	BFRS ICT Shared Service Survey – Analysis of Responses	
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BEDFORDSHIRE FIRE AND RESCUE SERVICE

ICT Shared Service Survey

Analysis of Responses



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1 Introduction

- 1.1. The following report is an analysis of the responses received from the ICT Shared Service User Survey carried out within Bedfordshire Fire and Rescue Service (BFRS) during July and August 2015. Survey Questionnaires were sent to all BFRS staff by email with the option for a paper copy if requested. There were no requests for paper copies. The purpose of the survey was to understand how much user satisfaction there is in relation to the ICT support and to enable a comparison with previous surveys.
- 1.2. The report summarises the scores received to each question asked and also provides an analysis of the comments received both as general comments and comments to individual questions.
- 1.3. The analysis of comments involved grouping questions from the survey together to gain a perception amongst users to the various ICT areas. Questions were grouped together to ascertain the users perception of the following:
 - General View of ICT Service
 - ICT Support Service Delivery
 - Performance & Availability of ICT systems & support
 - Capability of ICT to Support BFRS
 - Training
- 1.4. The analysis within this report aims to provide a snapshot of the current user perception of the ICT Shared Service function. It should also assist in targeting areas for improvement, that would improve the user perception, and as a result the actual service delivered to BFRS by the ICT function.

2 Executive Summary

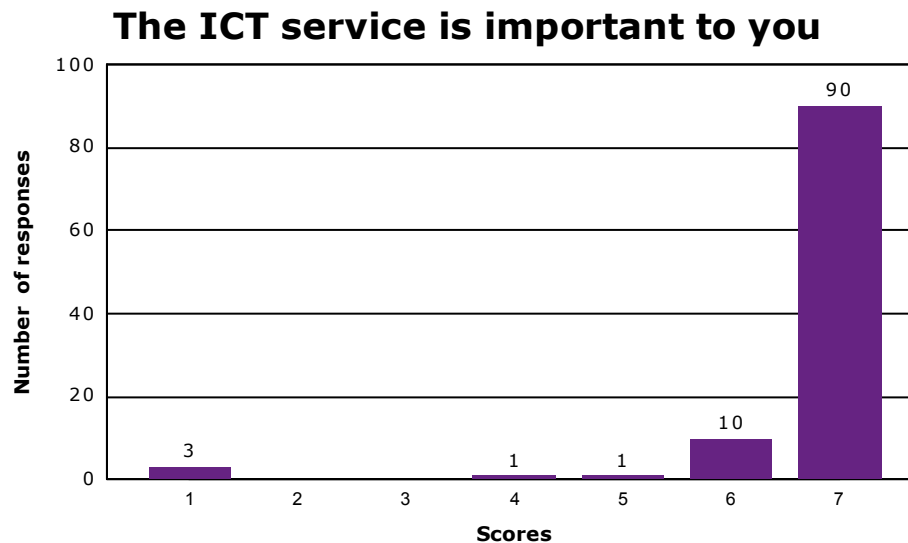
- 2.1. The analysis outlined in this report needs to be considered with some perspective. The survey received 113 responses equating to approximately a 19% return based on a user base of 585. As such the resulting analysis only represents the views of this 19% and may not in any way represent a balanced view. It should be noted that we had no responses from retained staff.
- 2.2. The analysis of the scores to all questions generally indicated a positive view of the ICT systems and support. The majority of the average scores were close to the median and with few exceptions.
- 2.3. The main areas for improvement indicated by the questions receiving the lowest scores were speed of ICT systems, inability to contact ICT and ICTs support of BFRSs strategic objectives.

3 Survey Results

3.1 Individual Question Scores

Key: - Level of agreement to the following statements on a scale of 1 to 7 where 1 indicates "Strongly Disagree", 7 indicates "Strongly Agree" and 4 indicates "Neither agree or disagree".

