

UEP TELEPHONE SURVEY - MARCH 2012

BOROUGH:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

PATIENT ID NUMBER:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

1. How long have you been seeing an Employment Specialist?

- 9 - 12 weeks 17 - 20 weeks 6 - 12 months
 13 - 16 weeks 6 months 1 year +

2. How happy were you with the help you received from the employment Specialist to choose your work and/or education goals?

- Very happy (go to Q2a & Q2c) Quite happy (go to 2a & Q2c)
 Not very happy (go to Q2b & Q2c) Not at all happy (go to Q2b & Q2c)

2a. If you were happy what did you find helpful? (please tick one or more of the following and ask for other examples)

- Help to choose a job and research options
 Discussion about my work history and skills
 Discussion about my work interests
 Help to identify my strengths
 Help to identify how I can overcome barriers
 Discussion about how I can move from benefits into paid work

2b. If you were not happy how could it have been done differently?

--

2c. Were there any other things that were helpful?

--

3. Were you happy with the support you received from your Employment Specialist to help you achieve your vocational goal(s)?

- Very happy (go to Q3a & Q3b) Quite happy (go to Q3a & Q3b)
 Not very happy (go to Q3c) Not at all happy (go to Q3c)



3a. If you were happy with the support what did you find helpful?

- Regular job search activities
- Regular contact with my ES
- Help in understanding my financial position when I come off benefits
- Help in approaching employers
- My ES approaching employers on my behalf to access the hidden labour market
- Encouragement
- Working with someone who believed in me
- My Care Co-ordinator and ES working together to support me

3b. Do you have any further comments to make?

3c. If you were not happy with the support you received, what kind of support would you have liked to receive?

4. Were you happy with the support you received from your Employment Specialist once in employment or education?

- Very happy (go to Q4a & Q4b)
- Quite happy (go to Q4a & Q4b)
- N/A (go to Q5)
- Not very happy (go to Q4c)
- Not at all happy (go to Q4c)

3a. If you were happy what did you like about the support you received? (please tick one or more of the fo

- Discussion of my support needs prior to starting work
- Regular contact
- Emotional support
- Pratical help e.g. coming off benefits, travel to work, etc
- The ES negotiating with the employer on my behalf
- The ES working with my Care Co-ordinator to support me

4b. Do you have any further comments to make?

4c. If you were not happy with the support you received, what kind of support would you have liked to receive?



5. Has the service been helpful in moving you closer to finding a job or accessing education?

- Yes (go to Q5a & Q5c) No (go to Q5b & Q5c)

5a. What did you achieve?

5b. If no, why not?

- Did not see my ES enough
 We did not apply for enough jobs
 I did not find the service very helpful (if this box is ticked please ask why and put the response under further comments)

5c. Do you have any further comments to make?

6. What did you find most helpful from your meetings with the ES?

- Encouragement /confidence building
 Giving me a sense of hope
 Active job search
 Active approaches to employers with me or on my behalf
 Building up my CV
 Support around job seeking skills
 Regular meetings

6a. Do you have any further comments to make?

5. Was your Care Co-ordinator or key worker involved in supporting your journey to work?

- Yes (go to Q7a) No (go to Q7b)

7a. If yes:

- They talked to you about work very early on when you were referred to the service
 I had been with the service a long time before employment
 They referred me to an ES
 They encouraged me and supported me whilst I was job seeking
 They worked with an ES to support me once I got a job



7b. If no:

- I did not have a Care Co-ordinator or key worker
- My Care Co-ordinator or key worker did not encourage me to think about work
- Once I was working with the ES I did not talk about work with my Care Co-ordinator or key worker

8. Your name will not be on the completed questionnaire. Are you happy for your ES to see your answers, without knowing who completed the questionnaire?

- Yes
- No

9. Are you happy for us to use quotes from your answers in a summary reports, which will detail all feedback from service users on a confidential basis

- Yes
- No

