



GIG  
CYMRU  
NHS  
WALES

Iechyd Cyhoeddus  
Cymru  
Public Health  
Wales

# Performance and Insight Report

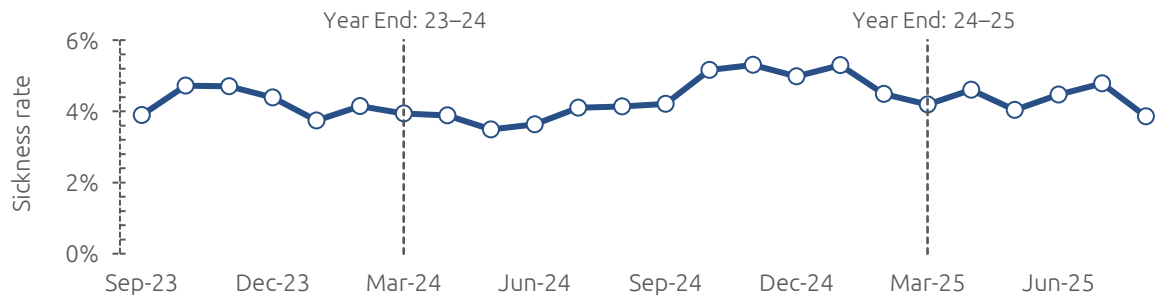
August 2025



# People Governance

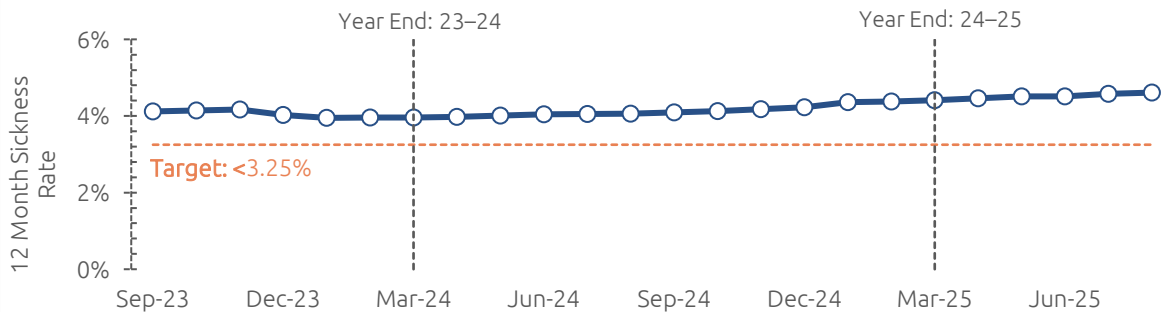


## Sickness Absence



Decreased by **0.94%** in August 2025. Sickness Absence has decreased over the summer period, and the latest figure is comparable to August 2024.

## 12 Month Rolling Absence

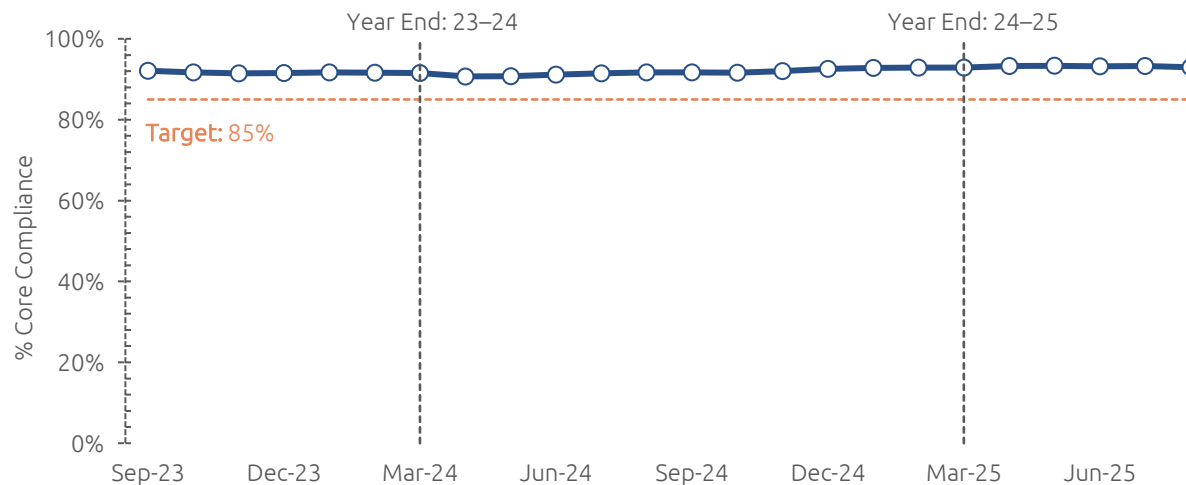


Additional assurance is provided in the focus area on pages 7 & 8.



