

2025-28 Quarter to December 2025 - Customer Experience, ICT & Digital Services

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 - ICT Operational PIs														
ICT Infrastructure														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 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%	99.9%	99.9%		99.7%	99.8%	100%	99.8%	99.8%	1632 out of 1635 calls, for all priorities, were resolved within target during Quarter 3 2025/26		
ICT008	Local	Percentage availability of the Moray Council Website	99%	100%	100%		100%	100%	100%	100%	100%			

Section 6 -Customer Service Operational PIs
Customer Services

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CPS058	Local(b)	Percentage of telephone calls answered against those received	93%	84.8%	81.9%		86.3%	79.8%	84.5%	85.8%	83.6%	We received approx. 3% fewer calls compared to the same period last year. Q3 is predominately the quieter quarter of the year however calls received in October were 4% higher compared to the same period last year due to adverse weather at the beginning of October. This impacted the overall % of calls answered against those received. (Q1 - 27369 / 32402 = 84.47%) (Q2 - 26825 / 31253 = 85.53%) (Q3 - 23196 / 27747 = 83.60%)		
CPS062	Local	Customer Services - Customer Satisfaction Index	Data Only	N/A	N/A		N/A		Annual			Looking ahead the new CRM system will support surveys being carried out throughout the year, allowing for more regular feedback.		
CPS058a	Local(b)	Percentage of telephone calls answered within 60 seconds	75%	61.8%	58.3%		65.6%	53.6%	58.1%	59.6%	60.2%	5% fewer calls were answered within 60 seconds compared to the same period last year. This is due to 4% additional calls received in October due to adverse weather.		
CPS058b	Local	Number of emails received from the public	Data Only	61,154	51,590		10,764	13,255	13,059	11,858	10,355	Email volumes are similar this quarter compared to the same period last year. Quarter 3 is predominately the quietest quarter of the year. Current email figures still include some online forms that are routed to Customer Services for specific actions. Subsequent PIs will detail split between emails and online forms.		
CPS058ci	Local(b)	Percentage of emails responded to within 2 working days	Data Only	82.0%	92.6%		100%	98.5%	99.9%	100%	99.6%			
CPS058d	Local	Percentage of abandoned calls	Data Only	19.4%	20.1%		15.9%	20.1%	15.5%	14.17%	16.4%	Calls abandoned % has increased slightly compared to the same time period last year. This is due to the calls received during the adverse weather in October. (Q1 - 5033 / 32403 = 15.53%) (Q2 - 4426 / 31253 = 14.17%) (Q3 - 4551 / 27747 = 16.40%)		
CPS038	Local	ERDP: Percentage Conducted for the Year – Customer Services	Data Only	0%	0%		0%		Annual			21% of ERDPS completed so far in Q2. Remainder to be completed in Q3/Q4.		