3.1.1 Question 1 – The ICT service is important to you

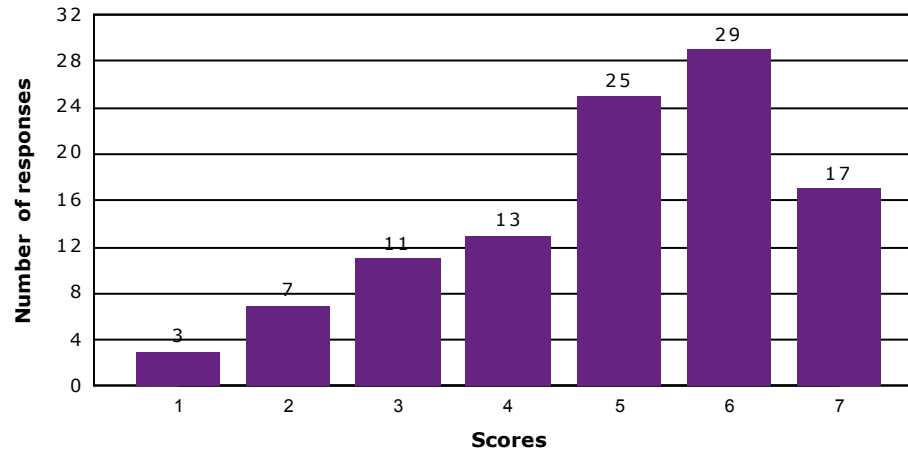


The average score for this question was 6.69 which would indicate that ICT is very important to the large majority of BFRS staff.

	2010	2014	2015
Average score	6.5	6.37	6.69

3.1.2 Question 2 – The ICT systems are available when you need them

The ICT systems are available when you need them

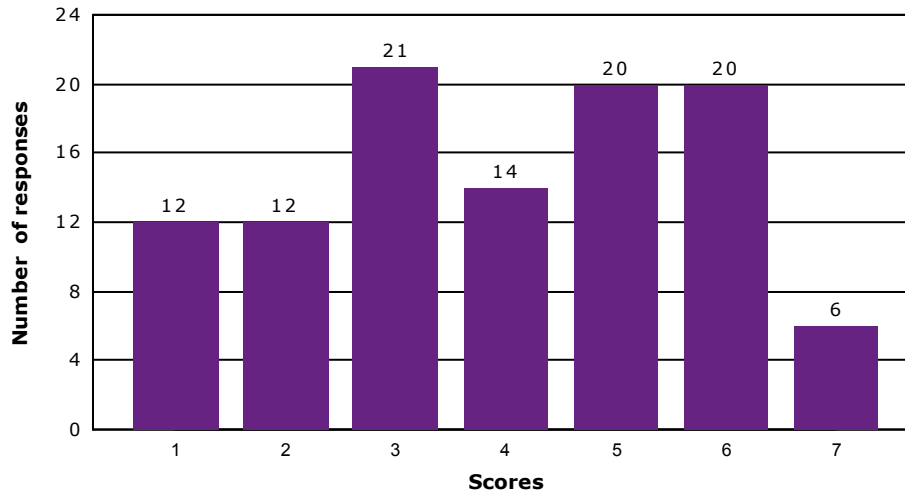


The average score for this was 4.95 which is a positive score for this question.

	2010	2014	2015
Average score	4.4	4.49	4.95

3.1.3 Question 3 – The ICT systems are generally reliable

The ICT systems are generally reliable

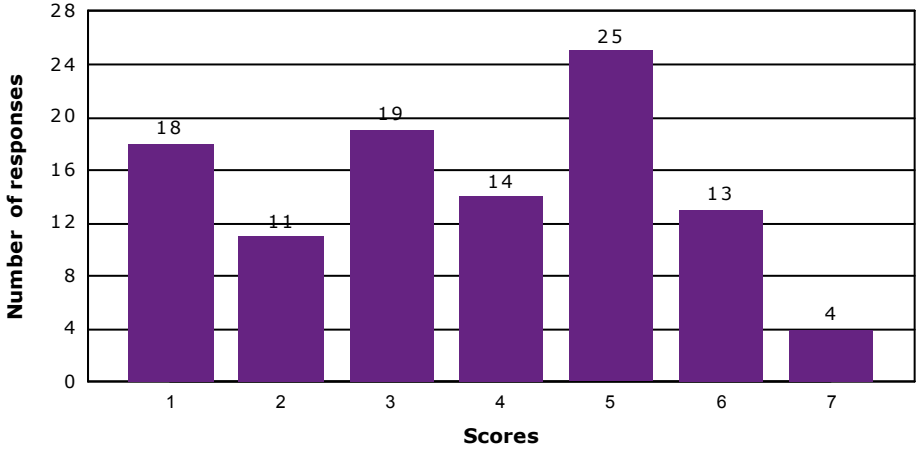


The average score received for this question was 3.97, which was just under the median score. This suggests that the reliability (or perceived reliability) is an issue.

