

## Digital

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
ICT01	Percentage of incidents resolved in less than 2 days	85.20%	90.00%	67.81%	90.00%	85.00%	90.00%	✓	
ICT02	Availability of primary systems (office hours)	99.77%	99.00%	100.00%	99.00%	100.00%	99.00%	✗	
ICT06	Total number of incidents and service requests reported (ICT)	2,590		2,372		2,914		✓	
WEB03	Number of Website Users			146,973		175,776		?	

People

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
HR02a	Turnover of staff	12		12		17		→	Similar to previous quarters, 12%. Healthy staff turnover is considered to be around 10-15%.
HR03	Total days lost through sickness absence for the council (OSC)	2,356.12		2,488.90		2,270.91		n/a	<p>The total days sickness absence is less than the last quarter and similar to the same quarter last year.</p> <p>The main contributors to this is musculoskeletal, COVID, surgery and mental health related sickness. The Council's Sickness Scrutiny Group continue to meet monthly to review sickness absence and highlight any causes for concern that may require further investigation or a formal meeting, along with reviewing long term sickness cases to ensure we are doing all we can to support people back to work.</p> <p>Work continues to progress on health and wellbeing initiatives (seminars/courses/support signposting, free fitness classes), additional counselling support services for specific areas (homelessness), mental health training for managers in areas of high sickness relating to this subject, physio support for front line staff and identifying trends in musculoskeletal injuries to establish what improvements may be needed in work place safety.</p> <p>It has been reported that across LA's in Hertfordshire the rise in sickness absence is a common theme.</p>
HR04a	Total days lost through SHORT TERM sickness absence (OSC)	958.30		1,030.77		1,072.65		n/a	Please refer to comments in HR03
HR04b	Total days lost through LONG TERM sickness absence (OSC)	1,397.77		1,458.13		1,198.26		n/a	Please refer to comments in HR03

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HR04e	Short term sickness as a percentage of all sickness (OSC)	40.67%		41.41%		47.23%		✓	Please refer to comments in HR03
HR04f	Long term sickness as a percentage of all sickness (OSC)	59.33%		58.59%		52.76%		n/a	Please refer to comments in HR03
HR05	Average days lost due to sickness absence per FTE (OSC)	1.11		1.17		1.05		n/a	Please refer to comments in HR03.