

***Blanchardstown Local Employment Service /
JOBLINK
Client Survey***



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LES/JOBLINK CLIENT FEEDBACK FINDINGS

Background

62 individuals responded to a client feedback survey compiled by a sub-group of the LES/JOBLINK. The results from the survey are very positive based on the completed and returned questionnaires. The main findings of the survey are presented thematically in bullet format below. A series of bar charts is also included giving a more detailed breakdown of respondents feedback to each question.

Motivation for approaching the LES

- Peoples motivations for approaching the LES were primarily driven by the 'need to re-enter the labour market' (29%) followed by the desire to 'explore their training options' with an LES mediator (23%), the necessity to 'prepare a CV' (13%) alongside 'professional career guidance' (12%).

Barriers to employment

- The barrier most frequently cited by LES/JOBLINKS clients, which prevented them from (re)entering the labour market was the 'lack of suitable jobs' (42%) available. A further (15%) suggested 'language barriers' as an impediment while (14%) indicated that they did not have the 'education levels and skills' sought by prospective employers.

Needs assessment

- (58%) of all respondents indicated that their needs had been 'fully met' and a further (40%) said their needs had been 'partially met'.
- In terms of indicating how needs were met 17% of survey respondents choose the variable 'training needs identified' highest followed by motivation (16%) confidence (13%) and having a CV (13%).

Satisfaction levels with LES

- (100%) of all survey respondents stated that they would 'recommend the service to family member of a friend'.
- (93%) of clients rated the 'physical access to the various LES/JOBLINK premises' as either 'excellent or very good'.
- Every client bar one indicated that they had been 'treated with courtesy and respect' by the staff of the LES.

Waiting periods

- (67%) of all clients were 'waiting less than one week' for their first appointment with the LES.
- (60%) of all clients first visited the LES/JOBLINK within the past three months and a further (14.5%) 'more than 1 year ago'.

Primary referral agents to LES/JOBLINK

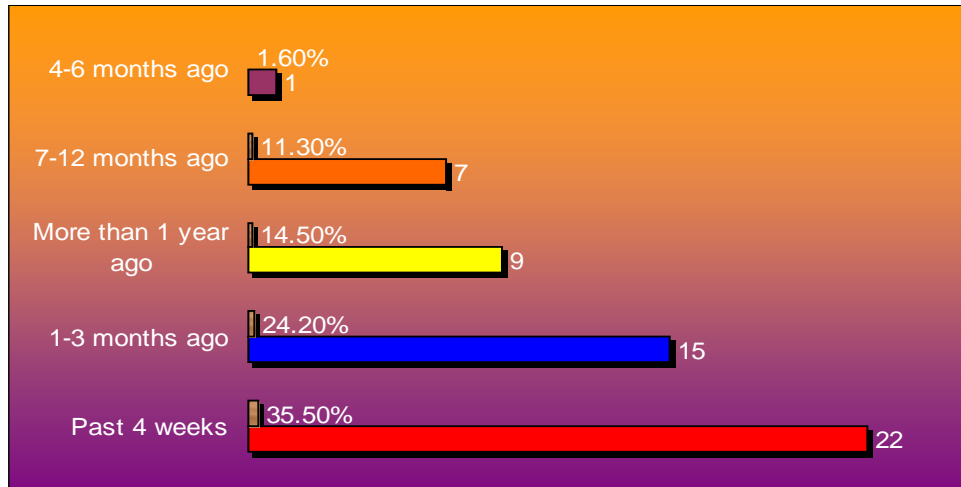
- Social Welfare (53%) followed by FAS (15%) were the two agencies that referred that largest caseload of clients onto the Blanchardstown LES /JOBLINK.

Potential improvements

- 4 respondents suggested that they would prefer an 'LES outreach office' to be located closer presumably to where they presently live. 3 clients indicated that LES/JOBLINK could remain open for 'longer hours' whereas two people thought that the 'reception area' in the office they visited needed alteration.

