
To: Audit, Scrutiny and Petitions Board

On: 19 September 2016

Report by: Director of Finance and Resources

Heading: Absence Statistics

1. Summary

- 1.1 The purpose of this report is to advise the Audit, Scrutiny and Petitions Board of the Quarterly Absence Returns for the period 1 January 2016 to 19 June 2016. The report breaks down the absence statistics by service and by category of staff. Attached to this report are appendices A-D described in the index of appendices at the end of this report
- 1.2 The report provides information in relation to absence targets and how services have performed against them. An analysis of the reasons for absence for the latest quarter has also been compiled and details are included within the report. Information is also provided on supporting attendance activity and the costs of sick pay.

2. Recommendations

- 2.1 It is recommended that the Board notes the content of this report.

3. Background

- 3.1 At its meeting on 25 June 2002 the Scrutiny Board agreed that absence levels will be reported to the Scrutiny Board (now Audit, Scrutiny and Petitions Board) on a quarterly basis. It was agreed that the report will include the

following information relating to maximising attendance:-

- Absence statistics broken down by department and category of staff.
- Reasons for absence broken down by department and category of staff.
- Progress on implementation of departmental maximising attendance action plans.

4. Absence Statistics - Quarters Ending 23 March 2016 and 19 June 2016

- 4.1 Please find service and Council overall absence performance for quarter ending 23 March 2016 given in the table to follow. In line with the reporting requirements for Scottish Councils, absence is expressed as a number of work days lost per full time equivalent (FTE) employee. The absence performance for quarter ending 23 March 2015 has also been included in the table for comparison purposes.

Service/Area	Quarter Ending 23 March 2015	Quarter Ending 23 March 2016	Quarter Ending 23 March 2016 Target
Chief Executive's Services	1.14	0.77	1.20
Education and Leisure Services	2.12	-	-
Children's Services	-	2.50	2.35
Community Resources	2.75	2.79	3.22
Finance and Resources	1.88	2.73	2.00
Development and Housing Services	1.66	1.93	2.53
Health and Social Care Partnership	-	3.68	3.54
Social Work Services	3.09	-	-
Council Overall	2.33	2.70	2.69

- 4.2 Please find service and Council overall absence performance for quarter ending 19 June 2016 given in the table to follow. In line with the reporting requirements for Scottish Councils, absence is expressed as a number of

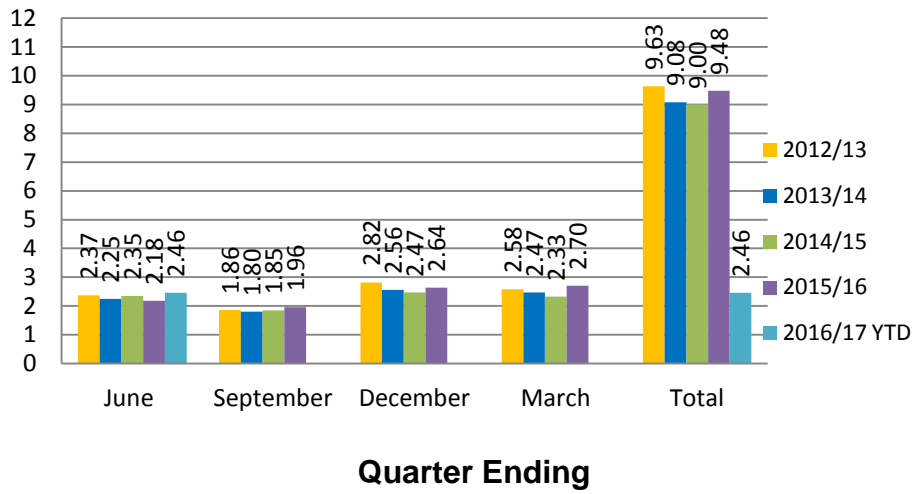
work days lost per full time equivalent (FTE) employee. The absence performance for quarter ending 22 June 2015 has also been included in the table for comparison purposes.

