

Online Pre Employment Initial Response Time													
Month	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Total Job Screen Received	62	53	47	97	85	62	67	69	53	49	47	100	791
<= 2 day Initial Clincial Action	62	53	47	97	85	62	67	69	47	49	47	100	785
> 2 day Initial Clincial Action	0	0	0	0	0	0	0	0	6	0	0	0	6
85% target	52.70	45.05	39.95	82.45	72.25	52.70	56.95	58.65	45.05	41.65	39.95	85.00	672.35
Result	100%	100%	100%	100%	100%	100%	100%	100%	89%	100%	100%	100%	99%
Apr 2014 - Mar 2015	116	48	67	84	49	39	46	62	57	47	27	82	724

Online Pre Employment Time to Conclusion													
Month	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Total Job Screen Completed	62	53	47	97	85	62	67	69	53	48	47	93	783
concluded <= 10 days	61	51	40	81	78	60	63	59	46	47	45	90	721
concluded > 10 days	1	2	7	16	7	2	4	10	7	1	2	3	62
85% target	52.70	45.05	39.95	82.45	72.25	52.70	56.95	58.65	45.05	40.80	39.95	79.05	665.55
Result	98%	96%	85%	84%	92%	97%	94%	86%	87%	98%	96%	97%	92%
Apr 2014 - Mar 2015	116	48	67	84	49	39	46	62	57	47	27	82	724

* May 15 - 2 Jobscreen concluded > 10 days as the candidates DNA the initial appointment

Online Referrals By Location													
Month	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Total Referrals Received	19	30	25	35	18	15	22	22	16	33	17	19	271
<= 2 day Initial Response	18	30	25	35	18	15	22	22	16	30	17	18	266
> 2 day Initial Response	1	0	0	0	0	0	0	0	0	3	0	1	5
85% target	16.15	25.50	21.25	29.75	15.30	12.75	18.70	18.70	13.60	28.05	14.45	16.15	230.35
Result	95%	100%	100%	100%	100%	100%	100%	100%	100%	91%	100%	95%	98%
Apr 2014 - Mar 2015	41	32	35	24	21	37	27	21	26	33	29	28	354

Online Referral Time To First Telephone Appointment Offered With OHN													
Month	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Total Referrals Requiring Tel Appt With OHN	2	8	8	8	3	0	5	3	2	2	2	1	44
<= 5 day Appt Offered	2	6	4	2	2	0	2	2	2	1	2	0	25
> 5 day Appt Offered	0	2	4	6	1	0	3	1	0	1	0	1	19
85% target	1.70	6.80	6.80	6.80	2.55	0.00	4.25	2.55	1.70	1.70	1.70	0.85	37.40
Result	100%	75%	50%	25%	67%	100%	40%	67%	100%	50%	100%	0%	57%
Apr 2014 - Mar 2015	5	0	3	6	1	4	3	2	4	0	3	10	48

Online Referral Time To First Face To Face Appointment Offered With OHN*													
Month	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Total Referrals Requiring Face To Face Appt With OHN	13	10	5	15	11	6	14	12	10	12	9	9	126
<= 10 day Appt Offered	3	1	3	2	4	4	6	0	3	1	1	3	31
> 10 day Appt Offered	10	9	2	13	7	2	8	12	7	11	8	6	95
85% target	11.05	8.50	4.25	12.75	9.35	5.10	11.90	10.20	8.50	10.20	7.65	7.65	107.10
Result	23%	10%	60%	13%	36%	67%	43%	0%	30%	8%	11%	33%	25%
Apr 2014 - Mar 2015	21	17	20	13	10	11	13	10	16	26	18	8	183

Online Referral Time To First Telephone Appointment Offered With OHP													
Month	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Total Referrals Requiring Tel Appt With OHP	0	1	1	7	2	1	1	3	0	0	0	0	16
<= 10 day Appt Offered	0	1	1	6	2	1	0	3	0	0	0	0	14
> 10 day Appt Offered	0	0	0	1	0	0	1	0	0	0	0	0	2
85% target	0.00	0.85	0.85	5.95	1.70	0.85	0.85	2.55	0.00	0.00	0.00	0.00	13.60
Result	100%	100%	100%	86%	100%	100%	0%	100%	100%	100%	100%	100%	88%
Apr 2014 - Mar 2015	0	1	0	0	2	2	0	0	0	1	3	1	10

