



# 3C ICT ICT satisfaction survey

November 2025



# Total Number of Respondents

2024

2025



202 / 800 (25%)

**50 / 800 (6%)**



211 / 626 (34%)

**42 / 626 (7%)**



139 / 690 (20%)

**91 / 690 (13%)**

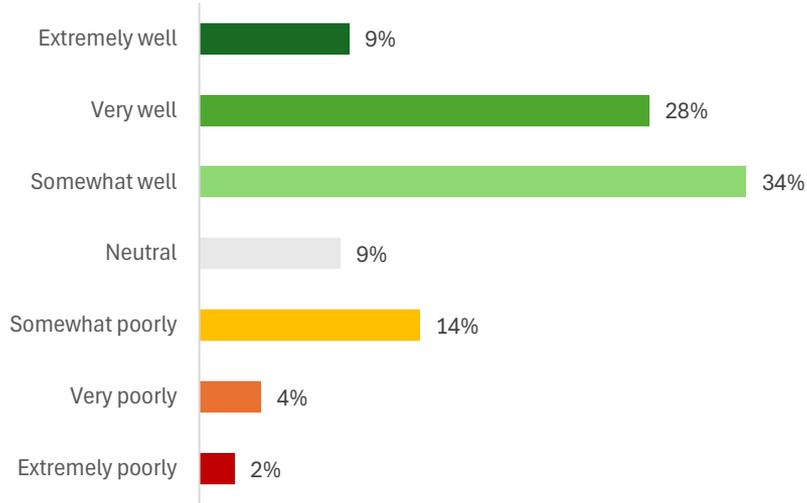
552 Total responses

**183** Total responses

*While total responses were lower in 2025, this still represents a statistically significant number of respondents – and a lower response rate could indicate a less opinionated view of the service*

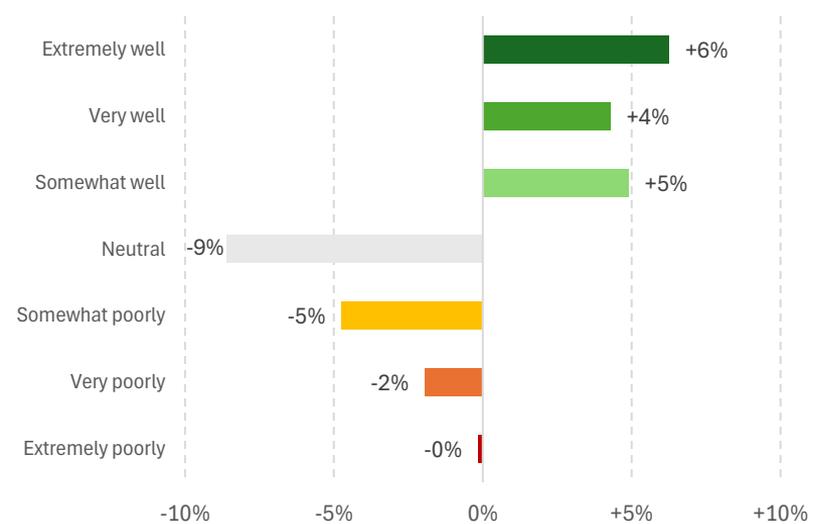
# Q1. How well do the current IT solutions and applications enable you to perform your role?

## All Service Users, 2025



IT solutions and applications are generally viewed positively, with approximately 2 in 3 (61%) of respondents rating them Somewhat well or better

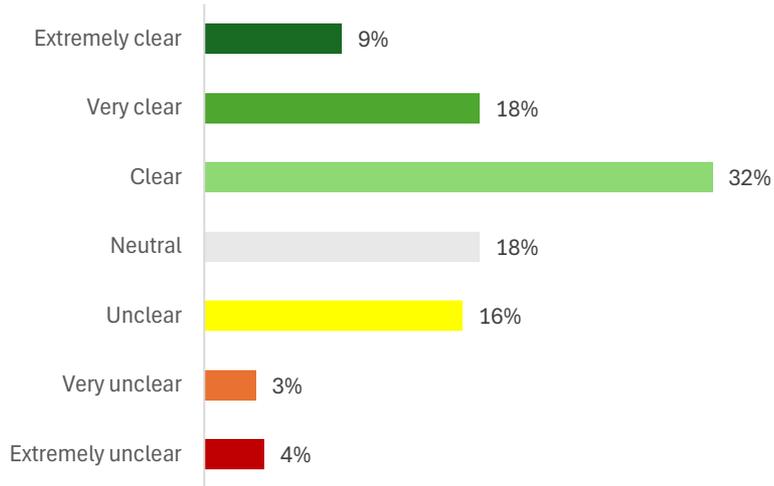
## Change from June 2024



There has been a significant positive shift in the last year, with an additional 15% of people now stating services enable them to do their role at least somewhat well

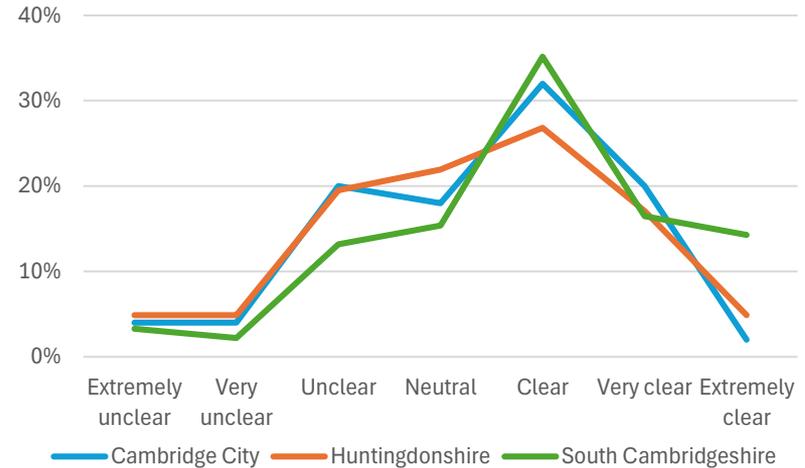
## Q2. Is it clear which ICT services are supported by 3C ICT versus other council teams?

