

National Careers Service East of England: What our customers say Between April 2020 and March 2021



3398
total number of surveys completed this year



98% customers were satisfied with the service they received this year

98%



98% felt more confident after working with their adviser

98%



98% felt more motivated after working with their adviser



98% of our customers surveyed would recommend us to a friend



98%

98% of customers feel more able to decide/plan what to do next to achieve their career aims



7410

7410 number of people we have supported into work or training this year

Customer comments:

"All the information was extremely helpful. My adviser not only explained what to do but why it needed to be done. Everything was useful, helpful and made sense."

"My adviser was incredibly helpful not just at critiquing my CV, but also left me a much needed warm sense of reassurance, that had the effect of dismissing any doubts I had over my employability. It was a great phone call."

Partner feedback:

"A pleasure to deal with this organisation, professional and personal people who provided a great session to our shop floor employees as well as some one-to-one sessions. Despite some last minute requests, they always delivered."

100%

partners surveyed:

- were satisfied with our service
- would recommend us to others
- said that using the National Careers Service has had a beneficial impact on their organisation



You said, we did – what we have done as a result of customer feedback

We adapted our working practices this year, offering more ways for customers to access support. We listened to customers and supported you in the way/s that met your needs. Unable to meet inside face to face for much of the year, advisers continued to offer an uninterrupted service, working with customers over the phone, over email and using video conferencing tools such as Microsoft Teams.

We launched a new online booking system to make it easier for customers to book a session and get the right support for them.

National Careers Service®