



PERSONNEL COMMITTEE
13 April 2023

ITEM 06

Report sponsor: Heather Greenan, Director of Policy, Insight and Communications
Report author: Adele Ashmore, Strategic HR Manager

Attendance Management Update Quarter 3 2022/23

Purpose

- 1.1 To provide an update on the Council's performance on attendance management at Quarter 3, 2022/23.

Recommendations

- 2.1 To note that the Council's performance on attendance management for Quarter 3 2022/23 was 3.65 days lost for each full-time equivalent colleague (FTE) against a target of 2.62 days. This shows an increase against the Quarter 2 period actual of 3.57 FTE days lost.
- 2.2 To note that if the COVID-19 (Suspected and Confirmed) illnesses were removed from the attendance management data, the Quarter 3 year to date position without COVID 19 would be 9.07 FTE days lost against a current year end position of 13.84 FTE days lost.

Reasons

- 3.1 To ensure that Personnel Committee is aware of the Quarter 3 performance for the year 2022/23.

Supporting information

- 4.1 We continue to keep the focus on the health and wellbeing of our colleagues.
- 4.2 The Attendance Management Policy has recently been updated and it has been approved previously by Personnel Committee. A communications approach has been developed to ensure colleagues are aware of the policy changes, our roles and responsibilities under the policy, and the support and information available to colleagues. Communications through the Council's all colleague Intouch bulletin on 17 March 2023 informed all colleagues that they will be required to accept the policy through the e-learning module to confirm understanding and acceptance of the policy and associated changes. A reminder is scheduled for early April for the Managers Keeping in Touch bulletin to ensure all colleagues review the policy and information.

4.3 Attendance Management Performance for Quarter 3 2022/23

The top three reasons for absence in Quarter 3 with a comparison to the Quarter 2 2022/23 information is as below:

Quarter 2 2022/23

1. Stress/Anxiety: 14.72%
2. Musculoskeletal: 13.52%
3. COVID-19 related illness: 13.33%

Quarter 3 2022/23

1. Stress/Anxiety: 14.84%
2. Musculoskeletal: 13.00%
3. COVID-19 related illness: 12.64%

Whilst the top three reasons for absence in Quarter 3 remain the same as reported in Quarter 2, musculoskeletal has seen the biggest increase over the quarter. COVID-19 absence reason continues to decrease as a trend from quarter 2 which is reflected in this quarter's results.

4.4 Please see the Directorate data and comparison to the 2021 outturn as shown below:

Directorate	FTE days lost Quarter 1	FTE days lost Quarter 2	FTE days lost Quarter 3	FTE days Quarter 4 year end position	2022/23 - FTE End of Year Forecast
Communities and Place	3.33	7.80	11.90	-	15.86
Corporate Resources	2.14	4.21	6.69	-	8.92
People Services	3.81	7.63	11.42	-	15.23
Overall year end forecast					13.84
Overall year end actual 2021/22					12.81
Overall year-end target					10.5

4.5 Directorates have reported an FTE day loss greater than the previous year's quarter.

The overall year end forecast at the end of Quarter 3 is exceeding the year end for 2021/22 at 13.64 FTE days. A revised approach to Attendance Management has been communicated to empower Managers to manage robustly setting zero targets for absence.

4.6 The HR Advisors continue to work with Heads of Service, on service specific action plans, to look at hot spots and to encourage wellbeing and health as a priority for all colleagues. These actions include, but aren't limited to;

- Monitoring of departmental teams/targets
- Service action plans owned by the Head of Service, supported by advice and coaching as appropriate from HR Business Partners
- Bite-size coaching presentations delivered by HR to support managers to confidently manage attendance
- Reporting to Service Directors on the departmental teams performance.

The joint work by the HR team and Head of Service is reported to the Directors as part of their departmental leadership meetings.

An analysis of average working days lost due to sickness absence has been carried out, looking at our local data and within the national context. Further work on this initial analysis is underway, and it will be the subject of a future report to Personnel Committee later in 2023.

4.7 Occupational Health and Wellbeing approach

Occupational Health continues to perform above industry benchmarks with its delivery of Occupational Health appointments for colleagues. We are currently well within our service level agreement, delivering appointments within eleven days or less.

Management reports are issued within 48 hours of the appointment attended, and 100% performance is currently achieved.

90% of referrals seen are assessed by Occupational Health practitioners as being fit for work in some capacity. This is very positive, and our focus needs to continue to be engaging with these colleagues to support them to remain working and stay healthy.

We are also bringing our focus now on fully embedding our wellbeing approach. Recent research carried out by Indeed indicates what employees truly want is employers to support their wellbeing at work. We want to ensure that 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. We recognise that wellbeing does not start and end in the workplace and so we want to empower our workforce to make informed choices and engage in positive wellbeing behaviours so that they are able to thrive at the Council and beyond.

Throughout January we highlighted the Dry January campaign, February was focused on Financial Wellbeing and March is currently Men and Women's promotion working with our partners at Live Well.

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 wellbeing.

Financial and value for money issues

- 7.1 None arising from this report.

Legal implications

8.1 None arising from this report.

Climate implications

9.1 None arising from this report.

Socio-Economic implications

10.1 None arising from this report.

Other significant implications

11.1 None arising from this report.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal		
Finance		
Service Director(s)		
Report sponsor	Heather Greenan, Director of Policy Insight & Communications	31/03/2023
Other(s)	Liz Moore, Head of HR and Interim Head of OD	28/03/2023

Background papers:
List of appendices: