

Surrey Choices Performance Report

October 2015

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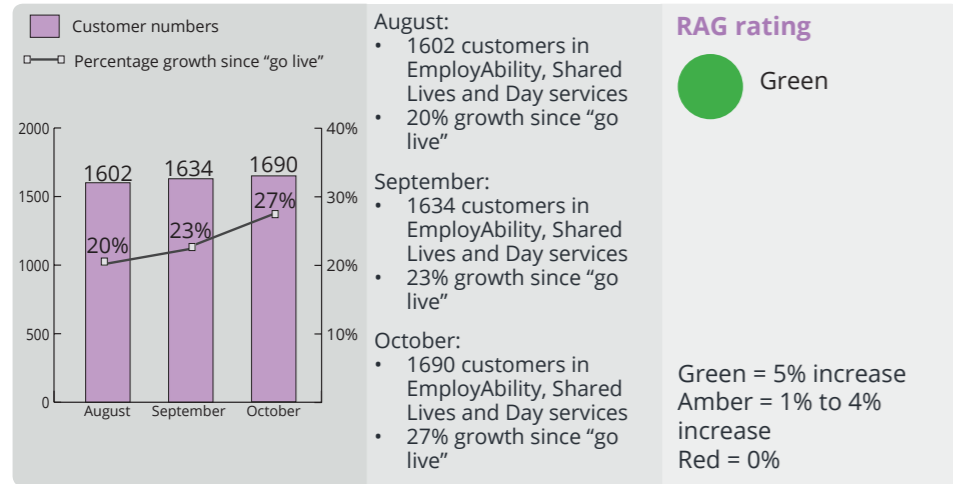
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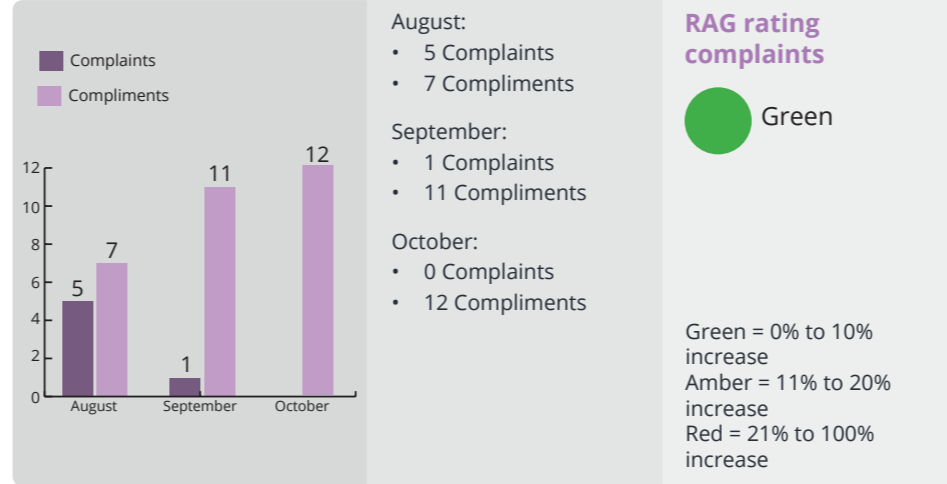


Overall organisation performance for October 2015

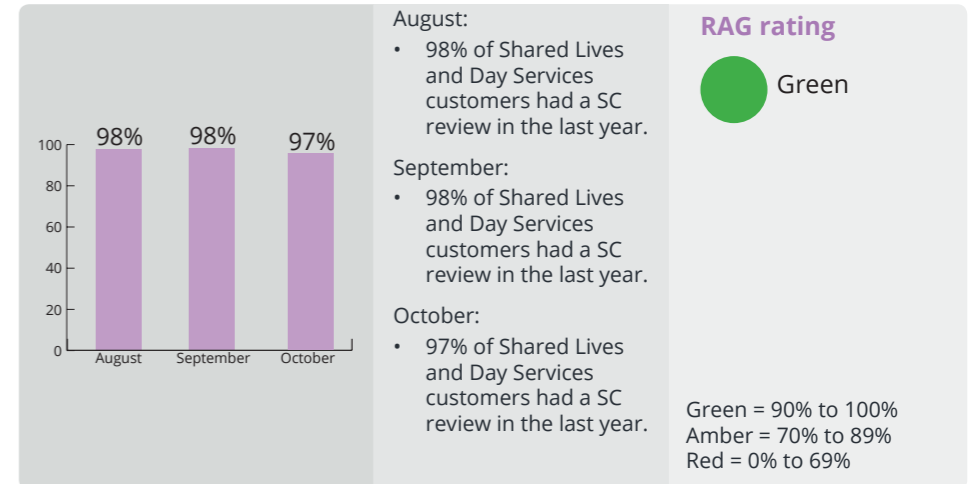
Overall customer numbers:



