CCS NHS Trust Quality Performance Dashboard

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		2021-22	Dec-21	Jan-22	reb-22	mar-22	Apr-22	way-22	Jun-22	Jui-22	Aug-22	Sep-22	Oct-22	NOV-22	
		target Ceiling or	ccs	ccs	ccs	ccs	ccs	ccs	ccs	ccs	ccs	ccs	ccs	ccs	
Standard/Indicator SAFETY	Description	Baseline	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Sparkline
Patient safety															
Incidents	New patient safety incidents including SIs, Never														
Total number of new	Events and medication incidents		149	134	147	162	129	164	152	144	142	142	170	134	\vee V \sim
Datix incidents	Severe harm Moderate harm	No target	0	0 7	0	0 12	1 11	0 11	0 9	0	0 9	0	0	0	$\sim\sim$
reported in month	Low harm		20	19	18	21	18	26	37	23	18	19	21	16	
	No harm No. of new SIs declared requiring investigation		116	108	127	129	99	127	106	118	115	117	142	115	~~~~
Serious incidents	(excluding Safeguarding SIs)	0	0	0	0	2	0	0	0	1	0	0	1	0	
	No. of new Safeguarding SIs declared (Adults & Children)	0	0	1	0	0	0	0	0	0	0	0	0	0	Λ
Never Events	Number of never events reported in month	0	0	0	0	0	0	0	0	0	0	0	0	0	
Medicines Management	Number of medication incidents reported (CCS) % CCS medication incidents no harm	no target no target	33 88%	31 87%	20 95%	23 87%	24 96%	23 91%	11 91%	14 79%	17 94%	13 100%	23 91%	18 89%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Infection Prevention		· · ·													
Clinical Interventions Audit	Compliance with spread of infection indicator	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
UV light compliance	All clinical teams	100%	70%	72%	71%	71%	70%	54%	73%	74%	81%	81%	82%	76%	\sim
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.	No target	1	4	1	4	1	1	1	5	1	0	1	2	$\sim \Lambda$
EFFECTIVENESS	Torget for mendatory training outlingto which	ravievalu													
	Target for mandatory training subjects which p low has target of 90% from April 2022)	previously													
Overall mandatory	In line with Trust Training Needs Analysis (*excludes L2&L3 Adult Safeguarding training and	90%	88%	90%	90%	91%	88%	92%	93%	93%	91%	94%	94%	94%	\sim
training	FTSU compliance data up to March 2022)														<u>∕~</u> V
Safeguarding training	Level 1: % staff trained Level 2: % staff trained	90% 90%	97% 82%	97% 88%	97% 89%	97% 89%	91% 97%	97% 97%	96% 97%	97% 96%	97% 91%	97% 97%	97% 97%	97% 95%	~~~
(Children)	Level 3: % staff trained	90%	84%	81%	83%	85%	83%	88%	84%	84%	85%	90%	91%	91%	\sim
	Level 4: % staff trained	90%	89%	87%	87%	71%	57%	63%	100%	N/A	N/A	N/A	33%	N/A	~~~
	Safeguarding induction compliance - Data pending Level 1: % staff trained	100% 90%	N/A 97%	N/A 97%	N/A 97%	N/A 97%	N/A 98%	N/A 98%	N/A 97%	N/A 97%	N/A 97%	N/A 97%	N/A 97%	N/A 97%	
	Level 2: % staff trained*	90%	72%	80%	82%	84%	86%	93%	93%	94%	90%	99%	88%	93%	
Safeguarding training (Adults)	Level 3: % staff trained* (target updated from 60% to 80% in April 2022)	80%	52%	55%	60%	63%	67%	72%	76%	72%	74%	87%	79%	80%	\sim
	Mental Capacity Act	90%	78%	84%	84%	85%	86%	92%	92%	90%	90%	92%	92%	92%	~~~
Prevent Basic	Deprivation of Liberty	90%	90%	92%	91%	92%	92%	93%	91%	92%	92%	92%	91%	92%	~~~
Awareness	% of staff undertaking Prevent training	85%	96%	96%	96%	86%	96%	97%	96%	96%	97%	96%	95%	95%	V
WRAP3	% of staff undertaking WRAP training	85%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	
Manual handling Fire safety	% of staff undertaking manual handling (patients) % of staff undertaking fire safety training	90% 90%	91% 86%	85% 88%	83% 88%	84% 87%	79% 87%	81% 94%	80% 93%	86% 93%	86% 92%	89% 94%	89% 94%	90% 93%	\sim
CPR/Resus	% of staff undertaking CPR/Resus training	90%	82%	82%	87%	89%	88%	90%	90%	91%	87%	89%	89%	89%	\sim
IPaC training Freedom To Speak Up	% of staff undertaking IPaC training % of staff undertaking FTSU training*	90% 90%	91% 80%	94% 87%	94% 88%	94% 88%	95% 90%	98% 88%	97% 95%	98% 95%	96% 92%	98% 96%	97% 96%	97% 96%	\sim
Information	% of staff undertaking IG training	95%	86%	88%	88%	88%	88%	95%	95%	95%	92%	94%	95%	94%	~ _~
governance Safeguarding		3376	0078	0078	0078	0078	0078	5578	5578	5578	52 /0	3470	3378	3476	
Safeguarding		1											(<u> </u>
supervisions (Children)	% eligible staff	95%	89.85%	85.89%	91.33%	88.85%	95.69%	90.93%	93.01%	91.30%	84.24%	79.25%	82.49%	86.76%	$\sim \cdot $
supervisions (Children) Workforce/HR	-	95%	89.85%	85.89%	91.33%	88.85%	95.69%	90.93%	93.01%	91.30%	84.24%	79.25%	82.49%	86.76%	\~·\
(Children)	% eligible staff Monthly sickness absence rate (target effective from April 2022)	95% 4.5%	89.85% 6.57%	85.89% 6.34%	91.33% 5.21%	88.85% 6.03%	95.69% 6.23%	90.93% 5.43%	93.01% 5.63%	91.30% 6.32%	84.24% 4.97%	79.25% 4.99%	82.49% 6.66%	86.76% 6.53%	M.
