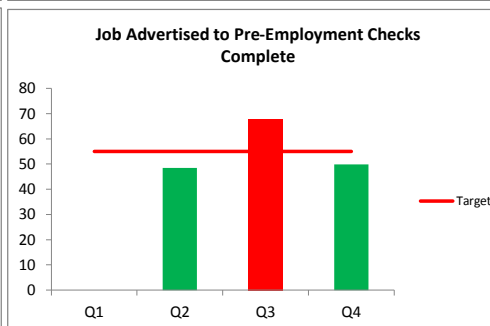
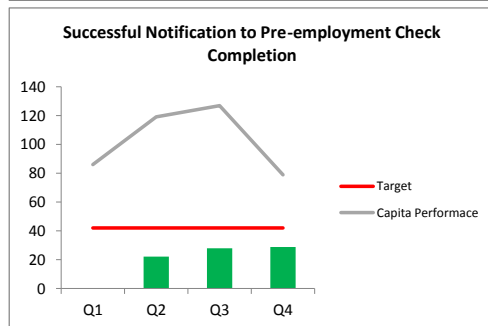
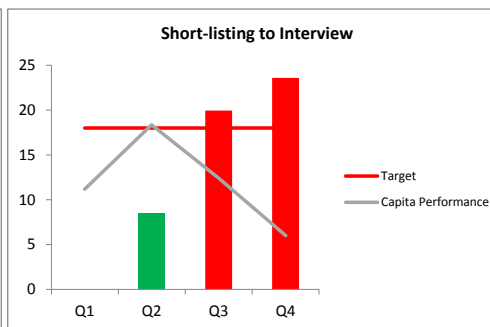
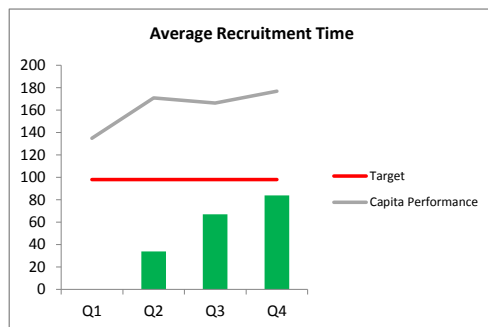


## Quarterly Recruitment, Payroll & Occupational Health KPI Report

### Quarter 4 Jan-Mar

Recruitment KPI Indicators	Target	Actual	Trend	Target	Q4	Q3	Data Quality	Frequency	Comments
Average Recruitment Time	98	61	↓	98	84	67		Q	Target in working days
Short-listing to Interview	18	17	↓	18	24	20		Q	Target in working days
Job Advertised to Pre-Employment Checks Complete	55	55	↑	55	50	68		Q	Target in working days
Successful Notification to Pre-employment Check Completion	42	26	↓	42	29	28		Q	Target in working days



