

East Midlands Centre
of Excellence

Customer Feedback

November 2007



Overview

The results of our second annual survey allow for the East Midlands Centre of Excellence (EMCE) to compare its performance year on year for the very first time.

As with last year's survey, the EMCE canvassed the opinion of local authority officers, members, chief executives and leaders in the East Midlands region.

Respondents and organisation

In total, 105 contacts from 52 organisations completed the survey. Of the 52 organisations, at least 41 (89%) were East Midland local authorities. The organisation mix also showed a marked increase in responses from unitary local authorities. (Graphs 1,2)

As expected, respondents job titles closely mirrored the EMCEs commitment to it's priority work streams, therefore, the survey was typically completed by officers working in procurement, environmental services, construction, finance and improvement disciplines.

Priority work streams

The EMCE has worked to deliver improvements and efficiencies in the following priority work streams; construction; procurement; corporate and transactional services, environmental services and social care.

When comparing the year on year data it is clear that contacts in the region have become more aware of the work that has been carried out in these work streams.

The rapid development and promotion of the **Midlands Highway Alliance**, and most recently, the **East Midlands Property Alliance** has resulted in 16% more respondents recognising that the EMCE is facilitating improvements to the way the region procures and delivers construction projects.

Similarly, the development of the **East Midlands Framework to Support Commissioning** of children's and young people's services, has significantly raised the profile of the social care work stream. (Graph 4)

Engagement with the EMCE

The majority of respondents engaged face to face with the EMCE via a tailored event or workshop. Training events/courses were less of a priority and focus was shifted to network meetings like the **East Midlands Local Authority Waste Network (EMLAWN)** and **Energy Procurement Group**.

As part of our remit to showcase good practice we also engaged with more authorities in order to locate, produce and distribute more local good practice case studies than ever before. (Graph 5)

Improvement through efficiency

Interaction, contribution and communication

Over 75% of respondents understand the role that the EMCE has to play in driving the delivery of efficiency savings and service improvements in the region.

74% of respondents felt that their interaction with the EMCE had improved year on year, this is a similar figure to the previous year, however, more respondents strongly agreed with this statement than previously.

When asked if the EMCE was contributing to their thinking on improvement and efficiency 90% agreed or strongly agreed, up from 71% in 2005/06. (Graph 8)

80% also agreed that they used the EMCE as a resource for improvement and efficiency related work, again, significantly up from 59% in 2005/06. (Graph 9)

Communication with contacts

90% felt that the EMCE communicated well in the last year, 70% agreed with this statement and 20% strongly agreed. Communications have also improved over the last year, 78% of those polled. (Graphs 10,11)

Contacting the centre

When needing to contact the EMCE there have been minimal problems for our contacts. Typically, 95% of respondents found it easy to contact the EMCE and were pleased with the quality and speed of response.

A handful of respondents disagreed with the three statements, however, none of the respondents strongly disagreed and found the EMCE difficult to contact or slow to respond. (Graphs 12,13,14)

Overall support, bulletin and website

Overall, 94% of respondents feel that the EMCE provides a good service to local authorities in the region, this represents a marginal increase over last years figure (92%). However, only 19% strongly agreed with this statement in 2005/06, whereas 33% are now in favour of this assertion. Only 1 person strongly disagreed. (Graph 15)

Improvements to the EMCE news bulletin and website have ensured that contacts find them to be a valuable resource than ever before. 90% now value the bulletin and 82% the website, up from 63% and 66% respectively in 2005/06. (Graphs 16,17)

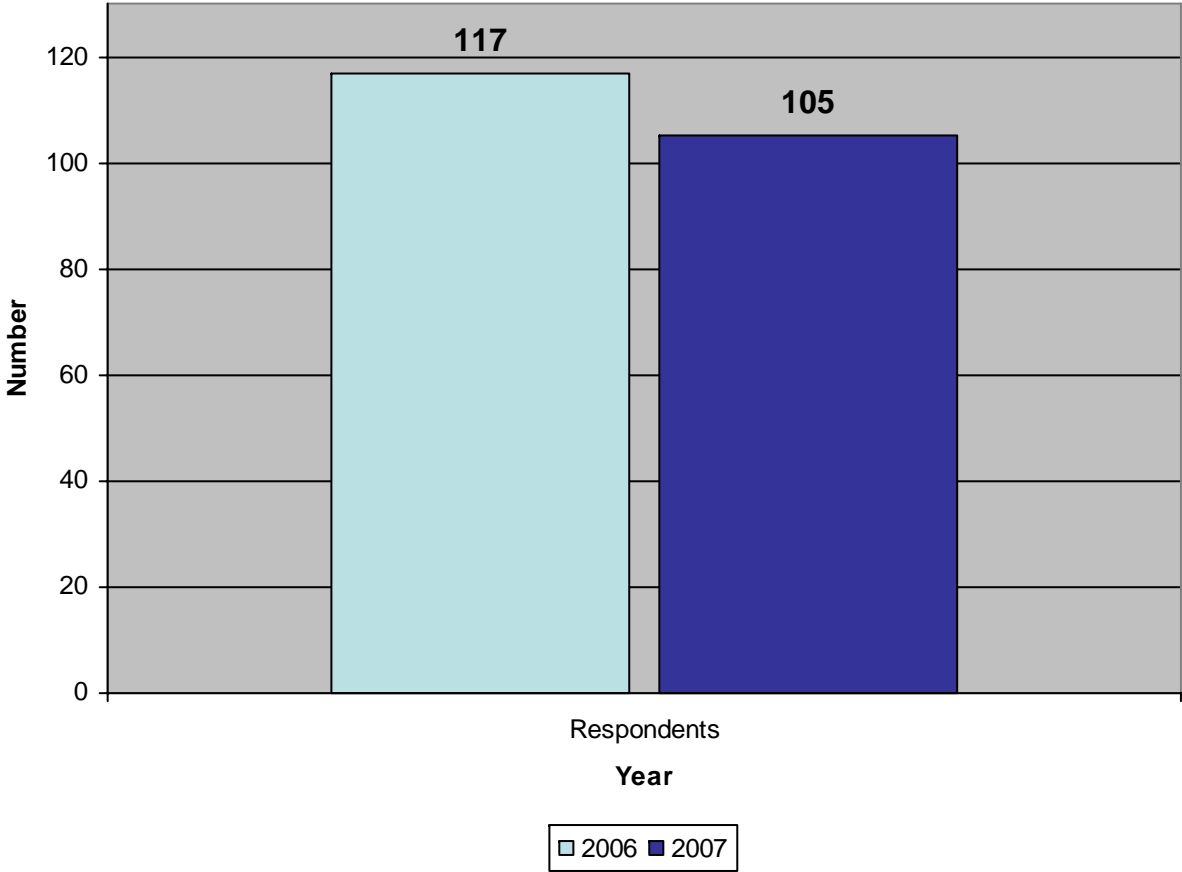
The future

Finally, 80% of respondents would like to benefit from the services offered by the EMCE post March 2008. (Graph 18)

