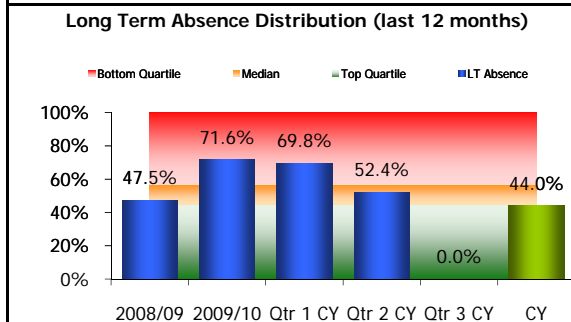
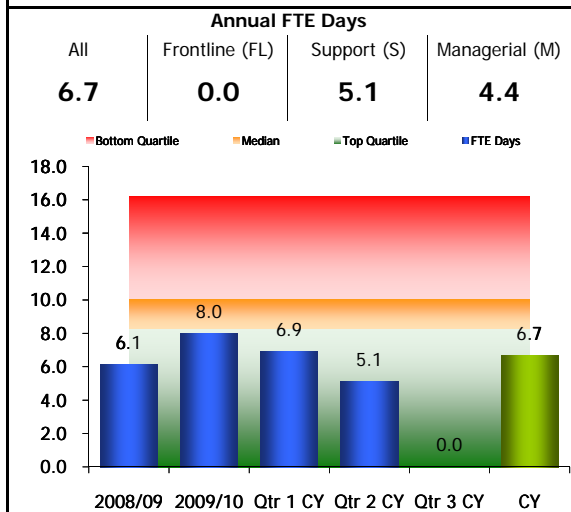
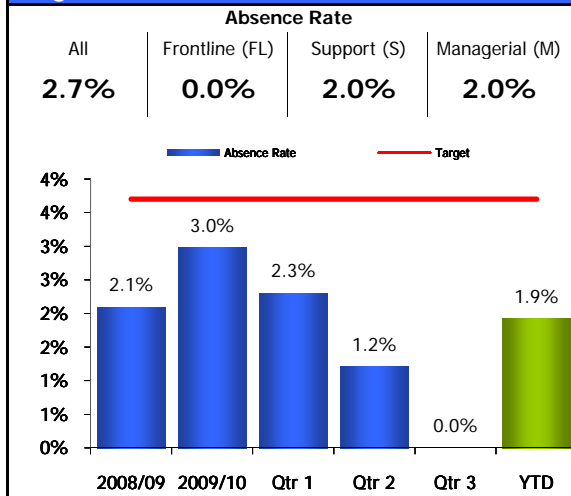