(Children)	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate	4.5% 3.6%	6.57% 2.63%	6.34% 3.32%	5.21% 2.34%	6.03% 3.54%	6.23% 3.28%	5.43% 2.35%	5.63% 2.51%	6.32% 3.26%	4.97% 2.17%	4.99% 2.47%	6.66% 3.42%	6.53% 3.22%	<u>~~</u>
(Children) Workforce/HR	Monthly sickness absence rate (target effective from April 2022)	4.5%	6.57% 2.63% 3.94%	6.34% 3.32% 3.02%	5.21% 2.34% 2.87%	6.03% 3.54% 2.49%	6.23% 3.28% 2.95%	5.43% 2.35% 3.09%	5.63% 2.51% 3.12%	6.32% 3.26% 3.06%	4.97% 2.17% 2.80%	4.99% 2.47% 2.52%	6.66% 3.42% 3.24%	6.53% 3.22% 3.31%	
(Children) Workforce/HR Sickness	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022)	4.5% 3.6% N/A 4.5% by year end	6.57% 2.63% 3.94% 5.42%	6.34% 3.32% 3.02% 5.53%	5.21% 2.34% 2.87% 5.61%	6.03% 3.54% 2.49% 5.69%	6.23% 3.28% 2.95% 5.87%	5.43% 2.35% 3.09% 6.18%	5.63% 2.51% 3.12% 6.22%	6.32% 3.26% 3.06% 6.31%	4.97% 2.17% 2.80% 6.24%	4.99% 2.47% 2.52% 6.16%	6.66% 3.42% 3.24% 6.20%	6.53% 3.22% 3.31% 6.19%	
(Children) Workforce/HR Sickness Turnover	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year w hich remains	4.5% 3.6% N/A 4.5% by year end N/A	6.57% 2.63% 3.94% 5.42% 13.87%	6.34% 3.32% 3.02% 5.53% 13.38%	5.21% 2.34% 2.87% 5.61% 13.36%	6.03% 3.54% 2.49% 5.69% 14.04%	6.23% 3.28% 2.95% 5.87% 15.07%	5.43% 2.35% 3.09% 6.18% 14.92%	5.63% 2.51% 3.12% 6.22% 15.24%	6.32% 3.26% 3.06% 6.31% 15.10%	4.97% 2.17% 2.80% 6.24% 15.18%	4.99% 2.47% 2.52% 6.16% 14.92%	6.66% 3.42% 3.24% 6.20% 14.56%	6.53% 3.22% 3.31% 6.19% 14.37%	
(Children) Workforce/HR Sickness Turnover Stability	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling yeart turnover % of employees over one year w hich remains constant	4.5% 3.6% N/A 4.5% by year end N/A 85%	6.57% 2.63% 3.94% 5.42% 13.87% 86.58%	6.34% 3.32% 3.02% 5.53% 13.38% 85.48%	5.21% 2.34% 2.87% 5.61% 13.36% 86.56%	6.03% 3.54% 2.49% 5.69% 14.04% 87.03%	6.23% 3.28% 2.95% 5.87% 15.07% 87.99%	5.43% 2.35% 3.09% 6.18% 14.92% 87.46%	5.63% 2.51% 3.12% 6.22% 15.24% 86.84%	6.32% 3.26% 3.06% 6.31% 15.10% 82.85%	4.97% 2.17% 2.80% 6.24% 15.18% 82.43%	4.99% 2.47% 2.52% 6.16% 14.92% 82.56%	6.66% 3.42% 3.24% 6.20% 14.56% 82.38%	6.53% 3.22% 3.31% 6.19% 14.37% 82.78%	
(Children) Workforce/HR Sickness Turnover Stability Appraisals	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment -	4.5% 3.6% N/A 4.5% by year end N/A 85% 94%	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78%	6.34% 3.32% 3.02% 5.53% 13.38%	5.21% 2.34% 2.87% 5.61% 13.36%	6.03% 3.54% 2.49% 5.69% 14.04% 87.03% 88.73%	6.23% 3.28% 2.95% 5.87% 15.07%	5.43% 2.35% 3.09% 6.18% 14.92%	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72%	6.32% 3.26% 3.06% 6.31% 15.10%	4.97% 2.17% 2.80% 6.24% 15.18%	4.99% 2.47% 2.52% 6.16% 14.92% 82.56% 88.91%	6.66% 3.42% 3.24% 6.20% 14.56%	6.53% 3.22% 3.31% 6.19% 14.37%	
(Children) Workforce/HR Sickness Turnover Stability	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff w ith appraisals Recommending CCS as place for treatment - Quarterly reporting	4.5% 3.6% N/A 4.5% by year end N/A 85% 94% no target	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection	6.34% 3.32% 3.02% 5.53% 13.38% 85.48%	5.21% 2.34% 2.87% 5.61% 13.36% 86.56%	6.03% 3.54% 2.49% 5.69% 14.04% 87.03% 88.73% 83.83%	6.23% 3.28% 2.95% 5.87% 15.07% 87.99%	5.43% 2.35% 3.09% 6.18% 14.92% 87.46%	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31%	6.32% 3.26% 3.06% 6.31% 15.10% 82.85%	4.97% 2.17% 2.80% 6.24% 15.18% 82.43%	4.99% 2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 79.78%	6.66% 3.42% 3.24% 6.20% 14.56% 82.38%	6.53% 3.22% 3.31% 6.19% 14.37% 82.78%	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment -	4.5% 3.6% N/A 4.5% by year end N/A 85% 94%	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data	6.34% 3.32% 3.02% 5.53% 13.38% 85.48%	5.21% 2.34% 2.87% 5.61% 13.36% 86.56%	6.03% 3.54% 2.49% 5.69% 14.04% 87.03% 88.73%	6.23% 3.28% 2.95% 5.87% 15.07% 87.99%	5.43% 2.35% 3.09% 6.18% 14.92% 87.46%	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72%	6.32% 3.26% 3.06% 6.31% 15.10% 82.85%	4.97% 2.17% 2.80% 6.24% 15.18% 82.43%	4.99% 2.47% 2.52% 6.16% 14.92% 82.56% 88.91%	6.66% 3.42% 3.24% 6.20% 14.56% 82.38%	6.53% 3.22% 3.31% 6.19% 14.37% 82.78%	