Improvement through efficiency



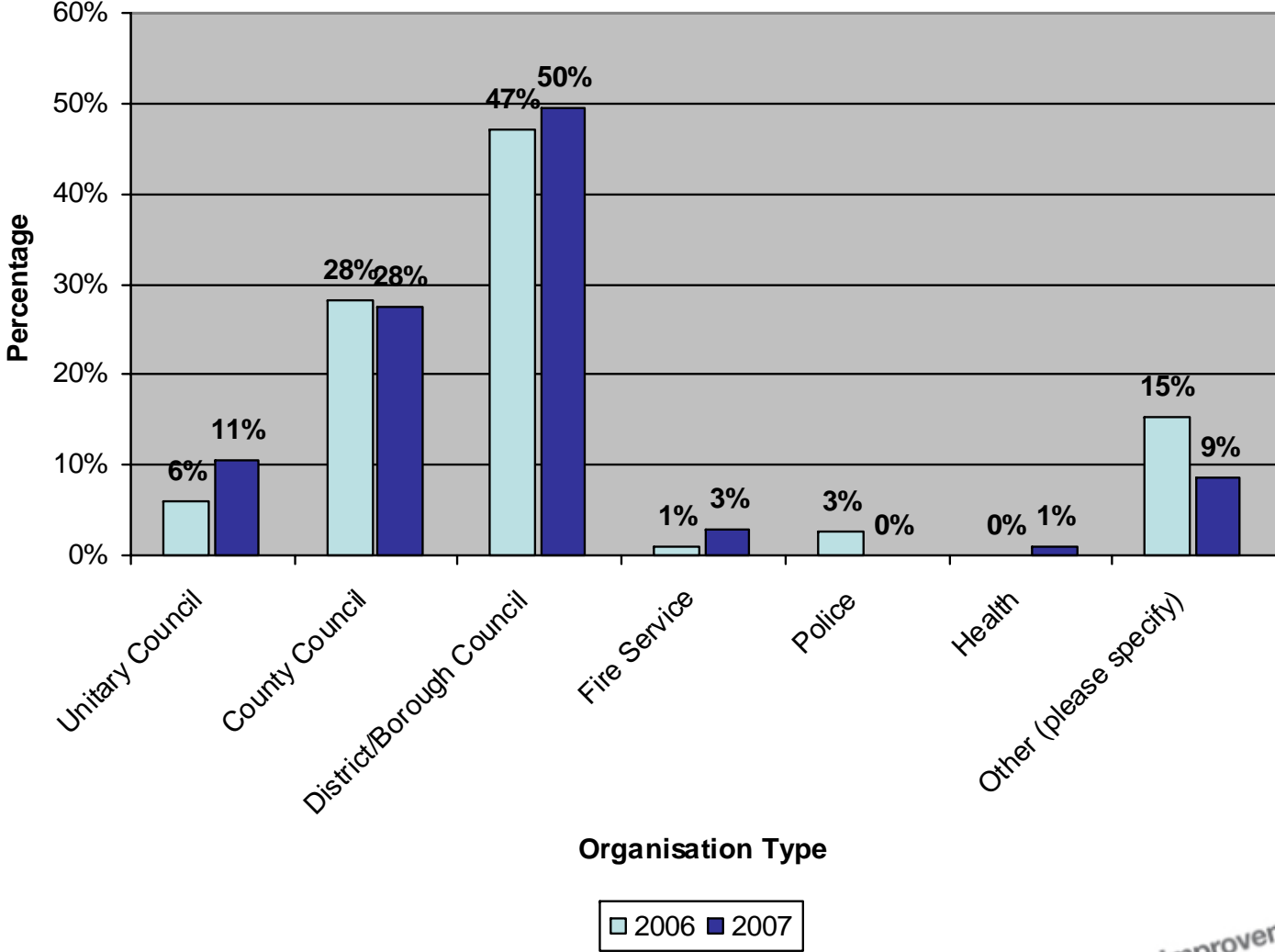
Survey respondent total



(1)

Improvement through efficiency

About your organisation



(2a)

Improvement through efficiency

Respondent details

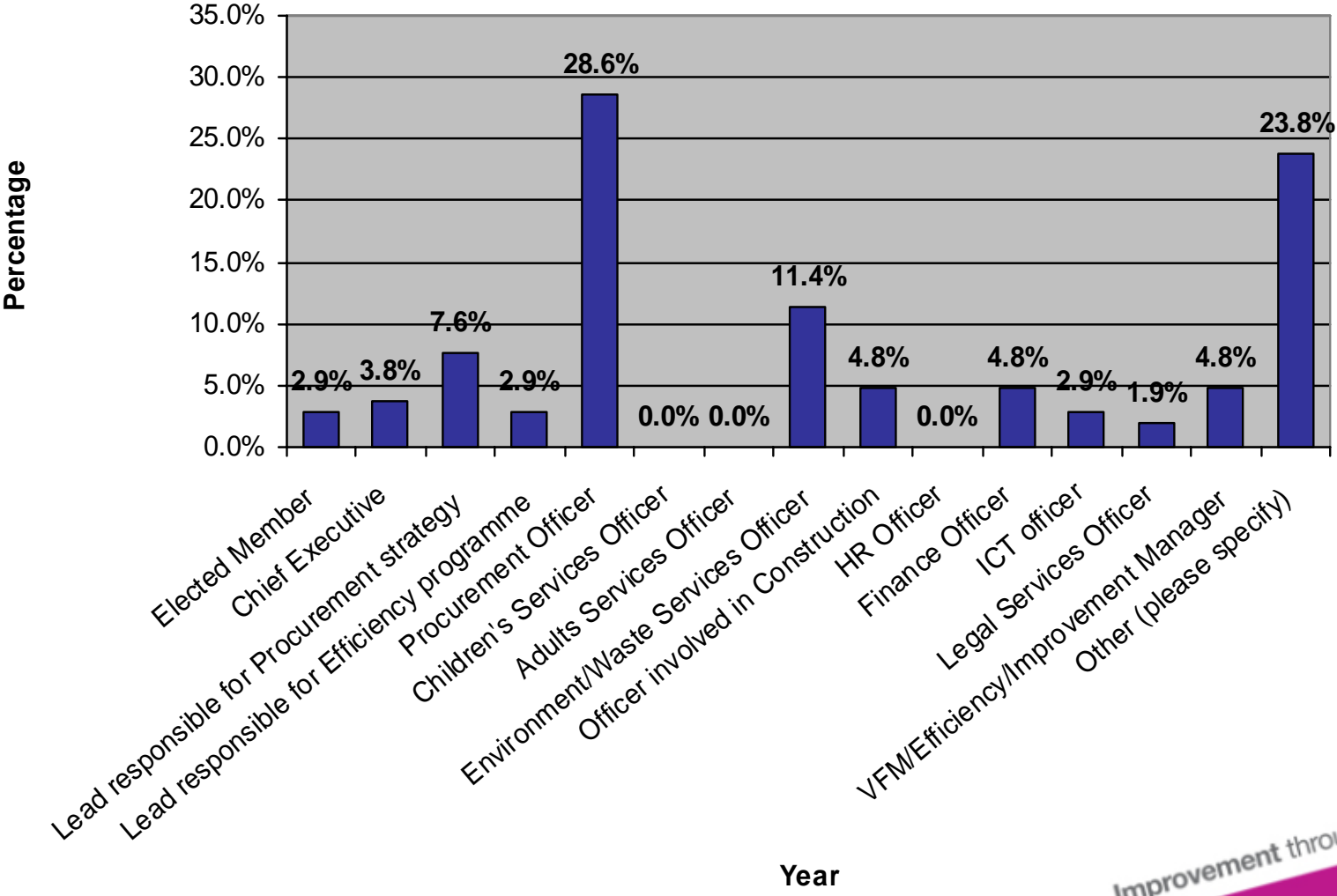
- Ashfield DC (4)
- Bolsover DC (4)
- BC of Wellingborough
- Boston DC
- Broxtowe BC (2)
- buildingDIRECT
- Charnwood BC (2)
- Chesterfield BC (4)
- City of Lincoln (2)
- Corby BC
- Daventry DC
- Derby City (2)
- Derbyshire CC (5)
- Derbyshire Dales DC
- Derbyshire Supporting People
- East Lindsey DC
- EM Fire & Rescue Service
- emda
- ESPO (3)
- Gedling BC
- Harborough DC
- High Peak BC
- Highways Agency (2)
- Hinckley & Bosworth BC
- Kettering DC
- Leicester City (3)
- Leicestershire CC (3)
- LIEM
- Lincolnshire CC (9)
- Mansfield DC (5)
- Melton BC (2)
- Newark & Sherwood DC
- North East Derbyshire DC (3)
- North Kesteven DC (3)
- North Lincolnshire
- NW Leicestershire DC
- Northampton BC (5)
- Northamptonshire CC (2)
- Northants Fire & Rescue Service
- Nottingham City (3)
- Nottinghamshire CC (7)
- Robert Woodhead Ltd
- Notts Fire & Rescue Service
- Rushcliffe BC
- Rutland CC
- South Derbyshire DC
- South Holland DC
- South Kesteven DC
- South Northamptonshire DC
- Welland Partnership (2)

(2b)

- In total 105 local government contacts replied to our annual survey from 52 local, regional or national organisations.

