



# 2024-25 Quarter to September 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 PIs - Human Resources



Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
HROD004	Local	Human Resources - Employee Engagement Index Score	Data only	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	51	42	55	45	19	32	Target based on previous 3 years average per quarter - reviewed and amended for 2024/25. In addition to the incidents reported for Q2, 2 RIDDOR incidents were also reported.		
HROD006	Local	Number of Violence and Aggression Incidents reported (target based on previous 3 years average per quarter)	643	2,280	3,757	1,697	809	915	977	889	808	Target based on previous 3 years average per quarter - reviewed and amended for 2024/25. Education - 690 (data covers Term 1) H&S Corporate - 1 Care Facility - 117		

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				Value	Value	Value	Value	Value	Value	Value	Value			
HROD007	Local	Working days lost due to industrial injury/accidents	32	62	135	84	0	52	49	37	47	Target based on previous 3 years average per quarter - reviewed for 2024/25 and remains at 32.		

### Section 6 - HR OD Operational PIs - Payroll

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 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%	99.96%	99.91%	99.88%	99.96%		Q2 Data to follow		
FS112	Local	Payroll: Accuracy - Value	99.85%	99.99%	99.98%	100%	99.99%	99.99%	99.99%	100%		Q2 Data to follow		

### Section 6 - ICT Operational PIs - ICT Infrastructure

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 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%	100%	100%	99.95%	100%	100%	All of the incident calls logged (2096 in total) were resolved within timescale during Q2 2024/25.		
ICT008	Local	Percentage availability of the Moray Council Website	99%	99.95%	100%	100%	100%	100%	100%	100%	100%	There was planned maintenance on Friday 5th July at 20:00. As a result, the Council website was unavailable for a very brief period of approx. 3 minutes. Given outage was planned, website availability this quarter has been recorded as 100%	