CCS NHS Trust Quality Performance Dashboard

		2023-24	Aug-ZZ	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jui-23	
Oten dend the disease	Description	target Ceiling or	ccs	ccs	ccs	ccs	ccs	ccs	ccs	ccs	CCS	ccs	ccs	CCS	Cuantina
Standard/Indicator SAFETY	Description	Baseline	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Sparkline
Patient safety Incidents	Now nations of the incidents including Cla Nova				1		ı						ı		I A A
Total number of new	New patient safety incidents including SIs, Never Events and medication incidents Severe harm	No target	142	142 0	170 0	134	122 0	173 0	156 0	156 0	121 0	145	192 1	139 0	-\\\\ <u>\</u>
Datix incidents reported in month	Moderate harm		9	6	7	3	7	8	6	10	9	5	8	6	~~~
	Low harm No harm		18 115	19 117	21 142	16 115	9 106	19 146	15 135	12 134	15 97	17 122	23 160	17 116	-~~
Serious incidents	No. of new SIs declared requiring investigation (excluding Safeguarding SIs)	No target	0	0	1	0	0	0	0	0	0	0	0	0	
Never Events	No. of new Safeguarding SIs declared (Adults & Children) Number of never events reported in month	No target	0	0	0	0	0	0	0	0	0	0	0	0	
Incidents awaiting closure	Number of incidents not closed within agreed timescale	No target	0	U	U	0	U	U	U	U	217	273	283	131	
Medicines Management	Number of medication incidents reported (CCS)	No target No target	17 94%	13 100%	23 91%	18 89%	11 91%	22 86%	25 96%	18 89%	16 88%	17 100%	20 100%	22 91%	×××
Infection Prevention &	% CCS medication incidents no harm Control	No target	9476	100%	9176	0976	91%	00%	96%	09%	00%	100%	100%	91%	~~~
Clinical Interventions Audit	Compliance with spread of infection indicator	100%	N/A 81%	N/A 81%	N/A 82%	N/A 76%	N/A	N/A 81%	N/A	N/A 82%	N/A 82%	N/A 83%	100% 83%	N/A 82%	
UV light compliance Outbreaks	All clinical teams No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.	100% No target	1	0	1	2	75% 3	0	81% 4	3	0	0	0	1	
Safer Staffing		No toward									NI/A	NI/A	NI/A	NI/A	
Safer Staffing EFFECTIVENESS	Number of escalations (data pending)	No target									N/A	N/A	N/A	N/A	
Mandatory training Overall mandatory	In line with Trust Training Needs Analysis	90%	91%	94%	94%	94%	93%	93%	92%	93%	93%	94%	91%	91%	
training	Level 1: % staff trained	90%	97%	97%	97%	97%	97%	97%	97%	98%	97%	97%	98%	97%	
Safeguarding training (Children)	Level 2: % staff trained Level 3: % staff trained	90% 90%	91% 85%	97% 90%	97% 91%	95% 91%	94% 90%	95% 87%	94% 91%	94% 90%	93% 91%	95% 93%	95% 92%	94% 92%	\sim
	Level 4: % staff trained Safeguarding induction compliance	90% 100%	N/A N/A	N/A N/A	33% N/A	N/A N/A	71% N/A	87% N/A	86% N/A	100% N/A	100% 95%	100% 97%	100% 97%	100% 97%	
	Level 1 Safeguarding Adults: % staff trained	90%	97%	97%	97%	97%	97%	97%	96%	97%	96%	97%	97%	97%	
Safeguarding training (Adults)	Level 2 Safeguarding Adults: % staff trained Level 3 Safeguarding Adults: % staff trained	90% 90%	90%	99% 87%	88% 79%	93% 80%	92% 82%	94% 81%	92% 83%	93% 86%	92% 86%	94% 88%	94% 89%	93% 87%	/\
	Mental Capacity Act Deprivation of Liberty	90% 90%	90% 92%	92% 92%	92% 91%	92% 92%	92% 92%	91% 92%	91% 91%	91% 93%	91% 94%	90% 92%	92% 93%	90% 89%	~~
Prevent Basic Awareness	% of staff undertaking Prevent training	85%	97%	96%	95%	95%	94%	93%	94%	94%	94%	94%	95%	95%	<u></u>
WRAP3	% of staff undertaking WRAP training	85%	97%	97%	97%	97%	97%	95%	94%	95%	94%	93%	93%	93%	
Manual handling Fire safety	% of staff undertaking moving and handling (patients) % of staff undertaking fire safety training	90%	86% 92%	89% 94%	89% 94%	90%	87% 91%	88% 91%	91% 89%	89% 90%	92%	94%	97% 96%	98%	/\\/
CPR/Resus	% of staff undertaking CPR/Resus training	90%	87%	89%	89%	89%	90%	89%	87%	90%	89%	91%	92%	91%	~~~
IPaC training Freedom To Speak Up	% of staff undertaking IPaC training % of staff undertaking FTSU training	90%	96% 92%	98% 96%	97% 96%	97% 96%	98% 96%	97% 97%	97% 97%	97% 97%	97% 97%	97% 98%	59% 98%	79% 98%	/
Information governance	% of staff undertaking IG training Level 1: % of staff undertaking Patient Safety Syllabus	95% 90% by	92%	94%	95%	94%	92%	92%	90%	91%	90% 46%	91% 69%	92% 78%	92% 83%	~
Patient Safety Syllabus Training	training (all staff) Level 2: % of staff undertaking Patient Safety Syllabus	90% by									32%	57%	68%	75%	
The Oliver McGowan	(all clinical staff) Level 1: % of staff undertaking training	90% by									36%	58%	69%	76%	
Mandatory Training on Learning Disability and		March 2024													
