complaints to inform improvements to the support / services to customers." This will be closely monitored.

Key highlights in this quarter's report are:

- 0 data breaches during the quarter reported.
- Some improved stats in the exit survey
- Call reports and web site metrics continued to show improvement.

- Numerous service standards were not met, it should be noted that this period was an unusually busy period, but these standards should be monitored for improvement.
- The division received its first complaint in nearly 2 years. However, this provides an opportunity to improve.
- 0 responses to the recruitment manager survey.
- The exit survey (despite some improvements) shows a declining satisfaction in staff development and training this should be a key issue for OD team to address.

| | | | |
|---|---|---|---|
| | | | |

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 –

As mentioned in the previous quarter's report the QuickCount function was to ensure that those functions which received the most enquiries could be targeted for process improvements ahead of HR's first CSE assessment. Given the additional administrative burden of continuing to require colleagues to use this functionality, the Exec team have determined that the quick count functionality will be suspended, pending identification of further need. HR continue to monitor the services most frequently accessed through the web monitoring statistics reported in section 9 of

There was 1 reported data breach between July 2021 – September 2021, which required a report internally to the Head of Information Management and Compliance (Data Protection Manager), the breach was assessed as a medium risk by the Head of Information & Compliance, but was not reportable to the ICO, as such this breach isn't recorded in the figures/graph below.

| | | |
|---|---|---|
| 2019 | 2020 | 2021 |
| 2.67 | 0.67 | 0.00 |

As can be seen from the table above, the trend has continued

After the previous quarter where a number of responses had been received following a mail out to recruiting managers, it is disappointing to report that the number of responses in the previous quarter has reverted to 0 responses, and as such the current and previous satisfaction levels are unchanged.

It is therefore worth noting that an email to managers seems to generate a response, it is therefore strongly recommended that the HR Business Services Manager oversees the introduction of a practice to pro-actively email managers to request the completion of this survey as a separate email, rather than rely on a passive line in the 'signature' section in emails from the recruitment team.

The highest contact pages for our web site in this period were:

1. Salary scales / rates of pay
2. Human Resources Home Page
3. Payroll and pensions / My View
4. Payroll Documents and Forms
5. Business Services Home Page