

## ANNEX B CORPORATE HEALTH

### Complaints

| Department                                    |   | YTD                                  | Q2                                 | Notes (Q2)  |
|---|---|--------------------------------------|------------------------------------|---|
| Adult Social Care & Health                    | <b>Total:</b><br>Stage 2:<br>Stage 3:<br>Stage 4:<br>Ombudsman: | <b>4*</b><br>N/A*<br>N/A<br>N/A<br>0 | <b>4</b><br>N/A<br>N/A<br>N/A<br>0 | Four complaints in total. ASCH has a statutory complaints procedure different to the corporate procedure. See ASCH Quarter 2 PMR for details. |
| Corporate Services / Chief Executive's Office | <b>Total:</b><br>Stage 2:<br>Stage 3:<br>Stage 4:<br>Ombudsman: | <b>12</b><br>10<br>2<br>0<br>0       | <b>6</b><br>6<br>0<br>0<br>0       | 6 Corporate Services; 0 Chief Executive's Office. See Corporate Services Quarter 2 PMR for details.   |
| Children, Young People & Learning             | <b>Total:</b><br>Stage 2:<br>Stage 3:<br>Stage 4:<br>Ombudsman: | <b>2*</b><br>2*<br>0<br>0<br>0       | <b>2</b><br>2<br>0<br>0<br>0       | Four statutory complaints also received. See CYPL Quarter 2 PMR for details.  |
| Environment, Culture & Communities            | <b>Total:</b><br>Stage 2:<br>Stage 3:<br>Stage 4:<br>Ombudsman: | <b>9</b><br>7<br>0<br>0<br>2         | <b>3</b><br>3<br>0<br>0<br>0       | See ECC Quarter 2 PMR for details.  |
| <b>BFC</b>                                    | <b>Grand Total:</b>   | <b>29*</b>                           | <b>15</b>                          |   |

\*Two Stage 2 complaints were received by the former Department of Social Care & Learning in Quarter 1. These are not included in the YTD figures for either new department but are included in the BFC grand total.

### Audits with Limited or No Assurance Opinions

| Department                         | Q2 | Notes  |
|------------------------------------|----|--|
| Adult Social Care & Health         | 0  |  |
| Corporate Services                 | 0  |  |
| Chief Executive's Office           | 0  |  |
| Children, Young People & Learning  | 1  | Cranbourne Primary School has received a limited assurance report. This was due to a high number of areas requiring improvement. An action plan has been put in place and the Head of Departmental Finance will be reviewing progress with the Headteacher and Chair of Governors during the autumn. |
| Environment, Culture & Communities | 0  |  |

## Staffing

### Staff Turnover

| Department                         | Quarter 2 (%) | Year to Q2 (%) | Notes |
|------------------------------------|---------------|----------------|-------|
| Adult Social Care & Health         | 2.14          | 8.58           |       |
| Corporate Services                 | 3.23          | 10.11          |       |
| Chief Executive's Office           | 8.10          | 21.62          |       |
| Children, Young People & Learning  | 3.96          | 15.84          |       |
| Environment, Culture & Communities | 2.60          | 11.85          |       |

### Staff Sickness

| Department                         | Quarter 2 (days per employee) | Projected Annual Average (days per employee) |
|------------------------------------|-------------------------------|--|
| Adult Social Care & Health         | 2.42                          | 9.18   |
| Corporate Services                 | 0.87                          | 4.28   |
| Chief Executive's Office           | 0.73                          | 3.62   |
| Children, Young People & Learning  | 1.51                          | 5.78   |
| Environment, Culture & Communities | 1.75                          | 6.51   |

### Staff Sickness Comparators

| Comparator data  | All employees, average days sickness absence per employee |
|--|---|
| Bracknell Forest Council 2008/09   | 5.7 days  |
| All sectors employers in South East 2008<br>(Source: Chartered Institute of Personnel and Development survey 2008) | 7.6 days  |
| BVPI 12 outturn 2008/09  | 7.43 days sickness per FTE                                |