

## APPENDIX B TO REPORT DSFRA/24/14

### Feedback

The changes we are making are making a difference, below is some of the feedback we have received recently;

*"I just wanted to say thank you for the work on the fleet department system mapping. I know my team and your team prioritised this when everyone is already so busy – so I just wanted to share how useful it had been. Whilst the mapping itself does not make change the stopping to think and review has so wanted to share some immediate changes made and what we plan to do, and I have no doubt will lead into more considerations".*

*"I just wanted to drop a quick line to say THANK YOU for sorting out the safe exam browser for me yesterday and for your patience and persistence".*

*"I just wanted to shine a light on one of your team and give some positive feedback about them. Thomas Smith came to my rescue on Tuesday when my computer went into melt down, more than likely caused by my actions, but his perseverance and skills got me back up and working and importantly back online, which is vital to my working day.*

*He was professional and prompt and gave a professional representation of the DDaT team in helping me resolve the problem".*

*"Pat turned some SRT availability data around for us on Friday for the OBC at short notice ..... just wanted to use it as an opportunity to once again say thanks to your team for their ongoing support to help us with this".*

*"I started in IT 25 years ago because I loved to learn by solving problems and I loved the collaborative spirit that the IT community embodied at the time. I think DSFRS has been the best place to work. There are few jobs in IT where you can see how the job you do improves the lives and safety of a community so clearly. Across the service, teams are always working to improve and IT is often fundamental. Relative to our size we operate an array of different systems so there are many more opportunities to learn new skills than in similar sized commercial organisations. Support and training are always available, there are many opportunities to collaborate with other organisations. Colleagues are well motivated and the service cares for its staff. I would absolutely recommend DSFRS as a place to work".*

*"I've only been in the DDaT team for 3 months. It's been so easy for me to feel like I 'belong' in the team. I don't need to 'fit in', I come to work as my authentic self and am welcomed with open arms. I genuinely feel valued, respected and included because everyone has a role to play, and it's definitely a 'team' ethos. It's great to see such commitment to growth and progression at all levels, as well as leaders providing clear leadership and direction which is at the heart of DSFRS. This opportunity has really enabled me to see exactly what DDaT is all about. I'm excited to be part of the journey and extremely thankful for everyone's support during my first few months. Who knew things could be so exciting in DDaT".*

*“Thank you for the hard work you have put into to this. You have managed to make a positive difference to my role since being appointed Head of DDaT with the car allowance and the job title change and open door attitude”.*