Remains **above** the national target and has fluctuated around 4% over the past three years.

## Statutory and Mandatory Training



Remains **above** target in August 2025.



All Directorates continue to **exceed target** within the financial year.

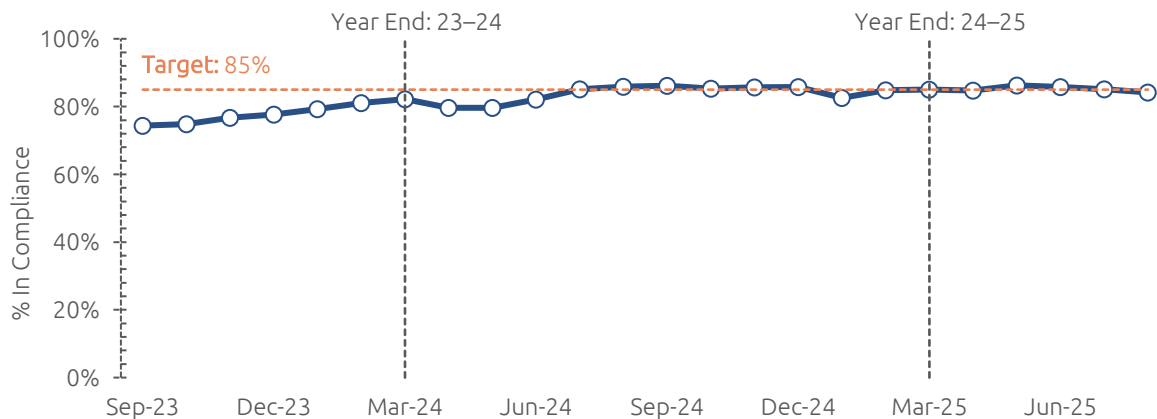
The module reporting lowest completion is *Anti Racism* (67.4%), which was introduced as a mandatory training e-learning module with compliance being taken into account from July 2025.



# People Governance



## Appraisal and Development Reviews



Additional assurance is provided in the focus area on pages 9



Has fallen **below** the NHS Wales target.

Retrospective compliance updates show that Appraisals were above target last month.

*\*Reported retrospectively taking into account updated data being reported following the monthly refresh. Previous reports may illustrate performance at or just below target at the time of reporting.*

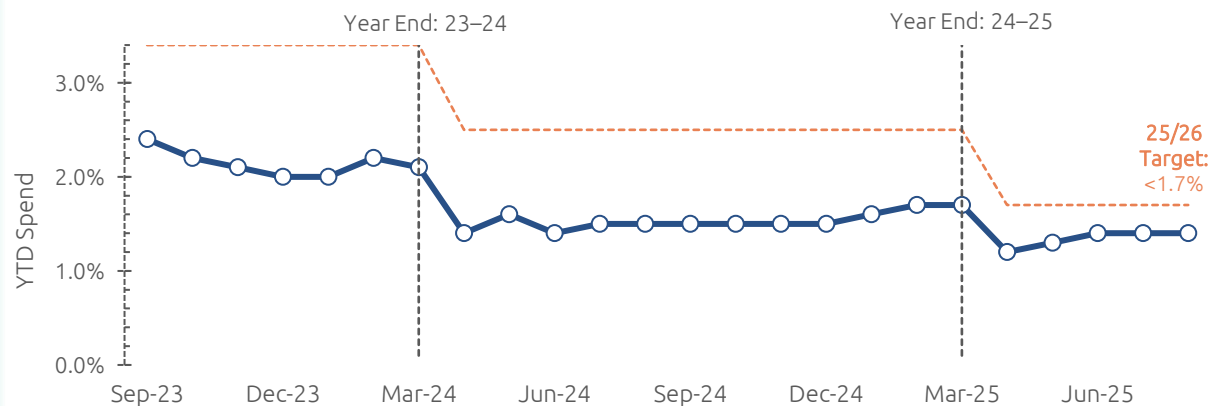
## Equality and Diversity



We encourage all staff to record their diversity data in ESR so that we can use the data effectively and ensure we are meeting the needs of our workforce.