	Lovel 2: 9/ of stoff undertaking training (data panding)	90% by									NI/A	NI/A			
Autism Truck in duction	Level 2: % of staff undertaking training (data pending) % of new staff attending Trust induction within 3	March 2024									N/A	N/A	0.49/	0.40/	
Trust induction Safeguarding											N/A 89%	N/A 92%	94%	94%	
Trust induction	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023)	March 2024	84.24%	79.25%	82.49%	86.76%	79.88%	85.59%	82.27%	81.72%			94%	94%	
Trust induction Safeguarding Safeguarding	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to	94%	84.24%	79.25%	82.49%	86.76%	79.88%	85.59%	82.27%	81.72%					
Trust induction Safeguarding Safeguarding	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service	94% 95%	84.24%	79.25%	82.49%	86.76%	79.88%	85.59%	82.27%	81.72%	89%	92%	1	3	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
Trust induction Safeguarding Safeguarding	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow)	94% 95% No target	84.24%	79.25%	82.49%	86.76%	79.88%	85.59%	82.27%	81.72%	89% N/A	92%	1 22	3	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults &	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow)	94% 95% No target No target	84.24%	79.25%	82.49%	86.76%	79.88%	85.59%	82.27%	81.72%	N/A N/A N/A N/A	92% 3 39 N/A N/A	1 22 10 11 47	3 31 10 16 26	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults &	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental	95% No target No target	84.24%	79.25%	82.49%	86.76%	79.88%	85.59%	82.27%	81.72%	N/A N/A N/A	92% 3 39 N/A	1 22 10 11	3 31 10 16	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults &	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding	95% No target No target No target No target No target No target	84.24%	79.25%	82.49%	86.76%	79.88%	85.59%	82.27%	81.72%	N/A N/A N/A N/A N/A	92% 3 39 N/A N/A 33	1 22 10 11 47	3 31 10 16 26 5	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate	95% No target No target No target No target No target A target No target	4.97% 2.17%	4.99% 2.47%	6.66% 3.42%	6.53% 3.22%	7.56% 3.52%	6.29% 3.28%	5.82% 3.02%	5.80% 2.68%	N/A N/A N/A N/A N/A N/A N/A 2.36%	92% 3 39 N/A N/A 33 1 4.90% 2.34%	1 22 10 11 47 11 4.86% 2.17%	3 31 10 16 26 5 2 4.99% 2.50%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate	March 2024 94% 95% No target	4.97%	4.99%	6.66%	6.53%	7.56%	6.29%	5.82%	5.80%	N/A N/A N/A N/A N/A N/A N/A	92% 3 39 N/A N/A 33 1	1 22 10 11 47 11	3 31 10 16 26 5 2	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover	95% No target	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%	7.56% 3.52% 4.04% 6.27% 14.55%	6.29% 3.28% 3.01% 6.26%	5.82% 3.02% 2.80% 6.32% 14.40%	5.80% 2.68% 3.11% 6.04% 14.73%	N/A N/A N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12%	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98%	1 22 10 11 47 11 4.86% 2.17% 2.69% 5.71% 13.74%	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals	95% No target	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%	7.56% 3.52% 4.04% 6.27%	6.29% 3.28% 3.01% 6.26%	5.82% 3.02% 2.80% 6.32%	5.80% 2.68% 3.11% 6.04%	N/A N/A N/A N/A N/A N/A N/A 1.82% 5.84%	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80%	1 22 10 11 47 11 4.86% 2.17% 2.69% 5.71%	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidente slinked to safeguarding No. of panel meetings linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting	March 2024 94% 95% No target No target	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%	7.56% 3.52% 4.04% 6.27% 14.55% 83.42%	6.29% 3.28% 3.01% 6.26% 14.78% 85.03%	5.82% 3.02% 2.80% 6.32% 14.40% 85.52%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38%	N/A N/A N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93%	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37%	1 22 10 11 47 11 4.86% 2.17% 2.69% 5.71% 13.74% 87.04%	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 85.96%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4)	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly	March 2024 94% 95% No target 92%	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%	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data	6.29% 3.28% 3.01% 6.26% 14.78% 85.03%	5.82% 3.02% 2.80% 6.32% 14.40% 85.52%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05%	N/A N/A