

### Finance Customer Feedback Questionnaire – Results

#### 1. Purpose of Report

- 1.1 The aim of the report is to note the results of the Finance customer questionnaire and to discuss what this means for the service.

#### 2. The Survey

##### 2.1 Purpose of the survey.

One of the aspirations of the 2018/19 Finance Service Plan was to conduct a customer questionnaire to assess our performance and seek feedback from our customers on what we were doing well, and also how they thought we could do better. 15 questions were devised (shown in the table below) to gain information on how budget managers rated the service. The survey was conducted in November 2018.

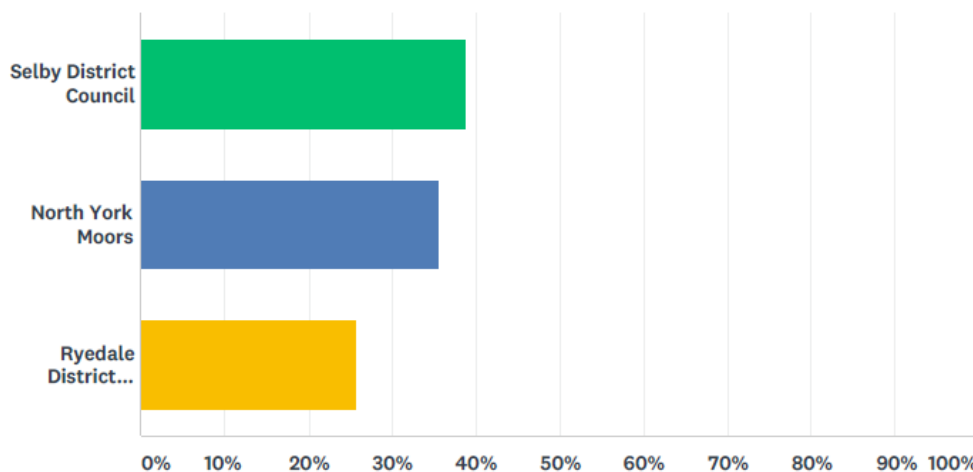
##### 2.2 Survey Questions.

- Q1 Directorate
- Q2 Service Area
- Q3 I understand the Financial Challenges of the Organisation
- Q4 Communication with Finance meets my needs
- Q5 I am happy with the speed of response from the finance team
- Q6 The finance team are approachable and professional
- Q7 I trust the finance team to provide quality support and advice
- Q8 I am provided with quality finance systems which help me do my job well
- Q9 I use the self help resources on the internet
- Q10 The range of self help tools and training meets my needs
- Q11 I am comfortable taking responsibility for my budget
- Q12 I understand what is expected of me when forecasting and managing my budget  
I am satisfied with the level of finance support provided for commercial ventures and
- Q13 bids
- Q14 I am satisfied with the level of finance support provided for specific
- Q15 Do you have any specific comments or feedback?