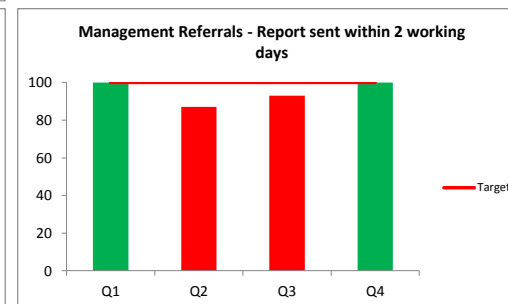
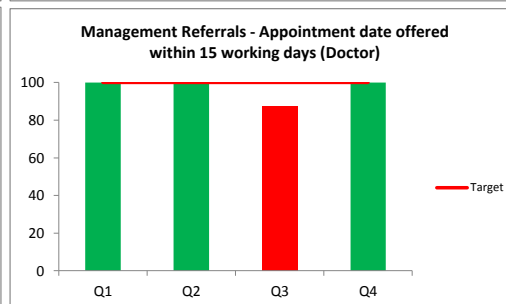
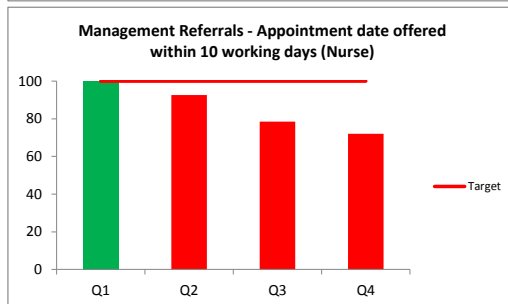
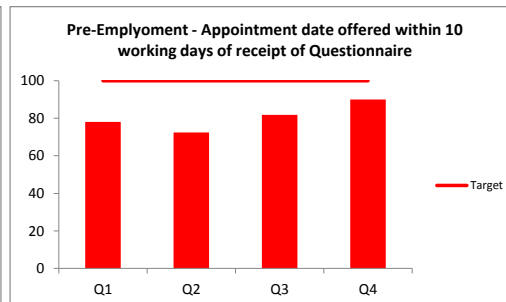
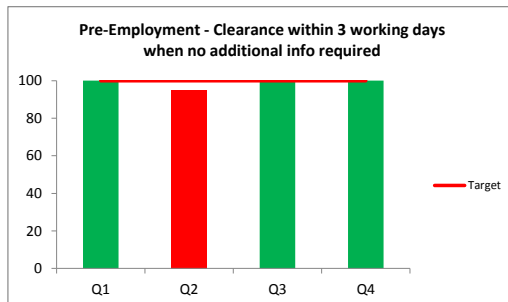
The KPI indicators which are improving against targets are evident of the recent hard work of the recruitment team, who have been working to improve the time to hire due to the staffing pressures in the trust. This has included the involvement of the Nurse bank team who have been responsible for the pre employment checks on the recent volume recruitment events. Some team members have also been working overtime to achieve these targets.

The KPI which has not been met is the one which the recruitment team does not have direct responsibility for - the recruiting manager does. With the imminent implementation of TRAC which not only automates the system but sends automatic generated emails reminding hiring managers on a regular basis to complete their recruitment tasks, we should start to see an improvement.

## Quarterly Recruitment, Payroll & Occupational Health KPI Report

### Quarter 4 Jan-Mar

Occupational Health Key Performance Indicators	Target	Actual	Trend	Target	Q4	Q3	Data Quality	Frequency	Comments
Pre Employment - Clearance within 3 working days when no additional info required	100%	98%	→	100%	100%	100%		Q	
Pre Employment - Appointment date offered within 10 working days of receipt of Questionnaire	100%	77%	↑	100%	90%	82%		Q	
Management Referrals - Appointment date offered within 10 working days (Nurse)	100%	90%	↓	100%	72%	79%		Q	
Management Referrals - Appointment date offered within 15 working days (Doctor)	100%	96%	↑	100%	100%	88%		Q	
Management Referrals - Report sent within 2 working days	100%	93%	↑	100%	100%	93%		Q	



