

HR Report by the HR Manager

Recommendation

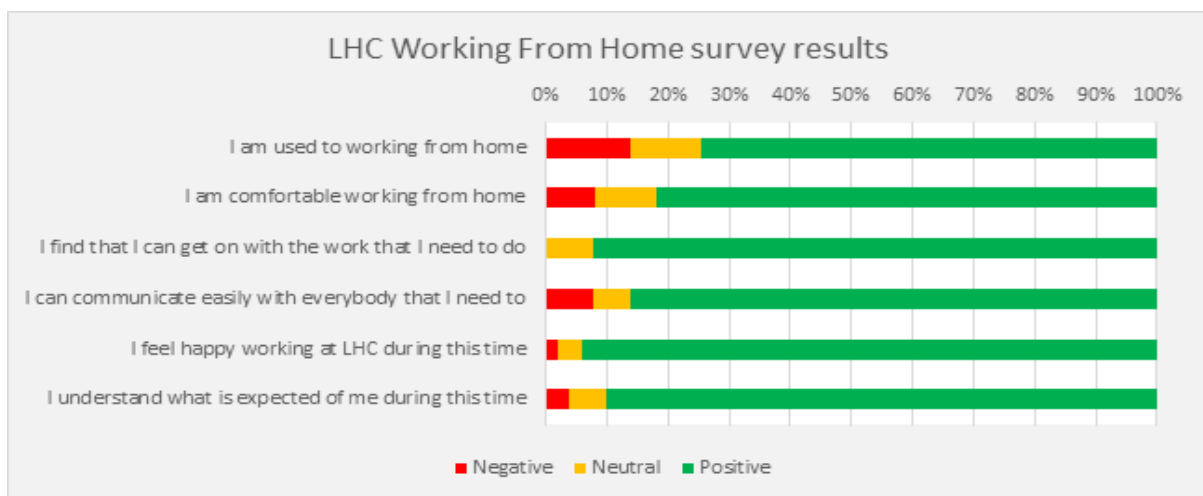
That the information contained in the HR report below be noted.

Pam Chander started with LHC on 23rd March as HR Manager and has worked on some of the key activities as part of the HR plan.

1. Covid-19 Actions

a. Working from home survey

LHC staff have been working from home from 18th March. A survey was conducted at the end of March asking the following questions:



Generally, the feedback was good with a few exceptions where people may not be comfortable working from home and struggle to complete their work, but these have been supported. Flexibility has been extended around childcare and work life balance during this period without a significant impact on service delivery.

Staff were provided any IT equipment they may need to support working from home.

b. Planning to return to the workplace

- I. Return to workplace team has been set up to look at measures that need to be implemented before staff can return to working to their normal paces of work. The focus for the team is to ensure the Government guidelines are followed for staff based at LHC Offices, LHC Project Sites and staff travelling to Third Party offices.
- II. Risk assessments will be carried out and guidelines for staff will be prepared and posted externally onto the LHC website and internally once full consultations with staff have been concluded.
- III. All staff have been consulted to obtain their views on any concerns they have that need to be considered prior to them returning to the office. The consultation will consider Staff travelling on public transport, childcare whilst schools remain closed and vulnerable staff with health conditions
- IV. In the Uxbridge main office, a rota system will be in place to ensure social distancing requirements are met as well as operating a staggered working pattern.
- V. Staff travelling to Project Sites and Third Party offices will be issued guidelines on the checks to put into place prior to arrangement these visits.

2. Workplace Wellbeing Charter

- i. The Workplace Wellbeing Group have been meeting on a monthly basis and have produced a calendar of events. Activities to encourage employee engagement have taken place and feedback has been positive with the focus being that staff wellbeing is maintained during a very difficult and challenging time. This has encouraged a real sense of participation from most LHC staff contributing to making these initiatives a success.
- ii. This work is aligned to accreditation at three levels - Commitment, Achieve and Excellence. We are currently working towards the Achieve level working on the following 3 areas, a system is in place that recognises and rewards good work, managers understand the main issues that impact on the health and well-being of their team and line managers have relevant leadership and management training. Achieve we anticipate will be completed within 12-18 months
- iii. Mental Health is a priority, information on support available has been shared with all staff. Further information will be shared during Mental Health Awareness Week in May.

3. Performance and Development Appraisal - PADA

Annual PADAs have been completed by all Managers for their teams. All staff will have 2 PADA reviews per year during October and April. The average PADA score per employee is 40. Last year the average score was 39. Improvements to the Performance Management framework will be reviewed during the course of the year in conjunction with London Borough of Hillingdon.

