

Item: 12

Title: Workforce dashboard

Gweithredu / Action required	To note.
Amseru / Timing	Routine
Argymhelliad / Recommendation	Board is asked to consider the contents and note the report
Risg / Risk	There are no direct workforce risks relating to this paper. However, the information provided in the report and dashboard relates to wider risks expressed in Llais's network of risk registers.
Cyllid / Finance	There are no direct finance implications in relation to this report.
Amcan Cynllun Corfforaethol / Corporate Plan Objective	5 - Grow and improve as an organisation
Ecwiti, Amrywiaeth a Chynhwysiant / Equity, Diversity & Inclusion	N/A on this occasion
Cyfathrebu / Communications	Please tick one of the following boxes if this activity will have an impact on: Internal: our people <input checked="" type="checkbox"/> External: our customers/partners/stakeholders <input checked="" type="checkbox"/> External: our organisation's reputation <input checked="" type="checkbox"/>
Cymeradwyaeth / Approval/Clearance	Alyson Thomas (Chief Executive)
Trafodaethau/ Penderfyniadau Blaenorol / Previous discussions/decisions	Standing agenda item at Board meetings. The first workforce dashboard was presented to the September 2024 Board meeting. The workforce dashboard is subject to detailed consideration at the Workforce, Remuneration

	and Terms of Service Committee for discussion before consideration by Board.
Awdur/ Cyflwyno / Author/presenting	Joanne Bolton (Strategic Director of Operations & Corporate Services)
Dyddiad / Date	15 January 2025
Cefndir / Background	
<p>Board receives a quarterly workforce dashboard. The dashboard provides a summary position of key performance indicators for people and organisational development, along with some commentary on what the chart tells us, areas of concern and actions or mitigations in place.</p>	
Manylion / Detail	
<p>Key themes</p> <p>The main themes arising from the workforce dashboard for the period October to December 2024 relate to staff wellbeing, sickness levels, mandatory e-learning and performance appraisals. An overarching theme relates to the quality of data collected:</p> <ul style="list-style-type: none"> ▪ The staff wellbeing survey was carried out during this quarter. There was a high level of engagement with the survey. The results were mixed, but they gave a clear indication that further action is needed to address well-being concerns, including focusing on workloads. We are working with staff to respond to the issues raised. ▪ This quarter has seen an increase in sickness levels, and in particular a rise in long-term sickness. In some cases, work related stress has been identified as a reason. We will continue to monitor and respond to this at an organisational level. At an individual level, colleagues are being supported in their return to work, either through phased returns or reasonable adjustments. <p>A review of sickness reporting has identified some areas for improvement in timely reporting of sickness, and in carrying out and recording key actions such as return to work interviews. The importance of managing and reporting sickness related actions in line with our policy was discussed at Tîm Arwain on 14 January 2024. Although some assurance was provided that the return to</p>	

work discussions are taking place, more work is needed to ensure these are clearly recorded and reported.

- Although completion rates for mandatory e-learning is getting better, there are continued concerns that some colleagues have not yet completed the training, with capacity challenges being identified as the reason. Tîm Arwain has agreed further action to make sure dedicated time is provided for staff to complete the learning.

Problems with data accuracy continue to impact on our ability to identify an accurate picture of staff completion of mandatory e-learning. Continued actions are underway with our service provider to address this.

- Performance appraisal levels are low. Action is underway to better understand the reasons for the low recorded levels, so that targeted action can be taken to make sure appraisal discussions take place and are recorded by the end of March 2025.

Upcoming actions by the people, well-being and organisational development team

- Recruitment to the role of Director of Communications, Engagement and Insight will progress in January 2025.
- A dedicated project team, including colleagues volunteering from across the organization will start their review and deep dive into the recent staff survey results, with the aim of co-producing solutions.
- Supporting line managers and staff to engage with and carry out performance appraisals, and enabling the delivery of identified learning and development needs.