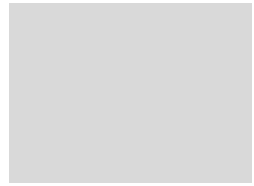


Key highlights in this quarter's

		reported immediately to HRLT and the Data Protection Manager and a record will be maintained of all breaches.	
	Phone calls to the Department will be answered in under 10 seconds	Telecoms monthly Tiger report	Achieved
	Unanswered phone calls will be less than 5% of all calls to the Division	Telecoms monthly Tiger report	Not Achieved – due to the pandemic
	Complaints will be resolved within 10 working days (unless more complex)	Complaints log	Achieved – no complaints received
	Shortlisting packs containing applications, job description and shortlisting form will be available to recruiters 2 working days after the closing date of the advertisement.	Breaches of the standard will be reported to HRLT on a monthly basis.	Not Achieved – average 2.5 days – reflective of volume of applications and recruitment
	Written employment offers will be sent to new from receipt of a completed appointment form with full contact information for the preferred candidate – subject to appropriate documentation / procedures being provided / completed by Recruiting Managers – and no later than the first day of employment. Minimum turnaround for new starters is 5 working days due to RTW checks.	Breaches of the standard will be reported to HRLT on a monthly basis.	Achieved - average 2.8 days

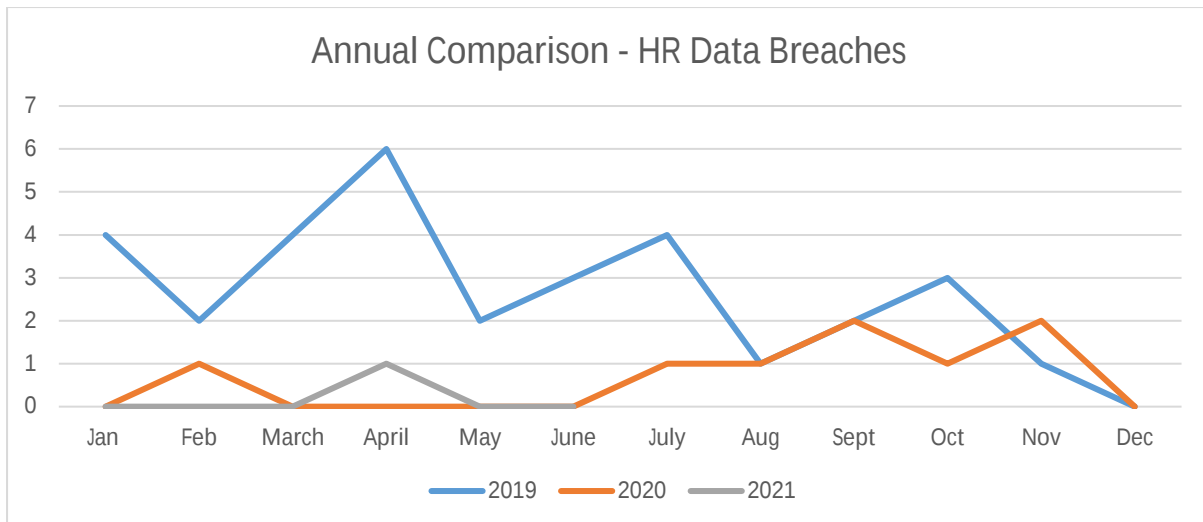
Written changes will be sent to employees from receipt of fully completed documents.

Breaches of the standard will be reported to HRLT on a monthly basis.



	Payslips will be available for substantive staff via My View one day before pay day. For workers on casual payroll payslips will be posted the working day before pay day.	100% (reported monthly to HRLT)	Achieved
	For substantive staff employed at the University on 5 April each year, a P60 will be provided via My View by 31 May each year. 100% of all new staff will have access to Learnupon within 2 weeks of commencing employment at the University.	100% (reported monthly to HRLT) Breaches of the standard will be reported quarterly to HRLT.	Achieved Not Achieved Due to 3 new starters out of 50 ns owill be prot of 5





2019	2020	2021
2.67	0.67	0.08

As can be seen from the table above, the trend has continued year on year since monitoring began back in 2019. Given the sensitivity of the data that HR handles this should provide assurance to HRs customers that their personal information is treated with the respect that it deserves.

As reported in the previous quarter no responses to this survey had been received since July 2020, as such HR Executive endorsed the recommendation in the previous paper to email managers who had undertaken a recruitment exercise in the previous 6 months, asking them to undertake the survey. This intervention generated a further 19 responses which represented 32% of those targeted to complete the survey

However, this action has led to a decline in the satisfaction scores (see tables below), this is (needless to say) disappointing as such it is that a selection of managers who have recently undertaken recruitment to be approached and asked for more detailed feedback with the aim of improving the service.

Furthermore, it was commented that a number of the questions are no longer valid (such as Advert Content, a manager commented that the text is produced by the service as such they could not provide a response to this as HR had little to no input, as such the manager was rating their own performance, not HRs).

It should also be noted that HR does not operate an e-recruitment solution (which is common among most organisations), as such the results reflect the manual and labour intensive processes in place here.

It is therefore that this survey is reviewed and the questions re-vamped to ensure managers are able to rate their perceptions of HRs service provision.

To ensure consistency between these HR metrics reports the percentage responding their experience of the service is 'very good, excellent or good' has been produced below.

Clearly, in addition to the calls received outside published opening hours, the Covid-19 pandemic has dictated that the main HR office is closed, with no facility to divert calls to alternative numbers due to the dearth of business mobile phones for the majority of staff. It should be noted that it is not po