

# APPENDIX 2








## Chief Executive's Office Performance Indicators 2009/10







Alert	Warning	OK	Unknown	Data Only
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C a t	Service Outcome/Statement	Code & Name	Targ et	200	200	200	Q2	Q3	Q4	Q1	Q2	Latest Note	Sta tus
				7/0 8	8/0 9	9/1 0	200 8/0 9	200 8/0 9	200 8/0 9	200 9/1 0	200 9/1 0		
S O	Scottish Government commitments are delivered and Scottish Government penalties avoided in the completion of community planning and national priorities	CE041 All community planning partners have agreed priorities and are signatories to the agreement in accordance with the Scottish Government timescales	Yes			Yes	No data for this range					The Single Outcome Agreement was signed in August	
S O	Scottish Government commitments are delivered and Scottish Government penalties avoided in the completion of community planning and national priorities	CE042 All departments deliver against their priorities with an auditable trail	Yes	No data for this range							Yes	Quarters 1 and 2 will be reported to the Community Planning Board and to the Council in November	
S O	Communities have a voice and engage with the Council, influencing the setting of council priorities	CE043 Community engagement structures contribute meaningfully to consultation exercises and provide regular feedback to services	Yes	No data for this range							Yes	The Community Support Unit has been established with remit to support community engagements structures in Moray (August 2009)	
S O	Partners are accountable for their community planning commitments	CE044 All community planning partnership has defined accountability and scrutiny arrangements in place	Yes	No data for this range							Yes	Scrutiny arrangements are being developed with the first draft of proposals to be submitted to the Community Planning Board in November	
S O	The public are protected	CE045 Emergency response plans developed in conjunction with other responder organisations	Yes	No data for this range							Yes	The Moray Council has contributed to the production of all appropriate Strategic Co-ordination Group (SCG) Moray Plans. Whilst the status of these plans is outwith the control of the Council, all plans in relation to the Moray area are up to date in terms of reviewing and exercising.	

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				7/0 8	8/0 9	9/1 0	200 8/0 9	200 8/0 9	200 8/0 9	200 9/1 0	200 9/1 0			Valu e
		CE045a Percentage of Moray Council Emergency Response Plans reviewed against schedule	33%	No data for this range							N/A	33%	The Control of Major Accident Hazards (COMAH) plan has undergone a review Moray Council Operational Response to Flooding will undergo a review in light of the recent flooding events and based on the outcomes from the debriefs in to them. Will be complete by end of Q4 The Moray Council Coastal Pollution response plan is under development and will be published by the end of Q4 The target is 33% for Q2 because 1 out of 3 reviews are scheduled to be complete at the end of Q2	
		CE045b Percentage of Moray Council Emergency Response Plans tested against schedule	50%	No data for this range							N/A	50%	The Control of Major Accident Hazards (COMAH) Plan was tested in Q1 Oil Pollution Plan will be tested in by Q3 The target is 50% for Q2 because 1 out of 2 tests are scheduled to be complete at the end of Q2	
S O	The provision of Council service delivery is protected in the event of an emergency or unexpected event	CE046 Business Continuity plans developed for all critical services	Yes								No	Q2 - Progress on plans was disrupted by recent flooding events and the threat of Pandemic which required a significant amount of officer time in preparing plans and liaising with partner organisations. Critical functions have been identified for all services. Templates for plans have been produced and are being distributed. Community Care have completed draft plans which will be tested in January 2010. It is anticipated that all departments will have Business Continuity Plans to assist in managing the continuation of critical functions by the end of December 2009.		
		CE046a Percentage of Moray Council Business Continuity Plans reviewed against schedule	N/A	No data for this range							N/A	N/A	Once plans are created they have to be reviewed annually as a minimum. This indicator will not require to be reported until 2010/11 as plans are currently being developed.	
		CE046b Percentage of Moray Council Business Continuity Plans tested against schedule	N/A	No data for this range							N/A	N/A	Once plans are created they require to be tested. A testing schedule will be developed as plans are created and will start to be implemented during quarter 4	
S S	We will respond to all Freedom of Information requests within 20 working days of the request arriving in the Council	CE015 Freedom of Information - Percentage of requests replied to within twenty working days	95%	91%	95.5%		97%	95%	98%	95%	97%	180 out of 185 were answered on time		
S S	We will answer all calls within 7 seconds (3 external rings)	CE034 Customer Care - Percentage of calls to public-facing helplines (excluding Moray Contact Centre) answered within seven seconds	85%	53.75%	59.25%		55%	62%	67%	67%	64%	Total number of calls of 44912 slightly up on the previous quarter but considerably less than the same quarter the previous year at 52630. Answering within 7 seconds was slightly down on the previous quarter at 64% by remains significantly ahead of the same quarter the previous year at 55% and reflects the main holiday season.		
S S	We will answer all calls within 7 seconds (3 external rings)	CE035 Customer Care - Percentage of calls to Moray Contact Centre answered within	85%				75%	71%	70%	74%	70%	A slight drop in call volumes for the quarter at 13611 but still significantly ahead of the 11527 of the same period last year. Answering with 7 seconds has fallen back a little to 70% from		

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		seven seconds										74% the previous month and 75% the same period last year, which may reflect the staff holiday period and the greater call volumes over the previous year when 7 second answering was at 75%.	
S S	We will provide annual Public Performance Reports on the Community Plan and Corporate Plan	CE036 Annual Public Performance Reports are published	Yes			Yes	No data for this range					Completed report published and available online 10 Oct 09	
S S	We will respond within 40 calendar days to Data Protection Requests arriving at the Council	CE037 Data Protection - Percentage of requests responded to within 40 calendar days	95%	No data for this range						100 %	100 %	0 out of 0 - no requests received in the quarter	
S S	We will publish Equality reports annually	CE038 Annual Equality Reports are published	Yes				No data for this range				This is an annual PI which will be reported after quarter 3. Progress and timetable below: Race Equality Workforce Monitoring Report published July 09 Gender Equality Scheme Annual Report published June 09 Race Equality Scheme Annual Report due November 09 Disability Equality Scheme Annual Report due December 09		
S S	We will remove graffiti within 14 days of reporting	CE039 Percentage of graffiti removed from walls within 14 days of reporting	95%	No data for this range						70 %	25 %	This represents a big drop from 70% graffiti removed in the last quarter. The main reason for this was that the machine for removing the graffiti was under repair for most of the period.	
S S	We will send a full response within 20 working days and if this is not possible send a letter explaining the reason why	CE040 Complaints - Percentage receiving a full response or a letter giving an explanation for the delay within twenty working days across Council	85%	No data for this range								Monitoring using the new database in place across the Council. The data tables produced for statistical analysis are currently being assessed for reliability to ensure accuracy. This work will be completed ready for reporting year to date at qtr 3. Some departments have already gone through this process and are able to report departmental complaints for quarter 1 and quarter 2.	