Service/Area	Quarter Ending 22 June 2015	Quarter Ending 19 June 2016	Quarter Ending 19 June 2016 Target
Chief Executive's Services	2.10	1.17	0.80
Education and Leisure Services	1.79	-	-
Children's Services	-	1.85	1.56
Community Resources	2.62	2.96	2.15
Finance and Resources	1.85	2.02	1.34
Development and Housing Services	1.52	1.79	1.69
Health and Social Care Partnership	-	4.29	2.36
Social Work Services	3.15	-	-
Council Overall	2.18	2.46	1.79

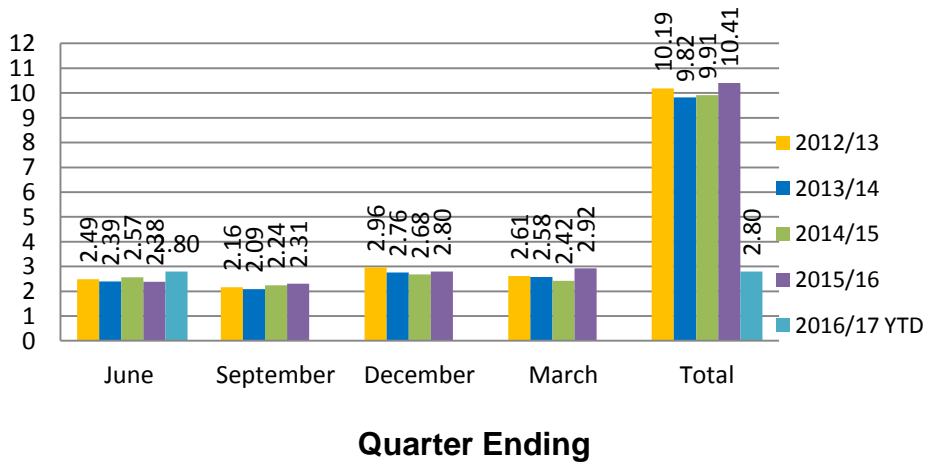
5. Analysis and Trends - Quarters Ending 23 March 2016 and 19 June 2016

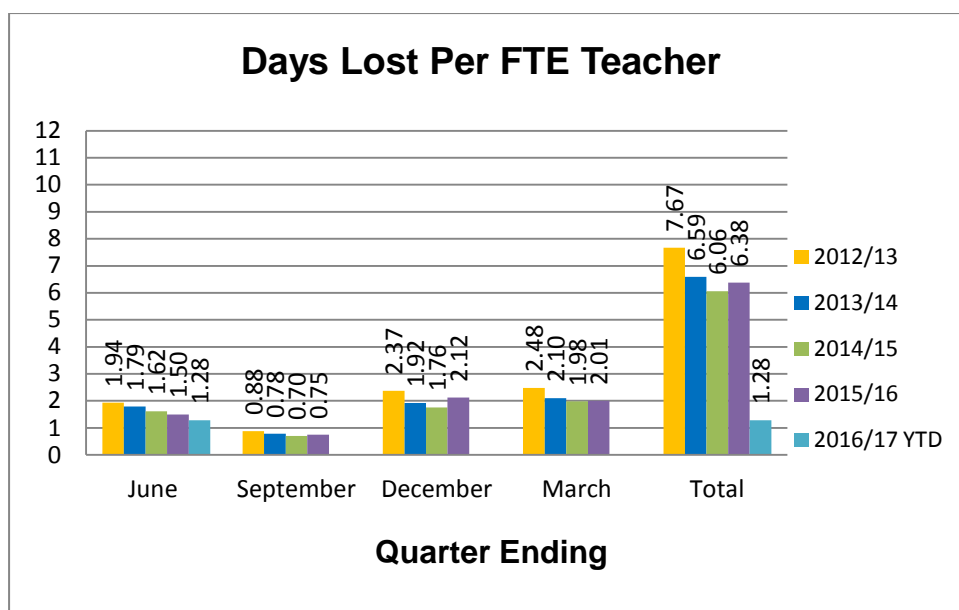
- 5.1 The number of days lost per FTE employee due to absence has reduced from 2.70 to 2.46 between quarters ending 23 March 2016 and 19 June 2016 respectively. Also, overall absence in quarter endings quarters ending 23 March 2016 and 19 June 2016 has increased by 0.37 days and 0.28 days respectively per FTE employee compared to the equivalent quarters in the previous year.
- 5.2 The following tables detail the percentage absence levels by employee category for 2016/17 year to date as at quarter ending 19 June 2016, and for the equivalent quarters in 2012/2013 to 2015/2016:-

