

April 2020 – March 2021

What Our Customers Say . . .

Young People and Vulnerable Adults

Futures
FOR YOU



1008
total number of surveys completed this year

100%

customers surveyed this year would recommend us to a friend



99%



customers surveyed this year were satisfied with the service they received

100%



customers surveyed this year felt positive about what steps to take to reach their goals

90%

customers surveyed this year felt more confident



100%

customers surveyed this year felt more motivated



“My coach helped me understand a variety of options after school.”
Customer

“My coach is very professional yet friendly and kind, you get the sense she’s experienced in the support and advice she gives. I’m grateful for all her help.”
Customer

“My coach gave me hope that I can change my job for a better one and that she will help and support me all the way to the end.”
Customer

“I was at a loss of what the future held for me after leaving school. I tried college but it wasn’t for me. I struggled with socialising and academia. I felt worthless. My coach made me feel better about myself. Gave me encouragement, and enabled me to move forward.”
Customer



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, coaches continued to offer an uninterrupted service, working with customers over the phone, over email, on doorsteps and using video conferencing tools such as Microsoft Teams.