

Report sponsor: Heather Greenan, Director of Corporate Management
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Colleague health and wellbeing update and Quarter three Attendance Management Performance

Purpose

- 1.1 This report provides an update on the colleague health and wellbeing approach the Council is taking to support all colleagues across the Council during 2023/24 and provides the headlines of the Council's attendance management quarter three performance for 2023/24.

Recommendation(s)

- 2.1 To note the colleague health and wellbeing offer that is available to the Council's colleagues, and the importance of supporting colleagues to take personal responsibility for their wellbeing.
- 2.2 To note the Council's attendance management performance for quarter three of 3.33 FTE days lost and a year-end forecast of 11.77 FTE days lost for 2023/24, against a year-end target of 10.5 FTE days lost.

Reason(s)

- 3.1 To ensure that Personnel Committee is aware of the continued focus on colleague health and wellbeing, and the context in which that focus is operating and the quarter one attendance management performance.

Supporting information

- 4.1 We will continue to keep the focus on the health and wellbeing of our colleagues during 2023/24.

4.2 Occupational Health and Wellbeing approach

Personnel Committee have regularly received updates about the ongoing work of the Occupational Health and Wellbeing service, and the continued development of the Council's health and wellbeing approach previously.

The Council provides an in-house, doctor-led Occupational Health service. We have achieved our annual SLA of 15 days from referral to consultation.

The Occupational Health service is on track against service level agreements, delivering appointments within 5-10 days of receipt of the referral.

An integral part of our wellbeing offer is the Employee Assistance Programme (EAP), which is externally hosted. Colleagues can access information and advice on a range of health and financial matters, 24 hours a day and 7 days a week.

A total of 14 new counselling cases were opened in January and a further 8 in February. To note, People Services directorate remains the highest user of the counselling service at of all sessions during the period January - February.

The average take-up remains at seven counselling sessions each. The most popular format for the session was telephone consultations.

The top three reasons for accessing counselling sessions across all Council directorates were stress/anxiety, women's health and family reasons.

Personal Issues accounted for 72% of access and work-related issues accounted for 28% of access. Whilst the data of who accesses counselling is never disclosed to the Council, headline figures of levels of take up are shared at a directorate level.

The focus continues with managers from the People Services directorate to understand, from a HR business partnering approach, what actions can be taken to understand and address the level of absence and EAP usage numbers.

4.3 Attendance Management Performance for Quarter three 2023/24

The Council's performance on attendance for the current financial year quarter three result of 3.33 FTE days lost shows an increase on the last quarter with a year-to-date result of 8.83 days per FTE. This is a continued overall decrease when compared to the year-to-date result for 2022/23.

The quarter three result gives us a year-end forecast of 11.77 FTE days lost which would be 1.27 days higher than the year-end target of 10.5 FTE days lost but is 1.57 days lower than the 2022/23 year-end results of 13.34 days lost.

Effective from the 1 May 2023, following the Senior Leadership restructure, a number of department and team changes were implemented in the Council's organisational structure. The current year to date position by Directorate has been split to show the number of days lost under the previous Directorate names and new Directorate names:

April 2023:

Corporate Resources - 0.28 FTE days lost
People Services - 1.67 FTE days lost.
Communities and Place – 0.94 FTE days lost

Quarter 1 - May and June 2023:

Chief Executive's – 1.12 FTE days lost and year end forecast of 6.18 FTE days lost.
Peoples Services - 1.92 FTE days lost and year end forecast of 10.57 FTE days lost.
Place - 2.64 FTE days lost and year end forecast of 14.54 FTE days lost.

Quarter 2 - May to September 2023:

Chief Executive's – 3.50 days lost and year end forecast of 7.71 FTE days lost.
People Services - 5.00 days lost and year end forecast of 11.00 FTE days lost
Place - 5.72 FTE days lost and year end forecast of 12.59 FTE day lost.

Quarter 3 – May to December 2023

Chief Executive's – 6.23 days lost and year end forecast of 8.57 FTE days lost.
People Services – 8.56 days lost and year end forecast of 11.77 FTE days lost.
Place – 8.72 days lost and year end forecast of 11.99 FTE days lost.

- 4.4 HR continue to share attendance HR dashboard information with Directors and Heads of Service. The dashboard includes a breakdown of absence reasons, starters and leavers and turnover rates which all form part of the picture of absence. This information feeds directly into the Service Area action plans which include long term and short term absence cases. HR Advisors actively support Managers through the formal part of the Attendance Management Policy.

At the time of compiling this report the quarter four HR dashboard is still under preparation and not available for inclusion within this report.

4.5 **Future focus for 2024**

Our focus throughout the remainder of 2024 is to launch our Wellbeing Strategy, wellbeing is one of our key workstreams for our people and culture board work. Our prevention focussed wellbeing approach supports our vision of ensuring that health and wellbeing is embedded in everything we do and championed at all levels and across all functions, so that positive wellbeing becomes part of our culture.

Our focus over the next few months will be:

- Develop and launch our wellbeing champion network to signpost colleagues on a range of health and wellbeing issues. Our aim is to have 10% of the workforce as wellbeing champions/advocates.

- Launch our new internal wellbeing pages to support our colleagues and provide the tools needed to make healthy choices, so that our colleagues can continue to take responsibility for improving their own health and wellbeing.
- Develop a wellbeing activity calendar, and all the activity associated with the planned actions to be supported by the identified champion network.
- Continue with the attendance group work and ensure managers are making progress against their action plans.

Public/stakeholder engagement

5.1 Public and Stakeholder 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 health and wellbeing.

Financial and value for money issues

7.1 Services may be impacted financially due to capacity or resourcing issues to deliver services. This can create additional budget spend which will need to be accounted for.

Legal implications

8.1 None arising from this report.

Climate implications

9.1 None arising from this report.

Other significant implications

10.1 Colleague health and well-being is a risk on the Council's strategic risk register which is monitored regularly, and performance is reported to Cabinet and Scrutiny. This paper contains actions which helps to mitigate the risk.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal		
Finance		
Service Director(s)	Heather Greenan, Director of Corporate Management	28/03/2024
Report sponsor		
Other(s)	Liz Moore, Head of HR and OD	25/03/2024

Background papers:
List of appendices: