

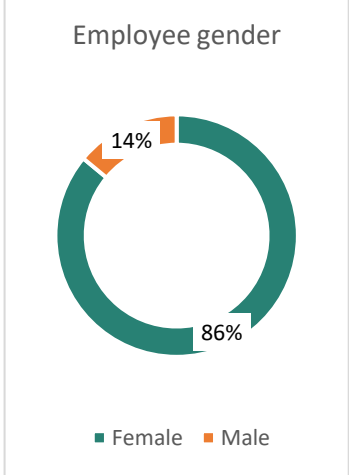
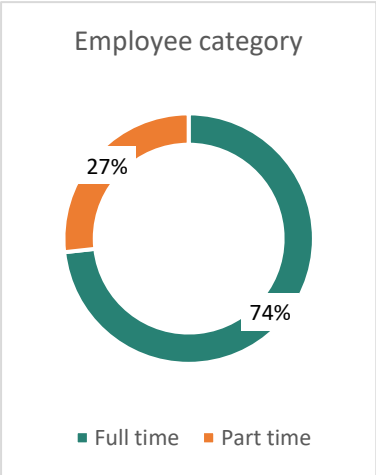
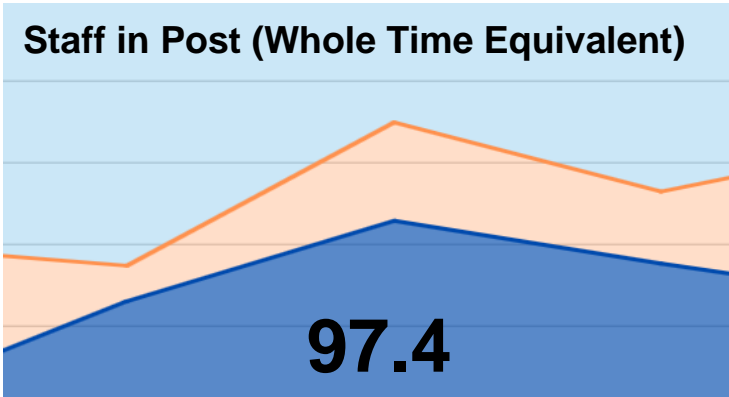


Eich llais mewn iechyd | Your voice in health
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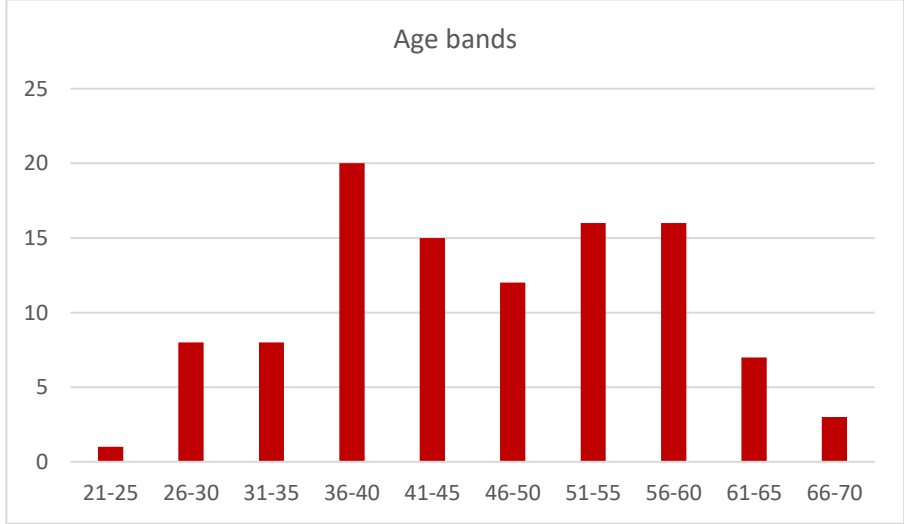
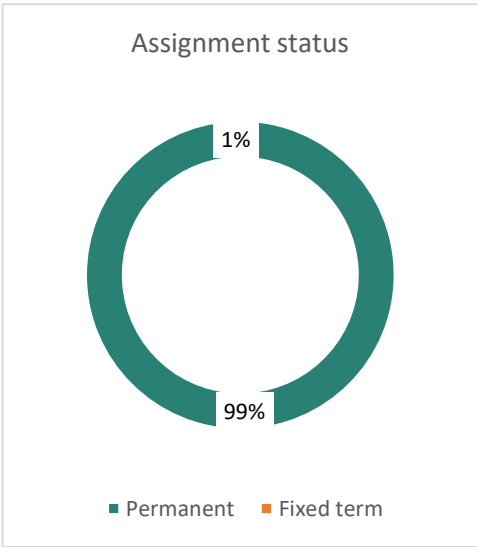
People performance dashboard

