Right first time

HRInternational:	Requests for restricted Certificates for Sponsorship (CoS) made to the UKVI will be submitted by the 4th of each month – approved CoS will be issued to applicant within 3 working days. Requests for Certificates for Sponsorship (CoS) will be issued to applicant within 3 working days provided UKVI criteria has been met and evidenced. All enquiries will be acknowledged within three working days and dealt with within five working days. Responses requiring a longer time period will be acknowledged and a time frame for response provided within three working days.	Breaches of the standard will be reported monthly to HRLT.	n/a – no requests during this period Achieved Achieved
Pensions: Contributions processing	USPSS, USPASS and NHS contributions will be remitted no later than 19th of the month.	Breaches of the standard will be reported directly to HRLT.	Achieved
Pensions: e-mail enquiries	All enquiries will be dealt with within five working days. Responses requiring a longer time period will be acknowledged and a time frame for response provided.	Breaches of the standard will be	

4. HR QuickCount – HR BUSINESS SERVICES ACTIVITY REPORT

HR Quick Count enables HR Business Services staff to record electronically with a single click the topic of an enquiry and its source – manager, employee, external. In the previous quarters report (Jul 20 – Sept 20) it was noted that the HR Quick Count data has been disused since February 2020, but that there had been usage of this recording tool in the latter half of September 2020. Unfortunately, it appears the usage has since ceased with the last record dated the 28/09/2020.

5. DATA BREACHES AND DATA ERRORS

There were 3 reported data errors between October 20 – December 20, which required a report internally to the Head of Information Management and Compliance (Data Protection Manager). Prior to this, there were 4 reported data breach in the previous quarter. Although none of the data breaches needed to be reported to the ICO and have therefore met our target, this should be monitored closely.

AVERAGE DATA BREACHES PER MONTH REPORTED INTERNALLY TO THE HEAD OF INFORMATION MANAGEMENT		
2018	2019	2020
2.00	2.67	

Offer arrangements	Current Satisfaction	Previous Satisfaction
Excellent / good	81.25%	81.25%

that shown in the previous quarter. As such the reasons given in the previous report for an increase in traffic are still likely to be true (i.e. the effects of the pandemic on ‘normal’ HR service provision).

10. DIGITISATION OF PROCESSES

HR Continues on its journey to modernise and digitise, and is engaged on a project to digitise all personnel files.

After having successfully completed the quality check of an initial box and confirmed the contractual