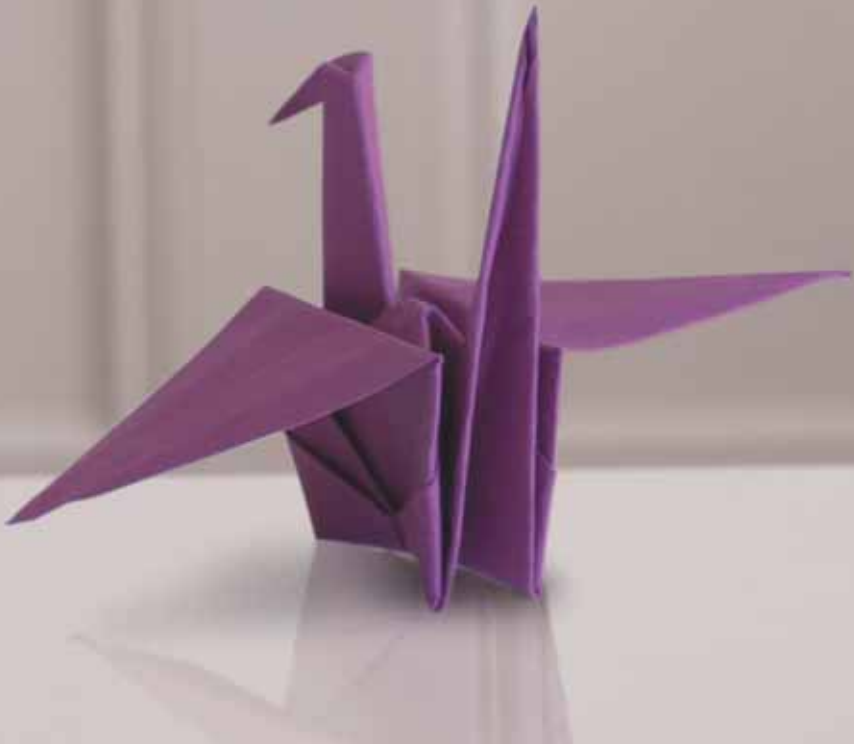


# Employer Satisfaction Survey Results

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 employer customer needs, we carried out a satisfaction survey during July and August 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.

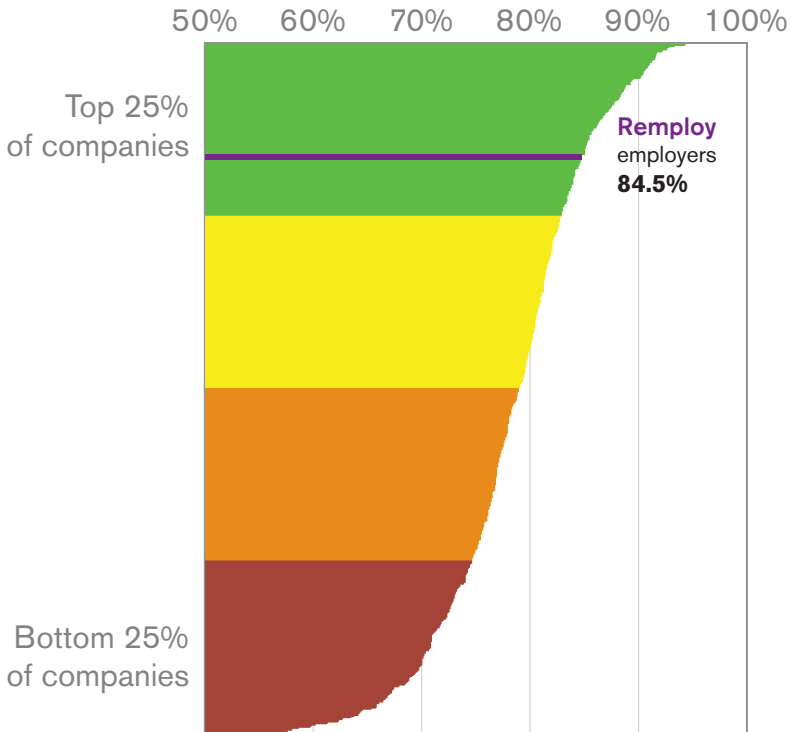
Firstly, the areas of most importance to our employers were identified through a series of one-to-one interviews. The findings from the interviews were then used to develop the questions for the main survey. A random and representative sample of 200 customers were asked by telephone for their views on 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 employers was **84.5%**. 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.

