



All in Edinburgh

Service Report 2024 - 2025

www.actiongroup.org.uk



100% of respondents said:



- ✓ They are happy or very happy with the time their Employment Adviser spends with them
- ✓ They are satisfied with the support received
- ✓ Their Adviser makes helpful suggestions and understands their needs
- ✓ They are treated with respect
- ✓ Information is easy to understand
- ✓ They are kept informed about changes and events
- ✓ The service made a positive change in their life
- ✓ The service helped them to get, keep, or move closer to a job

In their words...

"My adviser comes up with a strategy and plan towards my goals"

"Great listener gives me time to speak and be heard."

"My adviser comes up with a strategy and plan towards my goals"

"1-1 personalised services"

"My employment adviser is very kind, guide and helpful to me."



Room for Improvement: Only 50% of respondents know how to make a complaint or compliment. We will work to make this process clearer and more accessible.



EDINBURGH
THE CITY OF EDINBURGH COUNCIL