	People Committee	Thursday, 18 March 2021	Matter for Information

Report Title: People Update (Q1 - Q3 2020/21)

Report Author(s): Vicki Hewitt (People Manager)

Purpose of Report:	To provide an overview of key management HR statistics for quarters one, two and three of 2020/21, current projects /initiatives and introduce any relevant policies or procedures to Members.
Report Summary:	The report sets out the latest management information and statistics for ill-health absence, employment relations cases and staff turnover.
Recommendation(s):	**That the content of the report be noted.**
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	Anne Court (Chief Executive / Head of Paid Service) (0116) 257 2602 anne.court1@oadby-wigston.gov.uk Stephen Hinds (Deputy Chief Executive / Section 151 Officer) (0116) 257 2681 stephen.hinds@oadby-wigston.gov.uk Vicki Hewitt (HR Manager) (0116) 257 2721 victoria.hewitt@oadby-wigston.gov.uk
Corporate Objectives:	Providing Excellent Services (CO3)
Vision and Values:	Accountability (V1) Respect (V2) Teamwork (V3) Innovation (V4) Customer Focus (V5)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Reputation Damage (CR4) Organisational / Transformational Change (CR8)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	

Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	None.

1. Workforce Report

1.1 This report looks at the workforce profile of Oadby and Wigston Borough Council during the second and third quarter of the financial year and runs from the period 01 October 2020 – 31 December 2020. The key findings from the workforce report are as follows:

1.2 Headcount

Q3's headcount was 164 (FTE 152.7), up from 150 (FTE142.6) in Q2. This has been due to a recruitment drive at the Depot to offset the increase in agency costs, Covid support, funded posts and general replacements.

1.3 Sickness Levels

Average sickness levels in Q3 (1.87 days lost per FTE) had increased slightly compared to Q2 (1.52 days lost per FTE). However Q3's figure is lower than the same period last year (2.73 days lost per FTE).

1.4 Days Lost

The total number of days lost in Q3 (271.5) was higher than in Q2 (237). This is attributed to short term absence over the winter period.

The total number of days lost due to long term absence in Q3 (83) has significantly reduced from Q2 (112).

The number of employees absent due to long term sickness in Q3 is 2 (Q2 = 4).

There has been no Covid cases contracted in the workplace and Covid is dealt with separately from the above sickness absence stats within this report.

2. Employee Profile

2.1 Headcount and FTE

At the end of Q3, the total number of employees employed by Oadby and Wigston Borough Council was 164 and the number of full time equivalent posts was 152.7 (figures do not include agency staff or contractors).

(Continued overleaf)

Headcount and FTE Trend
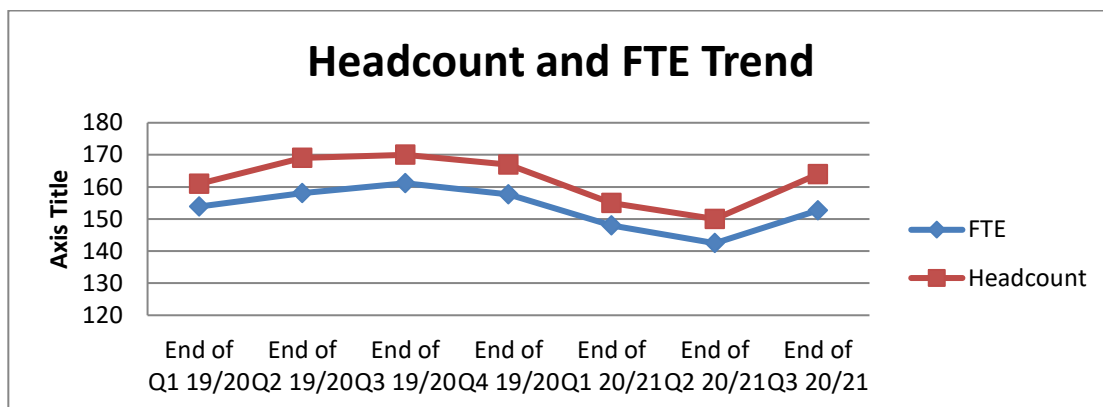
2.2   Leavers

During Q3 eight employees left the Council. Of these, six were permanent employees, two were temporary. This is the same amount of departures as in Q2. There were no specific patterns as to why staff left and all staff are offered an exit interview.

