



Department of  
**Finance and  
Personnel**  
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# Department of Finance and Personnel

*Customer Survey 2007*



*Northern Ireland*  
**Statistics &  
Research**  
Agency





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# Executive Summary

## Executive Summary

### Introduction

The survey was issued electronically to 1,269 customers of DFP. A total of 702 survey responses were returned, representing a response rate of 55%. It is recognised that ITAssist was only launched in 2007/08, and the results for it need to be seen in that context.

### Section 1: DFP Staff

A large majority of respondents were satisfied with DFP staff in respect of their politeness/courtesy (94%) and their knowledge/professionalism (86%). The results for politeness/courtesy were consistently high across all of the individual business areas with a recorded minimum of 92% for CPD.

Overall, respondents were also satisfied with the ability of staff to treat all received information in the strictest confidence (80%) and to respect a customer's privacy (79%). However, for both of these questions there was considerable variation across the business areas, ranging from 56% (ITAssist) to 97% (DSO) for treating information in the strictest confidence and 58% (ITAssist) to 90% (DSO) for respecting a customer's privacy.

For DFP overall, the lowest level of satisfaction recorded was for the commitment of staff to achieving customer objectives (70%). In terms of the individual business areas the lowest level of satisfaction recorded (ITAssist 36%) was for staff organisation.

### Section 2: Communication with DFP

In terms of communication with DFP the highest level of satisfaction measured (80%) was for staff responding to phone calls in a timely manner. For the remaining questions, satisfaction levels were largely consistent at just above 70% of respondents.

One question where this did not hold true related to customers being kept informed of the status of their request. Only 57% of respondents indicated that they were satisfied in response to this question. The poorer performance on this question was mirrored across the business areas where the level of satisfaction ranged from 47% to 60%.

For the majority of the communication questions the level of satisfaction across the business areas varied widely. These differences were most marked for those questions dealing with the quality and clarity of communication. Satisfaction with the quality of information and correspondence received had a 45 percentage point gap between the highest and lowest business areas. Similarly, satisfaction that written communication is clear and to the point had a 43 percentage point gap between the highest and lowest business areas. For DFP as a whole, 71% of respondents indicated that they were satisfied with the overall quality of communication. However, for the individual business areas this level of satisfaction ranged from 48% to 88%.

# Executive Summary

## Section 3: Complaints to DFP

A large majority of respondents (90%) had not complained about any aspect of the service provided by DFP. Of the 10% who had made a complaint, over half (55%) had their complaint resolved satisfactorily.

The highest level of complaints measured for any specific business area was 16% (ITAssist) whilst the highest percentage of complaints resolved satisfactorily for a particular business area was 67% (CSG).

Almost one third (30%) of all respondents indicated that they were satisfied with how their complaint had been dealt with.

## Section 4: Overall DFP Customer Satisfaction

Over half (55%) of all respondents agreed that DFP is customer focused. For the individual business areas this level of agreement ranged from 47% (ITAssist) to 71% (DSO).

A quarter of all respondents also agreed that the service received from DFP had improved over the past year.

In terms of satisfaction with the quality of customer service received from DFP in 2007, two thirds of customers (66%) were satisfied. Once again the level of satisfaction was found to vary across the business areas ranging from a low of 49% (ITAssist) to a high of 81% (DSO).

## Section 5: DFP Internet

Just over two-fifths (42%) of the respondents reported that they actually used the DFP website, although there was a large degree of variation in usage between business areas. For example, over half of CFG customers (53%) are recorded as using the website compared to less than one quarter (24%) of CPD customers.

Of those respondents who reported using the site, similar proportions were satisfied with the layout of the site (69%) and the actual content (66%).

## Section 6: Views on the Survey

A large majority of respondents (96%) indicated their preference for future surveys to be carried out electronically. This was consistent across all business areas with values ranging from a minimum of 93% (CSG) to a maximum of 100% (DSO) in favour of online surveying.

A similarly large majority (92%) of respondents felt that the survey had covered all the important customer satisfaction issues. Again this was reflected across all business areas ranging from a minimum of 88% (CPG) to a maximum of 93% (CPD & ITAssist).

# Introduction



# Introduction

## Introduction

In October 2007 DFP commissioned the Human Resource Consultancy Services (HRCS) branch of NISRA to undertake a survey of DFP customers. After consultation with the business areas a standardised set of questions applicable to all areas was agreed. In addition individual business areas were given the opportunity to add specific questions relevant to their customer base.

The survey covered a wide range of issues including customer views on:-

- DFP Staff
- Communication with DFP
- Complaints to DFP
- Business area specific questions
- Overall Customer Service
- DFP Internet
- Views on the Survey

In all seven business areas (all of the 'core Department', but excluding DFP executive agencies) were targeted:

- Central Finance Group (CFG)
- Central Procurement Directorate (CPD)
- Central Personnel Group (CPG)
- Corporate Services Group (CSG)
- Departmental Solicitors Office (DSO)
- ITAssist
- Public Service Improvement Unit (PSIU)

The responses from these individual business areas were amalgamated to provide information on the department as a whole. Each business area provided a list of customers to be issued with a survey. Where customers were not unique to a particular business area, those customers were issued a composite questionnaire<sup>1</sup>. It should be noted that as ITAssist was surveyed separately any reference to CSG or CSG Overall in this report *does not* include ITAssist.

## Timescales and response rates

The surveys were issued electronically to all 1,269 customers identified by the business areas on 30<sup>th</sup> October 2007. A reminder was issued and the survey was closed on 14<sup>th</sup> November 2007.

By the closing date 702 customers had responded giving an overall response rate of 55%. A breakdown of response rates by business area is included in Appendix II.

<sup>1</sup> In presenting the results, respondents to the composite questionnaire have been counted in respect of each business area of which they were customers. For example, if a respondent had been a customer of two business areas, their response has contributed to the overall DFP figures as if they had been two distinct customers. However, for questions relating to DFP as a department (e.g. DFP Internet section), rather than a business area, such customers are only counted once.

# Introduction

## Results

The results for DFP overall and for each business area within DFP are given for each question. A detailed breakdown of the results by business area is provided in Appendix III.

The verbatim comments (amended to respect confidentiality) made in response to various questions in the survey are included in the relevant sections and in Appendix IV of this report.

## Figures Reported

In some questions respondents were able to select a 'Not Applicable' option. The values shown in the report, both at a business area and overall level have been adjusted to exclude those respondents who selected this option.

Unless stated otherwise, throughout the report the term 'satisfied' is taken to mean 'very satisfied' and 'satisfied' combined, while 'dissatisfied' is a combination of 'very dissatisfied' and 'dissatisfied'.

In many cases PSIU received the most positive values of all the business areas; however, due to the small number of respondents (8) these figures have been ignored for comparison purposes in the main body of the report and the next highest value used instead.

Throughout the report, where the number of respondents to a particular question is less than 5, data is not disclosed to ensure respondent anonymity.

## Section 1: DFP Staff



## Section 1: DFP Staff

### Key Findings

*How satisfied are you with staff within the DFP business area in terms of.....*

| Level of satisfaction (Very satisfied and satisfied combined)      | DFP Overall % | Business Area Range% |     |
|--|---------------|----------------------|-----|
|  |               | Min                  | Max |
| Politeness/courtesy  | 94            | 92                   | 97  |
| Knowledge/professionalism  | 86            | 69                   | 94  |
| Organisation (i.e. sufficiently prepared for meetings/discussions) | 73            | 36                   | 86  |
| Commitment to achieving your objectives                            | 70            | 60                   | 80  |
| Treating customers fairly and consistently                         | 76            | 55                   | 91  |
| Treating all received information in the strictest confidence      | 80            | 56                   | 97  |
| Respecting a customer's privacy                                    | 79            | 58                   | 90  |

Business area range excludes values for PSIU where the number of respondents is very small. PSIU figures are detailed in the individual questions and in Appendix III.

### Summary of Findings

A large majority of respondents were 'satisfied' with DFP staff in respect of their politeness/courtesy (94%) and their knowledge/professionalism (86%). The results for politeness/courtesy were consistently high across all of the individual business areas with a recorded minimum of 92%.

Overall respondents were also 'satisfied' with the ability of staff to treat all received information in the strictest confidence (80%) and to respect a customer's privacy (79%). However, for both of these questions there was considerable variation across the business areas ranging from 56% to 97% for treating information in the strictest confidence and 58% to 90% for respecting a customer's privacy

For DFP overall, the lowest level of 'satisfaction' was measured for the commitment of staff to achieving customer objectives (70%). In terms of the individual business areas the lowest level of 'satisfaction' recorded (36%) was for staff organisation.

## Section 1: DFP Staff

## Section 1: DFP Staff

**How satisfied are you with staff within the DFP business area in terms of.....**

### ***Politeness/courtesy***

Figure 1.1: Level of satisfaction (DFP overall)

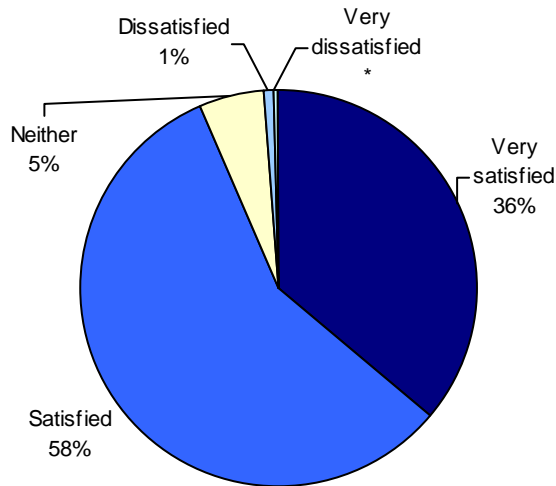


Figure 1.2: Percentage satisfied by business area (very satisfied and satisfied combined)

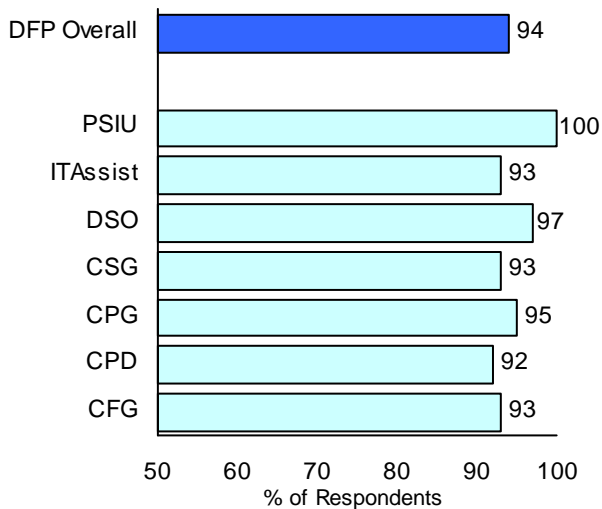
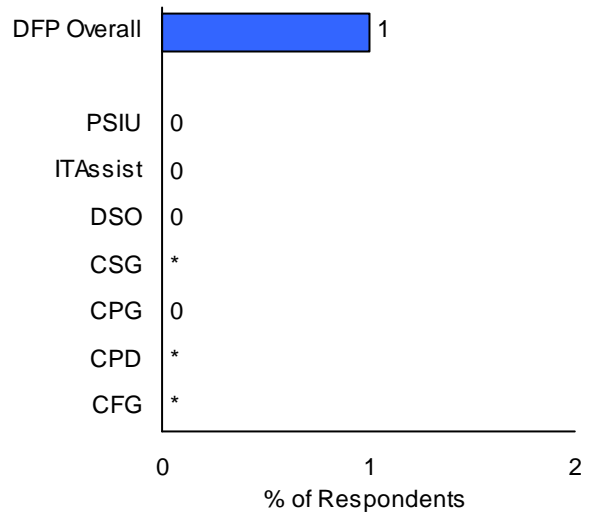


Figure 1.3: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### **Summary**

For DFP overall, 94% of respondents were 'satisfied' with the politeness/courtesy of staff. This level of satisfaction was consistently high across all the business areas with a minimum of 92% recorded for CPD. Only 1% of all respondents indicated that they were 'dissatisfied' with the politeness/courtesy of staff. Across the business areas this figure was either too small for disclosure or zero.

Throughout this report PSIU values, although shown for completeness, are not commented upon due to the small number of respondents for this business area.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release.

## Section 1: DFP Staff

**How satisfied are you with staff within the DFP business area in terms of.....**

### **Knowledge/professionalism**

Figure 1.4: Level of satisfaction (DFP overall)

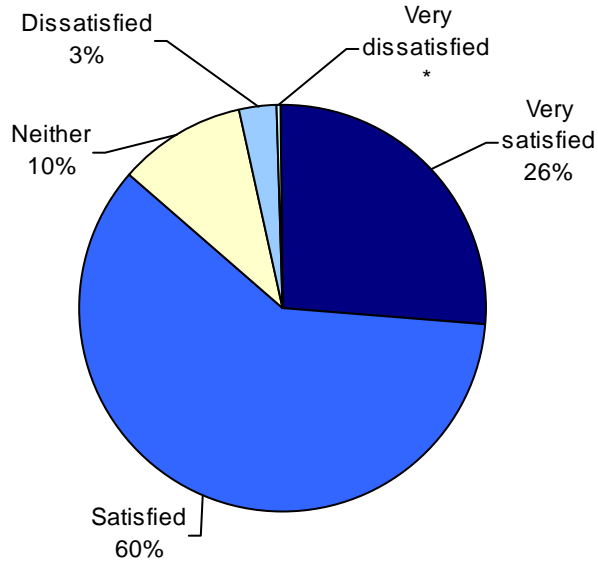


Figure 1.5: Percentage satisfied by business area (very satisfied and satisfied combined)

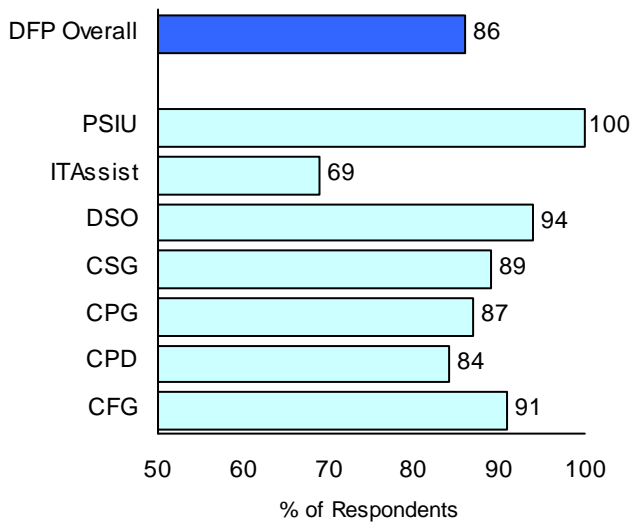
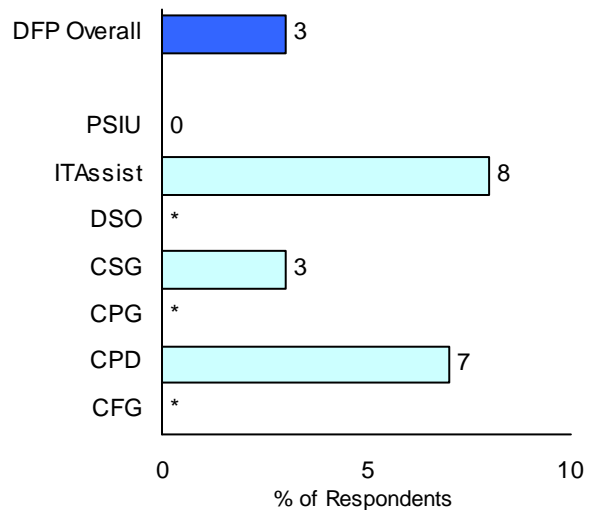


Figure 1.6: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### **Summary**

86% of respondents indicated that they were 'satisfied' with the knowledge/professionalism of DFP staff. ITAssist (8%) and CPD (7%) had the highest percentage of respondents indicating dissatisfaction compared with a value of 3% 'dissatisfied' for DFP overall.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release.

## Section 1: DFP Staff

**How satisfied are you with staff within the DFP business area in terms of.....  
Organisation (i.e. sufficiently prepared for meetings/discussions)**

Figure 1.7: Level of satisfaction (DFP overall)

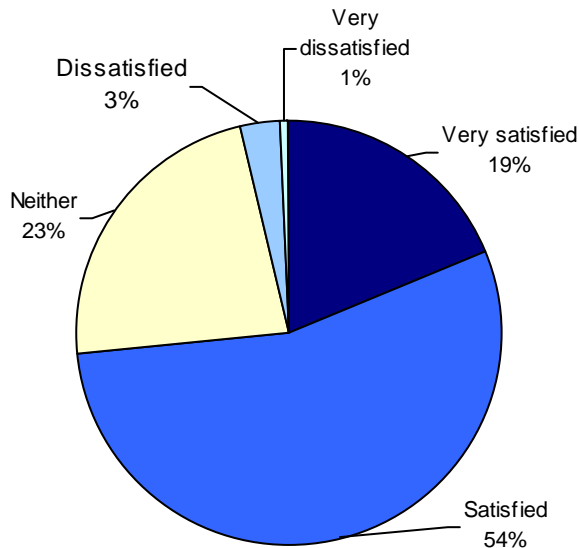


Figure 1.8: Percentage satisfied by business area (very satisfied and satisfied combined)

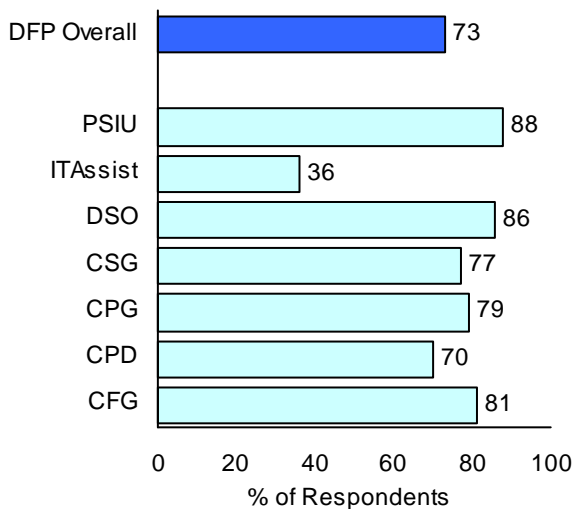
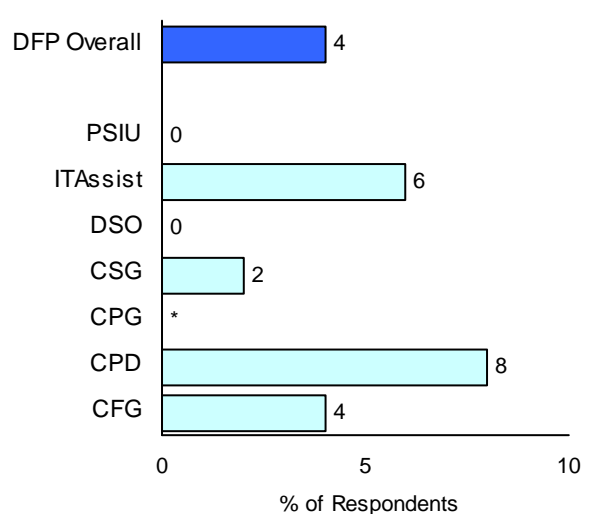


Figure 1.9: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

For DFP overall, 73% of respondents were 'satisfied' with the organisation of staff. However, this figure did range widely across the business areas with a low of 36% recorded for ITAssist and a high of 86% for DSO. 4% of respondents were 'dissatisfied' with staff organisation for DFP overall with a high of 8% recorded for CPD.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release.