October 2024 - December 2024

Employee transformation & sustainability of workforce



Total staff in post:
106



Employee transformation and workforce sustainability

| | Male | Female |
|----------------|------|--------|
| Band 3 | 1 | 4 |
| Band 4 | 1 | 23 |
| Band 5 | 0 | 12 |
| Band 6 | 5 | 32 |
| Band 7 | 3 | 10 |
| Band 8a | 1 | 0 |
| Band 8b | 3 | 7 |
| Band 8c | 0 | 1 |
| Band 8d | 1 | 1 |
| VSM | 0 | 1 |

Posts Advertised:

October 2024 – December 2024

3

Bank/Agency Staff:

October 2024 – December 2024

4

Job Description evaluation:

October 2024 – December 2024

0

New starters:

October 2024 – December 2024

2

Gender:

Female

2



Male

0



| Job title | Status |
|---|--|
| EDI & wellbeing lead | Appointment made (pre-employment checks) |
| Director of Comms, Engagement and Insight | Awaiting shortlisting |
| Insights and Engagement Officer | Appointment made (start date 13 January 2025) |

| What the chart tells us | Areas of Concern | Actions/Mitigations |
|---|--|--|
| <p><u>Staff in Post</u> At the end of December 2024 Llais employed 106 members of staff with a whole time equivalent of 97.4 staff</p> <p>1% (1) of the workforce is currently on a fixed term contract</p> <p>86% (91) of the workforce are female</p> <p>14% (15) work part time</p> <p><u>Vacancies / Recruitment</u></p> <p>3 roles were advertised externally:</p> <ul style="list-style-type: none"> • Equity, Diversity, Inclusion and Wellbeing Lead • Director of Communications, Insights and Engagement • Insights and Engagement Officer <p>As of 8 January 2024, one role is awaiting shortlisting, one is undergoing pre-employment checks and one has a start date confirmed of 13 January 2025.</p> <p>During this period, there were 3 Job descriptions undergoing evaluation. One of them had been returned, seeking further information.</p> | <p><u>Staff in post</u> There is only one fixed term contract. The post was advertised as fixed term for 20 months to cover a period of sabbatical for an employee. That employee has since left the organisation via VERS (Voluntary Early Release Scheme)</p> <p><u>Bank/Agency Staff</u> There were 4 individuals working for Llais as either Bank or Agency staff at the start of the reporting period.</p> <p>Information is held by the recruiting manager and not within the people team.</p> | <p>Strict review of any fixed term roles should continue to be completed within appropriate timeframe</p> <p>Males working with Llais are mostly at a more senior level (Band 6 and above). Further analysis and discussions required to look at the attraction of posts going forward.</p> <p>A basic guidance/procedure document has been produced to share with regions to ensure that basic data is held within the People Team.</p> <p>A spreadsheet has been created and is held within Workforce.</p> |

| | | |
|--|--|--|
| A total of 2 new starters joined Llais during the reporting period, both were females. | | |
|--|--|--|

Great place to work

Turnover - percentage of staff retained

100%

There were no leavers during this period

What the chart tells us

Turnover

Turnover shows a rate of 0% during the period October – December 2024.

A healthy turnover rate for the UK 10% with the UK approximate being 15%

Llais over the last quarter had an employee retention rate of 100%.

