

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

Performance Indicators – Service Plan 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 4 - Strategic Level Outcomes PIs (CP) Strategic Framework; Financial, Workforce, Digital, Transformation Strategies. Performance Management Framework.														
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			
ICT001	Local	Number of services available to the public online	Data Only	116	121		121				Annual	10 new forms (including NDR Enquiries, Street Traders Compliance, Assisted Collections and National Entitlement Card Application) and 5 forms withdrawn (Housing Survey, Morriston Road & Lossiemouth Consultations, Library Application and Aberlour Youth Point).		
ICT002	Local	Number of users of online services	Data Only	142,572	143,633		143,633				Annual	Logins to customer portal - 143,633 (+0.7%) Total registered myAccount users increased from 42,679 last year to 46,080 (+8%)		

Section 5 - Service Level Outcomes PIs

5.3 Assurance

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			
ICT003	Local	% of online workforce completing e-learning modules	80%	N/A	33%		N/A	40%	N/A	33%	49%	Training Module on Social Engineering was launched on 27 May 2026. Uptake to date is 49%. Report to CLT planned to highlight low uptake and to obtain support to improve this going forward.		

Section 5 - Service Level Outcomes PIs

Health & Wellbeing

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			
HRICTOD 001	Local	Average number of days lost per FTE (Customer Experience, ICT & Digital Services)	Data Only	N/A	N/A		N/A	N/A	1.1	1.5	2.3	No. days lost per FTE below Moray Council average of 3.6 days		
HRICTOD 001a	Local	% of Sickness absence per FTE (Customer Experience, ICT & Digital Services)	Data Only	N/A	N/A		N/A	N/A	2.0%	2.7%	4.1%	% Absence is below Moray Council average of 6.4%		