Improvement through efficiency

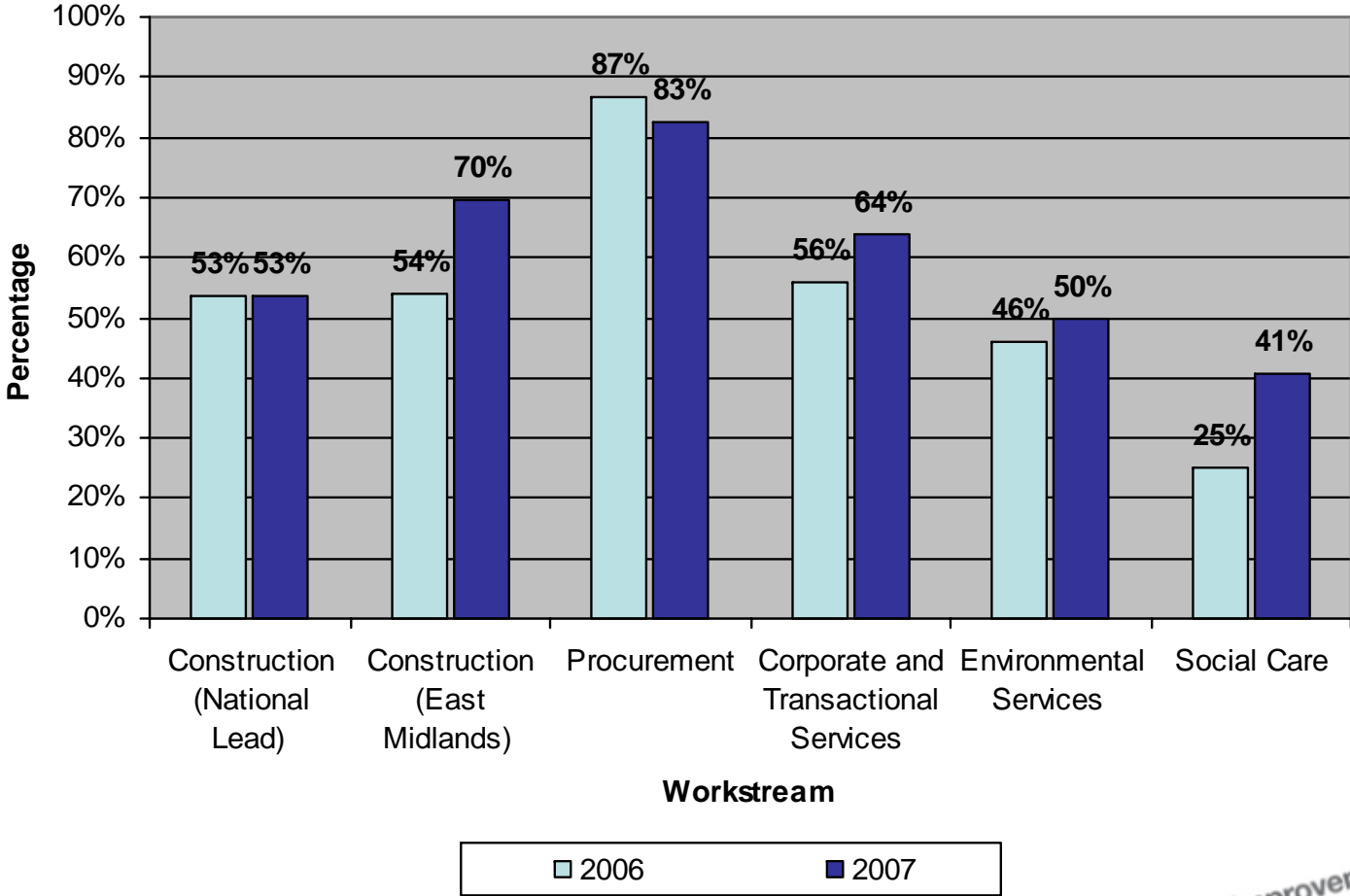
Respondent job type (Percentage '07)



(3)

Improvement through efficiency

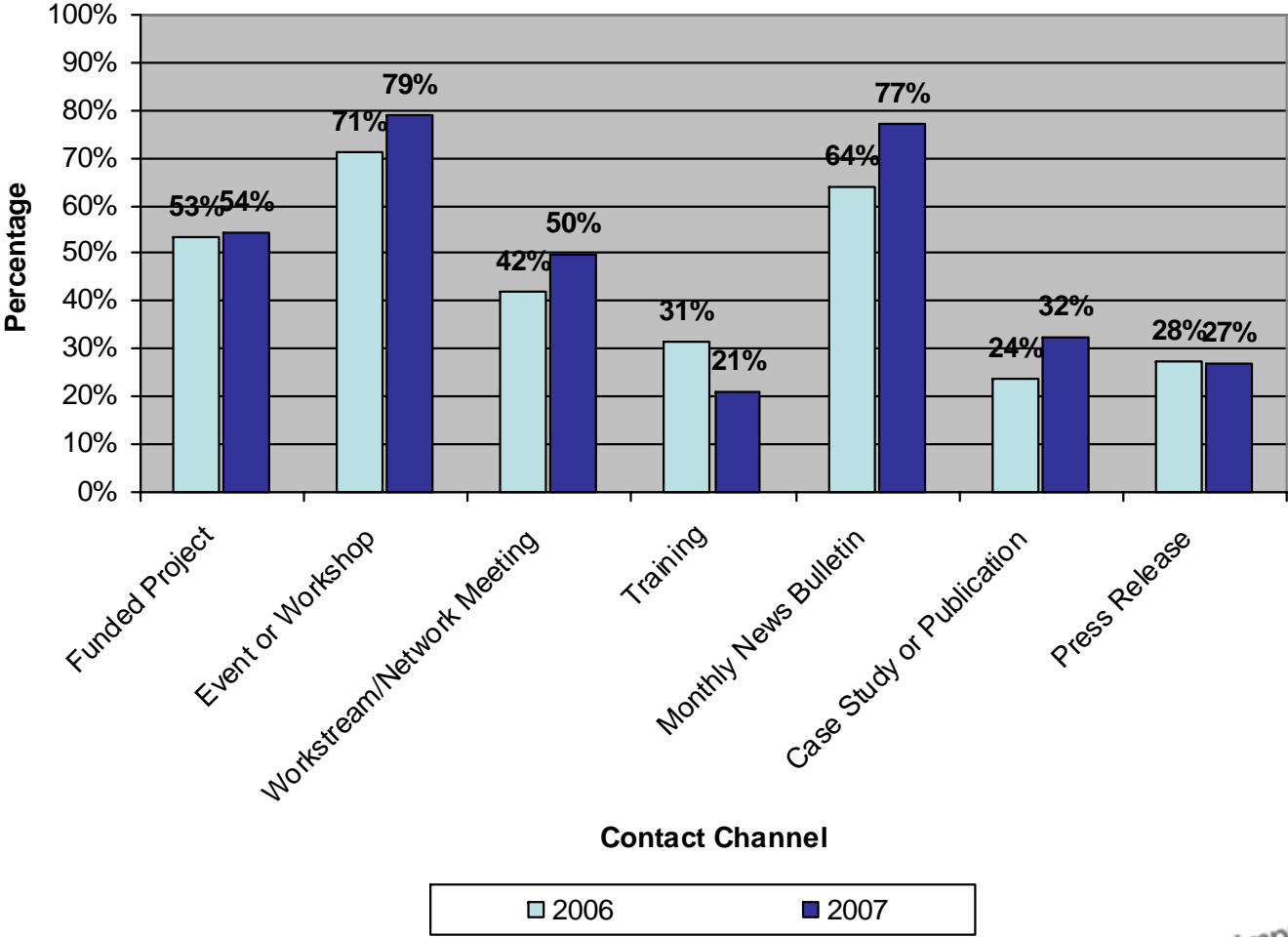
EMCE priority work streams (Percentage aware)



(4)

Improvement through efficiency

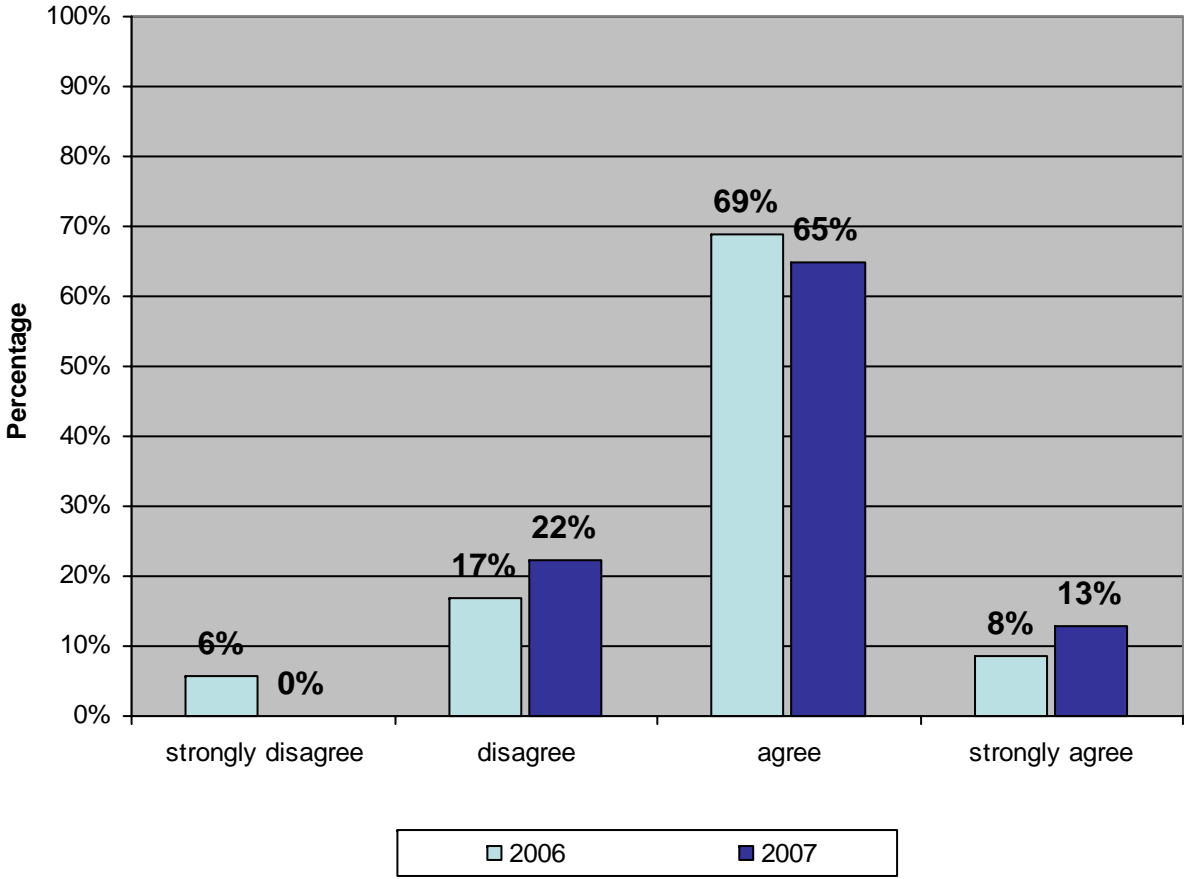
Percentage of respondents involved with EMCE via.....



