

Title of Report:	Absenteeism Report – Quarter 3 2019/2020
Committee Report Submitted To:	Audit Committee
Date of Meeting:	11 March 2020
For Decision or For Information	For Information

Linkage to Council Strategy (2019-23)	
Strategic Theme	Innovation and Transformation
Outcome	Improve Service Delivery
Lead Officer	Director of Corporate Services/Head of ODHR

Budgetary Considerations	
Cost of Proposal	
Included in Current Year Estimates	YES/NO
Capital/Revenue	
Code	
Staffing Costs	

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals. N/A		
Section 75 Screening	Screening Completed:	Yes/No	Date:
	EQIA Required and Completed:	Yes/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	Yes/No	Date:
	RNA Required and Completed:	Yes/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes/No	Date:
	DPIA Required and Completed:	Yes/No	Date:

1.0 **Purpose of Report**

The purpose of this report is to provide Members with Quarter 3 (April-December 2019/2020) information regarding Absenteeism throughout the Council.

2.0 **Background**

Absenteeism within the Council is closely monitored and reviewed in accordance with Policies and Procedures, and in line with NJC Terms and Conditions.

ODHR Business Partners work closely with each of the Directorates, Managers and Supervisors to assist and support through a range of preventative proactive measures alongside the reactive including referrals to Occupational Health, absence review meetings, referrals for Ill Health Retirement.

3.0 **Performance Improvement Plan 2019/2020**

The Performance Improvement Plan was agreed by Council in June 2019. Objective 4 of the Plan 2019/2020 “We will lower staff absenteeism rates” The following is an extract from the Plan.

2019/20 Performance Improvement Objective 4

We will lower staff absenteeism rates

Senior Responsible Officer

Director Corporate Services/Head of ODHR

Why has this objective been chosen?

Successful delivery of Council services is reliant on our staff who are our most important asset. A full staffing compliment with improved attendance rates will increase the Council’s ability to deliver services and implement its arrangement for improving performance

During 2018/19 the quarterly reporting of the Council’s Performance Dashboard has demonstrated that long term sickness and the average days lost per employee across the Council is a major issue of concern.

During engagement and consultation with senior Council officers they clearly demonstrated that absenteeism was a significant issue that was affecting their ability to deliver services and implement arrangements for improvement.

Outputs (The things that we will do in 2019/20)

- Develop and agree a new Council Absence Management Policy and Procedure, by August 2019 and roll out a programme of training for employees and line managers September – December 2019
- Work with stakeholders to identify and agree further measures to support employees such as access to private Health Care, access to specific treatments, health insurance etc by December 2019
- Review the effectiveness of the Occupational Health process within Council and introduce an Occupational Health Nurse/adviser provision.
- We will oversee an improved focus on the health and wellbeing of our staff by offering more education and opportunities for physical activity. This will include a new programme of activities and education including for example yoga/Pilates/kettlebells classes across all our main offices, golf and walking events, weight loss challenges, focus on mental health etc.

Outcomes (The measurable differences made)

- A 5% reduction in the number of days lost to Council through long term sickness (9,404.98 days in 2018/19)
- A 5% reduction in the average number of days lost per employee through sickness absenteeism (17.06 days per employee in 2018/19)
- We will reduce the average time for an Occupational Health Review from 4 weeks to 2 weeks by September 2019
- 150 staff members will take part in the Council's new physical wellbeing activities and events

What improvements are citizens likely to see moving forward?

Council will be more resilient and capable of successfully delivering its Services thanks to having more staff available more of the time

Which of the 7 aspects of improvement does this objective relate to?

Strategic Effectiveness
Service quality

Community Planning outcome

A Healthy Safe Community

Associated Corporate Plan 2015-2019 Objective

Innovation and Transformation

4.0 Quarter 3 Details

Quarter 3 details of absence are include in Appendix 1.

- 254 employees were absent during this time with 369 present (211/413 at Quarter 2, 123/ 515 as at Quarter 1)
- 86.92% of the absence was classed as “Long Term Absence” ie absence greater than 20 days, with 13.08% short term, (89.5% and 10.5% Quarter 2 and 88% and 12% in Quarter 1)
- Average days lost per employee (combined short and long term) at the end of Quarter 3 was 12.57 (7.97 Quarter 2, 4.01 Quarter 1)

In terms of the causes of absence, the top 5 are as follows:-

- Stress, depression, mental health and fatigue – 44% (43.19% Quarter 2, 46% Quarter 1, (31% in 18/19) Other – 19% (20% in Quarter 2,19% in Quarter 1, 19% in 18/19)
- Musculo-skeletal problems – 12% (10.4% Quarter 2, 9% in Quarter 1, 14% in 18/19)
- Heart, blood pressure and circulation – 5% (7% In Quarter 2, 5% in Quarter 1, 2% in 18/19)
- Stomach, Liver, Kidney and Digestion – 5% (6% in Quarter 2,
- Back and neck problems – 6% (5.7% in Quarter 2, 7.95% in Quarter 1, 11% in 18/19)
- Pregnancy (excluding maternity leave) – 2% (1% in Quarter 2, 11% Quarter 1, 0.49% in 18/19)