Overall Days Lost Per FTE Employee



Days Lost Per FTE Local Government Employee





6. Absence Targets 2015/2016 to 2016/2017 and Ranking Information

- 6.1 The absence performance of services, the Council overall and employee groups against the set absence targets for quarter ending 19 June 2016 is shown at **Appendix A**.
- 6.2 The Council has recorded an overall absence rate of 2.46 days lost per FTE employee for the quarter which is 0.67 days **above** the target figure of 1.79 days. In addition the Teacher absence level of 1.28 days lost per FTE employee is also 0.26 days **below** the quarterly target of 1.54 days. The absence performance of Local Government employees at 2.80 days lost per FTE employee is 0.88 days **above** the quarterly target of 1.92 days.
- 6.3 The Council has recorded an overall absence rate of 9.48 days lost per FTE employee for 2015/2016 which is 0.51 days **above** the annual target figure of 8.97 days. This represents a 0.48 days per FTE employee increase in absence when compared to 2014/2015.
- 6.4 In addition the absence performance of Teachers increased by 0.32 days per FTE employee in 2015/2016 compared to 2014/2015 and was 1.30 days **below** the annual target of 7.68 days. The absence performance of Local Government Employees was 0.81 days per FTE employee **above** the 9.60 day annual target, and experienced a 0.5 days per FTE employee increase in the absence levels reported for 2014/2015.
- 6.5 Please see **Appendix B** for trends in Council overall and employee group absence performance in recent years, in comparison to other Scottish Councils.
- 6.6 At the Audit, Scrutiny and Petitions Board meeting on 6 June 2016 there was an action to provide additional comparative information for other Scottish local authorities in relation to their absence statistics. Please find the Scottish

Council absence performance of Teachers for 2010/2011 to 2014/2015 outlined in **Appendix C**, and for Local Government employees during the same time period provided in **Appendix D**. In line with the reporting requirements for Scottish Councils, absence is expressed as a number of work days lost per full time equivalent (FTE) employee.

- 6.7 It is of note that Renfrewshire Council's Local Government and Teacher absence performance rankings all improved between 2013/2014 and 2014/2015. This resulted in absence performance improving for the Council overall, from 10th to 9th place for Local Government employees and from 20th to 12th position for Teachers. The ranking information for 2015/ 2016 will not be available until later this year.

7. Reasons for Absence

- 7.1 The category with the highest level of absence in quarter ending June is 'Psychological' – 26.47% (non work related – 23.58%, work related – 2.89%), with the second highest being 'Musculoskeletal and Joint Disorders' – 26.29%. This compares with quarter ending 23 March 2016 when the category with the highest level of absence was 'Psychological' - 23.90% (non work related - 20.77%, work related - 3.13%), with the second highest being 'Musculoskeletal and Joint Disorders' - 20.21%.
- 7.2 At the Audit, Scrutiny and Petitions Board meeting on 6 June 2016 information was also requested in relation to work related stress. Consistently, the 'Psychological – work related' illness category is responsible for less than 5% of Council quarterly sickness absence. To assist with all psychological health issues and absence, including those due to work or non work related stress, the Council has a range of support services that employees can be referred to at an early stage for assistance, including the Time for Talking counselling service and the Occupational Health Service which also provides access to Cognitive Behavioural Therapy. There are also Council policies, guidance and training to assist managers and employees which are specific to stress related issues. At a national level the 2015 Chartered Institute of Personnel Development's Absence Management annual survey report outlined stress as a common cause of both short and long term absence.

