


Chief Executive's Office Performance Indicators 2009/10 Exceptions



Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SO	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	No	Draft plans are progressing in all departments albeit slowly in some services. The aim now is to consolidate the work carried out to date and achieve Business Continuity Plans across all critical functions by the end of March 2010. The recent heavy snow falls had an impact on service delivery across most departments with increased demands on some services as well as reduced staff availability and practical difficulties in providing other services such as Homecare. Community Care had intended to carry out a test of their Business Continuity Plan in Quarter 4. They will now carry out a review of their response to the situation as their plans have been tested by events rather than by a scheduled test. As Designing Better Services projects begin to be implemented there will be a need to review relevant existing Business Continuity arrangements to ensure that they remain valid	
SO	The provision of Council service delivery is protected in the event of an emergency or unexpected event	CE046a Percentage of Moray Council Business Continuity Plans reviewed against schedule	100%	No data for this range					N/A	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.	
SO	The provision of Council service delivery is protected in the event of an emergency or unexpected event	CE046b Percentage of Moray Council Business Continuity Plans tested against schedule	100%	No data for this range					N/A	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	

Appendix 2

Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SS	We will answer all calls within 7 seconds (3 external rings)	CE034 Customer Care - Percentage of calls to public-facing lines (excluding Moray Contact Centre) answered within seven seconds	85%	53.75 %	59.25 %		62%	67%	67%	64%	64%	Answer rates within 7 seconds have remained constant.	
SS	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%	42%	12 incidents in Qtr 3. 5 (42%) were removed within timescale. 3 were done slightly over timescale (1 day). 3 were removed 7 days over timescale. 1 was done 20 days over timescale and 1 remains outstanding (as of 13 January). Some of the jobs were delayed by the knock on effect to job schedules caused by the flooding emergency. The jobs which were still overdue in January have been affected by the weather conditions. In future the jobs will be issued with an expected completion date deadline.	