
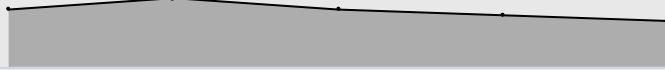
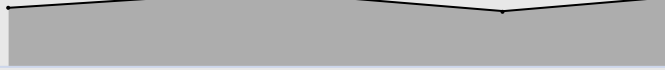



Finance & Resources OSC
People & Transformation Report

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)	Sep 2024	97.37%	90.00%		✘	

People Performance Summary

Measure Code ↑	Measure	Date	Actual	Last Quarter's Actual	Last Year Actual	DoT	Performance Trend
HR02a (Q)	Turnover of staff	Sep 2024	8.00	9.00	10.00	✔	
HR03 (Q)	Total days lost through sickness absence for the council (Q).	Sep 2024	2,619.00	2,088.50	2,216.00	✘	
<p>The sickness outturn for quarter 2 (2619 days) which is higher than quarter 1 (2088 days). Detailed analysis shows the main contributors to sickness absence were musculoskeletal, Cold/Flu and mental health. Another cause for the rise has been long term sickness, unfortunately the Council has experienced a peak in cases where staff qualify for ill health retirement. These cases tend to result in employees being absent for a long period of time. We have also experienced some delays in progressing these cases from the local government pension scheme process and awaiting NHS medical information to progress these cases quicker. These process issues are currently being addressed. Work is underway in supporting the highest sickness absence teams across the Council to explore what bespoke interventions can be put in place to help reduce absenteeism. The first area identified was Waste Services, where there is now an action plan to address the areas of concern. Work is underway to ensure safe practices are in place and all risks are being identified, which should help with reducing musculoskeletal absences. The Council's Health and Safety team is leading in this review. Clean, Safe and Green also now have an action plan to support them in reducing their absence. Housing Operations is the next team that HR will be supporting. 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 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 link into national themes around wellness. 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, with the next focus being offering 'lunch and learn' sessions on trying something new. A poll has been conducted to understand what wellness sessions will be of interest to staff.</p>							
HR05	Average days lost due to sickness absence per FTE (OSC)	Sep 2024	1.14	0.93	0.87	n/a	

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)	Sep 2024	9.87%	10.00%	13.39%	✓	
CS02a (Q)	Percentage of stage 1 complaints due and resolved in the month within policy period (Q)	Sep 2024	73.48%	90.00%	44.19%	✓	
CS02b (Q)	Percentage of stage 2 complaints due and resolved in the month within policy period (Q)	Sep 2024	60.53	90.00	39.13	✗	
CSU10 (Q)	Call Handling: Average wait time (Q)	Sep 2024	290.00	420.00	611.00	✓	