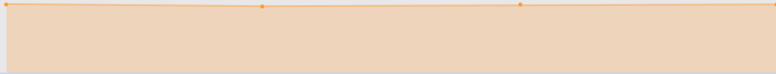


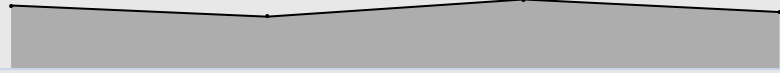


Finance & Resources OSC  
People & Transformation Report

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)	Jun 2023	84.82%	90.00%	✓	

## Performance Scorecard F&R OSC- People

Measure Code ↑	Measure	Date	Actual	Previous Quarter	DoT	Performance Trend
HR02a	Turnover of staff	Jun 2023	7.00%	14.00%	✖	
Staff Turnover is lower than the last quarter and still within the standard healthy industry guide of less than 15%.						
HR03 (Q)	Total days lost through sickness absence for the council (OSC)	Jun 2023	2,146.50	2,574.26	✔	
<p>The sickness outturn is lower than last quarter and lower than the same quarter last year. Detailed analysis shows the main contributors to sickness absence were musculoskeletal, Cold/Flu and mental health. HR work with management to assess cases to understand the reasons for the absence so that a tailored approach can be devised. For cases of work-related sickness, mechanisms are in place to identify the 'possible cause', so that managers can find solutions to alleviate these pressures whilst still setting expectations of work delivery. Alternatively, for cases including home life stressors, there are many support processes in place such as: occupational health; counselling; sign posting to external support; and our mental health first aider programme. The sickness scrutiny group continues to meet monthly to assess all sickness absence and looks to identify trends and areas of concern. Any such cases will be escalated to a more formal route as per the policy. This group also monitors return work interview compliance, as well as carrying out spot checks on whether managers are in regular contact with their staff whilst off sick from work. The sickness scrutiny group continues to assess all long-term sickness cases each month to ensure the Council is doing all it can to support staff back to work, by ensuring we have the latest medical information from our Occupational Health team, looking at what adjustments we can make to roles and where cases need to be escalated to a formal process in line with the policy. We work closely with managers to ensure regular contact is made with staff who are absent from work as this is a critical aspect to help staff back to the workplace. HR also continue to send out staff wellness offers which includes courses, webinars, exercise classes and other support. These focus on a dedicated topic and also link into national themes around wellness. The Council continues to promote our mental health first aider programme, where we have a cohort of trained staff who can be the first port of call for our workforce should they need some assistance. We also offer free confidential helpline to staff where they can seek professional advice and counselling in certain cases. We also are continuing to run our staff engagement group which is focusing on health and wellbeing issues/solutions. HR has been undertaking further interventions which have been approved by the strategic leadership team to help reduce sickness absence, the key actions include: Implementing Mental Health First Aid awareness 'lite' course for managers where there is a high level of mental health issues in their teams, having a physio on site for front line staff (Pilot commenced at Cupid Green), working with H&amp;S on musculoskeletal cases - to identify trends, appropriate PPE and training needs. We have also recently commissioned a clinical counselling service for front line staff who are dealing with traumatic/emotional caseloads, the pilot will be run in the homelessness team, and we will roll out to other teams if it is successful. The HR team has arranged Food nutrition classes delivered by CAD, created a new Cost of Living internal web page to offer support/guidance to staff. 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	Average days lost due to sickness absence per FTE (OSC)	Jun 2023	0.99	1.22	n/a	



## Performance Scorecard F&C OSC- Transformation

Measure Code	Measure	Date	Actual	↓ Target	DoT	Performance Trend
CS01 (Q)	Percentage of stage 1 complaints due and resolved in the month within policy period (Q)	Jun 2023	51.22%		↓ ✗	
CS02 (Q)	Percentage of stage 2 complaints due and resolved in the month within policy period (Q)	Jun 2023	55.56%		↓ ✗	
CSU10 (Q)	Call Handling: Average wait time (Q)	Jun 2023	788.67	300.00	↓ ✗	