

2024-25 Quarter to June Human Resources, ICT and Organisational Development Performance Report – Service Performance Indicators



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Section 6. HR OD Operational and Benchmarking PIs - Human Resources

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
HROD004	Local	Human Resources - Employee Engagement Index Score		N/A	59%		Not measured for Quarters							
HROD005	Local	Number of Health and Safety Incidents reported (target based on previous 3 years average per quarter)	43	172	177	19	35	42	55	45	19	Target based on previous 3 years average per quarter - reviewed and amended for 2024/25.		
HROD006	Local	Number of Violence and Aggression Incidents reported (target based on previous 3 years average per quarter)	643	2,280	3,757	889	1,056	809	915	977	889	Target based on previous 3 years average per quarter - reviewed and amended for 2024/25. Education - 732 H&S Corporate - 3 Care Facility - 154		

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
HROD007	Local	Working days lost due to industrial injury/accidents	32	62	135	37	34	0	52	49	37	Target based on previous 3 years average per quarter - reviewed for 2024/25 and remains at 32. Q1 is attributable to 2 cases.		

Section 6. HR OD Operational and Benchmarking PIs- Payroll

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
FS111	Local	Payroll: Accuracy - Number	99.5%	99.92%	99.92%	99.96%	99.91%	99.96%	99.91%	99.88%	99.96%			
FS112	Local	Payroll: Accuracy - Value	99.85%	99.99%	99.98%	100%	99.94%	99.99%	99.99%	99.99%	100%			

Section 6. ICT Operational and Benchmarking PIs - ICT Applications

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ICT006	Local	ICT Action Plan completion percentage (cumulative)	90%	90%	95%		25%	45%	70%	95%				

Section 6. ICT Operational and Benchmarking PIs - ICT Infrastructure

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ICT007	Local	Help desk - Percentage resolution of calls within target timescale	90%	98.2%	99.93%	100%	99.79%	100%	100%	99.95%	100%	All of incident calls were resolved within timescale during Q1 2024/25.		
ICT008	Local	Percentage availability of the Moray Council Website	99%	99.95%	100%	100%	99.99%	100%	100%	100%	100%	There was no downtime for the Council website during Q1 2024/25.		