

Update on outstanding questions and actions

Performance Report (PI 16 – PI 18)

PI 16 - Check whether the Council's income from the leisure centres is based on the numbers visiting the two centres.

Partnerships and Performance Section Head is still working on the requested information.

PI 18 - Circulate information about the number of complaints received with regard to performance indicators CO4 and CO5.

Quarter 3

Number of complaints received overall = 69 in total

- complaints resolved at stage one = **55** (Meaning 14 were not resolved at stage one and had to be dealt with further in line with the council's complaints policy)
- stage 1 complaints resolved within 10 days = **49** (Meaning 20 were not resolved within our 10 days standard)

PI 19 - Circulate an analysis of the sickness statistics, excluding revenues and benefits.

An analysis of figures from the past year indicate that Revenue & Benefit was a problem area in terms of sickness. However, figures from the last quarter (Quarter 3) shows that this has reduced. This fall reflects that there were a few long term sickness cases in R&B that had skewed their sickness absence figures in previous months/quarters. Now that they are all resolved the stats for R&B are now in fact lower than the rest of the Council as a whole.

Please find below the combined absence rates for Quarter 3 2011/12 :

	Oct - Dec 2011
Entire Council (Including Revenue & Benefits)	3.40%
Council – (Excluding Revenue & Benefits)	3.43%
Revenue & Benefits	3.04%