

# IT Skills Pathway Annual Survey Report 2017

Winter 2017

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## 1 Executive Summary

This is the fifth year that the IT Skills Pathway Team has sent a survey to all centres that are using the IT Skills Pathway. A total of 445 centres were invited to answer a range of questions divided into two main areas: -

- Centre Demographics
- Views on Current Performance relating to Products and Services

106 centres responded to the survey.

**The results of the survey continue to demonstrate that there is both a high level of satisfaction with the products currently provided and a significant need for their continued provision. There is also significant interest in utilising the new products that have recently been released and showcased to centres.**

In brief the survey highlighted: -

- There was an overall 97% satisfaction rate with products and services.
- 64% of respondents utilise the IT Skills Pathway Tracking System as their primary or only source of training
- Only 7% of respondents stated they would be able to fund their own IT Skills programme

In a very small number of cases, respondents indicated they were dissatisfied with one or more aspects of what is provided. In each case this has been followed up with the individual and, where appropriate, processes and future practices have been modified (the details of which are included within this report).

The team are clearly very pleased with overall levels of satisfaction amongst our customers which we believe reflects our commitment to providing an excellent service. It is our intention to continue to look at ways to improve things still further, even where areas are already performing very well.

## 2 Introduction

In Autumn 2017, 445 centres were invited to respond to a survey asking them for their views on a range of subjects relating to the IT Skills Pathway.

These questions were generally split into two categories:

- Centre Demographics
- Views on Current Performance relating to Products and Services

The purpose of the survey was to gather data from key stakeholders that would then be used to assist the IT Skills Pathway Team with the future planning and provision of its service.

## 3 High Level Summary

- The results of the survey demonstrate that there is both a high level of satisfaction with the products currently provided, a strong need for their continued provision and for continued investment in new products.
- There was a **97%** satisfaction rate with products and services
- Responses were received from 106 organisations
- 64% utilise the IT Skills Pathway Tracking System as their primary or only source of training
- Only 7% of respondents stated they would be able to fund their own IT Skills programme
- These results will be used to modify the services provided (where appropriate) and will also inform decisions about the development of future learning modules

## 4 Survey Questions

The full survey can be found at: - <https://www.surveymonkey.co.uk/r/YHH9RKD>

9 questions were asked, these are summarised below.

Question number	Question	Purpose
1	What is your name?	Establish who the respondent was
2	What is your job role?	Establish the respondent's job role
3	Organisation Name	Establish the respondent's organisation
4	Approx. number of people you provide training services for	Establish the size of the respondent's organisation
5	Views on the services provided (broken down into 5 categories)	Establish the current levels of satisfaction/dissatisfaction with the service provided and to make improvements where necessary
6	Comments on question 5	Space for respondents to make further comments where they were dissatisfied
7	% of learners requiring training at various levels	To identify the level and quantity of future IT training in organisations
8	Learning provision methods	To identify the extent to which the IT Skills Pathway Tracking System is utilised as part of overall provision
9	Range of capability statements	To identify how necessary central funding, support, provision and national standards are to local NHS centres

## 5 Survey Results

Below, the survey results are broken down into sections for each of the questions posed, sometimes using tables and at other points using charts. A full [list of charts](#) is available at the end of the document.

### 5.1 Overall Response (Q1, Q2, Q3)

Of the 445 surveys sent out, a total of 106 responses were received (25%). Further analysis shows that the highest percentage of responses (51%) came from the most active centres.

### 5.2 Organisation Size (Q4)

Reponses were received from a wide variety of organisations (in terms of size) - see the table below for a full breakdown.

Organisation size	Responses
0-500	13
501-1000	7
1001-2000	19
2001-5000	42
5001-10000	26
Over 10000	9
<b>Total Responses</b>	<b>106</b>

### 5.3 Satisfaction with services/products provided (Q5)

The following tables display the levels of satisfaction overall and also for individual services/products. **NB All figures are rounded to the nearest whole percentage point.**

As can be seen, the levels of satisfaction are fairly consistent across all areas - where a service/product is above or below the average score for that area it is indicated in red or green, although care should be taken with these colours. For example, a red score for 'Slightly Satisfied' could be because there were a larger than average amount of respondents that were unable to comment as indicated a 'N/A' response.

We have produced a short list of how we intend to improve or maintain the level of each service offered. These appear after the tables.