N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93%	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37%	1 22 10 11 47 11 4.86% 2.17% 2.69% 5.71% 13.74% 87.04%	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 85.96%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate 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	March 2024 94% 95% No target No target No target No target No target A .5% N/A 4.5% by year end N/A 85% 92% No target	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%	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%	7.56% 3.52% 4.04% 6.27% 14.55% 87.20% No data collection in Q3	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47%	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00%	89% N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81%	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44%	1 22 10 11 47 11 486% 2.17% 2.69% 5.71% 87.04% 87.88%	3 31 10 16 26 5 2 2.50% 2.49% 5.60% 13.54% 85.96% 88.23%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting	March 2024 94% 95% No target A .5% 3.6% N/A 4.5% by year end N/A 85% 92% No target No target No target	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%	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection	6.29% 3.28% 3.01% 6.26% 14.78% 85.03%	5.82% 3.02% 2.80% 6.32% 14.40% 85.52%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00%	N/A N/A N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93%	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37%	1 22 10 11 47 11 4.86% 2.17% 2.69% 5.71% 13.74% 87.04%	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 85.96%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days	March 2024 94% 95% No target No target No target No target No target A .5% B .3.6% N/A A .5% by year end N/A 85% 92% No target No target No target	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%	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%	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47%	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 82.50%	89% N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81%	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44%	1 22 10 11 47 11 4.86% 2.17% 2.69% 5.71% 87.04% 87.88%	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 85.96% 88.23%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days	March 2024 94% 95% No target A .5% 9.2% No target No target No target No target No target No target	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% 5	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%	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%)	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47%	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50%	89% N/A N/A N/A N/A N/A N/A 4.17% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81% 11 2/5 (40%) 0/1 (0%)	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44%	1 1 22 10 11 47 11 1	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 88.23% 4 5/9 (55.56%)	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Complex complaints - of responses sent in month, no.	March 2024 94% 95% No target No target No target No target No target A .5% B .3.6% N/A A .5% by year end N/A 85% 92% No target No target No target	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%	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%	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%)	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47%	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50%	89% N/A N/A N/A N/A N/A N/A 4.17% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81% 11 2/5 (40%) 0/1	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44%	1 22 10 11 47 11 4.86% 2.17% 2.69% 5.71% 87.04% 87.88% 13 4/8 (50%) 2/3	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 85.96% 88.23%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in	March 2024 94% 95% No target No target No target No target No target 4.5% 3.6% N/A 4.5% by year end N/A 85% 92% No target No target No target No target	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% 5	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%	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%) 0	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47%	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50%	