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of erployees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting	4.5% 3.6% N/A 4.5% by year end N/A 85% 94% no target	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection	6.34% 3.32% 3.02% 5.53% 13.38% 85.48%	5.21% 2.34% 2.87% 5.61% 13.36% 86.56%	6.03% 3.54% 2.49% 5.69% 14.04% 87.03% 88.73% 83.83%	6.23% 3.28% 2.95% 5.87% 15.07% 87.99%	5.43% 2.35% 3.09% 6.18% 14.92% 87.46%	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31%	6.32% 3.26% 3.06% 6.31% 15.10% 82.85%	4.97% 2.17% 2.80% 6.24% 15.18% 82.43%	4.99% 2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 79.78%	6.66% 3.42% 3.24% 6.20% 14.56% 82.38%	6.53% 3.22% 3.31% 6.19% 14.37% 82.78%	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month	4.5% 3.6% N/A 4.5% by year end N/A 85% 94% no target	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection	6.34% 3.32% 3.02% 5.53% 13.38% 85.48%	5.21% 2.34% 2.87% 5.61% 13.36% 86.56%	6.03% 3.54% 2.49% 5.69% 14.04% 87.03% 88.73% 83.83%	6.23% 3.28% 2.95% 5.87% 15.07% 87.99%	5.43% 2.35% 3.09% 6.18% 14.92% 87.46%	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31%	6.32% 3.26% 3.06% 6.31% 15.10% 82.85%	4.97% 2.17% 2.80% 6.24% 15.18% 82.43%	4.99% 2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 79.78%	6.66% 3.42% 3.24% 6.20% 14.56% 82.38%	6.53% 3.22% 3.31% 6.19% 14.37% 82.78%	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to w ork - Quarterly reporting monthly targets)	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection in Q3	6.34% 3.32% 3.02% 5.53% 13.38% 85.48% 88.24%	5.21% 2.34% 2.87% 5.61% 13.36% 88.01%	6.03% 3.54% 2.49% 5.69% 14.04% 87.03% 88.73% 83.83% 70.70%	6.23% 3.28% 2.95% 5.87% 15.07% 87.99% 89.16%	5.43% 2.35% 3.09% 6.18% 14.92% 87.46% 89.39%	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64%	6.32% 3.26% 3.06% 6.31% 15.10% 82.85% 91.80%	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52%	4.99% 2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 79.78% 74.15%	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85%	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27%	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (r	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month Average number of days to respond to formal complaints No. of responses sent on time by total no. of	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection in Q3	6.34% 3.32% 3.02% 5.53% 13.38% 85.48% 88.24%	5.21% 2.34% 2.87% 5.61% 13.36% 88.01%	6.03% 3.54% 2.49% 5.69% 14.04% 87.03% 88.73% 83.83% 70.70%	6.23% 3.28% 2.95% 5.87% 15.07% 87.99% 89.16%	5.43% 2.35% 3.09% 6.18% 14.92% 87.46% 89.39%	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64%	6.32% 3.26% 3.06% 6.31% 15.10% 82.85% 91.80%	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52%	4.99% 2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 79.78% 74.15%	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85%	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27%	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling currulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to w ork - Quarterly reporting monthly targets) No. of formal complaints received in month A verage number of days to respond to formal complaints No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target No target No target # / # 100%	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection in Q3	6.34% 3.32% 3.02% 5.53% 13.38% 85.48% 88.24% 11 11 2/2 2/2 100%	5.21% 2.34% 2.87% 5.61% 13.36% 88.01% 88.01% 6 6 1/9 1/9 11%	6.03% 3.54% 2.49% 5.69% 14.04% 87.03% 88.73% 88.73% 83.83% 70.70% 9 9 1/5 1/5 20%	6.23% 3.28% 2.95% 5.87% 15.07% 87.99% 89.16% 89.16% 4 4 45.91	5.43% 2.35% 3.09% 6.18% 87.46% 89.39% 14.92% 89.39%	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 10 55	6.32% 3.26% 3.06% 6.31% 15.10% 82.85% 91.80% 91.80% 5 44	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 45	4.99% 2.47% 2.52% 6.16% 14.92% 88.91% 79.78% 74.15% 5 5 58.42	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85% 12 47	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 5 72	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (r	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month