

For Publication

Bedfordshire Fire and Rescue Authority
Corporate Services Policy and Challenge Group
27 November 2018
Item No. 10

REPORT AUTHOR: HEAD OF ICT & IMPROVEMENT

SUBJECT: UPDATE ON ANNUAL REVIEW OF THE OPERATION OF THE ICT SHARED SERVICE AGREEMENT

For further information on this Report contact: Paul Hughes
Head of ICT & Improvement
Tel No: 01234 845015

Background Papers:

Implications (tick ✓):

LEGAL	✓	FINANCIAL	✓
HUMAN RESOURCES		EQUALITY IMPACT	
ENVIRONMENTAL		POLICY	
CORPORATE RISK	Known	✓	OTHER (please specify)
	New		CORE BRIEF

Any implications affecting this report are noted at the end of the report.

PURPOSE

To update section 5.3 Customer Satisfaction Survey Results of the Annual Review of the Operation of the ICT Shared Service Agreement report received by the Corporate Service Policy and Challenge Group at its meeting on 13 September 2018.

RECOMMENDATION

That Members consider the update and note the revised figures.

1. Background

- 1.1 It has become apparent that the table detailed in section 5.3 of the Annual Review of the Operation of the ICT Shared Service Agreement report included inaccurate data for 2018 customer satisfaction survey results which was reported to the Corporate Services Policy and Challenge Group on 13 September 2018.
- 1.2 The table below is a copy of the table in the report with an additional column showing the correct data against the inaccurate data for comparison.
- 1.3 The cause of the inaccuracy was an error in the spreadsheet formula used to generate the average scores detailed in the table.
- 1.4 The inaccurate data led us to believe that there had been a decline in the user satisfaction with the ICT Shared Service, when in reality satisfaction continues to increase year on year.

BFRS						
Question	2010	2014	2015	2017	2018	2018 Corrected
The ICT Service is important to you	6.5	6.37	6.69	6.55	6.71	6.71
The ICT systems are available when you need them	4.4	4.49	4.95	5.12	5.27	5.27
The ICT systems are generally reliable	4.0	3.68	3.97	4.65	4.90	4.90
The speed of the ICT systems are acceptable	3.5	3.32	3.69	4.23	4.24	4.24
You have had sufficient ICT training	4.0	4.3	4.59	4.42	4.56	4.56
The ICT team responds to your problems quickly	4.3	4.08	4.63	5.48	5.33	5.33
The Service Desk keeps you informed of progress	4.9	4.11	4.66	5.41	5.28	5.28
The support from ICT meets your needs	4.2	3.94	4.46	5.20	5.19	5.19

ICT staff have a high level of technical competence	4.6	4.41	5.10	5.61	5.82	5.82
ICT staff are easy to contact when needed	4.0	3.81	4.48	5.25	4.42	5.47
ICT staff are able to diagnose problems accurately	4.7	4.24	4.96	5.59	4.71	5.69
ICT staff have helpful attitudes	4.9	4.86	5.7	6.06	3.76	6.10
You know what level of support to expect	5.1	4.38	4.79	5.66	4.81	5.63
ICT support is available when you need it	4.2	3.72	4.44	5.29	4.49	5.24
ICT effectively supports the FRSs strategic objectives	3.8	3.86	4.18	4.87	4.55	5.01
ICT provides you with accurate information	4.3	4.19	4.46	5.21	4.79	5.32
You have a good working relationship with ICT	5.1	5.09	5.65	6.02	4.10	6.06
Good communication channels exist with ICT	4.4	4.09	4.66	5.10	4.51	5.48
Your overall opinion of the quality of the ICT service	4.2	4.07	4.3	5.25	4.71	5.17
Your overall satisfaction with the ICT service	4.1	4.02	4.22	5.26	4.42	5.20
Average score	4.46	4.25	4.73	5.31	4.83	5.38

1.5 The updated figures have now been encompassed within the original report which is attached as an Appendix.

PAUL HUGHES
HEAD OF ICT & IMPROVEMENT