Service	2020/21		2019/2020	
	Q3	Q2	Q3	Q2
Built Environment	2	2	0	4
Community & Wellbeing	4	2	1	1
Law & Democracy	2	0	1	0
Customer Services	0	1	1	3
People Team	0	1	0	2
Finance & Resources	0	2	1	0
SLT	0	0	1	0
Totals	8	8	5	10
	16		15	

The total number of leavers for both quarters year on year is practically the same at 16 for 2020/21 and 15 for 2019/20.

2.3   Turnover

Turnover measures the percentage of employees who leave an organisation over a period of time. The table below shows the employee turnover across the Council for Q3 and Q2.

	2020/21	
	Q3	Q2
Leavers	8	8
Headcount	164	150
Turnover	4.9%	5.3%

Overall, staff turnover is down to 14%.

The People Team will implement a new corporate induction for all new starters who have joined the Council from Q4. This is a much more inclusive and engaging process for new employees which will see them through their employee lifecycle journey and is intended to retain and develop talented employees and drive down turnover.

2.4   High Earners

Under the guidance of the Department for Communities and Local Government (DCLG), the Council publishes position in the Council that attract a salary above £58,200 in its Pay Policy

Statement. The number of employees earning this figure at the end of Q3 stood at 3. This is the same as Q2.

3.   Sickness Absence

3.1   Long term sickness absence is defined as a continuous period of absence exceeding four weeks or more.

3.2   Short term sickness absence is any period of absence of less than four weeks. Trigger points are used to manage absence and highlight levels or patterns of sickness absence that require further attention and to determine where and when action by managers may be beneficial, eg. employee interview or review of absences.

3.3   Under Oadby and Wigston Borough Council's Sickness policy, the trigger points for action are as follows:-

- or more periods of absence over a 12 month rolling period (5 periods for DDA employees)
- 10 ore more days absence within a rolling 12 month period (15 days for DDA employees)
- Long term absence of four weeks or more

3.4   **Sickness Stats 2020/21 to date**

	Month	Total FTE	Long Term	Short Term	Total Days	Ave. days Per FTE/ mth	Cum. Figure (YTD)	Cum. Figure (Qtr)
Q1	Apr-20	166.33	91.0	12.0	102.0	0.61	0.79	0.79
	May-20	163.33	78.0	34.0	83.0	0.69	1.48	1.48
	June-20	158.68	84.0	21.0	105.0	0.66	2.14	2.14
Q2	July-20	155.78	69.0	24.0	93.0	0.60	2.74	0.60
	Aug-20	155.78	20.0	41.0	61.0	0.39	3.13	0.99
	Sep-20	54.78	23.0	60.0	83.0	0.54	3.66	1.52
Q3	Oct-20	142.78	23.0	81.5	104.5	0.73	4.39	0.73
	Nov-20	141.97	21.0	46.5	67.5	0.48	4.87	1.21
	Dec-20	152.70	40.0	59.5	99.5	0.65	5.52	1.86

3.5.   **Sickness Stats 2019/20 (covering same period)**

	Month	Total FTE	Long Term	Short Term	Total Days	Ave. days Per FTE/ mth	Cum. Figure (YTD)	Cum. Figure (Qtr)
Q1	Apr-20	158.39	30.0	45.0	75.0	0.47	0.47	0.47
	May-20	155.97	0	48.0	48.0	0.31	0.78	0.78
	June-20	153.87	20.0	55.0	75.0	0.49	1.27	1.27
Q2	July-20	155.53	54.0	52.5	106.5	0.68	1.95	0.68
	Aug-20	156.59	43.0	37.0	80.0	0.51	2.46	1.19
	Sep-20	158.08	52.0	85.0	137.0	0.87	3.33	2.06
Q3	Oct-20	161.20	115.0	80.0	195.0	1.21	4.54	1.21
	Nov-20	163.20	100.0	48.5	148.5	0.91	5.45	2.12
	Dec-20	161.14	48.0	50.0	98.0	0.61	6.06	2.73

The above tables show that overall Q2 and Q3 cumulative figures in 2021 are an improvement on 2019/20 with long term sickness significantly down in 2020/21.