This is the current percentage of completed Diversity data recorded for our staff. We have continued to see an **increase** in data completeness over the past 4 years.

## Agency Spend as A Percentage of Total Pay Bill



Forecast to be reduced below 2024/25 levels.

During August, PHW spent £170k on agency staff, £124k of which was categorised as Admin and Clerical.

The organisation continues to work towards the targets outlined in enabling actions from the NHS Wales Planning Framework 2025-28, including effective implementation of job planning, and reduced sickness absence (achieved by maximising adherence to Managing Attendance at Work Policy and all-Wales Occupational Health minimum service levels).

The Business Executive Team received a paper in August proposing further work to limit future agency spend and to understand how much of the organisation's reported 'Admin and Clerical' agency usage is, in fact, specialist digital and/or technical posts.

Finance and People and OD Partners are working with their respective Business and Planning Leads to review agency worker information, discuss the generalist/specialist nature of the roles, and determine appropriate action on a case-by-case basis.



# In Focus: Sickness Absence



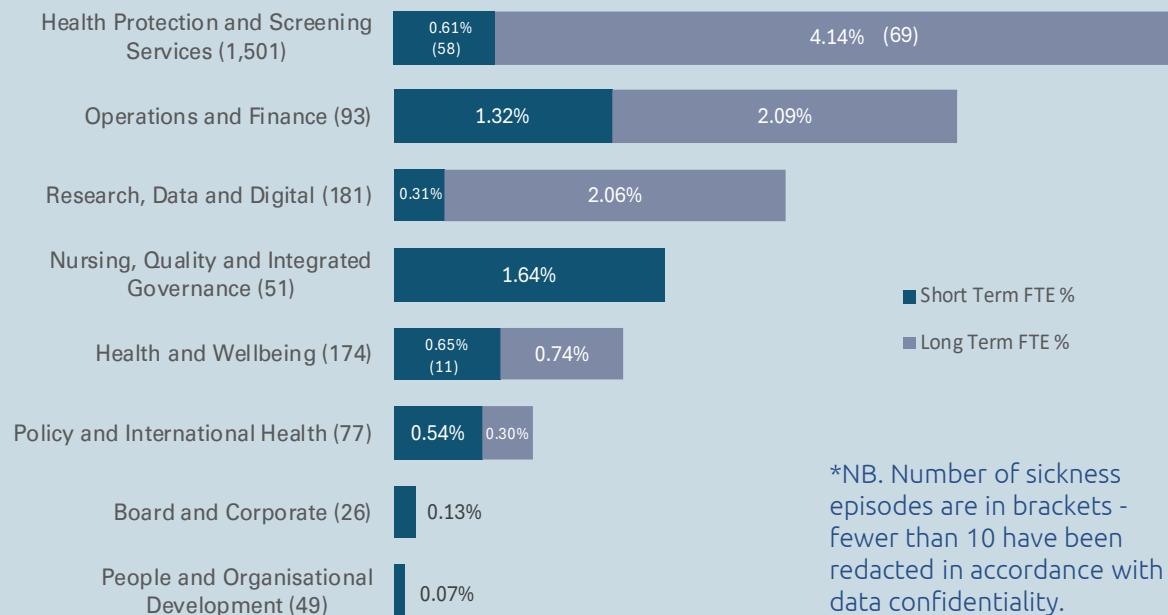
## Sickness Absence by Directorate



A decrease in sickness absence has been reported in August, falling from 4.8% in July to 3.8% in August.

The breakdown by Directorate for August 2025 is provided below, split by Short-Term (less than 28 days) and Long-Term (28 days or more) Absence FTE %.

When looking at organisation-wide data for August 2025, **30%** of FTE days lost are due to short-term sickness absence, and **70%** of FTE days lost are due to long-term sickness absence.



