The Highland Council

Agenda Item	12
Report No	RES/29/25

Committee:	**Corporate Resources**
Date:	**28 August 2025**
Report Title:	**ICT User Satisfaction Survey 2024/25**
Report By:	**Assistant Chief Executive – Corporate**

1. Purpose/Executive Summary

1.1 This report provides Members with the results of the ICT User Satisfaction Survey for 2024/25 undertaken in November 2024 and provides a comparison with the 2023/24 Survey undertaken in June 2023 via SOCITM. For the 2023/24 survey the decision was taken to develop our own in-house version as that could be configured to better meet our needs.

The headline is that satisfaction with the ICT service increased from 78% to 89% comparing the 2024/25 survey result with the overall 2023/24 SOCITM result.

1.2 This recent survey is the third undertaken after the transfer of substantial ICT Managed Services from Wipro during the period October 2021 and April 2022, giving an annual snapshot of satisfaction with the in-house provision of ICT Services. The result of the User Satisfaction Survey is an annual Performance Indicator recorded in the Performance and Risk Management System (PRMS).

1.3 This report reflects on the improvements observed by users during this period and sets a new baseline for in-house ICT provision that the ICT team will now be working towards maintaining and enhancing through continuous improvement and sustained provision of service, aligned to the delivery of the ICT Strategy.

2. Recommendations

2.1 Members are asked to:

i. Acknowledge and **note** the level of service improvement and increase in user satisfaction levels; and

ii. **Agree** that the approach of carrying out an internal annual ICT survey is an appropriate way to benchmark the service provided.

3. Implications

3.1 **Resource:** There are no direct implications arising from this report.

3.2 **Legal:** There are no direct implications arising from this report.

3.3 **Risk:** There are no direct implications arising from this report.

3.4 **Health and Safety (risks arising from changes to plant, equipment, process, or people):** There are no direct implications arising from this report.

3.5 **Gaelic:** There are no direct implications arising from this report.

4. Impacts

4.1 In Highland, all policies, strategies or service changes are subject to an integrated screening for impact for Equalities, Poverty and Human Rights, Children's Rights and Wellbeing, Climate Change, Islands and Mainland Rural Communities, and Data Protection. Where identified as required, a full impact assessment will be undertaken.

4.2 Considering impacts is a core part of the decision-making process and needs to inform the decision-making process. When taking any decision, Members must give due regard to the findings of any assessment.

4.3 This is an update report and therefore an impact assessment is not required.

5. 2024/25 ICT User Satisfaction Survey

5.1 The survey was sent out in November 2024 to allow all staff and teachers with Council computers and email addresses to respond – a potential total sample size of approximately 8,500 users. Analysis of results was then carried out and compared with previous results obtained in 2023 where possible due to the change to an in-house version of the survey.

5.2 The previous survey set an internal benchmark for ICT Service delivery following the take on of Service from Wipro by The Council. It should also be noted that Wipro are still providing Data Centre Services to the Council, but this is not visible to most ICT users.

5.3 The survey contained 14 questions covering the following areas, Satisfaction, Reliability, Responsiveness, Communication, Hardware Quality, Software, Security, Training and Change Management.

6. Survey Results and Comparison

6.1 The response rate was 10% which equated to 812 individual responses to the survey. This was a decrease of 30% compared to last year's return and an area we would hope to improve on in the coming year.

6.2 Previous SOCITM surveys provided an overall satisfaction score on a 0-7 scale whereas the in-house survey measures overall satisfaction as a percentage of responses provided. To allow comparison, the previous SOCITM scores have been converted to percentages. Our average user satisfaction rating on a percentage scale,

increased from 78% satisfied in 2023/24 to 89% satisfied in 2024/25. The table below shows the annual scores for the last 3 years.

User Satisfaction Scores		
Year	SOCITM Score (out of 7)	Percentage
2022-23	5.00	71%
2023-24	5.43	78%
2024-25	n/a	89%

6.3 The survey results were further broken down into operational Services aligned with Assistant Chief Executive responsibility, Highlife Highland and Valuation Joint Board. This identified some differences between Service expectations and experience of using the ICT Service and these will be followed up with Service management teams to look for improvements that can be introduced.