Employee health and wellbeing

**Sickness absence percentage
 Oct – Dec 24:**

3.84%



**Sickness absence:
 Average number of staff
 lost per month:**

4.12 WTE

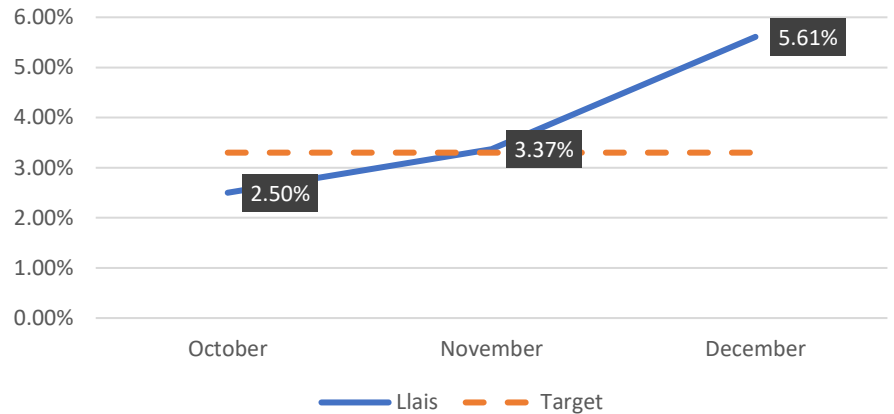


Return to work discussions %

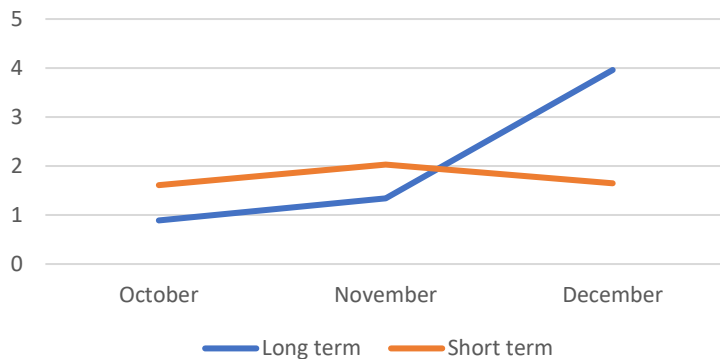
0% - 60% 60% - 80%
 80% - 100%



Llais sickness absence timeline



Absence Long Term / Short Term

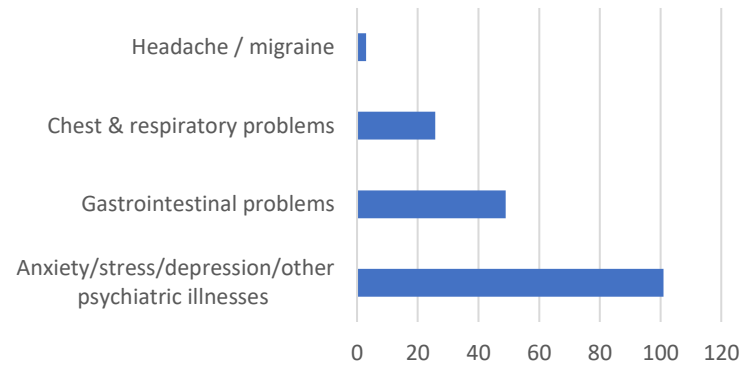


**Total number of
 days lost during
 Quarter 3 due to
 sickness
 absence:**

373



Top 4 absence reasons by days lost



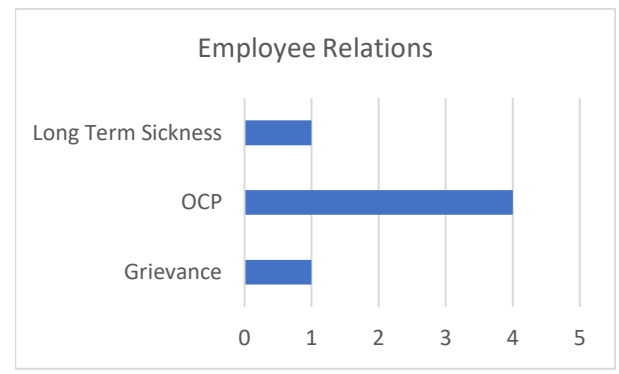
| What the chart tells us | Areas of concern | Actions/Mitigations |
|---|---|---|
| <p><u>Sickness Absence</u> Sickness for Q3 reported at 3.84%, which is a slight increase on last quarter's average of 3.70%. The target for the organisation is 3.30%</p> <p>The return-to-work interviews recorded on ESR for the quarter remains at 66.67%.</p> <p>Although the sickness rate lowered this quarter, we saw an increase in the loss of whole time equivalent (WTE) staff to 4.12.</p> <p>The total number of days lost during the reporting period was lower, however, at 373 days lost, compared to the previous quarter, which was 508.</p> <p>One absence has been recorded as work-related.</p> <p>The four top reasons for sickness are accountable for around half of all sickness during the reporting period. These were:</p> <ul style="list-style-type: none"> • Anxiety/stress/depression/other psychiatric illness (101 days lost) • Gastrointestinal problems (49 days lost) • Chest & respiratory problems (25.8 days lost) • Headache/migraine (3 days lost) | <p><u>Sickness Absence</u> Anxiety/stress/depression accounts for nearly a quarter of the sickness absence recorded and is the leading cause of long-term sickness during this period.</p> <p><u>Return to Work Interviews</u> It is important that the return-to-work meeting is conducted (and recorded on ESR) on the first day of return to work or as early as possible after the employee returns.</p> <p>It provides the opportunity to review the employees health and to offer any appropriate support to in their return to work. This will ensure they feel listened to and receive any appropriate reasonable adjustment necessary. This will result in a more positive experience for them when it is difficult to return to work.</p> | <p><u>Return to Work Interviews</u> Review the number of return-to-work interviews that were undertaken during the quarter and liaise with Managers to understand the reasons for any not being completed</p> <p>Create a basic guidance/procedure document to issue to managers including guidance on recording on ESR.</p> <p>Provide workshops/support meetings for managers to assist with managing absence. This will be introduced to a small group in the first instance to ensure detail is relevant and to allow for feedback to make any changes/improvements for future sessions</p> <p>Take proactive steps to support and encourage wellbeing at work, including promoting the 15 minute wellbeing break and holding regular 1:1 meetings with staff.</p> |