1. When did you first approach the LES / JOBLINK?

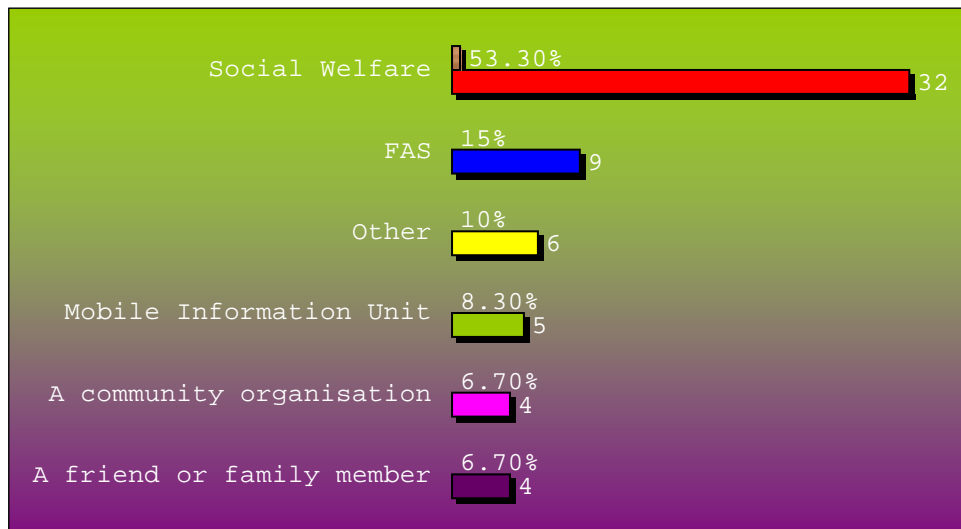
Bar Chart 1



60% of all clients first visited the LES/JOBLINK within the past three months and a further 14.5% more than 1 year ago.

2. What encouraged or prompted you to approach the LES / JOBLINK?

Bar Chart 2



Social Welfare (53%) followed by FAS (15%) were the two agencies that referred that largest caseload of clients to the Blanchardstown LES /JOBLINK.

Qualitative quotes

"I spoke to a mediator at FAS in Blanchardstown. She recommended LES."

"I was looking for a job and I was told through CIC to approach them"

"My friend did a course here and told me to try it out"

"By word of mouth by friends"

"Information stall at Blanchardstown Shopping Centre"

"Website"

"My mum heard about the work done here"

"I was sent from social welfare to the LES Club"

"I was sent a letter from social welfare"

"Got a letter in the post"

"Requested to meet with LES by social welfare"

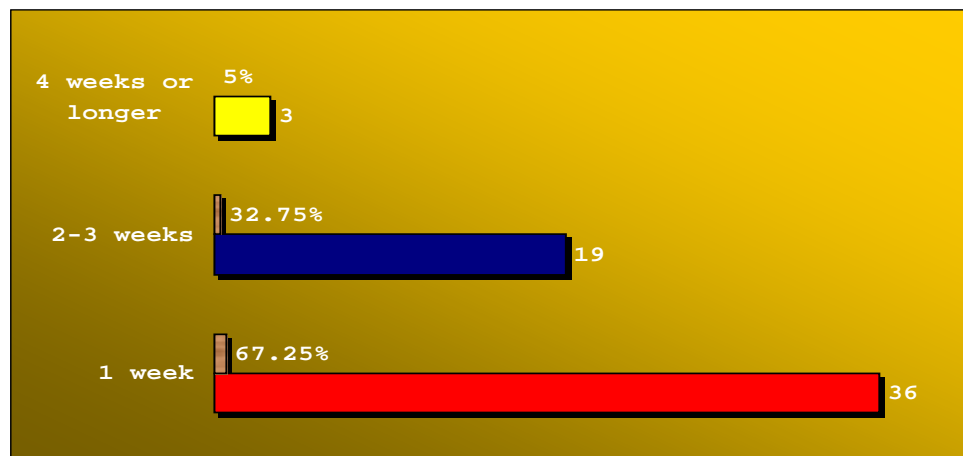
"FAS NEAP"

"Received a letter scheduling a meeting"

"Was sent an appointment by social welfare"

"Received a letter of notification"