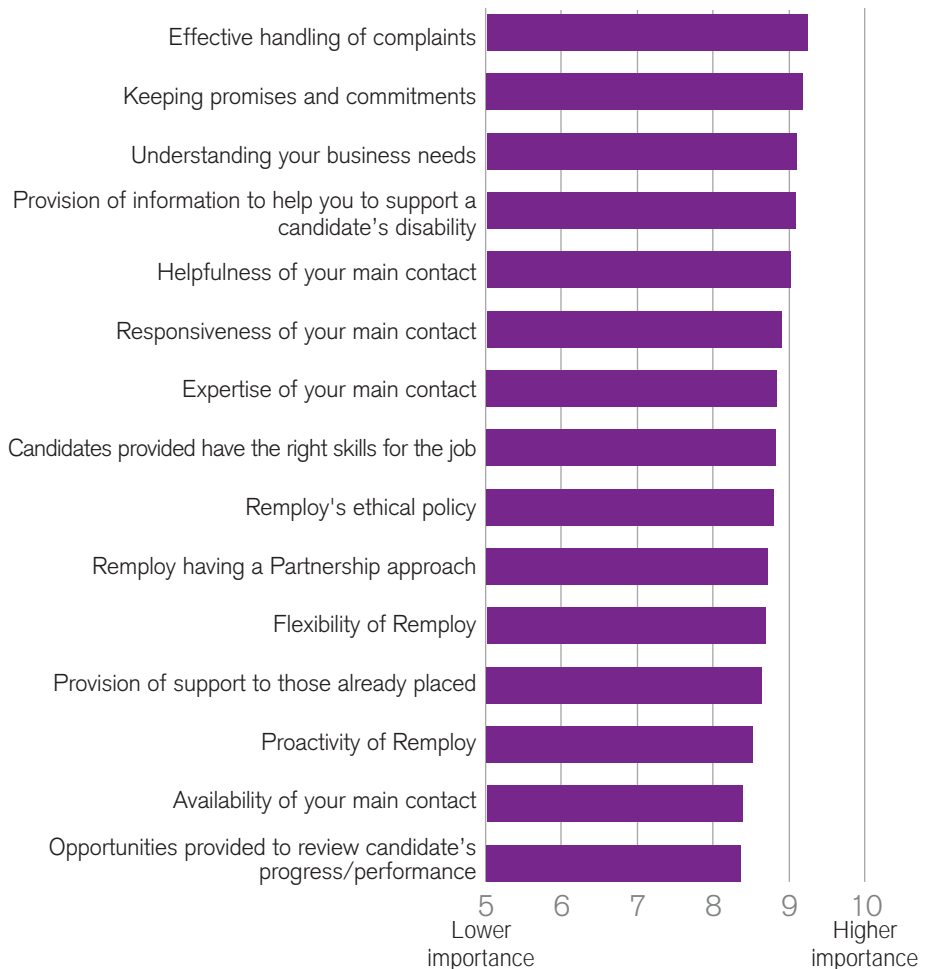


Linked to this score, 8 out of 10 employers said that they would recommend Remploy as a provider of specialist employment services.

## Areas of greatest importance

The survey was based upon the 15 most important requirements stated by our employers, the top areas being:

- Effective handling of complaints
- Keeping promises and commitments
- Understanding an employer's business needs
- Information to help employers to support a candidate's disability
- Helpfulness of main contact



"I think Remploy are excellent for clients and customers. They are proactive and very positive."

Employer A

"Remploy know the kind of candidate I want and I have to say I was very impressed with the last five candidates we employed."

Employer B



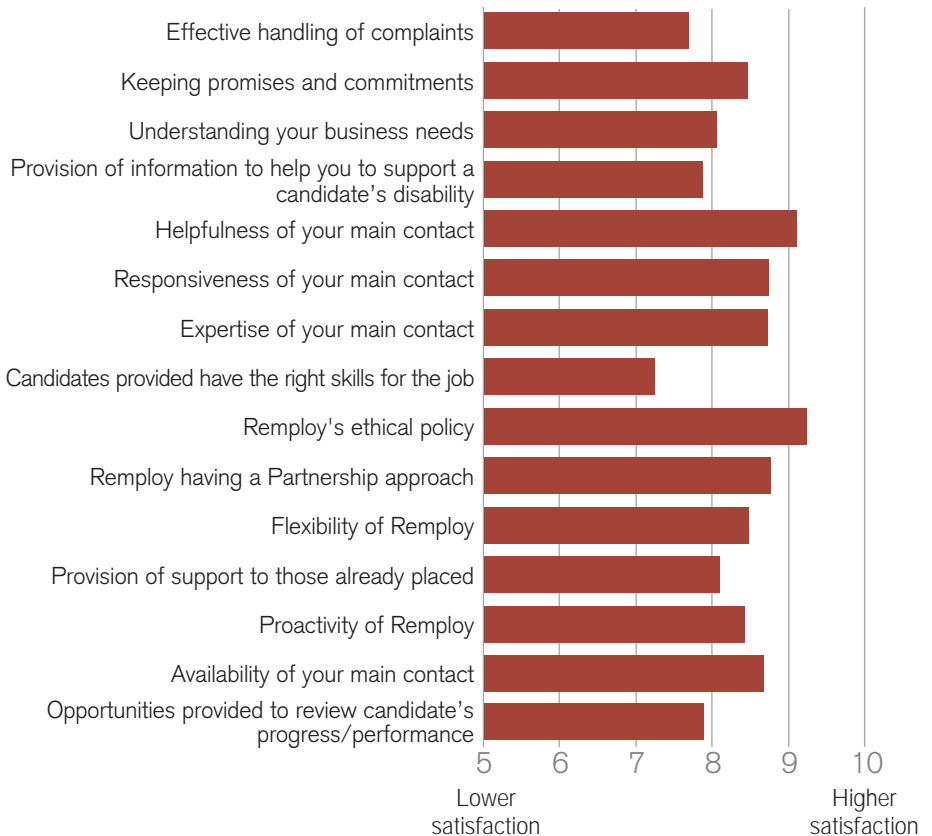
## Satisfaction ratings

The chart below shows that employers are most satisfied with:

- Remploy's ethical policy
- Helpfulness of an employer's main contact
- Remploy having a partnership approach
- Responsiveness of main contact
- Expertise of main contact

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

- Candidates having the right skills for the job
- Handling of complaints
- Information to help employers support a candidate's disability
- Opportunities provided to review candidate progress





## 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 employers. These areas include:

- Providing candidates with the right skills for the job
- Providing information to help an employer support a candidate's disability
- Understanding an employer's business needs
- Providing support when a candidate has been placed into a job:
  - Opportunities provided to review candidate progress/performance
  - Increased frequency of follow-up and review meetings

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 employers and candidates, we are identifying changes to our processes and procedures, staff training and the way we communicate. We will also ensure that we tell employers about the changes 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.

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