

# Candidate Satisfaction Survey Results

2008

**Remploy**

Putting ability first





As the UK's leading provider of specialist employment services to disabled people, people with long term health conditions and those experiencing complex barriers to work, we are committed to improving the services we offer our customers.

As part of our ongoing commitment to better understand our candidate customer needs, we carried out a satisfaction survey during June and July of this year. This leaflet summarises the findings from the survey, which will help us shape our future plans and priorities during 2009 and beyond.

## How the survey was carried out

The Leadership Factor, a company that specialises in measuring customer satisfaction carried out the survey on our behalf. They have worked with many well known companies in the UK and their expertise and experience gave us an accurate, independent set of results.

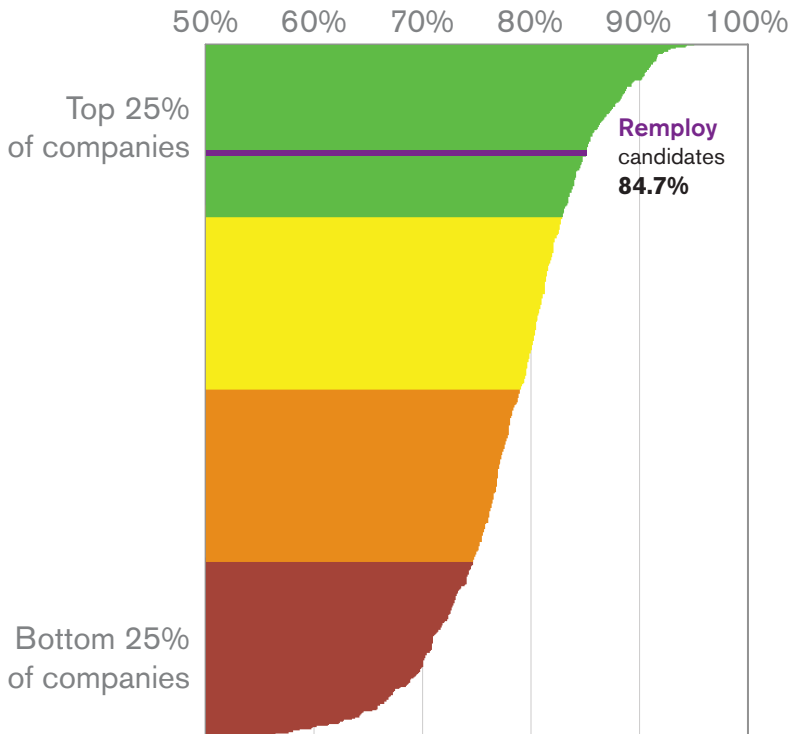
Firstly, the areas of most importance to our candidates were identified through a series of focus groups. The findings from the groups were then used to develop the questions for the main survey. A random and representative sample of 200 customers were asked by telephone for their views on our services.

# The results

## Overall Score

The Leadership Factor uses all its completed surveys to calculate an overall score, called a Satisfaction Index™. This is an important way for us to measure how well we are satisfying the needs of our customers over time.

This year, our overall Satisfaction Index™ for candidates was **84.7%**. While there is always room for improvement, this score represents a good performance for Remploy and places us in the top 25% of all UK organisations within The Leadership Factor's league table.

