

2025-28 Quarter to September 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	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			
ICT007	Local	Help desk - Percentage resolution of calls within target timescale	90%	99.9%	99.9%		99.9%	99.82%	100%	100%	100%	All calls for all priorities, 1437 in total, were resolved within target during Quarter 2 2026/27		
ICT008	Local	Percentage availability of the Moray Council Website	99%	100%	100%		100%	100%	100%	N/A	N/A			
ICT011	Local	Help desk - Percentage Resolution of Priority 1 Calls (within 4 hours)	95.0%	100%	100%		100%	100%	100%	100%	100%	New Committee PI All Priority 1 (3 out of 3) calls were resolved within target during Quarter 2 2026/27		
ICT012	Local	Help desk - Percentage Resolution of Priority 2 Calls (within 24 hrs)	90%	92.3%	100%		100%	100%	100%	100%	100%	New Committee PI All priority P2 calls (6 out of 6) 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%		99.9%	99.8%	100%	100%	100%	New Committee PI All P3/4 calls (1430 in total) were resolved within target during Q2 2026/27		
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Section 6 -Customer Service Operational PIs

Customer Services

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			
CPS057	Local	Total number of telephone calls received	Data Only	N/A	126,630		31,253	27,747	35,228	31,257	29,087	New Committee PI Q2 comment: approximately 7% reduction in incoming calls compared to same period last year.		
CPS058	Local(b)	Percentage of telephone calls answered against those received	93%	81.9%	83.1%		85.8%	83.6%	79.1%	81%	86%	Q2 comment: Data included in this figure is from 1st July to 15th Sept inclusive. Granular level data required to produce this figure from 16th to 30th Sept is not available due to a significant telephony outage that occurred on the afternoon of 15th Sept. BT have confirmed that the existing Contact telephony system cannot be restored. Customer Services and ICT therefore implemented a contingency solution, enabling the Contact Centre to resume answering calls by mid-afternoon on Wednesday, approximately 24 hours after the initial outage.		
CPS058a	Local(b)	Percentage of telephone calls answered within 60 seconds	75%	58.3%	56.3%		59.6%	60.2%	48.2%	48.7%	62%	Q2 comment: As per CPS058 above data included in this figure is from 1st July to 15th Sept inclusive. Data from 16th Sept to 30th Sept is not available due to previously mentioned outage.		
CPS058b	Local	Number of emails received from the public	Data Only	N/A	41,165		10,201	8,795	10,911	10,716	9,708	Q2 comment: 9% reduction in emails compared to previous month; 4% reduction compared to same period previous year.		
CPS058bi	Local	Number of online forms submitted via website	Data Only	N/A	4,408		843	996	1,865	1,107	1,115	New Committee PI Q2 comment: 1% increase compared to previous quarter. 32% increase compared to previous year, driven by significant increase in online repair requests received.		
CPS058ci	Local(b)	Percentage of emails responded to within 2 working days	Data Only	92.57%	99.9%		100%	99.6%	100%	97.4%	99.2%	Q2 comment: Performance remained strong at 99.2% which is broadly similar to Q2 last year.		
CPS038	Local	ERDP: Percentage Conducted for the Year – Customer Services	100%	0%	21%		21%			Annual				
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		

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			
												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.		