### All Service Users



The majority of service users rated the service as neutral or above (78%)

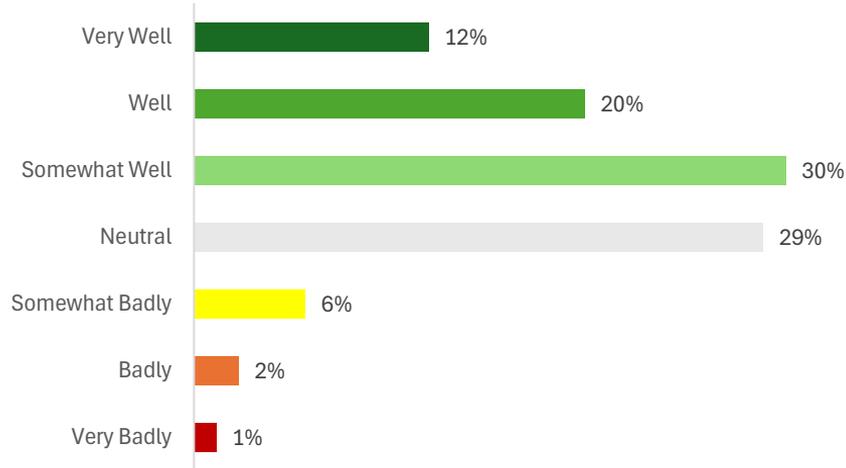
### Individual Council Results



Results are highly aligned between the different councils

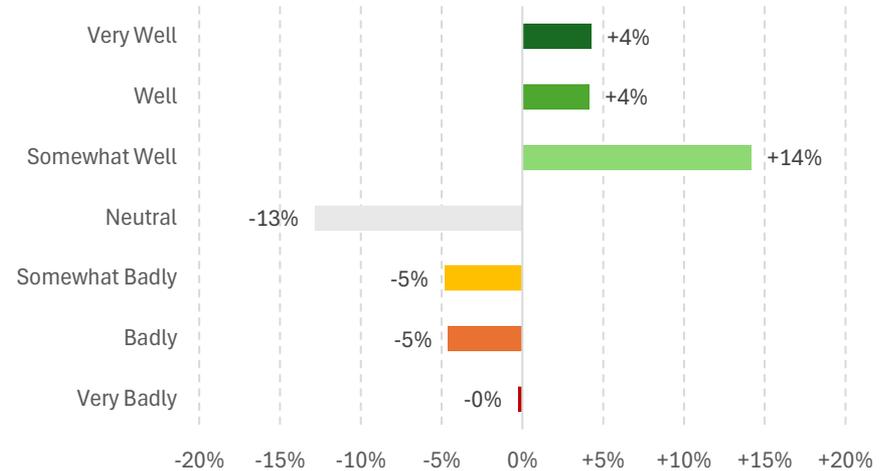
# Q3. How has the quality of service from your ICT Service changed over the two years?

## All Service Users



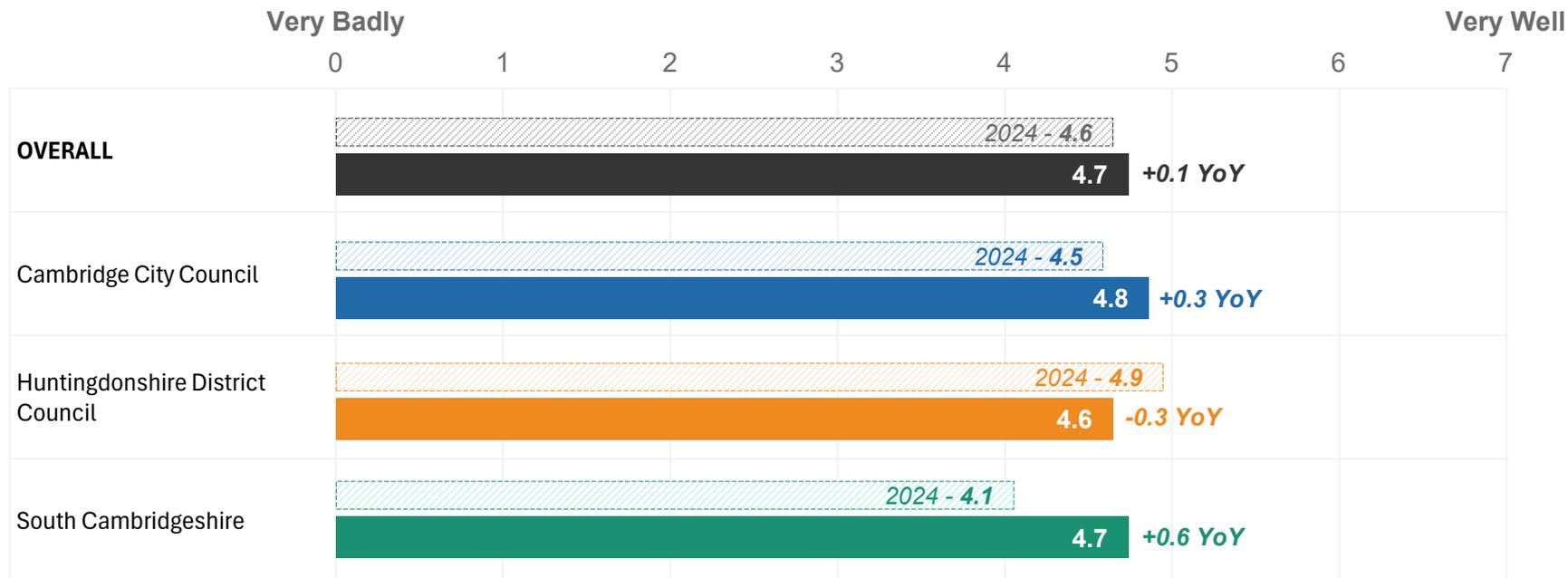
The majority of service users rated the service as neutral or above (91%, compared to 78% in June 2024)