8. Supporting Attendance Activity

- 8.1 Recent and planned actions to improve absence performance include the following:-
- Proactively contacting managers who have absence cases of 2 to 4 weeks in duration, to monitor action taken to date and proposed next steps. This is to ensure that managers intervene early in absence cases and keep in regular contact with absent employees. In turn, discussion is facilitated around the employee's progress, any support that may be required and allows flexible return to work options to be explored.
 - Ongoing promotion of the Occupational Health Service Early Intervention Helpline for managers. The aim is to ensure managers receive prompt

medical guidance and employees can be quickly referred to support services, where appropriate.

- Continued delivery of supporting attendance training at a corporate level for managers, with the provision of tailored training for managers and employees at a service level on request.
- Ongoing health promotion activities including smoking cessation, mental health awareness and events aimed at raising employee awareness of health issues.
- Ongoing work to improve the absence information available to managers, and to streamline supporting attendance related processes to facilitate prompt absence reporting, recording and updating of relevant systems.

9. Costs of Sick Pay

9.1 The costs associated with sick pay are provided to the Audit, Scrutiny and Petitions Board. The table to follow outlines the costs of sick pay by employee group and overall for 2014/2015 to 2016/2017:-

Details of Occupational Sick Pay and Statutory Sick Pay Costs Per Employee Group and Overall for 2014/2015 to 2016/2017

Quarter/Year	Teachers (includes Supply Teachers)	All Other Employees	Overall
Quarter 1 of 2014/2015	£490,739	£1,085,444	£1,576,183
Quarter 2 of 2014/2015	£231,365	£1,108,770	£1,340,135
Quarter 3 of 2014/2015	£396,512	£999,266	£1,395,778
Quarter 4 of 2013/2014	£552,457	£944,041	£1,496,498
2014/2015 Overall	£1,671,073	£4,137,521	£5,808,594
Quarter 1 of 2015/2016	£393,394	£935,284	£1,328,678
Quarter 2 of 2015/2016	£125,710	£1,286,198	£1,411,908
Quarter 3 of 2015/2016	£546,844	£1,089,060	£1,635,904
Quarter 4 of 2015/2016	£468,848	£1,188,264	£1,657,112
2015/2016 Overall	£1,534,796	£4,498,806	£6,033,602
Quarter 1 of 2016/2017	£352,501	£1,196,057	£1,548,558
2016/2017 Year To Date	£352,501	£1,196,057	£1,548,558

Implications of this Report

- 1 **Financial Implications** - Improvement in attendance impacts on the financial costs of absence.
 - 2 **HR and Organisational Development Implications** - HR and Organisational Development Practitioners will continue to work with service managers and consult with the Trade Unions, on the implementation of the Supporting Attendance at Work Policy and Guidance and initiatives detailed in this report.
 - 3 **Community Planning**

Children and Young People - none.

Jobs and the Economy - none.

Community care, health and wellbeing - provides for continuous improvement in health and attendance.

Safer and Stronger - provides for improved service performance across the Council.

Greener - none.

Empowering our Communities - none.
 - 4 **Legal Implications** - none.
 - 5 **Property/Asset Implications** - none.
 - 6 **Information Technology Implications** - none.
 - 7 **Equality and Human Rights Implications** - none.
 - 8 **Health and Safety Implications** - it is integral to the Council's aim of securing the health and well being of employees.
 - 9 **Procurement Implications** - none.
 - 10 **Risk Implications** - Without continued effective supporting attendance focus, there is a risk that sickness absence levels will adversely impact on the Council both financially and in terms of service delivery. Consequently supporting attendance activities are monitored via the Corporate Risk Register.
 - 11 **Privacy Impact Implications** - none.
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List of Background Papers - none.

