

Appendix 4

Our People Promise Performance Indicators

| Benefit | Measurement | Baseline | Baseline explanation | 2017/18 Target | Target explanation | Owner | Measurement Frequency | Where reported |
|--------------------------------|--|---|--|----------------|---|------------------|-----------------------|----------------|
| Increase in staff satisfaction | Staff Survey : “I feel there is a clear sense of direction in the organisation” | 37% | 2017 figure | 47% | 10% identified as significant shift | Alison McManamon | Bi-Annual | Staff Survey |
| | Staff Survey: “Changes in my service are led, managed and supported in an open way” | 46% | 2017 figure | 56% | 10% identified as significant improvement | Alison McManamon | Bi-Annual | Staff Survey |
| | Staff Survey: “The council feels like one big team working collaboratively for the good of our customers” | 23% | 2017 figure | 33% | 10% identified as significant improvement | Geoff Raw | Bi-Annual | Staff Survey |
| Improved staff wellbeing | Days lost to sickness per year | 10.95 | Days per employee per annum at the end of Q4, 16/17. | 9.3 | 15% reduction | Dave Kuenssberg | Quarterly | FirstCare/PIER |
| | Improved results in staff wellbeing | TBC following survey analysis – June 2018 | | | | | | |

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| survey | | | | | | | | |
| A more diverse workforce | Improvement in workforce diversity | Various diversity targets | These are set out in our Corporate Performance Indicator Report | As already set | Council's workforce is monitored against targets set in relation to the make-up of the city's population | Alison McManamon | Annual (& quarterly in OPD reports) | Corporate Performance Indicator Report to ELT & annual Workforce Equalities Report |
| Reduction in use of agency staff to cover hard to fill posts | Reduction in spend and in length of assignment | £7,5m | 2016-17 figure | £6.1m | 20% reduction Is significant shift | Katie Ogden | Quarterly | Quarterly MI report |
| Improved effectiveness of leadership and management | Staff survey management effectiveness indicator | TBC following discussion with Ixia (September 2018) | | | | Alison McManamon | Bi-annual | Staff Survey |