



**POLICY AND RESOURCES SCRUTINY COMMITTEE –  
29<sup>TH</sup> SEPTEMBER 2009**

**SUBJECT: ICT BENCHMARKING USER SATISFACTION**

**REPORT BY: DIRECTOR OF CORPORATE SERVICES.**

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**1. PURPOSE OF REPORT**

- 1.1 This report has been prepared to advise members of the excellent results achieved in the Benchmarking User Satisfaction exercise administered by the Society of I.T. Management (SOCITM) as part of the division's continued use of service benchmarking to aid service improvement.

**2. SUMMARY**

- 2.1 The ICT and Property division continues to demonstrate, evidenced by the on-going success in the SOCITM benchmarking exercises, that it is providing an effective service across the organisation. The report also highlights how the service continues to build on previous good performance to sustain further improvements in service delivery through the analysis of key messages identified by the benchmarking process, the results of which are reflected in the key components of the division's service improvement plan.

**3. LINKS TO STRATEGY**

- 3.1 The division's continued engagement with the benchmarking process is a key enabler for service improvement and is a key factor for ICT in delivering an effective service supporting the delivery of strategies across the Authority.

**4. THE REPORT**

- 4.1 The use of benchmarking exercises, and the analysis of the results, provides an invaluable contribution to the Departmental improvement plan, ensuring a focus is given to the correct priorities for users of the service.
- 4.2 Members may recall that the Authority has been an active participant in the SOCITM benchmarking process since 2000, and as reported in previous years, has enjoyed some notable success in being able to evidence the provision of an efficient and effective ICT service throughout that time.
- 4.3 The SOCITM benchmarking process has evolved in Wales such that all 22 Welsh local authorities now subscribe to a three-year rolling program for benchmarking with a different aspect of benchmarking being undertaken each year.
- 4.4 During May and June of this year the service again participated in SOCITM's Benchmarking User Satisfaction exercise. This was the fifth time the service has participated in this particular benchmarking exercise, the previous user satisfaction survey being undertaken in 2006.

- 4.5 The user satisfaction survey seeks responses to numerous questions about the ICT service from a randomly selected sample of officers and members. The organisation provided 279 responses from users – a 30% larger response rate size than previously achieved and a significant sample to ensure any analysis would accurately reflect the views of the organisation.
- 4.6 The survey provides a detailed analysis of user views on many aspects of the ICT service. The results focus not only on the user perception of the quality of the service, but also on the importance users place on those aspects of the service. This allows for results to be calculated, reflecting not just satisfaction levels, but also identifying the gaps between user priorities and their level of satisfaction aiding prioritisation of key outcomes.
- 4.7 Overall the results were highly satisfactory. Details of the results attained are provided in the appendix which is explained later in this report, but in summary it can be noted that in the 34 questions regarding service satisfaction Caerphilly has achieved results equating to top quartile status across the UK in 32 of them, with 17 of the 34 results achieving a top 10 percentile placing.
- 4.8 In the survey's headline question asking for an overall opinion on the quality of the ICT service, survey ref D6, Caerphilly achieved its best ever result with a score of 5.53 out of 7, the third best result of the Welsh Unitary authorities and commensurate with a top 10 percentile outcome for the UK as a whole.
- 4.9 The service has enjoyed positive results from previous user satisfaction exercises undertaken in 2003 and 2006 equating to top-quartile performing services, but these latest results further evidence the continued improvement being made and of the benefits obtained from using the identification of key factors to inform the service improvement plan each year.
- 4.10 The appendix details the results achieved across the 34 satisfaction measures of the survey and provides comparison with over 100 authorities across the UK that have participated in this exercise within the last two years, referred to by SOCITM as their active dataset.
- 4.11 All scores are measured on a scale of 1 to 7 and reading from left to right the table details the score achieved by Caerphilly and then identifies the worst and best scores attained by any benchmarking organisation within the active dataset.
- 4.12 The next column identifies the quartile that Caerphilly's performance achieves, either top, upper median, lower median or bottom quartile
- 4.13 The final column identifies whether Caerphilly's score represent an improvement on the score achieved in the previous exercise. Due to a number of changes to the benchmarking questionnaire some results are not comparable to the 2006 exercise.
- 4.14 In summary an excellent position from which to continue improving ICT services overall within the Authority.

## **5. FINANCIAL IMPLICATIONS**

- 5.1 There are no financial implications to this report.

## **6. PERSONNEL IMPLICATIONS**

- 6.1 There are no personnel implications to this report.

## **7. CONSULTATIONS**

7.1 Consultation has taken place and comments have been reflected in this report.

## **8. RECOMMENDATIONS**

8.1 It is recommended that the contents of this report be noted.

## **9 REASON FOR THE RECOMMENDATIONS**

9.1 To acquaint members with the approach to benchmarking and service improvement within the IT sections within the division, and of continuing progress by improving performance during this review cycle.

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Appendices:

Appendix 1 Results analysis of SOCITM Benchmarking User Satisfaction 2009