Overall Satisfaction	Score	%
N/A	2	2%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	0	0%
Slightly Satisfied	6	6%
Fairly Satisfied	50	49%
Totally Satisfied	43	42%

How satisfied are you with Elearning	Score	%
N/A	2	2%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	5	5%
Fairly Satisfied	48	48%
Totally Satisfied	45	45%

How satisfied are you with Tracking System?	Score	%
N/A	4	4%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	1	1%
Slightly Satisfied	10	10%
Fairly Satisfied	48	47%
Totally Satisfied	39	38%

**How satisfied are you with Central Team Support?**

	Score	%
N/A	12	12%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	6	6%
Fairly Satisfied	25	25%
Totally Satisfied	58	57%

**How satisfied are you with Communications?**

	Score	%
N/A	9	9%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	0	0%
Slightly Satisfied	9	9%
Fairly Satisfied	30	29%
Totally Satisfied	52	51%

**How satisfied are you with User Groups?**

	Score	%
N/A	40	39%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	6	6%
Fairly Satisfied	27	26%
Totally Satisfied	29	28%

Whilst satisfaction with the team is currently high, we continue to seek feedback from centre users and implement service improvements wherever possible

We continue to make regular improvements to our products and services based on user feedback and feedback our responses via the “You said, we did” section of all user groups.

We continue to send out regular communications via numerous methods

Our database of contacts is constantly updated to better target communications to the correct people

We have now changed the way in which tickets are raised and responded to reduce the perceived “toing and froing” between centres and the support team

The new approach to webinars offering individual sessions to centres rather than the “one size fits all” sessions previously delivered is proving to be popular

We regularly promote the twice-yearly face to face user groups and these are delivered whenever they are considered viable.



### 5.4 Comments (Q6)

Where any respondent scored an area as any degree of dissatisfied, they were invited to explain this by way of a text comment. The table below is a list of all the relevant comments made, the area of concern and the subsequent action taken.

Comment	Category	Action Taken
<i>No comment made</i>	<ul style="list-style-type: none"> <li>• Tracking System</li> <li>• Communications</li> </ul>	Attempts were made to contact the respondent to gain clarification as to why they were dissatisfied. No response was received, and we are therefore unable to specifically act on their responses.
<i>Following my initial on-boarding as a centre and the excellent one to one communications. You went from hero to zero communications. I know there are providers who need and want to have the functionality of your resources in [Redacted], but we really need a re-launch and re-education push please. My organisation is also a contributing factor in the failure of embedding your resources into [Redacted]. We have a registered managers meeting on [Redacted] and a representative from your organisation to support a re-launch initiative would be very positive. [Redacted]</i>	<ul style="list-style-type: none"> <li>• Central team Support</li> <li>• Communications</li> <li>• Overall</li> </ul>	<p>The respondent was part of a specific pilot where the initial support was more personalised than is practicable under our “business as usual” model. At the end of the pilot, this was communicated to all the pilot sites.</p> <p>By way of encouraging all sites to utilise the support available to them, we regularly offer webinar sessions, and these are advertised in our monthly bulletins that we note the respondent has been receiving. Our records also indicate that we emailed the centre on 6 Dec 2016 asking if they required any further help but unfortunately, we don’t have any record of a response. The respondent was also sent our 2016 annual survey, but no reply was received.</p> <p>Attempts were made to contact the respondent to gain clarification as to why they were dissatisfied. No response was received, and we are therefore unable to specifically act on their responses.</p>