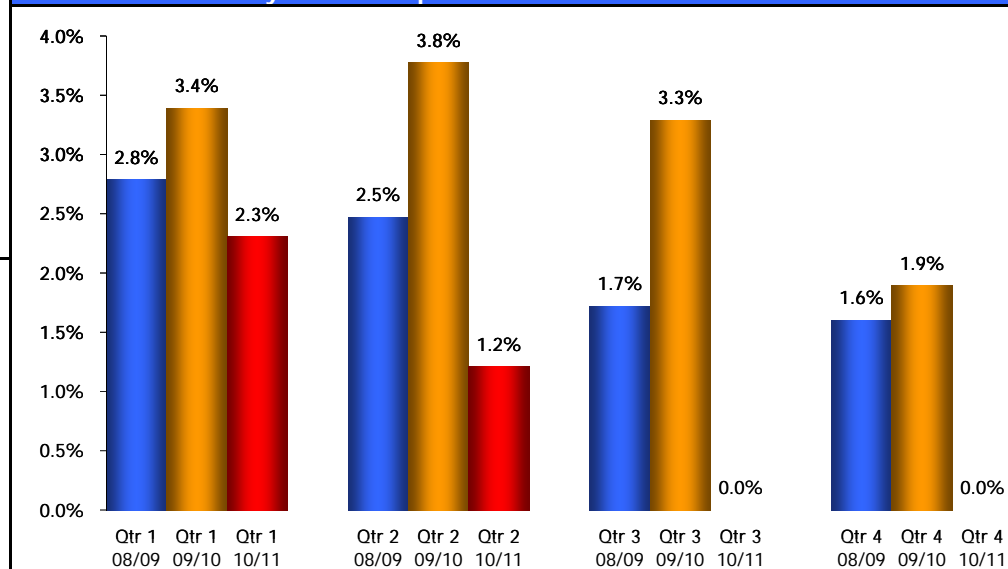
Targets and Benchmarks



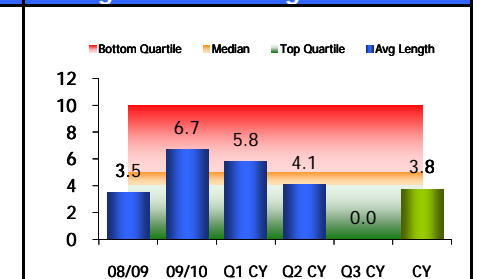
Services in brief

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
Information Services	127	127	126	2.7%	£9,338	6.7	3.8	25.3%	18.8%	0.8%	42.5%	18.1%	£20,018	0	0
Application Management	8	8	8	1.3%	£252	3.7	2.6	25.9%	22.3%	0.0%	37.5%	56.8%	£1,916	-	-
Business Portfolio	2	2	2	0.0%	£0	2.3	1.5	0.0%	0.0%	0.0%	0.0%	0.0%	£0	-	-
Business Support (IS)	5	5	5	0.0%	£0	2.7	1.8	37.6%	20.8%	0.0%	40.0%	0.0%	£0	-	-
Compliance And Security	1	1	1	0.0%	£0	0.1	1.0	0.0%	0.0%	0.0%	100.0%	0.0%	£0	-	-
Customer Relationship	3	3	3	0.0%	£0	7.2	3.6	33.3%	33.3%	0.0%	33.3%	0.0%	£0	-	-
Desktop Management	5	5	5	1.3%	£85	1.5	1.5	40.0%	0.0%	0.0%	20.0%	0.0%	£0	-	-
Developers	9	9	9	1.1%	£296	3.3	1.5	11.1%	11.1%	0.0%	44.4%	0.0%	£0	-	-
Enterprise & Framework	2	2	2	3.2%	£135	3.1	2.2	50.0%	50.0%	0.0%	0.0%	0.0%	£0	-	-
External Partnerships	3	3	3	0.0%	£0	1.7	1.5	0.0%	0.0%	0.0%	0.0%	0.0%	£0	-	-
Field Desktop	19	19	19	9.3%	£4,448	13.2	14.8	15.8%	21.1%	5.3%	52.6%	55.8%	£16,154	-	-
Governance and MI	4	4	4	0.0%	£0	3.4	4.0	0.0%	25.0%	0.0%	25.0%	0.0%	£0	-	-
Management Team IS	7	7	7	0.0%	£0	4.5	4.8	0.0%	14.3%	0.0%	28.6%	0.0%	£0	-	-
Network Management	7	7	7	0.9%	£172	2.5	3.8	0.0%	14.3%	0.0%	57.1%	0.0%	£0	-	-
Job Role															
Frontline (FL)	0	0	0	0.0%	£0	0.0	4.7	0.0%	0.0%	0.0%	0.0%	0.0%	£0	-	-
Support (S)	83	83	83	2.0%	£3,668	5.1	3.2	19.2%	13.0%	1.2%	45.8%	41.5%	£16,327	-	-
Managerial (M)	44	44	44	2.0%	£3,337	4.4	4.1	18.4%	13.8%	0.0%	36.4%	0.0%	£0	-	-

Absence Rate - Yearly Trend Comparison



Average Absence Length



Data Quality (Other/Unknown)