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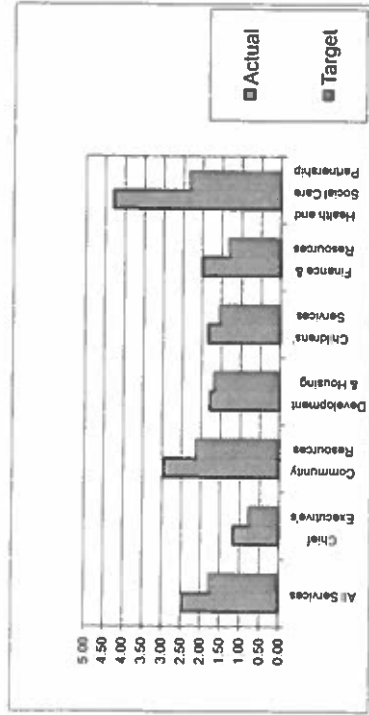
Index of Appendices

Appendix A	Graphs detailing trends in service, Council overall and employee group absence levels against targets for quarter ending 19 June 2016.
Appendix B	Graphs detailing trends in Council overall and employee group absence performance as well as sick pay costs, for the years 2010/2011 to 2016/2017 year to date.
Appendix C	Table detailing the Scottish Council absence performance of Teachers for 2010/2011 to 2014/2015.
Appendix D	Table detailing the Scottish Council absence performance of Local Government Employees for 2010/2011 to 2014/2015.

PERFORMANCE V TARGETS 2016/2017

Quarter 1

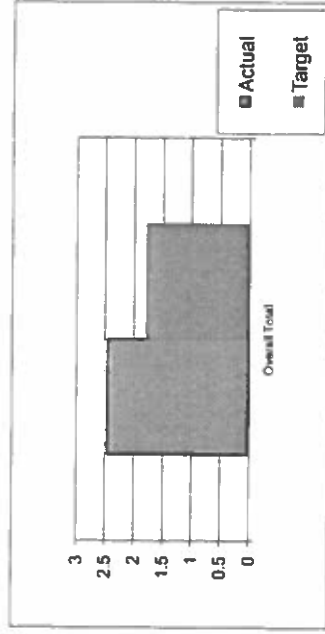
MARCH 2016 - JUNE 2016



	Actual	Target	Difference
All Services	2.46	1.79	0.67
Chief Executive's	1.17	0.80	0.37
Community Resources	2.96	2.15	0.81
Development & Housing	1.79	1.69	0.10
Children's Services	1.85	1.56	0.29
Finance & Resources	2.02	1.34	0.68
Health and Social Care	4.29	2.36	1.93
Partnership	4.29	2.36	1.93

