



PERSONNEL COMMITTEE
4 November 2021

ITEM 05

Report sponsor: Simon Riley, Strategic Director
of Corporate Resources
Report author: Adele Ashmore – HR Lead

Attendance management – Quarter 2 - 2021/22

Purpose

- 1.1 To provide an update on the Council's performance on attendance management at Quarter 2, 2021/22.

Recommendation

- 2.1 To note that the Council's performance on attendance management for Quarter 2 2021/22 was 2.97 days lost for each full-time equivalent colleague (FTE) against a target of 2.12 days. This shows an increase against the previous Quarter 1 2021/22 result of 2.41 days lost per FTE for the period.
- 2.2 To note that if the COVID-19 (Suspected and Confirmed) illnesses were removed from the attendance management data, the Quarter 2 performance would be 2.60 FTE days lost.

Reason(s)

- 3.1 To ensure that Personnel Committee is aware of the Quarter 2 performance for the year 2021/22.

Supporting information

4.1 Attendance management performance for Quarter 2 2020/21

Quarter 2 – Data

The top three reasons for absence in Quarter 2 are:

1. Stress/Anxiety: 19.23%, a decrease of 0.04% on Quarter 1
2. Musculoskeletal: 14.54%, an increase of 1.17% on Quarter 1
3. Covid-19 related illnesses: 11.33%, an increase of 2.08% on Quarter 1.

The top three reasons for absence in Quarter 2 reflect the order of top three reasons for absence in Quarter 1.

Directorate	FTE days lost Quarter 1	FTE days lost Quarter 2	FTE days lost Quarter Target	2021/22 - FTE End of Year forecast
Communities and Place	2.82	3.35	2.03	12.26
Corporate Resources	1.45	2.04	1.75	7.00
People Services	2.66	3.22	2.41	11.87
Overall year-end forecast				10.78
Overall year-end target				8.5

All Directorates have reported an FTE day lost greater than their Quarter target, this impacts negatively on the end of year forecast for 2021/22.

The potential overall year end forecast is 10.78 FTE days against a target of 8.5 FTE days.

Following release of the Quarter 2 data the Service Actions plans owned by the Head of Service and their Management Team will be reviewed to identify opportunities for improvements and targeted work on reducing non-attendance across all teams. Managers are continuing to take a focused approach on attendance management with regular coaching from the HR Team. We are mindful that as we head into Quarter 3 and the winter months, we may see an increase in cold/flu virus transmission and absence levels. Heads of Service have appropriate access to detailed information about attendance in their services, on which they base their action plans.

HR and Occupational Health have been working closely to address any areas for improvement in both process and approach to ensure all colleagues who would benefit from an Occupational Health appointment are assessed in a timely manner. COVID-19 has had an increased impact on absence in Quarter 2. COVID-19 absence will be monitored closely throughout Quarter 3, as we continue to live with the impact of COVID -19.

4.2 Occupational Health and Wellbeing approach

We have taken a new approach to Occupational Health appointment management which will see a slight rise in cost but better, quicker results in getting people supported and where appropriate, back into work. Previously we had initial appointments with a Nurse, but evidence showed that a high proportion of these concluded with referrals to our Doctors and a second appointment. Due to staffing changes, we have had the opportunity to have all appointments with Doctors and so far, 44 of 45 people who have been seen have been deemed fit for work. We will continue with this approach and review results as we progress to ensure we maintain the benefits of the cost increase.

Having a now well-established mental health offer, we are focussing on other areas. We have recently formed a Menopause Group in preparation for events on World Menopause Day (18 October) which saw a high level of interest. The aim of our approach is to inform, support and empower our colleagues to enable them to ask for the support they need, and to support any managers and colleagues with information to support their team members or family and friends. The need for support in this area is undeniable with many of the group sharing their lived experiences and the challenges and impacts they have had. Menopause Friends groups and Menopause Mentors along with a new Wellbeing page on our intranet site about the subject will be launched in November.

Public/stakeholder engagement

5.1 Public engagement has not been required for this report.

Other options

6.1 Do nothing. This is not considered to be a viable option, as the Council is committed to supporting colleagues to take personal ownership of their wellbeing.

Financial and value for money issues

7.1 None directly arising from this report.

Legal implications

8.1 None directly arising from this report.

Climate implications

9.1 None directly arising from this report.

Other significant implications

10.1 None identified.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal		
Finance		
Service Director(s)		
Report sponsor	Simon Riley, Strategic Director of Corporate Resources	27/10/2021
Other(s)	Liz Moore, Head of HR	23/10/2021
Background papers:	None	
List of appendices:	None	