

Agenda Item	<b>16</b>
Report No	<b>RES/14/26</b>

## THE HIGHLAND COUNCIL

**Committee:** Corporate Resources Committee

**Date:** 19<sup>th</sup> March 2026

**Report Title:** ICT User Satisfaction Survey 2025/26

**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 **2025/26**, undertaken in **November 2025**, and provides comparison with the previous survey undertaken in **2024/25**.

The headline finding is that **overall user satisfaction with ICT Services for 2025/26 was 80%**, remaining high, building on the significant improvement reported in 2024/25 following the transition from outsourced to in-house ICT provision. Although satisfaction levels expressed compared to prior year are lower (89%), they remain within the **Amber** range of the performance rating scale.

- 1.2 This survey represents the **fourth annual snapshot** of user satisfaction since the transfer of substantial ICT Managed Services from Wipro during the period October 2021 to April 2022. The survey outcome forms part of the Council's annual Performance Indicator suite recorded within the Performance and Risk Management System (PRMS).
- 1.3 The report reflects continued service stability, areas of sustained strength, and recurring themes where further improvement is required. These results provide assurance on the maturity of the in-house ICT service while informing ongoing Continuous Service Improvement activity aligned to delivery of the ICT Strategy.

## 2. Recommendations

### 2.1 Members are asked to:

- i. **note** the results of the 2025/26 survey, including at Section 7 details of the key areas of strength and improvement opportunities.
- ii. **note** that the scores remain positive overall and that the findings will be shared with Council Services, High Life Highland and the Valuation Joint Board to support collaborative service improvement planning.

## 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 & 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. 2025/26 ICT User Satisfaction Survey

5.1 The survey was distributed in **November 2025** to all staff and teachers with Council computers and email addresses, representing a potential sample size of approximately **8,500 users**. A total of **762 complete or partial responses** were received and included in the analysis.

5.2 The survey continues to build upon the internal benchmark established following the insourcing of ICT Services. While Wipro continues to provide Data Centre Services, this remains largely invisible to end users and therefore does not materially influence survey responses.

5.3 The survey contained 14 questions covering the following areas:

- Overall satisfaction
- Reliability and performance
- Responsiveness and support
- Communication
- Hardware quality
- Software usability
- Security management
- Training and learning
- Change and project delivery

## 6. Survey results and comparison

6.1 The response rate equated to approximately 9% of the eligible user base (compared to a 10% response the previous year). This response rate remains lower than desired and improving engagement and response rates remains a focus for future surveys.

6.2 The survey results indicate an overall decrease in user satisfaction of 9% compared to the previous year. Analysis of the feedback suggests that this decline is primarily associated with printer and network-related issues. Both areas underwent significant planned infrastructure changes during the survey period, including the deployment of a new printer fleet and the migration of domain controller services to a new provider. While these changes were necessary and strategically important, they introduced short-term service disruptions and isolated incidents which are reflected in the survey responses.

Year	Survey Type	Percentage Satisfied
2022/23	SOCITM	71%
2023/24	SOCITM	78%
2024/25	Internal	89%
2025/26	Internal	80%

6.3 As in previous years, survey results were analysed by Service grouping, namely Corporate, Place, People, High Life Highland, and the Valuation Joint Board. Variations in experience and expectations were identified between Services, and these findings will be followed up through engagement with Service management teams.

6.4 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 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								
	Red	Amber	Green	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
% of satisfied customers	85%	85% - 95%	95%	97.19%	98.54%	97.84%	94.29%	97.31%	95.58%

## 7. Key Themes and Observations

- 7.1 Consistent areas of strength identified in the 2025/26 survey include:
- Responsiveness and helpfulness of the ICT Support Team;
  - Management and communication of ICT security issues;
  - Overall professionalism and reliability of core ICT services.
- 7.2 Recurring themes for further improvement broadly align with those identified in the previous survey, including:
- Hardware performance and refresh cycles;
  - Printer reliability and availability, particularly in education settings;
  - Communication and training relating to new or changed ICT services.

