2021-22 Quarter to June Human Resources & Organisational Development
Performance Report – Service Performance Indicators

Operational Performance Indicators

Cat	Code & Name	Target	2019/20 Value	2020/21 Value	2021/22 Value	Q1 2020/21 Value	Q2 2020/21 Value	Q3 2020/21 Value	Q4 2020/21 Value	Q1 2021/22 Value	Latest Note	Status
Local	CS146 Human Resources - Employee Engagement Index Score		69	N/A		Not measured for Quarters					Employee engagement takes place every 2 years. The next engagement is not due until 2021/22.	❓
Local	FS111 Payroll: Accuracy - Number	99.5%	99.89%	99.94%	99.91%	99.92%	99.96%	99.97%	99.9%	99.91%		✅
Local	FS112 Payroll: Accuracy - Value	99.85%	99.98%	99.99%	99.98%	99.99%	99.99%	99.99%	99.98%	99.98%		✅

2021-22 Quarter to June ICT
Performance Report – Service Performance Indicators

Operational Performance Indicators

Cat	Code & Name	Target	2019/20 Value	2020/21 Value	2021/22 Value	Q1 2020/21 Value	Q2 2020/21 Value	Q3 2020/21 Value	Q4 2020/21 Value	Q1 2021/22 Value	Latest Note	Status
Local	FICT173 ICT Action Plan completion percentage (cumulative)	90%	90%	50%		20%	20%	20%	50%	25%	Service Improvement work has continued as much as possible alongside essential upgrades	✅

Cat	Code & Name	Target	2019/20 Value	2020/21 Value	2021/22 Value	Q1 2020/21 Value	Q2 2020/21 Value	Q3 2020/21 Value	Q4 2020/21 Value	Q1 2021/22 Value	Latest Note	Status
											that have built up during COVID with progress as expected by the end of Q1.	
Local	CPS041 Help desk - Percentage resolution of calls within target timescale	90%	93.35%	83.69%		94.64%	81.22%	73.6%	84.62%			❓
Local	CS147 Schools ICT - Customer Satisfaction Index			N/A		Not measured for Quarters					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 This has been superseded by the preparation of the new strategy.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	CS148 Corporate ICT - Customer Satisfaction Index (This indicator covers ICT Applications and ICT Infrastructure)		N/A	N/A								❓
Local	FICT174 Percentage availability of the Moray Council Website	99%	100%	100%		100%	100%	100%	99.99%	100%		✅