## Sickness Absence by Absence Reason

When focussing on Absence Reasons over the same period, the top 5 reasons for sickness absence are shown in the chart below.

Anxiety/stress/depression/other psychiatric illnesses has consistently been the number 1 reason for sickness absence across NHS Wales. We have seen a decrease of FTE days lost with the absence reasons of 'Unknown causes/Not Specified' and 'Other known causes – not elsewhere classified', but this still remains the third highest absence reason.



- S10 Anxiety/stress/depression/other psychiatric illnesses
- S12 Other musculoskeletal problems
- S98 Other known causes - not elsewhere classified
- S17 Benign and malignant tumours, cancers
- S29 Nervous system disorders



## In Focus: Sickness Absence



### Data Quality

- Monthly sickness absence decreased from 4.8% in July to 3.8% in August, marking a notable improvement over the summer period. This reduction is accompanied by a continued decline in FTE days lost due to 'Unknown causes/Not Specified', suggesting improvements in data accuracy. However, 'Other known causes – not elsewhere classified' remains the third highest reason for absence, indicating further work is needed to improve categorisation.

### Assurance

- An overview of sickness absence trends and data quality was presented to the People and OD Committee in July. A more detailed discussion will be scheduled with Business Executive Team and People and OD Committee following the conclusion of the current Internal Audit (date TBC). This will focus on assurance around absence management and the robust absence categorisation.

### Advice and Support

- Managers continue to receive targeted support, including 1:1 guidance from People & OD Advisors, to manage long-term sickness absence effectively and ensure appropriate interventions are in place.

### Learning and Development

- The refreshed All-Wales Managing Attendance at Work (MAAW) training continues to reinforce the importance of accurate absence categorisation, helping managers to better understand and apply absence codes.
- ESR absence codes have been added to the MAAW pages on the Intranet to aid accurate recording.



# In Focus: Appraisal and Development Reviews

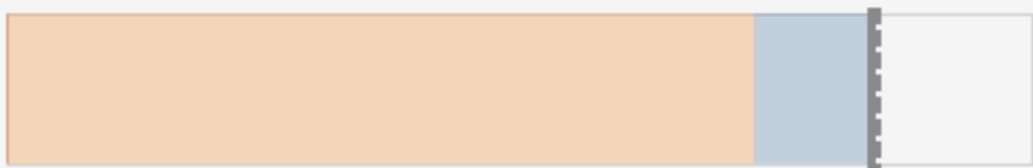


## Compliance Performance

Appraisal compliance has fallen below the Welsh Government target this month, which is set at 85% to allow for staff who are unable to participate in appraisals (e.g. staff on maternity leave, secondees). Retrospective compliance updates show that Appraisals were above target last month (note – reported retrospectively taking into account updated data being reported following the monthly refresh).

Compliance is at risk of falling further below target over the next 3 months if appraisals fail to be undertaken and recorded in ESR. This will have the most impact on People & Organisational Development, Operations & Finance and Research, Data and Digital, who have the highest percentage of appraisals that are due soon.

**84.2%**  
of reviews completed within 12 months  
vs a target of 85%



Grey – current compliance — vs target .....  
Blue – appraisals due in next 3 months



## Compliance by Directorate

Latest figures show that seven Directorates are achieving compliance with the national target, with one Directorate below target levels. Directorates not delivering the target will need to develop and commit to a recovery trajectory. The People and OD team are working with Directorates to understand barriers to undertaking and recording My Contribution and to offer further support as required.

There is also a significant range in compliance across our Directorates ranging from 98.7% in Policy and International Health to 80.8% in Health Protection and Screening Services.

### REVIEW STATUS % BY DIRECTORATE

Status: **In date** | **Due in next 3 months** | **Out of date**

\*N.B. Percentages relate to 'In date' and 'Due in next 3 months' figures

Policy and International Health	98.7%	75	
Nursing, Quality & Integrated Governance (NQIG)	98.0%	48	
People & Organisational Development	95.8%	35	10
Board and Corporate	92.3%	21	3
Research, Data and Digital	90.8%	138	19
Operations and Finance	90.2%	71	12
Health & Wellbeing	87.6%	135	5
Health Protection and Screening Services	80.8%	960	181