

Measure	Owner & Updater	Mar 2015 Result	Trend	Dec 2015 Result	Trend	Mar 2016 Result	Comments
Complaints Measures							
COMP1A-ES - Percentage of Stage 1 complaints responded to within 20 working days - Environmental Services	David Austin Craig Thorpe	95.74% (45/47) Target: 80	↗	93.75% (15/16) Target: 80	↗	100% (21/21) Target: 80	
COMP1B-ES - Number of Stage 1 complaints received - Environmental Services	David Austin Craig Thorpe	37 Complaints Info Only	↘	15 Complaints Info Only	↗	26 Complaints Info Only	
Sickness Measures							
SA1A-ES - Total days lost due to short term sickness absence - Environmental Services	David Austin Craig Thorpe	281.5 Days Info Only	↘	96.25 Days Info Only	↗	202.5 Days Info Only	
SA1B-ES - Total days lost due to long term sickness absence - Environmental Services	David Austin Craig Thorpe	762.5 Days Info Only	↘	669.75 Days Info Only	↘	573 Days Info Only	
SA1C-ES - Total days lost due to all sickness absence - Environmental Services	David Austin Craig Thorpe	1044 Days Info Only	↘	766 Days Info Only	↗	775.5 Days Info Only	
SA1D-ES - Average days lost due to sickness absence per FTE - Environmental Services	David Austin Craig Thorpe	5.56 Days (1044/188) Target: 2	↗	4.04 Days (766/190) Target: 2	↘	4.18 Days (776/185) Target: 2	
SA1E - ES - RTW Interview Completion – Environmental Services	David Austin Craig Thorpe	No Data Target: 95		92.42% (61/66) Target: 95	↘	89.02% (73/82) Target: 95	