## 5.5 Training Needs (Q7)

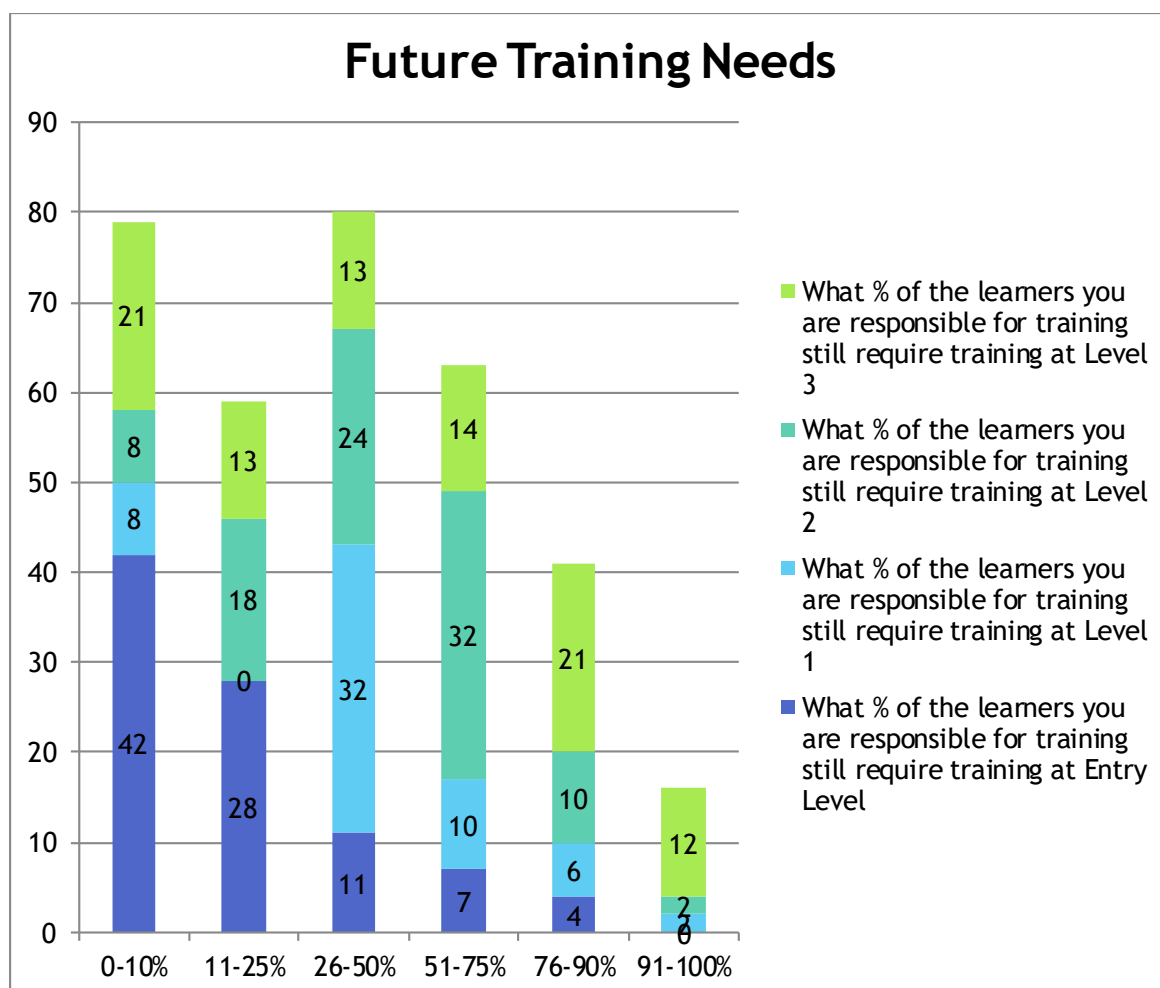
Respondents were given the option of choosing a percentage level of their staff that **still require training** for each IT skill level. Based on the average size of the organisations that responded to the survey (4495 staff<sup>1</sup>) almost 500,000 staff have been identified that require further IT skills at one level or another.

The results breakdown is shown below.

<b>What % of the learners you are responsible for training still require training at Entry Level</b>	Score	%	<b>What % of the learners you are responsible for training still require training at Level 2</b>	Score	%
0-10%	42	46%	0-10%	8	9%
11-25%	28	30%	11-25%	18	19%
26-50%	11	12%	26-50%	24	26%
51-75%	7	8%	51-75%	32	34%
76-90%	4	4%	76-90%	10	11%
91-100%	0	0%	91-100%	2	2%

<b>What % of the learners you are responsible for training still require training at Level 1</b>	Score	%	<b>What % of the learners you are responsible for training still require training at Level 3</b>	Score	%
0-10%	8	14%	0-10%	21	22%
11-25%	0	0%	11-25%	13	14%
26-50%	32	55%	26-50%	13	14%
51-75%	10	17%	51-75%	14	15%
76-90%	6	10%	76-90%	21	22%
91-100%	2	3%	91-100%	12	13%

<sup>1</sup> Average based on 106 organisations with a combined total of 476,500 staff (at mid-point on each scale) = 4495 staff per organisation.

