



Title of Report:	Absenteeism Report – Quarter 4 2019/2020
Committee Report Submitted To:	Audit Committee
Date of Meeting:	17th June 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 4 or full year (April-March 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 4 Details

Quarter 4 details of absence are include in Appendix 1.

- 322 employees were absent during this year with 344 present (254/369 at Quarter 3, 211/413 at Quarter 2, 123/ 515 as at Quarter 1)
- 22 employees reported sick in March for a total of 134.8 days due to COVID-19 symptoms or self-isolation
- 86.02% of the absence was classed as “Long Term Absence” ie absence greater than 20 days, with 13.97% short term, (86.92% and 13.08% in Quarter 3, 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 4 was 17.82 (12.57 Quarter 3, 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 – 44.84% (44% in Quarter 3, 43.19% Quarter 2, 46% Quarter 1, (31% in 18/19)
- Other (eg Cancer, RTC, Surgery, Post op recovery etc) – 17.22% (19% in Quarter 3, 20% in Quarter 2, 19% in Quarter 1, 19% in 18/19)
- Musculo-skeletal problems – 11.03% (12% in Quarter 3, 10.4% Quarter 2, 9% in Quarter 1, 14% in 18/19)
- Back and neck problems – 6.81% (6% in Quarter 3, 5.7% in Quarter 2, 7.95% in Quarter 1, 11% in 18/19)
- Stomach, Liver, Kidney and Digestion – 5.93% (5% in Quarter 3, 6% in Quarter 2,
- Heart, blood pressure and circulation – 3.88% (5% in Quarter 3, 7% In Quarter 2, 5% in Quarter 1, 2% in 18/19)
- Pregnancy (excluding maternity leave) – 1.45% (2% in Quarter 3, 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 was developed following approval of the Policy. This training was scheduled to commence in April 2020 to coincide with the implementation of the Council wide policy. However, in light of COVID-19 this was postponed. The OD/HR team liaised with the training provider and the training has now commenced using video technology so that social distancing measures are adhered to. The schedule of training has been revised and a new plan is in place.
- 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. In light of COVID-19 Occupational Health appointments are continuing but are by telephone call only at the moment. OD/HR are working with Occupational Health to ensure appropriate measures are in place once face to face appointments are resumed.
- Councils' highest reason for absence is stress. Employees who report sick with stress are referred immediately to Occupational Health so that interventions can be put in place at an early stage. Employees are also reminded of the counselling services provided by INSPIRE and over this period 35 employees availed of these services.
- The Health & Well Being Group continue to provide a number of activities for employees including
 - Yoga with over 187 attendees
 - Staff running group – 176 attendees
 - New staff gym members – 9
 - Weight loss challenges
- During this period of COVID-19 lockdown, OD/HR have issued daily emails to all staff covering a variety of topics from Mental Health awareness, anxiety, bereavement, to activities for home schooling

Outcomes

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	12 months ending 31/12/19	Target for year	12 months ending 31/03/20	On Target/ Not On Target
Average number of days lost per employee through sickness absenteeism	18.36	17.44 (5% reduction)	17.82 (2.94% reduction)	Reduction
Number of Days lost to Council through long term sickness	9623.49	9142.32 (5% reduction)	9510.23 (1.18% reduction)	Reduction
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

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 2 Sickness Figures 1 April 2019 – 31st March 2020

DETAILS OF ABSENCE

YEAR ENDED 31/03/20

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	620.39
2	Total possible working days in the period (excluding annual/statutory leave) GN2	136013.19
3	Total days lost due to absence GN3	11055.12
4	Number of employees with one or more absence during the year	347.00
5	Number of periods of absence	503.00
LONG TERM ABSENCE (Absences >=20 days duration)GN4		
6	Total days lost due to LONG TERM absence	9510.23
7	Number of Employees with one or more LONG TERM absence during the year	146.00
8	Number of LONG TERM periods of absence	156.00
SHORT TERM ABSENCE (Absences of up to 19 days duration)GN5		
9	Total days lost due to SHORT TERM absence	1544.90
10	Number of Employees with one or more SHORT TERM absence during the year	250.00
11	Number of SHORT TERM periods of absence	347.00
ADDITIONAL ABSENTEEISM DATA		
12	Number of Full Time Equivalent Employees without an absence during the year	312.71
13	Number of Employees on long term sickness absence for 12 months or more	3.00
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?	Yes.
17	At what level did this review take place?	SLT/Audit Committee.
18	When did the review take place?	Quarterly.
19	Please provide evidence of senior management, committee and Council discussions on absenteeism during the year	Available on request.