## Section 1: DFP Staff

*How satisfied are you with staff within the DFP business area in terms of.....*

### ***Commitment to achieving your objectives***

Figure 1.10: Level of satisfaction (DFP overall)

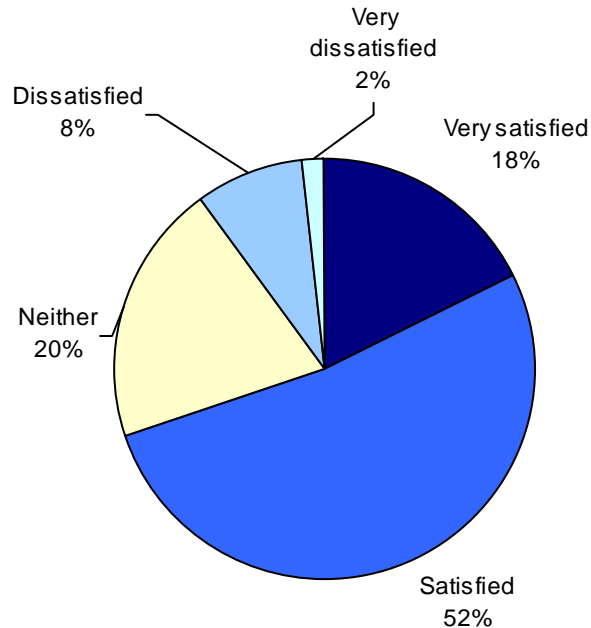


Figure 1.11: Percentage satisfied by business area (very satisfied and satisfied combined)

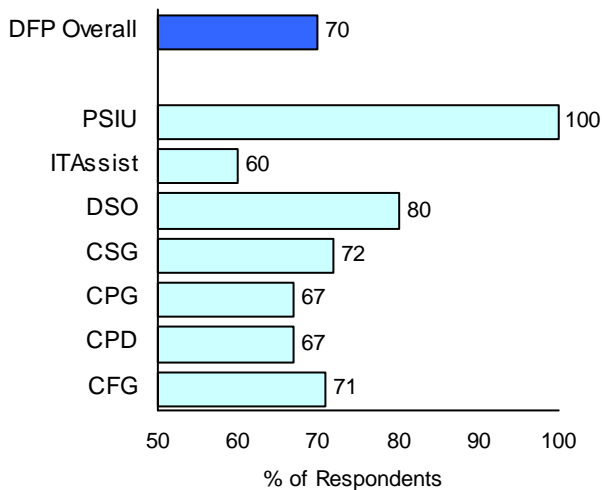
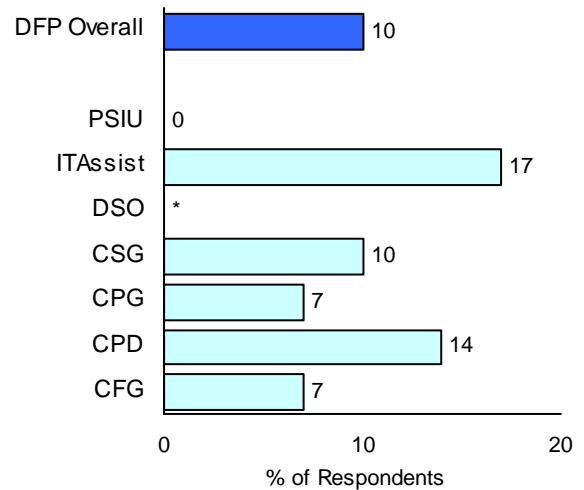


Figure 1.12: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### **Summary**

DFP recorded its lowest 'satisfaction' rating in relation to staffing for the commitment of staff to achieving customer objectives. Less than three quarters (70%) of respondents across DFP overall reported satisfaction with this aspect of staffing, with only 18% of respondents reporting they were 'very satisfied'. 10% of all respondents indicated that they were 'dissatisfied' with a high of 17% recorded for ITAssist.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release.

## Section 1: DFP Staff

*How satisfied are you with staff within the DFP business area in terms of.....*

### *Treating customers fairly and consistently*

Figure 1.13: Level of satisfaction (DFP overall)

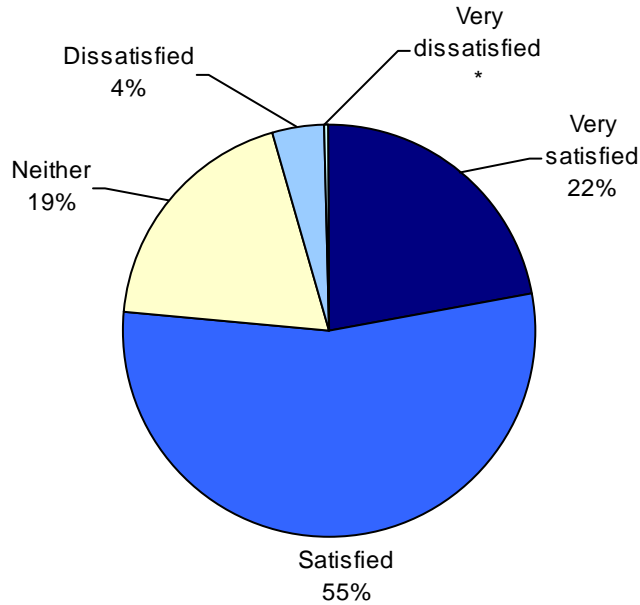


Figure 1.14: Percentage satisfied by business area (very satisfied and satisfied combined)

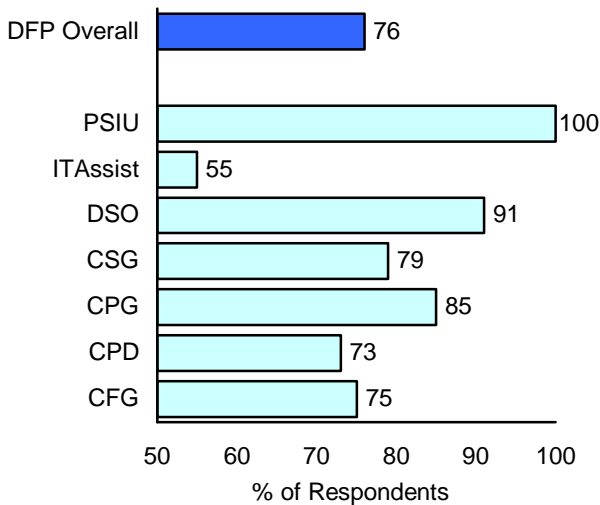
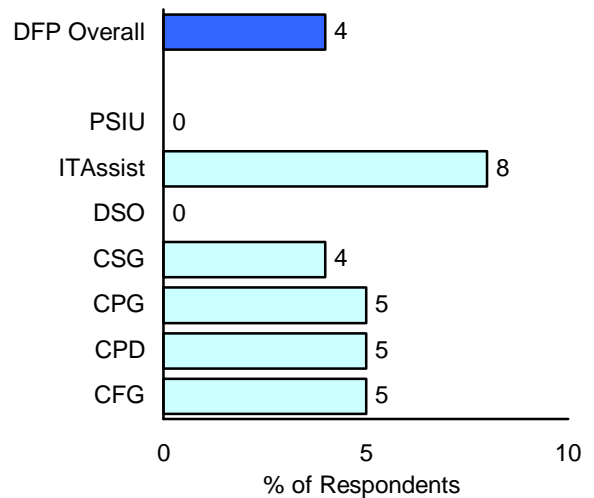


Figure 1.15: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

76% of respondents were 'satisfied' that DFP staff treat customers fairly and consistently. This level of satisfaction was not consistent across the business areas ranging from 55% for ITAssist to 91% for DSO. Overall, 4% of respondents indicated 'dissatisfaction' with the ability of DFP staff to treat customers fairly and consistently.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release.

## Section 1: DFP Staff

**How satisfied are you with staff within the DFP business area in terms of.....**

***Treating all received information in the strictest confidence***

Figure 1.16: Level of satisfaction (DFP overall)

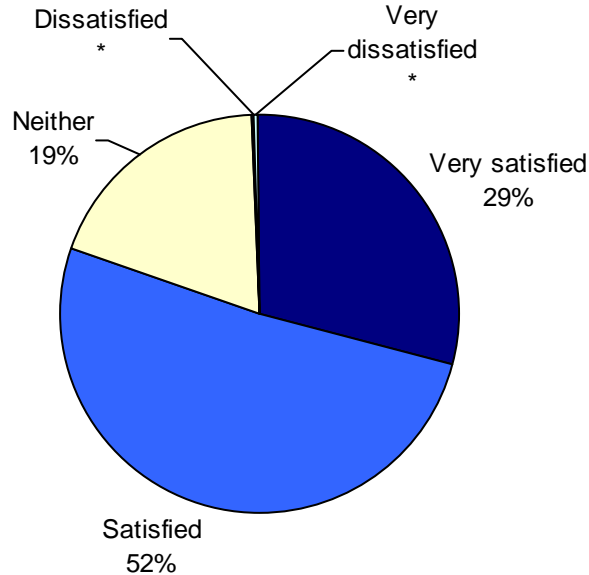


Figure 1.17: Percentage satisfied by business area (very satisfied and satisfied combined)

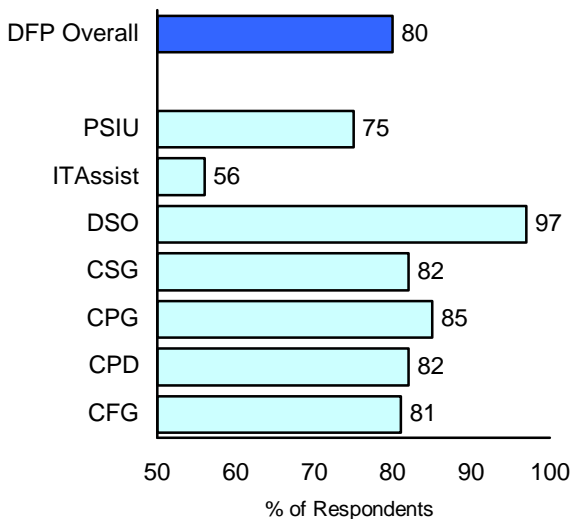
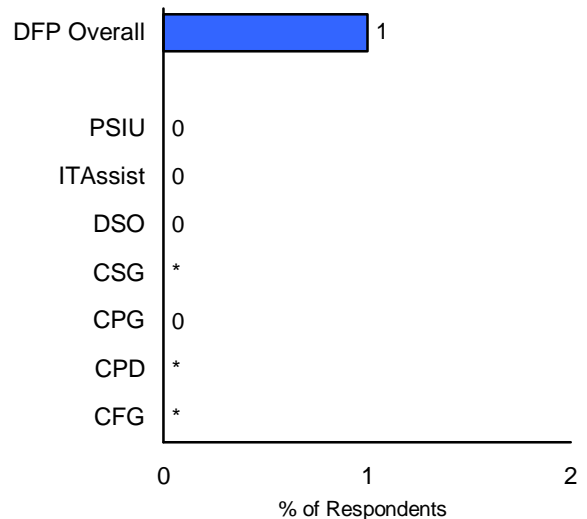


Figure 1.18: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

Overall, 80% of respondents were 'satisfied' that DFP staff treat all received information in the strictest confidence. This figure varied widely across the business areas ranging from 56% for ITAssist to 97% for DSO. Only 1% of all respondents indicated 'dissatisfaction' for this question. At an individual business area level the number of respondents reporting dissatisfaction was either too small for release or zero.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release.

## Section 1: DFP Staff

*How satisfied are you with staff within the DFP business area in terms of.....*

### *Respecting a customer's privacy*

Figure 1.19: Level of satisfaction (DFP overall)

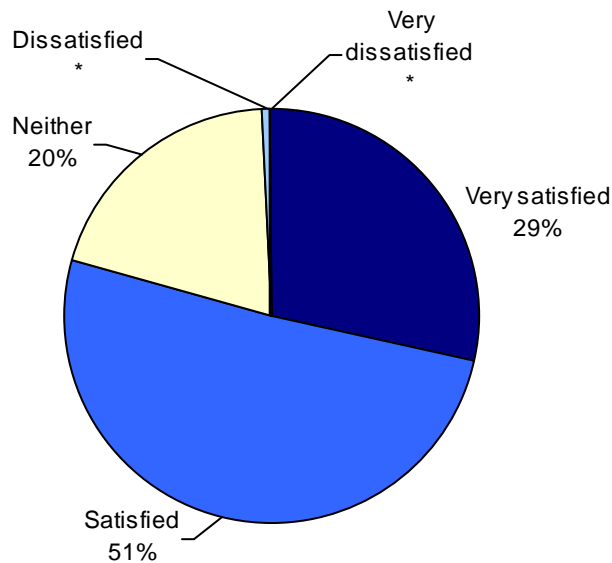


Figure 1.20: Percentage satisfied by business area (very satisfied and satisfied combined)

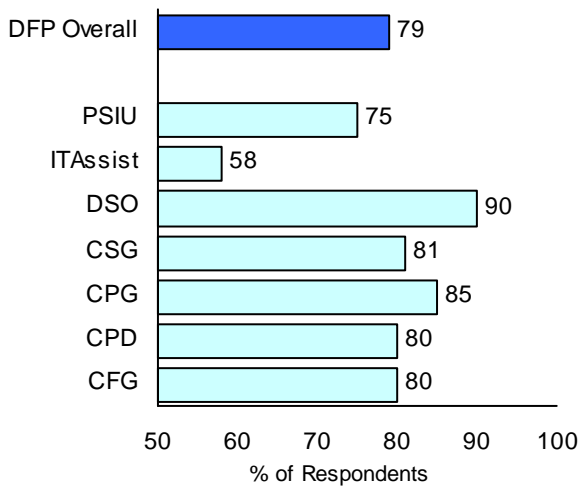
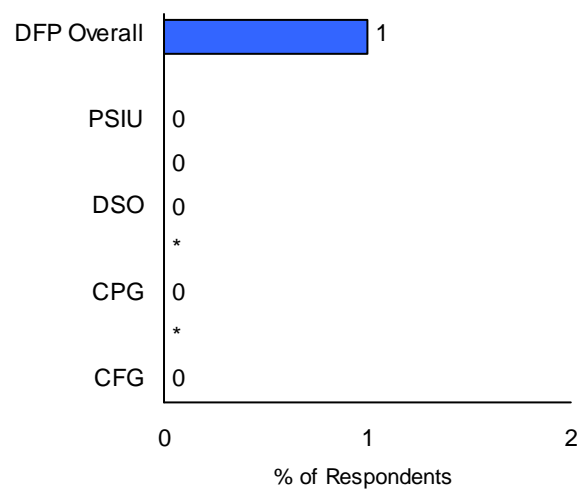


Figure 1.21: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

Almost four-fifths (79%) of respondents were 'satisfied' that DFP staff respect a customer's privacy. This figure varied widely across the business areas, ranging from 58% for ITAssist to 90% for DSO. Only 1% of all respondents indicated 'dissatisfaction' for this question. At an individual business area level the number of respondents reporting dissatisfaction was either too small for release or zero.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release.

## Section 1: DFP Staff

## Section 2: Communication with DFP business areas



## Section 2: Communication with DFP business areas

### Key Findings

*In terms of communication with the business area within DFP, how satisfied are you.....*

| Level of satisfaction (Very satisfied and satisfied combined)               | DFP Overall % | Business Area Range% |     |
|---|---------------|----------------------|-----|
|   |               | Min                  | Max |
| That you know who to contact for assistance with your query/request         | 72            | 57                   | 87  |
| That staff respond to phone calls in a timely manner                        | 80            | 66                   | 88  |
| That staff respond to e-mails and written correspondence in a timely manner | 74            | 52                   | 85  |
| That staff provide timely responses to queries/requests                     | 72            | 55                   | 83  |
| That you are kept informed of the status of your request                    | 57            | 47                   | 60  |
| With the quality of information and correspondence received                 | 72            | 47                   | 93  |
| That written communication is clear and to the point                        | 73            | 47                   | 90  |
| With the overall quality of communication                                   | 71            | 48                   | 88  |

Business area range excludes values for PSIU where the number of respondents is very small. PSIU figures are detailed in the individual questions and in Appendix III.

### Summary of Findings

In terms of communication with DFP the highest level of satisfaction measured (80%) was for staff responding to phone calls in a timely manner. For the remaining questions DFP satisfaction levels were largely consistent at just above 70% of respondents.

One question where this did not hold true related to customers being kept informed of the status of their request. Only 57% of respondents indicated that they were 'satisfied' in response to this question. The poor performance on this question was mirrored across the business areas, where the level of satisfaction ranged from 47% to 60%.

For the majority of the communication questions the level of 'satisfaction' across the business areas varied widely. These differences were most marked for the last three questions listed above. Satisfaction with the quality of information and correspondence received had a 46 percentage point gap between the highest and lowest business areas. Similarly, satisfaction that written communication is clear and to the point had a 43 percentage point gap between the highest and lowest business areas. For DFP, 71% of respondents indicated that they were 'satisfied' with the overall quality of communication, however for the individual business areas this level of 'satisfaction' ranged from 48% to 88%.

