



The Scottish Parliament  
Pàrlamaid na h-Alba

# Workforce Analytics: Q3 Dashboard

24 January 2022

Reference: LG (2022) Paper 008

## Executive summary

1. The LG Quarterly Dashboard is part of a suite of workforce analytics provided at regular intervals and includes details of our workforce key performance indicators (KPIs) as reported in the Organisational Quarterly Performance Report.
2. The purpose of this paper is to:
  - highlight some of the trends and results within the Q3 Dashboard.
  - to provide an update on Wellbeing Week 2021.

## Issues and options

### Quarter 3 Dashboard

#### Key Performance Indicators/Trends

3. The attendance rate this quarter is slightly below target at 95.7% which is down 1.1% on the previous quarter.
4. The increase in unplanned absence to 4.3% is due to an increase in sickness absence which is up 0.8% on quarter 2. There has also been a slight increase in special leave of 0.2% mainly as a result of increased 'normal' special leave.
5. Sickness absence continues to trend higher than the same period last year, 3.3% this year compared to 1.9% in 2020. Looking at the reasons for absence, there has been a 50% increase in the number of hours absent due to minor illnesses compared to quarter 2. Minor illnesses account for 42% of all sickness absence, absence due to mental health reasons accounts for 28% and 16% of total sickness absence is for musculoskeletal reasons.
6. Turnover for this quarter is 2.3% which is a reduction on the two previous quarters (3.8% and 2.4% respectively). Retirements continue to make up a third of all leavers as they have in the previous 2 quarters.

7. The staff survey was undertaken in quarter 3 and LG will be considering a separate paper on this. We have two KPI's which are tracked against the response rate to the following questions in the survey 'I feel confident that my employer has made the right decisions to keep me safe whilst carrying out my role' and 'I feel proud to work for my organisation'. Scores in the previous survey were 83% and 86% respectively and in this survey were 71% and 80%. An action plan will be developed to address the outcomes of the staff survey and progress against this will be reported in future dashboards.

## **Wellbeing**

8. Wellbeing Week took place in quarter 3. 26 events were scheduled and 160 SPS staff, 50 MSP staff and 1 MSP engaged with at least one session. 151 evaluation forms were completed by attendees and 84% reported that the session met their expectations.
9. A breakdown of attendance by Group is shown alongside high-level data taken from the staff survey results. The data shows that of the 3 of the 4 Groups with the lowest wellbeing risk index score had the highest levels of attendance at wellbeing week and the highest engagements scores.

## **Annual Leave**

10. Leadership Group have agreed a target of the end of February 2022 for all staff to have annual leave booked for the remainder of the leave year on TRS. Group Heads are provided with data on a monthly basis to enable them to track this. An update on progress towards this target will be provided at the LG meeting on 7<sup>th</sup> February and thereafter will be reported in the Quarterly Dashboard.

## **Recruitment**

11. Recruitment data shows the number of applications received from people from minority ethnic backgrounds and success rates at interview and appointment stage. This data allows us to monitor progress on our commitment to increase the diversity of our workforce and to measure the outcomes of our Recruitment Plan 2022-23.
12. Of the 17 recruitment campaigns in this quarter, 10 were internal and 7 were external. No appointments were made in 2 of these campaigns due to lack of suitable candidates. We can see from the data that 26 applicants were from minority ethnic backgrounds of which 6 progressed to interview stage and 2 applicants were appointed.
13. During this quarter we have used a targeted approach to encourage more applications from people from a minority ethnic background to apply for our Assistant Clerk pool. This campaign is currently ongoing and we will report on the outcome of this in quarter 4.

## **Annual Workforce Dashboard**

14. We have committed to providing an annual Workforce Dashboard as part of our suite of analytics. This will provide Leadership Group with the opportunity to review medium and longer term trends at an organisational level including turnover, absence and engagement levels, the implications of these measures and to consider any required interventions or re-alignment of our people policies. The annual dashboard will be provided following the publication of the final Quarterly Dashboard.

## **Governance**

15. Equalities data is provided in the Dashboard. There are no equalities implications arising from this report.

## **Resource implications**

16. There are no resource implications arising from this report.

## **Communications**

17. There are no additional communications requirements arising from this report. The KPI's will be published in the Quarterly Performance Report.

## **Publication Scheme**

18. This paper can be published in accordance with the Publication Scheme.

## **Next steps**

19. There are no next steps arising from this report.

## **Decision**

20. LG is invited to:

- Note the content of the Q3 Dashboard and the update on Wellbeing Week
- Note the intention to publish an Annual Workforce Dashboard at the conclusion of this reporting year.

**People and Culture Office**  
**Pay and Pensions Office**

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