89% N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81% 11 2/5 (40%) 0/1 (0%) 0	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44% 6 6 6/7 (86%) 0/2 (0%) 0	1 22 10 11 47 11 4.86% 2.17% 2.69% 5.71% 87.04% 87.88% 13 4/8 (50%) 2/3 (67%) 0	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 88.23%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Complex complaints responded to within 30 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Average number of days to respond to formal	March 2024 94% 95% No target No target No target No target No target 4.5% 3.6% N/A 4.5% by year end N/A 85% 92% No target No target No target No target O target	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% 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% 5	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%) 0	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47%	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50%	89% N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81% 11 2/5 (40%) 0/1 (0%) 0	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44% 6 6 6/7 (86%) 0/2 (0%) 0	1 22 10 11 47 11 486% 2.17% 2.69% 5.71% 87.04% 87.88% 13 4/8 (50%) 2/3 (67%) 0 0	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 85.96% 88.23%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo Formal complaints Informal complaints Claims	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals — all services (Dental service data to follow) No. of adult escalations — Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations — all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Average number of days to respond to formal complaints (ceased reporting in November 2022) No. of informal complaints received in month No. of new claims received in month No. of new claims received in month No. of new claims received in month Percentage of patients who have a good or very good experience	March 2024 94% 95% No target No target No target No target No target 4.5% 3.6% N/A 4.5% by year end N/A 85% 92% No target No target No target No target No target	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% 74.15% 5	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% 5 0 0 72 34	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%) 0 0	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47% 7 4/4 (100%) 3/4 (75%) 0 0	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20% 9 4/5 (80%)	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 82.50% 7 3/5 (60%) 1/3 (33%) 0 0	89% N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81% 11 2/5 (40%) 0/1 (0%) 0 0	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 6.37% 89.44% 6 6/7 (86%) 0/2 (0%) 0 0	1 22 10 11 47 11 486% 2.17% 2.69% 5.71% 87.04% 87.04% 87.88% 13 4/8 (50%) 2/3 (67%) 0 0 0 32 0	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 85.96% 88.23%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo Formal complaints	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Average number of days to respond to formal complaints (ceased reporting in November 2022) No. of informal complaints received in month Percentage of patients who have a good or very good experience Percentage of patients who have a poor or very poor experience	March 2024 94% 95% No target No target No target No target No target 4.5% 3.6% N/A 4.5% by year end N/A 85% 92% No target	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 0 0 45 28 2 97.01%	4.99% 2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 5 0 0 58.42 28 0 97.44%	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85% 12 0 0 47 29 2 97.09% 1.07%	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 5 0 0 72 34 1 96.93% 1.56%	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%) 0 0 22 0 96.46% 1.96%	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47% 7 4/4 (100%) 3/4 (75%) 0 0 97.13% 1.18%	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20% 9 4/5 (80%) 0 0 97.40% 1.30%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 (60%) 1/3 (33%) 0 0 0 97.04% 1.41%	89% N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81% 11 2/5 (40%) 0/1 (0%) 0 0 20 1 95.78% 2.11%	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44% 6 6/7 (86%) 0/2 (0%) 0 0 24 2 96.48% 1.87%	1 22 10 11 47 11 4.86% 2.17% 2.69% 5.71% 87.04% 87.88% 13 4/8 (50%) 2/3 (67%) 0 0 32 0 