



PERSONNEL COMMITTEE
27 June 2024

ITEM 5

Report sponsor: Heather Greenan, Director of Corporate Management
Report author: Adele Ashmore, Strategic HR Manager

Colleague health and wellbeing update and Quarter four 2023/24 Attendance Management Performance

Purpose

- 1.1 This report provides an update on the colleague health and wellbeing approach the Council has undertaken to support all colleagues across the Council during 2023/24 and provides the headlines of the Council's attendance management performance for quarter four, the year-end performance result for 2023/24 and the focus for 2024/25.

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 four of 3.35 FTE days lost and a year-end actual result of 12.08 FTE days lost for 2023/24, against a year-end target of 10.5 FTE days lost.
- 2.3 To note the Council's attendance management target of 10.5 FTE days lost will remain for the 2024/25 reporting period.

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 four attendance management performance.

Supporting information

- 4.1 There will be a continued focus on the health and wellbeing of our colleagues during the period 2024/25 and a review of absence performance over 2023/24 to look at areas to address with Council services and teams.

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 Occupational Health service have achieved its annual SLA of 15 days from referral to consultation. The team are on track against service level agreements, delivering appointments within 5-10 days of receipt of the referral.

The Council's wellbeing strategy has been approved and will be launched on the 1st July 2024. At the Colleague Conference in June, information was shared about the exciting wellbeing developments for our colleagues. We used this opportunity to share the plan to increase the Mental Health First Aid network to 310 from 260 colleagues and introduce a new recruitment drive for our new wellbeing champions across the organisation. There has been a positive reaction to the roles and an update on progress will be provided at a future meeting.

Another recent development was the launch of the Council's menopause statement and commitment to colleagues experiencing the menopause. Again, this was very well received and is another example of how the colleague wellbeing offer is being developed.

An integral part of the 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 11 new counselling cases were opened in March and a further 9 in April and 7 in May. To note, People Services directorate remains the highest user of the counselling service at of all sessions during the period March - May.

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. This has remained consistent for the last 6 months and remains key to the attendance deep dive being carried out across the services. This is in line with industry data and not unique to Derby City.

Personal Issues accounted for 78% of access and work-related issues accounted for 22% 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 four 2023/24**

The Council's performance on attendance for the previous financial year quarter four result of 3.35 FTE days lost shows an increase on the last quarter with a year-end result of 12.08 days per FTE. This is a continued overall decrease when compared to the year-to-date result for 2022/23 of 13.34 FTE days lost.

The year-end result of 12.08 FTE days is a 1.26 day positive decrease on the 2022/23 result of 13.34 FTE 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:

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.

Quarter 4 – May to March 2024 - year end result

Chief Executive's – 9.16 FTE days lost/year end result.

People Services – 11.95 FTE days lost/year end result.

Place – 12.08 FTE days lost/year end result.

The top 3 absence reasons reported for the year end is as follows:

Stress Anxiety – 21.37% of all absence.

Musculoskeletal – 16.70% of all absence.

Operations Post Operative Recovery and Other hospital treatments – 8.00% of all absence.

The top 3 absence reasons have remained the same over the period from April 2023 to March 2024.

- 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.

The Attendance Management Project Group comprising of Heads of Service and area specialists from Performance, Occupational Health and Strategic HR have been meeting to progress actions to help improve attendance across the Council. Personnel Committee members have previously been referred to the Office for National Statistics -Sickness Absence in the UK Labour Market Report 2022 (Released April 2023).

The Project Group have considered the ONS report and effective from the 1 April 2024 as part of the approach to performance monitoring will report on the percentage absence rate alongside the FTE number of days lost. This will provide the opportunity to compare against both the private and public sector published percentage absence rates moving forward.

The Council's Attendance Performance Target for 2024/25 will remain at 10.5 FTE days lost per year. The Attendance Management Project Group are formulating a number of actions to take forward across the Council including feedback sessions from Managers on the current attendance management process to understand any barriers in the Attendance Policy application and delivery.

4.5 **Future focus for 2024/25**

The focus throughout the remainder of 2024 is to launch the Wellbeing Strategy, wellbeing is one of our key workstreams for the People and Culture Programme.

The prevention focussed wellbeing approach supports the 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.

The focus over the next few months will be:

- Develop and launch the wellbeing champion network to signpost colleagues on a range of health and wellbeing issues. The aim is to have 10% of the workforce as wellbeing champions/advocates.
- Launch the new internal wellbeing pages to support colleagues and provide the tools needed to make healthy choices, so that 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 | /2024 |
| Report sponsor Other(s) | Liz Moore, Head of HR and OD | 18/06/24 |

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| Background papers: List of appendices: |
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