

We asked

You said

We did...

The following statement has been written in response to the comments and concerns raised at the recent 'Have Your Say' Forum for Employment Services.

Customers were concerned over the lack of public phones at the new Central Reading Centre in the Library.

The New Directions centre in the library provides a quiet setting for online job applications, CVs and study by way of computer classes. There is access to a mobile phone for job search enquiries. Telephones are also available at the three other main New Directions centres. Now customers can use the free service locally in four centres rather than just one.

Objections on why the Jobcentre Plus Job Point was being relocated to South Reading.

The decision was informed by statistical information including details of benefit claimants and customer accessing New Directions employment services. Jobcentre Plus provides Job Point services from its office in central Reading. With this knowledge and the statistical information it was decided to place the Job Point where it is most needed.

Customers raised concerns about pages of newspapers being removed.

Since the forum, newspapers are being labeled to ask customers not to remove pages. Customers raised concerns on why New Directions only lists employer links on its website. The employer pages on the website have been requested by customers. It helps those who are not confident with using the Internet and it also helps reduce search time.

Have your say... feedback@newdirectionsreading.co.uk

Customers were concerned that New Directions only provided courses geared towards learning for leisure.

New Directions is committed to provide a quality employment service across the town from its four centres. Since the move of Thames Tower to the Central Library, New Directions has implemented employment and job search facilities at all four centres so that residents across the borough can visit their most convenient centre to access the free services including CV support, Guidance sessions, interview skills etc. New Directions also offers a wide range of free courses in English, Maths and ESOL to allow people to increase their skills.

Since the forum New Directions has issued a separate Course Guide – Learning for Life, which highlights the employment services and courses on offer that build on skills for work.

Customers complained about public access PCs, virus, intermittent problems and sites blocked.

New Directions encourages customers to report such problems to the reception team at the centre. IT Support will then investigate and correct the problem in a timely fashion.

Since the forum, customers have informed staff of websites being blocked and these have been unblocked by IT Support.

Customers were concerned if each centre would have the following - post, phones and newspapers.

All New Directions centres have the following facilities for Job Search.

Local Newspapers

Free Postage

Free Internet Access

Stationery & Photocopying

Small Careers Resource Library

Free Telephone for job enquiries

Have Your Say...

You can comment about services and courses at New Directions in the following ways:

- Have Your Say Learner Forums
- Via e-mail - feedback@newdirectionsreading.co.uk
- Online social networking websites Facebook & Twitter
- Course evaluations
- Focus groups

In addition over the course of the past month the reception areas at our centres have been modified allowing staff and customers to communicate much more effectively. The final changes are being made at our South Reading Centre during February half term and once external contractors finish the wiring the Job Point will be operational.

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