

Measure	Owner & Updater	Jun 2016 Result	Trend	Mar 2017 Result	Trend	Jun 2017 Result	Comments
Complaints Measures							
COMP1A-ES - Percentage of Stage 1 complaints responded to within 15 working days	David Austin Craig Thorpe	100% (25/25) Target: 80		88.89% (8/9) Target: 80		25% (3/12) Target: 80	Due to the changeover of the new complaints system. The responses were not out of date but could not be logged
COMP1B-ES - Number of Stage 1 complaints received	David Austin Craig Thorpe	22 Complaints Info Only		14 Complaints Info Only		10 Complaints Info Only	Approved
Sickness Measures							
SA1A-ES - Total days lost due to short term sickness absence - Environmental Services	David Austin Craig Thorpe	109.5 Days Info Only		123 Days Info Only		101.5 Days Info Only	Approved
SA1B-ES - Total days lost due to long term sickness absence - Environmental Services	David Austin Craig Thorpe	230.5 Days Info Only		307 Days Info Only		349 Days Info Only	Approved
SA1C-ES - Total days lost due to all sickness absence - Environmental Services	David Austin Craig Thorpe	340 Days Info Only		430 Days Info Only		450.5 Days Info Only	Approved
SA1D-ES - Average days lost due to sickness absence per FTE - Environmental Services	David Austin Craig Thorpe	1.76 Days (340/193) Target: 1.65		2.23 Days (430/192) Target: 2.21		2.34 Days (450/192) Target: 1.65	Approved
SA1E - ES - RTW Interview Completion - Environmental Services	David Austin Craig Thorpe	92.16% (47/51) Target: 95		87.27% (48/55) Target: 95		83.33% (35/42) Target: 80	Approved

