

EMPLOYMENT COMMITTEE – 26 SEPTEMBER 2019**ATTENDANCE MANAGEMENT****REPORT OF THE DIRECTOR OF CORPORATE RESOURCES****Purpose**

1. The purpose of this report is to update the Employment Committee on the County Council's overall position on sickness absence as at the end of June 2019.

Background

2. On 28 February 2019, the Committee considered the Council's absence position as at the end of December 2018.

Sickness absence – current position

3. The table below details the end of year sickness absence levels of the previous 4 years together with last four quarters, including Q1 2019/20.

Department	14/15	15/16	16/17	17/18	18/19 Q2	18/19 Q3	18/19 Q4 end of year	19/20 Q1	Total FTE days lost 01/07/18 – 30/06/19	Total cost of absence 01/07/18 – 30/06/19
Chief Executive's	5.55	6.99	6.03	6.38	8.47	9.12	7.60	6.98	1,574	£170,922
Environment and Transport	8.23	8.80	9.68	10.09	9.98	9.90	9.16	8.77	6,671	£573,642
Children and Family Services	10.37	10.06	10.05	10.25	11.00	11.07	10.55	10.00	9,947	£1,182,945
Corporate Resources	7.86	6.95	7.94	8.12	7.51	7.64	7.39	7.85	8,815	£765,592
Adults and Communities	12.24	11.31	12.57	11.26	10.40	10.30	10.02	10.72	13,332	£1,266,139
Public Health	9.14	7.84	7.43	6.49	7.55	8.65	8.57	8.45	780	£100,644
LCC total	9.83	9.32	10.01	9.73	9.59	9.65	9.18	9.26	41,119	£4,059,884
ESPO	12.07	10.88	9.75	11.70	10.48	9.72	9.55	9.52	3,017	£244,741
EMSS	6.65	6.69	9.27	7.42	7.62	8.22	7.54	7.30	1,098	£84,076

4. By the end of June 2019, although most departments have made reductions, only the Chief Executive's department and EMSS are below the corporate target of 7.5 days per FTE. Therefore, further action is required to continue to address levels of sickness absence across all departments.

Reasons for sickness absence

5. Displayed in order of percentage of time lost (greatest first), the table below details the top 10 reasons for absence, plus the 'not disclosed' category.

Percentage of FTE days lost	2017/18 March 2018 Q4	2018/19 June 2018 Q1	2018/19 Sept 2018 Q2	2018/19 Dec 2018 Q3	2018/19 Mar 2019 Q4	2019/20 June 2019 Q1
12 months cumulative						
Stress/depression, mental health	26.3%	26.8%	27.2%	28.5%	29.9%	29.9%
Other musculo-skeletal	16.6%	17.0%	17.6%	17.1%	16.6%	16.5%
Gastro-stomach, digestion	8.1%	7.8%	8.4%	8.3%	8.2%	8.6%
Cough/cold/flu	7.5%	7.9%	8.0%	7.8%	6.2%	6.0%
Cancer	2.8%	3.0%	3.0%	3.4%	4.4%	5.5%
Back & neck	4.9%	4.9%	4.4%	4.6%	4.9%	5.0%
Viral infection, not cough/cold/flu	6.1%	5.8%	5.7%	5.4%	5.1%	4.9%
Neurological	4.3%	4.2%	3.8%	4.4%	4.9%	4.9%
Chest, respiratory	4.6%	4.8%	4.9%	4.8%	4.2%	4.0%
Eye, ear, nose, mouth/dental	3.8%	3.9%	4.1%	3.8%	3.7%	3.6%
<i>Not disclosed</i>	4.9%	4.0%	3.5%	2.5%	2.5%	2.5%

Short and long term absence split

6. The tables below detail the number of FTE days lost due to absence and the percentage split of FTE days lost at the end of quarter 4 2018/19 and quarter 1 2019/20.

2018/19 as at end of Quarter 4/March 2019						
12 months cumulative						
Department	Long term			Short term		
	FTE days lost	% FTE days lost	Individual occurrences	FTE days lost	% FTE days lost	Individual occurrences
Chief Executive's	755.1	50%	16	753.9	50%	247
Environment and Transport	4,439	57.2%	106	3,136.5	42.8%	821
Children and Family Services	6,914.7	68%	162	3,255.1	32%	1001
Corporate Resources	4,823.7	53.8%	171	4,138	46.2%	1670
Adults and Communities	7,2878.5	60%	211	4,864.2	40%	1573
Public Health	484.0	63.6%	13	280.5	36.4%	100

2019/20 as at end of Quarter 1/June 2019						
12 months cumulative						
Department	Long term			Short term		
	FTE days lost	% FTE days lost	Individual occurrences	FTE days lost	% FTE days lost	Individual occurrences
Chief Executive's	729.2	52.2%	20	668.8	47.8%	236
Environment and Transport	3,341.8	54.7%	96	2,767.3	45.3%	840
Children and Family Services	6,408.28	65.5%	151	3,381.1	34.5%	1028
Corporate Resources	5,362.9	56.5%	174	4,135.5	43.5%	1715
Adults and Communities	7,900.3	61.1%	240	5,032.9	38.9%	1593
Public Health	486.1	62.8%	16	288.41	37.2%	96

Note: Long term is categorised as over 4 weeks of continuous absence.