3.6 **Analysis of Short Term Sickness Absence: Q2 and Q3 2020/21 & 2019/20**

Absence Reason	Q3		Q2	
	2020/21	2019/20	2020/21	2019/20
	No. Employees		No. Employees	
Allergy	0	1	0	1
Anxiety	3	2	2	0
Asthma	0	0	0	1
Chest/Respiratory	0	3	0	1
Cold/Flu	2	11	1	0
Deep Vein Thrombosis	0	1	0	0
Diarrhoea/Vomiting	1	7	3	4
Dizziness/Faint	1	3	1	0
Fatigue	0	2	0	1
Genito urinary/gynaecological	1	1	0	0
Headache/Migraine	3	6	2	3
Hernia	0	1	0	0
Infection	0	1	0	1
Musco-skeletal	1	8	1	4
Other	1	5	4	6
Operation/Surgery	2	1	1	0
Stomach/Liver/Kidney/Digestion	2	1	1	4
Work-related Stress	3	1	1	1
Personal Stress	0	0	1	2
Trauma	1	0	0	0
Ear, Nose, Throat, Eyes	2	0	1	2
Medical Underlying	2	0	0	0
Pregnancy Related	1	0	0	0
Totals:	**26**	**55**	**19**	**31**

As can be seen, absences due to cold/flu have reduced in 2020/21 which is likely due to an increase in homeworking which has reduced the spread of germs that cause this type of absence.

3.7 **Analysis of Long Term Sickness for Q3 & Q2 2020/21**

Absence Reason	Q3		Q2	
	No. Employees	Days Lost	No. Employees	Days Lost
Allergy	0	0	0	0
Anxiety	3	88	2	6
Asthma	0	0	0	0
Chest/Respiratory	0	0	1	1
Cold/Flu	2	6	1	1
Deep Vein Thrombosis	0	0	0	0
Diarrhoea/Vomiting	1	1	3	4
Dizziness/Faint	1	1	1	1
Fatigue	0	1	0	0
Genito urinary/gynaecological	1	1.5	0	0
Headache/Migraine	3	5.5	2	4
Hernia	0	0	0	0
Infection	0	0	0	0

Inflammation & Swelling	0	0	0	0
Musco-skeletal	1	19	1	10
Other	1	4	4	15
Operation/Surgery	2	21	1	13.5
Stomach/Liver/Kidney/Digestion	2	26	1	11
Work-related Stress	3	40.5	1	62
Personal Stress			1	20
Trauma	1	5	0	0
Ear, Nose, Throat, Eyes	2	6	1	1
Medical Underlying	2	54	0	0
Pregnancy Related	1	11	0	0
Totals:	**26**	**281.5**	**20**	**149.5**

The average days lost in Q3 is 11.58 days and in Q2 7.48 days.

The main cause for absence in Q3 was anxiety and in Q2 it was work-related stress.
All employees are offered the Employee Assistance programme as part of their employee benefits. Also, in response to every absence or known case of mental health illness, a Mental Health First Aider is assigned to support the employee. We have also increased the number of Mental Health First Aiders and proactively offer support even where an employee is still at work.

3.8 **Sickness Absence Reporting by Department**

The below charts show a breakdown of the sickness by department throughout Q2 and Q3. The breakdown shows how many days were lost and the split of long term and short term sickness and the average days lost per person.

