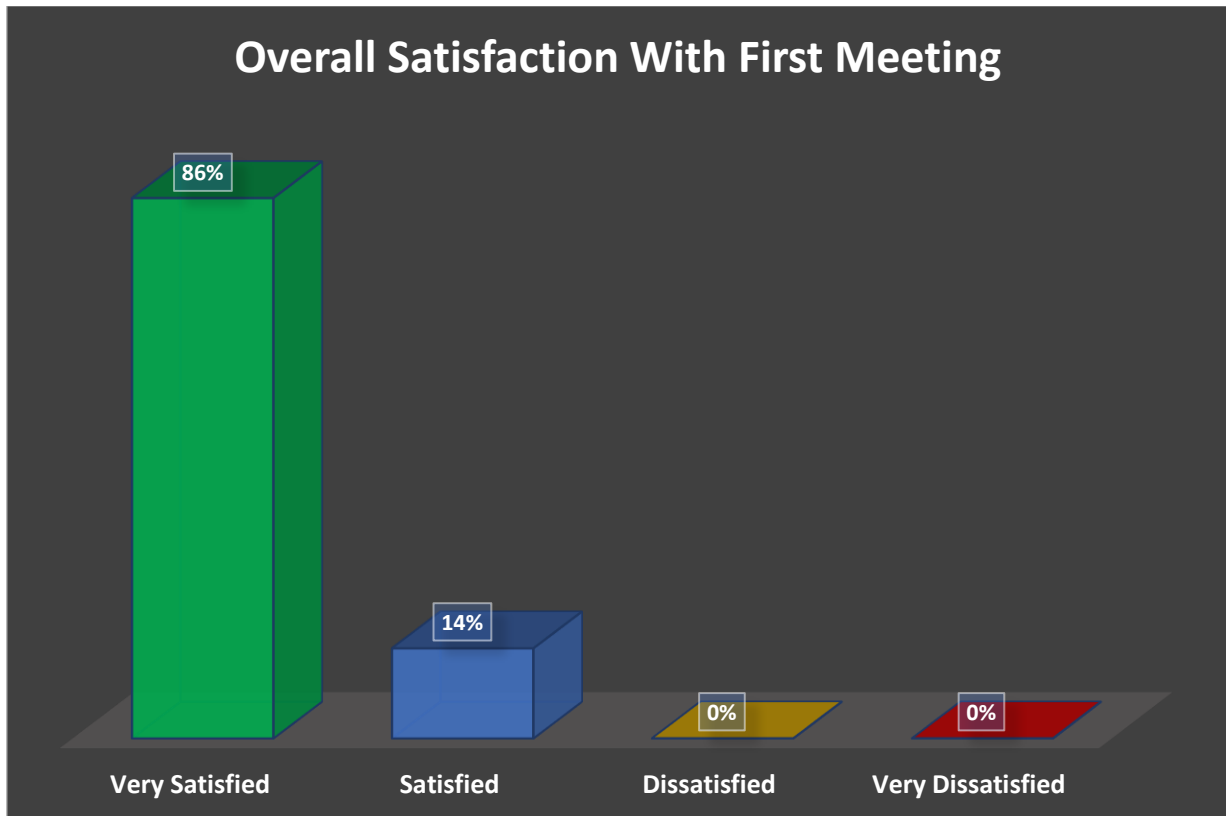
### 2.2.4 Question 4

Question 4 asked customers how satisfied they were overall with their experience at their first meeting with their advisor.

All 21 customers who responded to the survey answered the question and **Chart 4** shows the results. 100% of customers provided a positive response of Satisfied or Very Satisfied about their induction experience with 86% of customers stating that they were Very Satisfied.

No customers stated that they were Dissatisfied or Very Dissatisfied with their experience at their first meeting with their adviser.

**Chart 4**



### 2.2.5 Question 5

Question 5 asked customers to tell us what they thought was good and/or what could be done to improve their induction experience.

18 responses were received by customers who took part in the survey, however, one of the responses stated that the customer had no comments or improvements.

The majority of comments received from customers were very positive about their induction experience. Comments included:

- The health and safety advice was good and each time we did a risk assessment it was very informative and helpful.
- Everything was covered with my adviser. It is a very good programme.
- The interaction was informative and welcoming, and I have nothing negative to say about the induction experience.

