

2023-24 Quarter to September Human Resources, ICT & 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				

5. HR & Organisational Development - Operational Service – PIs - Human Resources

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
HROD004	Local	Human Resources - Employee Engagement Index Score		N/A			Not measured for Quarters							
HROD005	Local	Number of Health and Safety Incidents reported (target based on previous 3 years average per quarter)	42	168	171	74	41	38	43	41	33			
HROD006	Local	Number of Violence and Aggression Incidents reported (target based on previous 3 years average per quarter)	394	1,681	2,276	1,865	296	687	914	1,056	809	Education - 716 (Q2 covers Term 1 mid Aug to end Sept) H&S Corporate - 3 Care Facility - 90		

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
HROD007	Local	Working days lost due to industrial injury / accidents (based on average of past 3 years)	32	192	62	34	0	55	1	34	0		↑	✓

5. HR & Organisational Development - Operational Service – PIs - Payroll

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
FS111	Local	Payroll: Accuracy - Number	99.5%	99.9%	99.92%	99.91%	99.88%	99.94%	99.94%	99.91%	99.96%		↑	✓
FS112	Local	Payroll: Accuracy - Value	99.85%	99.98%	99.99%	99.94%	99.98%	100%	99.99%	99.94%	99.99%		↓	✓

6. ICT - Operational Service – PIs - ICT Applications

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ICT006	Local	ICT Action Plan completion percentage (cumulative)	22.5%	90%	90%	25%	45%	70%	90%	25%	TBC		↑	✓

6. ICT - Operational Service – PIs - ICT Infrastructure

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ICT007	Local	Help desk - Percentage resolution of calls within target timescale	90%	84.78%	98.2%	99.89%	98.67%	97.65%	98.79%	99.79%	100%	All calls (1695 in total) for all priorities, were resolved within target during Quarter 2 2023/24.	↑	✓
ICT008	Local	Percentage availability of the Moray Council Website	99%	100%	99.95%	100%	100%	99.8%	100%	99.99%	100%	There was no downtime for the Council website during Q2 2023/24.	↑	✓