Average number of days to respond to formal complaints No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of responsed to within target timeframe	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target no target No target No target 100% 0	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection in Q3	6.34% 3.32% 3.02% 5.53% 13.38% 85.48% 88.24% 11 11	5.21% 2.34% 2.87% 5.61% 13.36% 88.01% 88.01% 6 6 1/9	6.03% 3.54% 2.49% 5.69% 14.04% 87.03% 88.73% 83.83% 70.70% 9 9 1/5	6.23% 3.28% 2.95% 5.87% 85.16% 89.16% 89.16% 4 4 45.91 0	5.43% 2.35% 3.09% 6.18% 87.46% 89.39% 14.92% 89.39%	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 10 55	6.32% 3.26% 3.06% 6.31% 15.10% 82.85% 91.80% 91.80% 5 44 0	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 45 0	4.99% 2.47% 2.52% 6.16% 88.91% 79.78% 74.15% 5 5 58.42 0	6.66% 3.42% 6.20% 14.56% 82.38% 88.85% 12 47	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 5 72 0 0	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (r Complaints	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling currulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month A verage number of days to respond to formal complaints No. of responses sent Percentage responded to within target timeframe No. of accepted PHSO referrals in month No. of complaints patially held or upheld by PHSO in month	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target no target No target 100% 0 0	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection in Q3 10 0/0 0	6.34% 3.32% 5.53% 13.38% 85.48% 88.24% 111 2/2 100% 0	5.21% 2.34% 2.87% 5.61% 13.36% 88.56% 88.01% 6 6 1/9 11% 0	6.03% 3.54% 2.49% 5.69% 14.04% 88.73% 83.83% 70.70% 9 9 1/5 20% 0	6.23% 3.28% 2.95% 5.87% 87.99% 89.16% 89.16% 4 4 45.91 0 0 0	5.43% 2.35% 3.09% 6.18% 87.46% 89.39% 89.39% 14.92% 89.39% 14.92% 89.39% 0 12 40 12 40 0 0 0	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 10 55 20 20 0 0 0	6.32% 3.26% 3.06% 6.31% 82.85% 91.80% 91.80% 5 44	4.97% 2.17% 2.80% 6.24% 82.43% 89.52% 13 45 45 0 0 0	4.99% 2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 74.15% 5 58.42 0 0 0	6.66% 3.42% 6.20% 14.56% 82.38% 88.85% 12 47 47 0 0 0	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 87.27% 5 72 0 0 0 0	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (Complaints	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month Average number of days to respond to formal complaints No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of complaints partially held or upheld by PHSO in month No. of informal complaints received in month	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target no target No target No target 100% 0 0 no target	6.57% 2.63% 3.94% 5.42% 86.58% 88.78% No data collection in Q3 10 0 0 0	6.34% 3.32% 3.02% 5.53% 85.48% 88.24% 	5.21% 2.34% 5.61% 86.56% 88.01% 6 6 1/9 11% 0 20	6.03% 3.54% 2.49% 5.69% 14.04% 87.03% 88.73% 83.83% 70.70% 9 9 9 1/5 20% 0 0	6.23% 3.28% 2.95% 5.87% 85.16% 89.16% 89.16% 4 4 45.91 0	5.43% 2.35% 3.09% 6.18% 87.46% 89.39% 14.92% 89.39%	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 10 55	6.32% 3.26% 3.06% 6.31% 15.10% 82.85% 91.80% 91.80% 5 44 0	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 45 0	4.99% 2.47% 2.52% 6.16% 88.91% 79.78% 74.15% 5 5 58.42 0	6.66% 3.42% 6.20% 14.56% 82.38% 88.85% 12 47	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 5 72 0 0	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (Complaints	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month Average number of days to respond to formal complaints No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of complaints precived in month No. of complaints partially held or upheld by PHSO in month No. of informal complaints received in month No. of informal complaints received in month No. of informal complaints received in month No. of complaints upgraded (informal to formal)	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target no target No target No target 100% 0 0 no target	6.57% 2.63% 3.94% 5.42% 86.58% 88.78% No data collection in Q3 10 00 0 28 4	6.34% 3.32% 3.02% 5.53% 85.48% 88.24% 13.38% 88.24% 11 11 2/2 100% 0 26 3	5.21% 2.34% 5.61% 86.56% 88.01% 