96.69% 2.00% 2417	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 85.96% 88.23% 4 5/9 (55.56%) 0\0 0 0 0 0 96.79% 1.64% 2738	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo Formal complaints Informal complaints Claims Friends & Family test score	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of accepted PHSO referrals in month No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Average number of days to respond to formal complaints (ceased reporting in November 2022) No. of informal complaints received in month Percentage of patients who have a good or very good experience Percentage of patient who have a poor or very poor	March 2024 94% 95% No target No target No target No target No target 4.5% 3.6% N/A 4.5% by year end N/A 85% 92% No target	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 0 0 45 28 2 97.01% 1.68% 2440	4.99% 2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 74.15% 5 0 0 0 58.42 28 0 97.44% 1.32% 2345	6.66% 3.42% 6.20% 14.56% 82.38% 88.85% 12 0 0 47 29 2 97.09% 1.07% 2610	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 5 0 0 72 34 1 96.93% 1.56% 2311	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%) 0 0 22 0 96.46% 1.96%	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47% 7 4/4 (100%) 3/4 (75%) 0 0 97.13% 1.18% 2373	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20% 9 4/5 (80%) 0 0 0 31 0 97.40% 1.30%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 (60%) 1/3 (33%) 0 0 0 1.5 0 97.04% 1.41% 2699	89% N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81% 11 2/5 (40%) 0/1 (0%) 0 0 20 1 95.78%	92% 3 39 N/A N/A 33 1 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44% 6 6/7 (86%) 0/2 (0%) 0 0 24 2 96.48%	11 22 10 11 47 11 486% 2.17% 2.69% 5.71% 87.04% 87.88% 13 4/8 (50%) 2/3 (67%) 0 0 32 0 96.69% 2.00%	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 88.23% 4 5/9 (55.56%) 0\0 0 0 0 96.79% 1.64%	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo Formal complaints Claims Friends & Family test score Patient Feedback Compliments/positive	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Complex complaints responded to within 40 days No. of accepted PHSO referrals in month No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Average number of days to respond to formal complaints (ceased reporting in November 2022) No. of informal complaints received in month Percentage of patients who have a good or very good experience Percentage of patients who have a poor or very poor experience No. of responses to FFT Total number of patients surveyed (ceased reporting in March 2023)	March 2024 94% 95% No target No target No target No target No target A .5% 3.6% N/A 4.5% 92% No target	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 0 0 45 28 2 97.01%	4.99% 2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 5 0 0 58.42 28 0 97.44%	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85% 12 0 0 47 29 2 97.09% 1.07%	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 5 0 0 72 34 1 96.93% 1.56%	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%) 0 0 22 0 96.46% 1.96%	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47% 7 4/4 (100%) 3/4 (75%) 0 0 97.13% 1.18%	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20% 9 4/5 (80%) 0 0 97.40% 1.30%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 (60%) 1/3 (33%) 0 0 0 97.04% 1.41%	89% N/A N/A N/A N/A N/A N/A 4.17% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81% 111 2/5 (40%) 0/1 (0%) 0 20 1 95.78% 2.11% 1849	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44% 6 6 6/7 (86%) 0/2 (0%) 0 0 24 2 96.48% 1.87% 2412	1 1 22 10 11 47 11 486% 2.17% 2.69% 5.71% 87.04% 87.88% 13 4/8 (50%) 0 0 32 0 96.69% 2.00% 2417 3554	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 88.23% 4 5/9 (55.56%) 0\0 0 0 0 96.79% 1.64% 2738	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo Formal complaints Informal complaints Claims Friends & Family test score Patient Feedback	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of accepted PHSO referrals in month No. of romplaints pertially held or upheld by PHSO in month No. of new claims received in month No. of new claims received in month No. of new claims received in month Percentage of patients who have a good or very good experience Percentage of patients who have