

Base Data - Resources



Resource Tab:

In-month

Staff Sickness Stats (%)	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Community & Leisure	5.40	4.54	4.54	5.01	5.62	5.67	5.98					
Infrastructure	2.88	3.27	3.99	3.58	4.41	4.85	4.72					
Property	2.97	2.75	2.64	2.81	3.03	1.88	1.59					
Public Protection	3.89	2.81	5.13	3.87	3.95	1.93	0.45					
Regeneration & Planning	3.79	2.29	3.08	3.27	2.95	3.81	2.85					
Whole Directorate	4.35	3.67	4.14	4.22	4.66	4.63	4.37					

In-quarter

Staff Sickness Stats (%)	2018/19				2019/20				2020/21			
	Q1 18/19	Q2	Q3	Q4	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4
Community & Leisure	5.77	5.56	5.54	5.60	8.10	8.00	7.34	5.49	4.63	5.60		
Infrastructure	3.34	6.62	4.69	6.33	5.61	5.51	3.99	4.52	3.49	4.49		
Property	2.87	5.01	0.33	3.01	5.10	4.13	5.93	3.22	2.79	2.58		
Public Protection	4.75	2.17	2.46	4.08	5.37	5.58	4.41	6.51	4.16	3.36		
Regeneration & Planning	1.88	2.62	2.68	3.21	5.03	3.93	4.33	5.86	3.08	3.42		
Whole Directorate	4.69	4.62	4.35	5.08	6.77	6.48	5.86	5.30	4.01	4.65		

Rolling 12 months (Test)

Staff Sickness Stats (%)	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Community & Leisure												
Infrastructure												
Property												
Public Protection												
Regeneration & Planning												
Whole Directorate												

Customer Tab:

Number of Complaints By Type	2018/19				2019/20				2020/2021			
	Q1 18/19	Q2	Q3	Q4	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4
Informal			564	830	235	517	655	755		300		
Stage 1			48	71	23	75	94	110		26		
Stage 2			32	49	10	18	16	19		5		
Esc 1 to 2			0	0	0	11	23	26		5		
Other			15	16	0	0	0	0		0		
Whole Directorate	0	0	659	966	268	621	788	910		336		

Base Data - Resources



Health and Safety (H&S) Number of Reported Accidents	2018/19				2019/20				2020/2021			
Number by Service & Type	Q1 18/19	Q2	Q3	Q4	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4
Community & Leisure					18	17	17					
Infrastructure					3	5	1					
Property												
Public Protection												
Regeneration & Planning							1					
Whole Directorate					21	22	19					
RIDDOR					4	0	2					