6 6 1/9 11% 0 20 20 2	6.03% 3.54% 2.49% 5.69% 14.04% 88.73% 88.73% 83.83% 70.70% 9 9 9 1/5 20% 0 22% 0	6.23% 3.28% 2.95% 5.87% 87.99% 89.16% 89.16% 4 4 45.91 0 0 0	5.43% 2.35% 3.09% 6.18% 87.46% 89.39% 89.39% 14.92% 89.39% 14.92% 89.39% 0 12 40 12 40 0 0 0	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 10 55 20 20 0 0 0	6.32% 3.26% 3.06% 6.31% 82.85% 91.80% 91.80% 5 44	4.97% 2.17% 2.80% 6.24% 82.43% 89.52% 13 45 45 0 0 0	4.99% 2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 74.15% 5 58.42 0 0 0	6.66% 3.42% 6.20% 14.56% 82.38% 88.85% 12 47 47 0 0 0	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 87.27% 5 72 0 0 0 0	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (r Complaints	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month Average number of days to respond to formal complaints no. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of complaints partially held or upheld by PHSO in month No. of complaints partially held or upheld by PHSO in month No. of complaints partially held or upheld by PHSO in month No. of complaints partially held or upheld by PHSO in month No. of complaints upgraded (informal to formal) No. of complaints dow ngraded (formal to informal)	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target no target No target No target 100% 0 0 no target no target 100%	6.57% 2.63% 3.94% 5.42% 86.58% 88.78% No data collection in Q3 10 0 0 0	6.34% 3.32% 3.02% 5.53% 85.48% 88.24% 	5.21% 2.34% 5.61% 86.56% 88.01% 6 6 1/9 11% 0 20	6.03% 3.54% 2.49% 5.69% 14.04% 87.03% 88.73% 83.83% 70.70% 9 9 9 1/5 20% 0 0	6.23% 3.28% 2.95% 5.87% 87.99% 89.16% 89.16% 4 4 45.91 0 0 0 23	5.43% 2.35% 3.09% 6.18% 87.46% 89.39% 14.92% 89.39% 12 40 0 0 0 0 21	5.63% 2.51% 3.12% 6.22% 86.84% 90.72% 84.31% 67.64% 10 55	6.32% 3.26% 6.31% 82.85% 91.80% 5 44 0 0 0 16	4.97% 2.17% 6.24% 15.18% 89.52% 89.52% 13 45 0 0 0 28	4.99% 2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 74.15% 5 5 58.42 0 0 0 0 28	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85% 88.85% 12 47 12 47 0 0 0 0 29	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 87.27% 5 72 0 0 0 0	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (Complaints	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling currulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month A verage number of days to respond to formal complaints No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of complaints upgraded (informal to formal) No. of complaints dow ngraded (formal to informal) No. of complaints dow ngraded (formal to informal) No. of complaints dow ngraded (formal to informal) No. of nome claims received in month No. of complaints dow ngraded (formal to informal) No. of nome claims received in month	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target no target No target No target 100% 0 0 no target	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection in Q3 10 0 0 0 28 4 4	6.34% 3.32% 3.02% 5.53% 85.48% 88.24% 13.38% 88.24% 11 11 2/2 100% 0 26 3	5.21% 2.34% 5.61% 86.56% 88.01% 6 6 1/9 11% 0 20 20 2	6.03% 3.54% 2.49% 5.69% 14.04% 87.03% 88.73% 83.83% 70.70% 9 9 9 1/5 20% 0 0 20% 0 28 5 3 3	6.23% 3.28% 2.95% 5.87% 87.99% 89.16% 89.16% 4 4 45.91 0 0 0 23 23 0 0	5.43% 2.35% 3.09% 6.18% 87.46% 89.39% 14.92% 89.39% 12 40 0 0 0 0 21 21	5.63% 2.51% 3.12% 6.22% 86.84% 90.72% 84.31% 67.64% 10 55 0 0 0 28	6.32% 3.26% 3.06% 6.31% 82.85% 91.80% 91.80% 5 44	4.97% 2.17% 2.80% 6.24% 82.43% 89.52% 13 45 45 0 0 0	4.99% 2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 74.15% 5 58.42 5 58.42 0 0 0 28	6.66% 3.42% 6.20% 14.56% 82.38% 88.85% 12 47 47 0 0 0	6.53% 3.22% 3.31% 6.19% 82.78% 87.27% 5 72 5 72 0 0 0 0 34 34	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (r Complaints Complaints Unformal complaints Complaints dow ngraded Caims Friends & Family test	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Monthly targets) No. of formal complaints received in month Average number of days to respond to formal complaints No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of formal complaints received in month No. of complaints upgraded (informal to formal) No. of complaints upgraded (informal to