

## A company that provides excellent value for money

- A company with a reputation for delivering highly effective, value for money services to time and within budget.
- £97,000 in public expenditure saved (in 2001 prices) for every 16 – 18 year old prevented from becoming NEET – ‘Estimating the Cost of Being NEET at 16 – 18’ DfES (as was) research report number 346.
- Providing high quality advice, guidance and support that raises aspirations, helps to maximise potential and reduces drop out.



To find out more or to contact us visit:

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or write to:

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Pennygillam Industrial Estate,  
Launceston, PL15 7ED.



Some  
key  
facts



## A company valued by its customers

- 94.9% of younger customers satisfied or very satisfied.
- 98.9% of adult customers satisfied or very satisfied.

## A company in touch with its customers

- In touch with 99.2% of 16 – 18 year olds compared with the average for England of 96.2% (average percentage in touch between Nov 2009 and January 2010). Consistently one of the best performing Connexions services at keeping in touch with customers.
- 80% of year 11 pupils receive one to one help in school from Connexions advisers compared with an average of 40% receiving careers interviews for England as a whole (Tony Watts, Sec Ed.17/09/09).
- Constantly seeking better ways to further involve customers in the development of services.

## A company that delivers and constantly improves performance

- The percentage of young people becoming NEET after year 11 reduced from 6.8% in 2002 to 3.5% in 2009.
- 64% of adult 'nextstep' customers progressed to positive outcomes.
- Top five performer for fulfilling the government guarantee to offer a suitable education or training place to 16 and 17 year olds.
- 64.9% of young people participating in an Activity Agreement have moved into a positive outcome within 13 weeks.
- 84.9% of young people who have engaged with newleaf have begun working towards an accredited qualification.

## A company with an excellent reputation

- UK Excellence Award winners in both Customer Satisfaction and Leadership categories 2009.

- The first company in Cornwall to achieve Investor in People gold status - being one of 132 (0.5%) organisations awarded gold status.
- Consistently praised as delivering highly effective customer service through the Customer Service Excellence Standards.
- Consistently praised by inspection bodies - 27 positive comments and no negative comments about Connexions services in the latest Joint Area Reviews for Cornwall, Devon, Isles of Scilly, Plymouth, and Torbay.
- 'Your project newleaf (to engage the hardest to reach NEETs) has been put forward to Government Office South West as one which is considered to be an exceedingly good exemplar of best practice in the South West Region.' *LSC, September 2009.*
- Placed sixth in the 2010 Sunday Times top 75 Best UK Companies to work for in the public sector, and won the Best for Training and Development award.