## Section 2: Communication with DFP business areas

## Section 2: Communication with DFP business areas

*In terms of communication with the DFP business area, how satisfied are you.....*

***That you know who to contact for assistance with your query/request***

Figure 2.1: Level of satisfaction (DFP overall)

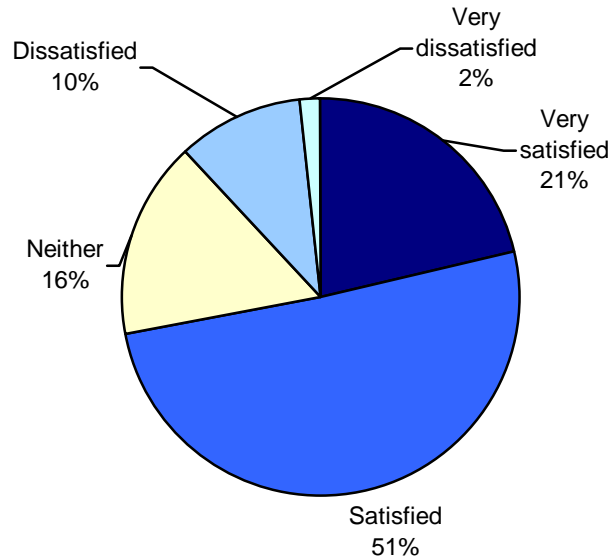


Figure 2.2: Percentage satisfied by business area (very satisfied and satisfied combined)

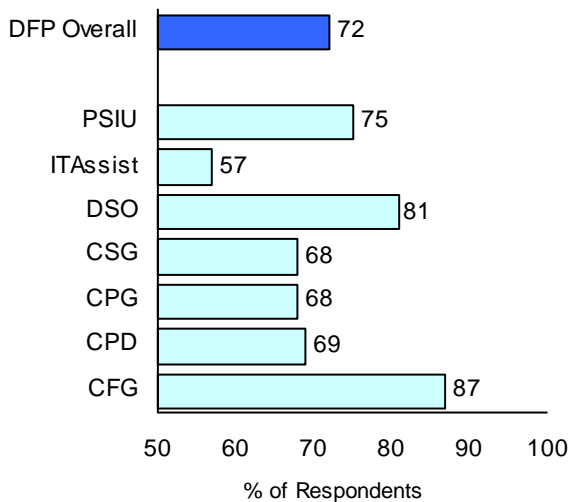
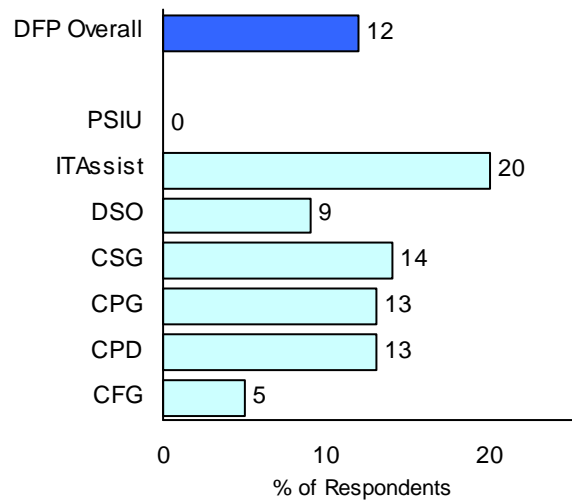


Figure 2.3: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

Almost three quarters of all respondents (72%) were 'satisfied' that they knew who to contact for assistance with their query/request. Customers of CFG had the highest level of satisfaction (87%) whilst ITAssist had the lowest (57%).

## Section 2: Communication with DFP business areas

*In terms of communication with the DFP business area, how satisfied are you.....*

***That staff respond to phone calls in a timely manner***

Figure 2.4: Level of satisfaction (DFP overall)

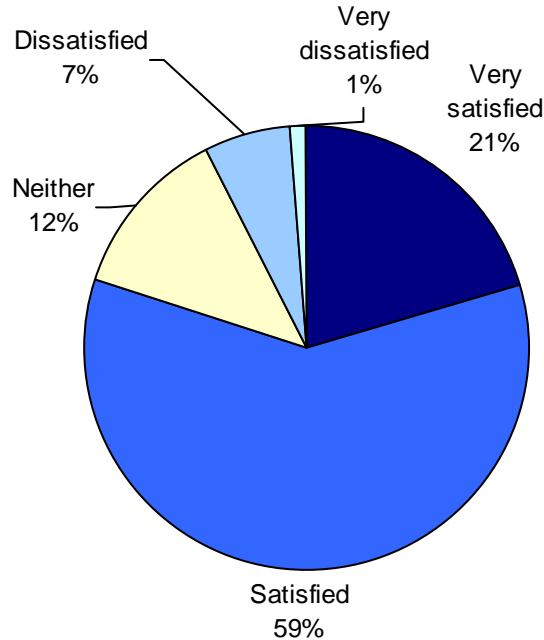


Figure 2.5: Percentage satisfied by business area (very satisfied and satisfied combined)

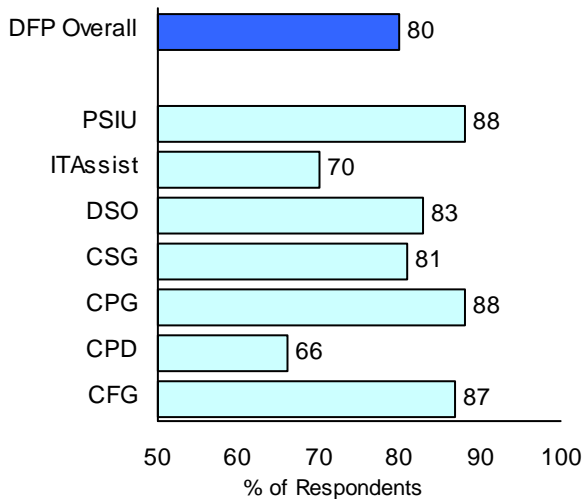
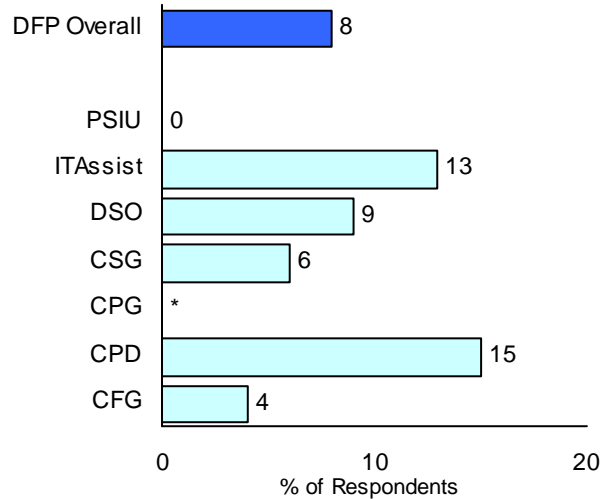


Figure 2.6: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

80% of all respondents indicated that they were 'satisfied' that staff respond to phone calls in a timely manner. This was the highest overall satisfaction figure in the communication section of the survey. Overall 8% of respondents said they were 'dissatisfied', with CPD having the highest percentage of dissatisfaction at 15%.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release

## Section 2: Communication with DFP business areas

*In terms of communication with the DFP business area, how satisfied are you.....*

***That staff respond to e-mails and written correspondence in a timely manner***

Figure 2.7: Level of satisfaction (DFP overall)

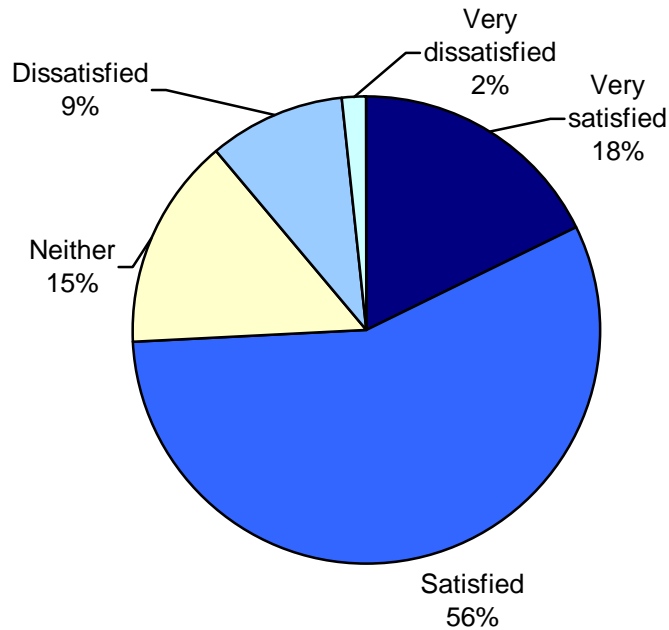


Figure 2.8: Percentage satisfied by business area (very satisfied and satisfied combined)

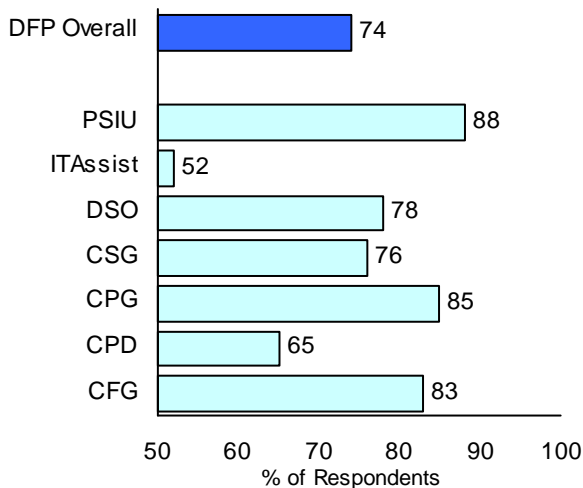
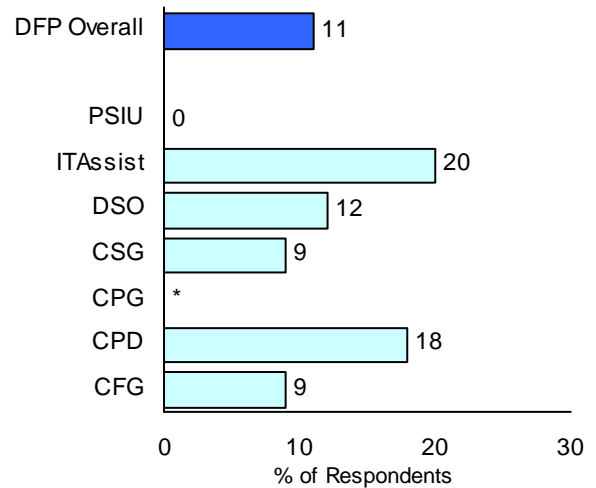


Figure 2.9: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

Almost three quarters (74%) of all respondents were 'satisfied' that staff respond to e-mails and written correspondence in a timely manner. This measure of 'satisfaction' varied widely across the business areas from a low of 52% for ITAssist to a high of 85% for CPG.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release

## Section 2: Communication with DFP business areas

*In terms of communication with the DFP business area, how satisfied are you.....*

***That staff provide timely responses to queries/requests***

Figure 2.10: Level of satisfaction (DFP overall)

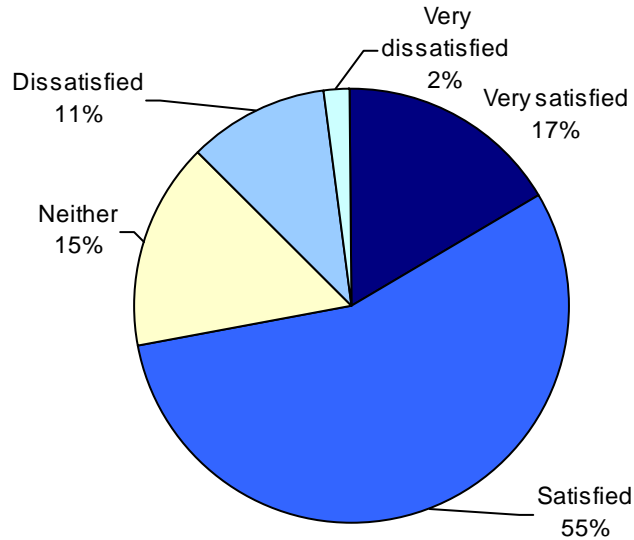


Figure 2.11: Percentage satisfied by business area (very satisfied and satisfied combined)

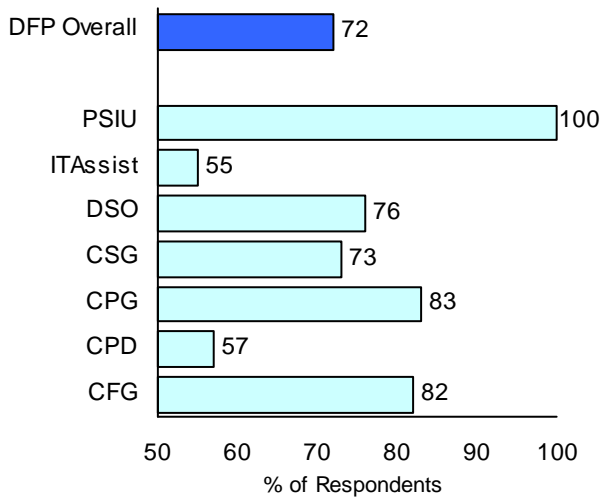
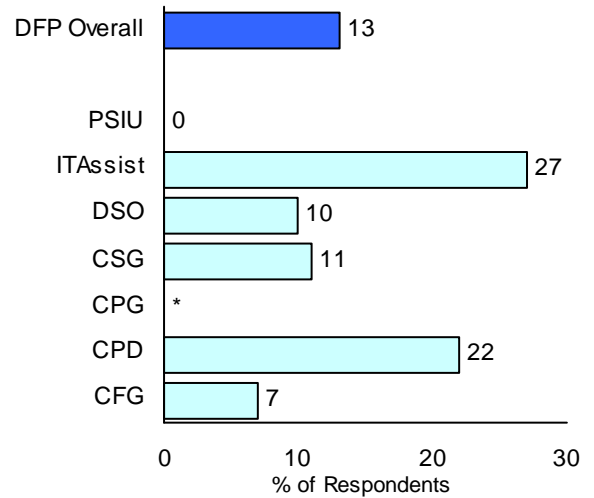


Figure 2.12: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

Almost three quarters (72%) of all respondents were 'satisfied' that staff provide timely responses to queries/requests. This measure of 'satisfaction' varied widely across the business areas from a low of 55% for ITAssist to a high of 83% for CPG. ITAssist (27%) and CPD (22%) had the highest levels of customer 'dissatisfaction'.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release

## Section 2: Communication with DFP business areas

*In terms of communication with the DFP business area, how satisfied are you.....*

***That you are kept informed of the status of your request***

Figure 2.13: Level of satisfaction (DFP overall)

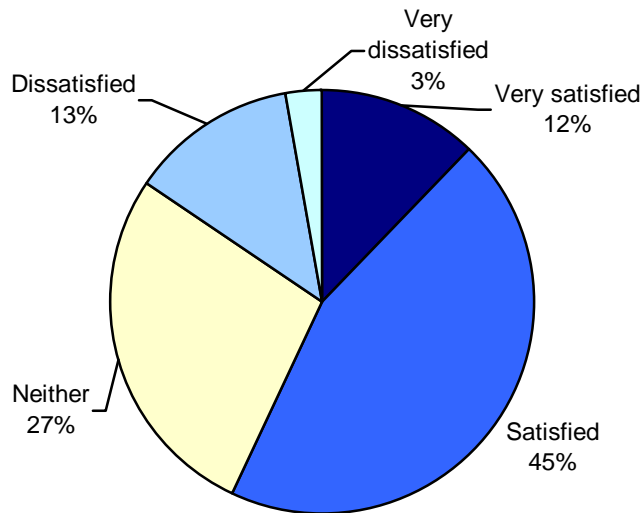


Figure 2.14: Percentage satisfied by business area (very satisfied and satisfied combined)

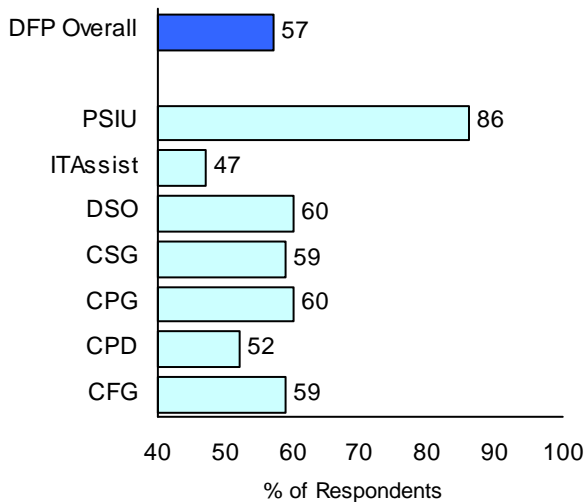
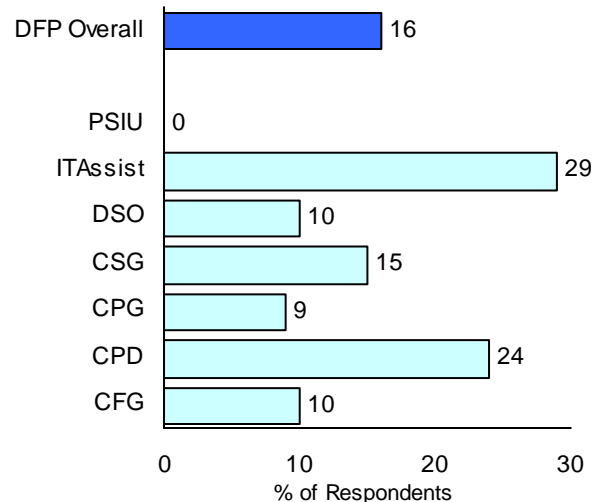


Figure 2.15: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

Only 57% of respondents indicated that they were 'satisfied' that they are kept informed of the status of their request. The poor performance on this question was mirrored across the business areas, where the level of satisfaction ranged from 47% to 60%.

## Section 2: Communication with DFP business areas

*In terms of communication with the DFP business area, how satisfied are you.....*

*With the quality of information and correspondence received*

Figure 2.16: Level of satisfaction (DFP overall)

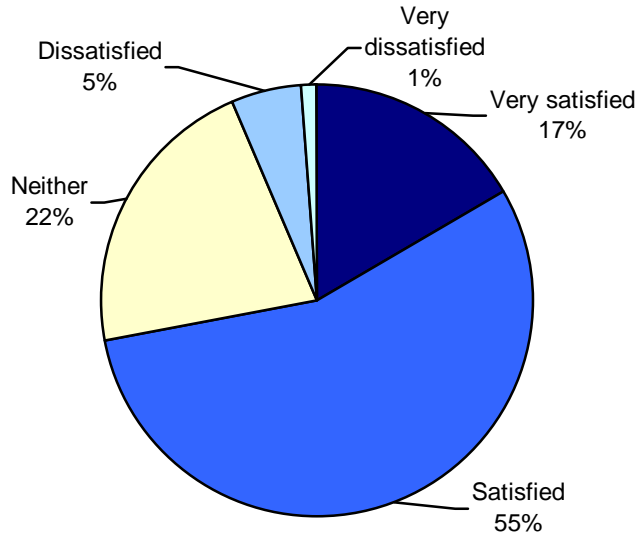


Figure 2.17: Percentage satisfied by business area (very satisfied and satisfied combined)

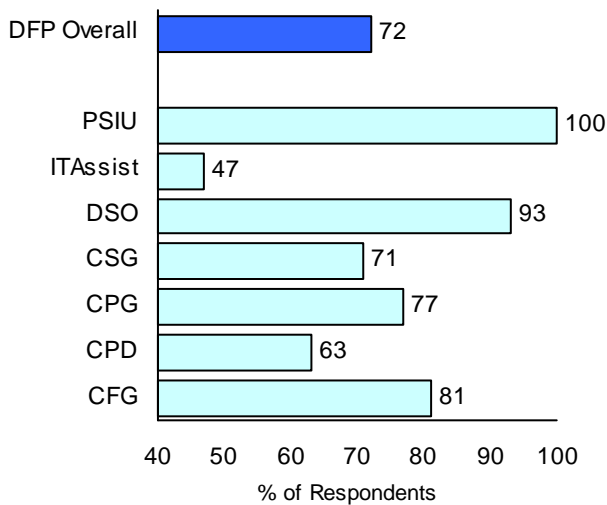
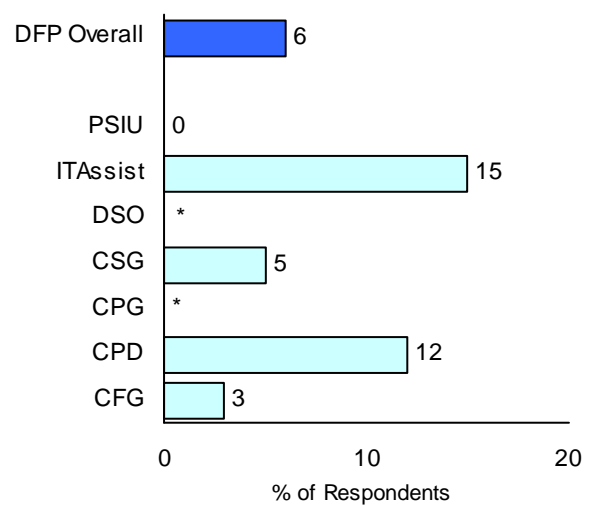


Figure 2.18: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

Almost three quarters (72%) of all respondents were 'satisfied' with the quality of information and correspondence received. This measure of 'satisfaction' varied widely across the business areas from a low of 47% for ITAssist to a high of 93% for DSO. ITAssist (15%) and CPD (12%) had the highest levels of customer 'dissatisfaction'.

