



JUFJ Steering Group

CCP Provider Survey

2023-24

19th September 2024

JUFJ Steering Group

Survey Overview

**73.33% very satisfied
with the Helix MIS.**

**93.75% very satisfied
with CCP overall.**

**93.75% very satisfied
with CCP's contract
management.**

**80% very satisfied
with communication.**

Contract Management

Feedback

- 93.75% very satisfied with CCP's contract management.
- Contract manager and senior managers are supportive and understand what we are doing.

Improvements

- For funding to start when it is supposed to, instead of a few months later due to Scottish Government delays.
- Lots of meetings and networking events - as each project tends to have a cluster of its own.
- Move away from eligibility, proving identity, proof of outcomes, attribution of outcomes to different providers and other compliance-based activities.

Feedback

- 73.33% very satisfied with the Helix MIS.
- The support is excellent. Chris, Gordon and the team provide quick, person-centred support and are very patient with questions and queries.

Improvements

- Training courses in Helix need to be more interactive and more suited to people with different learning styles and abilities
- Reporting, managing caseloads and referrals can be much more time consuming than necessary
- Requirement for spreadsheets outside of system to keep totals.

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Communication

Feedback

- 80% very satisfied with communication on what is happening in employability within Edinburgh.

Improvements

- It would be really helpful for a summary of all provision by stage/services to be produced so the information is easily accessible to identify what is best for progression for participants.
- Need earlier information prior to new services coming on stream and updates so we can better integrate our services and update our staff.
- An interactive map of provision around the city would be useful.
- The JUFJ noticeboard and website is still at times out of date and needs refreshed.

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Communication

Social Media

- CCP and all associated channels will now be posting solely on LinkedIn. All X accounts will be deactivated on Friday 29th November, so please follow on LinkedIn for future updates.
- Options for Joined up for Jobs will be discussed by the steering group at the next meeting.
- If organisations have been switching to alternatives, such as Blue Sky, please can you let us know as we are keen to hear the thoughts of the network.