

Measure	Owner & Updater	Dec 2015 Result	Trend	Sep 2016 Result	Trend	Dec 2016 Result	Comments
Complaints Measures							
COMP1A-ES - Percentage of Stage 1 complaints responded to within 20 working days - Environmental Services	David Austin Craig Thorpe	93.75% (15/16) Target: 80	↗	86.96% (20/23) Target: 80	↗	100% (15/15) Target: 80	Approved
COMP1B-ES - Number of Stage 1 complaints received - Environmental Services	David Austin Craig Thorpe	15 Complaints Info Only	↘	22 Complaints Info Only	↘	14 Complaints Info Only	Approved
Sickness Measures							
SA1A-ES - Total days lost due to short term sickness absence - Environmental Services	David Austin Craig Thorpe	96.25 Days Info Only	↗	180.75 Days Info Only	↘	179.5 Days Info Only	Approved
SA1B-ES - Total days lost due to long term sickness absence - Environmental Services	David Austin Craig Thorpe	669.75 Days Info Only	↘	435 Days Info Only	↘	122 Days Info Only	Approved
SA1C-ES - Total days lost due to all sickness absence - Environmental Services	David Austin Craig Thorpe	766 Days Info Only	↘	615.75 Days Info Only	↘	301.5 Days Info Only	Approved
SA1D-ES - Average days lost due to sickness absence per FTE - Environmental Services	David Austin Craig Thorpe	4.04 Days (766/190) Target: 2	↗	3.22 Days (616/191) Target: 2	↗	1.63 Days (302/185) Target: 2	Approved
SA1E - ES - RTW Interview Completion â?? Environmental Services	David Austin Craig Thorpe	92.42% (61/66) Target: 95	↘	95.18% (79/83) Target: 95	↘	82.19% (60/73) Target: 95	Approved