- It was good because the adviser really put me at ease, I wasn't overwhelmed or felt I was going to be pushed into work before I was ready, that it would be a gradual journey working together.
- Very friendly explained what would be happening throughout the year.
- I have struggled to get work for a long time and through the induction it helped me feel included and excited to participate on the course.
- I liked that it was informal and easy for me to understand.
- Everything was explained well, and nothing was rushed.

Three of the respondents identified areas where they felt improvements could be made to the induction process. Two of these comments also included a positive comment along with an area for improvement:

- I found all information ok. Less paperwork for inductions.
- My mentor was exceptional, extremely helpful, and helped identify goals. The structure and goals of the programme could have been clearer.
- Too much paperwork to fill in. It seems like a repeated process.

### 2.2.6 Question 6

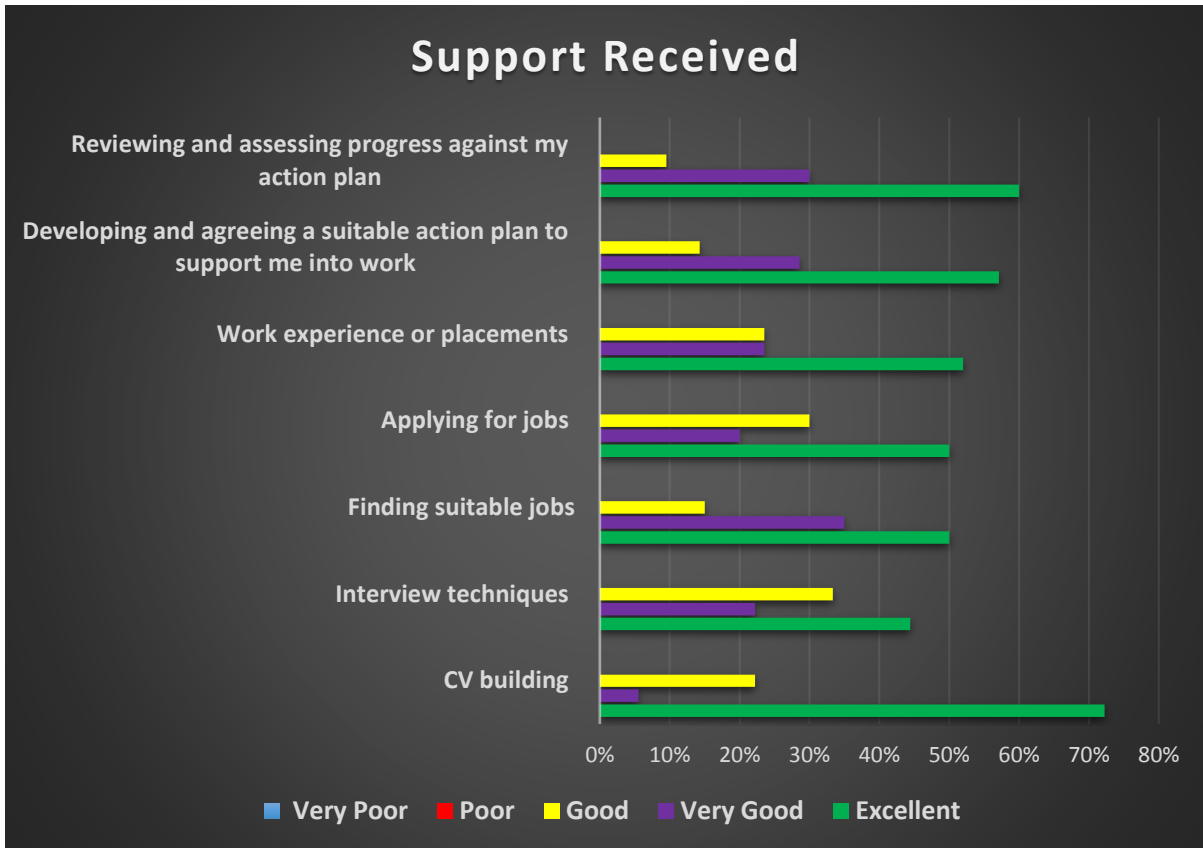
Question 6 asked customers to rate the support they received from their adviser with a number of aspects of the programme, such as CV building and applying for jobs.

Not all of the customers who completed the survey were able to provide a view about the support they received for all aspects of the programme as they have not been on the programme long enough yet.

However, all customers who responded to the survey provided a rating for the aspect of developing and agreeing a suitable action plan to support them into work.

All responses rated the support received for any aspect of the programme as Good, Very Good or Excellent. **Chart 5** shows the results for each of the aspects of the programme.

**Chart 5**



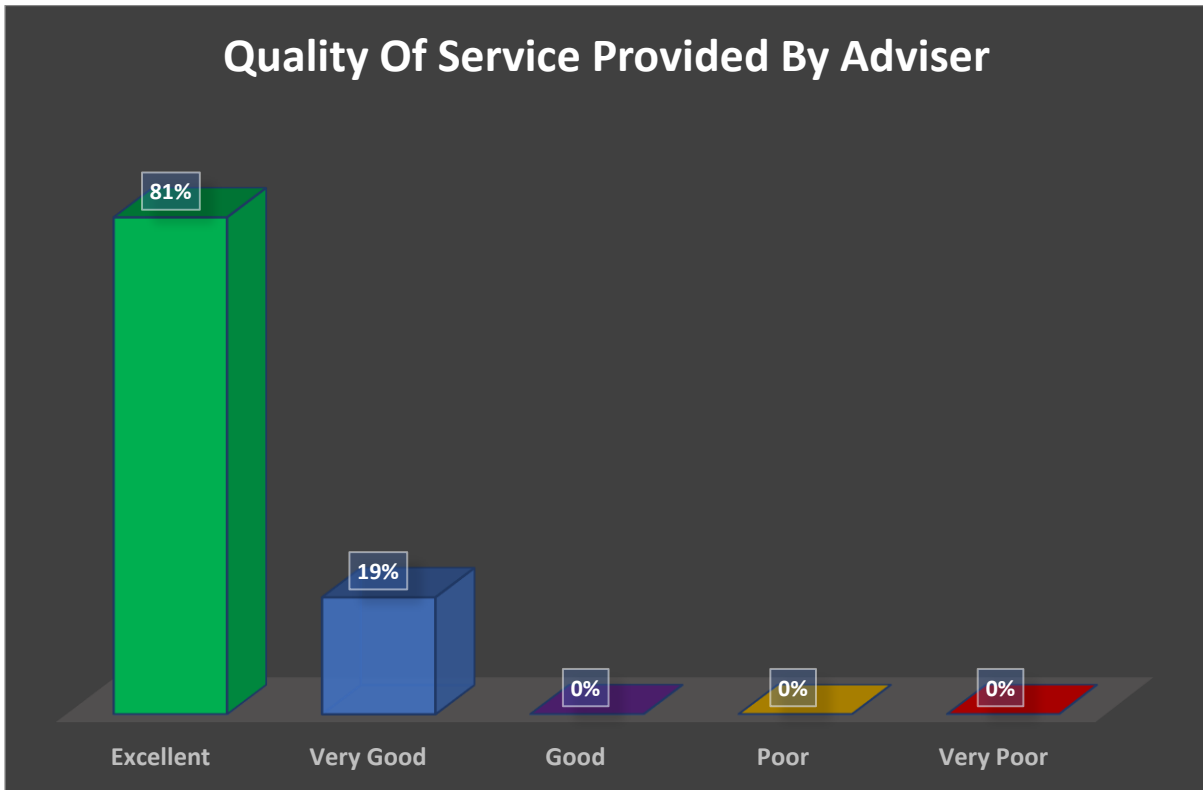
### 2.2.7 Question 7

Question 7 asked customers how they would you rate the service provided to them by their Adviser during their time on the programme. All 21 customers who took part in the survey provided a response and **Chart 6** shows the results.

100% of customers rated the service they had received on the programme as at least Very Good with 81% rating the service as Excellent.

No customers rated the service they had received whilst on the programme as Poor or Very Poor.