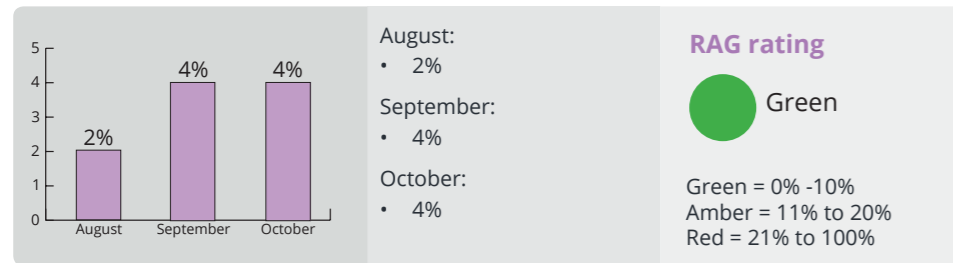
Compliments and complaints:



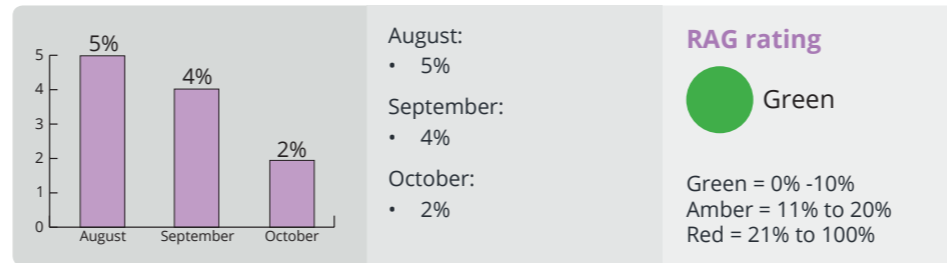
Customer reviews



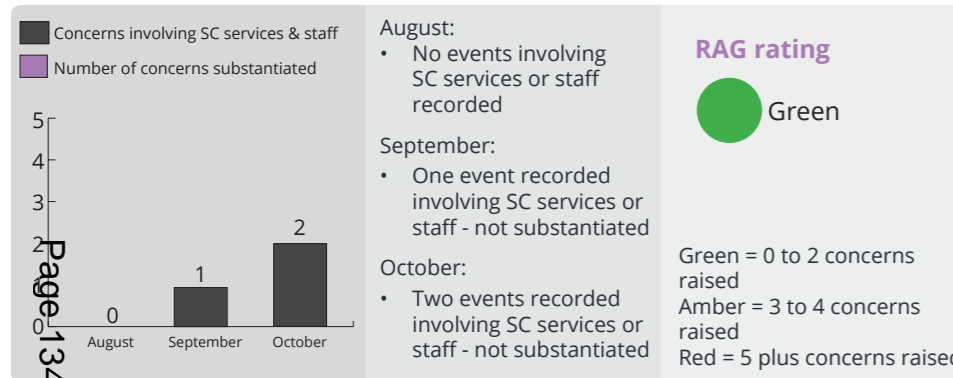
Workforce turnover rate:



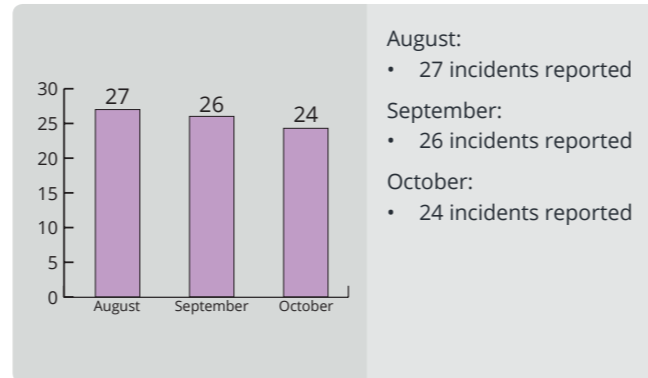
Workforce sickness rate:



Safeguarding notifications:



Health and safety incidents, accidents or near misses:

