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Public Health
Wales

Performance and Insight Report (Workforce Extract For People and Organisational Development Committee

December 2024



Key Performance Indicator Summary



People Governance	In Focus	Target	Dec-24	Committee
12m Rolling Sickness Absence FTE %		<3.25%	4.20%	People & OD
Statutory and Mandatory Training		85%	92.3%	
Appraisal Compliance		85%	84.8%	
Diversity ESR Data		N/A	76%	
Financial Governance			Dec-24	
Revenue Position Forecast		Breakeven	Breakeven	Audit & Corporate Governance
Capital Year-End Position		Breakeven	Breakeven	
Agency Spend, % of Total Pay Bill		<2.1%	1.5%	
Public Sector Payment Policy (PSPP)		95%	98.37%	
Information Governance			Nov-24	
Freedom of Information Request		Within 20-Days	3 exceeded	Audit & Corporate Governance
Subject Access Request		1 Month Average	0 exceeded	
Personal Data Breaches Reported (Escalated)		N/A	6 (0)	
Mandatory Information Governance Training		85%	89%	
Clinical Governance			Dec-24	
Moderate or above harm incidents (YTD)*		N/A	5 (60)	Quality, Safety and Improvement
Number of externally reported incidents (NRI's, EWI, RIDDOR, IRMER) - In Month - (Rolling 12m)		N/A	2 (11)	
Incident Closure Compliance**		85% PHW	61%	
Formal Complaints - Acknowledged within 5 working days**		75% WG 95% PHW	100%	
Formal Complaints – Responded to within 30 working days**		75% WG 95% PHW	100%	
Informal Complaints – In Month (Rolling 12m)		N/A	4 (103)	

*This data is YTD from 1 April 2024.

**Note Incidents and Complaints require 30 working days for closure, therefore this data pertains to October 2024.

Key: RAG Status

Click on the Focus Area Icon for additional assurance

■ >10% outside target ■ Within 10% of target ■ Achieving target ■ Not applicable / TBC



People Governance



Sickness Absence



Decreased by **0.86%** in December 2024. There have been seasonal increases in Sickness Absence over the winter period, and the latest figure is comparable to December 2023.

12 Month Rolling Absence



Remains **above** the national target and has fluctuated around 4% over the past two years.



Additional assurance is provided in the focus area on pages 7 & 8.

Appraisal and Development Reviews



Has fallen just slightly **below** the NHS Wales target.



This follows a period of 5 months where the organisation has been above the target.

Additional assurance is provided in the focus area on page 6.



Statutory and Mandatory Training



Remains **above** target in December 2024.



All Directorates continue to **exceed target** within the financial year.

The module reporting lowest completion is *Foundations in Improvement* (84.3%), which was introduced as a mandatory training e-learning module from April 2024.

Equality and Diversity

We encourage all staff to record their diversity data in ESR so that we can use the data effectively and ensure we are meeting the needs of our workforce.



This is the current percentage of completed Diversity data recorded for our staff. We have continued to see an **increase** in data completeness over the past 4 years.



In Focus: Appraisal and Development Reviews

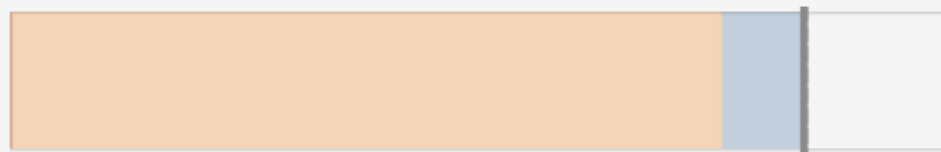


Compliance Performance

Appraisal compliance has dropped just slightly below the Welsh Government target, which is set at 85% to allow for staff who are unable to participate in appraisals (e.g. staff on maternity leave, secondees). This follows a period of 5 months where we have been above target (note – reported retrospectively taking into account updated data being reported following the monthly refresh).

Compliance is at risk of falling under compliance over the next 3 months if appraisals fail to be undertaken. This will have the most impact on the Health Protection & Screening Services and Board & Corporate Directorates, who have the highest percentage of appraisals that are due soon.

84.8%
of reviews completed within 12 months
vs a target of 85%



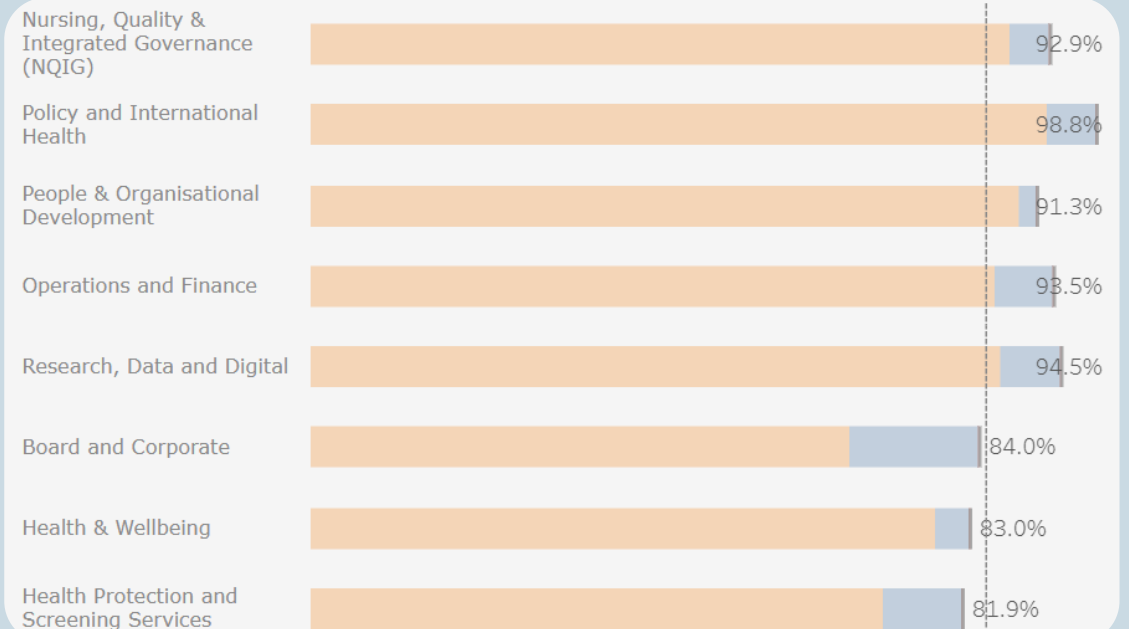
Grey – current compliance — vs target
Blue – appraisals due in next 3 months



