2026-27 Quarter to September People, Change & Community Strategy Performance Report – Service Performance Indicators

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

Operational Indicators
2. Health & Safety

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
HROD005	Local	Number of Health and Safety Incidents reported (target based on previous 3 years average per quarter)	36	94	114	78	13	17	37	43	35	Target amended for 2026/27 based on previous 3 years average (143), per quarter (36)		
HROD007	Local	Working days lost due to industrial injury/accidents	32	201	153	136	27	1	71	68	68	One ongoing absence case is inflating the figures.		
HROD024	MI	Working days lost due to workplace injuries or illness per 1,000 FTEs	Data Only		8.89	12.86	7.29	0.27	13.43	12.86	12.86			

Operational Indicators
3. Human Resources

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
HROD004	Local	Human Resources - Employee Engagement Index Score	Data Only	N/A	59.25%	N/A	Not measured for Quarters			Not measured for Quarters				

Operational Indicators
4. Organisational Development

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
HROD23	MI	% of employees completing required training (e.g., safeguarding, GDPR, health and safety) within designated timeframes.	Data Only		82%	86%		79%	85%	81%	91%	NB data and calculations under review		

Operational Indicators
5. Payroll

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
FS111	Local	Payroll: Accuracy - Number	99.5%	99.94%	99.94%	199.78%	99.95%	99.97%	99.94%	99.86%	99.92%			
FS112	Local	Payroll: Accuracy - Value	99.85%	99.99%	99.99%	199.97%	100%	100%	99.99%	99.98%	99.99%			

Operational Indicators
6. Performance Management

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CORP1	Nat(b)	Support services as a percentage of total gross expenditure	3.1%	3.7%	Not Published	Not Published	Not measured for Quarters			Not measured for Quarters		**Family Group Rank 5/8** **National Rank 14/32** North Ayrshire 2.3% East Ayrshire 3.1% Perth & Kinross 3.1% South Ayrshire 3.5% *Moray 3.7%* Fife 3.9% East Lothian 5.0% Stirling 5.1% **Family Group Average 3.7%** **National Average 4.0%**		