(5)

Improvement through efficiency

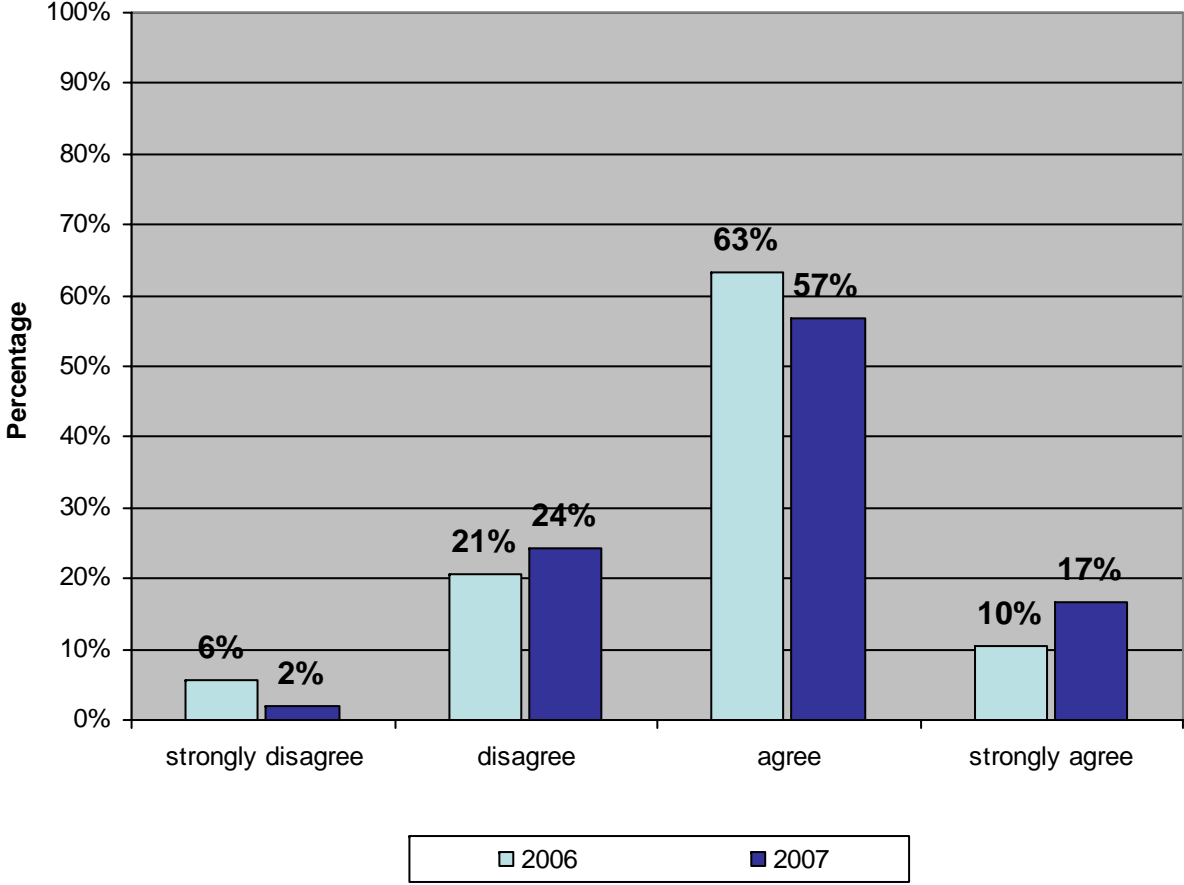
My understanding of the EMCE has improved over the last year....



(6)

Improvement through efficiency

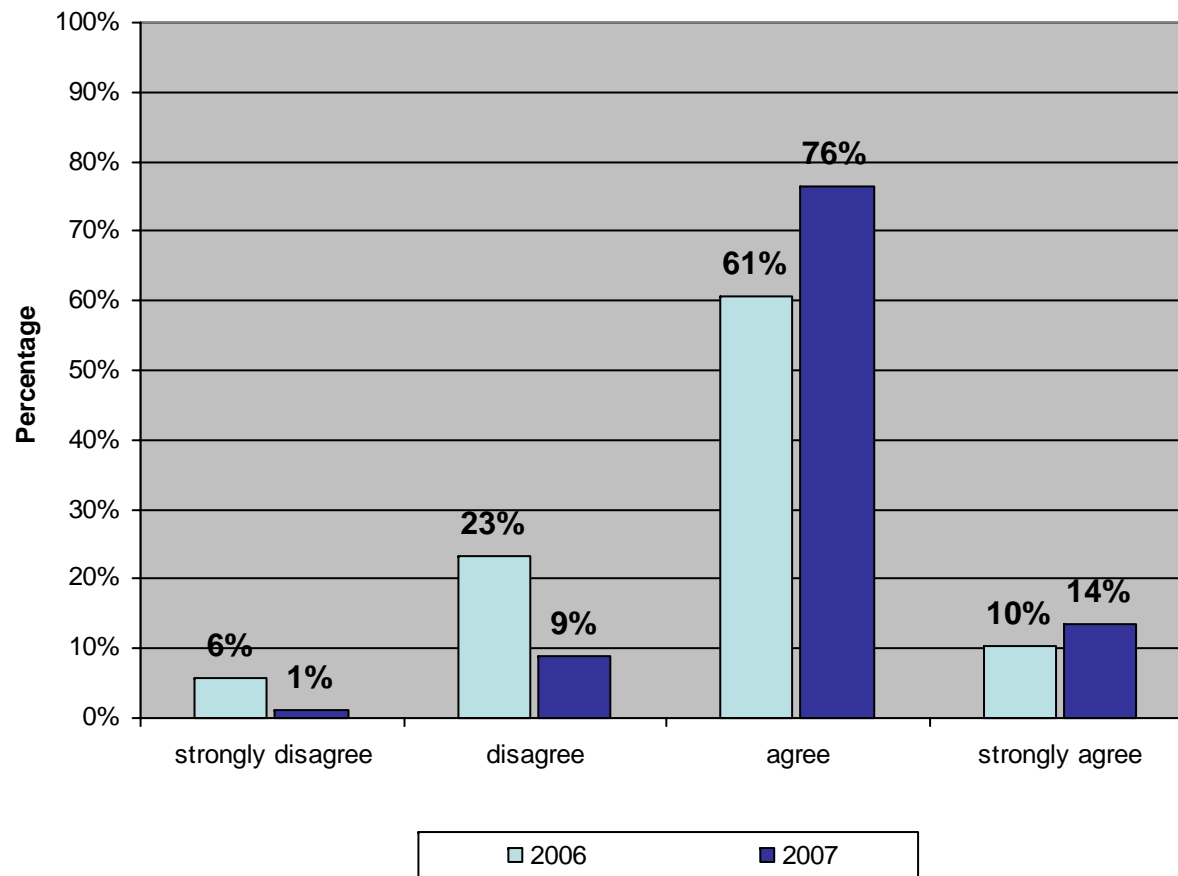
My interaction with EMCE has improved over the last year....



