

* = Lower figure is an improvement

Appendix 2 - 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	2.08	1.89	2.13	Maintain	2.19 (end of June)
Number of days of sickness absence per head					
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.	Improvement	1 appeal case and the appeal was refused by the Committee.
3. Opinion of a sample of Council managers who state that the Service contributes positively towards their ability to deliver. (Score out of 10)					8.3
Comments					
3. Matters raised and steps have been taken in order to respond to those matters.					
Health, Safety and Welfare Human Resources Service					
1. Number of RIDDOR incidents (figures for the quarter in brackets)	76 (21)	63 (13)	44 (16)	-	7 (Q.1)
2. Number of accidents across the Council	2637 (608)	3361 (711)	2920 (784)	-	673 (Q. 1)
3. Number of H&S inspections (and the resulting number of lack of compliance cases)	-	-	-	-	3
4. Satisfaction questionnaires (score out of 10)	-	-	-	-	7.8
5. Number of Occupational Health interventions that have been targeted based on absence figures (what will be the impact of those interventions in due course?)	-	-	-	-	7 clinics held
6. Number of HSE interventions and the number of material deficiencies	-	-	-	-	2 inspections

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Comments					
3. Planning Policy (25 - low risk); Building Conservation (23 - medium risk); H&M - using the old system, 1 serious lack of compliance, 5 minor 4. Themes have come to light and discussions have been held in order to address the matters. 5. We will investigate the after-effect of the clinics to see whether or not there is a reduction in absences following the sessions. 6. Plas Maesinla – 22.04.2016; Plas Ogwen – 22.06.2016					
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	90%
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	Annual Measure
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	8.4	-	8.4
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	8.3	-	8.2
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	9.8
Comments					
Steps put into place in order to respond to the lack of satisfaction cases where we have an influence over the situation.					
Savings Team					
Arb01 Efficiency savings amount achieved as a percentage of the total savings	-	-	-	Improvement	67.45%
DT3.1b Savings amount achieved	-	-	-	-	£6.81m

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