## Change from June 2024



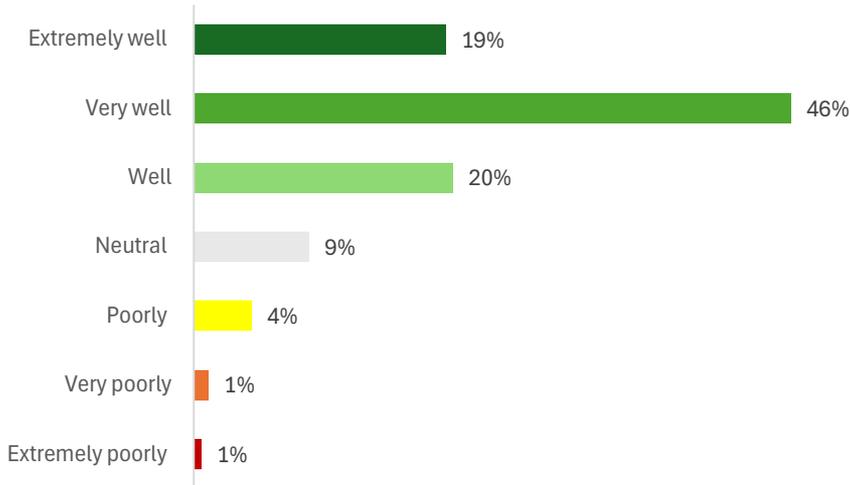
There has been a significant shift since June 2024, with an additional 25% of respondents stating there has been a positive increase in service quality over the last 2 years

## Q4. How well are you kept informed by your ICT service? (e.g. about issues, changes and new functionality)



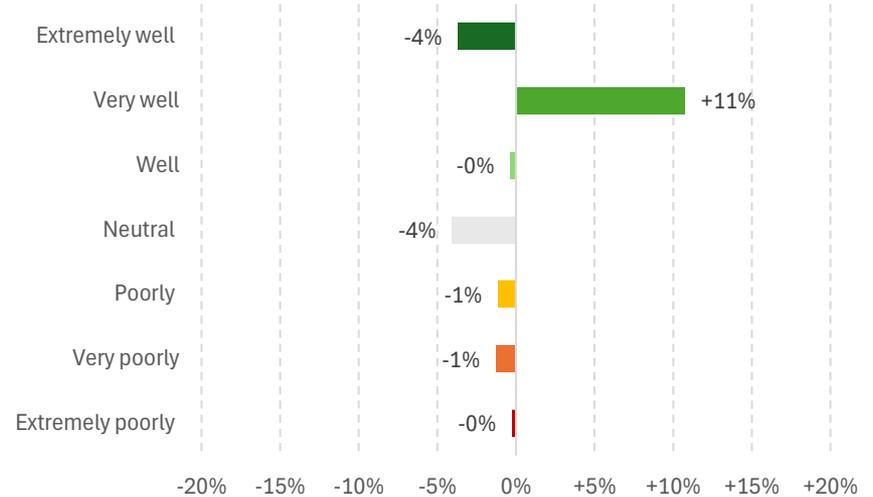
# Q5. How well do you think the ICT systems support remote or flexible working arrangements?

All Service Users



There is a strong perception of how IT systems support remote or flexible working, with **85% of respondents** indicating systems support them **well, very well or extremely well**

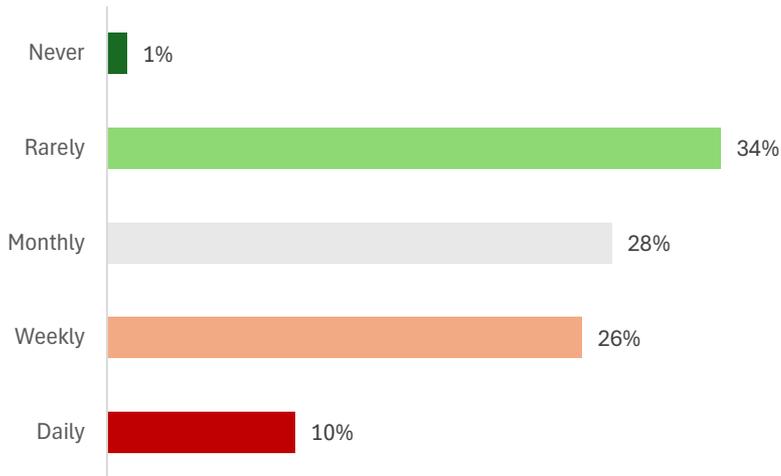
Change from June 2024



There has been a significant positive shift, with 6% of respondents who were either neutral or negative now providing a positive response

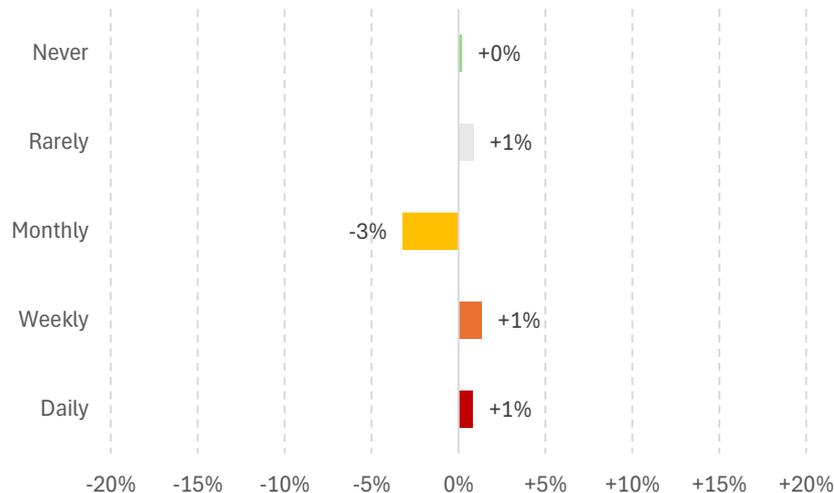
# Q6. How often do you encounter technical issues with ICT systems in your daily operations?