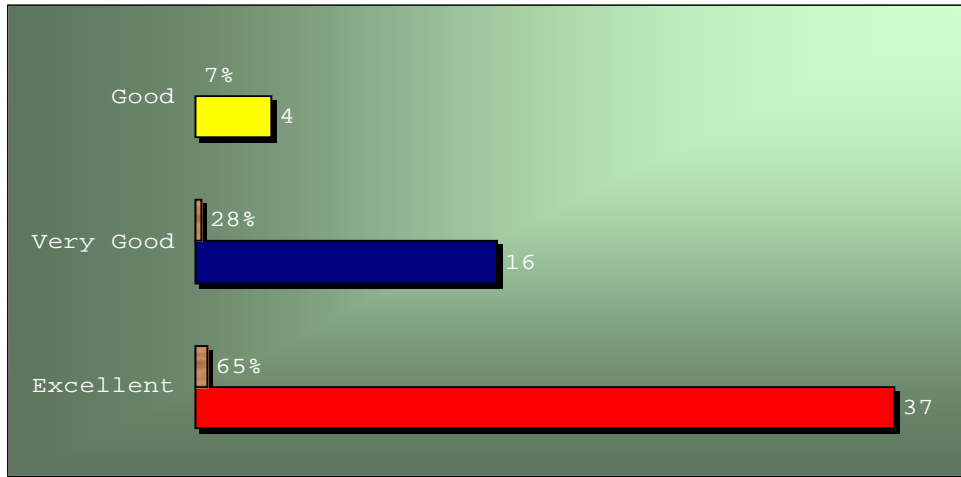
**3. How long were you waiting for your 1st appointment with the LES/JOBLINK?
Bar Chart 3**



67% of all clients were waiting less than one week for their first appointment with the LES.

4. How would you rate the physical access to the premises you visited?

Bar Chart 4



93% of clients rated the physical access to the v LES/JOBLINK outreach offices as either excellent or very good.

5. Were you treated with courtesy and respect by the staff of the LES at all times?

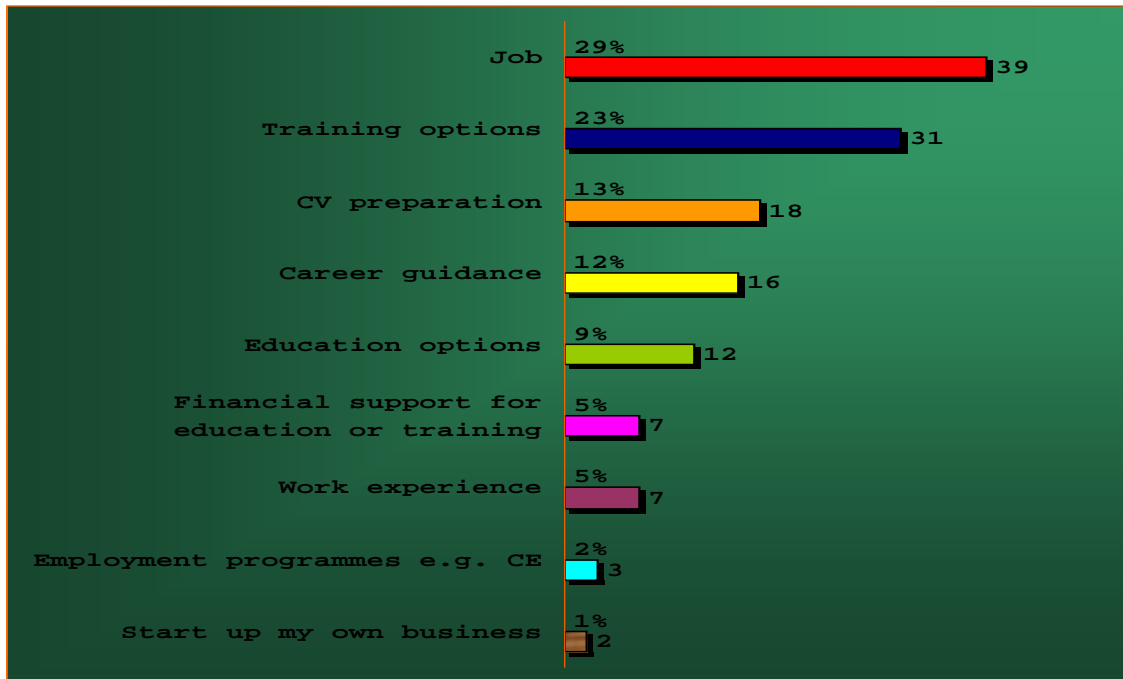
Bar Chart 5



Every client bar one respondent indicated that they had been treated with courtesy and respect by the staff of the LES.

