

## Cornwall equality project: Mystery shopper questions.

Provider	Pentreath
Present (Provider)	Johnathan Mutton
Present (Mentor)	Kerryann Curnow
Projects held with LPCo	
Date	7 <sup>th</sup> May 2015

Purpose of visit: Mystery Shopper to assess Pentreath

Review of Equality processes in relation to learners with Care Leavers / Mental Health / LDD background.

### Overall comment from initial contact with provider:

Initial Phone Call I missed, which was made on Friday 24<sup>th</sup> April - 10 days after the referral was made. In my opinion this was a quick response. I did pick up an answerphone message - to which I thought if I was a young person I may not have had any credit to return the call.

Another phone call was made to me by Johnathan on Friday 1<sup>st</sup> May, which again I missed, so I returned the call.

Initial Contact was good and Johnathan explained very clearly who he was and also gave a brief but very precise overview of Pentreath as an organisation, his role within the organisation and a brief outline of what I could expect from the initial meeting. We set this up in my hometown Redruth at a time that was convenient for me.

Initial contact with provider:

1. Was the provider helpful on the phone when arranging to visit? *Yes, extremely helpful. Identified themselves and the organisation really well.*

2. Did they refer you to the right person with regards to the programme and organising a meeting?  
*Yes, Johnathan was extremely helpful and had a clear understanding of what I could expect from Pentreath as a service - He was the right person for the initial phone call and meet.*

3. Did they ensure you could access the place of meeting?  
*Yes, we met in my hometown Redruth and we met for a coffee.*

During the meeting with the provider:

1. Were you made to feel welcome?

The venue was my choice,

Yes/No

2. Were you offered a drink?

Yes, I was bought a coffee at the Café

Yes/No

3. Were you asked to fill out any type of paperwork?

Yes, quite a lot but it was all relevant.

Yes/No

4. Did they offer additional resources and support to help you fill these in? (for example: coloured paper)

Yes, I was asked whether I had any additional needs such as dyslexia and whether I required any additional support or resources.

Yes/No

5. Was the overall atmosphere friendly?

Yes, I was made to feel really welcome and Johnathan was really friendly. The atmosphere was helped by the empathy that Johnathan showed towards my current situation

Yes/No

<p><u>Upon attending the programme/ finding out about the programme:</u></p>	
<p>1. Did they offer to provide you with travel directions if you needed them?  <i>We met at a convenient location for me.</i></p>	<p>Yes/No</p>
<p>2. Did they explain the programme clearly?  <i>Yes, 2 programmes/training were on offer and clearly defined to me.</i></p>	<p>Yes/No</p>
<p>3. Did the provider ask you about your learner needs/style?  <i>Yes, we explored this</i></p>	<p>Yes/No</p>
<p>4. Was everything explained to you about the delivery of the course consistently?  <i>Yes, when they would take place, what I could expect, timings and the venue.</i></p>	<p>Yes/No</p>
<p>5. Were your questions answered to your satisfaction?  <i>Yes.</i></p>	<p>Yes/No</p>
<p>5a. If no, what could they have done to improve?</p>	<p>N/A                  Yes/No</p>

6. Did the provider explain the funding available to you if you were to attend?

Travel Reimbursed

Yes/No

7. Where group boundaries and individual boundaries explained to you upon attending?

Confidentiality

Yes/No

8. Did the provider ask you to disclose any personal information about your past history?

Without too much detail, we discussed previous employment, benefits I received, but nothing in too much depth and nothing that I felt uncomfortable disclosing or I felt was irrelevant.

Yes/No

9. Did you feel that you were offered the support specific to you?

Yes- the programme and support offered would have been specific and relevant to my needs.

Yes/No

9b. Were you offered reasonable adjust for or explained what this is?

10. Is there anything that could be improved to the sign up process be better?

It was a lot of paperwork. for an initial meeting, but was all relevant - not sure if it could have been done in different stages. Johnathan was really good and I really enjoyed the experience - Thank You 😊

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