4.1 Progress to date - Objective 4, Performance Improvement Plan

Outputs

- A new Council Absence Management Policy and Procedure, has been developed, consulted on and agreed with Trade Unions at JCNC. The Policy was presented to Members via CPR in November 2019, and scheduled to be tabled again with a recommendation for approval at CPR in January 2020. The Policy was agreed by Council on 4th February 2020.
- A programme of training for employees and line managers is currently being developed following approval of the Policy. This training in commencing in April 2020 to coincide with the implementation of the Council wide policy.
- Work is ongoing with stakeholders to identify and agree further measures to support employees such as access to private Health Care, access to specific treatments, health insurance etc

- A review has been carried out regarding the effectiveness of the Occupational Health process within Council and an Occupational Health Nurse/adviser provision has been introduced with effect from April 2019
- We will continue to oversee an improved focus on the health and wellbeing of our staff by offering more education and opportunities for physical activity. This will include a new programme of activities and education including for example yoga/Pilates/kettlebells/Couch to 5K (c25K) classes across all our main offices, golf and walking events, weight loss challenges, focus on mental health etc.

Outcomes

- A 5% reduction in the number of days lost to Council through long term sickness (9,404.98 days in 2018/19)
- A 5% reduction in the average number of days lost per employee through sickness absenteeism (17.06 days per employee in 2018/19)
- We will reduce the average time for an Occupational Health Review from 4 weeks to 2 weeks by September 2019
- 150 staff members will take part in the Council's new physical wellbeing activities and events

	9 months ending 31/12/18	Target for year	9 months ending 31/12/19	On Target/ Not On Target
Average number of days lost per employee through sickness absenteeism	12.61	11.98 (5% reduction)	12.57 (0.32% reduction)	Reduction at Quarter 3, moving to target
Number of Days lost to Council through long term sickness	6983.01	6633.86 (5% reduction)	6813.50 (2.43% reduction)	Reduction at Quarter 3, moving to target
Average time for an Occupational Health Review - We will reduce the average time for an Occupational health Review from 4 weeks to 2 weeks by September 2019	4 weeks	2 weeks (from 4 weeks to 2 weeks)	2 weeks	On Target

Staff members will take part in the Council's new physical wellbeing activities and events		150 staff	At least 254	On Target
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This quarterly report will continue to be provided to Audit committee, and the information will also be feed through Council's Performance Improvement Plan.

5.0 Recommendation:

It is recommended that Council notes the report presented.

APPENDIX 1

DETAILS OF ABSENCE

YEAR ENDED 31/12/19

CAUSEWAY COAST AND GLENS BOROUGH COUNCIL

Please refer to guidance notes (Eg GN1) for completion of this form.

		Total
1	Number of Full Time Equivalent Employees (including Part Time converted to Full Time Equivalent) GN1	623.67
2	Total possible working days in the period (excluding annual/statutory leave) GN2	102255.70
3	Total days lost due to absence GN3	7839.18
4	Number of employees with one or more absence during the year	286.00
5	Number of periods of absence	359.00
	LONG TERM ABSENCE (Absences >=20 days duration)GN4	
6	Total days lost due to LONG TERM absence	6813.50
7	Number of Employees with one or more LONG TERM absence during the year	115.00
8	Number of LONG TERM periods of absence	120.00
	SHORT TERM ABSENCE (Absences of up to 19 days duration)GN5	
9	Total days lost due to SHORT TERM absence	1025.68
10	Number of Employees with one or more SHORT TERM absence during the year	194.00
11	Number of SHORT TERM periods of absence	239.00
	ADDITIONAL ABSENTEEISM DATA	
12	Number of Full Time Equivalent Employees without an absence during the year	368.68
13	Number of Employees on long term sickness absence for 12 months or more	6.00
14	Proportion of Male:Female full-time equivalent Employees	60% : 40%

15	Has the Council submitted absenteeism data to any other study on this topic in respect of the report year, eg CBI or CIPD?	
16	Have absenteeism statistics been reviewed by the Council?	
17	At what level did this review take place?	
18	When did the review take place?	
19	Please provide evidence of senior management, committee and Council discussions on absenteeism during the year	

Formulae are enclosed in square brackets with e.g. 3 representing row 3 on the form (Total days lost due to absence)		
	LONG TERM CALCULATIONS	Total
A	Average LONG TERM days lost per employee [6/1]	10.92
B	Average LONG TERM days lost per employee with LONG TERM absence [6/7]	59.25
C	Average number of LONG TERM absences per employee with LONG TERM absence [8/7]	1.04
D	Average length of LONG TERM absence [6/8]	56.78
E	LONG TERM Lost time rate % [6/2]	6.66
	SHORT TERM CALCULATIONS	Total
F	Average SHORT TERM days lost per employee [9/1]	1.64
G	Average SHORT TERM days lost per employee with SHORT TERM absence [9/10]	5.29
H	Average number of SHORT TERM absences per employee with SHORT TERM absence [11/10]	1.23
I	Average length of SHORT TERM absence [9/11]	4.29
J	SHORT TERM Lost time rate % [9/2]	1.00
	TOTAL CALCULATIONS	Total
K	Average days lost per employee [3/1]	12.57
L	Average days lost per employee with absence [3/4]	27.41

