

**REPLY BY THE MINISTER OF
THE EDUCATION DEPARTMENT
TO A QUESTION ASKED PURSUANT TO RULE 6 OF THE
RULES OF PROCEDURE BY DEPUTY P. L. GILLSON**

Question 1

Please provide a statement in relation to the Education Department and wider service detailing whether as a result of the new SAP system efficiency and management of processes have improved, stayed the same or reduced for each of the functional areas of: estates, finance, procurement, HR management of staff and HR recruitment of staff?

Answer 1

Based on a survey of users within the Education Department the efficiency and management of processes has currently reduced for estates, finance, procurement, HR management of staff and HR recruitment of staff.

The Education Department recognises that any new project such as the introduction of SAP will take time to be embedded, but will in due course lead to improved efficiencies. In the short term the difficulties experienced have resulted in significant additional workloads and pressures for staff.

The Education Department continues to work with the Hub staff to seek to improve the efficiency of these functions and address outstanding problems. The Education Department recognises the pressures that all staff are experiencing and the need to concentrate resources on improving functional services.

Question 2

Would you also explain the methodology used to measure any such change in efficiency?

Answer 2

The Education Department has sought the views on the questions from a sample of users across the Service. The Chief Officer believes that these views give a fair representation across the service. The Department will continue to monitor staff views and experiences to assess the improvements in SAP over time.

Question 3

*As a result of non-payment or late payment of invoices have any suppliers:
refused to supply, or
threatened to refuse to supply, or
delayed the supply of goods or services?*

If so how many suppliers?

Answer 3

It is difficult to quantify this given the overall size of the department and its many users but in the small number of areas sampled, indications are that at least 40 suppliers have threatened or refused to supply the Department. When these have been escalated to the Hub they have been resolved satisfactorily.

Question 4

Have at any time since January 2013 any suppliers of goods and services to the Education department withdrawn credit facilities from the States of Guernsey so goods or services have to be bought on a "cash only" basis? If so, how many suppliers?

Answer 4

The response from suppliers has been to stop providing the service.

Date of Receipt of the Question: 6th June 2013

Date of Reply: 19th June 2013