## Section 2: Communication with DFP business areas

*In terms of communication with the DFP business area, how satisfied are you.....*

***That written communication is clear and to the point***

Figure 2.19: Level of satisfaction (DFP overall)

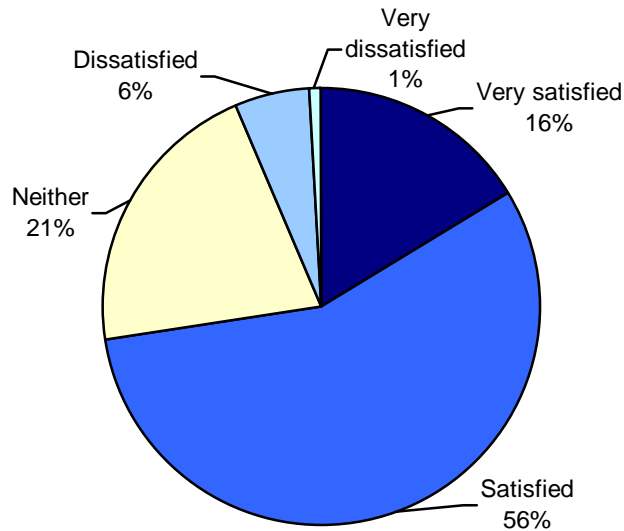


Figure 2.20: Percentage satisfied by business area (very satisfied and satisfied combined)

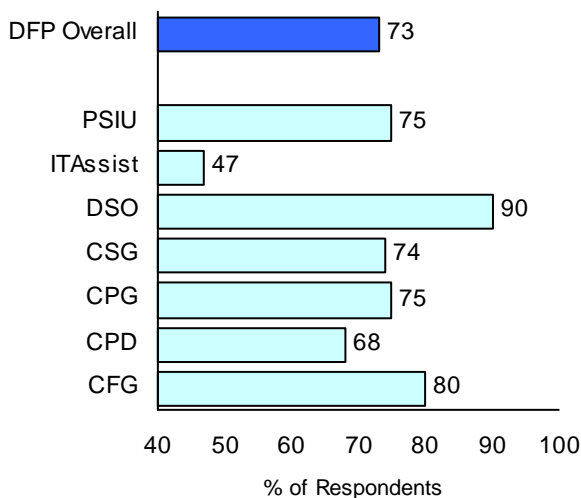
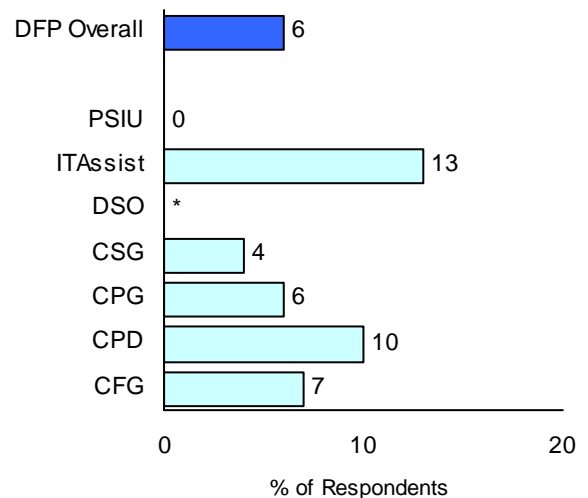


Figure 2.21: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

73% of all respondents were 'satisfied' that written communication is clear and to the point. This measure of 'satisfaction' varied widely across the individual business areas, from a low of 47% for ITAssist to a high of 90% for DSO. ITAssist (13%) and CPD (10%) had the highest levels of customer 'dissatisfaction'.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release

## Section 2: Communication with DFP business areas

*In terms of communication with the DFP business area, how satisfied are you.....*

***With the overall quality of communication***

Figure 2.22: Level of satisfaction (DFP overall)

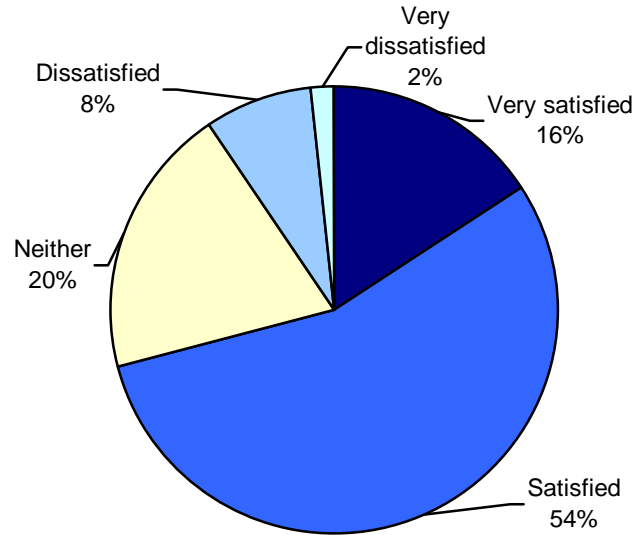


Figure 2.23: Percentage satisfied by business area (very satisfied and satisfied combined)

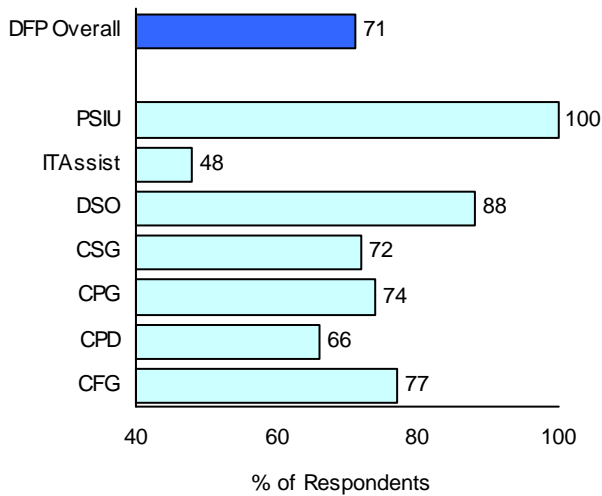
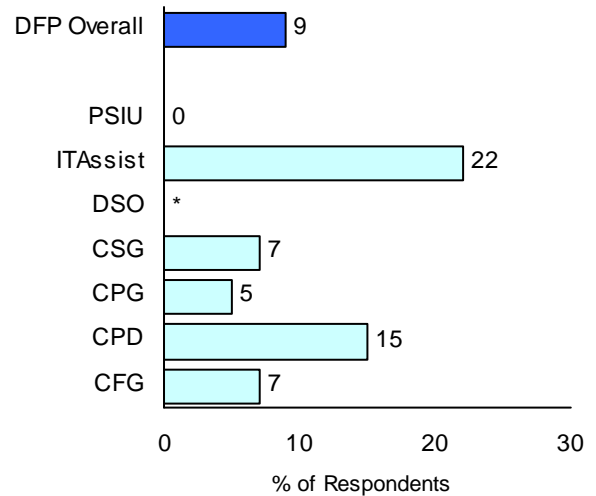


Figure 2.24: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

71% of all respondents were 'satisfied' with the overall quality of communication. As with previous questions the level of 'satisfaction' varied widely across the business areas from a low of 48% for ITAssist to 88% for DSO. Over one fifth (22%) of ITAssist respondents indicated that they were 'dissatisfied' with the overall quality of communication compared to 9% for DFP overall.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release

## Section 3: Complaints



## Section 3: Complaints

### Key Findings

|  | DFP Overall Yes% | Business Area Range Yes% |     |
|--|------------------|--------------------------|-----|
|  |                  | Min                      | Max |
| Have you complained about any aspect of the service provided by the business area? | 10               | *                        | 16  |
| Has your complaint with the business area been resolved satisfactorily?            | 55               | *                        | 100 |

Business area range excludes values for PSIU where the number of respondents is very small. PSIU figures are detailed in the individual questions and in Appendix III.

### *How satisfied are you with how the DFP business area dealt with your complaint?*

| Level of satisfaction (Very satisfied and satisfied combined) | DFP Overall % | Business Area Range% |     |
|---|---------------|----------------------|-----|
|   |               | Min                  | Max |
| Satisfaction with how complaint was dealt with                | 30            | 0                    | 52  |

Business area range excludes values for PSIU where the number of respondents is very small. PSIU figures are detailed in the individual questions and in Appendix III.

### Summary of Findings

A large majority of respondents (90%) had not complained about any aspect of the service provided by DFP. Of the 10% who had made a complaint, over half (55%) had their complaint resolved satisfactorily. The highest level of complaints measured for any specific business area was 16% whilst the highest percentage of complaints resolved satisfactorily for a particular business area was 67%.

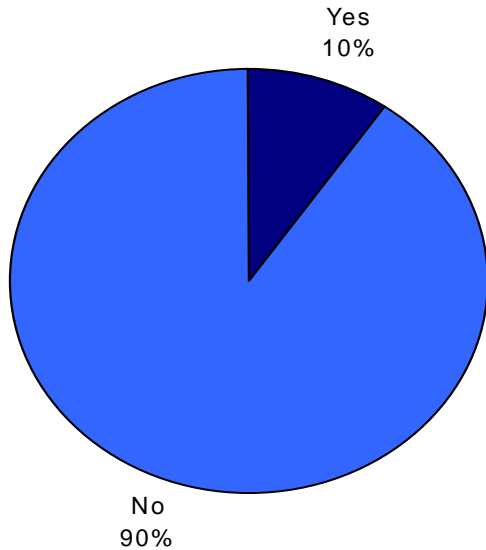
Almost one third (30%) of all respondents indicated that they were 'satisfied' with how their complaint had been dealt with.

### Section 3: Complaints

## Section 3: Complaints

***Have you complained about any aspect of the service provided by the DFP business area?***

Figure 3.1: Respondents complaining (DFP overall)



***Has your complaint with the DFP business area been resolved satisfactorily?***

Figure 3.2: Complaints resolved satisfactorily (DFP overall)

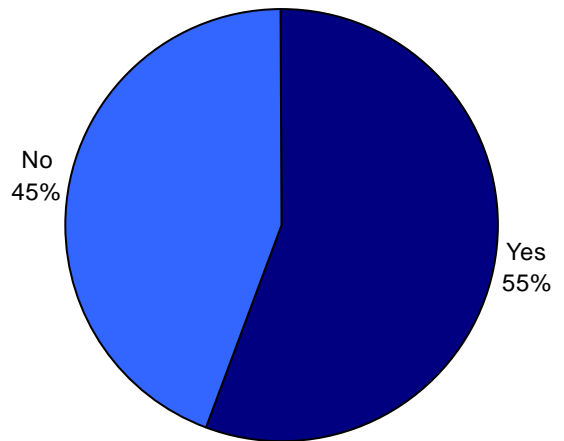


Figure 3.3: Percentage complaining by business area

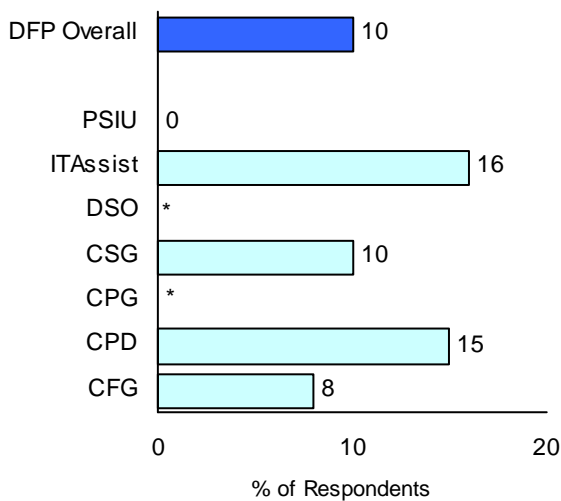
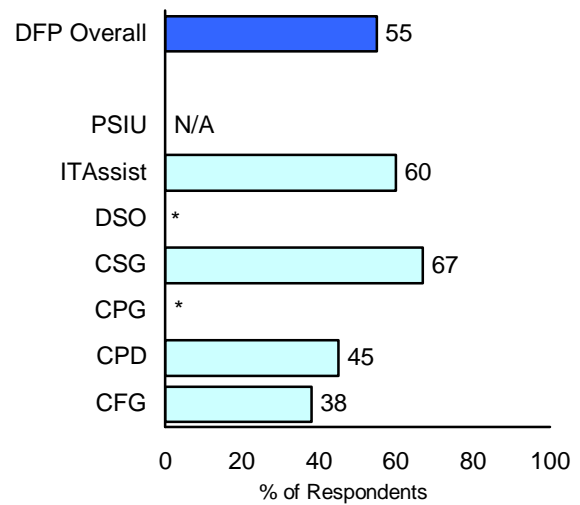


Figure 3.4: Percentage resolved complaints by business area



### Summary

Overall, the vast majority of respondents (90%) had not made a complaint about service provision. Of the 10% of respondents who had made a complaint, just over half (55%) had their complaint resolved satisfactorily. The highest levels of successful complaint resolution were in CSG (67%) and ITAssist (60%).

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release

## Section 3: Complaints

### How satisfied are you with how the DFP business area dealt with your complaint?

Figure 3.5: Level of satisfaction (DFP overall)

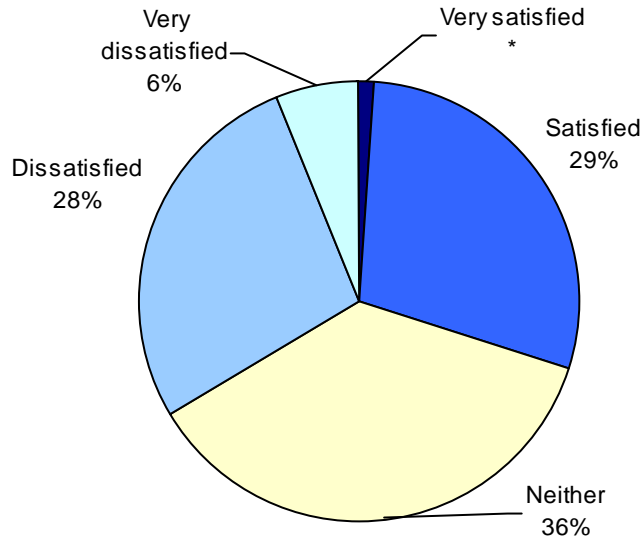


Figure 3.6: Percentage satisfied by business area (very satisfied and satisfied combined)

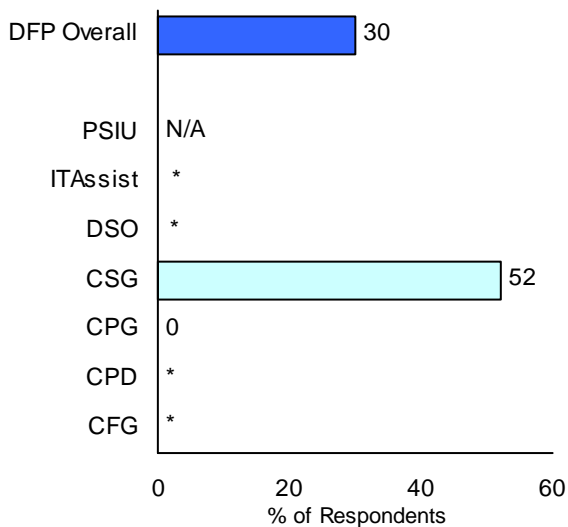
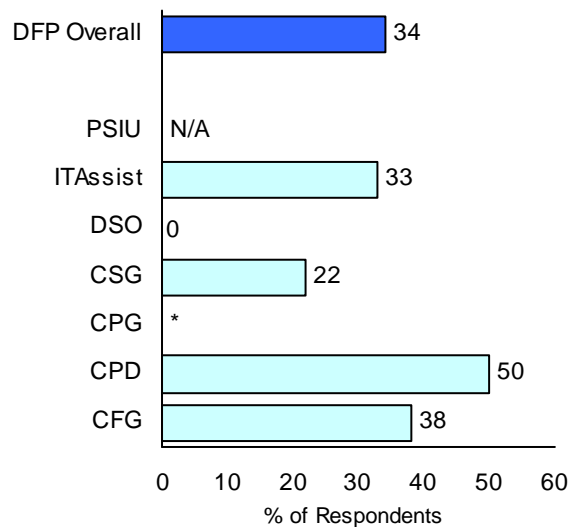


Figure 3.7: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



#### Summary

Similar percentages of DFP customers indicated they were 'satisfied' (30%) or 'dissatisfied' (34%) with how their complaint was dealt with. CSG achieved the highest 'satisfaction' measure (52%) of all the business areas whilst CPD had the highest percentage of respondents (50%) 'dissatisfied' with how their complaint was dealt with.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release

## Section 3: Complaints

### *Comments for Section 3.....*

**Please give details of any problems you have experienced with the complaints process**

#### **CFG Comments**

CEG have not responded to a letter of complainant from our Audit Committee.

Problem still occurs occasionally.

Issues may be raised upwards through line management, but are not necessarily dealt with by senior management.

Disagreement over interpretation of central finance instructions.

#### **CPD Comments**

Remedial works - the structure of CPD is pathetic, the organization is not capable of coping with the number of public buildings they are in charge of.

