

## Next Step Questionnaire 2010-11

Tell us what you think

During 2011, we carried out a survey about the service that we provide and asked you what you thought. We had 1605 responses from across Cornwall, Devon Somerset and Dorset and here are the results:

### Getting to see us...

	V easy	Easy	Okay	Difficult
1. How easy were we to find?	77.3%	17.8%	4.2%	0.7%
2. How easy was it to get an appointment?	75.1%	21.5%	3.2%	0.2%
3. Did you get to see an adviser quickly enough?		Yes 99.4%	No 0.6%	

### How would you rate the following?...

	Excellent	Good	Fair	Not good	Poor
1. Your advice session	76.3%	22.1%	1.6%	0.0%	0.0%
2. Being listened to	79.6%	19.0%	1.3%	0.1%	0.0%
3. Being able to ask the questions that you want	78.2%	19.8%	1.9%	0.1%	0.0%
4. Receiving information that makes sense.	78.0%	20.3%	1.6%	0.1%	0.0%

### Overall view of the service...

1. Would you recommend us to your friends?	Yes 98.2%	No 1.8%
2. Overall were you satisfied with the service that you received?	Yes 99.7%	No 0.3%

We asked you to rate how confident you felt about the matter you came to see the adviser about both before and after the advice session 61% of you said you felt more confident, and 37% said you felt about the same.

We would like to thank you for completing our survey, and we hope you continue to find our service helpful.