Online Referral Time To First Face To Face Appointment Offered With OHP*													
Month	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Total Referrals Requiring Face To Face Appt With OHP	1	7	9	4	1	7	2	4	3	17	5	5	65
<= 10 day Appt Offered	0	0	1	1	1	0	1	1	0	3	0	4	12
> 10 day Appt Offered	1	7	8	3	0	7	1	3	3	14	5	1	53
85% target	0.85	5.95	7.65	3.40	0.85	5.95	1.70	3.40	2.55	14.45	4.25	4.25	55.25
Result	0%	0%	11%	25%	100%	0%	50%	25%	0%	18%	0%	80%	18%
Apr 2014 - Mar 2015	11	13	6	5	7	11	6	7	5	3	4	7	85

Online Referral Time To Report													
Month	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total

Total Referrals Requiring Report Completed	16	25	24	31	17	14	21	21	16	28	17	15	245
<= 5 day Report Sent	15	20	23	30	16	12	20	20	16	26	14	15	227
> 5 day Report Sent	1	5	1	1	1	2	1	1	0	2	3	0	18
85% target	13.60	21.25	20.40	26.35	14.45	11.90	17.85	17.85	13.60	23.80	14.45	12.75	208.25
Result	94%	80%	96%	97%	94%	86%	95%	95%	100%	93%	82%	100%	93%
Apr 2014 - Mar 2015	36	28	30	22	19	32	24	20	24	32	29	26	322

* face to face appointments appointments booked into next available clinic and therefore KPIs not an accurate reflection

Online Referral Initial Response Time													
Location	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Bridgend County Borough Council (H)	0	0	0	0	0	0	0	0	0	0	0	0	0
Children	8	13	16	19	8	9	11	10	6	12	9	6	127
Communities	1	3	4	5	0	0	1	2	5	2	3	0	26
HALO Historical	0	0	0	0	0	0	0	0	0	0	0	0	0
Legal & Regulatory Services	0	0	0	1	0	0	0	0	0	0	0	0	1
Resources	4	6	3	3	0	3	1	6	5	2	1	2	36
Wellbeing	6	8	2	7	10	3	9	4	0	17	4	11	81
Month Total	19	30	25	35	18	15	22	22	16	33	17	19	271
Apr 2014 - Mar 2015	41	32	35	24	21	35	27	21	26	33	31	28	354

Referrals By Reason

Reason	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
A significant period of absence e.g. a hospital stay or long term absence of 4 weeks or more.	7	12	10	21	10	5	13	15	11	19	9	12	144
Concerns that the employee's work is being affected by a medical condition.	0	0	0	1	0	1	3	3	0	3	1	1	13
Concerns that work may be exacerbating an employee's medical condition.	3	2	5	2	2	1	2	0	1	0	1	2	21
Employee appears to be suffering from negative levels of pressure/stress in either their personal or working life.	7	13	7	8	4	5	4	2	3	9	1	1	64
Health Surveillance	0	0	0	0	0	0	0	0	0	0	0	0	0
High levels of short term absence for seemingly minor reasons	1	2	0	0	1	1	0	2	0	0	0	0	7
Other (specify).	1	1	3	1	1	2	0	0	1	1	5	3	19
Paper Occupational Health Referral (Internal)	0	0	0	0	0	0	0	0	0	0	0	0	0
Welfare or Compassionate	0	0	0	2	0	0	0	0	0	1	0	0	3
Month Total	19	30	25	35	18	15	22	22	16	33	17	19	271
Apr 2014 - Mar 2015	41	32	35	24	21	35	27	21	26	33	31	28	354

Referrals By Gender													
Month	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Female	14	20	23	28	15	10	16	17	9	29	13	14	208
Male	5	10	2	7	3	5	6	5	7	4	4	5	63
TBC	0	0	0	0	0	0	0	0	0	0	0	0	0
Month Total	19	30	25	35	18	15	22	22	16	33	17	19	271
Apr 2014 - Mar 2015	41	32	35	24	21	35	27	21	26	33	31	28	354

Referrals By Age													
Month	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
under 18	0	0	0	0	0	0	0	0	0	0	0	0	0
18 - 30	2	3	1	3	0	1	3	1	2	1	0	2	19
31 - 40	6	5	3	6	1	1	3	4	1	4	3	2	39
41 - 50	4	9	7	17	5	2	6	10	6	7	5	3	81
51 - 60	6	7	10	5	9	8	9	7	5	15	7	10	98
60+	1	6	4	4	3	3	1	0	2	6	2	2	34
Month Total	19	30	25	35	18	15	22	22	16	33	17	19	271
Apr 2014 - Mar 2015	41	32	35	24	21	35	27	21	26	33	31	28	354