Incorrectly addressing correspondence i.e. address not specific enough/not containing enough detail to reach right office. Appraisal response times from QS Advisory - serious delays as only 1 QS dealing with grant applications full time, lost files during move to Clare House (meaning that material previously issued to QS Advisory has to be recopied/reordered from grant applicants and resent).

Am not aware of a complaints process.

CPD take on board the complaint but do not resolve it. Same issues keep arising, not sorted first time around.

Although no formal complaint has been submitted we have on several occasions reminded individuals of their intent to reply within a certain timescale and that deadline being missed by a considerable margin.

Promises are made to deal with the issues raised, but they occur again and nothing changes.

Complained over costs. Told that there should be trust between Departments and just to pay the invoices. Felt like CPD were just going through the motions in handling the complaint.

#### **CPG Comments**

CPG attitude was defensive rather than helpful. They responded badly to criticism.

I have not yet started the complaints process.

No response.

#### **CSG Comments**

I have made numerous requests for information relating to work requests and payment certificates. Despite numerous requests and escalation to more senior staff, issues remain unresolved. I have had to resort to withholding payments in order to try to generate some action from Properties Division staff but this has still not worked satisfactorily. Despite assurances of improvements, still very little progress has been made. I am constantly chasing a range of people for information and it is totally unsatisfactory that I am not updated on who is responsible for overseeing the requests for work and very little information is fed back to me when I eventually get to the right person, after which, the whole process goes back to square one.

## Section 3: Complaints

### *Comments for Section 3.....*

### **Please give details of any problems you have experienced with the complaints process**

Basically there are two problem areas. Firstly, the delay in asking for something to be done and it actually getting approval and then started. Secondly, when the projects do get under way project leaders do not take a leading role and let projects drift along which leads to projects which should or could have been completed in 3 months taking 6.

Building faults which are referred to the Helpdesk are dealt with promptly and works orders are normally issued on the same day. However, the response from the maintenance Contractors is often very slow (even when the work is classed as being urgent.)

Not a formal complaint but still ongoing.

What complaints process are you referring to? There is no evidence that the property management side of the house have a recognised complaints process.

Complaints regarding accommodation/premises problems take a long time to resolve and whilst appreciating that these can be complex, we do not seem to be kept sufficiently informed of progress or advised of the timescales for likely resolution.

I didn't know they had one.

No action has been taken to improve the situation.

### **DSO Comments**

*No DSO-specific comments made.*

### **ITAssist Comments**

Not knowing anything about TRIM.

I didn't complain to IT Assist I complained to someone from ISU.

Passing faults to third parties when there was no need to involve them and the faults could be solved in house by IT Assist.

Having to hound certain individuals for information or feedback on the reasons for lack of progress of calls.

### **PSIU Comments**

*No PSIU-specific comments made.*

## Section 4: Overall Customer Service



## Section 4: Overall Customer Service

### Key Findings

| Level of agreement (Strongly agree and agree combined)                          | DFP Overall % | Business Area Range% |     |
|---|---------------|----------------------|-----|
|   |               | Min                  | Max |
| The DFP business area is customer focused                                       | 55            | 47                   | 71  |
| The service received from the DFP business area has improved over the past year | 25            | 16                   | 34  |

Business area range excludes values for PSIU where the number of respondents is very small. PSIU figures are detailed in the individual questions and in Appendix III.

| Level of satisfaction (Very satisfied and satisfied combined)   | DFP Overall % | Business Area Range% |     |
|---|---------------|----------------------|-----|
|   |               | Min                  | Max |
| How satisfied are you with the quality of customer service you received from the DFP business area in 2007? | 66            | 49                   | 81  |

Business area range excludes values for PSIU where the number of respondents is very small. PSIU figures are detailed in the individual questions and in Appendix III.

### Summary of Findings

Over half (55%) of all respondents 'agreed' that DFP is customer focused. For the individual business areas this level of agreement ranged from 47% to 71%.

A quarter of all respondents also 'agreed' that the service received from DFP had improved over the past year.

In terms of satisfaction with the quality of customer service received from DFP in 2007, two thirds of customers (66%) were 'satisfied'. Again the level of satisfaction was found to vary across the business areas ranging from a low of 49% to a high of 81%.

## Section 4: Overall Customer Service

## Section 4: Overall Customer Service

*Extent of agreement with the statement.....*

### **DFP business area is customer focused**

Figure 4.1: Level of agreement (DFP overall)

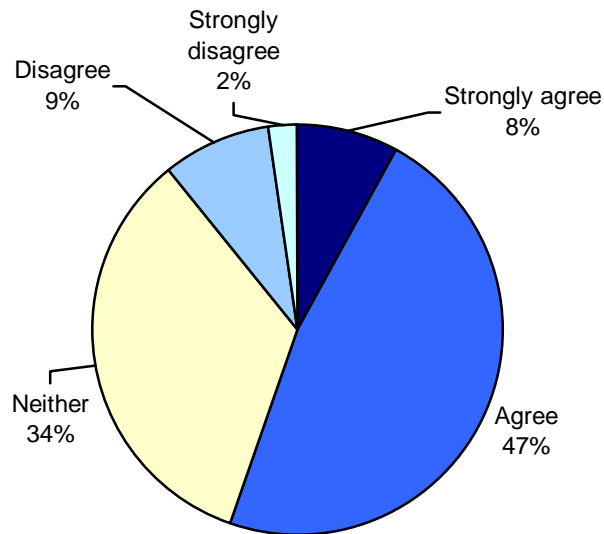


Figure 4.2: Percentage agreeing by business area (Strongly agree and agree combined)

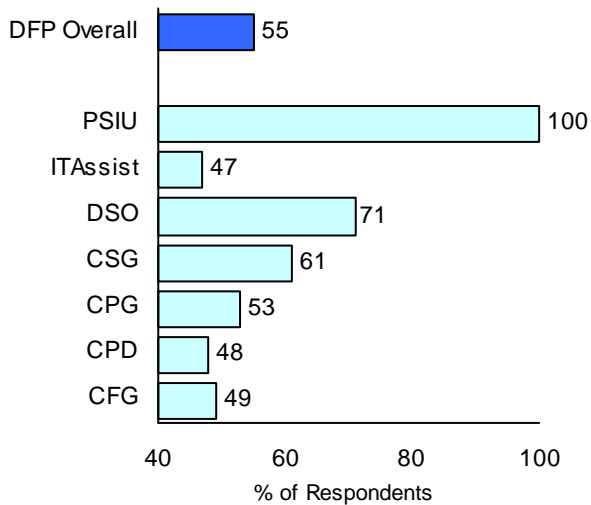
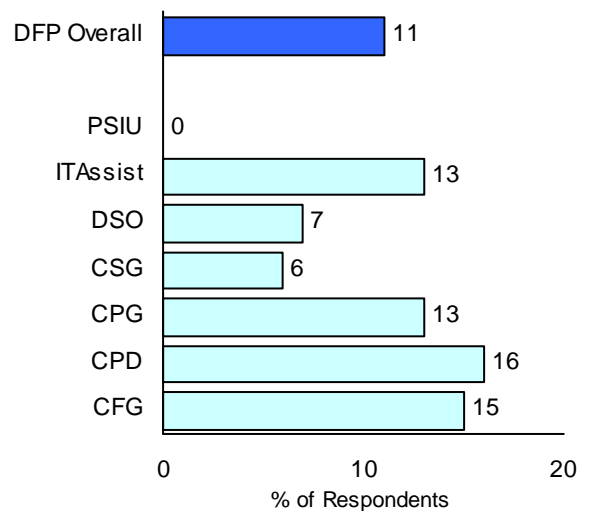


Figure 4.3: Percentage disagreeing by business area (strongly disagree and disagreed combined)



### Summary

Over half (55%) of all respondents 'agreed' that DFP is customer focused. For the individual business areas this level of agreement ranged from 47% for ITAssist to 71% for DSO. The highest level of 'disagreement' was recorded for CPD (16%) compared to a figure of 11% for DFP overall.

## Section 4: Overall Customer Service

*Extent of agreement with the statement.....*

***The service you received from the DFP business area has improved over the past year***

Figure 4.4: Level of agreement (DFP overall)

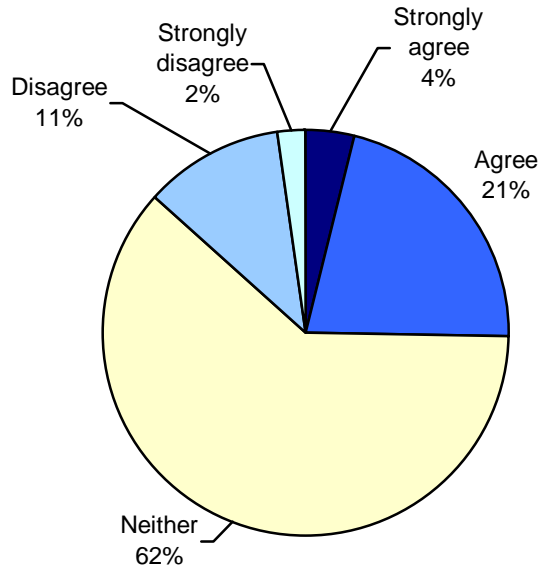


Figure 4.5: Percentage agreeing by business area (strongly agree and agree combined)

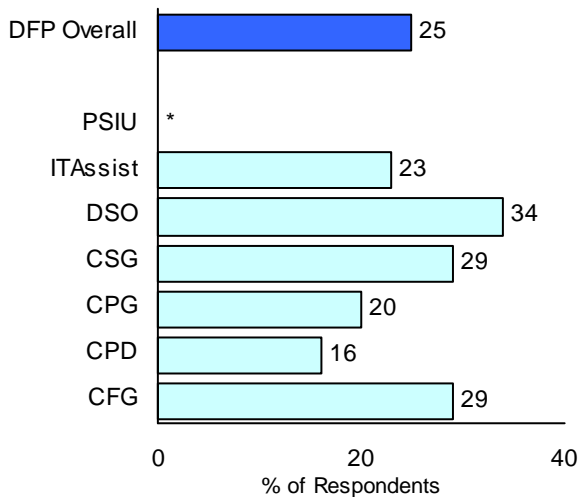
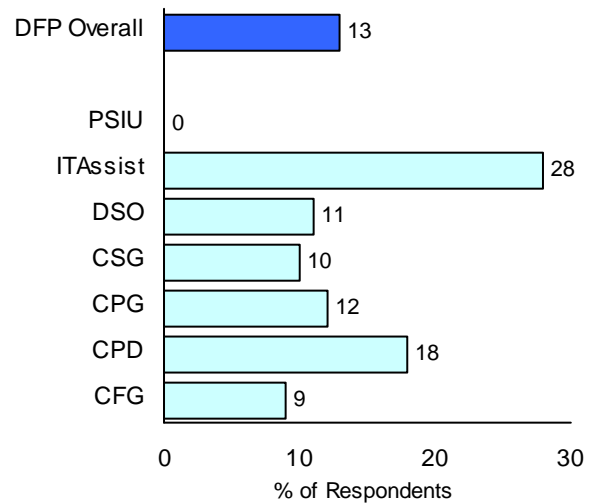


Figure 4.6: Percentage disagreeing by business area (strongly disagree and disagree combined)



### Summary

A quarter of all respondents 'agreed' that the service received from DFP had improved over the past year. In the case of DSO 34% of respondents 'agreed' that the service had improved over the last year. The largest level of 'disagreement' was for ITAssist where 28% of respondents to this question 'disagreed' compared to 13% for DFP overall.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release

## Section 4: Overall Customer Service

**How satisfied are you with.....**  
**The quality of customer service you received from the DFP business area in 2007?**

Figure 4.7: Level of satisfaction (DFP overall)

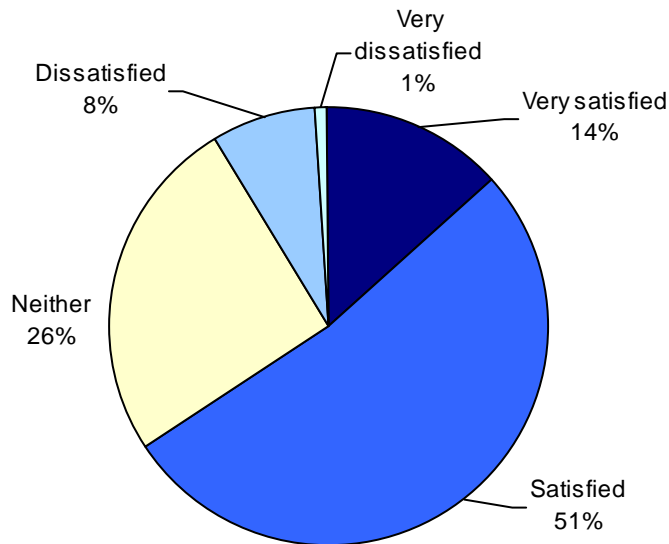


Figure 4.8: Percentage satisfied by business area (very satisfied and satisfied combined)

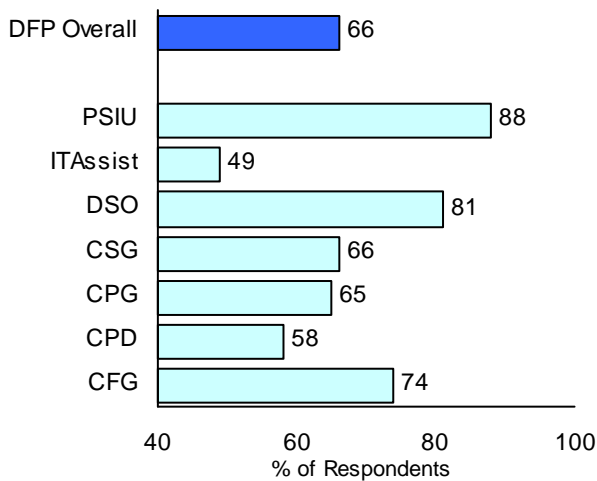
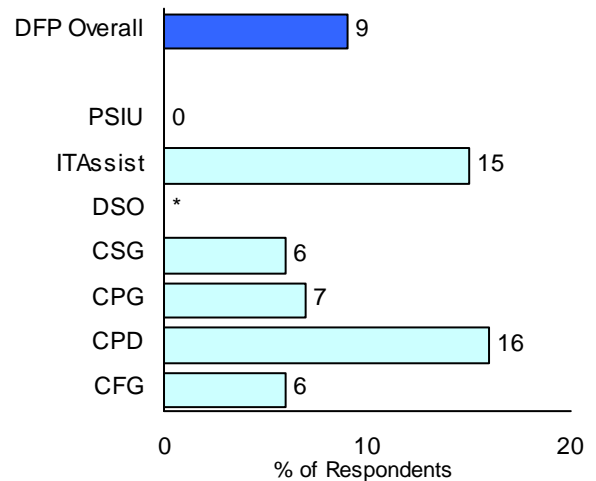


Figure 4.9: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

In terms of satisfaction with the quality of customer service received from DFP in 2007, two thirds of customers (66%) were 'satisfied'. Once more the level of satisfaction was found to vary across the business areas ranging from a low of 49% for ITAssist to a high of 81% for DSO. Customers of CPD recorded the highest level of 'dissatisfaction' at 16% compared to 9% for DFP overall.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release

## Section 4: Overall Customer Service

## Section 5: DFP Internet



## Section 5: DFP Internet

### Key Findings

|                                     | DFP Overall % | Business Area Range% |     |
|-------------------------------------|---------------|----------------------|-----|
|                                     |               | Min                  | Max |
| % of respondents using DFP Internet | 42            | 24                   | 53  |

Business area range excludes values for PSIU where the number of respondents is very small. PSIU figures are detailed in the individual questions and in Appendix III.

| Level of satisfaction (Very satisfied and satisfied combined)   | DFP Overall % | Business Area Range% |     |
|---|---------------|----------------------|-----|
|   |               | Min                  | Max |
| How satisfied are you with the layout of the DFP website?   | 69            | 54                   | 80  |
| How satisfied are you that the DFP website provides a comprehensive source of up-to-date information? | 66            | 53                   | 76  |

Business area range excludes values for PSIU where the number of respondents is very small. PSIU figures are detailed in the individual questions and in Appendix III.

### Summary of Findings

Just over two-fifths (42%) of the respondents reported that they actually used the DFP website, although there was a lot of variation in usage between business areas.

Of those respondents who reported using the site, similar proportions were satisfied with the layout of the site (69%) and the actual content (66%).

## Section 5: DFP Internet

## Section 5: DFP Internet

### *Respondents using the DFP internet site*

Figure 5.1: Percentage use of the DFP Internet site (DFP overall)

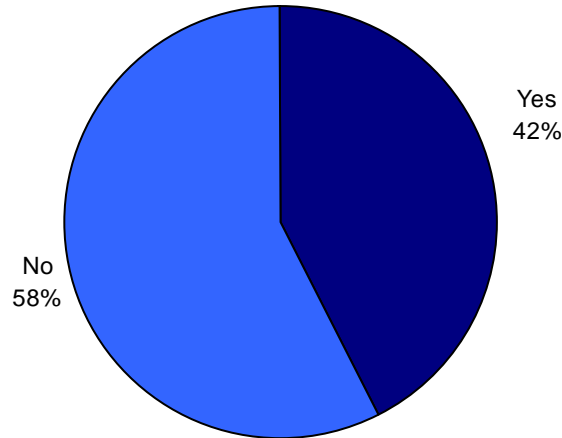
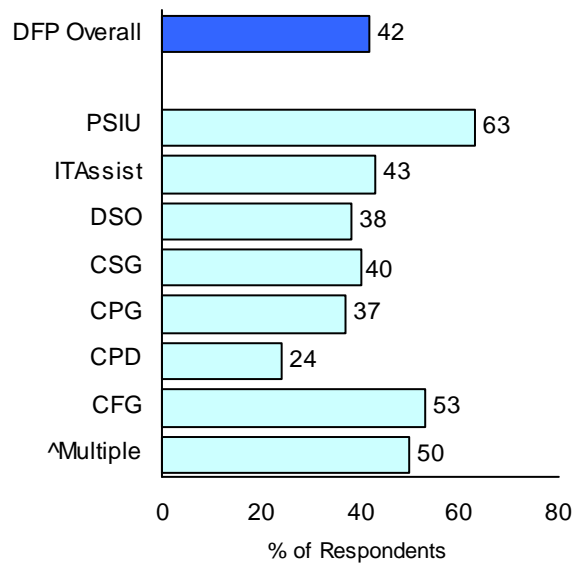


Figure 5.2: Percentage use by business area



#### **Summary**

Just over two-fifths (42%) of the respondents reported that they actually used the DFP website, although there was a lot of variation in usage between business areas. For example, over half of CFG customers (53%) are recorded as using the website compared to less than one quarter (24%) of CPD customers.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release.  
^The 'Multiple' bar represents the responses of those customers who were identified by more than one business area and who completed the DFP composite survey.