formal) No. of complaints upgraded (informal to formal) No. of complaints dow ngraded (informal to formal) No. of new claims received in month	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target no target No target 100% 0 0 no target no target no target no target 0 0 0 0 0 0 0 0 0 0 0 0 0	6.57% 2.63% 3.94% 5.42% 86.58% 88.78% No data collection in Q3 10 00 0 28 4	6.34% 3.32% 3.02% 5.53% 85.48% 88.24% 13.38% 88.24% 13.38% 88.24% 26 3 3 4	5.21% 2.34% 5.61% 13.36% 86.56% 88.01% 6 6 1/9 11% 0 20 2 2 1 1 20 2 1	6.03% 3.54% 2.49% 5.69% 14.04% 88.73% 88.73% 83.83% 70.70% 9 9 9 1/5 20% 0 22% 0	6.23% 3.28% 2.95% 5.87% 87.99% 89.16% 89.16% 4 4 45.91 0 0 0 23 0 96.88%	5.43% 2.35% 3.09% 6.18% 87.46% 89.39% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 10 55 10 55	6.32% 3.26% 6.31% 15.10% 82.85% 91.80% 5 44 0 0 0 16 97.73%	4.97% 2.17% 2.80% 6.24% 82.43% 89.52% 13 45 0 0 0 0 28 97.01%	4.99% 2.47% 2.52% 6.16% 88.91% 79.78% 74.15% 5 58.42 0 0 0 28 97.44%	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85% 88.85% 12 47 47 0 0 0 0 29 97.09%	6.53% 3.22% 3.31% 6.19% 82.78% 87.27% 5 72 5 72 0 0 0 0 34 96.93%	
(Crildren) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (r Complaints Complaints Complaints Complaints Complaints Complaints Complaints Complaints Complaints Complaints Complaints Complaints Complaints Complaints Complaints Complaints	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling currulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month Average number of days to respond to formal complaints No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of accepted PHSO referrals in month No. of complaints preceived in month No. of complaints preceived in month No. of complaints partially held or upheld by PHSO no. of complaints dow ngraded (informal to formal) No. of complaints dow ngraded (formal to informal) No. of complaints wo have a good or very good experience	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target no target No target # / # 100% 0 0 no target no target	6.57% 2.63% 3.94% 5.42% 86.58% 88.78% No data collection in Q3 10 0 0 0 28 4 4 4 4 96.24%	6.34% 3.32% 3.02% 5.53% 88.24% 88.24% 88.24% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	5.21% 2.34% 2.87% 5.61% 88.56% 88.01% 6 6 1/9 11% 0 20 2 20 2 1 1% 94.91%	6.03% 3.54% 2.49% 5.69% 14.04% 88.73% 83.83% 70.70% 9 9 1/5 20% 0 1/5 20% 0 228 5 3 3 96.73%	6.23% 3.28% 2.95% 5.87% 87.99% 89.16% 89.16% 4 4 45.91 0 0 0 0 23 0 0 96.88% 1.41%	5.43% 2.35% 3.09% 6.18% 87.46% 89.39% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 10 55 10 55 0 0 0 0 28 	6.32% 3.26% 6.31% 15.10% 82.85% 91.80% 5 44 0 0 0 16 97.73% 1.00%	4.97% 2.17% 2.80% 6.24% 82.43% 89.52% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	4.99% 2.47% 2.52% 6.16% 88.91% 79.78% 74.15% 5 58.42 0 0 0 0 28 97.44% 1.32%	6.66% 3.42% 3.24% 6.20% 14.58% 82.38% 88.85% 88.85% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 97.09% 1.07%	6.53% 3.22% 3.31% 6.19% 82.78% 87.27% 87.27% 5 72 0 0 0 0 34 96.93% 1.56%	
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(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (Complaints Complaints Complaints Complaints Complaints Complaints Complaints Complaints Friends & Family test score Patient Feedback	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling currulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month Average number of days to respond to formal complaints No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of complaints praced to within target timeframe No. of complaints praced to within target timeframe No. of complaints praced to within target timeframe No. of complaints apraded (informal to formal) No. of informal complaints received in month No. of complaints who have a good or very good experience % of patient who have a poor or very good experience No. of responses to FFT Total number of patients surveyed No. of positive comments recorded on IQVIA arly Warning Trigger Tool)	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target no target No target 4 / # 100% 0 0 no target no target no target no target no target no target no target no target no target no target 10 target	