

2025-28 Quarter to September 2025 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														
Health & Safety														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
HROD005	Local	Number of Health and Safety Incidents reported (target based on previous 3 years average per quarter)	41	177	137	60	32	43	43	47	13			
HROD007	Local	Working days lost due to industrial injury/accidents	32	135	201		47	37	80	54	27			

Section 6 - HR OD Operational PIs

Human Resources

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
HROD004	Local	Human Resources - Employee Engagement Index Score	Data only	59%	N/A		Not measured for Quarters					The latest Employee Survey closed out with 2024/25 reporting period on 4th April 2025.		
HROD006	Local	Number of Violence and Aggression Incidents reported (target based on previous 3 years average per quarter)	827	3,775	3,766	918	791	894	1,191	918	TBC	Target reviewed and amended for 2025/26 based on previous 3 years average (3307), per quarter (827). Education - TBC (Term 1) H&S Corporate - 1 Care Facility - TBC		

Section 6 - HR OD Operational PIs

Payroll

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
FS111	Local	Payroll: Accuracy - Number	99.5%	99.92%	99.94%	99.9%	99.96%	99.91%	99.95%	99.9%	TBC	Q2 data to follow		
FS112	Local	Payroll: Accuracy - Value	99.85%	99.98%	99.99%	99.99%	99.99%	99.99%	99.98%	99.99%	TBC	Q2 data to follow		

Section 6 - ICT Operational PIs

ICT Infrastructure

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	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%	99.93%	99.89%	99.93%	100%	99.66%	99.85%	100%	99.85%	1363 out of 1365 calls, for all priorities, were resolved within target during Quarter 4 2024/25		
ICT008	Local	Percentage availability of the Moray Council Website	99%	100%	100%	100%	100%	100%	100%	100%	100%			