## Section 5: DFP Internet

### Extent of satisfaction with ..... The layout of the DFP website

Figure 5.3: Level of Satisfaction (DFP overall)

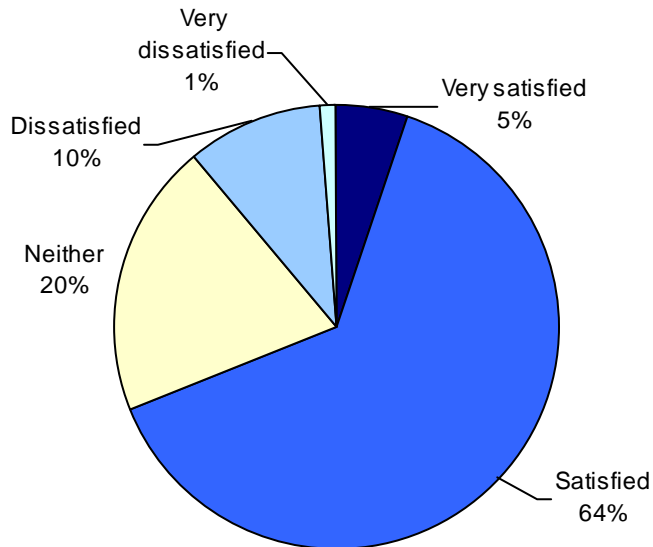


Figure 5.4: Percentage satisfied by business area (very satisfied and satisfied combined)

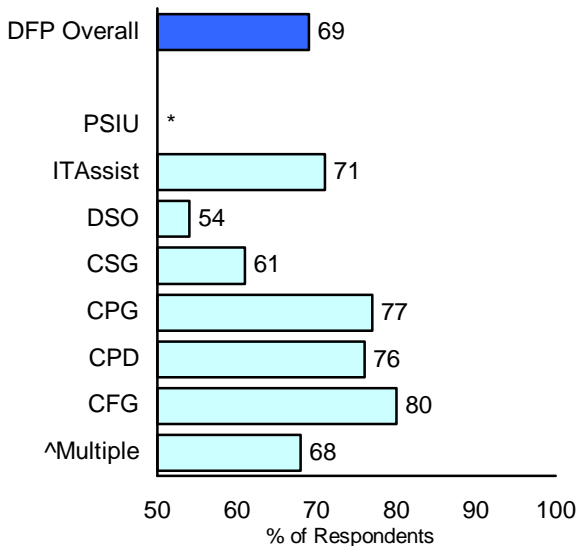
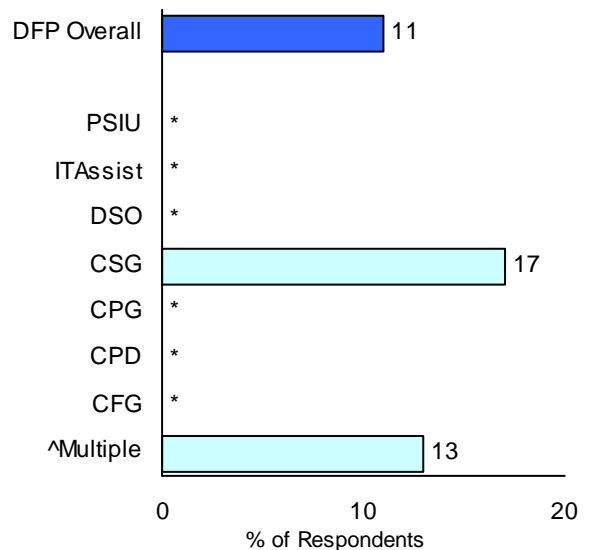


Figure 5.5: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### Summary

Of those respondents who reported using the DFP website, over two thirds were 'satisfied' with the layout of the site (69%). The level of satisfaction across the business areas ranged from 54% for DSO to 80% for CFG. It is worth noting that whilst the highest level of 'dissatisfaction' with website layout was recorded for CSG (17%), the second highest was for customers of multiple business areas (13%).

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release.  
^The 'Multiple' bar represents the responses of those customers who were identified by more than one business area and who completed the DFP composite survey.

## Section 5: DFP Internet

### *Extent of satisfaction that .....*

### ***The DFP website provides a comprehensive source of up-to-date information on DFP's services/activities***

Figure 5.6: Level of Satisfaction (DFP overall)

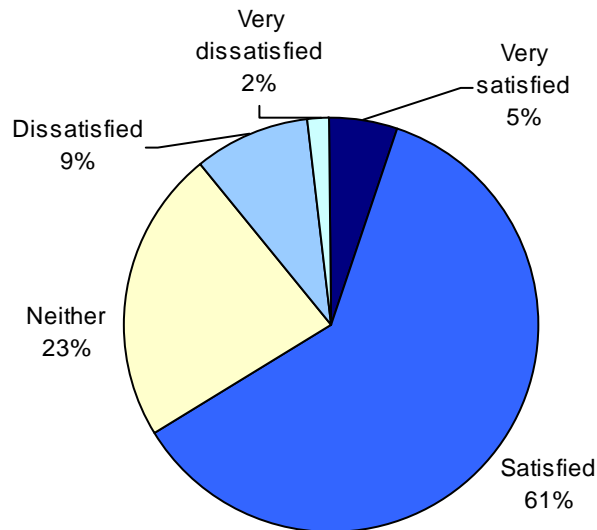


Figure 5.7: Percentage satisfied by business area (very satisfied and satisfied combined)

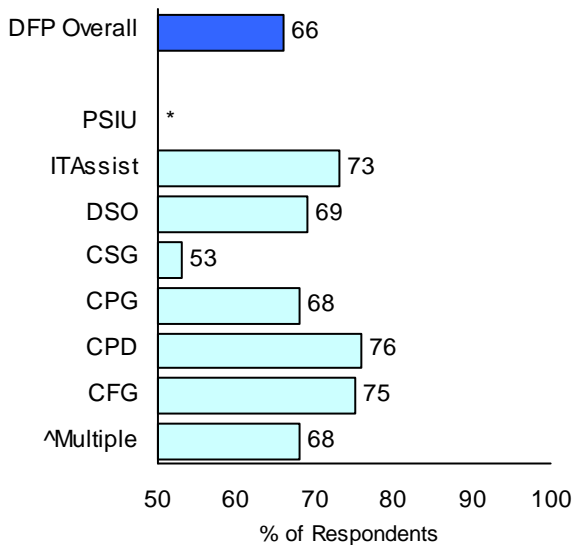
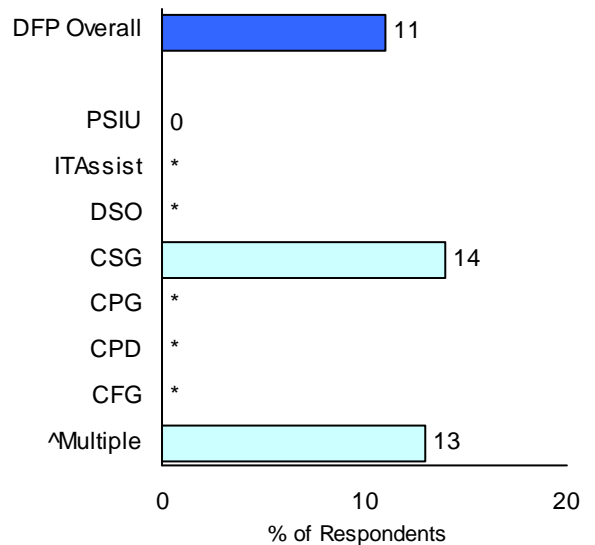


Figure 5.8: Percentage dissatisfied by business area (very dissatisfied and dissatisfied combined)



### **Summary**

Of those respondents who reported using the DFP website, two thirds (66%) were satisfied that the actual content was comprehensive and up-to-date. The level of satisfaction across the business areas ranged from 53% for CSG to 76% for CPD. Mirroring the results for website layout, CSG has the highest percentage (14%) of respondents 'dissatisfied' with the website content followed by customers of multiple business areas (13%).

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release.  
 ^The 'Multiple' bar represents the responses of those customers who were identified by more than one business area and who completed the DFP composite survey.

### **Comments**

### ***Suggestions as to how the DFP internet site could be improved***

#### **Customers of more than one Business Area**

Reorganise the website from a citizen perspective, rather than based around the functional areas of DFP.

Make it more user friendly - I have problems locating documents and information without having pages of various data to weed through.

Search engine could be improved.

Site is too busy and unless you know what you are looking for it is difficult to locate the business area.

The search engine could be a little better at retrieving relevant documents/pages based on the actual search criteria entered (e.g. a search for Main Estimates 2006/07 can bring back many hits that don't relate to the 2006/07 Main Estimates).

Things could be easier to find with the Web-site having a more theme-based rather than organisation based focus.

I find it hard to navigate. The search facility is not very good and I have to spend a lot of time and do a lot of lateral thinking to find items that I know are on the site, especially publications.

Very out of date i.e. organisation charts etc.

Better Layout - Often difficult to find what you are looking for.

I would like easier access to Civil Service Circulars.

Keep it current and have a better search facility.

Improve the search engine eg if you search for "insurance declaration" as required for business travel by private vehicle you get a now obsolete form as the first hit.

Difficult to negotiate the site, the front page is too busy.

#### **CFG Customers**

The front page is very cluttered and overloaded with information. That said the site is always up to date.

Difficult to find what I was looking for e.g DAO letters and an Annex to one of them.

DFP and government websites are not as good as others, could be better organised, carry more information and help people understand the department's functions and activities more.

Better signposting to DFP's own Personnel branch (not just CPG).

#### **CPD Customers**

Very fussy and slow means finding the right information is quite hard. Site obviously aimed at outsiders not your customers ie other government departments - virtually nothing on who is responsible for what services. Nothing about the current and future framework contracts - surely one the most important pieces of information - Perhaps a separate site for your customers would be more appropriate.

Please remove 90% of the rubbish contained. People do neither have the time nor the willingness to read this stuff. Make it simple and clear.

### **Comments**

### ***Suggestions as to how the DFP internet site could be improved***

#### **CPG Customers**

I only use infrequently and the provision of links means that I do not need to navigate round the site and therefore cannot comment from an informed basis.

#### **CSG Customers**

Suggest restructuring the site (and refreshing the interface) to improve the customer experience and make it easier to locate and access information.

It is difficult to find information on the Estimates and SSEs and on the Departments Accounts.

Put it back to the way it used to be. I can't find half the stuff I used to be able to.

More detailed organisation charts to help locate source for info.

Don't think 'employee information' and 'job information' is the most obvious split of the topics included under each - usually end up looking under the wrong one for what I want.

Make it more modern, less fussy and a cleaner interface. Make things easier to find. Provide better functionality e.g. search facility is poor by comparison with the external industry norm.

I would like more links to other NICS sites on the homepage.

Could the scheduled courses be shown on the website?

Find out the top tasks of your customers and relentlessly focus on helping them complete them online.

We could introduce a Wiki service (effectively replacing the need for DIAL) and place more audio-visual content such as podcasts etc onto the site.

Better navigation; more up to date / comprehensive content.

Need to give more thought to how site could be made easier to navigate.

Always should be striving to make more user friendly -- keep asking and responding to feedback.

More user friendly - better layout - very drab.

#### **DSO Customers**

De-clutter the front page of the web-site, improve the search facility and keep it up-to-date.

#### **ITAssist Customers**

Could latest news / breaking news stories be displayed in a more active manner?

I'm not a Website designer but I think if it was similar to a newspaper or magazine layout it would be easier to navigate around it - I don't find the current index system helpful.

DFP has many functions and these appear on the first page along with other info. I feel the site would benefit by listing all the functions in one area, and from that the relevant areas could be chosen to provide further detail

## Section 5: DFP Internet

### *Comments*

### ***Suggestions as to how the DFP internet site could be improved***

Lots of very good information, but the visual layout of the homepage is a mess. All the various different coloured/outlined boxes fight for the reader's attention and there seems to be no reason or pattern as to why a box is outlined, coloured or not.

Can the search engine be improved to provide more targeted search patterns?

The contact information for staff is not very user friendly. Rather than having separate links to look up staff email addresses and telephone numbers, would it not be better to have one link which would have all contact information associated with a staff member? I regularly find that a staff member may be in one directory and not the other.

### **PSIU Customers**

I found it difficult to access information on particular subjects as I did not know what section within DFP was dealing with this area of work.

## Section 6: Views on the Survey



## Section 6: Views on the Survey

### Key Findings

| What is your preferred method of contact for future surveys? | DFP Overall % | Business Area Range% |     |
|--|---------------|----------------------|-----|
|  |               | Min                  | Max |
| Electronic   | 96            | 93                   | 100 |
| Hardcopy   | 1             | 0                    | *   |
| Telephone  | 2             | 0                    | 5   |

Business area range excludes values for PSIU where the number of respondents is very small. PSIU figures are detailed in the individual questions and in Appendix III.

| Did this survey cover all the customer satisfaction issues that are important to you? | DFP Overall Yes% | Business Area Range Yes% |     |
|---|------------------|--------------------------|-----|
|   |                  | Min                      | Max |
|   | 92               | 88                       | 93  |

Business area range excludes values for PSIU where the number of respondents is very small. PSIU figures are detailed in the individual questions and in Appendix III.

### Summary of Findings

A large majority of respondents (96%) indicated their preference for future surveys to be carried out electronically. This was consistent across all business areas with values ranging from a minimum of 93% to a maximum of 100% in favour of online surveying.

A similarly large majority of respondents felt that the survey had covered all the important customer satisfaction issues. Again this was reflected across all business areas ranging from a minimum of 88% to a maximum of 93%.

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In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release.

## Section 6: Views on the Survey

## Section 6: Views on the Survey

### *What is your preferred method of contact for future surveys?*

Figure 6.1: Preferred method of contact (DFP overall)

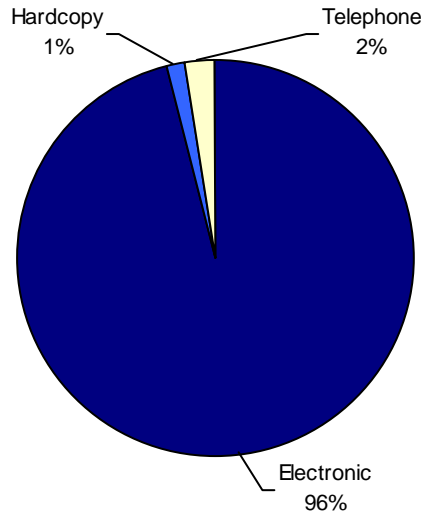


Figure 6.2: Percentage respondents preferring electronic contact by business area

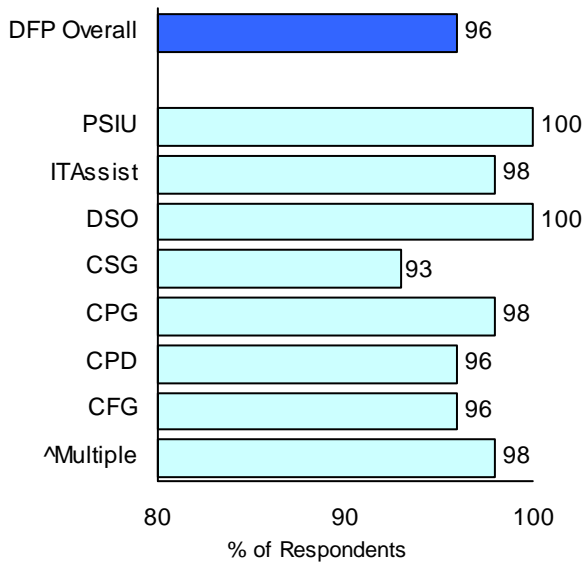
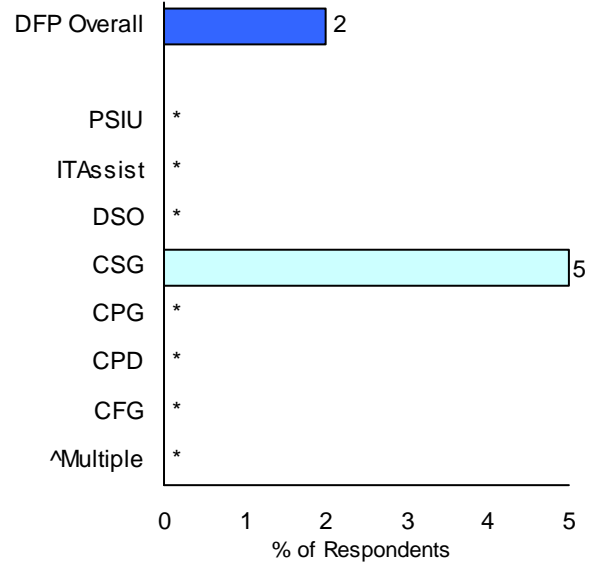


Figure 6.3: Percentage respondents preferring telephone contact by business area



### Summary

A large majority of respondents (96%) indicated their preference for future surveys to be carried out electronically. This was consistent across all business areas with values ranging from a minimum of 93% to a maximum of 100% in favour of online surveying.

In the charts and tables \* indicates that the number of respondents is less than 5 and therefore deemed too small to release. ^The 'Multiple' bar represents the responses of those customers who were identified by more than one business area and who completed the DFP composite survey.

## Section 6: Views on the Survey

***Did this survey cover all the customer satisfaction issues that are important to you?***

Figure 6.4: Level of agreement (DFP overall)

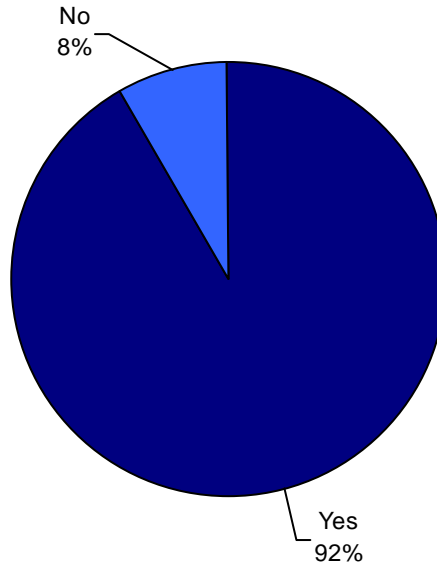
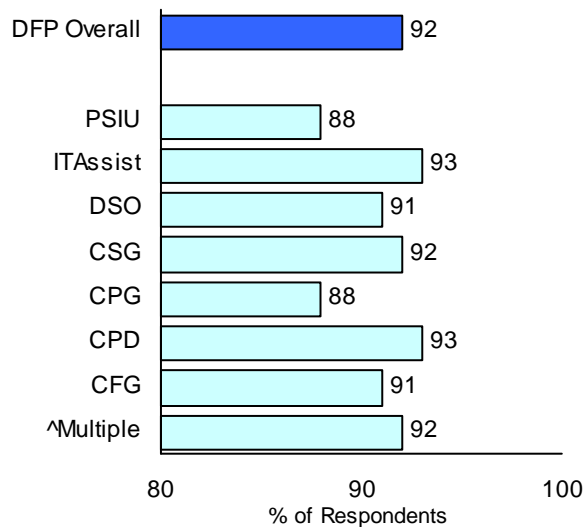


Figure 6.5: Percentage agreement by business area



### Summary

A similarly large majority of respondents (92%) agreed that the survey had covered all the important customer satisfaction issues. Again this was reflected across all business areas ranging from a minimum of 88% agreement to a maximum of 93%.