4. Learning and Development Training Matrix

A L&D training matrix is being developed for all line managers to populate training needs identified during the PADA process for their team members. There are 3 levels of training groups, Corporate, Team and Individual levels which will be used by HR to extract this information and assess the needs for the full organisation and courses can be developed accordingly. For example, an Equality, Diversity and Inclusion policy training is being developed as a mandatory Corporate training This has also been driven to aid the development of new employees to up skill them successfully in their roles.

5. Staff Statistics

a. Starters leavers

LHC have recruited 24 members of staff since April 2019.

b. Leavers

11 staff have left since April 2019, the tables below show leavers by department and reasons for leaving.

Department	
Marketing	1
LSE	2
SPA	2
CPC	1
Technical Procurement	4
SWPA	1
Totals	11

Reasons	
Mutual Agreement	6
End of contract	1
Resigned	3
Unsuccessful probation	1
Total	11

c. Length of Service

40% staff have less than 1 years' service, 40% staff have between 1 and 5years' service and 20% staff have been with LHC for 6 years and above.

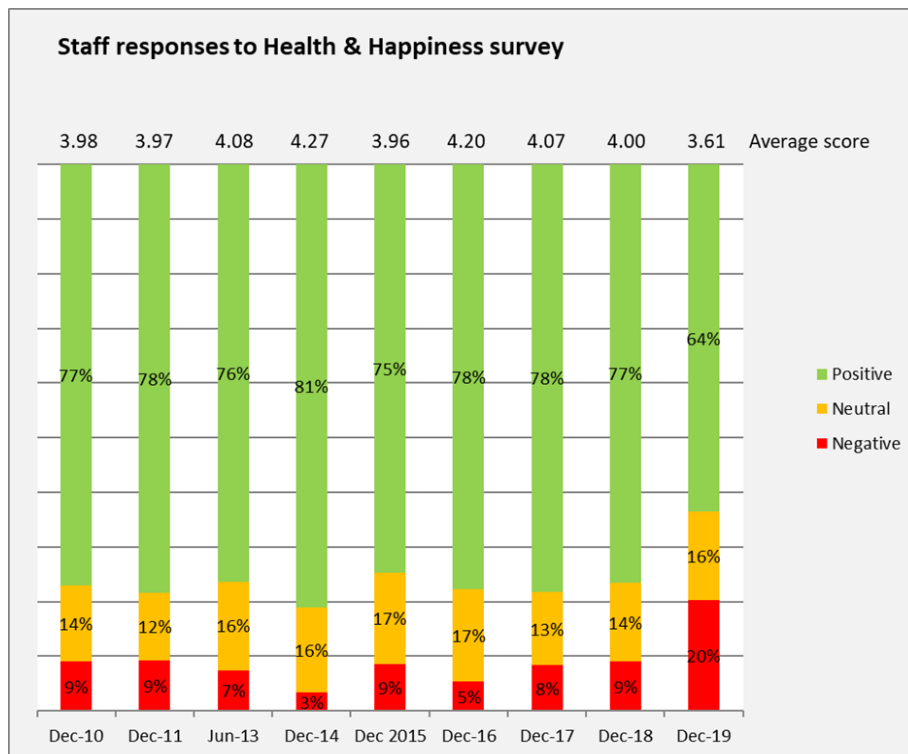
d. Sickness and Absence

LHC staff absences totalled 75 working day since 1st April 2019. This is an average of 1.5 days per employee per year. The previous year, the average was 1.6 days.

Since 1st April 2020, there have been 4 staff absent due to COVID-19 related sickness. At the time of this report, 2 have recovered and 2 remain absent.

6. Happy Healthy Survey

- I. The aim of the survey is to monitor the level of Employee Engagement within LHC using the Gallup Q12 method of analysis and ensure LHC systems, training and management are supporting high engagement.
- II. Following the survey in December 2019, the results were discussed with all staff during an away day facilitated by Level headed, an external organisation. From the 3 priority areas of improvement that were identified, measures have been implemented which include a Communications Policy, Product Training Clinics and refreshed websites which are being developed.
- III. In 2018, the overall satisfaction score was recorded as 4.00, and the score for 2019 was 3.61. The table below shows the scores for previous years surveys.



The next survey will be in December, however we may conduct a short survey in the Autumn in line with our Wellbeing Action Plan to review staff feedback and put measures in place.

Pam Chander

HR Manager