

ANNEX B CORPORATE HEALTH

Complaints

Department		YTD	Q1	Notes (Q4)
Environment, Culture & Communities	Total: Stage 1: Stage 2: Stage 3: Ombudsman:	14 8 1 2 3	14 8 1 2 3	
Social Care & Learning	Total: Stage 1: Stage 2: Stage 3: Ombudsman:	15 15 0 0 0	15 15 0 0 0	Of which: 8 Long-Term Services; 3 Short-Term Services; 1 Learning Disabilities; 2 corporate procedures (Children's); 1 statutory (Children's).
Corporate Services / Chief Executive's Office	Total: Stage 1: Stage 2: Stage 3: Ombudsman:	4 4 0 0 0	4 4 0 0 0	Of which: 1 re erroneous summons (apologised); 1 CT error; 2 re insurance.
BFBC	Grand Total:	33	33	

Audits with Limited or No Assurance Opinions

Department	Q4	Notes
Environment, Culture & Communities	None	
Social Care & Learning	None	
Corporate Services	1	Contracting and Procurement (2007/08 Q4 audit finalised in 2008/09 Q1): Eight recommendations included two priority recommendations. Please refer to CPS PMR for details.
Chief Executive's Office	None	

Staffing

Staff Turnover

Department	Quarter 1 (%)	YTD (%)	Notes
Environment, Culture & Communities	4.05	4.05	
Social Care & Learning	3.46	3.46	
Corporate Services	3.27	3.27	
Chief Executive's Office	3.13	3.13	

Staff Sickness

Department	Quarter 1 (days per employee)	YTD (days per employee)
Environment, Culture & Communities	1.66	1.66
Social Care & Learning	3.54	3.54
Corporate Services	1.42	1.42
Chief Executive's Office	1.61	1.61

Staff Sickness Comparators

	All employees: Avg days sickness
BFC 2007/08 (days per employee)	5.5
BFC 2007/08 (days per FTE) (BVPI outturn)	7.8
All sectors employers in South East 2006/07 (days per employee) Source: Chartered Institute of Personnel and Development survey 2007)	7.52