**Chart 6**



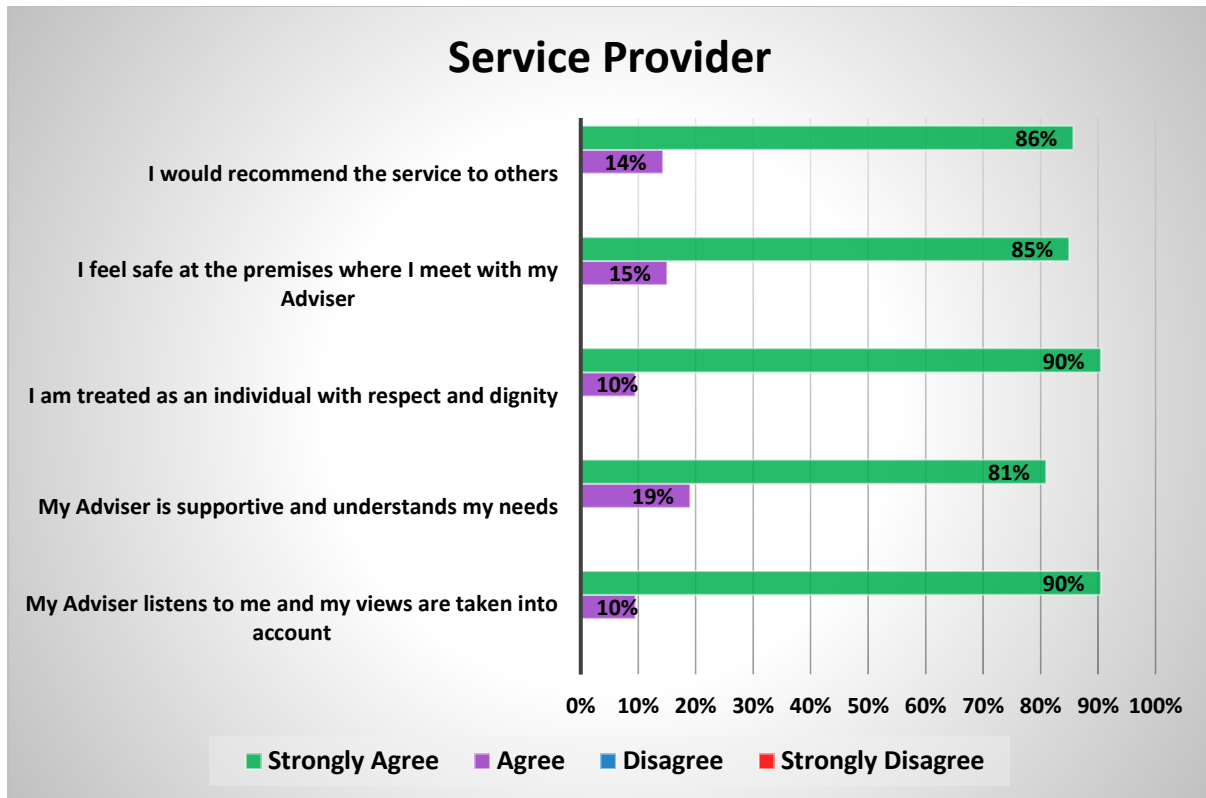
**2.2.8 Question 8**

Question 8 asked customers to rate a number of statements regarding their service provider.

All 21 of the customers who responded to the survey provided a response to all but one of the statements. **Chart 7** shows the results. With regard to whether customers felt safe at the premises where they meet with their adviser, 20 of the 21 customers provided a response.

All customers who took part in the survey provided a positive response of Satisfied or Very Satisfied to the statements with no customers stating they were Dissatisfied or Very Dissatisfied with any aspect of the programme.

Chart 7



### 2.2.9 Question 9

Question 9 asked customers to consider five statements about whether the support they have received has helped them move closer to paid work and choose the one that was most appropriate. **Chart 8** shows the results.

