

2025-28 Quarter to June 2026 - Customer Experience, ICT & Digital Services

Performance Indicators – 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 - ICT Operational PIs ICT Infrastructure														
Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	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%	99.9%	99.9%		100%	99.9%	99.82%	100%	100%	All calls for all priorities, 1507 in total, were resolved within target during Quarter 1 2026/27		
ICT008	Local	Percentage availability of the Moray Council Website	99%	100%	100%		100%	100%	100%	100%	N/A	There was no downtime for the Council website during Q4 2025/26.		
ICT011	Local	Help desk - Percentage Resolution of Priority 1 Calls (within 4 hours)	95.0%	100%	100%		100%	100%	100%	100%	100%	All Priority 1 (6 out of 6) calls were resolved within target during Quarter 1 2026/27		
ICT012	Local	Help desk - Percentage Resolution of Priority 2 Calls (within 24 hrs)	90%	92.3%	100%		100%	100%	100%	100%	100%	All priority P2 calls (15 out of 15) were resolved within target during Q1 2026/27.		
ICT013	Local	Help desk - Percentage Resolution of other calls (within 2-5 days)	90.0%	99.9%	99.9%		100%	99.9%	99.8%	100%	100%	All P3/4 calls (1486 in total) were resolved within target during Q1 2026/27.		

Section 6 -Customer Service Operational PIs

Customer Services

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CPS058	Local(b)	Percentage of telephone calls answered against those received	93%	81.9%	83.1%		84.5%	85.8%	83.6%	79.1%	81%	Q1 comment: Q1 is traditionally busy for the Contact Centre. Although overall call volumes were around 3.5% lower than Q1 last year, performance was affected by reduced staffing following a leaver, increased demand in Revenues, Roads, Scottish Welfare Fund and Elections calls, and payment issues which required callbacks. A replacement member of staff is due to start week commencing 27 July 2026. Q1 performance was 81.00%, with 25,318 calls answered from 31,257 received.		
CPS062	Local	Customer Services - Customer Satisfaction Index	Data Only	N/A	N/A		N/A				Annual	Q1 comment: The planned one-off customer survey has been superseded by wider public engagement to support development of the Customer Engagement Strategy. Customer Services are supporting this by sharing survey links, adding information to email responses, providing paper copies at reception and assisting customers where required. The new CRM system will also support more regular collection of customer feedback, providing improved insight into customer experience throughout the year.		
CPS058a	Local(b)	Percentage of telephone calls answered within 60 seconds	75%	58.3%	56.3%		58.1%	59.6%	60.2%	48.2%	48.7%	Q1 comment: Performance was lower than Q1 last year, reflecting the same pressures noted under CPS058. These included reduced staffing capacity, increased demand in Revenues, Roads, Scottish Welfare Fund and Elections-related calls, and payment issues requiring callbacks. Although overall call volumes were lower, these factors reduced the team's ability to answer calls within 60 seconds.		
CPS058b	Local	Number of emails received from the public	Data Only	51,590	48,678		13,059	11,858	10,355	13,406	12,707	Q1 comment: Email volumes were broadly similar to Q1 last year, with 12,707 received compared with 13,059. Current figures still include some online forms routed to Customer Services for action. Future reporting will separate emails from online forms to give a clearer picture of demand by contact channel. Some areas, including Non-Domestic Rates, Roads and Housing, saw increased demand		
CPS058ci	Local(b)	Percentage of emails responded to within 2 working days	Data Only	92.57%	99.9%		99.92%	100%	99.6%	100%	97.4%	Q1 comment: Performance remained strong at 97.4%, but was slightly lower than Q1 last year. This appears to reflect an intense period of demand rather than an overall declining trend. Non-Domestic Rates emails increased by 46%,		

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
												largely due to annual billing and the requirement for all NDR rates relief claimants to reapply, creating an infrequent but significant increase in support requests. Roads emails also increased by 9%. Reduced staffing capacity and higher Revenues call demand also affected response times.		
CPS058d	Local	Percentage of abandoned calls	Data Only	20.1%	20.6%		15.5%	14.2%	16.4%	20.6%	19%	Q1 comment: Abandoned calls increased to 19.00% in Q1. This reflects the same pressures noted under CPS058 and CPS058a, including reduced staffing capacity, higher demand in Revenues, Roads, Scottish Welfare Fund and Elections-related enquiries, and payment issues requiring callbacks. These factors reduced availability to answer new calls and contributed to higher abandonment. Q1 performance was 5,939 abandoned calls from 31,257 received.		
CPS038	Local	ERDP: Percentage Conducted for the Year – Customer Services	100%	0%	21%		21%				Annual	Q1 comment: 10% of Customer Services ERDPs were completed in Q1. Four out of five managers have received their ERDP, with operational staff ERDPs planned for Q2 through scheduled one-to-one discussions, subject to operational capacity. The process will remain proportionate and focused on meaningful discussion, support needs, development and preparation for upcoming service changes.		