### All Service Users



2 in 3 respondents encounter issues on a no more than monthly basis – a very similar result to the previous survey in June 2024

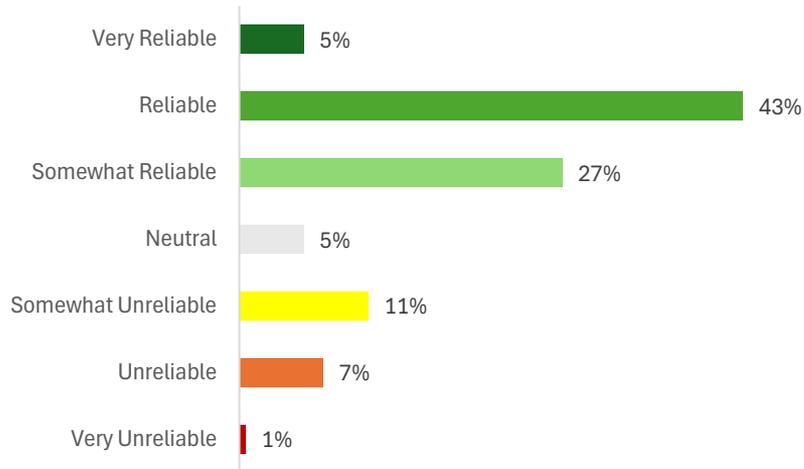
### Change from June 2024



There has been a small change in the distribution of answers, with respondents reporting increased weekly / daily issues as well as rarely or never reporting issues.

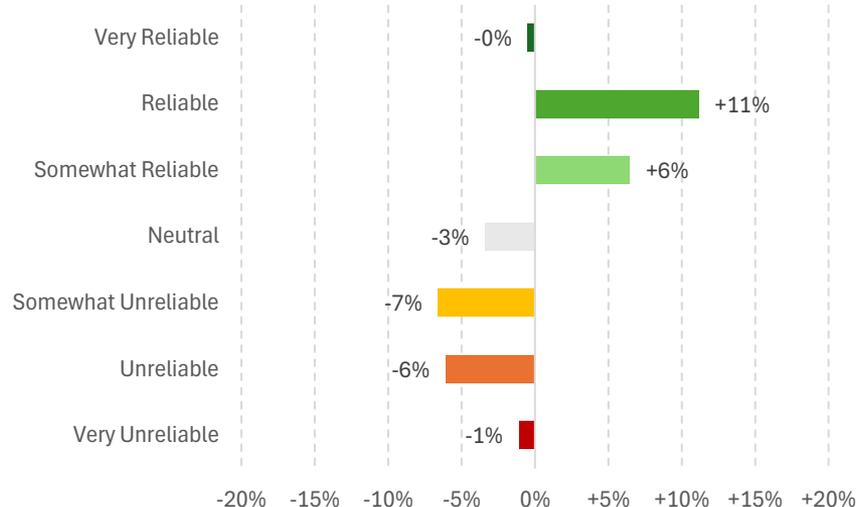
# Q7. On a scale of 1 to 7, how would you rate the reliability of your organisation's ICT systems?

## All Service Users



There was a positive response to ICT's perceived reliability, with **75%** of respondents rating services **somewhat reliable or above**

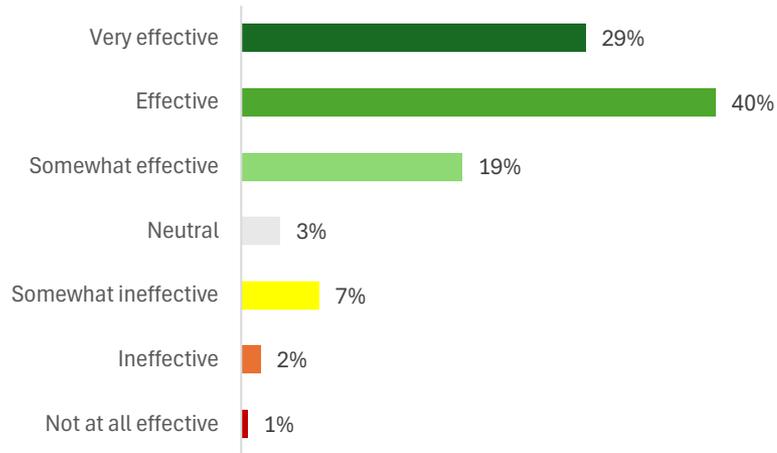
## Change from June 2024



This has seen a significant positive shift since the previous survey, with an **additional 15%** of respondents indicating a positive response

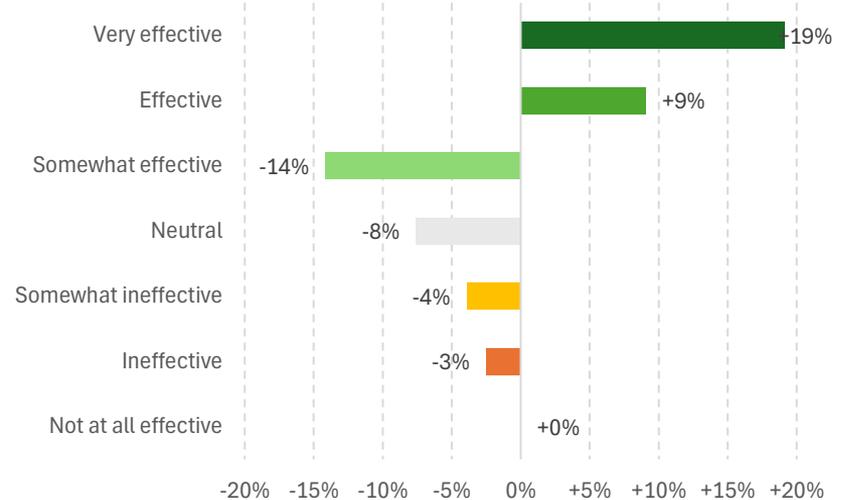
# Q8. How effective do you find the current ICT support team in resolving issues?