Employee transformation and workforce sustainability

| ESR Mandatory e-Learning Courses |
|--|
| Equality, Diversity and Human Rights |
| Fire Safety |
| Health, Safety & Welfare |
| Infection Prevention and Control |
| Information Governance |
| Moving and Handling |
| Resuscitation |
| Safeguarding People |
| Violence and Aggression (Wales) Module A |
| Improving Quality Together - Bronze Level |
| Violence Against Women, Domestic Abuse and Sexual Violence |
| Paul Ridd |

e-Learning update – 8 January 2025

| | Percentage compliant |
|---|----------------------|
| Fire Safety | 34.90% |
| Health & Safety | 52.77% |
| Infection Prevention and Control | 34.90% |
| Information Governance | 18.87% |
| Treating Me Fairly (Equality & Diversity) | 61.32% |
| Total Average Percentage | 40.75% |



| What the chart tells us | Areas of Concern | Actions/Mitigations |
|--|---|---|
| <p><u>Mandatory e-Learning</u> Percentage of compliance has decreased since the previous quarter. This is likely due to the expiry in some courses, an increase in staff since the last reporting period, as well as some discrepancies identified from the data transfer via NWSSP.</p> <p><u>Performance appraisal & Development</u> The ESR system shows that the compliance rate for the organisation for recording Appraisal Performance and Pay Progression Meetings is 10.62% a slight increase since Q2.</p> <p><u>Employee relations</u> We continue to receive queries and questions regarding Employee Relations where we provide ongoing support and advice. This proactive approach helps to reduce the number of cases being dealt with formally.</p> <p>There was one ongoing formal case in relation to Long Term Sickness Absence.</p> <p>The organisational changes in relation to potential office relocation have continued with one additional region going through the consultation process during this time.</p> | <p><u>ESR Mandatory e-Learning</u> It has been identified that compliance on ESR is not currently accurate. A recent meeting with NWSSP gave assurances on the provision of reports and data transfer, however, issues continue to be identified.</p> <p><u>Performance appraisal and Development</u> Appraisal Performance and Pay Progression meetings should be undertaken for staff and recording on ESR system</p> | <p><u>ESR Mandatory e-Learning</u> Further data analysis is required to identify the areas of discrepancy and feedback provided to NWSSP to assist with rectifying any issues.</p> <p><u>Performance appraisal and development</u> Guidance/procedure document to be produced and shared with managers to ensure that they are taking place and also being recorded on the ESR system. Added to the People SharePoint Site.</p> |