

Finance & Resources OSC
People & Transformation Report


Digital Performance Summary

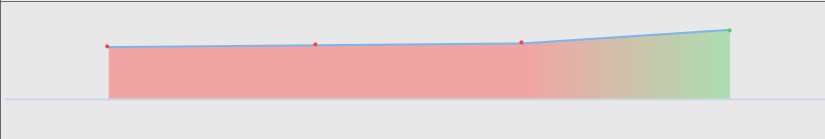
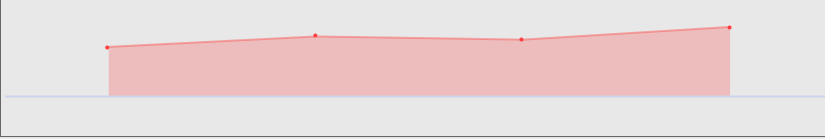
Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
ICT01 (Q)	Percentage of priority 1 & priority 2 incidents resolved in less than 2 days (Q)	Dec 2024	96.00%	90.00%		✘	

People Performance Summary

Measure Code ↑	Measure	Date	Actual	Last Quarter's Actual	Last Year Actual	DoT	Performance Trend
HR02a (Q)	Turnover of staff	Dec 2024	10.00	8.00	12.00	✘	
Staff Turnover for this quarter remains within the healthy industry standard range.							
HR03 (Q)	Total days lost through sickness absence for the council (Q).	Dec 2024	2,752.00	2,619.00	2,619.50	✘	
HR05	Average days lost due to sickness absence per FTE (OSC)	Dec 2024	1.21	1.14	1.21	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)	Dec 2024	6.67%	10.00%	8.90%	✔	

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)	Dec 2024	92.31%	90.00%	52.65%	✔	
CS02b (Q)	Percentage of stage 2 complaints due and resolved in the month within policy period (Q)	Dec 2024	74.19	90.00	69.23	✔	
CSU10 (Q)	Call Handling: Average wait time (Q)	Dec 2024	232.67	420.00	257.33	✔	