## All Service Users



Most users ( 87%) believe that the ICT support team is effective at resolving issues

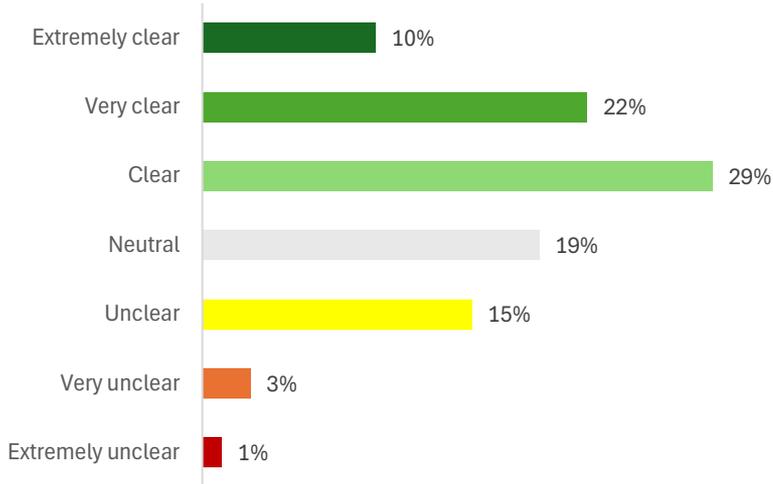
## Change from June 2024



An **additional 14%** of respondents now **view the service positively**. Additionally, the **strength of response has increased**, with an **additional 19%** indicating the team are **very effective**

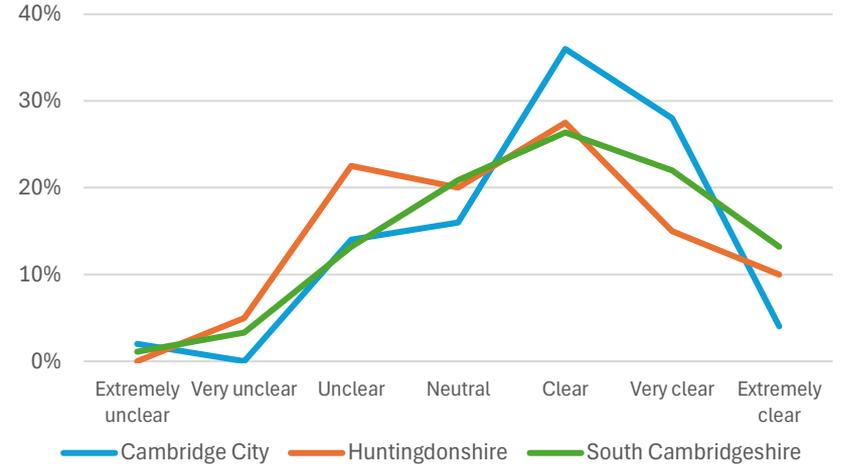
# Q9. Are you clear on who supports your applications and how to get support?

## All Service Users



2 in 3 respondents (61%) were clear, very clear or extremely clear about how to get support on their applications

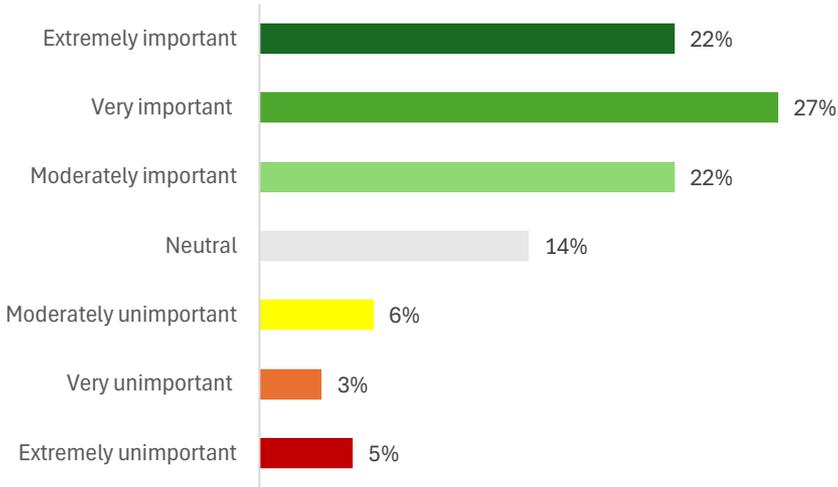
## Individual Council Results



Councils were broadly similar, with Huntingdonshire colleagues indicating they were slightly more unclear on who supports their applications

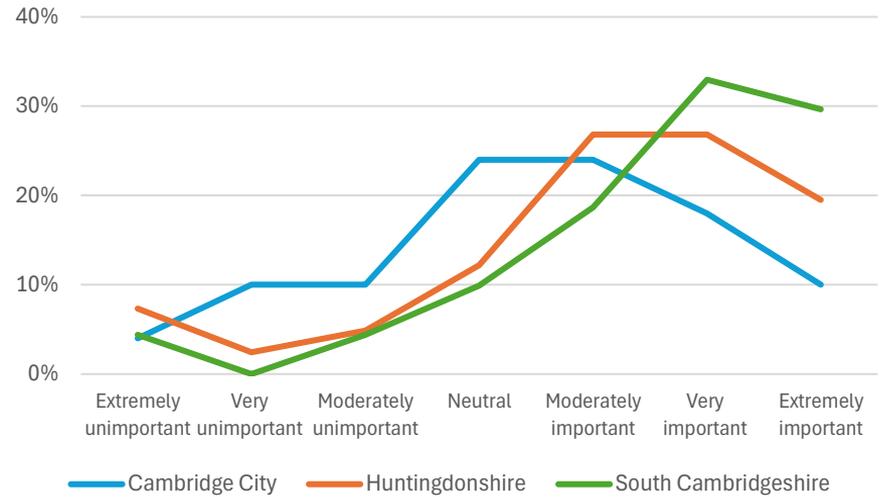
# Q10. How important is it for you to see ICT staff present at your office location?