	2010	2014	2015
Average score	4.0	3.68	3.97

3.1.4 Question 4 – The speed of the ICT systems you use is acceptable

The speed of the ICT systems you use is acceptable

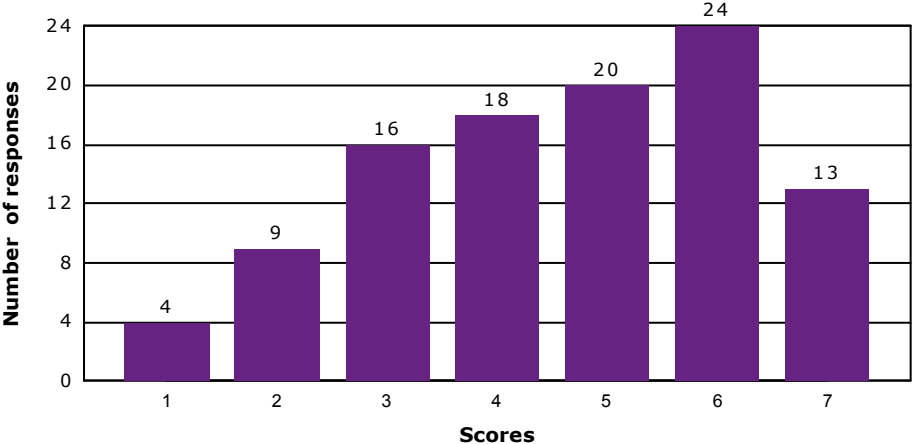


The speed of the ICT systems is clearly an issue with a large percentage of respondents marking the speed as unacceptable.

	2010	2014	2015
Average score	3.5	3.32	3.69

3.1.5 Question 5 – You have had sufficient ICT training on the systems you use

You have had sufficient ICT training on the systems you use

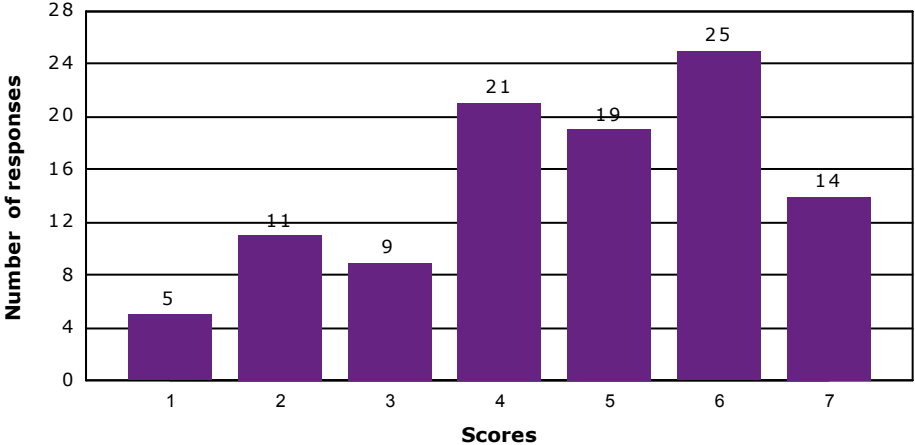


The average score for this question was 4.59 with more respondents indicating a positive score.

	2010	2014	2015
Average score	4.0	4.3	4.59

3.1.6 Question 6 – The ICT team responds to your problems quickly

The ICT team responds to your problems quickly

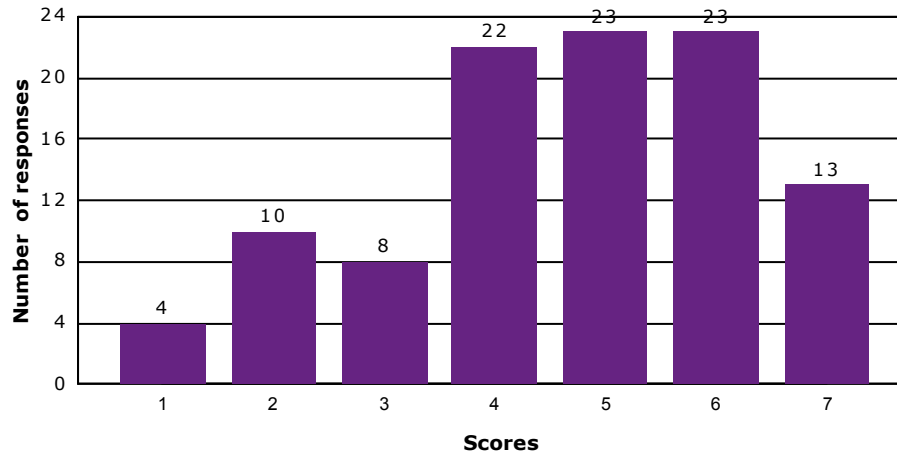


The average score for this question was 4.63 and most of the scores are generally positive.

