Information Services | Absence Management Information | November 2010 Targets and Benchmarks Services in brief Absence Rate **Employee Numbers** Absence Rates/Cost/Average Length Policy 'trigger' rates Data Quality Training \sim Length ΑII Frontline (FL) Support (S) Managerial (M) Other/Unknowi Absence - CY Count Absence Rate TM Other/Unknow Cost - CY Attendees Cost Absence days or mor calendar calendar 2.7% 0.0% 2.0% 2.0% Headcount Days Absence (TM Average Absence I Position 29 calendays or r FE Ħ No. Absonce Pate Target Service 4% 8.8 39.5% 0 Essex County Council 9,256 9,566 7,745 3.1% £637,201 4.4 22.6% 20.9% 1.2% 4.1% £334,790 0 £20.018 Information Services 127 127 126 2.7% £9.338 6.7 3.8 25.3% 18.8% 0.8% 42.5% 18.1% 0 0 3.0% 8 8 8 £252 3.7 0.0% 37.5% £1.916 Application Management 1.3% 2.6 25.9% 22.3% 56.8% 3% 2.3% Business Portfolio 2 2 0.0% £0 2.3 1.5 0.0% 0.0% 0.0% 0.0% 0.0% £0 3% 2.1% 1.9% £0 Business Support (IS) 5 5 0.0% 2.7 18 37.6% 20.8% 0.0% 40.0% 0.0% £0 2% 0.0% £0 0.1 0.0% 100.0% 0.0% Compliance And Security 1.0 0.0% 0.0% £0 1.2% 3 £0 Customer Relationship 0.0% 7.2 3.6 33.3% 33.3% 0.0% 33.3% 0.0% £0 1% Desktop Management 5 5 1.3% f85 1.5 1.5 40.0% 0.0% 0.0% 20.0% 0.0% f0 Developers 9 1.1% £296 3.3 11.1% 11.1% 0.0% 44.4% 0.0% £0 1.5 0.0% £135 £0 Enterprise & Framework 3.2% 3.1 2.2 50.0% 50.0% 0.0% 0.0% 0.0% External Partnerships 3 3 3 0.0% f0 1.7 0.0% 0.0% f0 1.5 0.0% 0.0% 0.0% 2008/09 2009/10 Qtr 1 Qtr 2 YTD Qtr 3 Field Desktop 19 19 19 9.3% f4.448 13.2 52.6% 55.8% £16,154 14.8 15.8% 21.1% 5.3% Annual FTE Days Governance and MI 0.0% £0 3.4 4.0 0.0% 25.0% 0.0% 25.0% 0.0% f0 Frontline (FL) Support (S) Managerial (M) Management Team IS £0 14.3% ΑII 0.0% 4.5 48 0.0% 0.0% 28.6% 0.0% £0 Network Management 0.9% £172 2.5 3.8 0.0% 14.3% 0.0% 57.1% 0.0% £0 6.7 0.0 5.1 4.4 Job Role FTE Days Bottom Quartile =Top Quartile Frontline (FL) 0 0 0 0.0% £0 0.0 4.7 0.0% 0.0% 0.0% 0.0% 0.0% £0 18.0 83 83 83 £3,668 5.1 Support (S) 2.0% 3.2 19.2% 13.0% 1.2% 45.8% 41.5% £16,327 16.0 Managerial (M) 44 44 44 2.0% £3,337 18.4% 13.8% 0.0% 36.4% 0.0% 4.4 £0 14.0 12.0 Absence Rate - Yearly Trend Comparison Average Absence Length 10.0 4.0% 3.8% 6.9 8.0 6.7 ■Top Quartile ■Avg Length 6.1 12 6.0 3.4% 3.5% 3.3% 10 8 3.0% 2.8% 2.5% 2.5% 2.3% 2008/09 2009/10 Qtr 1 CY Qtr 2 CY Qtr 3 CY 1.9% Long Term Absence Distribution (last 12 months) 2.0% 08/09 09/10 Q1 CY Q2 CY Q3 CY 1.7% Data Quality (Other/Unknown) =Rottom Quartile 1.5% 1.2% 100% 50.0% 71.6% 69.8% 1.0% 80% 40.0% 60% 47.5% 44.0% 30.0% 0.5% 18.1% 40% 20.0% 0.0% 0.0% 20% 10.0% 0.0% 0% 0.0% Qtr 1 Qtr 1 Qtr 1 Qtr 2 Qtr 2 Qtr 2 Qtr 3 Qtr 3 Qtr 3 Qtr 4 Qtr 4 Qtr 4

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2008/09 2009/10 Qtr 1 CY Qtr 2 CY Qtr 3 CY