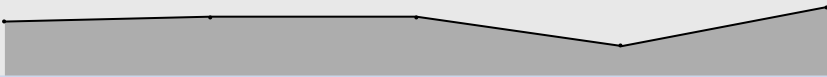
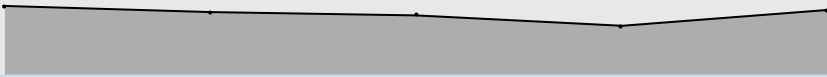
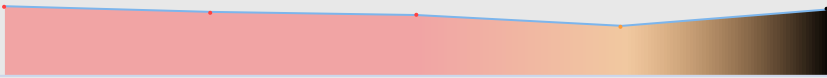


Finance & Resources OSC  
People & Transformation Report


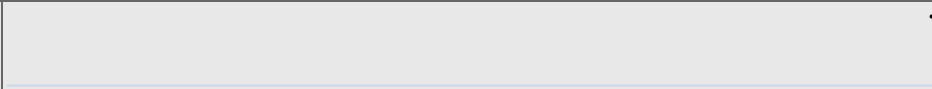
Performance Scorecard F&C OSC- Digital

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
ICT01(Q)	Percentage of incidents resolved in less than 2 days (Q)	Mar 2023	83.59	90.00	✔	

## Performance Scorecard F&R OSC- People

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
HR02a	Turnover of staff	Mar 2023	14.00%		✔	
Under 15% annual staff turnover is considered as a healthy industry standard						
HR03 (Q)	Total days lost through sickness absence for the council (OSC)	Mar 2023	2,574.26		n/a	
<p>The sickness is higher than last quarter, but lower than the same quarter last year (2,739 days). The main contributors to this is musculoskeletal, Cold/Flu and mental health related sickness. The Council's Sickness Scrutiny Group continue to meet monthly to review sickness absence and highlight any cases that are causing for concern that may require further investigation or a formal meeting and exploring whether we are doing all we can to support people back to work.</p> <p>Work continues to from HR to support the management of sickness absence, this includes: the delivery of mental health first aid courses throughout the rest of the financial year for managers who have high areas of mental health absence in their teams, agreed an on site physio process and costs at Cupid Green to commence in April for a 6 month pilot, health and wellbeing bulletins to staff, Food nutrition classes delivered by CAD, created a new Cost of Living internal web page to offer support/guidance to staff, chasing up outstanding return to work interviews, Clinical counselling sessions for staff in high emotional roles (pilot in Housing), discounted food offerings on trial with the staff recognition group. We are also exploring introducing some wellness days for staff so that they can receive a medical examinations from a qualified nurse.</p> <p>Alongside all this work, HR and H&amp;S has recently conducted a review of DSE assessment compliance to ensure that both DSE assessments have been undertaken at both home and office locations. In the summer there is to be a leadership development course launched for all middle managers which will focus on many aspects of good leadership. We are currently in the planning stage of a leadership development programme, in which HR will be looking to ensure supporting staff through change and how we best manage anxious staff will be factored in to the programme.</p>						
HR05 (Q)	Average days lost due to sickness absence per FTE - profiled target (Q)	Mar 2023	1.22		✘	

## Performance Scorecard F&C OSC- Transformation

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
CS01 (Q)	Percentage of stage 1 complaints resolved in 10 days for the Council (Q)	Mar 2023	73.44%			
CS02 (Q)	Percentage of stage 2 complaints resolved in 20 days for the Council (Q)	Mar 2023	68.00%			
CSU10 (Q)	Call Handling: Average wait time (Q)	Mar 2023	755.67	300.00		