6. Please indicate what your needs were when you first approached the LES/ JOBLINK?

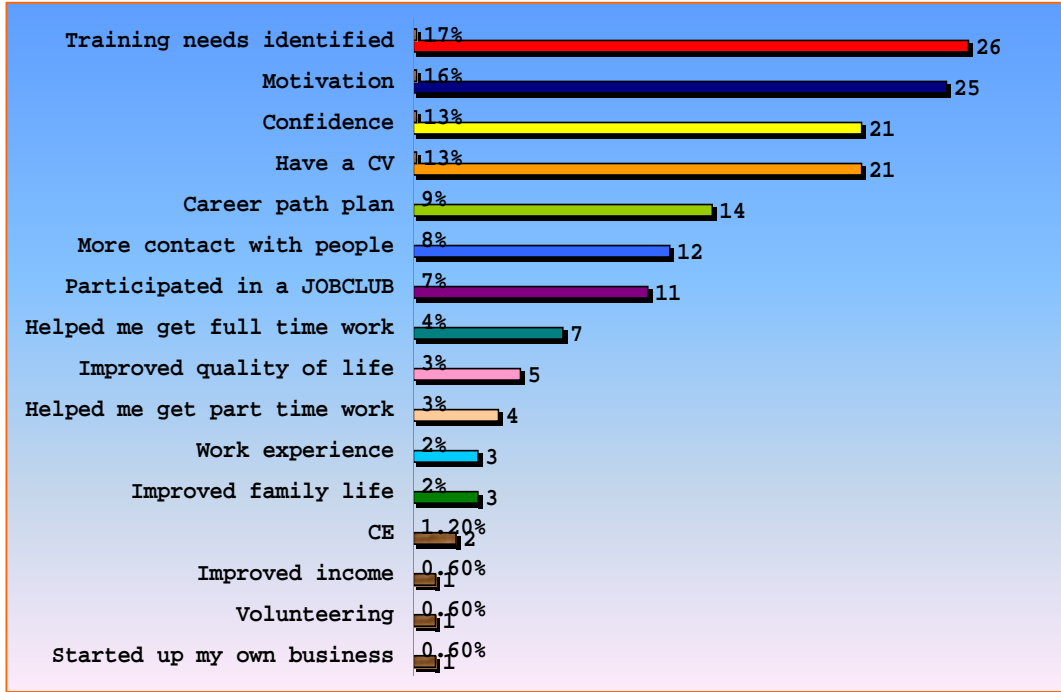
Bar Chart 6



Peoples motivations for approaching the LES were primarily driven by the desire to get a job (29%) followed by the need to explore their training options (23%) with a mediator, followed by the necessity to prepare a CV (13%) alongside some career guidance(12%).

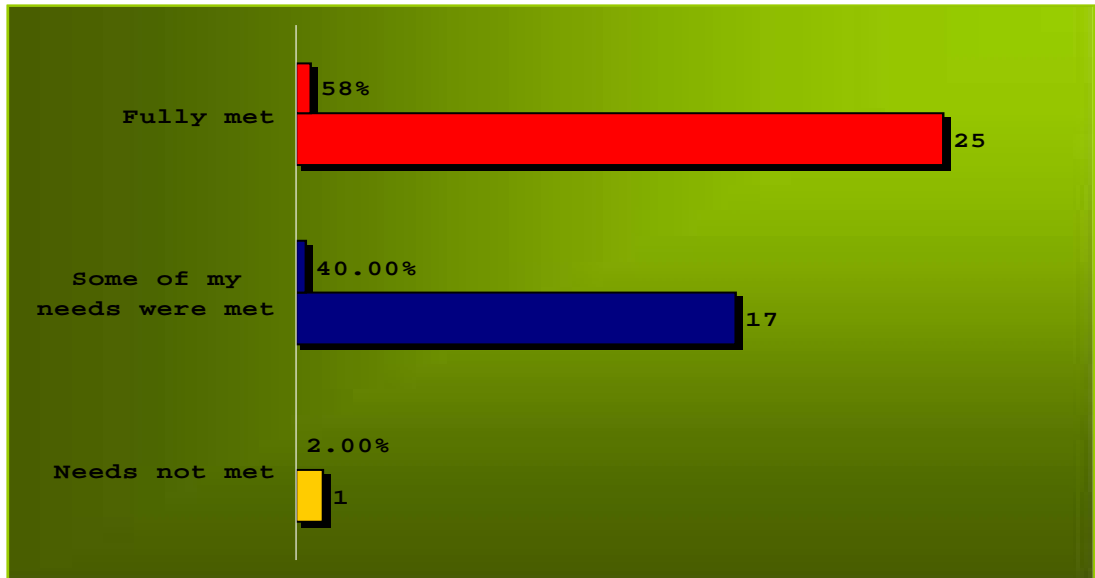
7. How were your needs met?

