2018 adult services evaluation results

We asked every adult who accesses our services to complete an evaluation form to help us improve services and anticipate impending demand. Below are the results of our key quality indicator questions:

The sessions have helped improve my self esteem

<table>
<thead>
<tr>
<th>Agree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
</tr>
</thead>
</table>

The sessions have reduced my stress levels

<table>
<thead>
<tr>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
</table>

We also ask about individuals personal circumstances, this helps us to understand an overall view of our membership and we can compare this to national averages:

What is your Living Status?

- Living independently
- Living with parents/carers
- Supported living
This shows us that the number of adults living at home sits in line with the national average however the number of people who class themselves as unemployed is significantly lower than elsewhere.

**Skill development courses**

Each and every course that we deliver is measured against four objectives that are relevant to the course topic.

Learners self-assess themselves against each objective at the beginning and end of the course to measure their progress. Below are each of the courses progression results:

**Cooking Course in Bedford**
Pre-employment and volunteering in Bedford

To be able to introduce myself confidently

To be able to search for voluntary roles and know where to get help applying for them

To be able to identify my own skills and qualities

To be able to match skill to Jobs

Pre-employment and volunteering in Luton

To understand good customer service

To be able to pull relevant information from a Job Advert

To be able to apply good customer service

To be able to match own skills and qualities to a job
Building resilience in the community

- To understand the four steps of Communication
- Using strategies to cope with anxiety
- Asking for help within the community
- To understand and practice active listening skills

Communication skills in Luton

- Conversation
- Body Language
- Listening
- Assertiveness

Before
After
Understanding my Autism

Building confidence in the community
Money management in Bedford

To improve my knowledge of what a budget is

To know the difference between 'wants' and 'needs'

To improve knowledge of how to use a budget

Knowledge of what I am currently spending

Cooking course in Luton

To understand food hygiene

To be able to make a soup from scratch

To have the ability to apply food hygiene

To have the ability to