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

Ofsted Outstanding Provider

2768 total number of surveys completed this year

96% customers were satisfied with the service they received this year

90% felt more confident after working with their adviser

90% felt more motivated after working with their adviser

94% of our customers surveyed would recommend us to a friend

94% of customers feel more able to decide/plan what to do next to achieve their career aims

8420 number of people we have supported into work or training this year

Customer comments:

"My adviser covered questions about two very different career options in detail and advised me about available jobs generally. I was very impressed with the time and trouble he took."

"My adviser has been really supportive and genuine in his approach. As a disabled person I often get fobbed off and given platitudes, but he has offered real support and advice and above all tried hard to understand and most crucially validate my difficult experiences."

Partner feedback:

"Quality, reliable service with excellent advisers who support our customers. We have an ongoing relationship over many years which has been excellent."

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

National Careers Service®

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.