

Bedfordshire and Luton Third Sector ICT Support Needs Survey

Main Findings

- **60 respondents (45%) agreed with the opinion rating statement “our organisation would consider using a Bedfordshire and Luton Circuit Riders/ICT Support Service”**
- **To identify the anticipated ICT needs of those who agreed with the opinion rating statement “our organisation would consider using a Bedfordshire and Luton Circuit Riders/ICT Support Service” responses were further analysed by “Which of the following do you think your organisation may need help with over the next year?”. This showed that ‘repair and fixing hardware’ (65%[39]), ‘better management of existing ICT resources’ (50%[30]) and ‘training and support for staff and volunteers’ (45%[27]) were those most frequently indicated**
- **Further analysis of by annual turnover revealed that those with a turnover of up to £50K and those with a turnover of more than £50K both placed ‘help with the repair and fixing of hardware problems’ at the top of their list of future anticipated needs. The larger turnover group included “Better management of existing ICT resources’, ‘ICT training’ and ‘ICT purchase and installation’ as their highest anticipated needs whereas the lower turnover group included ‘development of a website’ and ‘better management of existing ICT resources’ amongst theirs**
- **The most positively rated opinion rating statement overall was “There is a real and genuine need for a Bedfordshire and Luton Circuit Rider/ICT Support Service for our sector” with over 40% (47) agreeing**
- **The most negatively rated statements overall were “Our organisation needs a thorough computer health check to make sure we are getting the most out of computer technology” and “Our organisation needs support to overcome our day to day computer problems”. Despite these being negatively rated overall 30 %(40) and 31 %(42) respectively, agreed with these statements**
- **61% (30) of those respondents representing organisations with an annual budget of more than £50K have an identified ICT budget**
- **41% (20) of those organisations with an annual turnover of more than £50K have “an external person or organisation on an annual contract or other regular arrangement” to deal with their organisation’s computer problems**
- **Well over a third of respondents (17) from organisations with a turnover of more than £50K had an annual ICT service contract and nearly 70% (9) of these had a contract valued at more than £1500 per annum**
- **Of those with a turnover of more than £50K, 81.6% (40) needed ‘external advice or technical support about hardware’, 65.3% (32) ‘network connectivity support’, and 61.2% (30) ‘internet access support’ during the last year**
- **Nearly a third (16) of respondents whose organisations had a turnover of more than £50K were less than satisfied with’ the way their computer problems get dealt with’**
- **More than half (74) of the respondents declared that they buy their ICT supplies ‘from a high street supplier’. Those with a turnover of more than £50k however were far more likely to turn to their ‘Computer Support Company’ (45%[22]) or ‘get them direct from the supplier/manufacturer’ (39%[19])**
- **Nearly 40% of respondents declared their computers were networked and 79.2% used Windows XP**