## All Service Users



The majority of respondents (71%) indicated it was **at least moderately important** to see ICT staff present in the office

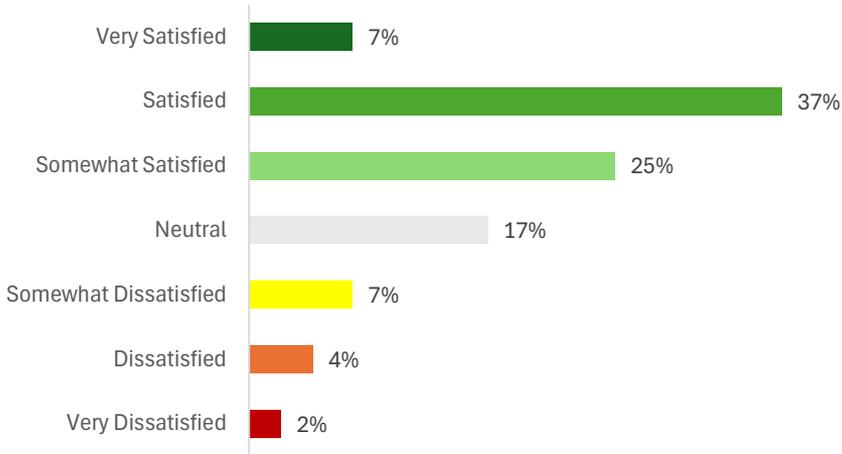
## Individual Council Results



Councils were broadly similar, with Cambridge City Council indicating it was relatively less important for them to see ICT staff present in the office, compared to the other authorities

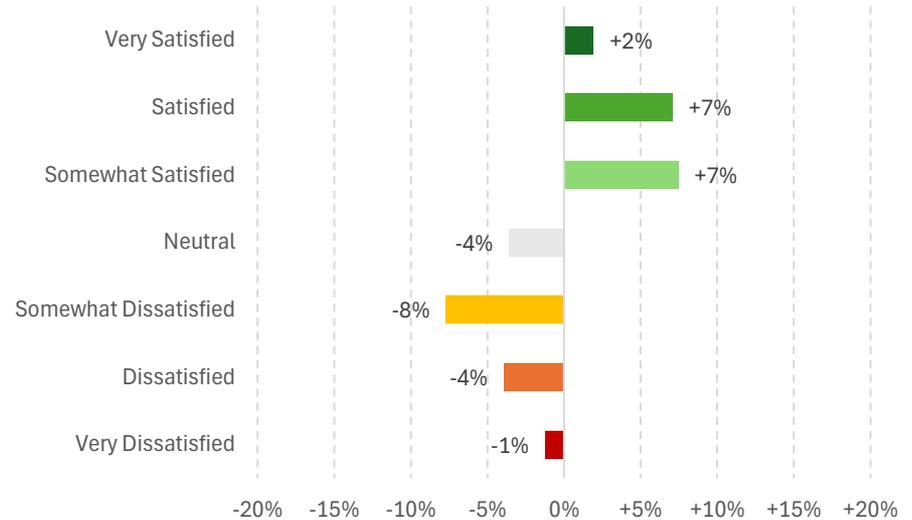
# Q11. How satisfied are you that ICT understands your business area?

## All Service Users



The majority of respondents (86%) were neutral or positive about ICT's understanding of their business area

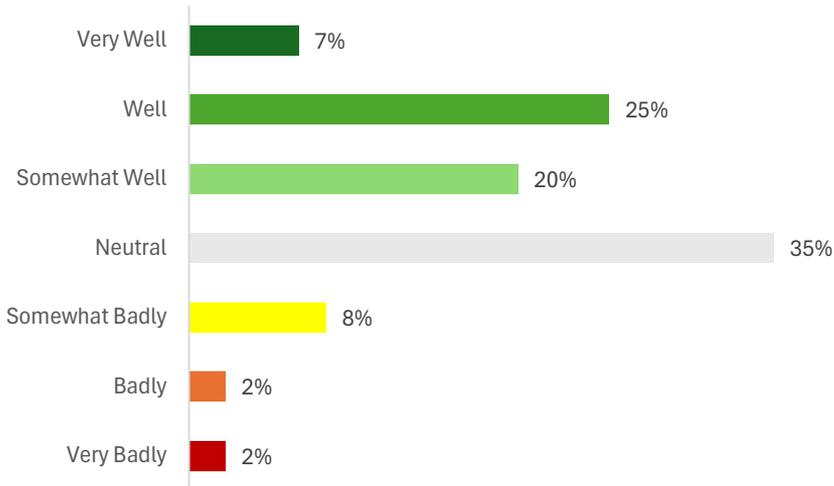
## Change from June 2024



The number of respondents rating services **neutral or above** has risen from **74% to 86%** since June 2024

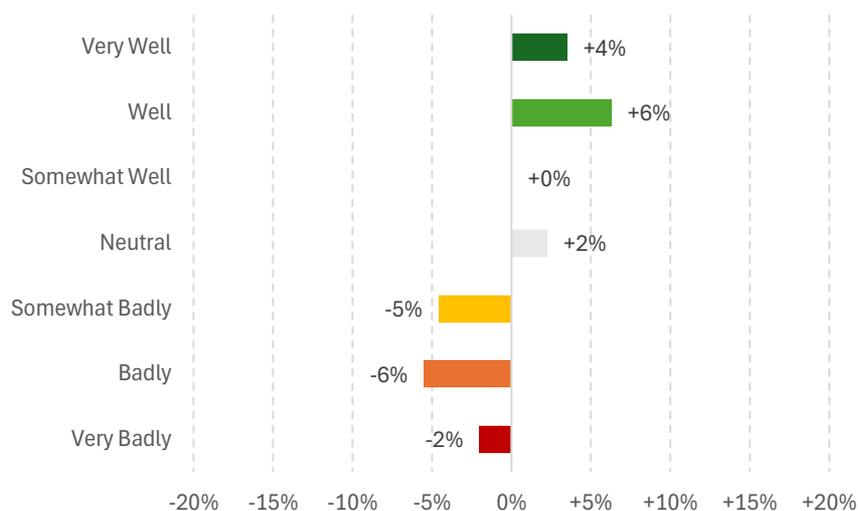
# Q12. How well does the ICT service provide innovative solutions to changing business needs?

