

Your Ref: Paul Stevens
My Ref: ICT Section
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Date: 3rd November 2003

Dear Colleague,

SIMS Accreditation

I am delighted to inform you that on the 5th November 2003 Learning Services IT was successful in our application for CAPITA SIMS accreditation status. The LEA (the accreditation is only available to LEAs) is now one of only 39 LEAs in the UK to achieve this.

In total 60.56% (43 in total) of primary/special schools and 60% (9 in total) of secondary schools responded to the online service support questionnaire with information provided directly to CAPITA.

Considering the amount of changes within the IT section and overall restructure the results are extremely pleasing and positive, with some excellent supporting comments from schools.

Some positive comments include;

- “We left the LEA service level agreement during 02/03 for one year to go directly with Capita, but due to major improvements and personnel changes in the service we are most happy to be back with our LEA, who are currently providing a very good all round service.”
- “SIMS knowledge of ICT team excellent. They have always solved any problems I have had - especially valued at PLASC time.”
- “I am very pleased with this excellent support service.”
- “Since Sept. 03 the service has greatly improved - mostly training courses offered. The response on the help-desk has also improved and been more effective.”

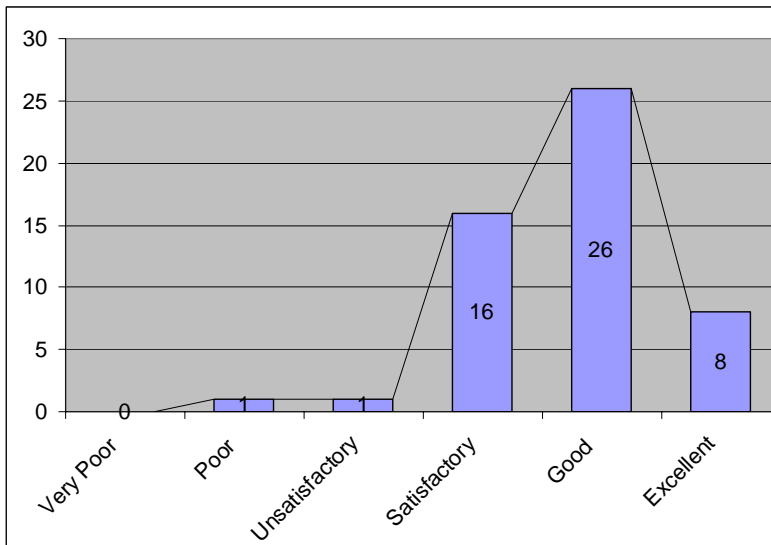
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- “The quality of the service from the local team has improved greatly in the last 18 months to 2 years.”

Other constructive comments include;

- “More technicians with knowledge of SIMS”
- “Training sessions do not always give sufficient time for staff to practice and assimilate the skills they have been learning on the course before they return to their workplace.”

The benchmark “pass” mark is set at 4, on a scale of 1 been very poor and 6 been excellent. Of the respondents only 2 schools rated the service below this satisfactory mark (with overall scores of 2 and 3). All other schools (50) rated the service has either satisfactory (16), good (26) or excellent (8).



I am sure you will agree that these results illustrate the success of the IT section over the past two years.

I personally extend my thanks all the schools who took the time to complete the evaluation questionnaire. A formal presentation will be undertaken on 5th December 2003 in the Guildhall with a press release to be issued shortly after.

Finally congratulations should also go to all members of the IT section who have worked diligently, professionally and with absolute dedication taking on the recent section restructure and the numerous process changes required to create a very successful and

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proficient IT section. They have passed the Capita evaluation at the first attempt to become one of only 39 accredited LEAs in the UK! Accreditation lasts until November 2005.

The accreditation submission to CAPITA is available at the following link:

<http://www.hulliclea.com/Content/Categories/Accreditations/CapitaAccredCD/index.htm>

Yours Sincerely,

Paul Stevens

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