Compliance by Directorate

Latest figures show that five Directorates are achieving compliance with the national target, with three Directorates below target levels. Directorates not delivering the target will need to develop and commit to a recovery trajectory. The People and OD team are working with Directorates to understand barriers to undertaking and recording My Contribution and to offer further support as required.

There is also a significant range in compliance across our Directorates ranging from 98.8% in Policy and International Health to 81.9% in Health Protection and Screening Services.





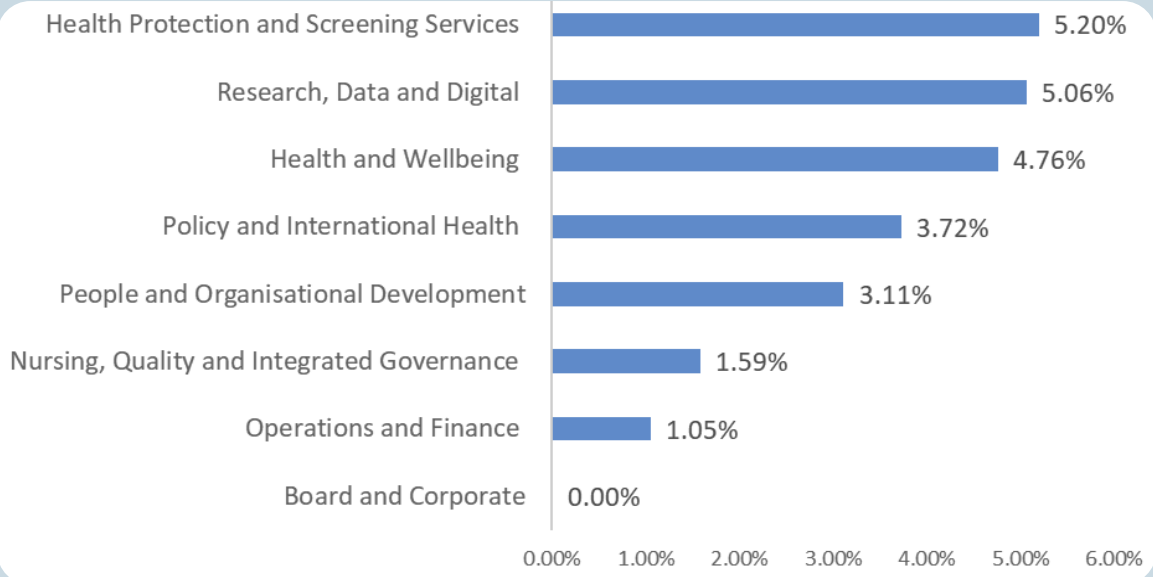
In Focus: Sickness Absence



Sickness Absence by Directorate

A decrease in sickness absence has been reported in December, falling from 5.3% in November to 4.5% in December.

The People & OD team will closely monitor this data over the coming months, as the organisation moves through the winter period. The breakdown by Directorate for December 2024 is provided below.



Sickness Absence by Absence Reason

When focussing on Absence Reasons over the same period, the top 5 reasons for sickness absence are shown in the chart below.

Anxiety/stress/depression/other psychiatric illnesses has consistently been the number 1 reason for sickness absence across NHS Wales, and we have seen an increase of FTE days lost related to Cold, Cough, Flu – Influenza.



- S10 Anxiety/stress/depression/other psychiatric illnesses
- S13 Cold, Cough, Flu - Influenza
- S98 Other known causes - not elsewhere classified
- S12 Other musculoskeletal problems
- S25 Gastrointestinal problems



In Focus: Sickness Absence



Advice and Support

On-site visits and HR clinics are in place to provide an opportunity to meet with managers to discuss any absence issues and identify opportunities to improve the management of sickness absences in their teams.

The supporting template documents, e.g. for sickness notification and return to work discussions, continue to be accessed regularly by colleagues and managers via the intranet and the new 'all-in-one' guides have been launched to provide a first port of call for managers and individuals, to help navigate the various stages of the policy.

The All-Wales Managing Attendance at Work (MAAW) Policy is currently being reviewed to ensure it is up to date and in keeping with an increasingly person-centred policy approach which supports the health and wellbeing of employees in the workplace to sustain their attendance at work.

Data Analysis

Sickness absence data and accompanying insights have been provided to the Research, Data and Digital Directorate, and to Policy and International Health to help inform local management of any sickness absences.

Learning and Development

The People and OD team is finalising the content for a Managing Attendance at Work (MAAW) 'masterclass' development session which will be available from February 2025.

The People and OD team hope to reinforce the importance of [MAAW learning and development](#) for all managers. Development sessions will run monthly for the remainder of 2024/25 and one-to-one advice and support is also available through [HR clinics](#) or via [People Support](#).