## All Service Users



The majority of respondents (87%) rated this as neutral or above, but it should be noted there is a large minority (35%) who were only neutral in this regard

## Change from June 2024



There has been a **significant increase (10%)** of respondents indicating **Well or Very Well** as their response. There remains a significant proportion of neutral responses

## Q13. On a scale of 1 to 5, what is your satisfaction with the following technical or support capabilities. (1/2 - Actual, 2025)

	Devices and laptops	Collaboration tools (e.g. Teams, SharePoint) & e-mail	Meeting Rooms / Hybrid Meetings	E-mail	Telephony	Corporate and business applications	Connectivity (e.g. Wi-Fi, VPN, etc)	Service desk	Field engineering / onsite desktop support	Application support	Website and Intranet, including e-forms	ICT Consultancy and ICT Projects	Average
<b>Overall</b>	3.8	3.9	3.6	4.1	3.7	3.5	3.4	3.9	3.8	3.6	3.5	3.3	3.7
<b>Cambridge City Council</b>	4.1	3.9	3.8	4.2	3.7	3.7	3.5	4.1	4.1	3.8	3.5	3.4	3.8
<b>Huntingdonshire District Council</b>	3.7	3.9	3.3	4.0	3.6	3.4	3.3	3.8	3.5	3.4	3.7	3.2	3.6
<b>South Cambridgeshire</b>	3.7	3.9	3.7	4.0	3.8	3.5	3.5	4.0	3.8	3.6	3.4	3.4	3.7

**Key:** ■ Score >= 3.5 ■ 3 < score < 3.5 ■ 2 < score <= 3 ■ score < 2

## Q13. On a scale of 1 to 5, what is your satisfaction with the following technical or support capabilities. (2/2 – YoY change)

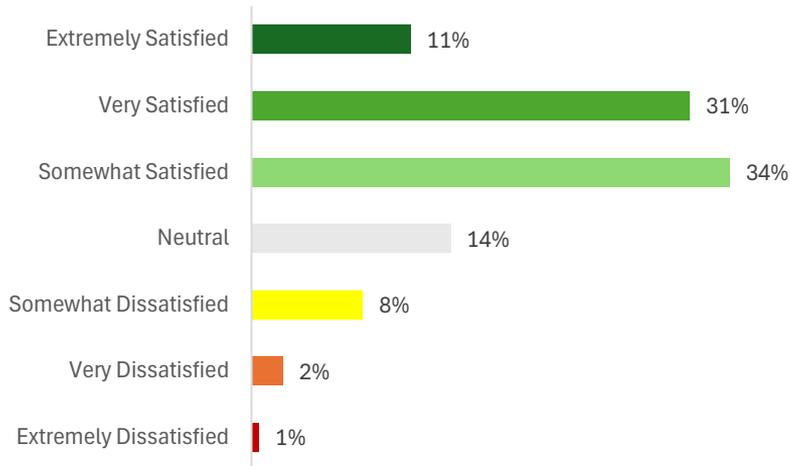
	Devices and laptops	Collaboration tools (e.g. Teams, SharePoint) & e-mail	Meeting Rooms / Hybrid Meetings	E-mail	Telephony	Corporate and business applications	Connectivity (e.g. Wi-Fi, VPN, etc)	Service desk	Field engineering / onsite desktop support	Application support	Website and Intranet, including e-forms	ICT Consultancy and ICT Projects	Average
<b>OVERALL</b>	+0.2	+0.2	+0.0	+0.2	+0.3	+0.1	-0.1	+0.4	+0.3	+0.2	+0.0	+0.1	+0.2
<b>Cambridge City Council</b>	+0.7	+0.1	+0.2	+0.2	+0.2	+0.3	+0.1	+0.8	+0.4	+0.5	+0.0	+0.4	+0.3
<b>Huntingdonshire District Council</b>	-0.2	-0.1	-0.4	-0.3	-0.1	-0.1	-0.4	-0.0	-0.1	-0.2	+0.0	-0.2	-0.1
<b>South Cambridgeshire</b>	+0.5	+0.4	+0.3	+0.2	+0.4	+0.4	+0.1	+0.5	+0.6	+0.4	+0.2	+0.4	+0.4

**Key:** ■ Change >= 0.5   ■ 0 < Change < 0.5   ■ Change = 0   ■ -0.5 < Change < 0   ■ Change < -0.5

Note: The reduction in HDC score is likely due to excluding 3C ICT staff from participating in the survey (3C ICT staff were included in the survey in 2024 as HDC staff members)

