

Haringey Council's People & OD Scorecard

ORGANISATIONAL FITNESS

Ability of organisation to deliver excellent services

	Freq.	Score	Target	Rating
% of staff understand Haringey's aims & objectives	2 yr	90		←
% of staff believe their performance has improved due to L & D	2 yr	64		←
% of staff believe different parts of the Council work well together	2 yr	47		←
% of staff believe the way we do things keeps improving	2 yr	68		←
% of residents think Haringey are doing a good job	A	64		←
% of residents think Haringey keep them informed & involved	A	67		←
% of residents are satisfied with complaint handling	A	28	33.5	←
% of employees with over 2 and less than 10 yrs service	Q	49.4	60	↑
% of voluntary leavers within 1st year	Q	12.9	10	↓
% of internal promotions	Q	8.4	10	↑
RIDDOR reportable accidents per 100,000 employees	Q	28.5	281	↓
Redeployment savings	A	£ 105,346		←
No. of FTE employees Council sickness equates to	M	292	261	↑

Effectiveness Index %

ORGANISATIONAL PERFORMANCE

Effectiveness of organisation in managing people performance

	Freq.	Score	Target	Rating
% who believe their opinion is sought on decisions about their work	2 yr	64		←
% who feel their manager gives them timely performance feedback	2 yr	63		←
% that have a written work plan or appraisal	2 yr	75		←
% of staff who were clear about Council aims & objectives when joining	2 yr	60		←
% of ET claims won by employee	A	6.25	10	←
Average no. of days suspended	Q	121	70	↓
% of teams with recorded absence	M	85	90	←
% of employees attending booked training courses	Q	96	90	↑
Sickness absence rate	M	10.04	8.8	↑

Effectiveness Index %

PEOPLE & OD CUSTOMER FOCUS

Degree to which People & OD delivers services that meet customers expectations and provide value

	Freq.	Score	Target	Rating
% of employees rating training courses as Good/Excellent to obj being met	Q	83	80	↑
Employees per HR & ODL professional	A	85	95	←
Recruitment speed (no. of weeks)	Q	11.24	10	↓
% of successful redeployees	A	31	33	←
Average no. of days taken to redeploy an employee	A	69	60	←
% of new starters that get a part 1 induction	Q	79	90	↓
% of job evaluations completed within timescale	Q	98	90	↑
% of pre-employment paper screen checks within timescale	Q	92	90	←
% of health referrals processed within timescale	Q	85	90	←

Effectiveness Index %

ORGANISATIONAL CAPACITY

Level of staff resourcing and capacity within the organisation

	Freq.	Score	Target	Rating
% agency staff as a % of workforce	Q	12.0	12	↓
% vacancy rate	Q	N/A	15	↓
% turnover	Q	14.5	14.4	↓
% voluntary turnover	Q	9.5	9	↓
% of employees from B & M E communities	Q	45.5	39.3	↑
% of employees declaring they have a disability	Q	6.24	4.9	↑
% of top 5% of earners from B & M E communities	Q	20.1	26	↑
% of top 5% of earners that are women	Q	52.6	50	↓
% of employees 55 and over	Q	14.8	25	↓
% of employees under 25	Q	4.8	8	↑

Effectiveness Index %

Overall People & OD Effectiveness index %