

AYLESBURY LEARNING CENTRE PROJECT ANALYSIS 2009/10

In 2009/10 financial year we have had a significant increase in new users to over 750 with 88% from the BME community and 56% women.

A full analysis of new users by gender, age, ethnicity and postcode

Gender	No	%age
Female	424	56.5%
Male	326	43.5%
No Entry	13	
Total	763	100.0%

Age	No	%age
16-20	30	4.4%
21-30	155	22.9%
31-40	177	26.1%
41-50	183	27.0%
51-60	92	13.6%
61+	38	5.6%
no entry	88	
Total	763	100.0%

Ethnicity - Self Defined Family Area of Origin				
Nigerian	138	19.6%	Turkish	3 0.4%
African	107	15.2%	White European	3 0.4%
Caribbean	51	7.3%	Zambian	3 0.4%
Other	30	4.3%	Asian	2 0.3%
White British	34	4.8%	Cameroonian	2 0.3%
Black British	27	3.8%	Chilean	2 0.3%
Afro-Caribbean	23	3.3%	Mauritian	2 0.3%
Latin American	21	3.0%	Moroccan	2 0.3%
Bangladeshi	20	2.8%	Romanian	2 0.3%
Ghanaian	20	2.8%	Thai	2 0.3%
White English	19	2.7%	Turkish Cypriot	2 0.3%
Sierra Leonian	16	2.3%	Ugandan	2 0.3%
Somali	15	2.1%	Venezuelan	2 0.3%
Italian	11	1.6%	Welsh	2 0.3%
Mixed Race	9	1.3%	Zimbabwean	2 0.3%
Black Other	8	1.1%	Afghani	1 0.1%
Chinese	8	1.1%	Native American	1 0.1%
Colombian	8	1.1%	White Other	1 0.1%

Ecuadorian	8	1.1%
Mixed Race	8	1.1%
Algerian	7	1.0%
Vietnamese	7	1.0%
Ethiopian	6	0.9%
French	6	0.9%
Eritrean	5	0.7%
Black Other	4	0.6%
Congolese	4	0.6%
Indian	4	0.6%
Polish	4	0.6%
Brazilian	3	0.4%
Irish	3	0.4%
Ivorian	3	0.4%
Portuguese	3	0.4%
Rwandan	3	0.4%
Scottish	3	0.4%
Spanish	3	0.4%

Bolivian	1	0.1%
Canadian	1	0.1%
Cuban	1	0.1%
Cypriot	1	0.1%
Dominican	1	0.1%
Egyptian	1	0.1%
Filipino	1	0.1%
Guinean	1	0.1%
Iranian	1	0.1%
Japanese	1	0.1%
Lithuanian	1	0.1%
Malian	1	0.1%
Pakistani	1	0.1%
Peruvian	1	0.1%
Senegalese	1	0.1%
Seychelle	1	0.1%
Sri Lankan	1	0.1%
Ukrainian	1	0.1%
No Entry	60	
Total	763	

Postcode	No	%age
SE17	286	37.6%
SE15	135	17.8%
SE1	98	12.9%
SE5	74	9.7%
SE16	31	4.1%
SE22	22	2.9%
SE11	10	1.3%
SE14	6	0.8%
SE21	6	0.8%
SE6	5	0.7%
SE8	5	0.7%
SE24	4	0.5%
SE2	3	0.4%
SE13	2	0.3%
SE18	2	0.3%
SE19	2	0.3%
SE26	2	0.3%
SE4	2	0.3%
SE9	2	0.3%
SE23	1	0.1%

SW London	39	5.1%
North London	7	0.9%
Croydon	5	0.7%
East London	5	0.7%
Ilford	1	0.1%
Grays, Essex	1	0.1%
W London	1	0.1%

No Entry	3	
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SE27	1	0.1%
SE3	1	0.1%
SE7	1	0.1%

Total	763	100.0%
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Note: The service is contracted to cater for Southwark residents and all other new users are provided with general information and guidance to identify and secure long term support from partner agencies or directed to more local services.

USER ANALYSIS OF SERVICES

Elephant Jobs (EJ) recently carried out a random survey of some of the people that use the services of its projects and other projects based in the Aylesbury Learning Centre (ALC). The aim of the survey is to assist in the development of the services and facilities within the Centre and to ensure the maintenance of standards of service.

