



King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX
Telephone: 01553 616200
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Tuesday, 16 June 2015

Dear Member

Resources and Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Tuesday, 23rd June, 2015 at 6.00 pm** in the **Committee Suite, King's Court, Chapel Street, King's Lynn** to discuss the business shown below.

Yours sincerely

Chief Executive

AGENDA

1. Apologies

To receive any apologies for absence.

2. Minutes

To approve the minutes of the Resources and Performance Panel held on 2 June 2015 (previously circulated).

3. Declarations of Interest

Please indicate if there are any interests which should be declared. A declaration of an interest should indicate the nature of the interest (if not already declared on the Register of Interests) and the agenda item to which it relates. If a disclosable pecuniary interest is declared, the Member should withdraw from the room whilst the matter is disclosed.

These declarations apply to all Members present, whether the Member is part of the meeting, attending to speak as a local Member on an item or simply observing the meeting from the public seating area.

4. Urgent Business Under Standing Order 7

To consider any business which, by reason of special circumstances, the Chairman proposes to accept as urgent under Section 100(b)(4)(b) of the Local Government Act 1972.

5. Members Present Pursuant to Standing Order 34

Members wishing to speak pursuant to Standing Order 34 should inform the Chairman of their intention to do so and on what items they wish to be heard before the meeting commences. Any Member attending the meeting under Standing Order 34 will only be permitted to speak on those items which have been previously notified to the Chairman.

6. Chairman's Correspondence (if any)

7. Matters referred to the Committee from other Council Bodies and responses made to previous Committee recommendations/requests

To receive comments and recommendations from other Council bodies, and any responses subsequent to recommendations, which this Panel has previously made. (N.B. some of the relevant Council bodies may meet after dispatch of the agenda).

8. Staff Sickness Absence Annual Report 2014/2015 (Pages 1 - 16)

The Panel will receive the Staff Sickness Absence 2014/2015 Annual Report.

9. Panel's Work Programme and Cabinet Forward Decisions List (Pages 17 - 22)

To consider the attached Work Programme.

N.B. In considering the Work Programme, Members' attention is drawn to the attached Forward Decisions List.

10. Date of Next Meeting

To note that the next meeting of the Resources and Performance Panel will take place on **Tuesday 21 July 2015** immediately following the Audit and Risk Committee commencing at 5.30 pm in the Committee Suite, King's Court, Chapel Street, King's Lynn

To:

Resources and Performance Panel: B Anota, R Blunt, J Collop, N Daubney, I Devereux, I Gourlay, G Hipperson, P Hodson, H Humphrey, G Middleton, A Morrison, D Tyler and G Wareham

Portfolio Holders: Leader - N Daubney (Item 8)

Management Team Representatives: Lorraine Gore

Appropriate Officers: The following officers are invited to attend in respect of the Agenda item shown against their name:

Item 8 – D Clack –Safety & Welfare Adviser
D Gates – Executive Director

POLICY REVIEW & DEVELOPMENT REPORT

Type of Report:	Portfolio(s):
Author Name: Dave Clack	Consultations:
Tel: 01553 616368	
Email: dave.clack@west-norfolk.gov.uk	
OPEN / EXEMPT (delete as appropriate)	

PR&D Panel:

Date: Tuesday 23rd June 2015

Subject: Staff Sickness Absence Annual Report.

Summary

To provide an annual sickness report to the Joint Safety & Welfare Committee. The headline figure this year is an increase in the overall average sickness per employee from 7.57 days for 2013/14 to 9.69 days for 2014/15

Recommendations

Committee Members are invited to note the report.

1 Introduction

1.1 Sickness absence is categorised by short term, long term and industrial injury. Short term absence covers absences less than 20 days with longer periods being classed as long term. Absences are further categorised into thirteen categories of sickness, to match benchmarking standards. Long term absences are shown as the total number of day's absence with the number of individuals involved. Industrial injuries are shown by the number of day's absence and the number of accidents.

