

* = Lower figure is an improvement

Appendix I - Measures

Corporate Support Measures (fields of Human Resources and Savings)

Measure - definition	2013-14	2014-15	2015/16	Direction of Ambition	Latest Information
Human Resources Advisory Service					
1. CHR/002 in the Strategic Plan Number of days of sickness absence per head	5.82	6.07	5.99	Maintain	6.23
2. Number of employment cases referred to the Employment Appeals Committee, and the number of appeals approved by that Committee (i.e. contrary to the employer's original decision).	-	-	4 appeal cases. 3 appeals approved by the Committee.	Gwelliant	1 appeal case held since November 2016 meeting; the appeal was allowed
3. Opinion of a sample of Council managers who state that the Service contributes positively towards their ability to deliver. (Score out of 10)					-
Comments					
2. Since April 2016 5 appeal proceedings had been carried out, with one of them going against the employer's original decision.					
3. No information has been collected at the moment because the team is considering changing how that information is collected.					
Health, Safety and Welfare Human Resources Service					
1. Number of RIDDOR incidents (figures for the quarter in brackets)	76 (19)	63 (14)	44 (7)	-	26 (10)
2. Number of H&S inspections (and the resulting number of lack of compliance cases)	-	-	-	-	Number of low risk sites: 11 Number of moderate risk sites: 8 Number of high risk sites: 2 Number of exceptionally high risk sites: 0

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3. Satisfaction questionnaires (score out of 10)	-	-	-	-	8.5
4. Number of Occupational Health interventions that have been targeted based on absence figures (what will be the impact of those interventions in due course?)	-	-	-	-	-
5. Number of HSE interventions and the number of material deficiencies	-	-	-	-	No interventions in Q. 3
Comments					
2. Many examples of good practice have been identified and attention has been given to them as outlined in the report ..					
3. Attention has been given to suggestions for improvement.					
Support Unit					
CG15 Satisfaction percentage of applicants regarding the experience of applying for a post with the Council and to identify whether there are any barriers which have created unnecessary problems (and therefore if it is possible to abolish them)	-	-	-	Improvement	100%
CG16 Satisfaction percentage of Managers and relevant staff within the Council regarding the service and to identify the barriers they may experience which create problems for them while servicing the people of Gwynedd (and therefore if it is possible to abolish them)	-	-	-	Improvement	90%
Comments					
Steps put into place in order to respond to the lack of satisfaction cases where we have an influence over the situation.					
Organisational Development Service					
CG06 Percentage of staff on a sample basis who feel that the benefits they can take advantage of have a positive impact on their satisfaction with the Council as an employer	-	62%	64%	Progress	73%
Learning and Development					
CG01 Staff satisfaction with the learning provision that helps them to provide a better service for the people of Gwynedd. (Score/10)	-	-	7.8	-	8.3
CG02 Managers' satisfaction with the learning provision that helps their staff to provide a better service for the people of Gwynedd. (Score/10)	-	-	7.6	-	8.1

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CG03 Satisfaction of Members who feel that the learning provision helps them to achieve their role effectively to provide a better service for the people of Gwynedd (Score/10).	-	-	-	Setting a Baseline	9.7
Comments Steps put into place in order to respond to the lack of satisfaction cases where we have an influence over the situation.					