

Appendix IV

Customer Access and Performance

Table 1

November 2012 Cumulative Days Lost Per FTE Predicted Year End as at (31 March 2013):	6.96 10.94
<i>Comparison to November 2011:</i> Cumulative Days Lost Per FTE Predicted Year End as at (31 March 2012):	7.76 12.04
FTE Days Lost: 01 April 2012 to 30 November 2012	3958.7
<i>Comparison to:</i> <i>01 April 2011 to 30 November 2011</i>	4179.4

Service Area	Days Lost Per FTE (Cumulative)	Cumulative Days Lost Per FTE Predicted Year End as at (31 March 2013):	+ / - Variance from 2012/13 Corp. Target (8.5 days)	FTE Days lost over period	Average FTE Over Period (Cumulative)
Corporate Support	7.31	11.50	3.00	455.3	62.6
Customer Access	7.77	12.22	3.72	3018.2	391.9
Intelligence & Improvement	5.56	8.75	0.25	244.6	44.4
Localities & Partnerships	3.28	5.15	3.35	240.6	71.7

Table 2

Long Term Sickness Cases

Service Area	No
Corporate Support	3
Customer Access	6
Intelligence & Improvement	1
Localities and Partnerships	1

Length of Cases	
12 months +	0
9-12 months	1
6-9 months	0
3-6 months	4
0-3 months	6

Top 3 Reasons for long term sickness:

• Mental Health	4
• Musculoskeletal	2
• Cancer	2

Table 3**Stages 1 to 3 on target and overdue**

Personnel Subarea	On Target	Overdue	% Overdue
Customer Access	145	18	11%
Corporate Support	7	1	13%
Localities & Partnerships	7	2	22%
Intelligence & Improvement	8	2	20%

Table 4**Hearings and Reviews**

Directorate	2011/12		2012/13	
	Dismissals	Reviews	Dismissals	Reviews
CAP	5	1	1	2

Table 5**Appeals and Employment Tribunals**

Directorate	Appeal	Employment Tribunal
CAP	0	0

Table 6**100 employees with the most instances of sickness absence**

	Cases	Stage 1	Stage 2	Stage 3	Employment Ceased
CAP	10	3	7	0	0
Total	10	3	7	0	0

Table 7**Overview of activities taking place to reduce sickness absence:**

- Attending monthly challenge meetings with Head of Service and managers at Contact Centre and Face to Face action plans in place.
- Briefings delivered for Contact Centre and BSC.
- Case reviews done with managers, Occupational Health and Health and Safety across the directorate.