




Finance & Resources OSC  
People & Transformation Report

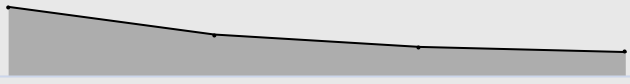

Performance Scorecard F&C OSC- Digital

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
ICT01(Q)	Percentage of incidents resolved in less than 2 days (Q)	Sep 2023	86.56%	90.00%	✔	

## Performance Scorecard F&R OSC- People

Measure Code ↑	Measure	Date	Actual	Previous Quarter	DoT	Performance Trend
HR02a	Turnover of staff	Sep 2023	10.00%	7.00%	✔	
In line with a healthy staff turnover industry standard.						
HR03 (Q)	Total days lost through sickness absence for the council (OSC)	Sep 2023	2,216.00	2,146.50	✘	
<p>The sickness outturn is similar to the last quarter, but lower than the same quarter last year. The following actions continue to progress to assist with reducing absenteeism: - Sickness Scrutiny Group continues to meet to review all sickness cases to ensure managers are progressing staff though the sickness policy and we are doing all we can to get staff back to work. • The on site physio at Cupid Green has re-commenced in September. Slots are being fully utilised. • Health and wellbeing bulletins to staff. A staff survey was launched in June on future wellness activities they would like to see implemented. The first event was held in September which is a staff picnic. A further wellness activity programme will then be developed and a 'bake off event' is being held over Christmas. A time to talk session was held for staff on mental health awareness day. • We are running financial wellbeing workshops for staff throughout the Autumn to assist with the cost of living crisis. - we will be administering the flu vaccination for staff in the Autumn. This has commenced and we have arrange an onsite nurse to administer at Cupid Green to assist with take up numbers • Chasing up outstanding return to work interviews. The HR team is reviewing their directorates monthly sickness and chasing managers where RTW's are not completed. • Clinical counselling sessions for staff in high emotional roles. Next steps being discussed. • In September there is to be a leadership development course launched for all middle managers which will focus on many aspects of good leadership. One aspect programmed in is how we support staff wellbeing and manage change effectively. - HR has been working with the TUs to improve the sickness absence policy especially in relation to workplace injuries.</p>						
HR05	Average days lost due to sickness absence per FTE (OSC)	Sep 2023	1.02	0.99	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)	Sep 2023	42.06%		✘	
CS02 (Q)	Percentage of stage 2 complaints due and resolved in the month within policy period (Q)	Sep 2023	30.00%		✘	
CSU10 (Q)	Call Handling: Average wait time (Q)	Sep 2023	611.00	300.00	✔	