3.9 **Sickness Report Summary – July 2020**

Service Area	FTE	Long Term	Short Term	Total Days	Ave. Days Per FTE
Customer Service	20.5	0	0	0	0
Finance & Resources	34.11	0	0	0	0
Community & Wellbeing	54.54	46	0	46	0.89
Built Environment	33.19	0	19	19	0.57
Law & Democracy	11.44	23	5	28	2.45
SLT	5	0	0	0	0
Totals	**155.78**	**69**	**24**	**93**	**0.6**

3.10 **Sickness Report Summary – August 2020**

Service Area	FTE	Long Term	Short Term	Total Days	Ave. Days Per FTE
Customer Service	21.5		23	23	1.07
Finance & Resources	33.11		7	7	0.21
Community & Wellbeing	51.54	20	5	25	0.06
Built Environment	33.19		2	2	0.06
Law & Democracy	11.44		4	4	0.35
SLT	5.0		0	0	0
Totals	**155.78**	**20**	**41**	**61**	**0.39**

3.11 **Sickness Report Summary – September 2020**

(Continued overleaf)

Service Area	FTE	Long Term	Short Term	Total Days	Ave. Days Per FTE
Customer Service	20.5	1	3	4	0.2
Finance & Resources	33.11	0	24	24	0.72
Community & Wellbeing	51.54	22	21	43	0.83
Built Environment	33.19	0	10	10	0.3
Law & Democracy	11.44	0	2	2	0.17
SLT	5	0	0	0	0
Totals	**154.78**	**23**	**60**	**83**	**0.54**

3.12 **Sickness Report Summary – October 2020**

Service Area	FTE	Long Term	Short Term	Total Days	Ave. Days Per FTE
Customer Service	20.5	0	11	11	0.43
Finance & Resources	22.48	0	18	18	0.8
Community & Wellbeing	47354	23	33	56	1.18
Built Environment	27.8	0	16.5	16.5	0.36
Law & Democracy	17.95	0	3	3	0.17
SLT	4	0	0	0	0
People	2.51	0	0	0	0
Totals	**142.78**	**23**	**81.5**	**104.5**	**0.73**

3.13 **Sickness Report Summary – November 2020**

Service Area	FTE	Long Term	Short Term	Total Days	Ave. Days Per FTE
Customer Service	20.5	0	0	0	0
Finance & Resources	22.48	0	8	8	0.36
Community & Wellbeing	46.54	21	19.5	40.5	0.87
Built Environment	27.8	0	13	13	0.47
Law & Democracy	18.14	0	6	6	0.33
People	2.51	0	0	0	0
SLT	4	0	0	0	0
Totals	**141.97**	**21**	**46.5**	**67.5**	**0.48**

3.14 **Sickness Report Summary – December 2020**

Service Area	FTE	Long Term	Short Term	Total Days	Ave. Days Per FTE
Customer Service	20.5	0	4.5	4.5	0.22
Finance & Resources	22.48	0	3	3	0.13
Community & Wellbeing	52.54	40	21	61	1.16
Built Environment	27.8	0	23	23	0.83
Law & Democracy	19.14	0	8	8	0.36
SLT	4	0	0	0	0
People	2.51	0	0	0	0
Totals	**148.97**	**40**	**59.5**	**99.5**	**0.66**

3.15 Coronavirus Absence

In the above reporting, no employees who had contracted Covid have been included in the data. There have been 6 positive cases, however none of the employees had contracted

Covid in the workplace. 2 members of staff have been absent due to ongoing medical issues caused by Covid.

4. Employee Relations

4.1 <u>ER Cases</u>

The number of active cases during Q3 and Q2 are shown in the table below.

Reason	Q3 2020/21	Q2 2020/21
Disciplinary	0	2
Capability	1	1
Grievance	0	1
Sickness	0	0
Tribunal	0	0

5. Learning and Development

5.1 In Q1 to Q3 the People Team rolled out training virtually for Managers on difficult conversations, 121s and sickness/absence. In response to the pandemic, we also shared training with all staff on personal resilience and wellbeing.

5.2 As part of achieving the Customer Service Excellence award, staff received training on "Complaints Handling" and "Customer Service".

5.3 As part of our continuing commitment to learning and development and to support the roll out of the L&D Strategy, the People Team will welcome a new On-boarding and Training Co-ordinator in Q4. The Co-ordinator will continue the progress already made by the People Team in areas such as Dignity at Work as work has already started with this and will drive the new induction process as set out above which should, in turn, reduce staff turnover and increase employee engagement.