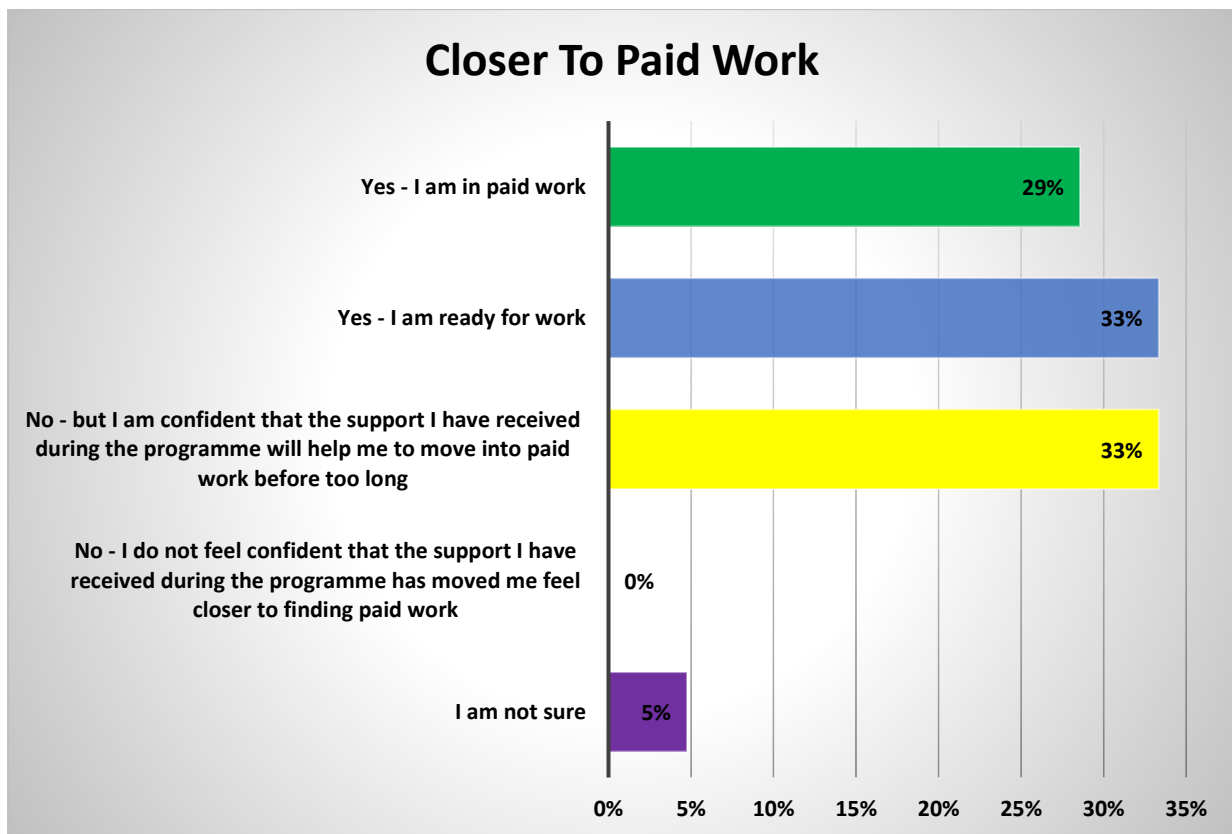
The options provided were:

- Yes – I am in paid work.
- Yes – I am ready for work.
- No – but I am confident that the support I have received during the programme will help me to move into paid work before too long.
- No – I do not feel confident that the support I have received during the programme has moved me feel closer to finding paid work .
- I am not sure.

Of those who responded:

- 6 customers are in paid work.
- 7 customers are ready for work.
- 7 customers are confident that the support they have received during the programme will help them to move into paid work before too long.
- 0 customers stated that they do not feel confident that the support they have received during the programme has moved them closer to finding paid work.
- 1 customer was not sure.

**Chart 8**



### 2.2.10 Question 10

The final question asked customers to tell us what they thought was good about the programme and/or what could be done to improve their experience whilst on the programme.

Of the 21 customers who took part in the survey, 17 provided a comment. Most of the customers who responded provided positive comments about their experience or their adviser. For example:

- Everything is good and I am glad I got a job.
- My adviser and supervisor have been really helpful in building me as an individual to help me understand how things work and giving me constructive criticism.
- I got all the help that was needed to learn new skills that help me get in to employment.
- I am currently volunteering and have had lots of support from my adviser to get me a placement. They have been there when I needed help, all I have had to do is give them a call. They have good contacts and know where to look for opportunities that I would never have found by myself. I never thought I would work in a pharmacy, but I am enjoying my volunteer placement in the hospital pharmacy and feel that in a few months I will be ready to look for permanent work.
- The course has given me the confidence to complete tasks on the computer and given me confidence to seek work in different areas. I feel that I can better myself from having the help from my adviser. Since starting the course my confidence has grown and I feel in a better place knowing I've had the support.
- Lots of support and guidance was received from my advisor which led to me getting paid employment which I will be eternally grateful for.