### 3. Results

3.1 We had 31 external respondents split between the following clients:

**Figure 1: Respondents**

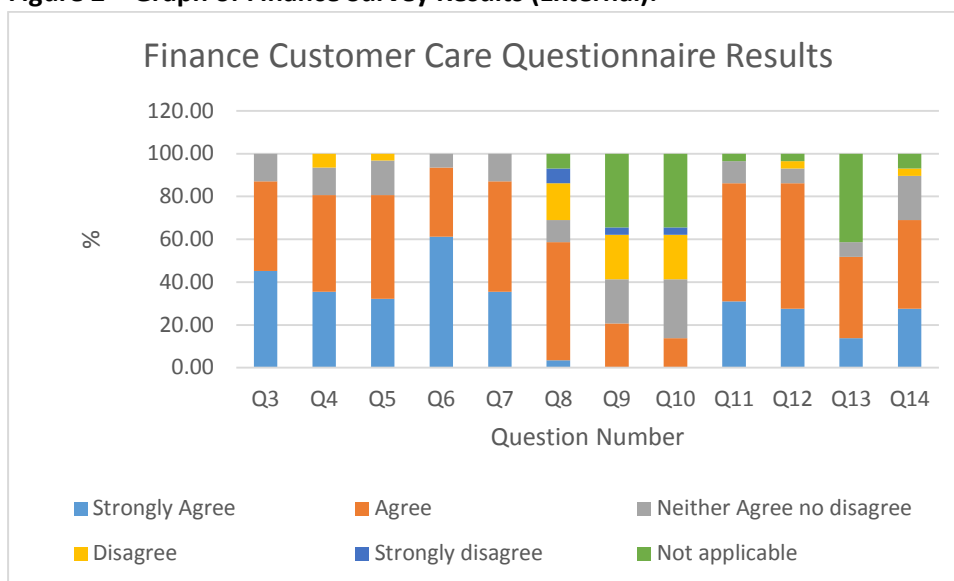


**Table 1 : The percentage of responses in each of the categories for questions 3 to 14.**

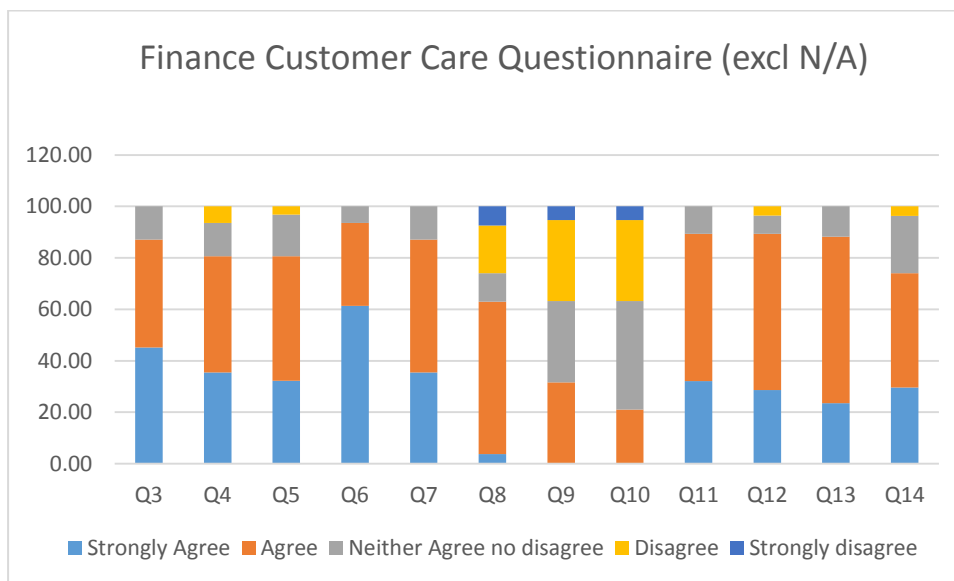
	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly disagree	Not applicable
Q3	45.16	41.94	12.90	0.00	0.00	0.00
Q4	35.48	45.16	12.90	6.45	0.00	0.00
Q5	32.26	48.39	16.13	3.23	0.00	0.00
Q6	61.29	32.26	6.45	0.00	0.00	0.00
Q7	35.48	51.61	12.90	0.00	0.00	0.00
Q8	3.45	55.17	10.34	17.24	6.90	6.90
Q9	0.00	20.69	20.69	20.69	3.45	34.48
Q10	0.00	13.79	27.59	20.69	3.45	34.48
Q11	31.03	55.17	10.34	0.00	0.00	3.45
Q12	27.59	58.62	6.90	3.45	0.00	3.45
Q13	13.79	37.93	6.90	0.00	0.00	41.38
Q14	27.59	41.38	20.69	3.45	0.00	6.90

#### 4. Summary of Results

**Figure 2 – Graph of Finance Survey Results (External):**



**Figure 3 - Graph of Finance Survey results – External respondents (adjusted to take out ‘not applicable’)**



#### 5. Analysis of Results

- 5.1 Overall the results are extremely positive, with, around 74% of responses being strongly agree or agree. (These responses are shown as light blue and orange on the graphs above).
- 5.2 Having high scores for Q6 and 7 is particularly encouraging as these are questions regarding how professional and approachable finance staff are (Q6 – 93% SA or A) and how much budget managers feel they can trust the finance team to provide quality support and advice (Q7 – 87% SA or A).

- 5.3 Q8 scored relatively low compared to other questions, suggesting a mixed view of the financial systems in operation across our client organisations. Clients are at different stages in their system lifecycles but this can be explored further over the coming year.
- 5.4 Responses to Q9 & Q10 show the least amount of satisfaction with the service which correlates with the work needed to develop these tools for external clients.
- 5.5 It is also encouraging to note that Q11 (I am comfortable taking responsibility for my budget) and Q12 (I understand what is expected of me when forecasting and managing my budget) also score highly (80 – 90% agree or strongly agree).
- 5.6 Questions 13 and 14 asked for comments on finance support for commercial endeavours and projects. 50% responded Strongly Agree or Agree and, although this was just a relatively low number of responses (15) it suggests that there is more work to do here.

## **6. Summary**

- 6.1 The results of the survey are encouraging, with most areas showing a high level of satisfaction with the finance team. Three areas where satisfaction was lower are: finance systems, the self-help tools and training - further work to understand system issues and develop intranet guidance for budget managers as well as rolling out more training will be undertaken.