

# 2022-23 Quarter to December Human Resources, ICT and Organisational Development 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				

## 3. Operational Service PIs - Human Resources



Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CS146	Local	Human Resources - Employee Engagement Index Score		N/A	N/A		Not measured for Quarters							

## 3. Operational Service PIs - Payroll









Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
FS111	Local	Payroll: Accuracy - Number	99.5%	99.94%	99.9%	99.91%	99.92%	99.8%	99.91%	99.88%	99.94%			

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
FS112	Local	Payroll: Accuracy - Value	99.85%	99.99%	99.98%	99.99%	99.97%	99.98%	99.99%	99.98%	100%			

### 3. Operational Service PIs - ICT Applications

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
FICT173	Local	ICT Action Plan completion percentage (cumulative)	69%	50%	90%	45%	75%	90%	20%	45%				

### 3. Operational Service PIs - ICT Infrastructure

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CPS041	Local	Help desk - Percentage resolution of calls within target timescale	90%	83.69%	84.78%	97.97%	83.58%	86.87%	97.68%	98.67%	97.65%	1745 out of 1787 calls resolved within target for all call priorities during Quarter 3 2022/23. Performance has been consistent during Quarter 3, with all targets having been met. It has taken longer than expected to fill of of the vacancies in the Support Team but this will be complete by mid January. This will enable work to be undertaken in relation to the backlog of calls on the desk.		
CS147	Local	Schools ICT - Customer Satisfaction Index		N/A	N/A		Not measured for Quarters							
CS148	Local	Corporate ICT - Customer Satisfaction Index (This indicator covers ICT Applications and ICT Infrastructure)		N/A	N/A		Not measured for Quarters							
FICT174	Local	Percentage availability of the Moray Council Website	99%	100%	100%	99.92%	100%	99.98%	100%	100%	99.69%	Performance exceeded target for Q3 2022/23. However, there were 271 minutes of downtime for the main Council website during Quarter 3 2022/23. This occurred in December and was caused by a content publishing process which failed to complete. This impacted on the server resources and caused the main Council website to become inaccessible. External		

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
												assistance was required to restart server. The website came back online immediately following the restart.		

#### 4. Benchmarking PIs

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CORP3b	Nat(b)	% of the highest paid 5% employees who are women	58.96%	61.05%	62.72%		Not measured for Quarters					<b>Moray 62.72%</b> (Rank 3 where 1 is highest) (Top 5% Female 106/Top 5% Employees 169)  Comparator Benchmarking Authorities: East Ayrshire - 55.47% East Lothian - 53.42% Fife - 60.71% North Ayrshire - 61.17% Perth & Kinross - 53.98% South Ayrshire - 59.72% Stirling - 61.63% <b>Scotland - 58.96%</b>	↑	✓
CORP3c	Nat(b)	The gender pay gap (%)	3.54%	6.16%	6.95%		Not measured for Quarters					<b>Moray</b> - The Gender Pay Gap - 6.95% (Rank 30th where 1 is the lowest) (Hourly Rate (Female) £15.27 / Hourly Rate (Male) £16.41 = 6.95%)  Comparator Benchmarking Authorities: East Ayrshire - 5.66% East Lothian - 4.15% Fife - 1.69% North Ayrshire - 1.58% Perth & Kinross - -1.06% South Ayrshire - 2.28% Stirling - -0.12% <b>Scotland - 3.54%</b>	↓	⛔