Quarter 1

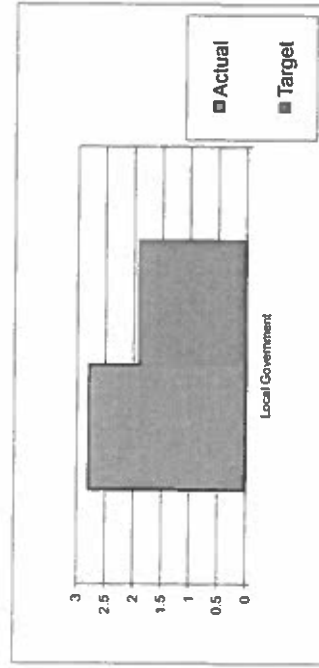
MARCH 2016 - JUNE 2016



	Actual	Target	Difference
Overall Total	2.46	1.79	0.67

Quarter 1

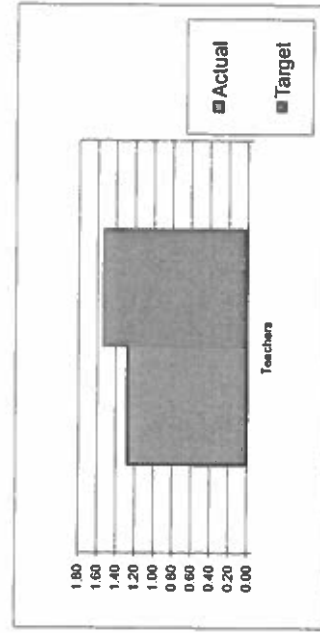
MARCH 2016 - JUNE 2016



	Actual	Target	Difference
Local Government	2.80	1.92	0.88

Quarter 1

MARCH 2016 - JUNE 2016

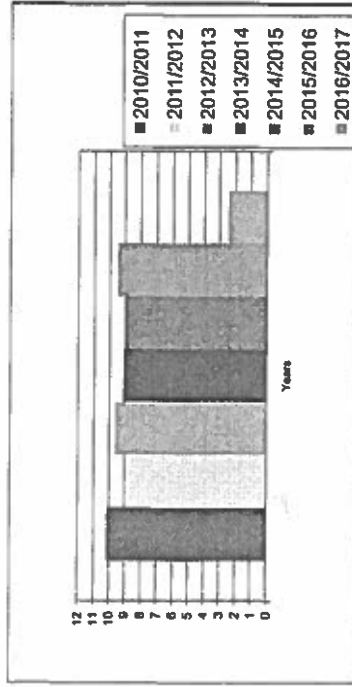


	Actual	Target	Difference
Teachers	1.28	1.54	-0.26

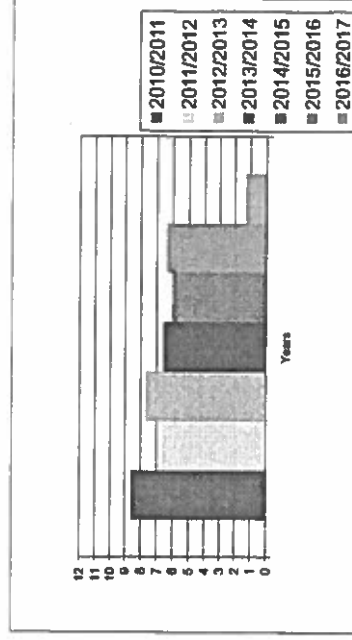
ABSENCE (DAYS LOST PER FTE EMPLOYEE) V OTHER SCOTTISH COUNCILS AND SICK PAY COSTS 2010/2011 TO 2016/2017