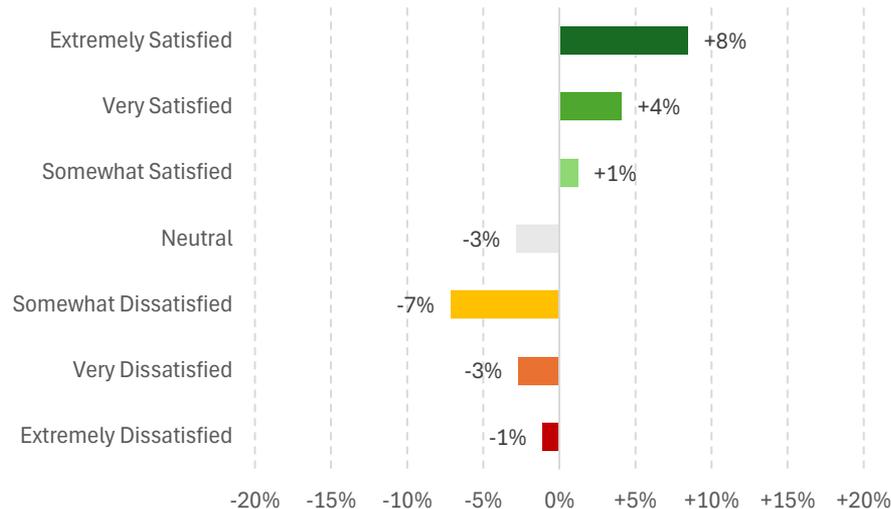
# Q14. How satisfied are you with the overall Information and Communication Technology (ICT) service?

## All Service Users



Overall, the majority of users (76%) are satisfied with the IT service.

## Change from June 2024



The proportion of respondents indicating they are **at least somewhat satisfied** with their IT service has risen from 62% to 76% - **an increase of 14%**

## Q16. In your opinion, what are the top three challenges you face with the current ICT systems?

6 themes emerged from the respondent's answers. See separate word doc for full list of responses

### Network – 18%

*Wifi and connection, particularly in the office*

### Applications – 17%

*Complaints about the number of applications, that they run slow in the office and that there's a long approval process for new apps*

### Desk equipment – 10%

*Meeting rooms and docking into desks, particularly in Huntingdonshire and South Cambridgeshire*

### Laptops – 9%

*Outdated or running slow and perceived need of an upgrade, particularly in Huntingdonshire and South Cambridgeshire*

### Helpdesk – 7%

*Online request portal for when laptops aren't working, closing issues before being fixed, performing simple fixes quickly*

### IT support – 7%

*Understanding IT language, completing service requests or long waits for small updates*

# Q17. What improvements, if any, would you like to see in the ICT services provided?

*There were 4 key themes that were mentioned by multiple respondents*

## **IT support – 17%**

*Request to simplify ticketing categories and to continue to focus on the problem being presented to ensure suitable solution*

## **Communication to non-IT staff – 14%**

*Speaking in non-IT language.  
Communicating project capacity and progress – increasing transparency*

## **Training and advice – 12%**

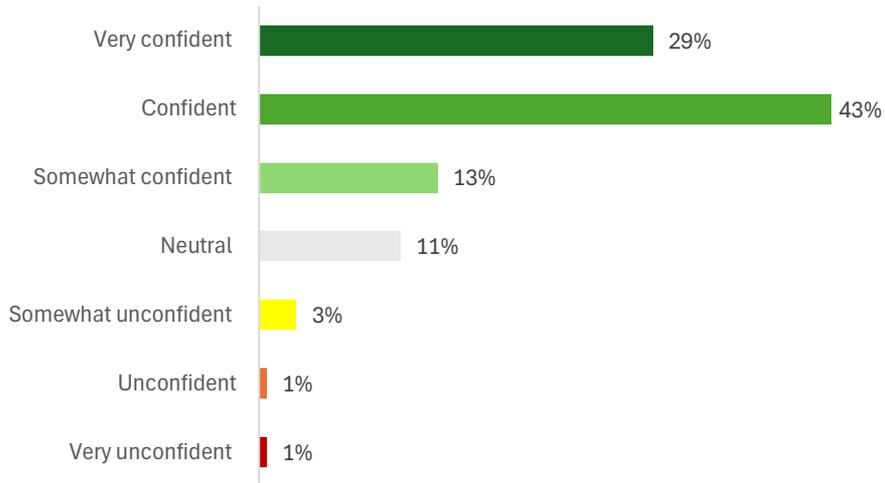
*Help with already licensed tools (e.g. MS apps and SharePoint), lunch and learns / interactive sessions, sharing knowledge across the org*

## **Desk equipment / Laptops – 13% each (26% total)**

*Office hardware enabling hybrid meetings and laptop upgrades*

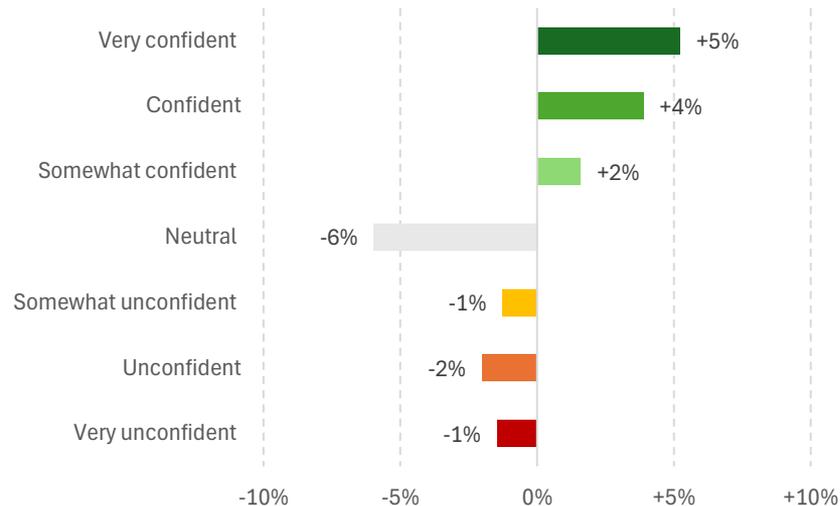
# Q18. How confident are you in the ability of the ICT service to protect against and respond to cyber threats?

## By council



A significant majority (85%) of respondents were confident in ICT's ability to protect against and respond to cyber threats

## Change on previous year



There has been a significant positive shift, with an additional **11% of staff now expressing confidence** in the ability of the service to protect against and respond to cyber threats



Thank You