1.2 All absences are calculated as full time equivalent (FTE) days.

1.3 The report is structured with five appendices:

- | | | |
|--------------|---|---|
| Appendix "A" | - | Shows absences by all categories and service area with a summary column and comparison with County authorities on the final page. |
| Appendix "B" | - | Shows comparisons between full time and part time employees. |
| Appendix "C" | - | Shows a breakdown of absence by service area and individual category by percentage. |
| Appendix "D" | - | Costings Summary |
| Appendix "E" | - | Five year trends |

2.0 Absence Rates

- 2.1 As evidenced in the total column on page 2 of Appendix "A" the no of FTE days lost to short term absence increased to 2225.96 from 1830.58, an increase of 22%.
The number of FTE days lost due to long term absence decreased to 2181.13 from 2327.83, a decrease of 6%.
However, with the transfer of staff with the creation of Alive Leisure and the associated Alive Management, this was set against a reduction in FTE staffing from 549.57 to 462.13, a decrease of 16%.
This does mean that the average short term absence per FTE employee actually increased from 3.33 to 4.82 (an increase of 45%) and the average long term absence per FTE employee also increased from 4.24 to 4.72 (an increase of 11%).
- 2.2 The number of accidents reduced to 3 (from 6) but saw the total number of days lost to Industrial injury increased from 59 to 70 (after an increase last year from 54.5 to 59 days).
- 2.3 Appendix "B" shows that absences rates increased by 20% for part time employees, (last year this decreased by 25%) and the absence rate for full time employees increased by 31% (Last year decreased by 7.8%).
- 2.4 Referring to Appendix "C" it can be seen that the most common occurring absences by percentage were:
- a) 18% (10%) – Musculoskeletal
 - b) 16% (12%) - Stress/Anxiety/Depression
 - c) 15% (10%) - Stomach, Liver etc.
 - d) 12% (16%) - Viral, colds/flu etc. (reflects mainly short term absence)
 - e) 7% (8%) - Back problems
 - f) 6% Eye/Ear/Nose/Mouth/Dental/Sinusitis (New category)
 - g) 5% (5%) – Chest-Asthma/Bronchitis
 - h) 5% (11%) – Disability

3.0 Most Common Occurring Absences

- 3.1 There has been a change in one category for this reporting period, with Surgery having been replaced by Eye/Ear/Nose/Mouth/Dental/Sinusitis, this was felt appropriate as surgery was covering a proportion of sickness from within other categories. For example back surgery now falls into the Back Problems category, where surgery for carpal tunnel syndrome would be recorded in the musculoskeletal category.
The largest increases were that of musculoskeletal and Stress/Anxiety/Depression. Stress/Anxiety/Depression is nationally considered as the highest reason for absence and an increasing problem; this is reflected in our statistics, with a marked increase on last year. There are some instances where it may be that work was a contributory factor but on balance the majority of absences were due to personal issues. It must be appreciated that stress can manifest itself in many other categories of absence not least musculoskeletal disorders that are now viewed as a significant derivative of stress. Significantly musculoskeletal disorders also increased by a marked amount, with the two groups combined accounting for 34% of overall absences.

However the figures continue to be biased to a large degree by the inclusion of long term cases. This year saw 14 long term cases account for 1,140 days of the overall figure which accounts for 52% of the long term sickness and 25% of the overall sickness figure.

- 3.2 Of these 14 long term cases, there were seven cases under the category of musculoskeletal and surgery, two individuals with cancers, one individual suffered a heart attack and one individual off with mental health issues. In balance though only three individuals were still off at the end of the period, of the other 11, three have left our employment, one is on maternity leave and the other seven have all made a successful return to work.

4.0 Comparisons

- 4.1 Comparison figures for the other Norfolk Authorities are set out at Appendix "A" page 3 of 3. This does unfortunately highlight that we have the highest absence figure for the County. While other authorities (Norwich & South Norfolk) have had an increased figure, this has not been as significant as ours.

