

CORPORATE HEALTH

Complaints

Department		Year End	Q4	Notes (Q4)
Education, Children's Services and Libraries	Total: Stage 1: Stage 2: Stage 3: Ombudsman:	33 18 12 1 2	8 5 2 0 1	
Social Services and Housing	Total: Stage 1: Stage 2: Stage 3: Ombudsman:	76 68 5 2 1	9 9 0 0 0	4 Short-term Services; 1 Long-term Services; 1 CMHT; 3 Sustainable Communities.
Environment and Leisure	Total: Stage 1: Stage 2: Stage 3: Ombudsman:	22 15 2 0 5	7 7 0 0 0	Mostly related planning applications advice, refusals and rejections.
Corporate Services / Chief Executive's Office	Total: Stage 1: Stage 2: Stage 3: Ombudsman:	37 36 1 0 0	5 5 0 0 0	1 CT (not upheld); 1 telephone payment; 3 service standards / Customer Care Charter.
BFBC	Grand Total:	168	29	

Audits with Limited or No Assurance Opinions

Department	Q4 Performance	Notes
Education, Children's Services and Libraries	None	
Social Services and Housing	None	
Environment and Leisure	None	
Corporate Services and Resources	None	
Chief Executive's Office	None	

Staffing

Best Value Performance Indicators

Ref	Indicator	2007/08 Target	2007/08 Outturn	Quartile information (Positions of 2007/08 figures when compared to national 2006/07 outturns. Source: Audit Commission)
BV 12	The number of working days/shifts lost to the local authority due to sickness absence.	6.80	7.52	Target: Best Outturn: Best
BV 14	The percentage of employees aged 50 or over retiring early (excluding ill-health retirements) as a percentage of the total work force (includes all permanent positions including schools).	0.25%	0.18%	Target: Second Outturn: Best
BV 15	The percentage of employees aged 50 and over retiring on grounds of ill health as a percentage of the total workforce (includes all permanent positions including schools).	0.18%	0.13%	Target: Second Outturn: Second

Staff Turnover (BFBC total 2006/07: 13.39%)

Department	Quarter 4 (%)	2007/08 Year End (%)	Notes
Education, Children's Services and Libraries	2.48	11.64	
Social Services and Housing	4.38	12.28	
Environment and Leisure	5.82	21.14	
Corporate Services and Resources	3.67	8.98	
Chief Executive's Office	3.85	15.38	

Staff Sickness (BFBC total 2006/07: 7.04 days per employee)

Department	Quarter 4 (days per employee)	2007/08 Year End (days per employee)	Notes
Education, Children's Services and Libraries	2.98	10.25	
Social Services and Housing	5.87	15.63	
Environment and Leisure	2.30	8.51	
Corporate Services and Resources	1.59	5.75	
Chief Executive's Office	2.73	2.73	