2020-21 Quarter to March Human Resources & Organisational Development
Performance Report – Service Performance Indicators

Theme Operational

Cat	Code & Name	Target	2018/19 Value	2019/20 Value	2020/21 Value	Q4 2019/20 Value	Q1 2020/21 Value	Q2 2020/21 Value	Q3 2020/21 Value	Q4 2020/21 Value	Latest Note	Status
Nat(b)	CS016B.1 Sickness Absence Rates - Average number of working days per employee lost through sickness absence - Teachers	6.4	6.48	6.76				Measured annually			Sickness Absence (Teachers) – 6.76 days (Rank 18th) Comparator Benchmarking Authorities: East Ayrshire – 4.97 days East Lothian – 4.23 days Fife – 6.35 days North Ayrshire – 7.91 days Perth & Kinross – 7.22 days South Ayrshire – 5.11 days Stirling – 6.32% **Scotland – 6.4%**	⚠
Nat(b)	CS016B.2 Sickness Absence Rates - Average number of working days per employee lost through sickness absence - all other local government employees	11.93	12.45	12.69				Measured annually			Sickness Absence (Other) – 12.69 days (Rank 22nd) Comparator Benchmarking Authorities: East Ayrshire – 9.77 days East Lothian – 8.16 days Fife – 13.86 days North Ayrshire – 10.61 days Perth & Kinross – 10.73 days South Ayrshire – 10.15 days Stirling – 11.95% **Scotland – 11.93%**	⚠
Local	FS111 Payroll: Accuracy - Number	99.5%	99.87%	99.89%	99.94%	99.92%	99.92%	99.96%	99.97%	99.9%		✅
Local	FS112 Payroll: Accuracy - Value	99.85%	99.99%	99.98%	99.99%	99.96%	99.99%	99.99%	99.99%	99.98%		✅
Local	CS146 Human Resources - Employee Engagement Index Score	70	N/A	69	N/A			Measured annually			Next Employee Engagement due to take place during financial year 2021/22.	⚠

2020-21 Quarter to March ICT
Performance Report – Service Performance Indicators

Theme Operational

Cat	Code & Name	Target	2018/19	2019/20	2020/21	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	CPS041 Help desk - Percentage resolution of calls within target timescale	90%	95.21%	93.35%	83.69%	89.39%	94.64%	81.22%	73.6%	84.62%	1458 out of 1723 calls resolved within target for all call priorities during Quarter 4 2020/21. Performance is still under target but there has been a significant improvement compared with Quarter 3, with the percentage of calls resolved within target increasing from 73% to 84%. It should also be noted that the performance in March 2021 for lower priority calls, which is the majority of calls raised, is 88.5%, which is just slightly under the target of 90%. Whilst there is a focus on dealing with the calls on the ICT Servicedesk, we do have one vacancy and one long term absence, and resources are still being diverted to project work, mainly in relation to providing further devices for schools. This impacts on the team's ability to deal with operational calls.	🛑
Local	CS147 Schools ICT - Customer Satisfaction Index	Data only			N/A	Measured annually					The customer satisfaction survey for schools has been in abeyance pending the development of a revised ICT strategy. As well as gauging customer satisfaction, the survey was used to inform priorities for ICT service planning for schools. This has been superseded by the preparation of the new strategy. A draft strategy will be available in due course.	📈
Local	FICT174 Percentage availability of the Moray Council Website	99%	99.98%	100%	100%	100%	100%	100%	100%	99.99%	There were two minutes of downtime during Quarter 4 2020/21. This was planned activity as opposed to an operational issue. It was highlighted that the system resources were very low during work required to introduce updated web services. The web server was restarted on a number of occasions to resolve the issue with the system resources. Hence the very brief periods where the alert service	✅

Cat	Code & Name	Target	2018/19	2019/20	2020/21	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
											reported that the website was unavailable.	
Local	CS148 Corporate ICT - Customer Satisfaction Index (This indicator covers ICT Applications and ICT Infrastructure)		N/A	N/A	N/A	Measured annually					Due to COVID, this has not been completed this year.	
Local	FICT173 ICT Action Plan completion percentage (cumulative)	90%	65%	90%	50%	90%	20%	20%	20%	50%	Essential upgrades are continuing as priorities allow along with service improvement work based on priorities.	