

Level

Tier

Scope

Service

District, County, Unitary

Support Services

Learning management



**HAMPSHIRE
FIRE AND
RESCUE
SERVICE**

Characteristic(s) / CSF(s):
Getting the best from staff
Managing Expenditure

Problem and Approach

- Following an increasing amount of dissatisfaction with the current Learning Management System- Moodle, Hampshire Fire and Rescue Service started a project that would knock down and rebuild a better and frustration free Moodle.
- Using a user centred design methodology, the project created a system that received an overwhelmingly positive reception (95% of users said it was an improvement) with users remarking that the system was:
 - Easier to use
 - More attractive
 - Quicker to navigate

Outcomes

- As a result of implementing a User centred methodology:
- Saving of 4 days over a year
- 95% of users remarking an improvement

<https://www.hantsfire.gov.uk>



The public sector transformation partner