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]	15.33
B	Average LONG TERM days lost per employee with LONG TERM absence [6/7]	65.14
C	Average number of LONG TERM absences per employee with LONG TERM absence [8/7]	1.07
D	Average length of LONG TERM absence [6/8]	60.96
E	LONG TERM Lost time rate % [6/2]	6.99
	SHORT TERM CALCULATIONS	Total
F	Average SHORT TERM days lost per employee [9/1]	2.49
G	Average SHORT TERM days lost per employee with SHORT TERM absence [9/10]	6.18
H	Average number of SHORT TERM absences per employee with SHORT TERM absence [11/10]	1.39
I	Average length of SHORT TERM absence [9/11]	4.45
J	SHORT TERM Lost time rate % [9/2]	1.14
	TOTAL CALCULATIONS	Total
K	Average days lost per employee [3/1]	17.82
L	Average days lost per employee with absence [3/4]	31.86
M	Average number of absences per employee with absence [5/4]	1.45
N	Average length of absence [3/5]	21.98
O	Lost time rate % [3/2]	8.13

Based on a standard working day of 7.40 hours

Appendix 2

Sickness Figures 1 April 2019 - 31 March 2020

Directorate	Department	FTE	Working Days Available	ST Days Lost	LT Days Lost	Sum of Days Lost	Days Lost per employee
Chief Executive's	Chief Executive's	1.00	228.00	0.00	0.00	0.00	0.00
	Legal Services	1.92	440.00	8.00	0.00	8.00	4.17
Chief Executive's Total		2.92	668.00	8.00	0.00	8.00	2.74
Corporate Services	Corporate	1.41	319.00	0.00	0.00	0.00	0.00
	Democratic and Central Serv	15.13	3385.69	43.14	397.00	440.14	29.09
	ICT	11.12	2535.00	9.00	55.50	64.50	5.80
	OD/HR	12.58	2818.71	23.34	130.50	153.84	12.23
	Policy and Community Planni	6.48	1440.50	8.00	117.24	125.24	19.33
Corporate Services Total		46.72	10498.90	83.48	700.24	783.72	16.77
Environmental Services	Business Support	18.71	4121.54	73.33	367.44	440.77	23.56
	Environmental Services	1.00	228.50	0.00	0.00	0.00	0.00
	Estates	64.53	13830.08	116.46	953.72	1070.18	16.58
	Health & Built Environment	54.53	12050.80	158.63	776.11	934.74	17.14
	Infrastructure	9.39	2129.46	2.00	25.00	27.00	2.88
	Operations	146.59	31540.99	435.40	3824.70	4260.10	29.06
Environmental Services Total		294.75	63901.37	785.82	5946.97	6732.79	22.84
Finance	Finance	22.52	5013.49	41.46	158.00	199.46	8.86
Finance Total		22.52	5013.49	41.46	158.00	199.46	8.86
Leisure and Development	Business Support	8.59	1839.43	16.00	162.38	178.38	20.77
	Community and Culture	31.48	7036.09	67.71	313.84	381.55	12.12
	Funding Unit	3.00	674.50	9.00	0.00	9.00	3.00
	Leisure and Development	1.00	209.50	0.00	0.00	0.00	0.00
	Prosperity and Place	17.22	3830.70	38.00	21.50	59.50	3.46
	Sport & Wellbeing	96.66	21222.11	246.68	1096.88	1343.56	13.90
	Tourism and Recreation	29.38	6454.99	61.66	486.00	547.66	18.64
Leisure and Development Total		187.33	41267.32	439.05	2080.60	2519.65	13.45
Performance	Civic Facilities	17.28	3782.63	25.21	345.77	370.98	21.47
	Health & Safety & Insurance	3.00	693.50	0.00	0.00	0.00	0.00
	Performance	2.00	453.00	0.00	0.00	0.00	0.00
Performance Total		22.28	4929.13	25.21	345.77	370.98	16.65
Planning	Planning	43.87	9734.98	161.88	278.65	440.53	10.04
Planning Total		43.87	9734.98	161.88	278.65	440.53	10.04
Grand Total		620.39	136013.19	1544.90	9510.23	11055.13	17.82

Headcount	Emps no absence	% Emps no absence
1	1	100.00%
2	1	50.00%
3	2	66.67%
2	2	100.00%
16	7	43.75%
11	7	63.64%
15	7	46.67%
6	3	50.00%
50	26	52.00%
20	7	35.00%
1	1	100.00%
64	33	51.56%
58	28	48.28%
8	7	87.50%
156	73	46.79%
307	149	48.53%
23	13	56.52%
23	13	56.52%
9	6	66.67%
33	19	57.58%
3	2	66.67%
1	1	100.00%
17	8	47.06%
112	59	52.68%
34	17	50.00%
209	112	53.59%
22	14	63.64%
3	3	100.00%
2	2	100.00%
27	19	70.37%
47	23	48.94%
47	23	48.94%
666	344	51.65%

LONG TERM TARGETS

2018/2019 Figures

9623.49

2019/2020 Target - 5% Reduction on 2018/2019 actuals	9142.32
Target Reduction in Days	481.17
Actual Reduction in Days	113.26
Target Reduction (5%)	5.00%
Actual Reduction	1.18%

AVERAGE NUMBER OF DAYS LOST PER EMPLOYEE

2018/2019 Figures	18.36
2019/2020 Target - 5% Reduction on 2018/2019 actuals	17.44
Actual Days Lost	17.82
Actual Reduction in Days	0.54
Target Reduction (5%)	5.00%
Actual Reduction	2.94%

Sickness Days Lost 1 April 2019 - 31 March 2020