	2010	2014	2015
Average score	4.3	4.08	4.63

3.1.7 Question 7 – The Service Desk keeps you informed of progress with your problem

The ICT Service Desk keeps you informed of progress with your problem

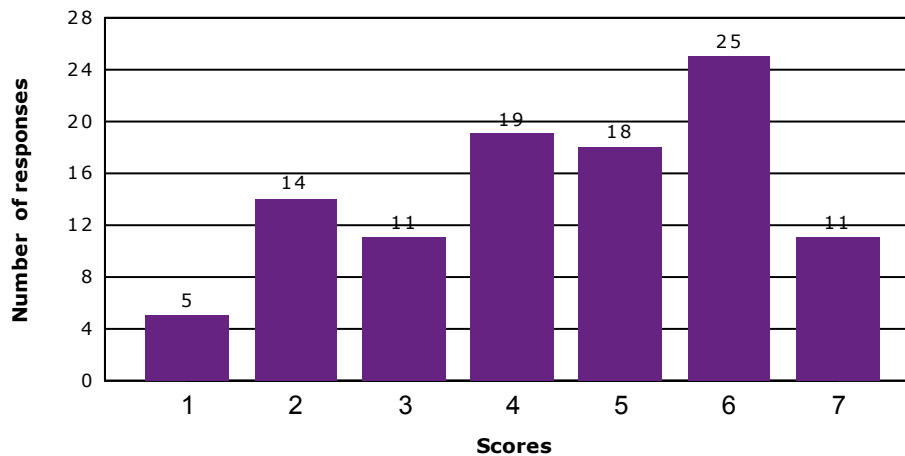


The majority of all respondents scored this positively. The average of all scores was 4.66.

	2010	2014	2015
Average score	4.9	4.11	4.66

3.1.8 Question 8 – The Support you need from the ICT team meets your needs effectively

The support you need from the ICT team meets your needs effectively

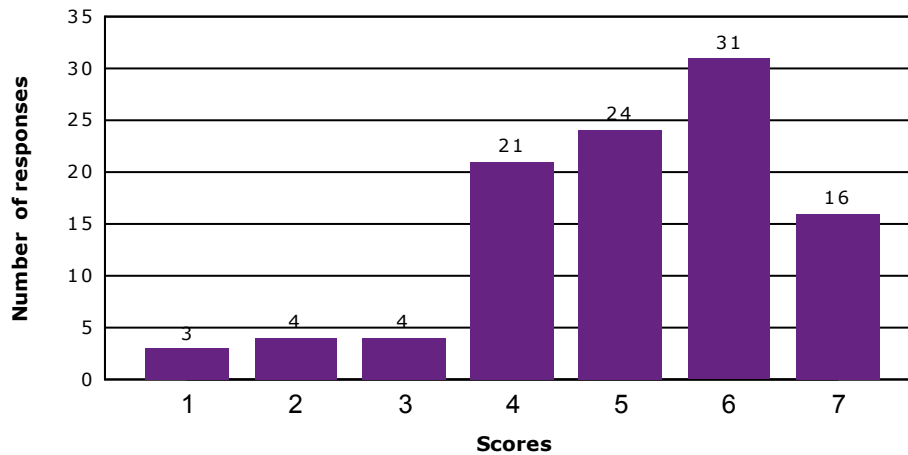


The responses to this question indicate that there is a fairly even spread of users who believe that the service offered meets their needs but there are others who believe it doesn't. The average score for this question was 4.46.

