Customer Services and Organisational Development - Priority Performance Indicators

PI Title	Frequency	24/25 Baseline 2024/25			25/26 target 2025/26	Rationale for Inclusion	Link to LOIP priority
		Value	Target	Status	Target		
Complaints - % of complaints answered within timescale	Quarterly	68.99%	100%	🔴	100%	This will measure the Council's performance in responding to customer complaints within SPSO timescales.	Fair and equitable services
% of employees who have PDR conversations (LGW and Chief Officers)	Quarterly	11.04%	85%	🔴	85%	Operationally formal PDRs had not taken place in all areas, however, shorter term objective setting conversations have taken place. HROD undertook review of approach to PDR with consideration given to future developments of Talent/Career Development modules which will come online in 2026. Review looked at simplifying the PDR paperwork and whilst ensuring clear links to workforce strategy plans, eLearning and locality based model of delivery. With the new process launched as pilot within CS&OD and LiP being issued to the wider workforce on the revised format and further communicated at the leadership forum.	Cross cutting for all services delivering LOIP priority outcomes
% of employees who have PDR conversations (Education Non-teaching)	Quarterly	N/A	85%	N/A	85%	This performance indicator has been separated out for Education and runs in-line with the Academic Calendar with Q1 being reflective of July – September. Operationally formal PDRs had not taken place in all areas, however, shorter term objective setting conversations have taken place. HROD undertook review of approach to PDR with consideration given to future developments of Talent/Career Development modules which will come online in 2026. Review looked at simplifying the PDR paperwork and whilst ensuring clear links to workforce strategy plans, eLearning and	Cross cutting for all services delivering LOIP priority outcomes

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						locality based model of delivery. With the new process launched as pilot within CS&OD and LiP being issued to the wider workforce on the revised format and further communicated at the leadership forum.	
% of employment contracts issued on or before day 1 of employment	Quarterly	53.01%	95%	🛑	95%	Issuing contracts is a legal requirement and work continues on rationalising templates to increase efficiency alongside improvement to streamline recruitment process. There remain significant challenges due to the resources that have been available in the team in the last year and competing priorities on implementation of the new HR/payroll system. It is anticipated the following migration to Oracle improvements within this KPI will be sought.	Best Value
Percentage of the highest paid 5% of employees who are women	Quarterly	61.52%	50%	✅	50%	Supporting workforce profile and equality in workforce. Fluctuation may vary by quarter based on turnover.	Cross cutting for all services delivering LOIP priority outcomes
Sickness absence days per employee	Quarterly	12.03	9	🛑	9	Supports workforce and service planning and delivery. Reviewed in line with national data available through LGBF.	Cross cutting for all services delivering LOIP priority outcomes