a good or very good experience Percentage of patients who have a poor or very poor experience Percentage of patients who have a poor or very poor experience Percentage of patients who have a poor or very poor experience Percentage of patients surveyed (ceased reporting in March 2023) No. of patients involved in co-production - Quarterly	March 2024 94% 95% No target No target No target No target No target 4.5% 3.6% N/A 4.5% by year end N/A 85% 92% No target	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 0 0 45 28 2 97.01% 1.68% 2440	4.99% 2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 74.15% 5 0 0 0 58.42 28 0 97.44% 1.32% 2345	6.66% 3.42% 6.20% 14.56% 82.38% 88.85% 12 0 0 47 29 2 97.09% 1.07% 2610	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 5 0 0 72 34 1 96.93% 1.56% 2311	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%) 0 0 22 0 96.46% 1.96%	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47% 7 4/4 (100%) 3/4 (75%) 0 0 97.13% 1.18% 2373	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20% 9 4/5 (80%) 0 0 0 31 0 97.40% 1.30%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 (60%) 1/3 (33%) 0 0 0 1.5 0 97.04% 1.41% 2699	89% N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81% 11 2/5 (40%) 0/1 (0%) 0 0 20 1 95.78% 2.11%	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44% 6 6/7 (86%) 0/2 (0%) 0 0 24 2 96.48% 1.87%	1 22 10 11 47 11 4.86% 2.17% 2.69% 5.71% 87.04% 87.88% 13 4/8 (50%) 2/3 (67%) 0 0 32 0 96.69% 2.00% 2417	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 85.96% 88.23% 4 5/9 (55.56%) 0\0 0 0 0 0 96.79% 1.64% 2738	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo Formal complaints Claims Friends & Family test score Patient Feedback Compliments/positive comments Co-production	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Complex complaints responded to within 36 days Complex complaints partially held or upheld by PHSO in month No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Average number of days to respond to formal complaints (ceased reporting in November 2022) No. of informal complaints received in month Percentage of patients who have a good or very good experience Percentage of patient who have a poor or very poor experience No. of responses to FFT Total number of patients surveyed (ceased reporting in March 2023) No. of compliments/positive comments received	March 2024 94% 95% No target No target No target No target No target 4.5% 3.6% N/A 4.5% by year end N/A 85% 92% No target	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 0 0 45 28 2 97.01% 1.68% 2440 2636	4.99% 2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 5 0 0 58.42 28 0 97.44% 1.32% 2345 2489	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85% 12 0 0 47 29 2 97.09% 1.07% 2610 2744	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 5 0 0 72 34 1 96.93% 1.56% 2311 2555	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%) 0 0 22 0 96.46% 1.96% 1584 1809	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47% 7 4/4 (100%) 3/4 (75%) 0 0 97.13% 1.18% 2373 2605	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20% 9 4/5 (80%) 0 0 31 0 97.40% 1.30% 1690 1777	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 (60%) 1/3 (33%) 0 0 0 1.41% 2699 3180	89% N/A N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81% 11 2/5 (40%) 0/1 (0%) 0 20 1 95.78% 2.11% 1849 2698 N/A	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44% 6 6 6/7 (86%) 0/2 (0%) 0 0 24 2 96.48% 1.87% 2412	1 22 10 11 47 11 486% 2.17% 2.69% 87.88% 13 4/8 (50%) 2/3 (67%) 0 0 32 0 96.69% 2.00% 2417 3554 49	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 85.96% 88.23% 0\0 0 0 0 0 0 0 0 96.79% 1.64% 2738 4059	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo Formal complaints Claims Friends & Family test score Patient Feedback Compliments/positive comments Co-production	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of accepted PHSO referrals in month No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of new claims received in month No. of new claims received in month No. of new claims received in month Percentage of patients who have a good or very good experience Percentage of patients who have a good or very good experience Percentage of patients who have a poor or very poor experience Percentage