	2010	2014	2015
Average score	4.2	3.94	4.46

3.1.9 Question 9 – ICT Support staff have a high level of technical competence

ICT Support staff have a high level of technical competence

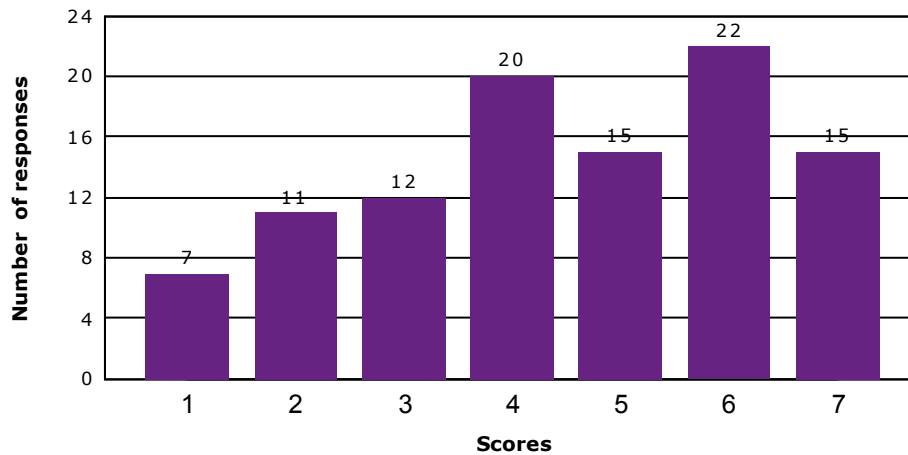


The chart shows that the level of technical competence is rated positively by the ICT users within BFRS.

	2010	2014	2015
Average score	4.6	4.41	5.10

3.1.10 Question 10 – ICT support staff are easy to contact when they are needed

ICT support staff are easy to contact when they are needed

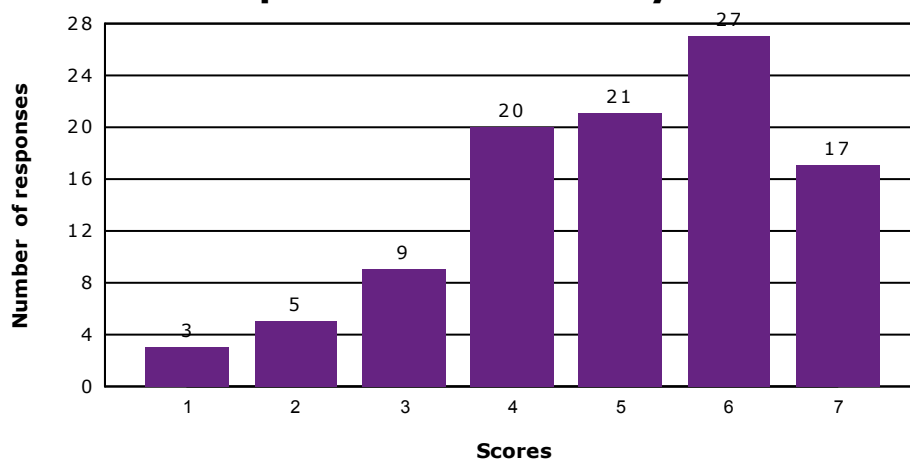


The average scores of this question was 4.48 – looking at the chart it would suggest that there are some users who continue to find ICT staff not easy to contact when needed.

	2010	2014	2015
Average score	4.0	3.81	4.48

3.1.11 Question 11 – ICT support staff are able to diagnose problems accurately

ICT support staff are able to diagnose problems accurately

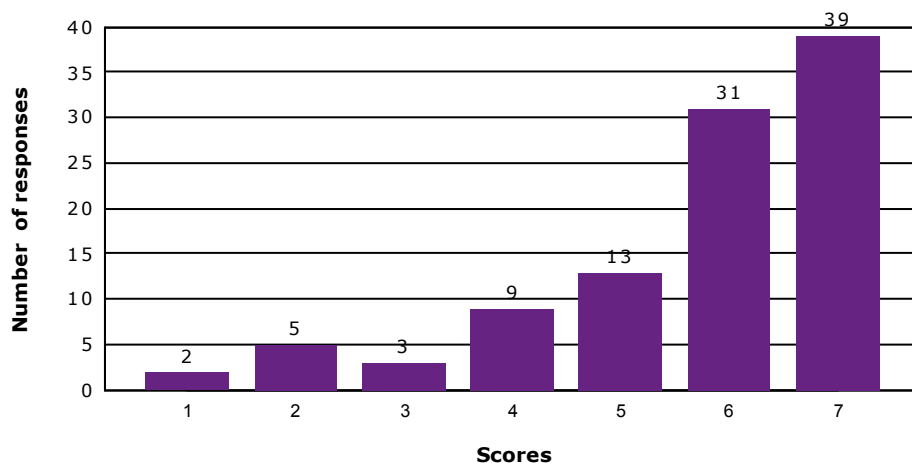


The average score for this question was 4.96 and the median was 5.0 which would indicate that users have confidence that there is accurate diagnosis of their ICT issues.