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection in Q3 10 0 0 0 0 28 4 4 4 4 96.24% 96.24% 96.24% 96.24%	6.34% 3.32% 3.02% 5.53% 13.38% 85.48% 88.24% 88.24% 11 11 2/2 100% 0 26 3 4 96.29% 1970 2133 2074 1 5 19 58	5.21% 2.34% 2.87% 5.61% 13.36% 88.55% 88.01% 6 13.36% 88.01% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	6.03% 3.54% 2.49% 5.69% 14.04% 88.73% 83.83% 70.70% 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	6.23% 3.28% 2.95% 5.87% 15.07% 87.99% 89.16% 89.16% 145.91 0 0 0 23 0 0 96.88% 1.41% 1281 1458 1458 1 7 7 26 44	5.43% 2.35% 3.09% 6.18% 87.46% 89.39% 89.39% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 10 55 10 55 0 0 0 28 97.45% 1.29% 2552 2657 1 97.45% 1.29% 2552 2657	6.32% 3.26% 6.31% 15.10% 82.85% 91.80% 5 44 0 0 0 16 97.73% 1.00% 2640 2733 0 4 222 55	4.97% 2.17% 2.80% 6.24% 15.18% 89.52% 89.52% 7 13 45 7 0 0 0 28 97.01% 1.68% 2440 2636 7 0 4 2636	4.99% 2.47% 2.52% 6.16% 14.92% 88.91% 79.78% 74.15% 5 5 5 5 8.42 0 0 0 0 28 0 0 97.44% 1.32% 2345 2489 9 16 0 9 9.16 5 5 7	6.66% 3.42% 3.24% 6.20% 14.58% 82.38% 88.85% 88.85% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	6.53% 3.22% 3.31% 6.19% 82.78% 87.27% 87.27% 5 72 0 0 0 0 34 96.93% 1.56% 2311 2555 7 1.56%	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (r Complaints Comp	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Monthly targets) No. of formal complaints received in month Average number of days to respond to formal complaints No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of informal complaints received in month No. of complaints partially held or upheld by PHSO in month No. of complaints apartaged (informal to informal) No. of complaints dow ngraded (informal to informal) No. of complaints dow ngraded (informal to informal) No. of mesponses to FFT Total number of patients surveyed No. of positive comments recorded on IQVIA arly Warning Trigger Tool)	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target no target 100% 0 0 0 no target 100% 0 0 no target 100% 0 No target 90% No target 90% No target 100 targe	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection in Q3 10 0 0 0 0 28 4 4 4 4 4 96.24% 1278 1404 891 10 96.64%	6.34% 3.32% 3.02% 5.53% 88.24% 88.24% 88.24% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	5.21% 2.34% 2.87% 5.61% 88.56% 88.01% 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	6.03% 3.54% 2.49% 5.69% 14.04% 88.73% 88.73% 83.83% 70.70% 9 145 20% 0 20% 0 20% 20% 0 20% 20% 145 20% 0 9 5 3 3 9 6.73% 9 6.73% 9 6.73% 9 6.73%	6.23% 3.28% 2.95% 87.99% 89.16% 89.16% 4 4 45.91 0 0 0 23 0 0 96.88% 1.41% 1281 1458 1458	5.43% 2.35% 3.09% 6.18% 89.39% 89.39% 89.39% 700 89.32% 700 96.22% 1.85% 2221 2926 700 96.32%	5.63% 2.51% 3.12% 86.84% 90.72% 84.31% 67.64% 700 55 700 0 0 28 700 0 28 700 0 28 700 28 700 28 700 28 700 28 700 28 700 28 700 28 700 28 700 700 28 700 700 700 700 700 700 700 700 700 70	6.32% 3.26% 6.31% 15.10% 82.85% 91.80% 91.80% 44 0 0 0 16 	4.97% 2.17% 2.80% 6.24% 88.43% 89.52% 89.52% 13 45 0 0 0 28 97.01% 1.68% 2440 2636 0 0 4 22	4.99% 2.47% 2.52% 6.16% 88.91% 79.78% 74.15% 5 58.42 0 0 0 28 0 97.44% 1.32% 2345 2489 0 9 16	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85% 88.85% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	6.53% 3.22% 3.31% 6.19% 14.37% 87.27% 87.27% 87.27% 70 0 0 0 34 34 96.93% 1.56% 2311 2555 0 7 18	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (r Complaints Comp	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling currulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month A verage number of days to respond to formal complaints No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of complaints upgraded (informal to formal) No. of complaints dow ngraded (formal to informal) No. of new claims received in month No. of new claims received in month No. of normal complaints received in month No. of complaints upgraded (formal to informal) No. of new claims received in month No. of normal complaints received in month No. of normal complaints upgraded (formal to informal) No. of new claims received in month No. of positive comments received on KDVIA artly Warning Trigger Tool) Number