

2025-28 Quarter to March 2026 - Customer Experience, ICT & Digital Services

Performance Report – Service Plan 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 4 - Strategic Level Outcomes PIs (CP) Strategic Framework; Financial, Workforce, Digital, Transformation Strategies. Performance Management Framework.

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				
ICT001	Local	Number of services available to the public online	Data Only	105	116	121	N/A				121	10 new forms (including NDR Enquiries, Street Traders Compliance, Assisted Collections and National Entitlement Card Application) and 5 forms withdrawn (Housing Survey, Morriston Road & Lossiemouth Consultations, Library Application and Aberlour Youth Point).		
ICT002	Local	Number of users of online services	Data Only	149,113	142,572	143,633	N/A				143,633	Logins to customer portal - 143,633 (+0.7%) Total registered myAccount users increased from 42,679 last year to 46,080 (+8%)		

Section 5 - Service Level Outcomes PIs
5.3 Assurance

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			
ICT003	Local	% of online workforce completing e-learning modules	80%	N/A	43%	33%	N/A	N/A	40%	N/A	33%	The Cyber Resilience and Information Security Team have amended the schedule for awareness training to avoid the holidays. The first course for 2026 is underway but not all reminders have been exhausted. However, uptake is low at this stage. Once the course has been closed uptake will be reported back to ECLT with a view to identifying options to increase uptake. MetaCompliance, the supplier of the cyber awareness solution, provided some benchmarking data gathered from their own public sector / healthcare customers. This highlights that training uptake across the sector is 62%. This would seem to suggest that our own target is much higher than the sector norm. However, there is still work to be done to increase uptake for the training modules. The Cyber Resilience and Information Security team is looking at options to develop improved communication channels to raise awareness of the current level of uptake, and to encourage increased participation to improve the Council's security posture.		

Section 5 - Service Level Outcomes PIs
Health & Wellbeing

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			
HRICTOD001	Local	Sickness absence days lost per FTE for HR, ICT and OD	Data Only	N/A	25.44	17.34	6.35	7.58	4.96	4.8	N/A	A total of 88.5 days were lost due to sickness, equating to 4.8 per FTE. 56% due to short term absence.		
HRICTOD001a	Local	% of Sickness absence per FTE for HR, ICT and OD	Data Only	N/A	2.54%	2.38%	2.57%	3.08%	2.03%	2.04%	N/A		