APPENDIX B

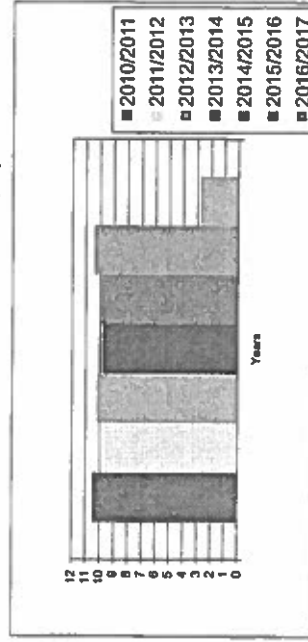
Council Overall



Teachers



Local Government Employees



Sickness Absence Days per Teacher

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	2013/14	Rank	2014/15	Rank	% Value Change 2010/11-2014/15	Change In rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change In rank 2013/14-2014/15
Aberdeen City	6.92	21	6.74	22	6.69	19	6.70	23	5.57	8	-19.43	-13	-16.84	-15
Aberdeenshire	5.78	11	5.42	8	5.64	7	5.37	7	6.64	21	14.95	10	23.66	14
Angus	5.93	12	6.08	13	6.30	13	5.47	8	5.79	10	-2.36	-2	5.92	2
Argyll & Bute	7.85	25	7.62	28	8.16	28	6.71	24	8.07	28	2.86	3	20.33	4
Clackmannanshire	6.78	20	6.89	23	15.72	32	5.65	11	10.14	32	49.46	12	79.23	21
Dumfries & Galloway	9.32	32	7.04	24	6.72	20	6.95	27	6.51	20	-30.21	-12	-6.33	-7
Dundee City	6.58	17	6.28	15	6.17	12	6.10	17	6.94	24	5.39	7	13.82	7
East Ayrshire	5.57	8	5.13	4	5.88	11	5.14	2	5.26	4	-5.60	-4	2.34	2
East Dunbartonshire	4.78	4	7.75	29	6.67	18	6.92	26	6.14	14	28.62	10	-11.28	-12
East Lothian	6.76	19	5.67	9	5.49	6	5.76	14	8.27	29	22.31	10	43.53	15
East Renfrewshire	4.49	1	5.39	6	5.43	5	6.10	18	6.27	16	39.64	15	2.77	-2
Edinburgh City	6.32	15	5.90	10	5.28	4	5.63	10	5.39	5	-14.74	-10	-4.30	-5
Ellean Siar	8.72	29	7.76	30	7.18	23	5.78	15	9.58	31	9.77	2	65.76	16
Falkirk	4.65	2	4.16	1	4.90	2	4.34	1	4.76	2	2.31	0	9.73	1
Fife	5.73	9	5.41	7	6.52	14	5.81	16	5.70	9	-0.44	0	-1.81	-7
Glasgow City	6.68	18	5.97	12	6.63	17	6.12	19	5.83	11	-12.80	-7	-4.73	-8
Highland	6.42	16	6.31	16	5.70	9	5.14	3	5.56	7	-13.43	-9	8.11	4
Inverclyde	8.13	27	8.72	32	8.35	30	7.56	32	6.42	18	-21.05	-9	-15.08	-14
Midlothian	4.88	5	4.79	2	5.21	3	5.25	5	5.50	6	12.57	1	4.82	1
Moray	9.21	31	7.97	31	6.55	15	6.75	25	7.02	25	-23.71	-6	4.08	0
North Ayrshire	5.47	7	5.91	11	6.61	16	5.70	13	3.64	1	-33.49	-6	-36.21	-12
North Lanarkshire	8.75	30	7.52	27	8.23	29	7.02	28	7.81	27	-10.69	-3	11.25	-1
Orkney Islands	7.94	26	6.59	20	7.02	22	6.67	21	6.48	19	-18.35	-7	-2.84	-2
Perth & Kinross	7.45	23	7.20	25	8.42	31	7.24	30	6.88	22	-7.59	-1	-4.90	-8
Renfrewshire	8.59	28	6.56	18	7.68	25	6.61	20	6.05	12	-29.55	-16	-8.35	-8
Scottish Borders	5.76	10	6.36	17	7.47	24	6.69	22	6.34	17	10.14	7	-5.17	-5
Shetland Islands	6.15	13	6.68	21	5.82	10	5.70	12	7.56	26	22.94	13	32.66	14
South Ayrshire	6.16	14	6.56	19	7.72	26	7.09	29	8.40	30	36.43	16	18.53	1
South Lanarkshire	7.39	22	7.24	26	7.83	27	7.36	31	6.89	23	-6.77	1	-6.33	-8
Stirling	4.72	3	4.84	3	5.65	8	5.19	4	5.09	3	7.65	0	-2.01	-1
West Dunbartonshire	7.66	24	6.11	14	6.88	21	5.28	6	6.11	13	-20.24	-11	15.69	7
West Lothian	5.12	6	5.28	5	4.89	1	5.50	9	6.27	15	22.45	9	14.00	6
Scotland	6.60		6.21		6.64		6.10		6.28		1.16		2.99	

Sickness Absence Days per Employee (non-teacher)