(7)

Improvement through efficiency

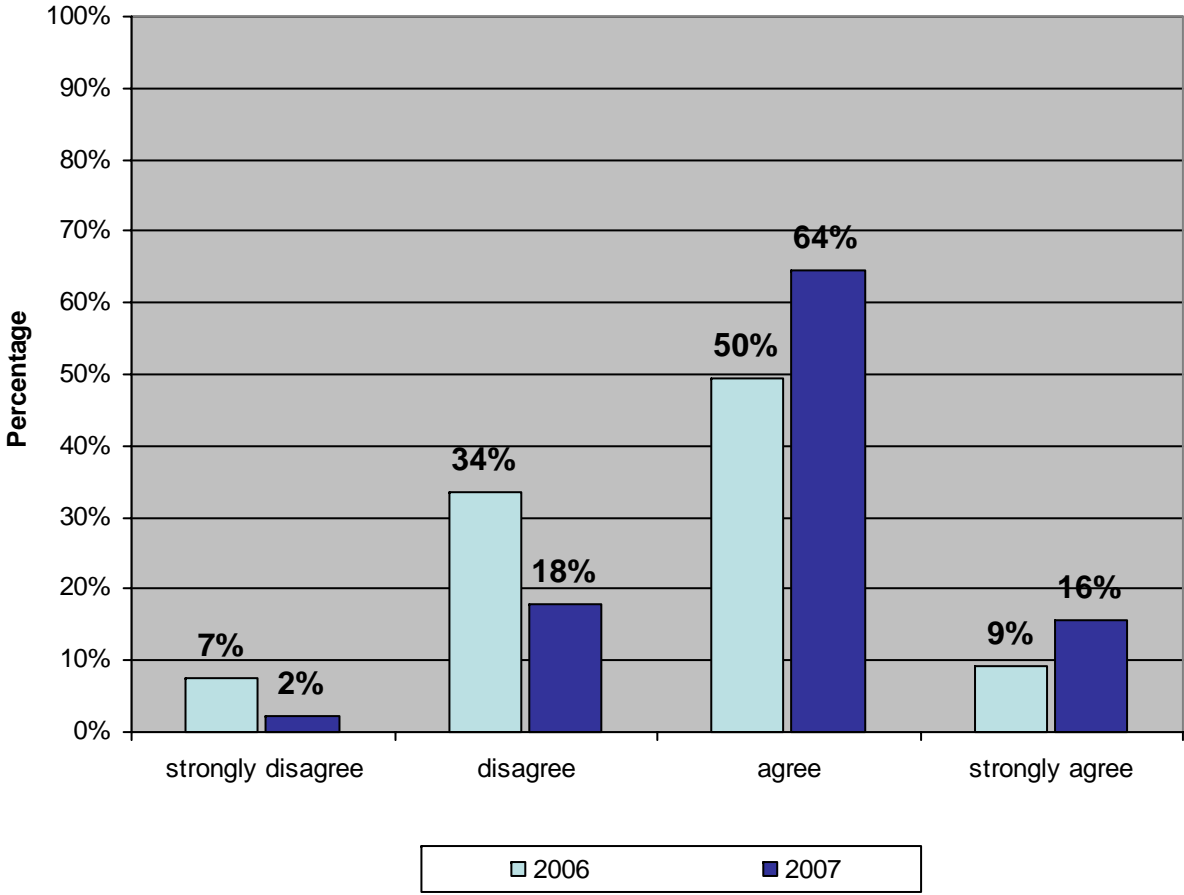
The EMCE is contributing to my thinking on improvement and efficiency...



(8)

Improvement through efficiency

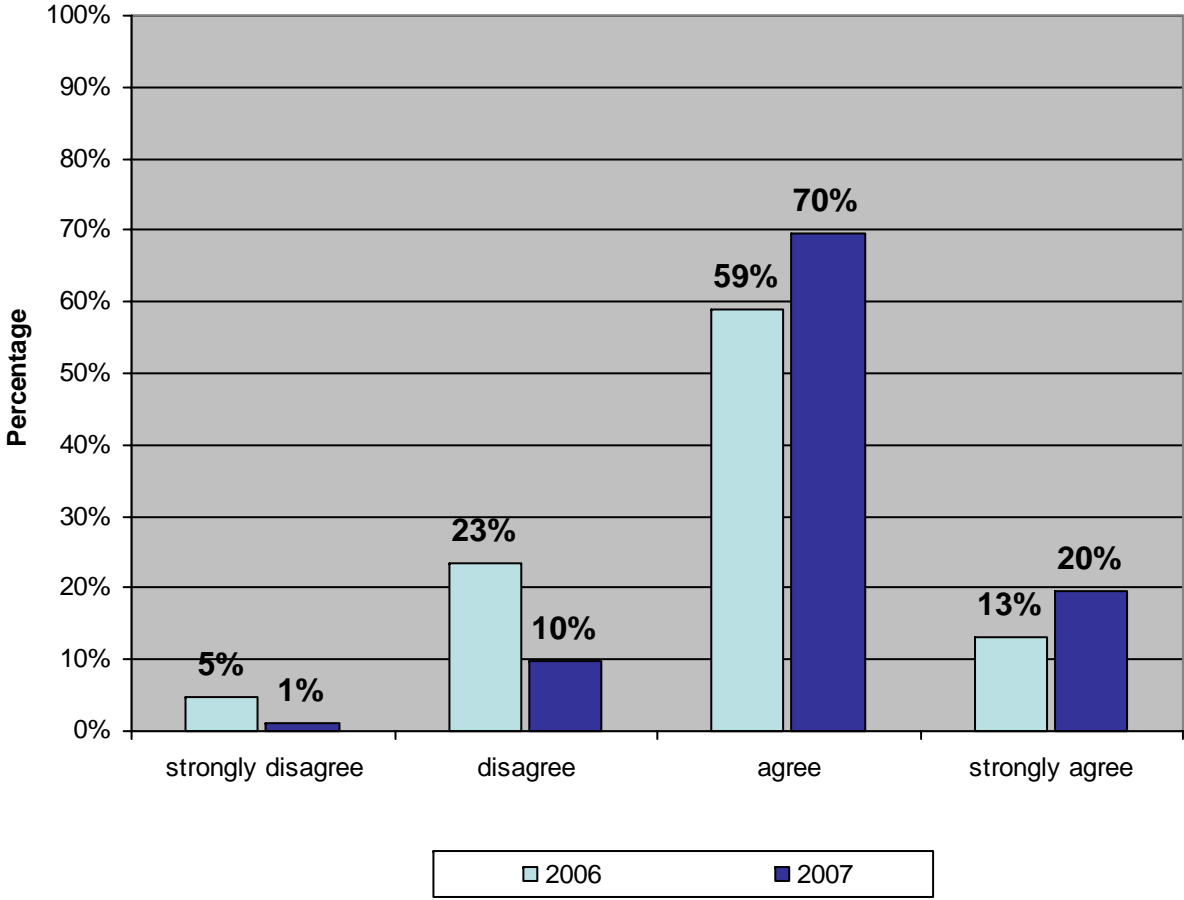
I use the EMCE as a resource for improvement and efficiency related work...



(9)