## Section 6: Views on the Survey

### **Comments**

### ***Feedback on survey - Issues not covered, or suggestions for improvements***

#### **Customers of more than one Business Area**

Costs appear to be much higher than the private sector.

It allowed me the chance to explain dissatisfaction with Personnel around vacancy filling although I am concerned that this sole aspect will reflect badly on CSG as a whole. I am happy with the other services that CSG provide but feel I need to voice my dissatisfaction with Personnel and the form did not lend itself to this so I used the comments box.

The survey as constructed is likely to give a wrong impression of CPD as my experience with the Supplies and Services side would not be rated as highly as that of construction professionals.

There is an assumption that I understand the DFP structure. All the branch names given at the start of this survey were meaningless to me as I cannot relate them to the DFP people I deal with. I also find the "boy racer" culture of DFP very off putting, especially on the Finance side. They appear to lose sight of the citizen outcomes needed to make NI a good society for all and focus instead on the figures believing that cutting budgets is success, and taking no responsibility for the impact of the cuts forced on departments.

I believe more consideration should have been given to how reform is being introduced across CSG.

No mention of feedback opportunities/washups etc.

Whilst we have been very satisfied in general with the customer service provided by DFP there have on occasions appeared to be a breakdown in communications within DFP. None of these have been serious or detrimental; however, our experience would suggest that more effective communications between Supply and CED would enhance customer services.

#### **CFG Customers**

The budget processes, monitoring rounds etc - there needs to be some indicators of how CFG is performing in these areas in relation to Departmental needs.

I think there is a problem in the lack of coordination between CFG branches who issue requests for information at the same time and usually with near impossible deadlines. We as customers are put under considerable pressure in trying to respond to all of these requests at the same time.

The website could be improved. I was looking for attachments to DAO(DFP) 06/05 which was supposed to be on the AASD website under Chapter/Section DAO(DFP) 06-05 attachment and I could not find it.

It was noted that I had been identified as "a customer of CFG" - it would be helpful if the invitation to participate in the survey specified which division within CFG had identified my branch as a customer. This is because we are both customers and service providers to different parts of CFG and this information would be helpful to ensure clarity around this.

Not sure the survey really gets to grips with the difficulties we frequently encounter with Supply in particular, and the lack of mutual understanding that sometimes exists. Supply often give the impression that they are determined to make life as difficult as possible for us across a range of issues. There tends to be an 'us and them' mentality that seems to border on hostility at times.

Why were specific questions only asked in respect of AASD and not about all the other CFG Divisions individually as well?

## Section 6: Views on the Survey

### *Comments*

#### ***Feedback on survey - Issues not covered, or suggestions for improvements***

DFP might find it helpful to ask customers specifically which DFP services were availed of and how often they were used during the period so that level of interaction with customers and specific nature of that interaction can be determined.

It is almost impossible to ensure that all departments are treated equally. This survey should address type and quality of information sought by different Supply teams and ensure that no department is being asked to provide more data and/or information than others.

The time and attention that DFP give to truly understanding and appreciating the business of other Departments must be improved. Rather than assuming by default that Departments have to be hounded to the nth degree, a partnership approach should be adopted.

#### **CPD Customers**

The advice provided by CPD tends to be variable depending on who a customer is speaking to. Definition of CPD's role. As with other advice / consultant branches in the NICS there seems to be a desire to avoid responsibility and simply provide advice straight from the manual which does not always fit.

Issues/questions: 1. Delivery of the service on time & on budget? 2. Did the key person within CPD who is assigned to certain clients perform satisfactorily e.g. resolve problems promptly, seek to improve the service, respond to complaints/issues etc? 3. Is CPD customer focused or working to their own timeframe/agenda?

Solicit suggestions for improved services and rationale underpinning decisions.

Need for more focus on project outcomes and value for money of both CPD service and results of using service.

Comments above relate to services provided in respect of CRISP/SCP Programme only.

#### **CPG Customers**

Most people have routine contact with CPG and will find this satisfactory. A relatively small number of people will have significant contact with CPG. It is the opinions of this latter group which are of greater relevance to any assessment of CPG's overall performance.

Did not cover the fact that staff due be re-deployed because of the introduction of HR Connect still have no idea where they will be working in 6 months time.

Advice and assistance on dealing with Trade Unions.

I am acutely aware that CPG staff have to devote a considerable amount of time and effort in dealing with North/South matters in addition to other issues which impact on the wider civil service. They have been excellent in providing timely responses and attendance at meetings despite their other many competing priorities.

The customer survey does not concentrate on the key issues. It seems to focus primarily on issues which easily merit a very satisfactory marking rather the key issues.

## Section 6: Views on the Survey

### *Comments*

### ***Feedback on survey - Issues not covered, or suggestions for improvements***

#### **CSG Customers**

Provision of contact details is confused and tailored more for bureaucratic purposes than any practical use. It seems to suffer from a need to feed administration rather than achieve any real work.

I can comment positively on a service used which was to my satisfaction. I would like questions on experience of poor service.

My only contact has been limited and I don't know which unit/category of personnel services my contacts come from.

Questions on the use of the DFP Intranet and the staff brief.

Contact with CSG limited to RecordsNI.

Responsiveness and quality of specific services for non Personnel services.

A background to all of the services CSG deliver would be beneficial so that staff can determine if they have full visibility of services available, or the limit of what they are commenting on.

The questions in this survey are too general.

I would have preferred to have questions set up which would have shown in which particular area CPD are weak.

It does not deal with the different roles that are performed by CPD and Properties Division and the arbitrary way in which they move work between these groups. Nor does it assess the role of CPD, the absence of public knowledge of what is available of call off contracts, the contradictory advice that is given re what tenders are available for use and what are not.

Surely this survey is too blunt an instrument as it groups all of CSG together and does not allow me as a customer of many of the elements making up the group the facility to comment on specific branches.

I would have much preferred to see "Generally satisfied" as an option. This would better reflect my opinion of the CAL service. At times the service has been less than expected - however "dissatisfied" is too strong for most of the questions. Overall I am broadly satisfied but there is room for improvement eg waiting times for training once commissioning template is submitted. Also aware of pressure on staffing resources in CAL.

Would be very interested to see the survey results and what action is planned to address the feedback.

Would like to see survey repeated in another 12 months. Not sure that all CAL customers had the chance to complete this survey - ie not all staff in retained training functions received it.

Staff 'churn' frequently means that different people from month to month are dealing with customers.

I am surprised that, in this age of electronic information and use of TRIM, some communications from Properties Division are still in hard copy.

It did not discuss or even question the volume of material (ie emails) sent out almost as a torrent everyday!

Very, very high level -- should have dealt more with the channels of communication / interaction --- especially the electronic. Not sure level of survey is fit to bring about change.

I have completed this survey as a customer of DSO.

## Section 6: Views on the Survey

### *Comments*

#### ***Feedback on survey - Issues not covered, or suggestions for improvements***

##### **DSO Customers**

Role of DSO as part of the Government Legal Service (NI).

No questions relating directly to level of use to correlate with level of satisfaction, for example a heavy user may have stronger positive or negative views. Also, no questions re costs of DSO but more implied than explicit.

Changing legislation is always a problem for customers. It would be helpful if DSO could be more involved in providing training for customers and this could be assessed by way of survey. This would help to educate customers and encourage them to use DSO at the appropriate time.

##### **ITAssist Customers**

Would have liked to be asked how IT Assist site could be improved.

- (i) Inability to print from Touchpaper due to 'Review Report' tab being frequently missing.
- (ii) Touchpaper timing out requests despite allowing further typing and, when going to save request, then advising that it can't be saved - request then lost and having to be redone.
- (iii) List of requests raised not in numeric or date raised order - very user unfriendly.
- (iv) Overall, Touchpaper is not user friendly - the Infra system is a better system.

N/A should be available for more of the questions. The survey assumes use of the service too fully.

In our particular situation, IT Assist has not fully bedded in.

E-zine (quarterly?) covering progress updates on ITAssist - milestones, features on core projects, useful links and numbers (I've already forgotten how to get to touchpaper)

I'd like to be asked what questions I'd like to see included in any further survey by a pre-survey survey; as the wording of some of the early questions wasn't as clear as I would have expected. I suggest that IT assist and its customers would be best placed to choose and word the questions relevant to this survey.

##### **PSIU Customers**

*No comments made*

## Appendix I: Questionnaires



## Introduction

In order to gather the information contained in this report eight questionnaires in all were designed and issued. All of the questionnaires shared common questions and formats even though they were tailored for specific business areas. Links to the various surveys are given below.

| Customer of        | Survey Link   |
|--------------------|---|
| CFG                | <a href="http://hrsurveys.nisra.gov.uk/dfp/customers/dfpcfgcust2007.htm">http://hrsurveys.nisra.gov.uk/dfp/customers/dfpcfgcust2007.htm</a>     |
| CPD                | <a href="http://hrsurveys.nisra.gov.uk/dfp/customers/dfpcpdcust2007.htm">http://hrsurveys.nisra.gov.uk/dfp/customers/dfpcpdcust2007.htm</a>     |
| CPG                | <a href="http://hrsurveys.nisra.gov.uk/dfp/customers/dfpcsgcust2007.htm">http://hrsurveys.nisra.gov.uk/dfp/customers/dfpcsgcust2007.htm</a>     |
| CSG                | <a href="http://hrsurveys.nisra.gov.uk/dfp/customers/dfpcsgcust2007.htm">http://hrsurveys.nisra.gov.uk/dfp/customers/dfpcsgcust2007.htm</a>     |
| DSO                | <a href="http://hrsurveys.nisra.gov.uk/dfp/customers/dfpdsocust2007.htm">http://hrsurveys.nisra.gov.uk/dfp/customers/dfpdsocust2007.htm</a>     |
| ITAssist           | <a href="http://hrsurveys.nisra.gov.uk/dfp/customers/dfpITAssist2007.htm">http://hrsurveys.nisra.gov.uk/dfp/customers/dfpITAssist2007.htm</a>   |
| PSIU               | <a href="http://hrsurveys.nisra.gov.uk/dfp/customers/dfpPSIU2007.htm">http://hrsurveys.nisra.gov.uk/dfp/customers/dfpPSIU2007.htm</a>           |
| More than one area | <a href="http://hrsurveys.nisra.gov.uk/dfp/customers/dfptotalcust2007.htm">http://hrsurveys.nisra.gov.uk/dfp/customers/dfptotalcust2007.htm</a> |



## Appendix II: Respondent Profile



## Respondent profile by:-

### Type of organisation worked for:

| Organisation                            | %          |
|---|------------|
| NICS Department or Agency               | 86.9%      |
| Other public sector employer (non NICS) | 11.0%      |
| Trade Union                             | 0.3%       |
| Voluntary Sector                        | 0.7%       |
| Private Sector                          | 1.1%       |
| <b>Total Number of Respondents</b>      | <b>702</b> |

### Business area in contact with:

| Business Area                  | %           |
|--------------------------------|-------------|
| Central Finance Group          | 19.6%       |
| Central Procurement Division   | 15.5%       |
| Central Personnel Group        | 12.6%       |
| Corporate Services Group       | 31.8%       |
| Departmental Solicitors Office | 8.2%        |
| ITAssist                       | 11.3%       |
| PSIU                           | 0.9%        |
| <b>TOTAL</b>                   | <b>851*</b> |

\*Respondents who had contact with more than one business area are included multiple times in the above table

### Preferred method of future contact:

| Business Area                      | %          |
|------------------------------------|------------|
| Electronic                         | 96.2%      |
| Hardcopy                           | 1.4%       |
| Telephone                          | 2.4%       |
| <b>Total Number of Respondents</b> | <b>702</b> |

### Business area response rates:

| Business Area                  | Surveyed    | Responses  | %          |
|--------------------------------|-------------|------------|------------|
| Central Finance Group          | 266         | 97         | 36%        |
| Central Procurement Division   | 135         | 70         | 52%        |
| Central Personnel Group        | 140         | 60         | 43%        |
| Corporate Services Group       | 263         | 194        | 74%        |
| Departmental Solicitors Office | 64          | 34         | 53%        |
| ITAssist                       | 168         | 96         | 57%        |
| PSIU                           | 13          | 8          | 62%        |
| Multiple customer              | 220         | 143        | 65%        |
| <b>TOTAL</b>                   | <b>1269</b> | <b>702</b> | <b>55%</b> |



## Appendix III: Responses by Business Area



## Responses by Business Area:

### Section 1: DFP Staff

How satisfied are you with DFP staff in terms of.....

*% satisfaction (very satisfied & satisfied combined)*

| Question number |  | DFP Overall<br>(n=851) | CFG<br>(n=167) | CPD<br>(n=132) | CPG<br>(n=107) | CSG<br>(n=271) | DSO<br>(n=70) | ITAssist<br>(n=96) | PSIU<br>(n=8) |
|-----------------|--|------------------------|----------------|----------------|----------------|----------------|---------------|--------------------|---------------|
| a               | Politeness/courtesy  | 94%                    | 93%            | 92%            | 95%            | 93%            | 97%           | 93%                | 100%          |
| b               | Knowledge/professionalism  | 86%                    | 91%            | 84%            | 87%            | 89%            | 94%           | 69%                | 100%          |
| c               | Organisation (i.e. sufficiently prepared for meetings / discussions) | 73%                    | 81%            | 70%            | 79%            | 77%            | 86%           | 36%                | 88%           |
| d               | Commitment to achieving your objectives                              | 70%                    | 71%            | 67%            | 67%            | 72%            | 80%           | 60%                | 100%          |
| e               | Treating customers fairly and consistently                           | 76%                    | 75%            | 73%            | 85%            | 79%            | 91%           | 55%                | 100%          |
| f               | Treating all received information in the strictest confidence        | 80%                    | 81%            | 82%            | 85%            | 82%            | 97%           | 56%                | 75%           |
| g               | Respecting a customer's privacy                                      | 79%                    | 80%            | 80%            | 85%            | 81%            | 90%           | 58%                | 75%           |

'n' represents the number of respondents for each business area.

Note: CSG figures do not include ITAssist which was surveyed separately.

## Section 2: Communication with business areas within DFP

In terms of communication with business areas within DFP, how satisfied are you....

*% satisfaction (very satisfied & satisfied combined)*

| Question number |   | DFP Overall<br>(n=851) | CFG<br>(n=167) | CPD<br>(n=132) | CPG<br>(n=107) | CSG<br>(n=271) | DSO<br>(n=70) | ITAssist<br>(n=96) | PSIU<br>(n=8) |
|-----------------|---|------------------------|----------------|----------------|----------------|----------------|---------------|--------------------|---------------|
| a               | That you know who to contact for assistance with your query/request         | 72%                    | 87%            | 69%            | 68%            | 68%            | 81%           | 57%                | 75%           |
| b               | That staff respond to phone calls in a timely manner                        | 80%                    | 87%            | 66%            | 88%            | 81%            | 83%           | 70%                | 88%           |
| c               | That staff respond to e-mails and written correspondence in a timely manner | 74%                    | 83%            | 65%            | 85%            | 76%            | 78%           | 52%                | 88%           |
| d               | That staff provide timely responses to queries/requests                     | 72%                    | 82%            | 57%            | 83%            | 73%            | 76%           | 55%                | 100%          |
| e               | That you are kept informed of the status of your request                    | 57%                    | 59%            | 52%            | 60%            | 59%            | 60%           | 47%                | 86%           |
| f               | With the quality of information and correspondence received                 | 72%                    | 81%            | 63%            | 77%            | 71%            | 93%           | 47%                | 100%          |
| g               | That written communication is clear and to the point                        | 73%                    | 80%            | 68%            | 75%            | 74%            | 90%           | 47%                | 75%           |
| h               | With the overall quality of communication                                   | 71%                    | 77%            | 66%            | 74%            | 72%            | 88%           | 48%                | 100%          |

In this section respondents were able to select a not applicable response. The percentage values reported in the table above are based on applicable responses only. The value 'n' is a count of all respondents regardless of whether the question is applicable or not.

Note: CSG figures do not include ITAssist which was surveyed separately.

### Section 3: Complaints to Business areas within DFP

*% agreeing (strongly agree and agree combined)*

| Question number   |  | DFP Overall<br>(n=851) | CFG<br>(n=167) | CPD<br>(n=132) | CPG<br>(n=107) | CSG<br>(n=271) | DSO<br>(n=70) | ITAssist<br>(n=96) | PSIU<br>(n=8) |
|---|--|------------------------|----------------|----------------|----------------|----------------|---------------|--------------------|---------------|
| a   | Have you complained about any aspect of the service provided by the business area? | 10%                    | 8%             | 15%            | *              | 10%            | *             | 16%                | 0%            |
|   |  | <b>(n=83)</b>          | <b>(n=13)</b>  | <b>(n=20)</b>  | <b>*</b>       | <b>(n=27)</b>  | <b>*</b>      | <b>(n=15)</b>      | <b>(n=0)</b>  |
| b   | Has your complaint with the business area been resolved satisfactorily?            | 55%                    | 38%            | 45%            | *              | 67%            | *             | 60%                | n/a           |
| <i>% satisfaction (very satisfied and satisfied combined)</i> |  |                        |                |                |                |                |               |                    |               |
| c   | How satisfied are you with how the business area dealt with your complaint.        | 30%                    | *              | *              | 0              | 52%            | *             | *                  | n/a           |

'n' represents the number of respondents for each business area.

Note: CSG figures do not include ITAssist which was surveyed separately.

## Section 4: Overall Customer Service

*% agreeing (strongly agree & agree combined)*

| Question number |   | DFP Overall<br>(n=851) | CFG<br>(n=167) | CPD<br>(n=132) | CPG<br>(n=107) | CSG<br>(n=271) | DSO<br>(n=70) | ITAssist<br>(n=96) | PSIU<br>(n=8) |
|-----------------|---|------------------------|----------------|----------------|----------------|----------------|---------------|--------------------|---------------|
| a               | Business area within DFP is customer focused  | 55%                    | 49%            | 48%            | 53%            | 61%            | 71%           | 47%                | 100%          |
| b               | The service you received from the business area within DFP has improved over the past year                                | 25%                    | 29%            | 16%            | 20%            | 29%            | 34%           | 23%                | *             |
|                 |   |                        |                |                |                |                |               |                    |               |
|                 | Overall how satisfied are you with the quality of customer service you received from the business area within DFP in 2007 | 66%                    | 74%            | 58%            | 65%            | 66%            | 81%           | 49%                | 88%           |

'n' represents the number of respondents for each business area.