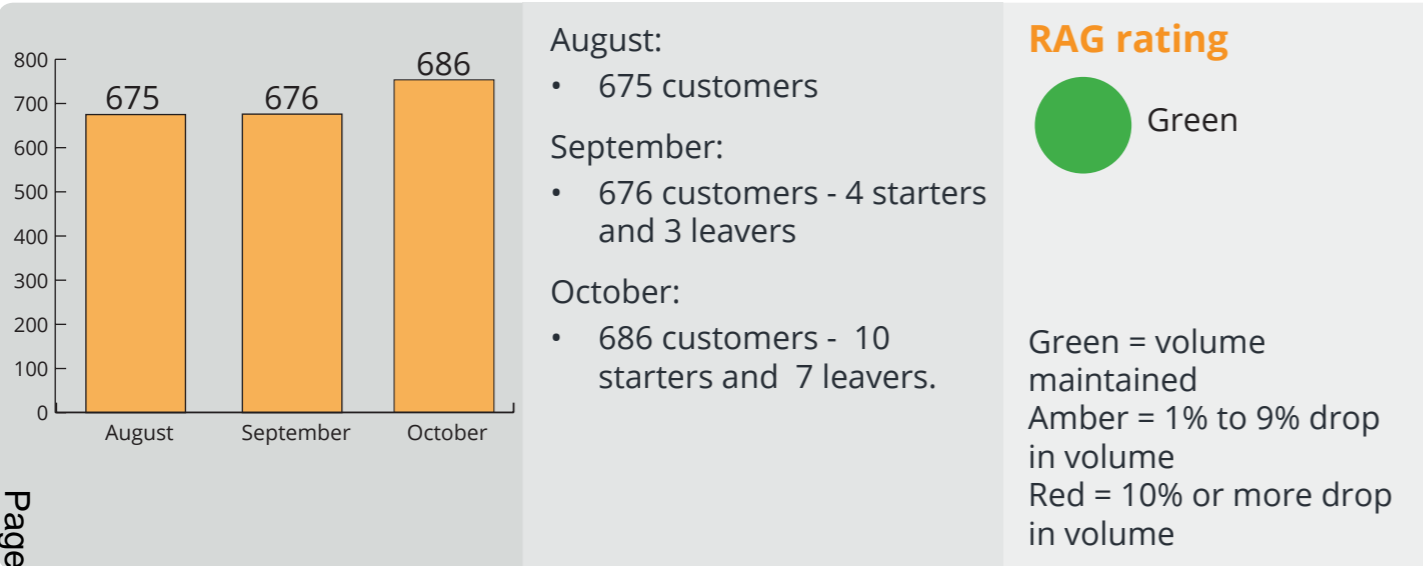


Comments:

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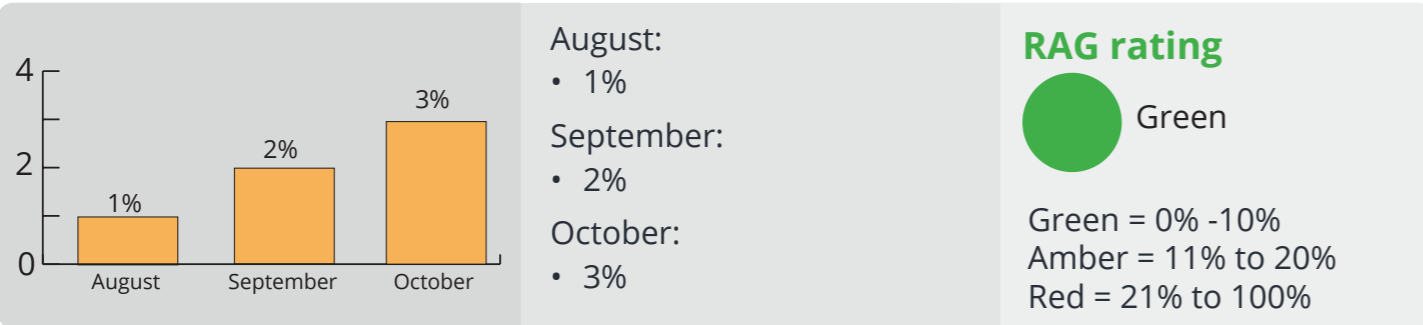
Day services

SCC total customer numbers:

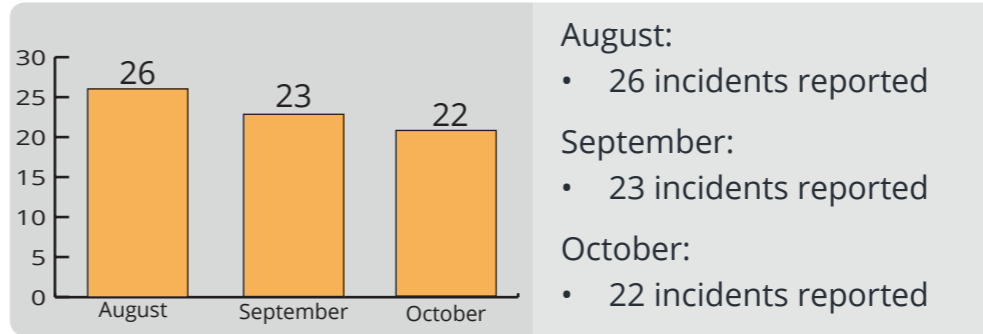


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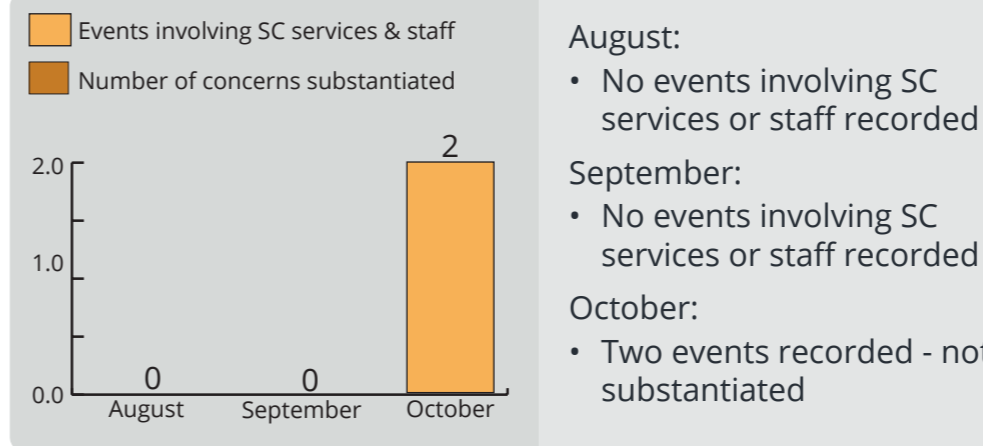
Workforce turnover rate:



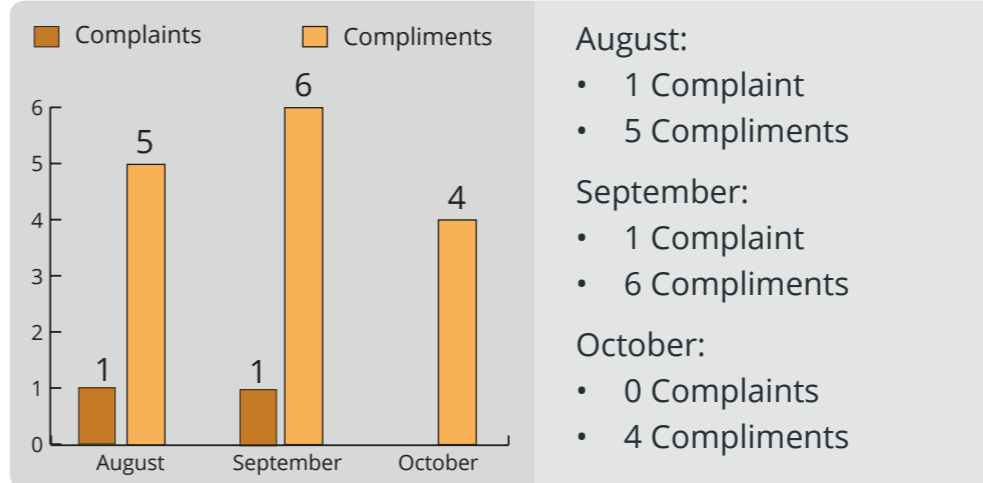
Health and safety incidents, accidents or near misses:



Safeguarding notifications:



Compliments and complaints:

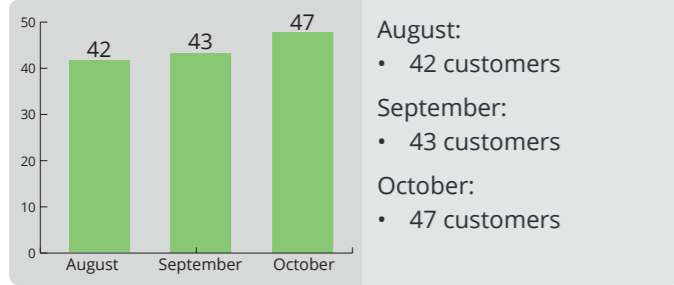


Comments:

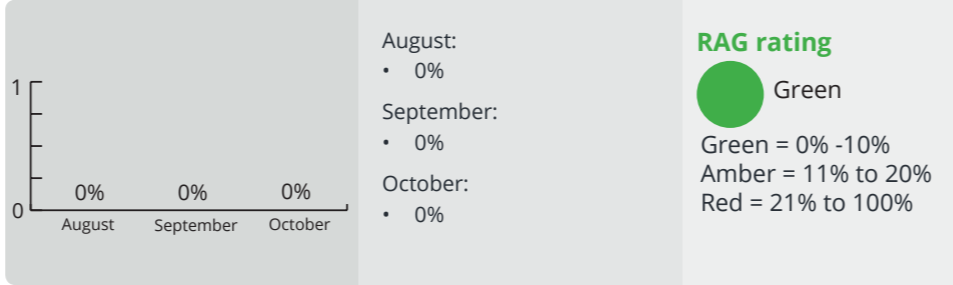
Integrated support

Shared Lives

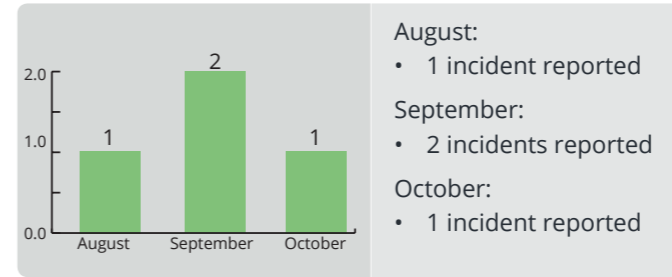
Total number of customers:



