

Finance & Resources OSC
People & Transformation Report

Digital Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
ICT01 (Q)	Percentage of priority 1 & priority 2 incidents resolved in less than 2 days (Q)	Jun 2024	97.40%	90.00%		?	.

The primary performance indicator (ICT01 - Percentage of priority 1 & priority 2 incidents resolved in less than 2 days) was green this quarter at 97% against a target of 90%. Information at work, a system used by Housing and Revenues and Benefits, was down for a short period in April and there were issues with Outlook in June. Both issues have now been fully resolved.

People Performance Summary

Measure Code ↑	Measure	Date	Actual	Last Quarter's Actual	Last Year Actual	DoT	Performance Trend
HR02a (Q)	Turnover of staff	Jun 2024	9.00	10.00	7.00	✓	

Similar to last quarter, and again in line with industry standard healthy staff turnover rate.

HR03 (Q)	Total days lost through sickness absence for the council (Q)	Jun 2024	2,088.50	2,605.50	2,146.50	✓	
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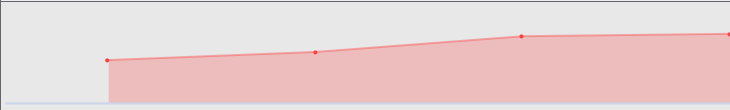
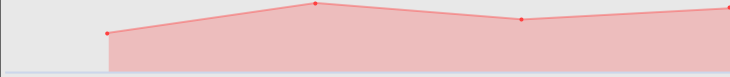
Significantly lower than the last quarter and lower than Q1 the previous year.

Working continues with the sickness scrutiny group - identifying how we support staff back to work and escalating cases to a formal route when there is a cause for concern. There is also an action plan to help reduce sickness absence in waste services, this will be focusing in on how we ensure safer working practices for our staff in an attempt to reduce the number of absences relating to musculoskeletal, as this is the highest absence reason in this service area.

HR05 (Q)	Average days lost due to sickness absence per FTE - profiled target (Q)	Jun 2024	0.93	0.99	0.94	✓	
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Transformation Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
CS01b (Q)	Percentage of stage 1 complaints escalated to stage 2 within the period (Q)	Jun 2024	12.11%	10.00%	17.82%	✓	

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
CS02a (Q)	Percentage of stage 1 complaints due and resolved in the month within policy period (Q)	Jun 2024	71.53%	90.00%	31.76%	↓ ✓	
CS02b (Q)	Percentage of stage 2 complaints due and resolved in the month within policy period (Q)	Jun 2024	63.89	90.00	36.36	↓ ✓	
CSU10 (Q)	Call Handling: Average wait time (Q)	Jun 2024	367.00	420.00	788.67	↓ ✓	