



OSC Report - Finance & Resources - Performance, People and Innovation Mar-2021

Indicator Name	Results Mar-2021	Last Months Results Dec-20	Last Years Results Mar-20	RAG	Comments	Actions
Dacorum Delivers - Performance excellence						
HR02a - Turnover of staff	9 % Info Only	8 % Info Only	7 % Info Only		Approver Comments: A healthy staff turnover rate is considered to be anything under 15%.	No Info
HR04a - Total days lost through SHORT TERM sickness absence	734.03 Days Info Only	657.62 Days Info Only	1084 Days Info Only		Approver Comments: The sickness scrutiny group continue to review all short term sickness on a monthly basis to identify any cases where there is a cause for concern and that formal procedures are being followed where applicable. Sickness absence trends are also analysed to ensure that policy decisions/initiatives are implemented.	No Info
HR04b - Total days lost through LONG TERM sickness absence	779.11 Days Info Only	1276 Days Info Only	1187.5 Days Info Only		Approver Comments: This is a positive result from last quarter. The sickness scrutiny group continues to monitor all long term sickness cases to ensure the Council is doing all it can to support staff back to work.	No Info
HR04F - Long term sickness as a percentage of total sickness	51.49% 779.11 / 1513.14 Info Only	65.99% 1276 / 1933.62 Info Only	52.28% 1187.5 / 2271.5 Info Only		Approver Comments: No comments.	No Info
HR04e - Short term sickness as a percentage of all sickness	48.51% 734.03 / 1513.14 Info Only	34.01% 657.62 / 1933.62 Info Only	47.72% 1084 / 2271.5 Info Only		Approver Comments: No comments	No Info
ICT01 - Percentage of incidents resolved in less than 2 days	289.43% 3780 / 1306 Target: 90%	311.56% 4393 / 1410 Target: 90%	320.24% 5601 / 1749 Target: 90%	0 0 4	Approver Comments: The ICT Service Desk have continued to provide effective support throughout the quarter in difficult circumstances and under great pressure, missing the performance target very narrowly.	No Info
ICT02 - Availability of primary systems (office hours)	100% Target: 100%	100% Target: 100%	100% Target: 100%	0 0 4	Approver Comments: Consistent availability throughout the quarter demonstrating resilience of core systems.	No Info
HR03 - Total days lost through sickness absence	1489.68 Days Info Only	1933.62 Days Info Only	2271 Days Info Only		Approver Comments: A good reduction in days compared to the last quarter and the same quarter last year.	No Info

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HR05 - Average days lost due to sickness absence per FTE - profiled target	0.7 Days 1489.68 / 2114.78 Info Only	0.92 Days 1933.62 / 2107.69 Info Only	1.11 Days 2271 / 2044.98 Info Only	0 0 1	No Comments	No Info
ICT06 - Total number of incidents and service requests reported (ICT)	2598 Info Only	2455 Info Only	3366 Info Only		No Comments	No Info
Dacorun Delivers - Reputation and profile delivery						
WEB03 - Number of Website Users	221413 Info Only	188258 Info Only	172080 Info Only		Approver Comments: An increase of 17.6% in website traffic in the previous quarter and more than 28% over the same quarter last year.	No Info