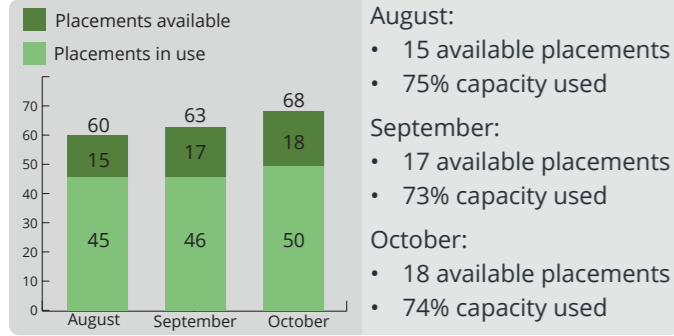
Workforce turnover rate :



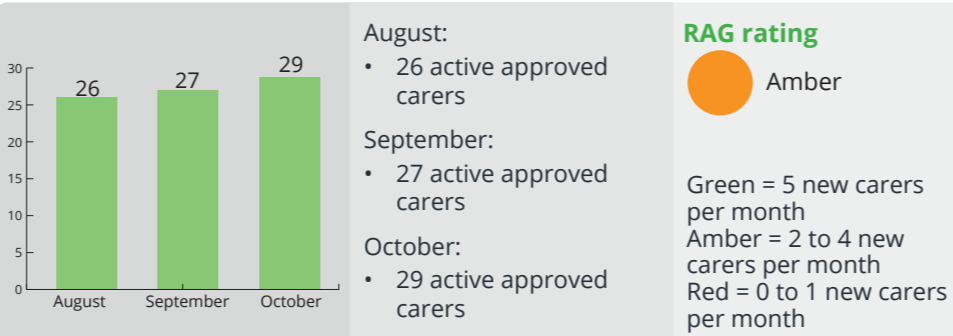
Health and safety incidents, accidents or near misses:



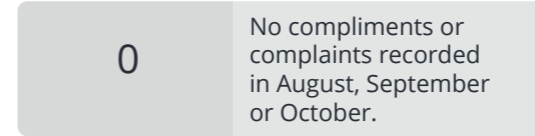
Total vacancies:



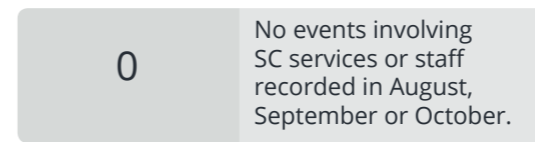
Total Shared Lives active approved carers:



Compliments and complaints:

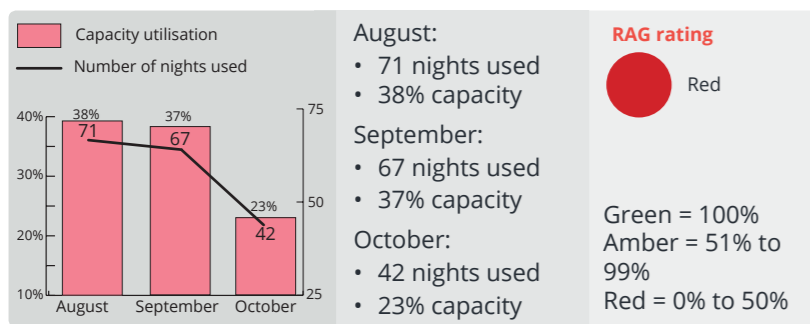


Safeguarding notifications:

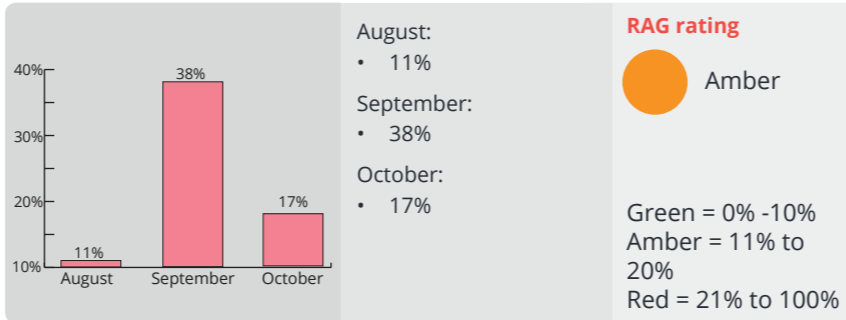


Short Breaks Banstead

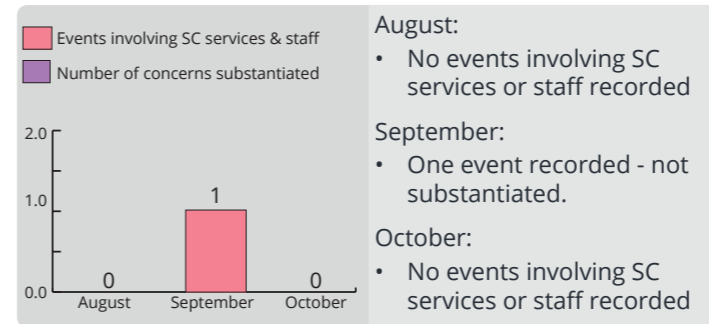
Capacity utilisation:



Workforce turnover rate:



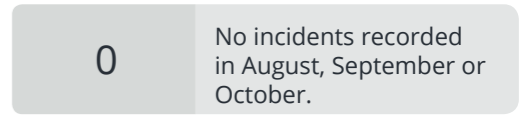
Safeguarding notifications:



Compliments and complaints:

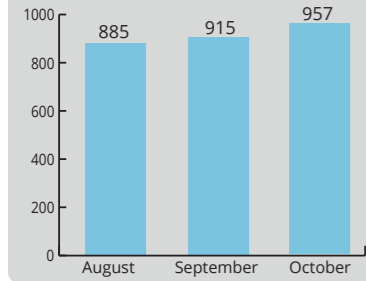


Health and safety incidents, accidents or near misses:



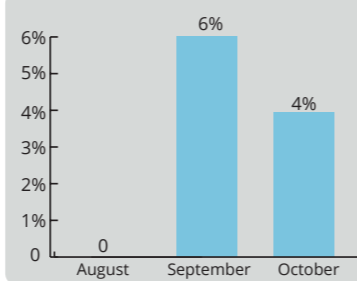
EmployAbility

Total customer numbers:



- August:
- 885 customers
- September:
- 915 customers
- October:
- 957 customers

Workforce:



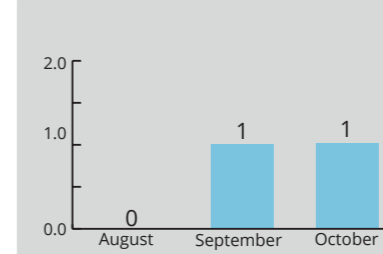
- August:
- 0%
- September:
- 6%
- October:
- 4%

RAG rating



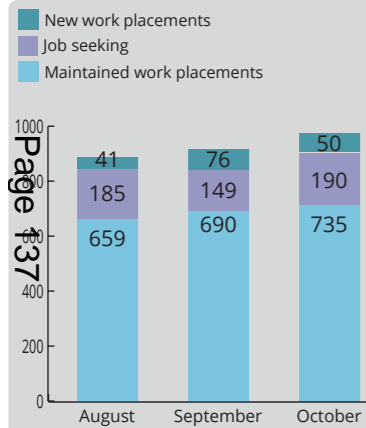
Green = 0% -10%
Amber = 11% to 20%
Red = 21% to 100%

Health and safety incidents, accidents or near misses:



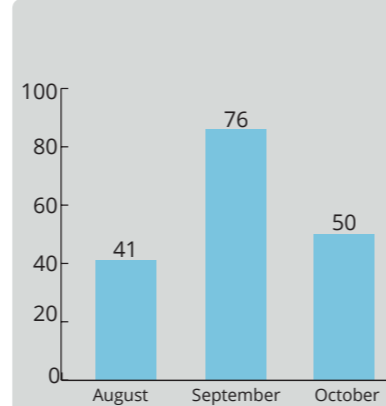
- August:
- No incidents reported
- September:
- 1 incident reported
- October:
- 1 incident reported

Ongoing support in work related activities:



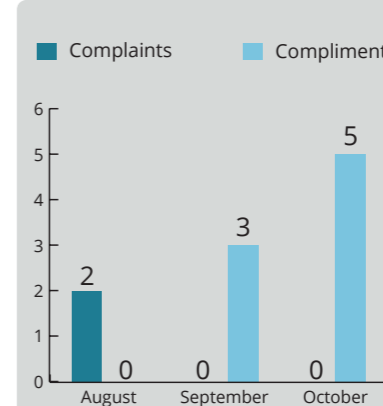
- August:
- 166 Paid, over 16 hrs.
 - 196 Paid under 16 hrs.
 - 231 Voluntary
 - 2 Self employed
 - 53 Work experience
 - 52 Training
- September:
- 177 Paid, over 16 hrs.
 - 207 Paid under 16 hrs.
 - 256 Voluntary
 - 2 Self employed
 - 82 Work experience
 - 42 Training
- October:
- 182 Paid, over 16 hrs.
 - 220 Paid under 16 hrs.
 - 274 Voluntary
 - 2 Self employed
 - 62 Work experience
 - 45 Training

Number of work related outcomes:



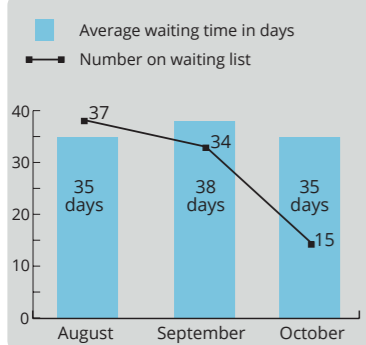
- August:
- 2 Paid, over 16 hrs.
 - 4 Paid under 16 hrs.
 - 12 Voluntary
 - 8 Work experience
 - 15 Training
- September:
- 12 Paid, over 16 hrs.
 - 14 Paid under 16 hrs.
 - 22 Voluntary
 - 21 Work experience
 - 7 Training
- October:
- 6 Paid, over 16 hrs.
 - 12 Paid under 16 hrs.
 - 19 Voluntary
 - 9 Work experience
 - 4 Training

Compliments and complaints:



- August:
- 2 Complaints
 - 0 Compliments
- September:
- 0 Complaints
 - 3 Compliments
- October:
- 0 Complaints
 - 5 Compliments

Waiting list:



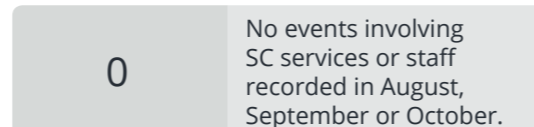
- August:
- 35 days average wait
 - 37 customers on list
- September:
- 38 days average wait
 - 34 customers on list
- October:
- 35 days average wait
 - 15 customers on list

RAG rating



Percentage increases in waiting time:
Green = 0% to 10%
Amber = 11% to 20%
Red = 21% to 100%

Safeguarding notifications:

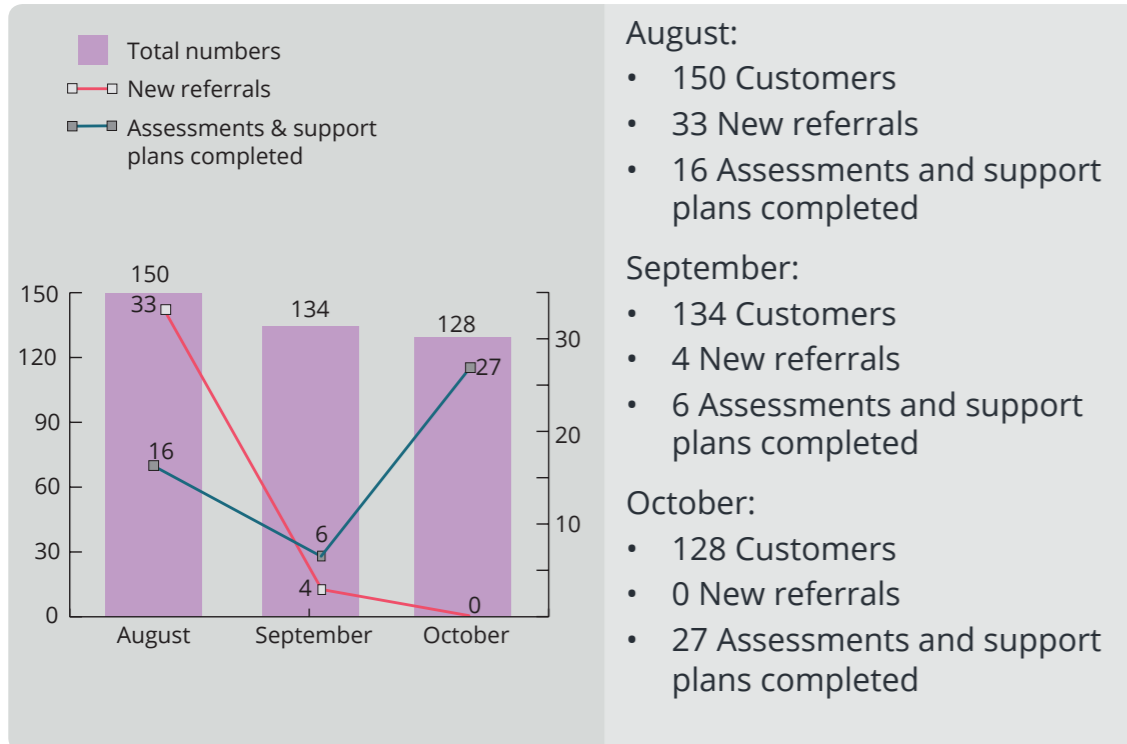


No events involving SC services or staff recorded in August, September or October.