	2010	2014	2015
Average score	4.7	4.24	4.96

3.1.12 Question 12 – ICT support staff have helpful attitudes

ICT support staff have helpful attitudes

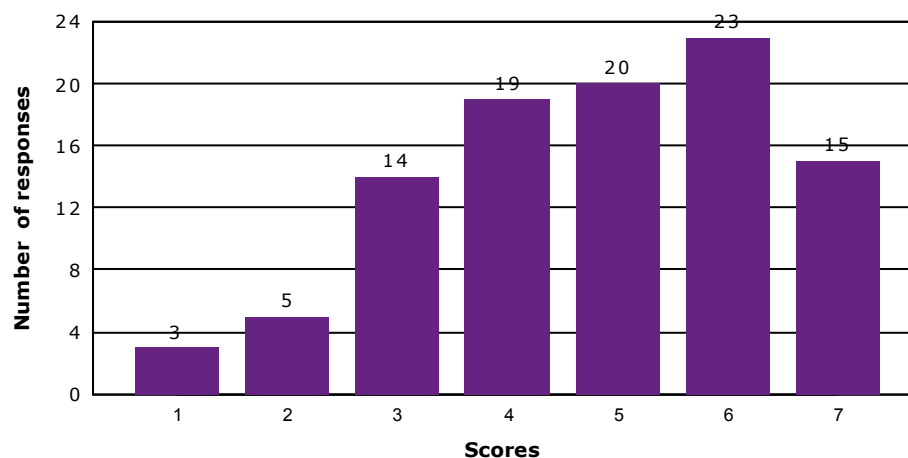


The majority of the respondents scored this question highly and the average score was 5.7.

	2010	2014	2015
Average score	4.9	4.86	5.7

3.1.13 Question 13 – You know what level of support to expect from the ICT Service Desk

You know what level of support to expect from the ICT Service Desk

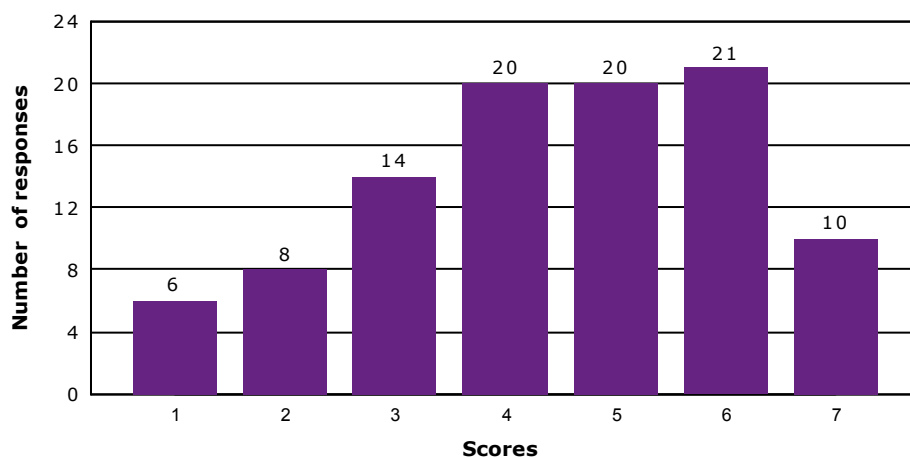


The average score for this was 4.79 which indicates that the majority of respondents know what level of support to expect.

	2010	2014	2015
Average score	5.1	4.38	4.79

3.1.14 Question 14 – ICT support is available when you need it

ICT support is available when you need it

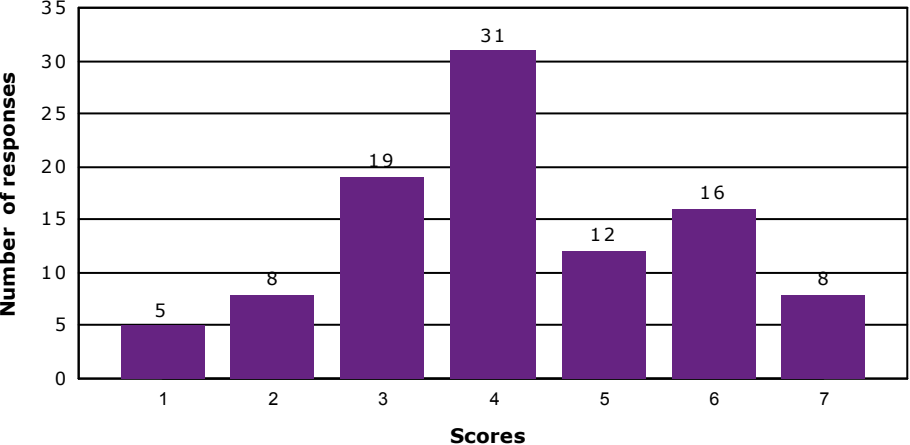


The majority of respondents responded positively to this question (median score 5), though clearly there are some respondents who feel that support isn't available when needed.