Note: CSG figures do not include ITAssist which was surveyed separately.

## Appendix IV: Comments



## Comments

### Further comment on the overall quality of service provided by the DFP business area

#### CFG Comments

Excellent service characterised by very knowledgeable staff.

Individuals within CFG tend to be extremely helpful but often the reactive nature of the environment they are required to operate within mitigates against effective customer service and creates tension in relationships.

I mostly deal with *[named individual]*. She is excellent, committed to providing a quality service and our relationship with DFP has improved dramatically with her arrival in the post.

Satisfied with most elements apart from CED.

Particular members of staff within the unit have inadequate experience to deal with issues and this is affecting my opinion overall of what otherwise is a very acceptable service.

On some occasions earlier notification of DFP requirements, particularly at a detailed level, would have been helpful. Even when the full details of information requirements are not known an early indication of potential future requests would be useful.

CFG tends to focus on their needs rather than the needs of the customer.

CFG is focused not on customers, i.e. Departments, but on meeting their own central demands/priorities - a key factor contributing to the delivery of those priorities is the performance of Departments. Focusing on our needs would ultimately assist in the achievement of their own work.

CFG issue too many requests for information with unrealistic deadlines.

Sometimes get the impression DFP think they are the masters and other departments are the servants who should just do as they are told and hurry up about it. Sometimes very strong contrast between acerbic emails and telephone friendliness from same staff ie professionally nasty and personally approachable.

I think it important to highlight the fact that my contact with DFP Supply is generally limited to the countersigning by DFP of Statutory Rules on a fairly infrequent basis. However the service provided in that regard is excellent. I have a lot more contact with DSO.

If you can get the person you are looking for, service is good. If not, nobody else appears to be able to help with the issue in question.

The rating would be better if Supply could match the service given by AASD.

As always the request for information is within a very tight timescale. Communication re Monitoring rounds is not communicated quickly enough if there are changes to the timetable. Getting confirmation prints of monitoring rounds is slow. Also *[there is]* very little flexibility in being able to check reports and if errors unable to get them changed which impacts on future years. There are too many databases for budget and monitoring which do not cross match. It is difficult to clearly see data on reports - they are so small.

The one problem I would have is ad hoc requests which are received with only a very limited amount of time to reply.

## Comments

### Further comment on the overall quality of service provided by the DFP business area

The quality of the service is largely dependant on the individual member of staff you are dealing with and whether a working relationship built on trust and mutual respect has been established. High regard for colleagues in Supply 3, EUD and AASD and their pragmatic and open approach to resolving queries/issues.

Insufficient central accounting treatment guidance made consistently available to all Departments and NDPBs. For example, the interpretation of a fixed asset which has serious implications for budget cover. Does not appear to be co-operation between CED and AASD to determine the correct accounting treatment for budgetary purposes.

The level of interaction I have had with CFG over the past year has been fairly limited. However, on those occasions where advice or assistance was sought I was happy with the service received and encouraged by the willingness of CFG staff to engage.

Always been of a very high standard.

Generally find that CFG are much more interested in scoring points about what they view as shortcomings in budget management and almost total disregard of any case put forward. For example highly critical of Department over-committing to ensure full spend, while the central budget has been constrained this year to enable DFPs over-commitment's to be rectified. This inconsistency damages working relations.

Remote, disdainful and superior in attitude.

CED should give departments realistic turnaround times for the exercises that they commission.

### CPD Comments

Contract monitoring meetings are not held regularly and when staff are off for any reason there is no back-up to ensure monitoring continues.

Pathetic.

I am basing my assessment on the service provided by CPD Professionals. The service provided by Supplies and Services and the Centre for Procurement Excellence would not rate as highly.

Overall the service is good but I am finding with experienced staff leaving and not being replaced that the quality of service is falling.

The CPD staff we deal with seem under great pressure to perform to target due to lack of sensible storage/movement of documents resulting in a woeful service response time. However, they remain patient and courteous.

The staff that I deal with are very co-operative, however I find the level of red tape and consequential delays frustrating.

There is a need for the service to provide advice that is more specific rather than quoting options. The advised option should be clearer. Cost management during procurement exercises (particularly the engagement of consultant) needs to be given more weight.

## Comments

### Further comment on the overall quality of service provided by the DFP business area

Very little or no information on current or upcoming tender exercises. eg cleaning contract - let nearly 9 months late - which meant that many of our requirements had changed. Very difficult to get information on what framework contracts exist and when they are due for renewal.

While front line services are good, back office procedures that interact with the client are sluggish and poor at performing to realistic customer deadlines.

The continuing demand for information to substantiate posts within CPU does little to improve CPU's professional reputation.

Final question is in the middle as it is a balance of projects which CPD manage as expected and others that are poor.

We are a relatively small organization. Since CPD was imposed on the organization we have faced higher costs, delays in completing jobs and in some instances shoddy workmanship. Aside from this, the emergency out-of-office help desk is useful.

The terms of a SLA have not been adhered to by CPD in relation to departmental charging arrangements.

As above - lack of customer focus; supplier centred not customer centred; poor and slow responsiveness; incomprehensible billing; lack of leadership on cross cutting issues; poor frameworks.

If we had got the CPD service from the private sector we would not have paid for it.

### CPG Comments

Individually CPG staff are very helpful and practical. Somehow the whole doesn't quite come across that way.

They need to use project management disciplines to drive projects through to delivery.

This is a very difficult period for CPG as well as for Departments. At times CPG has been running to catch up. There have been issues on which there has been no consultation with Departments and this is unsatisfactory.

CPG is effectively just doing work related to e-HR and not reviewing and revising or developing new policy.

I think the quality of service provided by CPG has declined over the last year because so many of the staff are required to work on the e-HR programme and other priorities are being neglected. This has meant that neither a successful e-HR project nor efficient delivery of modern HR services are being delivered. I also think CPG have become overly concerned with avoiding any possible criticism or challenge in relation to their policies, and are producing unwieldy and non-user friendly policies which go too far beyond what is required by law.

Most of these responses are middle of the road because the service received from CPG depended on who I was dealing with. Some people were more helpful than others.

The difficulty that has been experienced by a number of Departments is that they are not informed in advance of changes in law that affect current policies and understanding. Guidance is always after the law has been in operation practically a year.

## Comments

### Further comment on the overall quality of service provided by the DFP business area

The service provided by CPG is generally good, though I am bitterly disappointed at their lack of engagement in the salary sacrifice scheme for childcare vouchers.

The staff in CPG are very helpful. Due to the many changes in policy and procedures turnaround time is extremely tight for requests for departmental information, especially as departments are reducing their resources in preparation for HR Connect.

There are too many initiatives going on at the same time which generate too much work at Departmental level. This creates pressure on Departmental staff who have to maintain the delivery of their own particular service area and at the same time contribute to requests for information, QA, etc as required from the centre.

### CSG Comments

I feel it is too early to critically analyse CAL. It needs more time to settle. I am unhappy with the overall very pushy approach to Reform, which has been having a discouraging effect on staff. People are wary of change, and they are having it pushed in their faces, even though some of it, like IT Assist, will hardly be noticed, while Accounts NI will not drastically affect the average Civil Servant. The over use of the word excellent, which folk link with "Box 1" simply grates on the recipient. I would like to see the individuals who are engaged on this work reflecting this broader NICS feeling, rather than enjoying the excitement of Running with the Bulls.

I would like the email system for reporting faults activated again.

Again, this is very much down to individuals. The majority of persons provide a very good service, some are excellent while others provide a poor service.

This is unfair as I am mainly dissatisfied with Personnel around vacancy filling rather than CSG as a whole.

I was absolutely delighted with both the quality of service and the quality of the end product - a publication and promotional material for a high profile launch. Colleagues in DHSSPS who are developing a similar strategy doc and action plan were very impressed and are to contact DFP in due course. *[Specified individual posts]*, Head of Division and my head of branch as well as a number of key stakeholders attending the public launch commented on the quality and the presentation of the document. I would also like to point out that there was very little work needed in terms of revision to the first draft provided by DFP which was a testament to the team concerned - we are a very fussy lot in *[named department/business]*!

Some areas are excellent, others not so good.

I find Personnel very helpful but am less happy with CAL particularly around quality of training offered through their new contracts.

There is no quality of service besides poor quality.

While I have indicated an overall level of dissatisfaction I wish to stress that the majority of staff in Properties Division provide a good service and keep me informed of the progression of requests. However there are 1 or 2 members of staff who seem to persistently ignore requests, resulting in repeated follow-up calls to get things done.

## Comments

### Further comment on the overall quality of service provided by the DFP business area

Consistent good quality of service.

Your building management systems are not very proactive.

There has been an improvement in communication through the Team Brief process.

I have only used one element of CSG which has proved to be excellent. Another branch is very unhelpful but thankfully unnecessary for my purposes as I can (and have had to) acquire the service elsewhere. The bulk of my replies are therefore based on my positive experience of a single branch and should not - as is implied by these questions - be presumed applicable for all of CSG.

Only contact I have had is with *[named individual]* and his team on RPA personnel matter. Cannot see a category for his team in the list above.

CSG appear not to listen to customers and information can be inconsistent.

Problems encountered are due to the level of service provided by the building maintenance Contractor.

Only compliments.

Average.

It is difficult to find who to go to - particularly about an area that is new to you. I tend to call someone I know and ask them, which isn't very efficient. It would be good if I knew of a directory where I could look up the service area and narrow it down by the responsibilities of the individual teams. Unfortunately I have had only one experience with the Shared Service Centre and it was very poor - but perhaps I was unlucky and processes have bedded in since. I often get services from the web team notably *[two named individuals]* and I find them very helpful and knowledgeable.

In overall terms I am neither satisfied nor dissatisfied, by this I mean that divisions within CSG must understand that they are a service provider to internal customers and that their role is to support internal customers in achieving the customer's business objective. In order to do this CSG must embrace openness and transparency as key values in working with their client base. My experience is more akin to some areas of CSG giving assurances without substantiation.

Welfare service follows up nothing and if management tell them to "butt out" they do with no regard for their customer's welfare.

Needs to improve on what the customer requires.

I have dealt with the personnel section which took 4 months to provide an answer on a simple query. It turned out that the answer was available in legislation, though I didn't know this as Personnel is not my specialism. It should not have taken 4 months for CSG to find the answer if it was legislative. In addition I deal with the property side of things on a regular basis. It is difficult to know who to contact and when I do I often get no reply or put off until I chase it up again. There is very rarely a clear target date for work to be completed or even an idea of the stages to be gone through. Many issues go on for several years. This creates problems locally with trade union side and poor staff relations.

The quality of service varies between different parts of CSG and not totally reflected therefore in above or previous ratings.

## Comments

### Further comment on the overall quality of service provided by the DFP business area

The bulk of my comments refer to Properties and CAL - I have been satisfied with services from DID and Finance. CAL does not manage and schedule courses with the professionalism I would expect and the content, to be honest, is pretty poor - they need benchmarking in both aspects against some well-performing training organisations. On a CAL course I personally attended, the trainers spent a good deal of time disagreeing with the material they themselves were presenting! Properties seem to work to their own agenda and ends, not as a service to occupiers of buildings. They need to raise their game and their attitude.

I really don't know exactly what CSG do / are supposed to do for me.

In general the quality of service is high and staff are very helpful - continuity of service with changing staff is problematic.

The level of team work, commitment to good communication and excellent results have made working with the art management division of the DFP properties section a pleasure over the past ten years.

Quality of work completed after help desk request is unchecked.

Communication about proposed changes/decisions could be improved.

Corporate services functions in DFP generally do not demonstrate that they see business areas as customers: they expect business areas to serve them e.g. constant demands for information at short deadlines; no understanding or poor understanding of the business areas' priorities and special needs, and no real appreciation of how they should support the business rather than have the business support them.

CPD do not consider communication a necessary part of their working day. They are a law unto themselves and do not usually communicate with the customer on any matter.

Often there are delays in provision and there is no follow up communication. The customer has to chase this. CSG should flag this up.

There is limited evidence that Property Division recognise and identify with the needs of the client and quite often there is a need to escalate issues to achieve action on simple matters eg the appointment of a Project officer.

Requests for work to be carried out seem to be taking much longer to process than in the past. This can lead to frustration on my part, and also to the people I am trying to get work carried out for in the office.

Extremely satisfied with the delivery of all phases of our recent accommodation refurbishment project. Our main problems relate to general accommodation issues, eg we have had a leaking roof problem for at least 4 years and it has not been resolved.

Most of my dealings are with the 'helpdesk' (47540) and with supplies. Their service to me has been exemplary.

Staff have provided new insights or ways in which issues can be explored. This has been helpful.

## Comments

### Further comment on the overall quality of service provided by the DFP business area

I believe that at the corporate level CSG is customer focussed but specific interactions with specific operating units within CSG have occasionally not demonstrated the same level of commitment to timely, knowledgeable responses as CSG as a whole.

Clare House not a convenient location for meetings - provision of car parking very poor and the smaller meeting rooms are too small to be comfortable.

In general I am satisfied with the service however there are times when CAL is unable to meet our departmental needs because of the inflexibility of its processes. Large customer base - and they are unable to please everybody. There is a concern that large departments overshadow the training needs of smaller departments. CAL find it difficult to meet new training needs which arise during the year.

I have marked as above because there was a concentrated effort for a short time which showed improvement, but this was not maintained.

The only time I have been a customer has been waiting for AA vacancies to be filled. The delay in providing AA staff has been very disappointing and has impacted badly on the delivery of business.

### DSO Comments

Regular communications to let us know who within the organisation is responsible for each department's queries would be helpful.

Quality of service is always excellent. However, sometimes issues albeit minor with timeliness simply through DSO being overwhelmed with work - perhaps under resourced?

In my area of work at the moment I have had to draft Regulations, not on the annual programme of work, at short notice which in turn puts an onus on DSO to reply quickly to enable me to meet almost impossible deadlines. I have to say that DSO has not let me down.

In a particular case once DSO are fully engaged the service is good and the relationship is mutually effective. The initial attitude and response of the advisory side seems to be more welcoming than the litigation side. In particular *[named individual]* should be commended.

In particular I would like to congratulate *[named individual]* on his excellent service as well as his personal secretary. Superb.

Overall quality of service is good but suffers at times because of volume of work.

DSO have made real efforts to support us on key HR issues. Their willingness to further clarify complex issues has been of real value in terms of achievement of our business objectives.

Senior staff in DSO are very knowledgeable and professional and give a first rate service. However some junior staff lack real understanding of customers needs and the public sector ethos is missing.

Service good but time delays affect satisfaction scores.

We have received excellent support and advice from DSO - first class service!

I have no issue with the quality of the advice / guidance provided by DSO - it's just the, at times, lengthy timescales involved in receiving this advice.

## Comments

### Further comment on the overall quality of service provided by the DFP business area

#### ITAssist Comments

There have been more problems since this became a shared service.

I realise that IT Assist is only established & therefore it will take time to run smoothly. On an occasion I found that the migration of DFP account from one office to another took 3-5 days, which meant the person concerned was unable to do a large portion of their duties.

My only complaint is mainly about Trim issues.

The problems I have had with ITAssist is that they cannot provide assistance with TRIM problems. These are technical problems, not procedural problems and I would expect IT Assist to be able to resolve them. They are forwarded to the resolver group but sometimes it is two weeks later before I get a phone call to see if the problem has been resolved by which time I have forgotten what it was. Or the solution offered is just to reboot the system. It is not the staff's fault - more training needs to be provided so they can help resolve your query.

Life is made difficult for Clare House staff having to involve BT with helpdesk calls. I find most calls are relayed to IT Assist in any case!!

I feel that as well as a reference code, the customer should be given an idea of the priority being given to a problem/request and an estimated time to address it eg 1 hour, 2 hours, a day or a week.

Find new Intranet site for logging service requests quite misleading. [It] does not provide as much information as previous lotus notes gave.

There needs to be more updates on what is happening with Incidents. Work requests are taking longer than expected and with no feedback. It is some times hard to explain to Service desk phone staff what the issue is and it appears that these staff are inexperienced in dealing with customers and understanding the issues.

The problems I have incurred with IT Assist are generally problems around TRIM.

Two negative experiences within the last 6 months concerning ordering of specialist software by ITAssist, in both cases I have waited more than 2 months to obtain the software when it could have been bought immediately on the web. ITAssist told me it was their suppliers fault, but I don't think a two month wait is acceptable.

When we are being asked to provide solutions to calls, little information is given meaning that we have to do the initial basic investigative work which IT Assist should be doing.

Fault resolution poor and not what it used to be. ISU Customer interface now faceless. ITAssist may be customer focused on paper but in reality the overall level of service has dropped drastically.

I haven't used ITAssist enough to comment properly although anyone I have spoken to has been very helpful.

Disappointed in time taken to respond and resolve call.

## Comments

### Further comment on the overall quality of service provided by the DFP business area

It takes too long to log a call.

Customer service appears to be dependant on the person or section the particular request/incident is passed to.

The staff do try to be helpful and are always professional, but they appear understaffed. They are very good at communicating technical detail in their initial log. They took on board a suggestion to add detail to the automated email from ITAssist so that you know which issue relates to which work request number, for people who regularly use the system. However an example of where the system has slowed down the resolution of some issues is; previously, if I needed our web-server reset, I could ring the web server team and it would be reset in minutes. Last time I went through ITAssist it took two days, this meant that for 2 days our website was not updateable. Simple issues like this, which occur on a fairly regular basis, should be fast-tracked.

Too early to comment. Have only been using IT assist for a couple of months!

I miss the personal contact that I enjoyed with staff whom I knew. The personal touch is missing.

Some critical problems are not acted upon quickly enough eg server problems.

*[Named individual]* seems to keep the whole show together; the agents on the phones are now more consistent and professional. Second line support seems to be no different from the bad old ISU days, deadlines ignored and lack of any feedback on calls.

I do feel that it takes longer to get an IT complaint dealt with than it did before the service amalgamated. I am also responsible for putting in work requests for the branch and find that I am not kept up to date with how the work request is progressing.

I think that ITAssist are performing exceptionally well, especially given the unrealistic pressures and expectations that are being placed upon them. It seems to me that they are being set up for future outsourcing and that within a few years, once all the departments have moved across and all the hard work has been done to have the SSC up and running, the plug will be pulled and the decision taken to sell the service off to the private sector, just like Workplace 2010.

I found that ITAssist dealt with all my queries very quickly and efficiently.

I have only been in ITAssist a month, and I have only used it once. I found the system quite easy to use, and the staff were helpful. When the items I wanted weren't available, they found alternatives for me.

It would be very useful to be provided with the Name and contact details of the person the issue has been passed to for action. At present there is no clear process for following up on an issue raised.

ITAssist is process focused rather than customer focused.

### PSIU Comments

Our organisation has always received a high level of customer care from PSIU.

I found the staff that I contacted pleasant, helpful and responsive.

