

To: Value & Performance Scrutiny Committee
Date: 21 June 2011
Report of: Simon Howick
Head of People and Equalities
Title of Report : Managing Attendance

Summary and Recommendations

Purpose of report: This report presents attendance statistics for April 2010 to March 2011

Report Approved by: Cllr Bob Price, Leader of the Council

Finance: Nigel Kennedy
Legal: Jeremy Thomas

Recommendation(s):

Members are asked to: -

Note the attendance levels of April 2010 to March 2011

Note the actions taken and those proposed to further improve attendance

Introduction

1. This report updates the Committee on the Council's progress in managing attendance and presents the statistics for April 2010 to March 2011.

Attendance Statistics for 1st April 2010 to 31st March 2011

2. Appendix A summarises the absence data for this year.
3. The average absence per employee for the period was 9.15 days. The rate for the same period in 2009/10 was 10.71 days; a decrease of 1.56 days or a 15% improvement. Recent years have seen an overall reduction in absence rates of more than 30%.
4. The calculation used is the total number of FTE days divided by the average number of FTE employees in the period.
5. Long term absence accounts for 50% of the reported absence.

Consequences of Council 2012 restructures

6. The Council is currently engaged in a major restructuring exercise and this affects the way that the attendance performance of different service areas is presented. City Works and a large part of Oxford City Homes are being brought together into Direct Services, however these changes, which began in November, are still in progress and the attendance figures for each part are reported separately. Attendance of staff who have moved in other structural changes is reported against their inheriting Service Area.

Absence Targets and Performance

7. The Council has a corporate target of 10 days per FTE regardless of service area. This target has been achieved for the Council as a whole. There have been notable improvements in attendance in Oxford City Homes (now part of Direct Services) and Housing and Communities.

8. Some of these improvements are attributable to
 - a more rigorous application of the attendance policy supported by attendance tsars in each service area.
 - a more active engagement of all parties with rehabilitation programmes in cases of long term absence – getting people back to work sooner
 - a significant increase in referral of cases to physiotherapy or counselling which is helping to minimise any absence
 - more active cooperation between Occupational Health and therapy providers,
9. Only two Service Areas, City Works (now part of Direct Services) and Customer Services, report absence over the Corporate target. This is concerning, since both areas deliver important services to our customers, and in both areas attendance has worsened compared with last year. However in recent months there have been improvements in overall absence rates for Customer Services which have result in a better than projected year end result .
10. Recently published data from the HSE on absence in the waste and recycling industry gave mean absence levels for local authority waste and recycling of 12.8 days per year. City Works absence of 15.47 days in 2010-11 is significantly higher than this. The Council is participating in a further HSE study to attempt to identify occupational causes of absence in the industry.

Action Required

11. Clearly Cowley Marsh Depot (the former City Works) and Customer Services must continue to be our priorities for action.
12. People and Equalities, supported by Occupational Health will carryout workshops with line managers in these Service Areas to identify barriers to effective attendance management and agree action plans to overcome them
13. Monthly report on numbers of staff that trigger attendance reviews and brief summaries of outcomes of each review will be reviewed for these Service Areas by the relevant Head of Service, Director and Head of People & Equalities.
14. Work continues to improve capture and recording of absence so that managers have more ready and timely access to their absence data.

Recommendations

Members are asked to: -

Note the attendance levels of April 2010 to March 2011

Note the actions taken and those proposed to further improve attendance

Name and contact details of author:

Simon Howick, Head of People and Equalities

01865 252547 showick@oxford.gov.uk

Background papers: None

Record of Absence - Full Year - 1st April 2010 to 31 March 2011

ServiceArea	AvgFTE	Total No of Days Absent	% of Days Lost	Full Year - 10/11 Result	Full Year - 09/10 Result	Comparison with Full Year 09/10	Target - Average 10 days per person	No of Days Short Term	No of Days Long Term (28+ days)
CHIEF EXECUTIVE & CORPORATE SERVICES									
Chief Executive	3.93	0.00	0.00	0.00	0.00	Same	Target exceeded	0.00	0.00
People and Equalities	19.00	70.91	6.12	3.73	2.89	Worse	Target exceeded	70.91	0.00
Law and Governance	33.46	123.77	6.06	3.70	5.89	Better	Target exceeded	109.77	14.00
CITY SERVICES									
City Works	155.09	2399.38	25.36	15.47	13.43	Worse	Target not met	772.38	1627.00
Oxford City Homes	307.97	3022.59	16.09	9.81	13.47	Better	Target exceeded	1650.74	1371.85
Direct Services	3.88	2.47	1.04	0.64	N/a	N/a	Target exceeded	2.47	0.00
Customer Services	132.67	1691.72	20.90	12.75	12.17	Worse	target not met	894.71	797.01
City Leisure	72.95	415.14	9.33	5.69	6.38	Better	Target exceeded	223.71	191.43
Environmental Development	50.46	229.23	7.45	4.54	3.99	Worse	Target exceeded	170.26	58.97
CITY REGENERATION									
Housing & Communities	120.56	972.93	13.23	8.07	12.78	Better	Target exceeded	606.59	366.34
City Development	71.09	399.07	9.20	5.61	4.80	Worse	Target exceeded	227.07	172.00
Corporate Assets	43.46	240.38	9.07	5.53	5.11	Worse	Target exceeded	117.93	122.45
Policy, Culture and Communications	29.34	112.51	6.29	3.83	6.65	Better	Target exceeded	100.75	11.76
FINANCE AND EFFICIENCY									
Finance	38.13	323.76	13.92	8.49	7.46	Worse	Target exceeded	75.00	248.76
ICT	16.35	137.32	13.77	8.40	N/a	N/a	Target exceeded	53.32	84.00
Business Improvement	16.01	53.10	5.44	3.32	4.74	Better	Target exceeded	33.50	19.60
The Council	1114.35	10194.28	15.00	9.15	10.71	Better	Target exceeded	5109.11	5085.17

Full Year

2006/07	11.43	2006/07
2007/08	11.35	2007/08
2008/09	12.56	2008/09
2009/10	10.71	2009/10
2010/11	9.15	2010/11

This page is intentionally left blank