7. Next Steps

7.1 An internal baseline was established last year to measure ICT customer satisfaction looking at the performance and continuous improvement of the Council team. As part of the council's Performance Plan, there are a range of performance indicators (PI) used to measure performance and user satisfaction on a monthly and quarterly basis, and these are reported to this Committee in the quarterly performance report. The result of this survey provides the data for the annual ICT PI.

7.2 The ICT team are committed to Continual Service Improvement utilising the best practice ITIL processes and the further development of Service Improvement Plans. Findings from the user satisfaction survey will now be shared with Council Services, HLH and VJB to inform these plans.

7.3 The results and insight obtained from this survey and further direct engagement with users and Service owners will drive Service Improvement Plans and actions to improve customer satisfaction. Some of this will be tracked through our existing monthly customer satisfaction figures (below) that regularly indicate high levels of satisfaction. Note that these figures are based on a very simple yes/no satisfaction question issued on closure of an ICT incident, rather than a detailed survey and so only relate to users who have contacted the ICT Service Desk. However, they do provide a regular check on performance.

Measure	Target Performance								
Description	Red	Amber	Green	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
% of satisfied customers	85%	85% - 95%	95%	97.27%	96.59%	96.05%	98.01%	96.34%	98.11%

7.4 The creation of an internally generated survey followed a review of the benefit we were realising from the previous SOCITIM surveys, and we expect to continue to progress with the in-house survey in this format for the coming year.

7.5 Below is a list of service improvements already made. These will address some of the points raised in the survey.

- MPS Project Phase 1 completion with improvements to toner availability deliver to Education

- Device refresh has been delivered to ensure that all devices are Windows 11 compliant resulting in improved performance due to the addition of improved hardware
- SWAN 2 has been rolled out to 275 sites with 81 still to be deployed allowing an improvement in Network capacity which has been a key area of concern
- RingCentral Roll out is completed and included user training sessions
- Guidance and training around AI usage has been made available to all council staff

7.6   The Action Plan for the current year, as a result of the survey, is shown below.

Action Number	Action Summary	Target Date	Owner
1	ICT Operation Management to review question set for the next survey and explore opportunities to improve the response rate	November 2025	ICT Service Management
2	Discuss with Services training requirement and liaise with L&D as required	November 2025	Digital Business Partners
3	ICT to communicate User satisfaction findings back to Services and partners (HLH & VJB) and highlighting where changes align with ICT Strategy delivery and ongoing improvement activities.	November 2025	ICT Service Management
4	Future measure for User Satisfaction will be based on "How satisfied are you that ICT Services meet your needs?",with a Target range as follows: <table><tr><td>Red</td><td>Amber</td><td>Green</td></tr><tr><td>< 70%</td><td>70 - 89%</td><td>> 90 - 100%</td></tr></table>	November 2025	ICT Operations Manager

7.7   **Conclusion**
The report has been written based on the responses from those who took part in the latest ICT Satisfaction Survey in November 2024. The next survey is planned for November 2025.

Overall, the results have been very positive and show the benefits that have been realised since we brought the service in-house in 2021.

Given the improvement delivered since the Survey in November 2025 we would hope to see an increase in satisfaction in the same way as we have seen an improvement in the regular customer satisfaction surveys.

User Satisfaction Survey 2024/25

Introduction

The Highland Council have undertaken ICT User Satisfaction Surveys since 2019/20.

This survey gathered feedback from over 800 respondents across various departments to assess satisfaction with ICT services, support, communication, and training. The responses included both quantitative ratings and qualitative comments.

1. What is the ICT User Satisfaction Survey?

The Survey was distributed in November 2024 and the Results received December in 2024.

ICT Services are using the data as a benchmark for the future - comparing the statistics against previous surveys, now that the service has been moved from Outsourced to In-house for over 3 years now.

2. Headlines

- **Positive results** as User Satisfaction has **increased from 78% to 89%** comparison to the 2022/23 SOCITM survey

  - Majority reported being 'Satisfied' or 'Very Satisfied' with core ICT services.

  - Areas for development

    - o Training and communication around new services
    - o Printer reliability and availability
    - o Hardware performance

3. Response Rates

The survey was made available to around 8,500 Highland Council Employees who have ICT accounts and email addresses. From the eligible participants we received complete or partial responses from 812 employees. The response rate is significantly lower than previous surveys and one of the key deliverables for the next survey is to look at how engagement can be improved to increase the volume of responses.

