



# Direction for Bedfordshire

Survey Results 2020

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## Gender



**1/2** Male

**1/2** Female

## Age

**29%** Of respondents were over the age of 46

**26%** Of respondents were between the ages of 25-30

**21%** Of respondents were between the ages of 18-24

The remaining 24% were between the age categories of 31-45

## Ethnicity

**68%** Of respondents identified as White (including white British, Irish, Scottish, Welsh, European)

**14%** Of respondents identified as Black (including Black British, Black African/British, Black Caribbean/British)

**9%** Of respondents identified as Asian (including Asian British, Pakistani, Indian)

**9%** Of respondents identified as Mixed Ethnicity (including White and Black Caribbean & White and Black African)

## Survey Results

**97%** of the survey respondents said that their initial enquiry was responded to by a Direction coordinator within one business day



**100%** were satisfied or very satisfied with the initial service they received from a Direction coordinator



**100%** of respondents that utilised the Direction website said that it was easy or very easy to use and navigate



**97%** of respondents would recommend Direction to a friend, colleague or acquaintance

**80%** of respondents contacted the service that Direction signposted them to



Over half of respondents said that they heard about Direction through word of mouth. This could be from the Direction coordinators marketing the service through attending team meetings, networking events or through other colleagues and professionals relaying the information to members of their team.

## Comments and Feedback

Lauren is very polite and knows what she is doing in her job, the guys received the information that they required.

Just keep doing what you're doing.

I have not had a single negative experience whilst working with Direction.

No improvements suggested at present. Positive experiences to date.

I already have recommended you to a friend. Normally I don't give good feedback but you have been really good.