of patients surveyed (ceased reporting in March 2023) No. of compliments/positive comments received No. of patients involved in co-production - Quarterly data arrly Warning Trigger Tool)	March 2024 94% 95% No target No target No target No target No target 4.5% 3.6% N/A 4.5% by year end N/A 85% 92% No target	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 0 0 45 28 2 97.01% 1.68% 2440	4.99% 2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 74.15% 5 0 0 0 58.42 28 0 97.44% 1.32% 2345	6.66% 3.42% 6.20% 14.56% 82.38% 88.85% 12 0 0 47 29 2 97.09% 1.07% 2610	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 5 0 0 72 34 1 96.93% 1.56% 2311	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%) 0 0 22 0 96.46% 1.96%	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47% 7 4/4 (100%) 3/4 (75%) 0 0 97.13% 1.18% 2373	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20% 9 4/5 (80%) 0 0 0 31 0 97.40% 1.30%	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 (60%) 1/3 (33%) 0 0 0 1.5 0 97.04% 1.41% 2699	89% N/A N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81% 11 2/5 (40%) 0/1 (0%) 0 20 1 95.78% 2.11% 1849	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44% 6 6 6/7 (86%) 0/2 (0%) 0 0 24 2 96.48% 1.87% 2412	1 22 10 11 47 11 486% 2.17% 2.69% 5.71% 87.04% 87.88% 13 4/8 (50%) 2/3 (67%) 0 0 32 0 96.69% 2.00% 2417 3554	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 88.23% 4 5/9 (55.56%) 0\0 0 0 0 96.79% 1.64% 2738	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo Formal complaints Claims Friends & Family test score Patient Feedback Compliments/positive comments Co-production QEWIT (Quality Ea	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Average number of days to respond to formal complaints (ceased reporting in November 2022) No. of informal complaints received in month No. of new claims received in month Percentage of patients who have a good or very good experience No. of responses to FFT Total number of patients who have a poor or very poor experience No. of compliments/positive comments received No. of patients involved in co-production - Quarterly data	March 2024 94% 95% No target No target No target No target No target No target A 4.5% 3.6% N/A 4.5% 92% No target	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 0 0 45 28 2 97.01% 1.68% 2440 2636	4.99% 2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 5 0 0 58.42 28 0 97.44% 1.32% 2345 2489	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85% 12 0 47 29 2 97.09% 1.07% 2610 2744	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 5 0 0 72 34 1 96.93% 1.56% 2311 2555	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%) 0 0 22 0 96.46% 1.96% 1584 1809	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47% 7 4/4 (100%) 3/4 (75%) 0 0 97.13% 1.18% 2373 2605	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20% 9 4/5 (80%) 0 0 97.40% 1.30% 1690 1777	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 (60%) 1/3 (33%) 0 0 97.04% 1.41% 2699 3180	89% N/A N/A N/A N/A N/A N/A 1.7% 2.36% 1.82% 5.84% 14.12% 84.93% 89.81% 11 2/5 (40%) 0/1 (0%) 0 0 20 1 95.78% 2.11% 1849 2698 N/A	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44% 6 6/7 (86%) 0/2 (0%) 0 0 24 2 96.48% 1.87% 2412 3334 N/A	11 22 10 11 47 11 486% 2.17% 2.69% 5.71% 87.04% 87.88% 13 4/8 (50%) 2/3 (67%) 0 0 32 0 96.69% 2.00% 2417 3554 49 0 0	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 85.96% 88.23% 4 5/9 (55.56%) 0\0 0 0 0 20 0 96.79% 1.64% 2738 4059	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo Formal complaints Claims Friends & Family test score Patient Feedback Compliments/positive comments Co-production	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of accepted PHSO referrals in month No. of new claims received in month No. of patients who have a good or very good experience Percentage of patient who have a poor or very poor experience Percentage of patients who have a poor or very poor experience No. of responses to FFT Total number of patients surveyed (ceased reporting in March 2023) No. of compliments/positive comments received No. of patients involved in co-production - Quarterly data arly Warning Trigger Tool)	March 2024 94% 95% No target No target No target No target No target A .5% 3.6% N/A 4.5% 92% No target	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 