	2010	2014	2015
Average score	4.2	3.72	4.44

3.1.15 Question 15 – ICT effectively supports the Fire and Rescue Service’s strategic objectives

ICT effectively supports the Fire and Rescue Service's strategic objectives

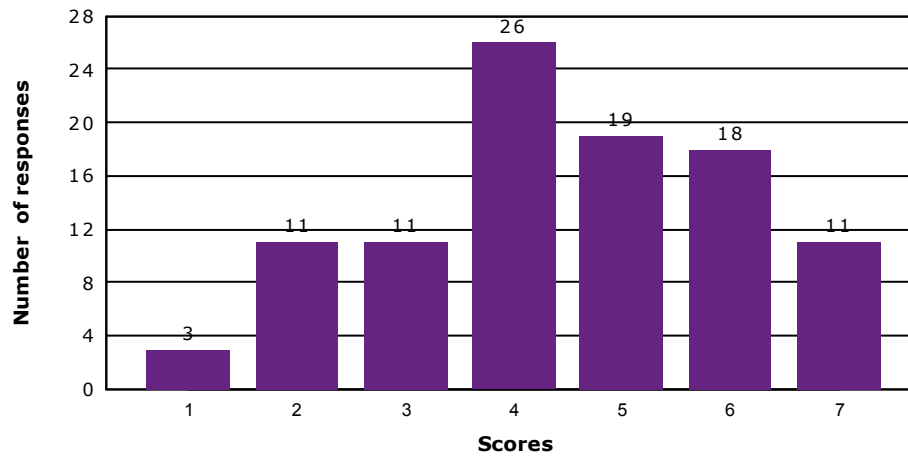


The effectiveness of ICT to support the strategic objectives was scored neutrally, with a spread across all of the scores.

	2010	2014	2015
Average score	3.8	3.86	4.18

3.1.16 Question 16 – ICT provides you with accurate information when you need it

ICT provides you with accurate information when you need it

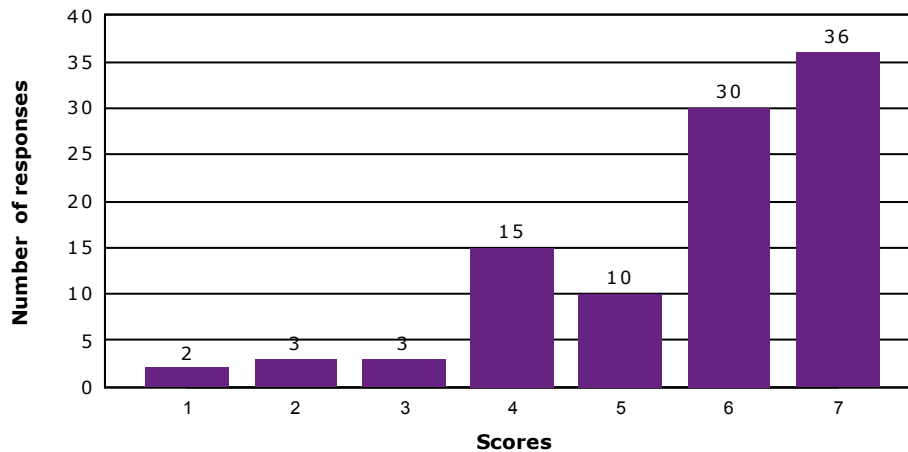


The average score for this was 4.46 – there are slightly more positive scores than negative.

