

The Highway Code of Collaborative Transformation

(What are the constraints that impact on shared services?)

Evaluation feedback from the seminar held at RBFRS Headquarters, Reading on 8th December 2016

Who attended?

- 15 delegates from Fire & Rescue
(13 delegates gave feedback)

How helpful do you feel the templates, provided with some of the sections, will be to your work?



Very Helpful



Helpful

Not Helpful

How would you rate the tutors?



Excellent



Good

Fair

Poor

Overall, how would you rate the seminar?



Excellent



Good

Fair

Poor

How much do you feel the Highway Code of Shared Service session has increased your knowledge and understanding of the constraints that can impact on shared services?

1 (a little)

2

3

4

5

6

7

8

9

10 (immensely)

Please turn over...

Feedback from delegates that will enable SSA to improve the quality of future seminars

What positive messages will you take away from today's seminar?

1. It's always possible
2. It's not just about collaboration, it means more than that
3. Simple flow chart progression and matrix to use makes collaboration seem more achievable
4. Leadership commitment needed. Be clear on 'Tough it out!'
5. We can collaborate well if we communicate and try to understand each other's differences
6. Well presented, clear session
7. That you shouldn't always collaborate and understanding the needs that should drive collaboration
8. A good understanding of different laws and legislation overview
9. Benefit of collaboration to retain 'box' services in-house
10. Provided clarity around 'what collaborative working means'
11. Very informative with engaging delivery of subject by tutor
12. Build the right team with the right skills, know what you want to achieve
13. It is hard for everybody

What, if anything, do you think would have improved the seminar overall?

1. More questions to people throughout
2. I have no experience of finance/budgets - some cheat sheets' of acronyms may be useful
3. All good

Please email dominic.wallace@sharedservicearchitects.co.uk to discuss this evaluation.

LH: 13-12-16