Bar Chart 7



8. Please indicate to what extent you feel your needs were met overall?

Bar Chart 8



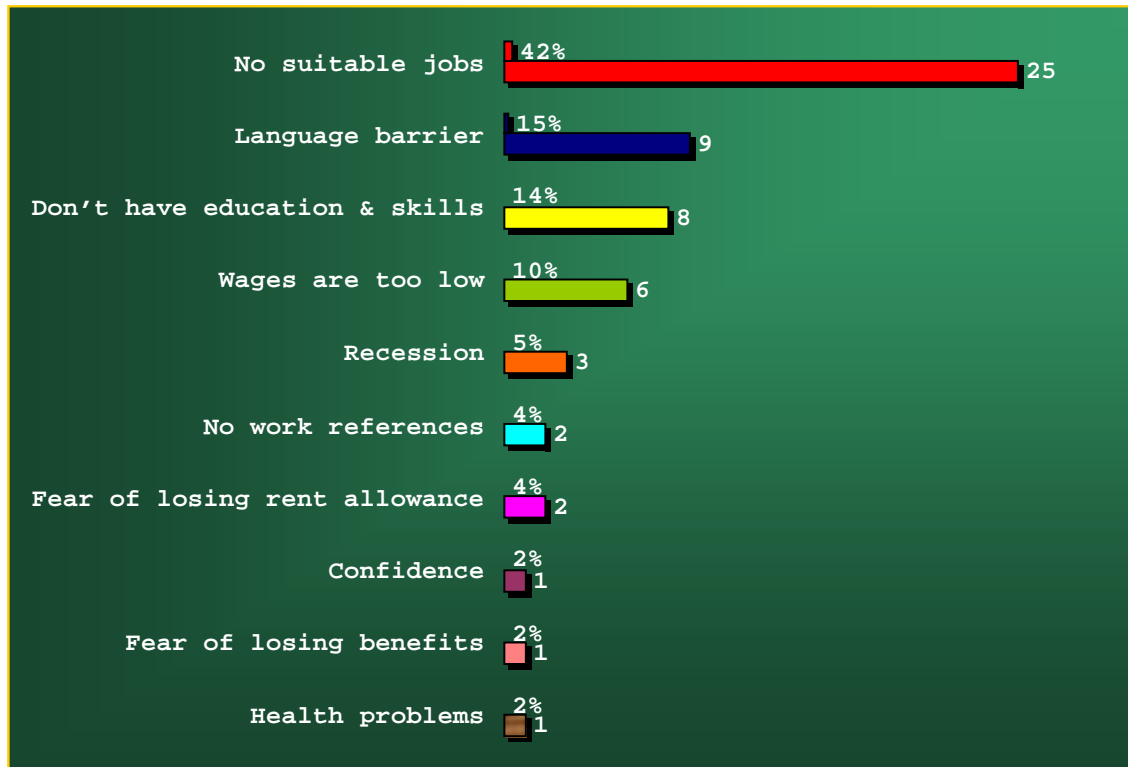
58% of all respondents indicated that their needs had been fully met.

