2024-25 Quarter to March 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				

Section 6 - HR OD Operational PIs - Human Resources

Code	Code	Short Name	Current Target	2022/23 Value	2023/24 Value	2024/25 Value	Q4 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Q3 2024/25 Value	Q4 2024/25 Value	Latest Note	Short Term Trend Arrow	Status
HROD004	Local	Human Resources - Employee Engagement Index Score	Data only	N/A	59%	N/A	Not measured for Quarters					The latest Employee Survey closed out with 2024/25 reporting period on 4th April 2025.	❓	📈
HROD005	Local	Number of Health and Safety Incidents reported (target based on previous 3 years average per quarter)	43	172	177	137	45	19	32	43	43		➖	✅
HROD006	Local	Number of Violence and Aggression Incidents reported (target based on previous 3 years average per quarter)	643	2,280	3,775	3,766	995	890	791	894	1,191	Education - 1066 H&S Corporate - 5 Care Facility - 120	⬇️	🔴

Code	Code	Short Name	Current Target	2022/23 Value	2023/24 Value	2024/25 Value	Q4 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Q3 2024/25 Value	Q4 2024/25 Value	Latest Note	Short Term Trend Arrow	Status
HROD007	Local	Working days lost due to industrial injury/accidents	32	62	135	201	49	37	47	37	80	Three separate injures have attributed to the increase in days lost during quarter 4. (2 x broken bones, 1 x deep cut)	⬇	🔴

Section 6 - HR OD Operational PIs - Payroll

Code	Code	Short Name	Current Target	2022/23 Value	2023/24 Value	2024/25 Value	Q4 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Q3 2024/25 Value	Q4 2024/25 Value	Latest Note	Short Term Trend Arrow	Status
FS111	Local	Payroll: Accuracy - Number	99.5%	99.92%	99.92%	99.94%	99.88%	99.96%	99.96%	99.91%	99.95%		⬆	✅
FS112	Local	Payroll: Accuracy - Value	99.85%	99.99%	99.98%	99.99%	99.99%	100%	99.99%	99.99%	99.98%		⬇	✅

Section 6 - ICT Operational PIs - ICT Infrastructure

Code	Code	Short Name	Current Target	2022/23 Value	2023/24 Value	2024/25 Value	Q4 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Q3 2024/25 Value	Q4 2024/25 Value	Latest Note	Short Term Trend Arrow	Status
ICT007	Local	Help desk - Percentage resolution of calls within target timescale	90%	98.2%	99.93%	99.89%	99.95%	100%	100%	99.66%	99.85%	2001 out of 2004 calls, for all priorities, were resolved within target during Quarter 4 2024/25	⬆	✅
ICT008	Local	Percentage availability of the Moray Council Website	99%	99.95%	100%	100%	100%	100%	100%	100%	100%	There was no downtime for the Council website during Q4 2024/25.	➖	✅