Improvement through efficiency

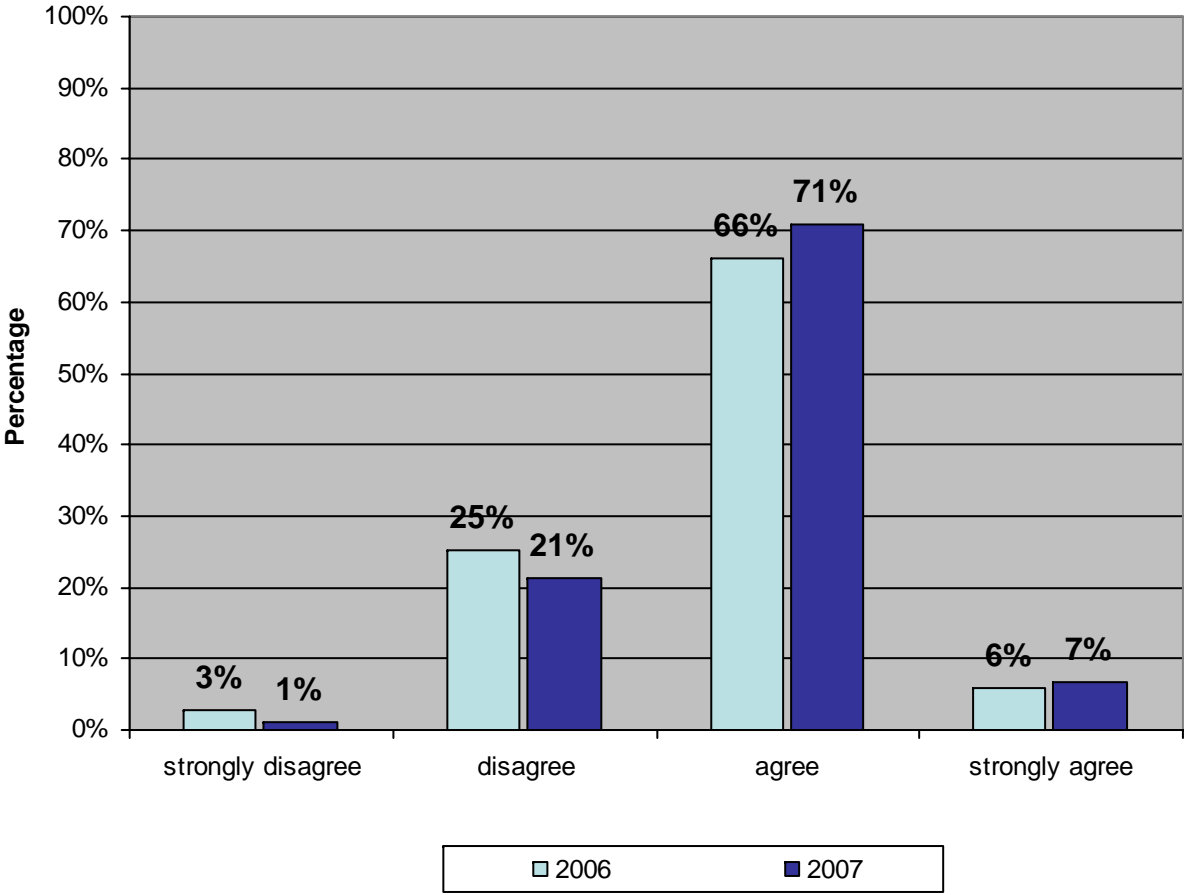
The EMCE has communicated well with me over the last year....



(10)

Improvement through efficiency

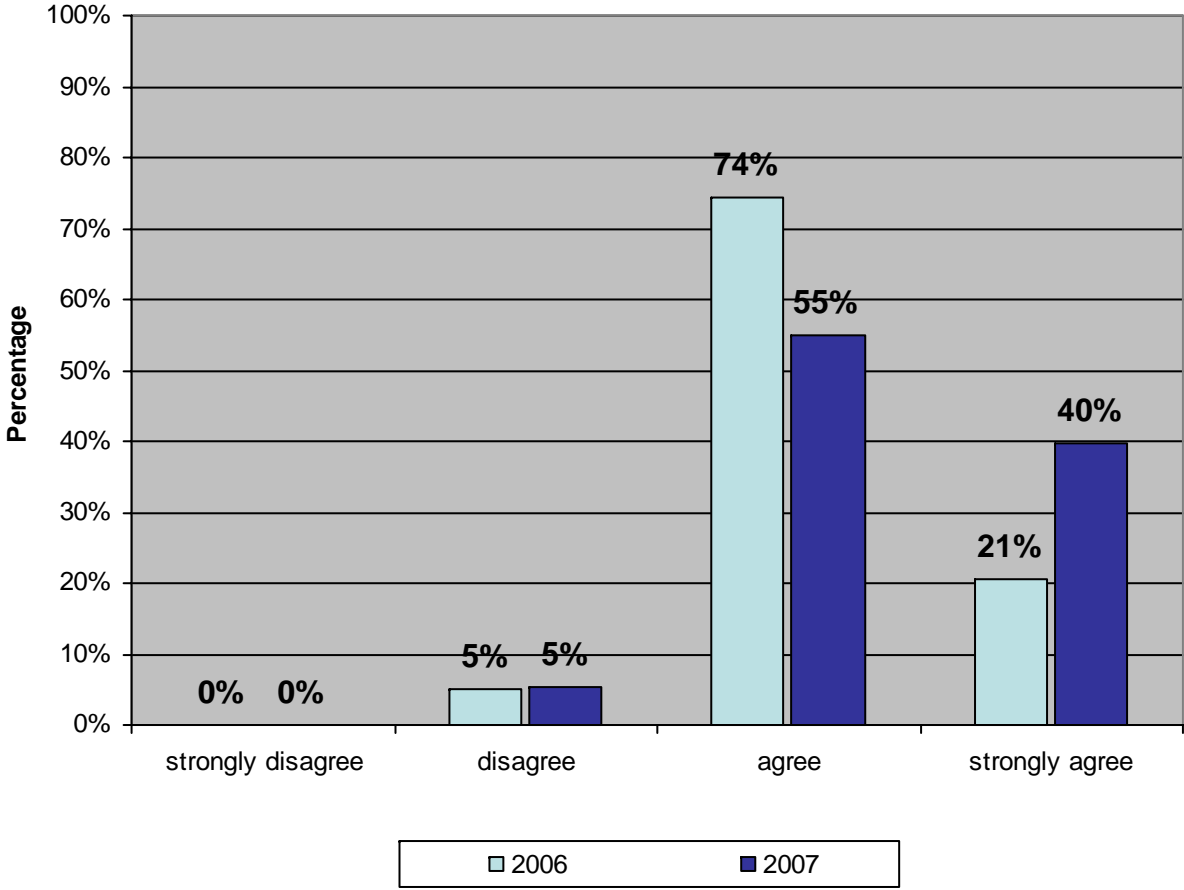
EMCE Communications have improved over the last year....



(11)

Improvement through efficiency

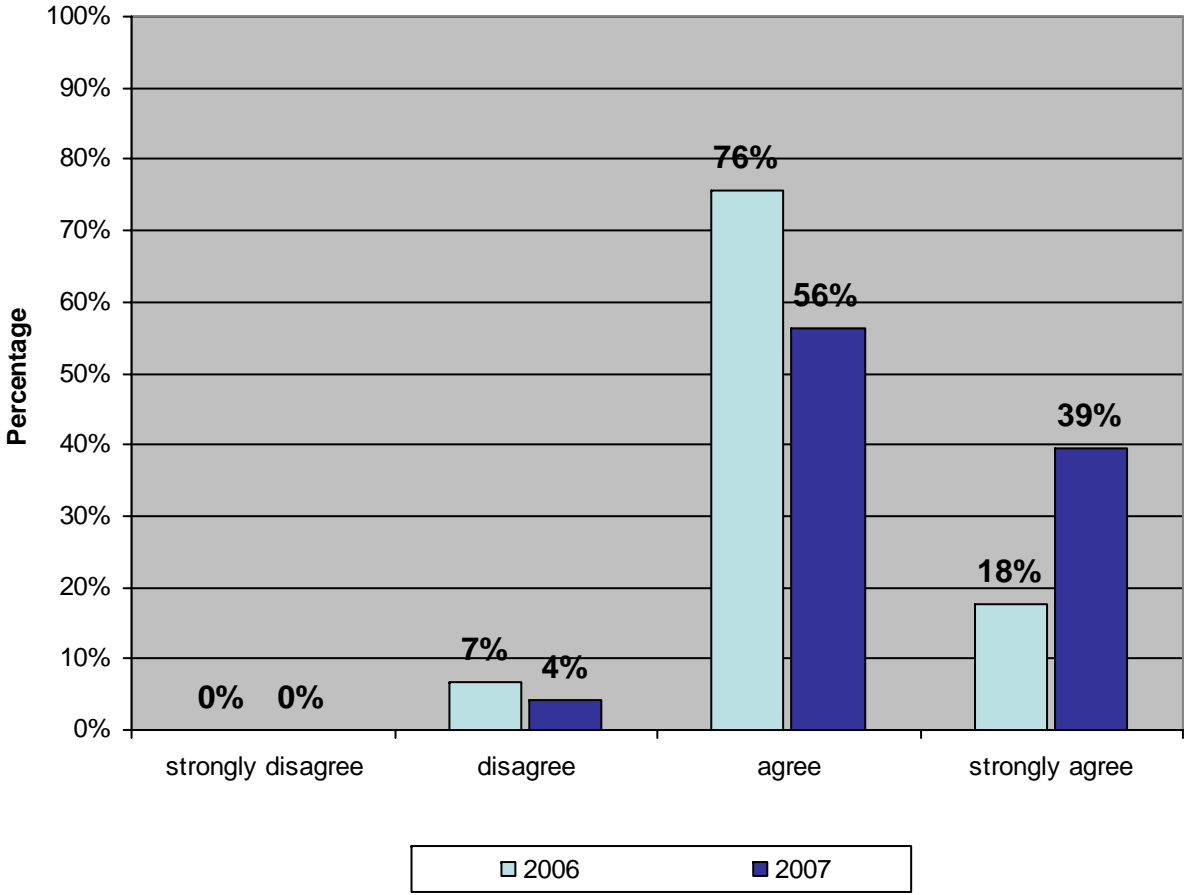
I have found it easy to contact the EMCE....



