

Corporate Group

Section	Indicator	Measure	Trajectory		Previous Months Trend														Data Period	Directorate							Month	Year To Date	Trend					
			Year	Month	N	D	J	F	M	A	M	J	J	A	S	O	N	D		J	F	M	A	SG	F	W				M	E	N	O	
Pl. Experience - FFT,MSA,Comp	No. of Complaints Received (formal and link)	No			9	8	12	8	8	5	5	4	6	5	4	4	13	3	5	5	4	2	Apr 2019	0	0	0	0	1	0	1	2	2		
Pl. Experience - FFT,MSA,Comp	No. of Active Complaints in the System (formal and link)	No			11	15	16	11	15	11	8	2	7	8	8	5	12	11	8	8	9	2	Apr 2019	0	0	0	0	2	0	0	2			
Workforce	PDRs - 12 month rolling	=> %	95.0	95.0	●	●	●	●	●	●	●	●	●	●	●	●	-	-	●	-	-	●	-	Mar 2019	100	100	100	99	100	-	100		87.1	
Workforce	Medical Appraisal and Revalidation	=> %	95.0	95.0	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	-	Mar 2019			95					50.0	92	
Workforce	Sickness Absence - 12 month rolling	<= %	3.15	3.15	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	Apr 2019	4.41	2.37	2.95	2.77	2.92	4.59	5.42	4.21	4.21	
Workforce	Sickness Absence - in month	<= %	3.15	3.15	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	Apr 2019	4.44	0.44	1.95	1.51	2.68	3.50	5.69	3.71	3.71	
Workforce	Sickness Absence - Long Term - in month	No			2	1	1	2	2	2	30	26	28	33	26	26	25	29	27	28	28	20	Apr 2019	3.00	0.00	2.00	3.00	0.00	12.00	0.00	20.00	20.00		
Workforce	Sickness Absence - Short Term - in month	No			5	7	15	11	12	4	61	76	79	54	70	86	93	84	120	112	86	79	Apr 2019	9.00	0.00	10.00	12.00	0.00	48.00	0.00	79.00	79.00		
Workforce	Return to Work Interviews (%) following Sickness Absence	=> %	100.0	100.0	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	Apr 2019	89.5	56.5	92.4	79.3	89.1	93.8	87.9	88.8	88.8		
Workforce	Mandatory Training	=> %	95.0	95.0	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	Apr 2019	96	96	98	98	97	-	91	94.4	94		
Workforce	Mandatory Training - Staff Becoming Out Of Date	%			-	-	-	15.5	-	-	-	2.1	-	-	-	-	-	-	-	-	-	-	Jun 2018	4	1	2	2	1	-	2	2.1	2		
Workforce	New Investigations in Month	No			1	1	0	2	2	0	1	3	2	1	1	1	-	-	-	-	-	-	Oct 2018	0	0	0	0	0	0	1	1			
Workforce	Your Voice - Response Rate	No			-->	-->	30	-->	-->	-->	-->	29	-->	-->	-->	-->	-->	-->	-->	-->	-->	-->	Jun 2018	52.9	57.6	63.2	34.5	14.8	21.9	18.5	28.7			
Workforce	Your Voice - Overall Score	No			-->	-->	-->	-->	-->	-->	-->	-->	-->	-->	-->	-->	-->	-->	-->	-->	-->	-->	Jan 2017	3.83	3.61	3.98	3.55	3.52	3.62	3.37	3.64			