There were a small number of suggestions given about what could be done to improve the customer's experience whilst on the programme, most of which offered both a positive comment and a suggestion for improvement. These included:

- The length of time someone can be on the programme could do with being longer, as it took myself 12 months to feel confident with applying for jobs without any support'
- Immediate access to IT software would have helped things move quicker. Good working relationship with the adviser. Qualified IT trainer available to 3SC customers with on line access'
- My adviser has been extremely supportive and helpful when it comes to understanding my current situation and providing me with tailored advice/support. I feel central management on the other hand, have been extremely unreasonable and



unsympathetic to my personal situation. They seem to only care about the final result without giving any consideration to my personal situation. I find it quite rich that central management do not seem to give any consideration to the individual (corporate sell outs), especially when I am on a 'health and well-being' programme. Maybe they should be re-educated on what that means. My adviser has been amazing and has insured that I achieve results whilst balancing my personal life, in spite of central management.

- My advisor approached my motivational issues well whilst providing good practical support. I could have been made aware of the range of assistance that could be given.

## 3. Opportunities for Improvement

---

### 3.1 Opportunities

Overall, the feedback received from the survey was very positive. 100% of responses to questions that asked for a rating of between Excellent and Very Poor were rated from Good to Excellent with an average of 60% of responses rating services as Excellent. There were no responses of Poor or Very Poor for any aspect of the induction or ongoing programme.

Nearly all customers state that the support they have received has helped them to find work or move closer to paid work, with one customer stating they were not sure. This is a very positive response considering 47% of customers have been on the programme for less than six months.

Comments from customers about their induction experience and their experience overall of the programme highlight areas where it may be possible to make improvements. Customers identify an issue with the amount of paperwork that they need to complete during their induction. 3SC will review the paperwork needed to ensure there is no repetition. However, to some degree 3SC are limited in the changes we can make by the requirements of the contract, data protection legislation and the requirements of the Department of Work and Pensions who fund the programme.

Suggestions provided by customers about what could be done to improve their experience whilst on the programme are mostly outside of 3SC's ability to change. For example, when asked by a delivery organisation, 3SC can request that some customers have their time on the programme extended but it is DWP who has the final decision about any extension requests. It is unclear in the comment about central management who the customer is referring to. The Contract Performance Manager will take this up with the delivery organisation to try and see whether there is something 3SC need to do in light of this comment.

### 3.2 Response Rate

There is room for improvement with the overall response rate. The response rate of just over 52% is 10% lower than for the 2018 survey. However, although we have introduced a variety of different methods to gain responses from customers we are still dependent on delivery organisations making customers aware of the survey and encouraging, or supporting, them to complete it.

3SC has considered making completion of the survey by customers at the end of their time on the programme a requirement of the contract between 3SC and the delivery organisations. This would provide ongoing information about the quality of services provided. However, it is

difficult to introduce a new requirement for delivery organisations part way through the delivery of a contract but we will develop this approach for all new contracts.

3SC will also look into the possibility of contacting all customers on the SES programme by phone towards the end of their time on the programme to gain their views about the service they have received. To do this we would need permission from customers to contact them directly to gain their views as a requirement of the General Data Protection Regulation (GDPR). This would also require amending the consent document signed by the customer at the start of the programme so that it accurately reflects how their data will be used.

## 4. Overall Summary

---

### 4.1 Summary

Responses and comments were overwhelmingly positive with 100% of responses to questions that asked for a quality rating being rated Good to Excellent. There were no responses of Poor or Very Poor to any aspect of the induction or ongoing programme, which is an improvement on the 2018 survey.

The response rate of just over 52% of active customers was lower than for the 2018 survey despite offering a variety of methods for customers to complete the survey. Furthermore, 48% of delivery organisations did not provide a response from any of their active customers.

100% of customers stated that the quality of the service provided by their adviser was Very Good or Excellent with 81% of customers stating the service provided was Excellent. 100% of customers provided a positive response of Agree or Strongly Agree to the statement that their adviser listens to them and takes their views into account with 90% of customers providing a response of Strongly Agree to the statement.

Over 95% of respondents thought that the support they have received has helped them move closer, or into, work with 5% not sure which is an excellent result. 29% (6) of respondents are now in paid work which is an improvement on the 12% in paid work during the 2018 survey.

### 4.2 Key Messages

The key messages from the survey are:

- All customers value the support they receive from their adviser and are positive about their experience of both their induction and the overall programme.
- 3SC should explore the possibility of contacting all customers on the SES, and other employment programmes, directly towards the end of their time on the programme to gain their views about the service they have received without having to rely on the delivery organisations who are engaged in providing them with support
- 3SC and delivery organisations should consider the areas for improvement suggested by customers to identify changes within their control that will improve the customer's experience whilst on the programme.