(12)

Improvement through efficiency

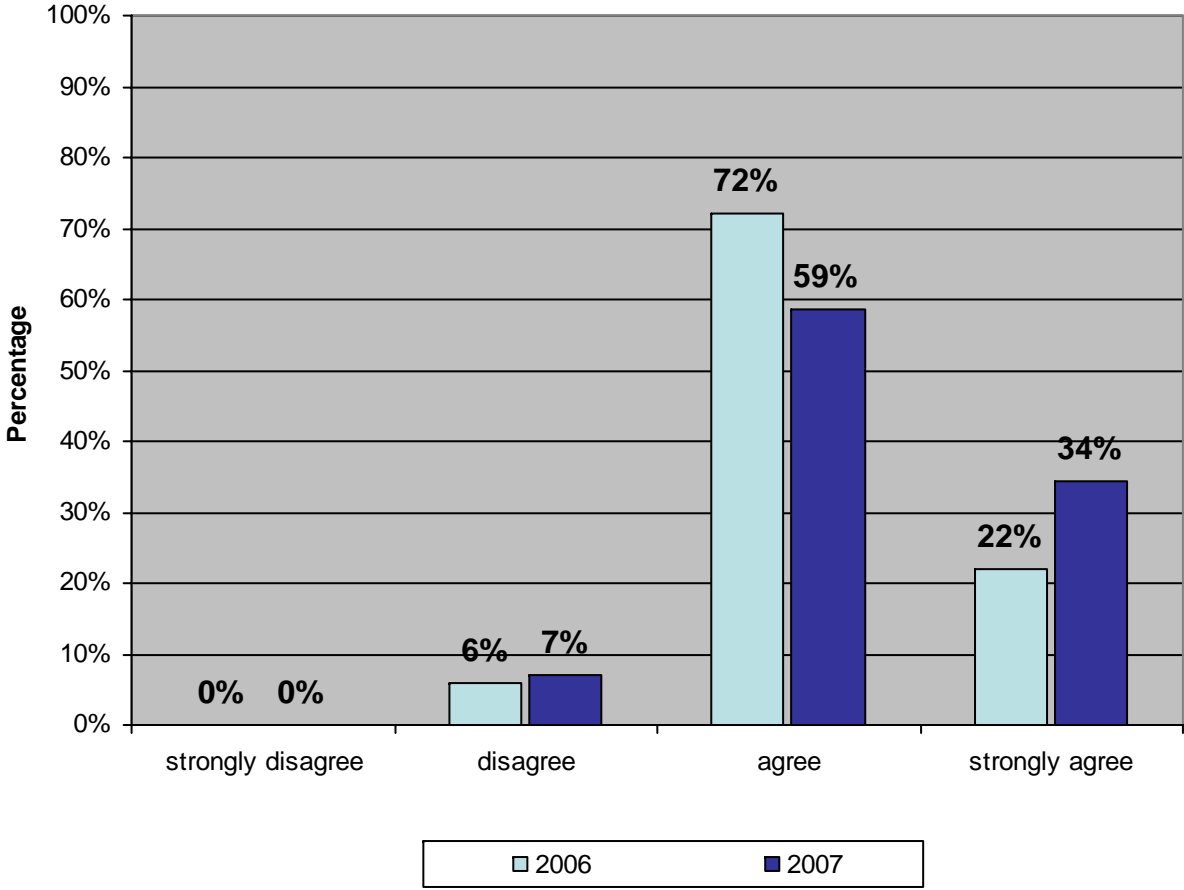
The quality of response from the EMCE is good....



(13)

Improvement through efficiency

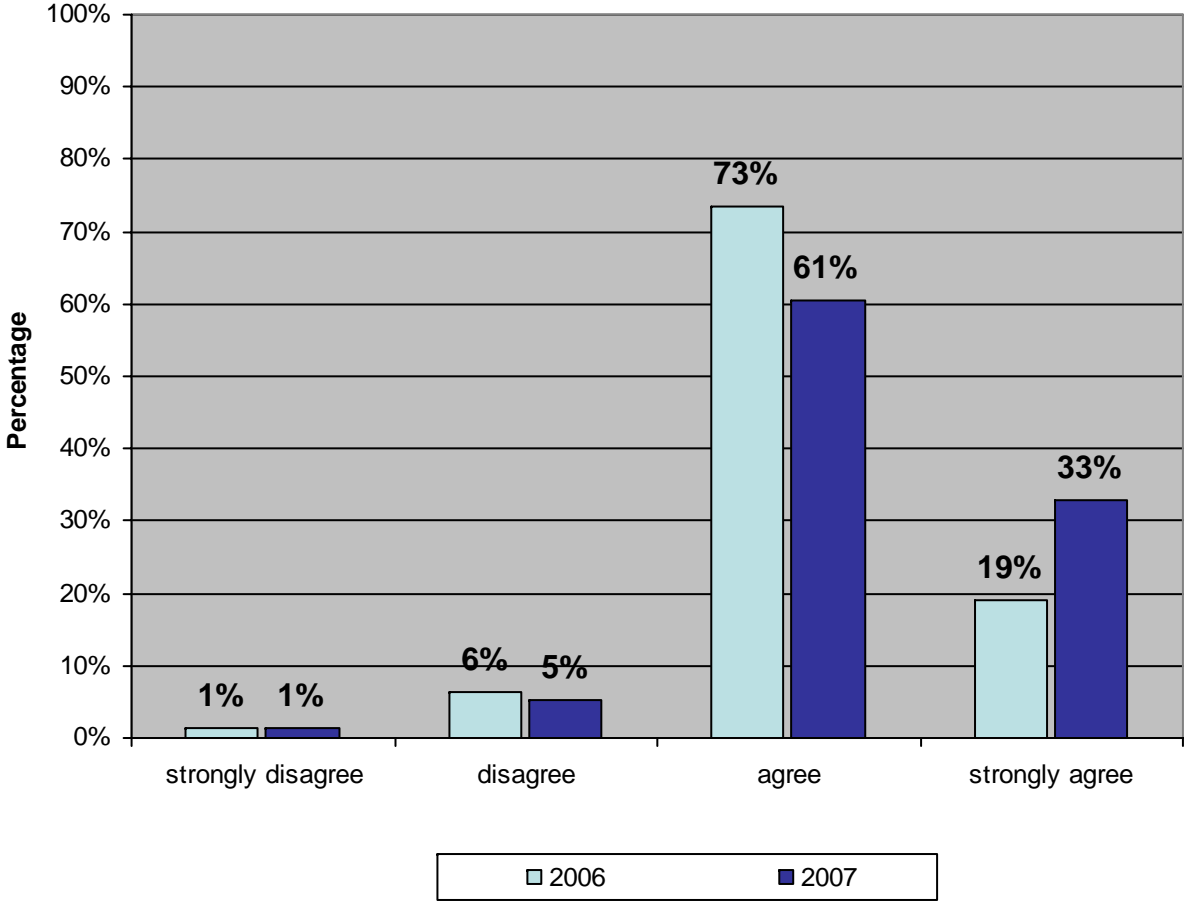
The speed of response from the EMCE is good....



(14)