The centre has now been open for nearly 9 years – with over 5000 users - and we need to review the facilities, and consider further improvements.

Analysis of Questionnaire

1. Why did you first contact EJ/Aylesbury Learning Centre? Was it because you wanted to find out about:

<u>Contact</u>	<u>No</u>	<u>%</u>
50 plus	1	2%
Access Centre/Social Enterprise training	5	10%
Business Skills training	15	29%
Everywoman Centre	8	16%
Information Advice & Guidance	9	18%
IT training	9	18%
GLE-OneLondon business seminars	3	6%
Work Placement	1	2%
No entry	4	

2. When you first came to us were you?

<u>Status</u>	<u>No</u>	<u>%age</u>
Employed	7	13%
F/T Educ	2	4%
Self-Emp	5	9%
In Training	5	9%
Unemp	34	64%
No Entry	2	

3. When you first came to us did you have any particular expectations?

	<u>No</u>	<u>%</u>
Yes	35	64
No	20	36

If Yes - what were they?

Useful skills to help me get job.
Up skill refresh my It skill
To see whether they can assist to get employment.
To secure A Job through Aylesbury
To receive a practical training on tailoring
To receive a practical training on cooking & Tailoring
To learn more about working for myself.
To learn more about how to run a business
To keep living and what to look up to
To improve my skills
To get more knowledge about business planning.
To gain knowledge of a business plan
To gain information on how to write a business plan
To gain an IT qualification
To finish clait
To find a job
To build my sewing experience.
To become fashion designer
To be able to prepare and understand Business plan
To be able to get acquainted to learn exactly the type of business
My expectation was to learn pattern cutting and machine techniques to make clothes and jacket.
My expectation is to have knowledge about fabric sewing
It is to get ready for the AAT course.
Information to start my own business.
Get a job
Gain knowledge on how to set up my business.
Find a jobs/look in papers/mags/on Internet
Enhance skills, IT, Training

Were your expectations met?

	<u>No</u>	<u>%</u>
Yes	33	94
No	2	6

Please tell us more about your answer

Yes, I am get to taking a decision but not fully
We have not finished yet
Not yet
Not really still looking for a job.
Yet to start the tailoring classes

Learning and teacher is good
 I learned It skills and get more improvement
 I learn something new every time attended
 I know that I am improve in all quality that I needed
 I have started refreshing my IT skill
 I have not completed my course.
 I got a part time job
 I did receive training
 I am still learning pattern and cutting
 I am continuing to gain the necessary knowledge that I will need to run my business.
 Fairly
 By providing facilities such as computer to how to access to find IT jobs.
 and to start the tailoring classes

4. How would you grade the quality of the service you received from the reception/information desk?

ALC – RECEPTION & INFORMATION DESK

	Very Poor	Poor	Adequate	Good	Very Good
Responsiveness	0	1 (2%)	6 (12%)	23 (44%)	22 (42%)
Usefulness of Advice	0	1 (2%)	7 (16%)	22 (51%)	13 (30%)
Organisation	0	1 (2%)	7 (15%)	17 (37%)	21 (46%)
Effectiveness	0	0	4 (8%)	16 (36%)	25 (56%)

What improvements, could be made or additional services provided at Reception?

To provide a business plan by each participant.
 To move the Push and pull signs on the doors
 This place is super
 They could be more responsible to direct and welcome people.
 They are welcoming and friendly people
 They are doing well
 The service is quite adequate, but it need more comment per their leaflets.
 The seating arrangement only be improved.
 The reception is very good. I don't think there is any other improvement.
 polite and helpful update leaf letters course training information.
 Photocopies
 Nothing at the moment/none (4)
 Not sure
 Nice and user friendly
 Let us talk be aware that we don't leave to ask for the exit so I stood there for a new
 sees grappling with the security door.
 Information about other helpful centres around Southwark.
 Increase space at reception so that people will not feel too congested
 Group sessions/the rest is done already
 Give oral information to visitors about the service providing the centre.

Please tick to indicate the projects or courses you have used and the quality of the service you received.