These themes continue to inform Service Improvement Plans and prioritisation of ICT investment.

## 8. Satisfaction Measures (2025/26)

- 8.1 RAG status definitions for the annual performance indicator are shown in the table below.

Performance Rating	Satisfaction Range
Red	< 70%
Amber	70% – 89%
Green	90% – 100%

The table below is reproduced directly from the 2025/26 survey results worksheet and shows the percentage of respondents satisfied with each question.

<u>Satisfaction Measure</u>	<u>% Satisfied</u>
How satisfied are you with the reliability and speed of the ICT services you use (such as internet connection, software applications, and support)?	<b>64.91%</b>
How satisfied are you with the speed and responsiveness of the ICT support team when you need help?	<b>85.00%</b>
How satisfied are you that the ICT services meet your needs?	<b>79.16%</b>

How satisfied are you with the suitability and accessibility of ICT support resources, such as the self-help portal and user manuals?	<b>83.53%</b>
How satisfied are you with communication from the ICT support team?	<b>86.09%</b>
How satisfied are you with the ICT equipment provided to support you in performing your role?	<b>71.39%</b>
How satisfied are you with the performance and usability of the software provided?	<b>80.87%</b>
How satisfied are you in the reporting and management of security issues related to ICT services?	<b>78.32%</b>
How satisfied are you with the training programs and materials provided for service improvement to ICT services?	<b>68.30%</b>
How satisfied are you with the improvements made to ICT Services in the past year?	<b>76.06%</b>
How satisfied are you with the way ICT service improvements are introduced and communicated to you?	<b>75.93%</b>
How satisfied were you with communications regarding the features and benefits of the ICT service improvements delivered in the last year?	<b>72.19%</b>
How satisfied were you with the training sessions and materials provided for new and updated ICT services and technology?	<b>33.95%</b>
How satisfied are you with the delivery and quality of service improvements within ICT services?	<b>74.50%</b>

### Overall Satisfaction by Service

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total	% Satisfied
<i>Corporate</i>	84	114	15	2	2	217	<b>91.24%</b>
<i>HLH</i>	19	31	18	6	1	75	<b>66.67%</b>
<i>People</i>	81	121	61	24	2	289	<b>69.90%</b>
<i>Place</i>	53	83	22	1	1	160	<b>85.00%</b>
<i>VJB</i>	2	3	3			8	<b>62.50%</b>
<i>No Service</i>	6	3				9	<b>100.00%</b>
<b>Total</b>	<b>245</b>	<b>355</b>	<b>119</b>	<b>33</b>	<b>6</b>	<b>758</b>	<b>79.16%</b>

## 9. Next Steps

- 9.1 The internal baseline for ICT customer satisfaction established in recent years continues to support performance monitoring and continuous improvement.

Survey results will be used to inform the annual ICT Performance Indicator reported through PRMS and the quarterly performance reporting framework.

- 9.2 Findings from the 2025/26 survey will be shared with Council Services, High Life Highland and the Valuation Joint Board to support collaborative service improvement planning.
- 9.3 One question that stands out as an outlier is the 33.95% satisfaction related to training. Comments from respondents show this largely relates to use of core software such as M365. Action is being taken to introduce a network of Digital Champions that will provide support in this area. There is also ongoing engagement with Learning and Development to see what else can be done.
- 9.4 Actions arising from survey feedback will be tracked through existing Service Improvement Plans and supplemented by ongoing monthly customer satisfaction data gathered following ICT Service Desk interactions.
- 9.5 The internal ICT User Satisfaction Survey approach will continue to be refined, including reviewing question sets and engagement methods, to support improved response rates and richer insight in future years.

Designation: Assistant Chief Executive – Corporate

Date: 26 February 2026

Authors: Jon Shepherd, Chief Officer Business Solutions  
Phoebe Dunne, ICT Officer, Business Solutions  
Andy Robb, Curriculum Liaison Manager, Business Solutions  
Stuart Cameron, ICT Operations Manager, Business Solutions