



2024-25 Quarter to December 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	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	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	94	55	45	19	32	43			
HROD006	Local	Number of Violence and Aggression Incidents reported (target based on previous 3 years average per quarter)	643	2,280	3,772	2,604	915	992	889	819	896	Education - 772 (data covers Term 2) (updated by NS Jan 2025) H&S Corporate - 7 Care Facility - 117		

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
HROD007	Local	Working days lost due to industrial injury/accidents	32	62	135	121	52	49	37	47	37			

Section 6 - HR OD Operational PIs - Payroll

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

Section 6 - ICT Operational PIs - ICT Infrastructure

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
ICT007	Local	Help desk - Percentage resolution of calls within target timescale	90%	98.2%	99.93%	99.9%	100%	99.95%	100%	100%	99.66%	1783 out of 1789 calls, for all priorities, were resolved within target during Quarter 3 2024/25		
ICT008	Local	Percentage availability of the Moray Council Website	99%	99.95%	100%	100%	100%	100%	100%	100%	100%	The Council website was migrated to a new externally hosted server on October 1st, 2024. The website was unavailable for a brief period - 4 minutes - whilst the website was transferred across. This is regarded as planned maintenance as opposed to downtime - so overall availability for Quarter 3 is recorded as 100%.	