Improvement through efficiency

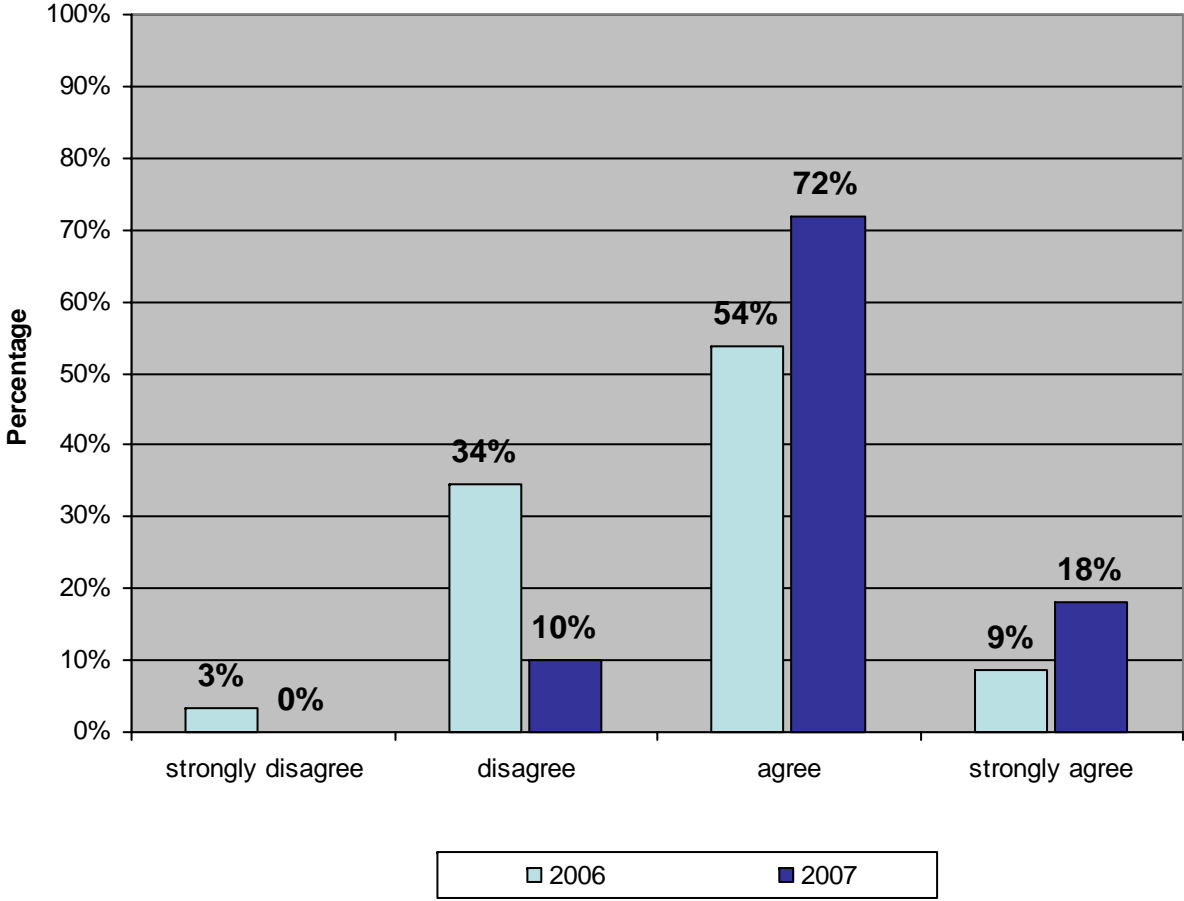
Overall support from the EMCE is good....



(15)

Improvement through efficiency

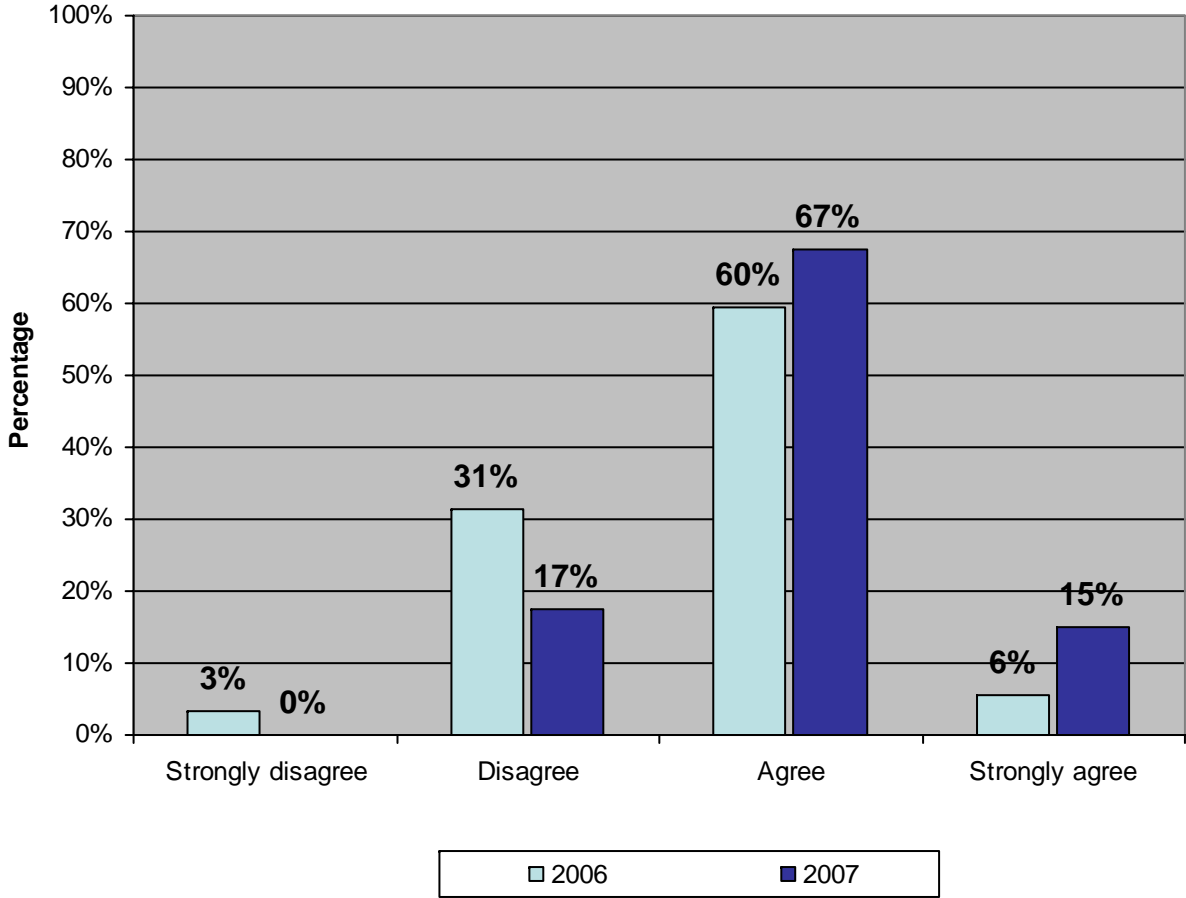
I find the EMCE Monthly News Bulletin a valuable resource....



(16)

Improvement through efficiency

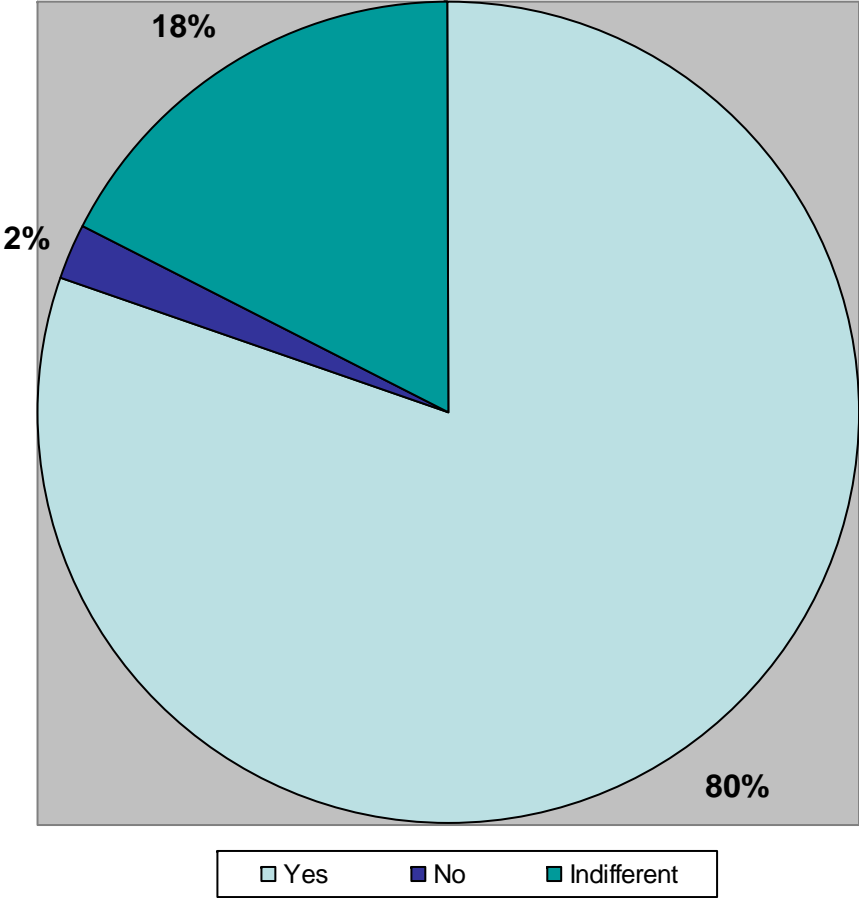
I find the EMCE website to be a valuable resource....



(17)

Improvement through efficiency

I/my authority would like to benefit from the package of services offered by the EMCE after March '08?



(18)

Improvement through efficiency

Further information

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