4. Overall Survey Results

The Overall User Satisfaction Score for the period of 2024/25 was rated at 89%. This was an increase in satisfaction of 10% when compared to the previous year's survey 2023/24.

The table below shows a steady increase in user satisfaction annually.

Overall Satisfaction

- **General sentiment**: Majority expressing satisfaction, with improvements highlighted for certain areas.
- **Top strengths**: ICT support team helpfulness, security management, and some hardware/software performance.
- **Top areas for improvement**: Printing systems, training availability, communication about changes, and hardware performance.

User Satisfaction Scores		
Year	SOCITM Score (out of 7)	Percentage
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2024-25	n/a	89%

Key Findings – Departmental Trends

- Corporate and Place reported higher satisfaction.
- People (Education & Social Services) had more areas for improvement in their feedback:
  - Printer access in schools
  - Network performance
  - Lack of tailored training

5. Satisfaction Measures

Satisfaction Measure	% Satisfied for each Question
How satisfied are you that ICT Services meet your needs?	89.29%
How satisfied are you with the reliability and speed of the ICT services you use (such as internet connection, software applications, and support)?	80.42%
How satisfied are you with the speed and responsiveness of the ICT support team when you need help?	92.67%
How satisfied are you with the helpfulness and accessibility of ICT support resources, such as the self-help portal and user manuals?	87.43%
How satisfied are you with the communication from the ICT support team?	92.01%
How satisfied are you with the performance and quality of the hardware (such as computers, printers, and other devices) provided by ICT?	72.24%
How satisfied are you with the performance and usability of the software provided by ICT?	84.31%
How satisfied are you in the reporting and management of security issues related to ICT services (e.g., malicious emails, unblock requests for websites)?	96.48%
How satisfied are you with the training programs and materials provided for changes to ICT services?	85.46%
How satisfied are you with the improvements made to ICT Services in the past year?	84.89%
How satisfied are you with the way ICT projects are introduced and communicated to you?	77.34%
How satisfied were you with the communication regarding the features and benefits of the ICT changes delivered in the last year (e.g., Managed Print, CiA, RingCentral)?	67.55%
How satisfied are you with the helpfulness and clarity of the training sessions or materials for new and updated ICT services and technology?	72.91%
How satisfied are you with the way changes in ICT services are delivered and the quality of those changes?	74.47%

6. Satisfaction by Service

How satisfied are you that ICT Services meet your needs	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Grand Total	% Satisfied
Corporate	81	74	8	1	164	94.51%
Highlife Highland: Leisure and Culture	42	48	11	1	102	88.24%
People	122	131	42	9	304	83.22%
Place	110	96	10	1	217	94.93%
VJB: Valuation Joint Board	1	5			6	100.00%
NA	4	3	3		10	70.00%
Grand Total	360	357	74	12	803	89.29%

7. User Satisfaction Comments

924 Comments were provided by employees who had undertaken the ICT Satisfaction Survey.

Overall word cloud generated from the feedback in the ICT Annual Satisfaction Survey 2024:

Highlights from the Word Cloud:

- **Common concerns**: *printers, training, support, communication, RingCentral, SharePoint, speed,* and *equipment.*

- **Frequent suggestions**: *more training, better communication, faster response, reliable printing,* and *user-friendly systems.*

- **Emerging themes**: *AI, cloud printing, accessibility,* and *collaboration.*

Question Specific Word Clouds

What additional training would be beneficial?

better training

training would have been good   No training   training on how to use   Training programmes

training does not   Training is always useful

mandatory training   training available   **training** use   needs   Basic training   training programs

Sharepoint training   point training

training would be helpful   uses of the various systems   specific training

training and JADU

What specific improvements would you like to see in ICT services to better support your work?

staff work   ICT services   ICT portal   accessing   issues with the printer   printers work

use   **times**   **printers**   **work**   issues   Cloud for printers

reliable printers   need

printers in schools   system   school   **Better** printer issues

printer now does not

Do you have any suggestions for enhancing the delivery of new and changed ICT services?

training/video   training on CiA   new phone   time   CIA more training

better the communication   printer   staff

online training   working   **changes** training   uses   print service

face training   needed   new systems   ICT services   training sessions

new changes