	2010	2014	2015
Average score	4.3	4.19	4.46

3.1.17 Question 17 – You have a good working relationship with those working in ICT

You have a good working relationship with those working in ICT

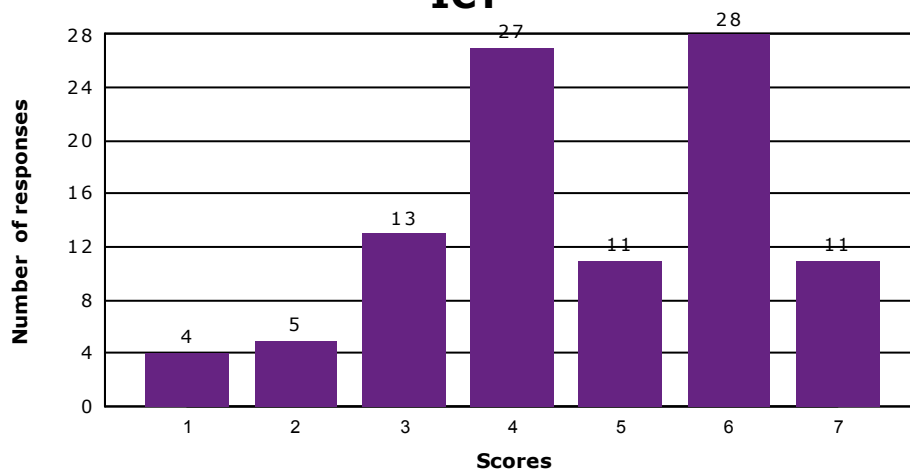


The majority of the respondents responded positively for this question.

	2010	2014	2015
Average score	5.1	5.09	5.65

3.1.18 Question 18 – Good communication channels exist within ICT

Good communication channels exist within ICT

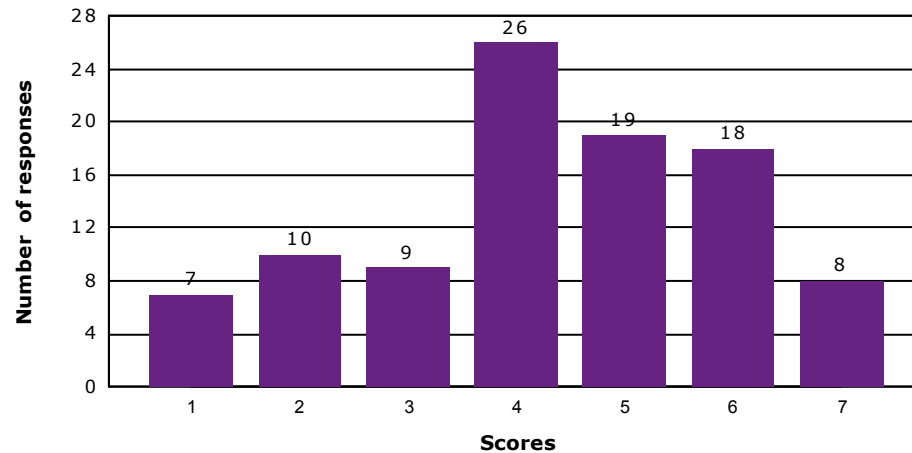


The respondents generally scored this question positively and agreed that there were good communication channels within ICT.

	2010	2014	2015
Average score	4.4	4.09	4.66

3.1.19 Question 19 – Please give your overall opinion of the QUALITY of service provided by ICT

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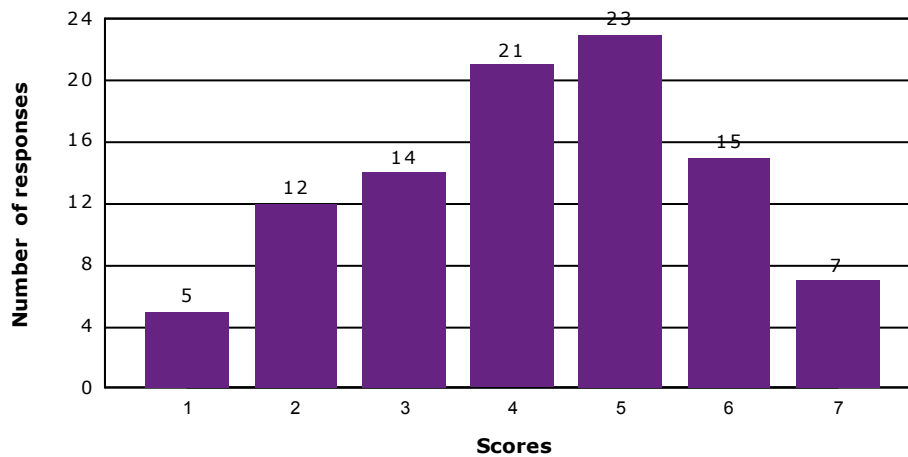


The average score for this was 4.3 which was above the median. A large number of respondents were positive about the quality of support received from ICT.

	2010	2014	2015
Average score	4.2	4.07	4.3

3.1.20 Question 20 - Please give your overall SATISFACTION with the ICT service

Please give your overall SATISFACTION with the ICT service



Again the median response for this was 4 with the average score being 4.22. As you can see there is a fairly even spread of scores across the range.

	2010	2014	2015
Average score	4.1	4.02	4.22

4 Analysis of Comments

To be completed.

5 Recommendations

To be completed.