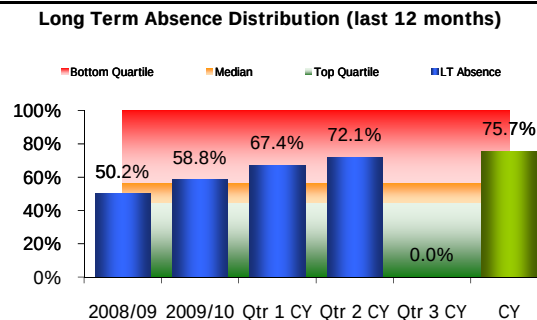
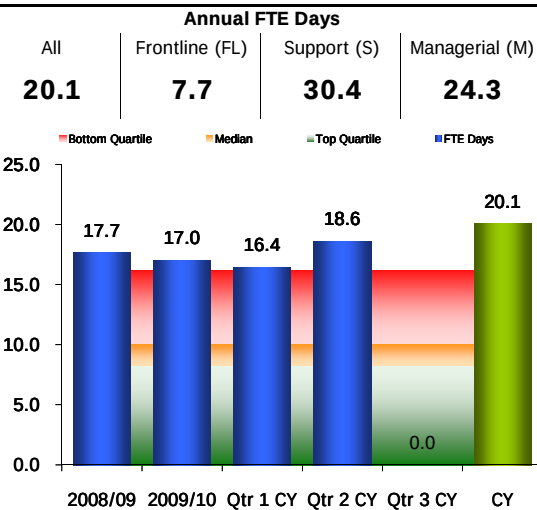
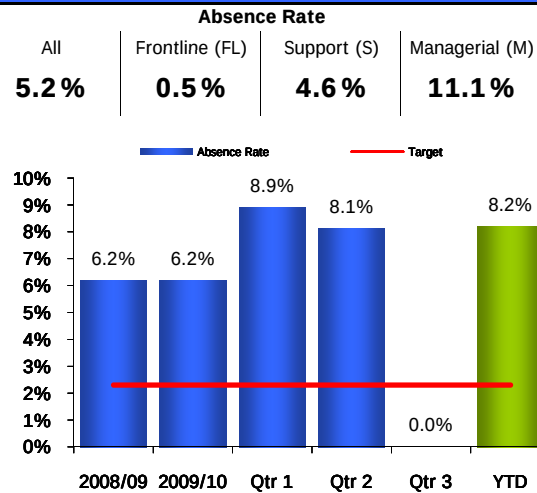


Customer Services | Absence Management Information | November 2010

Targets and Benchmarks

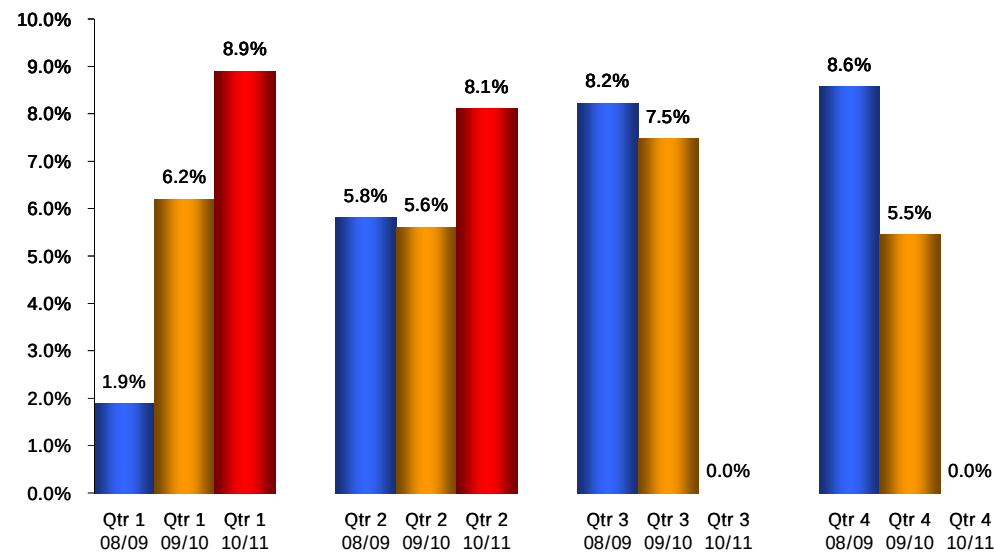


Services in brief

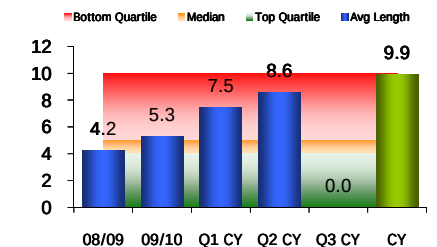
Service	Employee Numbers			Absence Rates/Cost/Average Length				Policy 'trigger' rates			No Absence - CY	Data Quality		Training	
	Headcount	Position Count	FTE	Absence Rate - TM	Absence Cost - TM	FTE Days - CY	Average Absence Length	3 occasions or more	10 calendar days or more	29 calendar days or more		Other/Unknown Absence - CY	Other/Unknown Cost - CY	No. Attendees	Cancellations
Essex County Council	9,256	9,566	7,745	3.1%	£637,201	8.8	4.4	22.6%	20.9%	1.2%	39.5%	4.1%	£334,790	0	0
Customer Services	66	66	60	5.2%	£6,485	20.1	9.9	16.1%	21.1%	2.6%	25.8%	4.3%	£4,573	0	0
Contact Essex	55	55	51	4.2%	£3,490	19.1	9.0	19.1%	21.1%	1.1%	25.5%	5.2%	£3,624	-	-
Customer Excellence	11	11	9	10.6%	£4,409	26.0	17.2	0.0%	21.2%	10.6%	27.3%	0.0%	£0	-	-

Job Role	Employee Numbers			Absence Rates/Cost/Average Length				Policy 'trigger' rates			No Absence - CY	Data Quality		Training	
	Headcount	Position Count	FTE	Absence Rate - TM	Absence Cost - TM	FTE Days - CY	Average Absence Length	3 occasions or more	10 calendar days or more	29 calendar days or more		Other/Unknown Absence - CY	Other/Unknown Cost - CY	No. Attendees	Cancellations
Frontline (FL)	6	6	6	0.5%	£68	7.7	23.1	16.7%	33.3%	0.0%	33.3%	0.0%	£0		
Support (S)	50	50	45	4.6%	£3,230	30.4	8.0	19.2%	21.5%	1.2%	26.0%	6.4%	£3,406		
Managerial (M)	10	10	9	11.1%	£4,736	24.3	16.2	0.0%	11.1%	11.1%	20.0%	0.0%	£0		

Absence Rate - Yearly Trend Comparison



Average Absence Length



Data Quality (Other / Unknown)