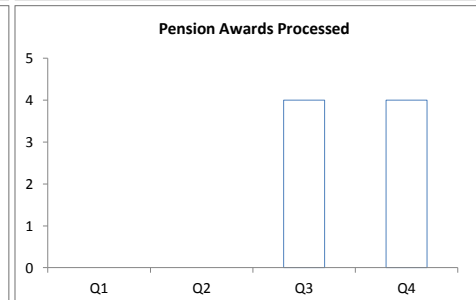
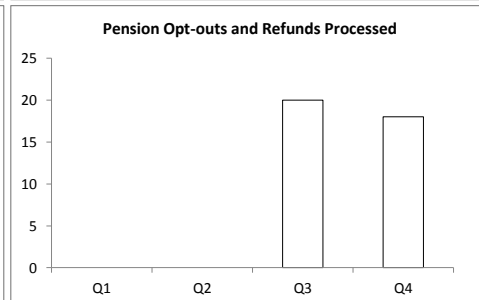
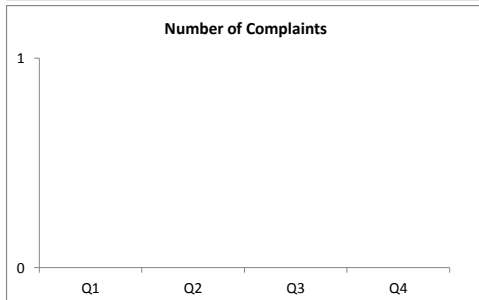
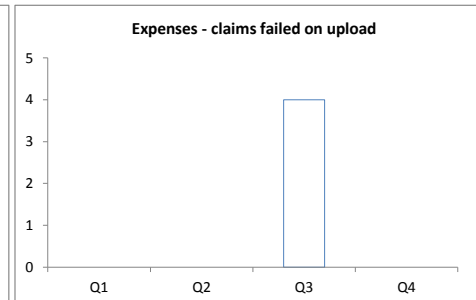
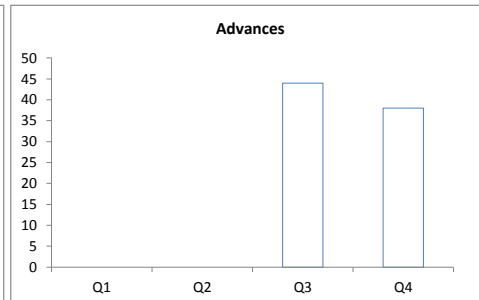
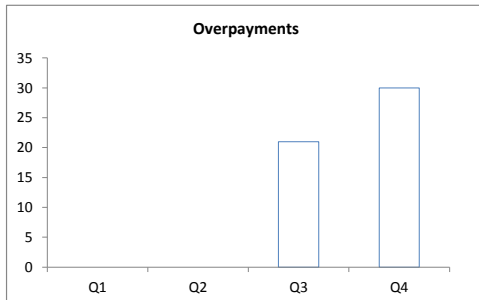
**Appointment date offered within 10 working days of receipt of Questionnaire**  
 14 cases were awaiting further information from areas outside OH control (e.g. GP Reports)  
 3 cases took over 10 days and were outside of KPI (11,12 and 13 days)

**Appointment date offered within 10 working days (Nurse)**  
 2 appointments took between 11 and 13 days

## Quarterly Recruitment, Payroll & Occupational Health KPI Report

### Quarter 4 Jan-Mar

Payroll Key Performance Indicators	Target	Actual	Trend	Target	Q4	Q3	Data Quality	Frequency	Comments
Overpayments	tbc	21	↑	tbc	30	21		Q	Payroll and Pension service transferred to new provider Oct 14 previous data not available
Advances	tbc	44	↓	tbc	38	44		Q	Payroll and Pension service transferred to new provider Oct 14 previous data not available
Expenses - claims failed on upload	tbc	4	↓	tbc	0	4		Q	Payroll and Pension service transferred to new provider Oct 14 previous data not available
Number of Complaints	tbc	0	→	tbc	0	0		Q	Payroll and Pension service transferred to new provider Oct 14 previous data not available
Pension Opt-outs and Refunds Processed	tbc	20	↓	tbc	18	20		Q	Payroll and Pension service transferred to new provider Oct 14 previous data not available
Pension Awards Processed	tbc	4	→	tbc	4	4		Q	Payroll and Pension service transferred to new provider Oct 14 previous data not available
Pension Records Cleansed	tbc	652	↓	tbc	74	652		Q	Payroll and Pension service transferred to new provider Oct 14 previous data not available



#### Overpayments

9 Overpayments were the result of errors within the Trust (1 Manager Error, 8 Late form Submission). 20 Overpayments were the result of Capita Legacy issues.

#### Advances

66 Advances were the result of Trust errors, (34 Manager Errors, 11 SVL Error, 11 Late Form Submission, 1 HR Error). 16 Advances were the result of Payroll Errors. 10 Advances were caused by other miscellaneous reasons. 4 Advances were the result of Capita Legacy issues

#### Expenses

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