Service level data

7. The table below provides details of the days lost per FTE at the end of 2016/17, 2017/18, 2018/19 and at the end of quarter 1 2019/20, for service areas by department.

Department	2016/17	2017/18	2018/19	2019/20	July 18 – June 19
Days per FTE	Year end	Year end	Year end	End of Q1	Individual occurrences
12 months cumulative	(Mar 17)	(Mar 18)	(Mar 19)	(Jun 2019)	
Chief Executive's	6.03	6.38	7.6	6.98	264
Planning and Historic and Natural Environment	3.81	4.04	14.92	11.42	24
Regulatory Services	6.95	4.87	6.2	6.73	44
Trading Standards	8.76	9.65	7.24	9.33	41
Strategy and Business Intelligence	6.28	8.04	6.93	6.23	83
Democratic Services	10.69	8.91	14.81	15.17	32
Legal Services	3.01	4.02	5.48	4.38	39
Environment and Transport	9.68	10.09	9.16	8.77	983
Highways and Transportation	10.38	10.62	8.96	8.30	721
Environment and Waste Management	4.85	7.98	10.07	10.91	190
Children and Family Services	10.05	10.25	10.55	10	1,203
Education and Early Help	9.13	9.28	8.42	8.40	796
Children's Social Care	11.90	11.62	14.18	13.24	390
Corporate Resources	7.94	8.12	7.41	7.79	1961
Strategic Finance and Assurance	4.89	4.25	6.63	8.63	140

Department	2016/17	2017/18	2018/19	2019/20	July 18 – June 19
Days per FTE	Year end	Year end	Year end	End of Q1	Individual occurrences
12 months cumulative	(Mar 17)	(Mar 18)	(Mar 19)	(Jun 2019)	
Corporate Services	4.68	5.88	4.18	3.9	260
Commercial and Customer Services	10.55	10.04	8.91	9.32	1,381
Adults and Communities	12.57	11.26	10.02	10.72	1,872
East care pathway	n/a	11.06	9.51	10.53	302
West care pathway	n/a	13.16	12.01	12.23	228
Commissioning and Quality	n/a	8.01	8.02	7.69	167
Departmental Support Services	n/a	9.46	0.99	2.89	1
Promoting Independence	12.26	15.11	13.26	13.43	276
Personal Care and Support	15.62	11.99	13.86	15.73	486
Communities and Wellbeing	7.67	7.98	6.97	7.58	369
Public Health	7.43	6.49	8.57	8.45	114

Employee assistance programme

8. To strengthen the Council's current wellbeing support offer, an Employee assistance programme (EAP), via the council's occupational health provider, was launched in April 2019 as a 12-month pilot. This is a confidential telephone counselling and self-help resource package which is in addition to the in-house counselling service.
9. Despite a promotion campaign, the first quarter reports show a relatively low take up of the service with 27 employees contacting the helpline. The expectation is that usage may rise over the next few months as it becomes more established through its continued promotion.
10. The Occupational Health contract is due to be retendered, and bidders will be asked to submit (optional) details of EAP provision. The pilot outcome will be used to inform any ongoing need.

Peer review

11. A peer review was conducted by senior Human Resources staff from North Yorkshire County Council in early August 2019. This was a combination of a desktop review of policies, initiatives and our communication channels, and one day on-site interviewing a selection of managers, HR colleagues and trade union representatives.
12. The review covered the following:
 - i. Analysis of current policy and effectiveness of policy implementation;
 - ii. Analysis of supporting initiatives in place and used to used;
 - iii. Review of the effectiveness of the Intensive Support service, including commentary on return on investment;
 - iv. Review of the effectiveness of management training;
 - v. Analysis of the ownership of the issues within departments, including whether the right culture around attendance and absence is evident;
 - vi. Review of the extent of the wellbeing offer;
 - vii. Impact of communication/key messages;
 - viii. Analysis of any gaps.
13. At the time of writing, the formal report is awaited, and the Committee will receive an update on the main findings at the next meeting on 5 December 2019.

Recommendations

14. The Committee is asked to note the contents of this report and to provide any comments or feedback.

Background papers

15. Report to the Employment Committee 28 February 2019 – attendance management.
[http://cexmodgov1.ad.leics.gov.uk:9075/ieListDocuments.aspx?CId=212&Mid=5851&Ver=4&\\$LO\\$=1](http://cexmodgov1.ad.leics.gov.uk:9075/ieListDocuments.aspx?CId=212&Mid=5851&Ver=4&LO=1)

Circulation under the Local Issues Alert Procedure

16. None.

Equality and Human Rights Implications

17. There are no equalities and human rights implications arising directly from this report.

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