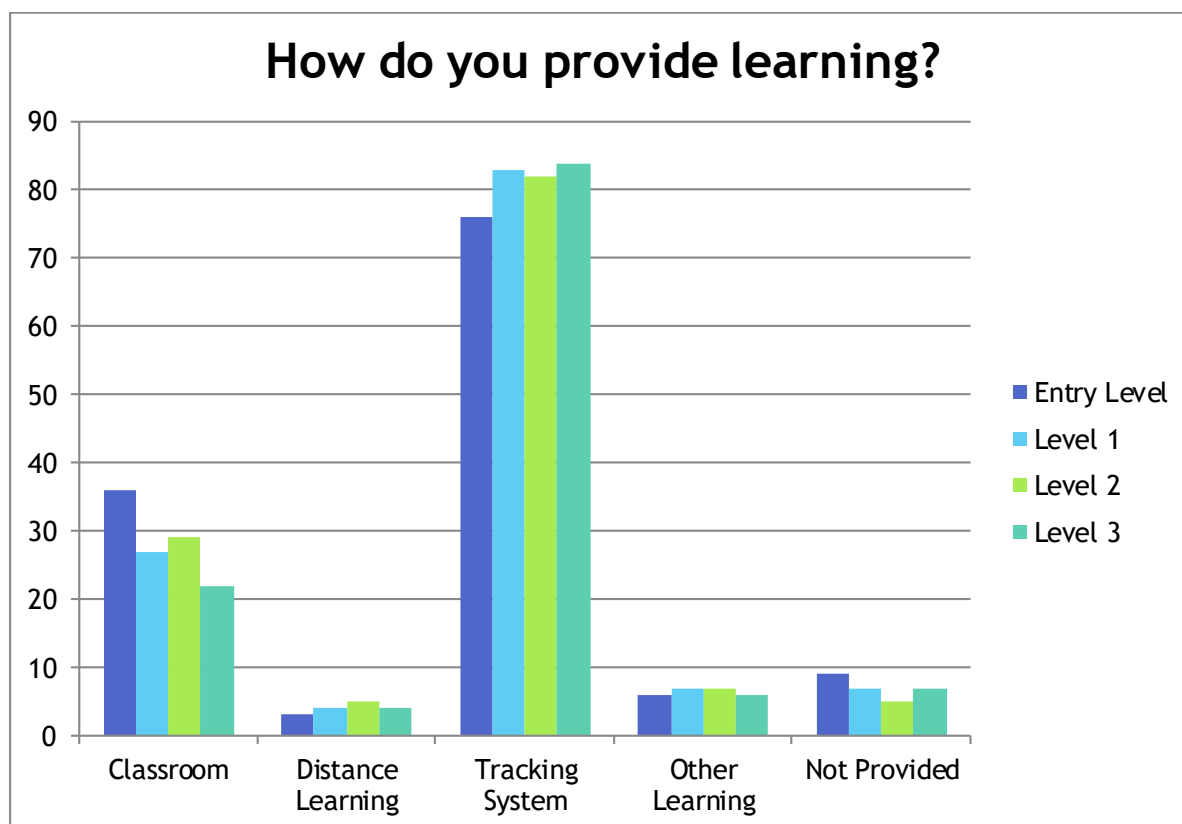


The above chart demonstrates that there is still a considerable need to provide staff with basic, digital literacy level skills and that the need has not diminished in the past year. It should be noted that most of these responses come from organisations that have been using our products for a number of years and we would therefore expect the skills of their workforce to be higher. However, there remains a **significant need** for higher level skills training.

The amount of staff requiring entry level skills is likely to remain high for some considerable time. As we engage more with Social Care organisations we are discovering that the general levels of IT literacy are low with many only just commencing the process of implementing technology based reporting solutions.

## 5.6 Training Methods (Q8)

Training is provided to staff using a range of methods with significantly more organisations utilising the IT Skills Pathway Tracking System than any other individual learning method. The training methods adopted are roughly equal across the learning levels - more face to face for entry level learning being the slight exception.



## 5.7 Organisational Training Capability (Q9)

The respondents were provided with a balanced range of positive and negative statements regarding national standards, central funding, central learning provision and central support.

As can be seen, the positive statements about central standards, funding, provision and support **far outweigh** the other statements. There is also significant interest from centres in finding out more about the new products recently released and showcased. We will be following up on this interest with each of the centres.

Which of the following statements do you agree with?	Responses
<i>My team have the ability, skills and resources to develop our own in-house elearning for MS Office and essential IT Skills</i>	36
<i>My team DO NOT have the ability, skills and resources to develop our own in-house elearning for MS Office and essential IT Skills</i>	50
<i>My organisation provide me with funding for external elearning development for MS Office and essential IT Skills</i>	8
<i>We would be interested in hosting existing elearning on the Tracking System</i>	25
<i>My organisation does not provide any funding for developing our own elearning provision for MS Office and essential IT Skills</i>	63
<i>We would be interested in developing new elearning that could be hosted on the Tracking System</i>	28
<i>Having a central team to assist us with the use of the IT Skills Pathway products is essential</i>	71
<i>Central funding is essential - we would not be able to deliver IT training to a sufficient standard without it</i>	63
<i>My organisation would not fund an alternative IT training programme</i>	51
<i>Being able to network with other centres is important</i>	56
<i>If there was no central provision, we would fund our own programme instead</i>	7
<i>We like knowing that we work to a national standard</i>	78
<i>Local standards are more important that national standards</i>	2
<i>I would not be able to offer training to the same standard if central team didn't exist</i>	65
<i>We are only funded to deliver training on clinical systems. The central provision is all we have for generic IT skills training</i>	47
<i>We would like to know more about the Content Management System (CMS) for hosting our own elearning</i>	19
<i>We would like to know more about the Content Creator elearning application for developing our own elearning</i>	35

## 6 Appendix 1