Qualitative quotes

"Still in the process of career guidance"

"Still working with mediators"

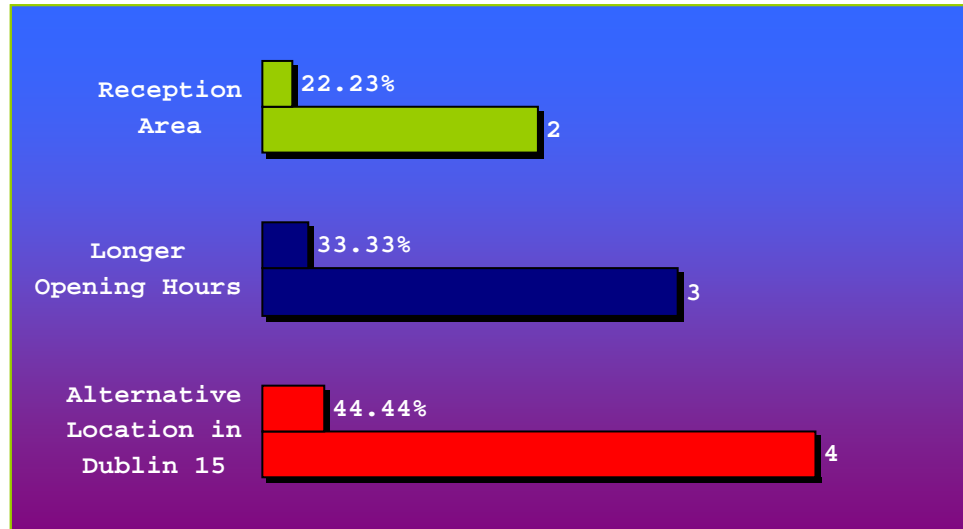
9. What has prevented you from progressing onto education, training or employment?



The variable most frequently cited as a barrier to LES clients chances of (re) entering the labour market was the lack of suitable jobs (42%). A further 15% suggested language barriers as an impediment and 14% indicated that they did not have the education levels and skills set required by perspective employers.

"Got a job, lost it with the recession"

10. Is there anything specific that you would change about the LES service?



4 respondents suggest that they would prefer an alternative LES outreach office as one factor they would like to see changed. A further 3 indicated longer opening hours for the public whereas two people thought that the reception area in the office they visited need alteration.

Qualitative quotes

"Yes work experience at the end would be helpful (2 wks -min) with Employers"

"Nothing, all I want is for LES to be in Blakestown resource centre cos we need them"

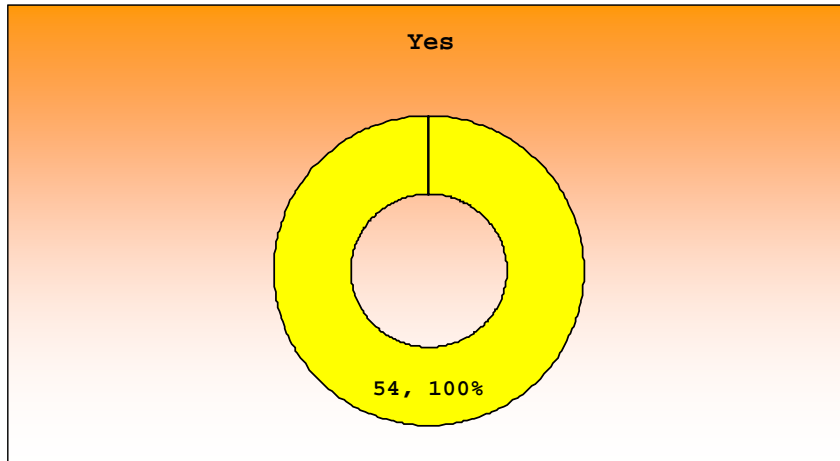
"I am happy with this system"

"No, I found LES went out of their way to help me, they could not have done anymore"

"I think it works very good"

"I wouldn't change anything about LES"

11. Would you recommend the service to a friend or family member?



100% of all survey respondents who answered this question stated that they would recommend the service to family member of a friend.

12. Is there any other feedback you would like to provide us with?

"Direct contact with employers"

"I met very helpful people in LES. They gave me motivation and showed me new options. I look into the future more positively now"

"First class job...is helping me with getting off the dole queue and instilling the confidence and training to access fulltime employment"

"All staff were excellent and professional friendly and hard working will be of benefit in the future, delighted I attended"

"Supportive and understanding"

"Keep up the good work"

"Think it is a great service"