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	2013/14	Rank	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Aberdeen City	15.91	32	13.05	30	13.37	29	12.69	30	11.24	20	-29.34	-12	-11.42	-10
Aberdeenshire	9.79	7	9.82	11	10.04	7	9.57	5	9.84	8	0.49	1	2.79	3
Angus	9.79	6	10.34	18	10.78	15	9.74	8	10.00	10	2.17	4	2.65	2
Argyll & Bute	10.03	10	9.11	2	10.93	18	11.03	24	11.32	21	12.82	11	2.63	-3
Clackmannanshire	8.97	2	7.86	1	21.06	32	7.92	1	12.78	30	42.52	28	61.33	29
Dumfries & Galloway	10.33	12	10.71	21	11.09	19	11.05	26	12.66	28	22.61	16	14.62	2
Dundee City	10.98	22	11.01	25	11.78	26	11.73	27	11.97	24	9.03	2	1.99	-3
East Ayrshire	10.95	21	10.76	22	11.14	20	8.76	2	9.07	2	-17.19	-19	3.55	0
East Dunbartonshire	11.93	27	16.05	32	13.78	31	13.07	32	12.68	29	6.29	2	-2.99	-3
East Lothian	11.33	25	10.98	24	10.52	13	9.76	9	11.11	18	-1.91	-7	13.78	9
East Renfrewshire	10.83	18	10.71	20	11.32	22	12.19	29	13.37	31	23.38	13	9.65	2
Edinburgh City	10.91	19	10.33	17	9.71	3	9.90	11	10.74	14	-1.52	-5	8.53	3
Eilean Siar	13.02	31	13.81	31	10.39	10	10.54	19	12.58	27	-3.38	-4	19.36	8
Falkirk	10.71	17	10.22	14	11.47	23	10.66	21	11.48	22	7.22	5	7.71	1
Fife	12.87	30	11.77	27	12.23	28	10.60	20	10.95	15	-14.96	-15	3.24	-5
Glasgow City	9.35	3	9.24	3	9.73	4	9.61	6	10.15	13	8.57	10	5.63	7
Highland	10.45	13	9.26	4	9.86	5	9.16	4	9.77	7	-6.48	-6	6.75	3
Inverclyde	10.93	20	10.92	23	10.68	14	11.89	28	11.11	19	1.70	-1	-6.52	-9
Midlothian	9.63	5	9.97	13	10.47	12	10.04	14	10.11	11	4.91	6	0.61	-3
Moray	9.91	9	9.89	12	10.80	16	10.24	16	11.88	23	19.91	14	16.04	7
North Ayrshire	8.01	1	9.77	10	10.26	9	10.09	15	9.48	6	18.32	5	-6.06	-9
North Lanarkshire	11.16	23	10.32	16	11.30	21	9.91	12	10.12	12	-9.31	-11	2.18	0
Orkney Islands	9.56	4	9.74	8	9.20	1	8.95	3	8.80	1	-7.91	-3	-1.69	-2
Perth & Kinross	10.31	11	10.24	15	9.68	2	9.62	7	9.09	3	-11.83	-8	-5.51	-4
Renfrewshire	10.54	15	9.64	7	10.23	8	9.81	10	9.92	9	-5.93	-6	1.13	-1
Scottish Borders	11.93	28	10.36	19	11.62	24	11.04	25	11.01	16	-7.70	-12	-0.31	-9
Shetland Islands	12.23	29	12.97	29	12.15	27	10.38	17	12.22	26	-0.05	-3	17.67	9
South Ayrshire	11.71	26	11.25	26	11.63	25	10.98	23	9.31	5	-20.54	-21	-15.25	-18
South Lanarkshire	9.86	8	9.76	9	10.40	11	10.03	13	11.07	17	12.29	9	10.34	4
Stirling	10.46	14	9.40	6	9.91	6	10.45	18	9.13	4	-12.64	-10	-12.62	-14
West Dunbartonshire	11.26	24	12.22	28	13.45	30	12.90	31	14.46	32	28.35	8	12.09	1
West Lothian	10.64	16	9.28	5	10.89	17	10.87	22	12.16	25	14.30	9	11.89	3
Scotland	10.79		10.38		10.90		10.34		10.80		4.03		4.49	