0 0 45 28 2 97.01% 1.68% 2440 2636	4.99% 2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 5 0 0 58.42 28 0 97.44% 1.32% 2345 2489	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85% 12 0 0 47 29 2 97.09% 1.07% 2610 2744	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 5 0 72 34 1 96.93% 1.56% 2311 2555	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%) 0 0 96.46% 1.96% 1.96% 1.809	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47% 7 4/4 (100%) 3/4 (75%) 0 0 97.13% 1.18% 2373 2605	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20% 9 4/5 (80%) 0 0 97.40% 1.30% 1690 1777 0 5 23 55	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 (60%) 1/3 (33%) 0 0 97.04% 1.41% 2699 3180 0 4 222 555 0	89% N/A N/A N/A N/A N/A N/A 1.82% 5.84% 14.12% 84.93% 89.81% 11 2/5 (40%) 0/1 (0%) 0 20 1 95.78% 2.11% 1849 2698 N/A 0 5 1 1 1 1 205 1 1 1 1 205 1 20 5 1	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44% 6 6 6/7 (86%) 0/2 (0%) 0 0 24 2 96.48% 1.87% 2412 3334 N/A 0 4 20 57 0	1 1 22 10 11 47 11 47 11 486% 2.17% 2.69% 5.71% 87.04% 87.88% 13 48 (50%) 0 0 32 0 96.69% 2.00% 2417 3554 49 0 7 22 48 0	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 13.54% 85.96% 88.23% 4 5/9 (55.56%) 0\0 0 0 0 0 20 0 96.79% 1.64% 2738 4059 4059	
Trust induction Safeguarding Safeguarding supervisions (Children) Safeguarding Adults & Children Workforce/HR Sickness Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (mo Formal complaints Claims Friends & Family test score Patient Feedback Compliments/positive comments Co-production QEWIT (Quality Ea	% of new staff attending Trust induction within 3 months of start date % eligible staff (ceased reporting in March 2023) No. of adult referrals into local authority (s42) for Luton Adults and MSK (iCaSH and Dental service data to follow) No. of MASH referrals – all services (Dental service data to follow) No. of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow) No. of children escalations – all services (Dental service data to follow) No. of incidents linked to safeguarding No. of panel meetings linked to safeguarding incidents Monthly sickness absence rate Short-term sickness absence rate Rolling cumulative sickness absence rate 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 nthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of accepted PHSO referrals in month No. of new claims received in month No. of informal complaints received formal complaints (ceased reporting in November 2022) No. of informal complaints received in month Percentage of patients who have a good or very good experience Percentage of patient who have a poor or very poor experience No. of responses to FFT Total number of patients surveyed (ceased reporting in March 2023) No. of compliments/positive comments received No. of patients involved in co-production - Quarterly data artly Warning Trigger Tool)	March 2024 94% 95% No target No target No target No target No target No target A 4.5% 3.6% N/A 4.5% 92% No target	4.97% 2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 13 0 0 45 28 2 97.01% 2636	4.99% 2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 74.15% 5 0 0 58.42 28 0 97.44% 1.32% 2345 2489 0 9 16 57	6.66% 3.42% 3.24% 6.20% 14.56% 82.38% 88.85% 12 0 0 47 29 2 97.09% 1.07% 2610 2744	6.53% 3.22% 3.31% 6.19% 14.37% 82.78% 87.27% 5 0 72 34 1 96.93% 1.56% 2311 2555	7.56% 3.52% 4.04% 6.27% 14.55% 83.42% 87.20% No data collection in Q3 8 4/7 (57%) 1/1 (100%) 0 0 22 0 96.46% 1.96% 1584 1809 0 8 22 53	6.29% 3.28% 3.01% 6.26% 14.78% 85.03% 89.47% 7 4/4 (100%) 3/4 (75%) 0 0 97.13% 1.18% 2373 2605	5.82% 3.02% 2.80% 6.32% 14.40% 85.52% 88.20% 9 4/5 (80%) 0 0 97.40% 1.30% 1690 1777 0 5 23 55	5.80% 2.68% 3.11% 6.04% 14.73% 85.38% 90.05% 85.00% 82.50% 7 3/5 (60%) 1/3 (33%) 0 0 97.04% 1.41% 2699 3180 0 4 22 55	89% N/A N/A N/A N/A N/A N/A 1.82% 5.84% 14.12% 84.93% 89.81% 111 2/5 (40%) 0/1 (0%) 0 20 1 95.78% 2.11% 1849 2698 N/A 0 5 20 55	92% 3 39 N/A N/A 33 1 4.90% 2.34% 2.56% 5.80% 13.98% 86.37% 89.44% 6 6 6/7 (86%) 0/2 (0%) 0 0 24 2 96.48% 1.87% 2412 3334 N/A 0 4 20 57	1 1 22 10 11 47 11 486% 2.17% 2.69% 5.71% 13.74% 87.04% 87.08% 67%) 0 0 32 0 96.69% 2.00% 2417 3554 49 0 7 7 22 48	3 31 10 16 26 5 2 4.99% 2.50% 2.49% 5.60% 88.23% 4 5/9 (55.56%) 0\0 0 0 0 0 20 0 96.79% 1.64% 2738 4059 4059	