M	Average number of absences per employee with absence [5/4]	1.26
N	Average length of absence [3/5]	21.84
O	Lost time rate % [3/2]	7.67

Based on a standard working day of 7.40 hours

Appendix 2 Sickness Figures 1 April 2019 – 31st December 2019

Sickness Figures 1 April - 31 December 2019

Directorate	Department	FTE	Working Days Available	ST Days Lost	LT Days Lost	Sum of Days Lost	Days Lost per employee	Headcount	Emps no absence	% Emps no absence
Chief Executive's	Chief Executive's	1.00	174.00	0.00	0.00	0.00	0.00	1	1	1.00
	Legal Services	1.89	321.00	8.00	0.00	8.00	4.23	2	1	0.50
Chief Executive's Total		2.89	495.00	8.00	0.00	8.00	2.77	3	2	67%
Corporate Services	Corporate	1.23	197.50	0.00	0.00	0.00	0.00	1	1	1.00
	Democratic and Central Servi	15.30	2536.89	29.14	279.00	308.14	20.14	16	9	0.56
	ICT	11.23	1912.50	9.00	30.50	39.50	3.52	11	8	0.73
	OD/HR	13.19	2112.21	15.84	103.00	118.84	9.01	16	9	0.56
	Policy and Community Planni	5.64	931.00	1.00	117.24	118.24	20.96	5	3	0.60
Corporate Services Total		46.59	7690.10	54.98	529.74	584.72	12.55	49	30	61%
Environmental Services	Business Support	19.06	3159.43	40.34	302.44	342.78	17.98	21	10	0.48
	Environmental Services	1.00	165.50	0.00	0.00	0.00	0.00	1	1	1.00
	Estates	66.03	10702.67	85.28	660.17	745.45	11.29	67	40	0.60
	Health & Built Environment	55.18	9174.26	102.16	743.41	845.57	15.32	59	32	0.54
	Infrastructure	9.56	1611.18	2.00	25.00	27.00	2.82	9	7	0.78
	Operations	144.79	23187.02	312.87	2417.48	2730.35	18.86	155	83	0.54
Environmental Services Total		295.62	48000.06	542.65	4148.50	4691.15	15.87	312	173	55%
Finance	Finance	22.99	3784.39	40.46	53.00	93.46	4.07	25	15	0.60
Finance Total		22.99	3784.39	40.46	53.00	93.46	4.07	25	15	60%
Leisure and Development	Business Support	8.93	1421.86	1.00	130.22	131.22	14.69	10	6	0.60
	Community and Culture	31.70	5294.33	36.41	235.11	271.52	8.57	35	26	0.74
	Funding Unit	3.00	503.00	2.00	0.00	2.00	0.67	3	2	0.67
	Leisure and Development	1.00	154.50	0.00	0.00	0.00	0.00	1	1	1.00
	Prosperity and Place	17.38	2825.56	25.00	14.50	39.50	2.27	17	10	0.59
	Sport & Wellbeing	97.82	16265.85	145.45	883.20	1028.65	10.52	117	69	0.59
	Tourism and Recreation	29.77	4920.87	31.76	356.00	387.76	13.03	35	22	0.63
Leisure and Development Total		189.60	31385.97	241.62	1619.03	1860.65	9.81	218	136	62%
Performance	Civic Facilities	17.15	2824.65	22.21	228.58	250.79	14.62	22	15	0.68
	Health & Safety & Insurance	3.00	517.00	0.00	0.00	0.00	0.00	3	3	1.00
	Performance	2.00	330.00	0.00	0.00	0.00	0.00	2	2	1.00
Performance Total		22.15	3671.65	22.21	228.58	250.79	11.32	27	20	74%
Planning	Planning	43.83	7228.53	115.76	234.65	350.41	7.99	47	27	0.57
Planning Total		43.83	7228.53	115.76	234.65	350.41	7.99	47	27	57%
Grand Total		623.67	102255.70	1025.68	6813.50	7839.18	12.57	681	403	59%

LONG TERM TARGETS

2018 Figures	6983.01
2019/2020 Target - 5% Reduction on 2018 actuals	6633.86
Target Reduction in Days	349.15
Actual Reduction in Days	169.51
Target Reduction (5%)	5.00%
Actual Reduction	2.43%

AVERAGE NUMBER OF DAYS LOST PER EMPLOYEE

2018 Figures	12.61
2019/2020 Target - 5% Reduction on 2018 actuals	11.98
Actual Days Lost	12.57
Actual Reduction in Days	0.04
Target Reduction (5%)	5.00%
Actual Reduction	0.32%