of responses received by Scoring threshold	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target no target 100% 0 0 0 no target 100% 0 0 no target 100% 0 No target 90% No target 90% No target 100 targe	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection in Q3 10 0 0 0 0 28 4 4 4 4 96.24% 96.24% 1278 1404 891 96.24%	6.34% 3.32% 3.02% 5.53% 13.38% 88.24% 88.24% 88.24% 11 2/2 100% 0 2/2 100% 0 2/2 100% 0 96.29% 1970 2133 2074 1 5 19 58 0 2 83	5.21% 2.34% 2.87% 5.61% 13.36% 88.56% 88.01% 6 11% 0 20 2 11% 0 20 2 11% 0 94.91% 1807 2026 2 813 94.91% 1807 2026 2 813 1807 2026 16 54 0 6 54 0 9 9 9 76	6.03% 3.54% 2.49% 87.03% 88.73% 83.83% 70.70% 9 9 1/5 20% 0 1/5 20% 0 0 1/5 20% 0 9 1/5 20% 0 1/5 20% 0 1/5 20% 0 1/5 20% 0 1/5 20% 0 1/5 20% 0 1/5 20% 0 1/5 20% 20% 1/5 20% 10 20% 10 20% 10 20% 100 20% 10 20% 10 20% 10 20	6.23% 3.28% 2.95% 88.16% 89.16% 89.16% 4 4 4 45.91 0 0 0 23 0 0 96.88% 1.41% 1281 1458 1458 1 1281 1458 1 7 7 26 44 0 0 9 78	5.43% 2.35% 3.09% 6.18% 87.46% 89.39% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 10 55 0 0 0 28 0 0 28 0 1 1 97.45% 1.29% 2552 2657 1 97.45% 1.29% 2552 2657	6.32% 3.26% 6.31% 15.10% 82.85% 91.80% 91.80% 5 44 0 0 0 16 	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 45 0 0 0 28 97.01% 1.68% 2440 2636 97.01% 1.68% 2440 2636	4.99% 2.47% 2.52% 6.16% 14.92% 88.91% 79.78% 74.15% 5 5 5 8.42 0 0 0 0 28 0 0 97.44% 1.32% 2345 2489 9 7.44% 1.32% 2345 2489 9 1.6 57 0 9 9 1.6 57 2.82	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85% 88.85% 12 12 47 12 47 0 0 0 29	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 87.27% 5 72 0 0 0 34 1.56% 2311 2555 1.56% 2311 2555 1.56% 0 7 82	
(Children) Workforce/HR Sickness Turnover Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (r Complaints Comp	Monthly sickness absence rate (target effective from April 2022) Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate (target updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month Average number of days to respond to formal complaints No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of complaints aparaded (informal to formal) No. of complaints aparaded (informal to formal) No. of orpalients upgraded (informal to informal) No. of orpalients who have a good or very good experience No. of responses to FFT Total number of patients surveyed No. of positive comments received in NON Arty Warning Trigger Tool) Number of responses received by scoring threshold Number of single non-responses Number of single non-responses	4.5% 3.6% NA 4.5% by year end NA 85% 94% no target no target no target 100% 0 0 0 no target 100% 0 0 no target 100% 0 No target 90% No target 90% No target 100 targe	6.57% 2.63% 3.94% 5.42% 13.87% 86.58% 88.78% No data collection in Q3 10 0 0 0 28 4 4 4 96.24% 96.24% 1278 1404 891 96.24%	6.34% 3.32% 3.02% 5.53% 88.24% 88.24% 88.24% 7 7 7 7 7 7 7 7 9 6.29% 9 6.29% 9 7 9 7 7 9 7 7 7 7 7 7 7 7 7 7 7 7 7	5.21% 2.34% 2.87% 5.61% 88.01% 88.01% 6 1/9 11% 0 20 2 1 11% 0 20 2 1 11% 0 94.91% 94.91% 2026 2813 1807 2026 2813	6.03% 3.54% 2.49% 5.69% 14.04% 88.73% 88.73% 83.83% 70.70% 9 14.04% 20% 0 14.04% 20% 0 20% 0 20% 3 3 3 3 9 6.73% 9 6.73% 9 6.73% 9 6.73% 9 6.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 9 7.73% 7.74%	6.23% 3.28% 2.95% 5.87% 87.99% 89.16% 4 4 4 45.91 0 0 0 23 0 0 96.88% 1.41% 1281 1458 1458 1458 1458	5.43% 2.35% 3.09% 6.18% 87.46% 89.39% 7.46% 89.39% 7.46% 89.39% 7.46% 7.	5.63% 2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 700 0 0 28 0 0 28 1 97.45% 1.29% 2552 2657 2657 2657 2657	6.32% 3.26% 3.06% 6.31% 82.85% 91.80% 91.80% 44 0 0 0 16 	4.97% 2.17% 2.80% 6.24% 88.52% 89.52% 45 45 0 0 0 28 2 97.01% 1.68% 2440 2636 0 4 4 21 55 0 0 3	4.99% 2.47% 2.52% 6.16% 88.91% 79.78% 74.15% 5 5 58.42 0 0 0 28 0 97.44% 1.32% 2345 2489 0 9 9 16 57 0 0 9	6.66% 3.42% 6.20% 14.56% 82.38% 88.85% 88.85% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	6.53% 3.22% 3.31% 6.19% 14.37% 87.27% 87.27% 87.27% 72 0 0 0 0 34 3 3 3 1 96.93% 1.56% 2311 2555 7 2 3 1 96.93% 1.56% 2311 2555	

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 Data usually supplied but not available this month

 Not relevant/not applicable to this area