

# 2025-28 Quarter to March 2026 - 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	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	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%	99.93%	99.89%	<b>99.92%</b>	99.85%	100%	99.85%	99.82%	<b>100%</b>	All calls for all priorities, 1775 in total, were resolved within target during Quarter 4 2025/26		
ICT008	Local	Percentage availability of the Moray Council Website	99%	100%	100%	<b>100%</b>	100%	100%	100%	100%	<b>100%</b>	There was no downtime for the Council website during Q4 2025/26.		

Section 6 -Customer Service Operational PIs  
Customer Services

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 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%	<b>83.1%</b>	79.8%	84.5%	85.8%	83.6%	<b>79.1%</b>	<p>We received approx. 4% fewer calls compared to the same period last year. Q4 is one of the busiest quarters of the year. Even though call volumes overall are lower there are a couple of issues that have impacted on overall performance:</p> <p>Council Tax calls received increased by 21% in March this quarter compared to the same period last year</p> <p>Roads calls in February and March this quarter increased by 32% compared to the same period last year and Waste calls increased by 37% for Q4 compared to the same time last year. Multiple storms impacted on both Waste and Roads calls with Grit Bins, road gritting and streetlights and Bin Collections top reasons for these calls and issues with accessing online annual billing services and making payments for Council Tax.</p> <p>(Q1 - 27369 / 32402 = 84.47%)                      (Q2 - 26825 / 31253 = 85.53%)                      (Q3 - 23196 /27747 = 83.60%)                      (Q4 - 27853 / 35228 = 79.39%)</p>		
CPS062	Local	Customer Services - Customer Satisfaction Index	Data Only	N/A	N/A	N/A	N/A	Annual				Per CE&ICT service plan, a comprehensive customer survey will be completed by June 2026. In addition, the new CRM system will enable customer feedback to be collected throughout the year, allowing for more regular feedback.		
CPS058a	Local(b)	Percentage of telephone calls answered within 60 seconds	75%	61.8%	58.3%	<b>56.3%</b>	53.6%	58.1%	59.6%	60.2%	<b>48.2%</b>	5% fewer calls were answered within 60 seconds compared to the same period last year. This is due to the impacts as outlined in indicator CPS058		
CPS058b	Local	Number of emails received from the public	Data Only	61,154	51,590	<b>48,678</b>	13,255	13,059	11,858	10,355	<b>13,406</b>	Email volumes are similar this quarter compared to the same period last year. Quarter 4 one of the busiest quarters 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	81.97%	92.57%	<b>99.9%</b>	98.53%	99.92%	100%	99.6%	<b>100%</b>			

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CPS058d	Local	Percentage of abandoned calls	Data Only	19.4%	20.1%	<b>20.6%</b>	20.1%	15.5%	14.17%	16.4%	<b>20.6%</b>	<p>Calls abandoned % has increased slightly compared to the same period last year. This is due to the impacts as detailed in CP5058 above</p> <p>(Q1 - 5033 / 32403 = 15.53%)  (Q2 - 4426 / 31253 = 14.17%)  (Q3 - 4551 / 27747 = 16.40%)  (Q4 - 7262 / 35228 = 20.61%)</p>		
CPS038	Local	ERDP: Percentage Conducted for the Year – Customer Services	Data Only	0%	0%	<b>21%</b>	N/A	<b>21%</b>			21% of ERDPS completed in between Q1 and Q4	