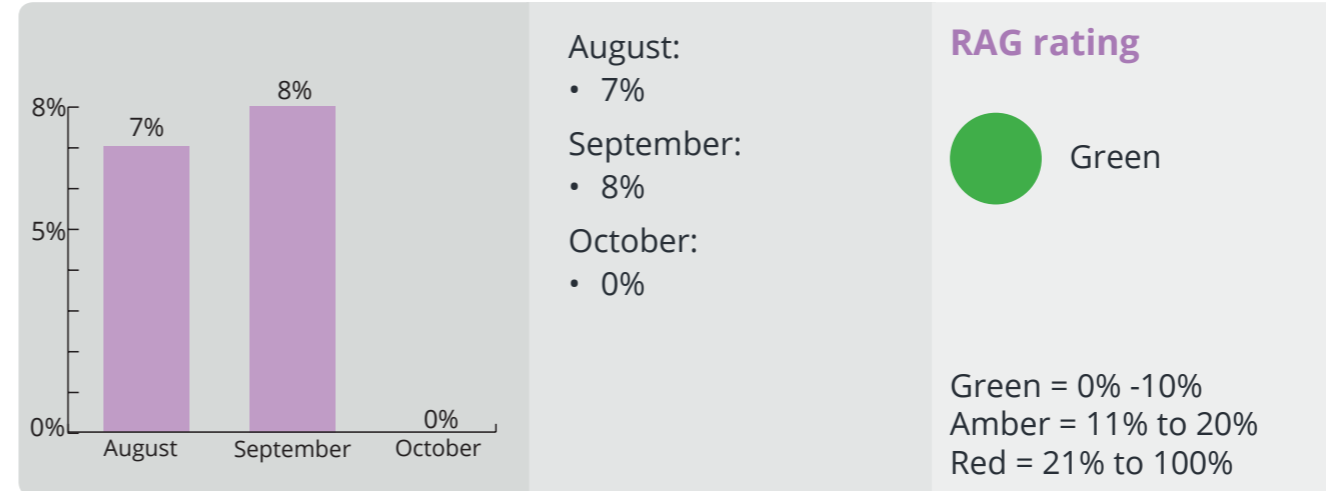
Comments:

Personalisation team

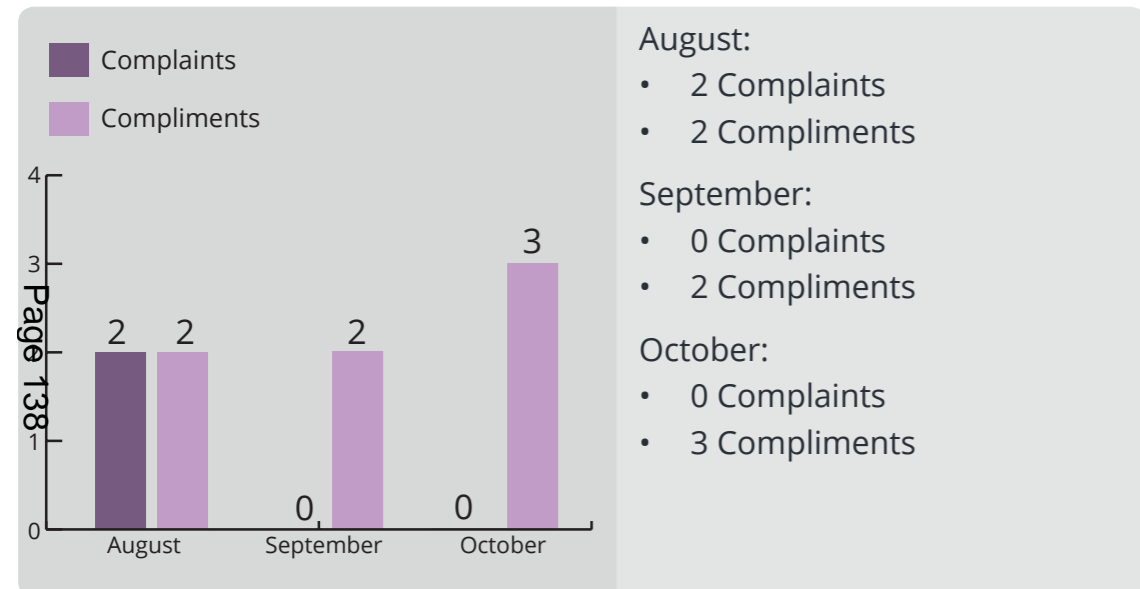
Total customer numbers:



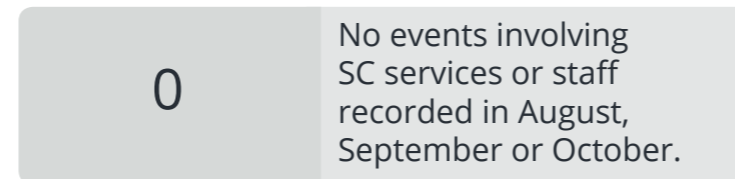
Workforce turnover rate:



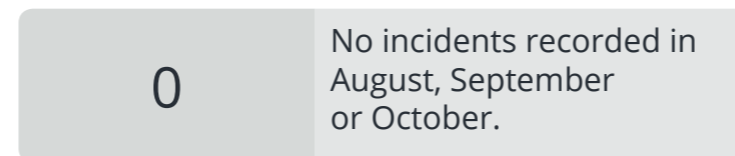
Compliments and Complaints



Safeguarding notifications:



Health and safety incidents, accidents or near misses:



Comments:

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