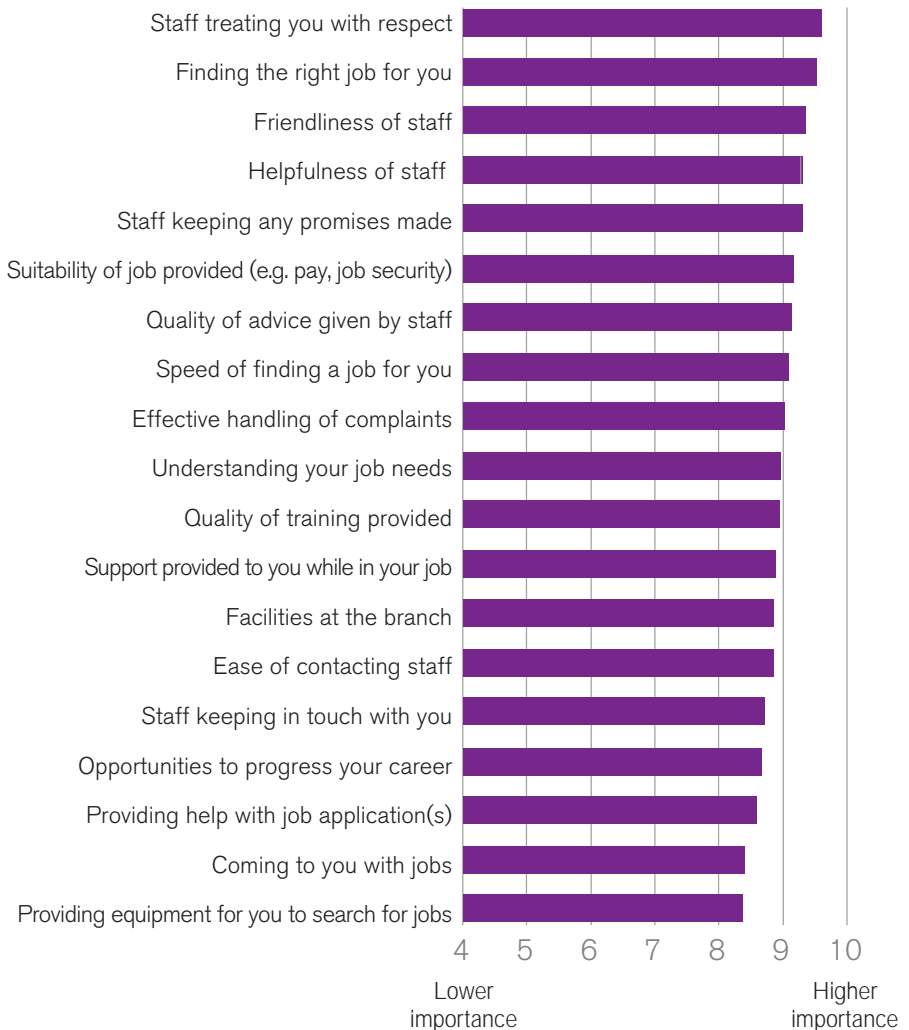


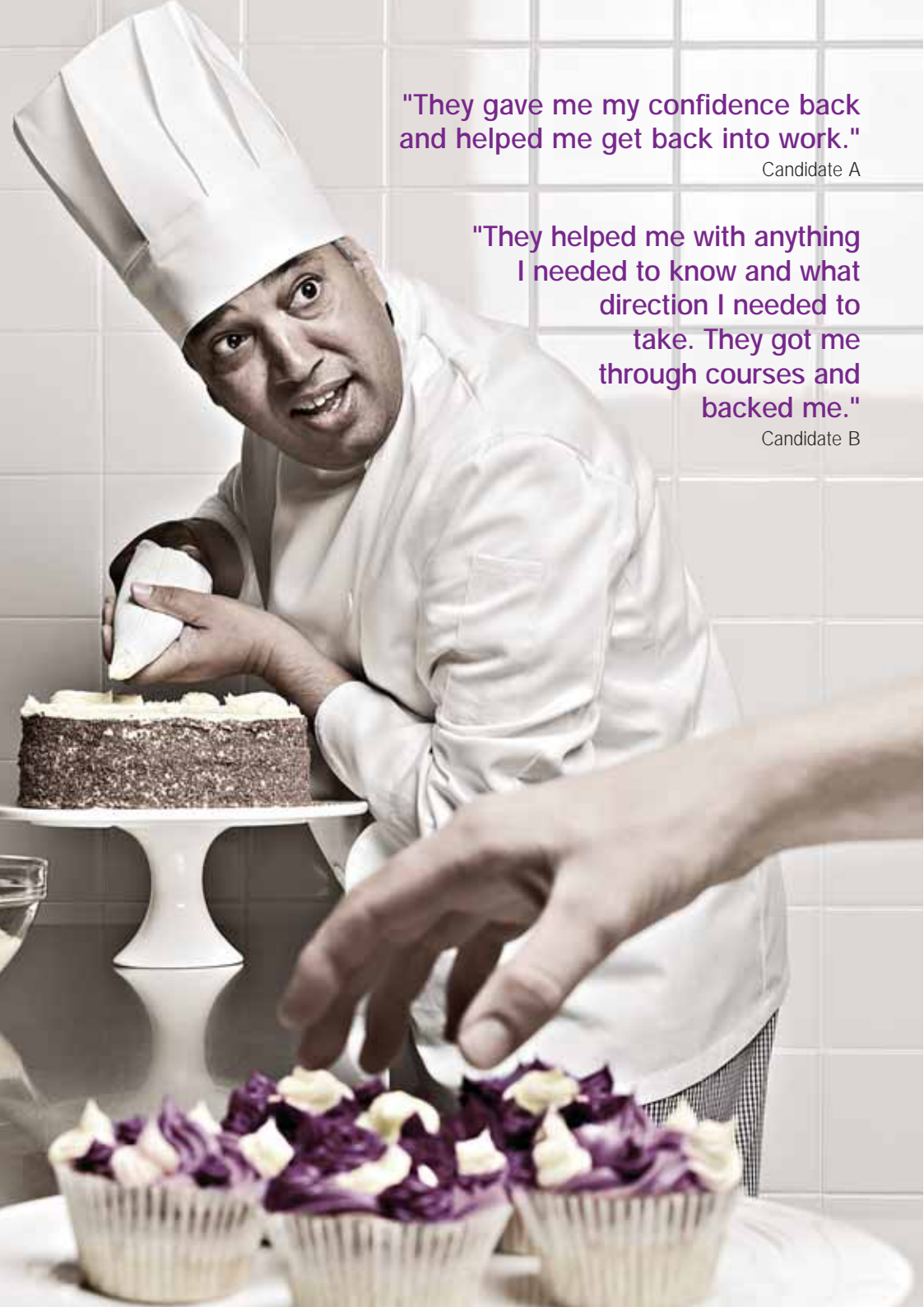
Linked to this score, 8 out of 10 candidates said that they would recommend Remploy as an organisation to support them.

## Areas of greatest importance

The survey was based upon the 19 most important requirements stated by candidates, the top areas being:

- Staff treating candidates with respect
- Finding the right job for candidates
- Friendliness of staff
- Helpfulness of staff
- Staff keeping any promises made





"They gave me my confidence back  
and helped me get back into work."

Candidate A

"They helped me with anything  
I needed to know and what  
direction I needed to  
take. They got me  
through courses and  
backed me."

Candidate B

## Satisfaction ratings

The chart below shows that candidates are most satisfied with:

- Friendliness of staff
- Staff treating candidates with respect
- Facilities at the branch (where a branch was used)
- Helpfulness of staff
- Providing help with job applications

The survey also identified some areas where candidates are less satisfied:

- Coming to candidates with jobs
- Opportunities to progress a candidate's career
- Staff keeping in touch with candidates





## Making future improvements

We recognise that our services can be improved and the survey has helped us to focus on changing the things that matter most to candidates. These areas include:

- Understanding candidate job needs
- Providing suitable job and career progression opportunities
- Providing quality advice
- Staff keeping promises that they make
- Staff keeping in touch before and after candidates find a job

To address these important changes, a team of people from across our organisation are reviewing the ways in which improvements can be made. Through ongoing discussion with candidates and employers, we will introduce changes to our processes and procedures, staff training and the way we communicate. We will also ensure that we tell candidates about the changes that we make and provide ongoing opportunities for feedback on these changes and other aspects of our service.

If you need to receive this information in an alternative format, please contact us at [marketingonline@remploy.co.uk](mailto:marketingonline@remploy.co.uk) and we will take reasonable steps to arrange this for you.

18C Meridian East,  
Meridian Business Park,  
Leicester LE19 1WZ

**Remploy**

**Putting ability first**

[www.remploy.co.uk](http://www.remploy.co.uk)