	No	%
Business Skills (EE)	15	27
IT Training	12	22
Everywoman Centre	12	22
Information Advice & Guidance (AIAG)	10	18
Access Centre & Social Enterprise	6	11
Fifty Plus	1	2
ESOL Classes	0	0

Main Project or Course attended

	Very Poor	Poor	Adequate	Good	Very Good
Responsiveness	0	1 (2%)	6 (13%)	20 (43%)	20 (43%)
Usefulness of Advice	0	0	4 (9%)	21 (49%)	18 (42%)
Organisation	0	1 (2%)	2 (5%)	26 (59%)	15 (34%)
Effectiveness	0	0	4 (9%)	20 (44%)	21 (47%)

5. Are our existing facilities adequate for your needs?

Facility	Poor	OK	Good	Very Good
Computers	1 (3%)	9 (27%)	10 (30%)	13 (39%)
Telephone	2 (7%)	6 (21%)	11 (38%)	10 (34%)
Library & Internet Services	1 (3%)	8 (25%)	14 (44%)	9 (28%)
Advisers	0	5 (15%)	13 (38%)	16 (47%)

Any comments to add

This is a very useful encouragement to make people have full benefit in going wisdom There's great improvement at Aylesbury Centre. They help a lot to achieve our goals and these are really good. I suggest they have a class for catering and cooking. The Radiators are working through out the year. They need to be closed during summer time. The toilets do not have ventilation.

Tea/coffee 20p per cup, one day food machine

Specific sewing classes for separate levels.

Provide more computers and printers for the access centre.

Organise a small café for the student during them lunch break.

Not really.

More sewing machine and high table with flat top adequate for cutting pattern with our observation and training off the back ruler and cutter and big mirror.

Large classroom for a large course where everybody can sit comfortable with our being overcrowded.

kitchen area could do with a good clean!!

In regard to assist for jobs. I will support that if they can use both the job centre assist to get employment for those who are register with them.

If assistance in J. Application there need of to be table designation quite area for completing found if possible and if funds allow this.

I would like there to be provided a catering facility per refreshment.

I would like there to be provided a catering facility for refreshment.

I will like the up date of services available at the moment and new services introduce

I think it's great.

I am better now I can ready now on the computer lot.

For now more space and fixtures table and chairs for students.

Fix the heating

Crèche facilities.

Cooking classes (2)

Better computers that are more and more of them too. Better clean in the kitchen and generally everywhere else.

Being my first time here, I think that I have to attend again to answer this question replay but on my first there was been one issues untoward regarding me all centre.

All the computer should be connection to the printer

Advertising the centre more on order to get more facilities.

A Cafe or snack bar higher and smooth top table suitable for cutting patterns without causing much strain on the back other materials

6. Any Other Comments or Suggestions to extend or improve the services

Well, I used the toilet and the receptionist was quick to show us the way and ask for the others, I really havent got any complaints as for now. As I am sure before I well answer this question better on my next visit as we thoroughly enjoyed the business plan tutorship.

This place is a super palace better than Buckingham palace.

This is a good centre that contributes to strengthen the community with good customer services.

The service I received was so helpful. The staffs at AIAG are nice, encouraging supportive and always willing to help. They have been wonderful for the past years.

Thank you

Sewing class is very great and useful, computers in the premises is fantastic and also other services.

Over all good staff are very helpful.

I wish the accounts department use accounting packages like sage like 50 and quick books, which majority of the employers in the country use. This will open the door of opportunity for employment for those who pursue their career in Finance & Business.

I think if they can link the jobs seeker to where they are in need of them or they can tell the person depending on the type of the job he or she wants by liking the person up to where their service is needed.

I suggested also that IT facilities should be added so that people will acquire the knowledge of MS office 2007(ECDL) certificate will be issued to the participant at the end of the course.

I have only used the business skills course. I am very happy and content. I have leant more and beyond my expectation and jet the course is still running.

I appreciate the good work and knowledge the centre is delivering to all that use the facility. The work force is good team and I like the sprit and comradeship exhibited in the centre.

For IT I would like there to be a tutor, just as there is business skills so people have a full ECDL issued when programme is completed. Especially with the new office 2007 a lot changed that people need to catch up on.

AB

April 2010