5.0 Sickness Absence Costs`

- 5.1 The salary paid during sickness absence increased by 21% totalling £446,869 (£370,532 last year). These are the visible costs; the invisible costs are likely to be significantly higher including in some cases the cost of temporary cover and overtime to cover absence etc. A break down of costs by service area is provided at Appendix "D". The five year picture of overall costs is given as appendix "E".

6.0 Counselling Referrals

- 6.1 The total cost of referrals to the counselling support service during this reporting period was £2,675 (£4,856).

7.0 Flu Vaccinations

- 7.1 A total of 207 (202) staff requested the flu vaccination last year at a cost of £1,434 (£3,546), Though the number of employees taking this up increased marginally a significant reduction in the cost was seen because of increased competition and a re-negotiation of the rates.

8.0 Physiotherapy Referrals

- 8.1 This year there has been a significant decrease in physiotherapy referrals, with 21 (12) referrals costing £4,096 (£2,366).

9.0 Ill Health Retirements

- 9.1 There was one ill health retirement during this reporting period.

10.0 Deaths in Service

- 10.1 There were no incidents of death in service during this reporting period.

11.0 Conclusion

- 11.1 The headline rate of the average FTE per employee increased overall by 28% from 7.57 to 9.69 days.
Within this figure Short term absence increased by the greatest amount up 45% in terms of FTE. Long term absence increased by 11%. While in part the increase might be attributed to the transfer of staff to 'Alive', with those in this group tending to be from a particular demographic group, this clearly does not explain the overall figures.
- 11.2 The increase in short term sickness is the indicator of greatest concern, and it appears that there is a need to examine this area and investigate if there is something that might be done to both explain the increase and control this in the future. Towards the end of this reporting period Management Team requested a more in depth report and review with the Safety and Welfare Adviser of sickness within each Directorate.

- 11.3 Each of the recent years seem to have been following a pattern of an increasing number of significant long term absences. Each of these individuals have been managed and reviewed so as to arrive at the best solution for both them and the authority as seen at 3.2 above. For information it is worth noting that treating the top 14 long term absences (13.17 FTE posts) as exceptions this does mean that the remaining 449 FTE employees actually have a sickness rate of 7.43 FTE days per employee.
- 11.4 Though we saw a reduction in the number of industrial injuries this still saw a slight increase in the days lost.
- 11.5 The salary costs of absence increased by 21% during this reporting period totalling £ 446,869 (against £ 370,532 last year).
- 12.0 Financial Implications**
- 12.1 As stated within the report.
- 13.0 Policy Implications**
- 13.1 Sickness Absence Management
- 14.0 Consultations**
- 14.1 Accountancy
- 15.0 Access to Information**
- 15.1 Information from other Norfolk authorities

SICKNESS ABSENCE ANALYSIS APRIL 2014 – MARCH 2015

P/T – Part Time F/T – Full Time FTE – Full Time Equivalent	CHIEF EXECUTIVE			CENTRAL & COMMUNITY SERVICES			ENVIRONMENT & PLANNING		
	No DAY ABSENCE			No DAY ABSENCE			No DAY ABSENCE		
SHORT TERM ABSENCE (UP TO 20 DAYS)	F/T	P/T	ALL	F/T	P/T	ALL	F/T	P/T	ALL
NO OF F.T.E DAYS	154.5	5.68	160.18	289.5	133.06	422.56	335.00	91.77	426.77
NO F.T.E EMPLOYEES	34.00	1.80	35.80	71.00	25.91	96.91	58.00	15.85	73.85
AVERAGE ST ABSENCE PER F.T.E EMPLOYEE	4.54	3.16	4.47	4.08	5.14	4.36	5.78	5.79	5.78
LONG TERM ABSENCE (OVER 20 DAYS)	F/T	P/T	ALL	F/T	P/T	ALL	F/T	P/T	ALL
NO F.T.E DAYS	119.00	0	119.00	352.00	58.92	410.92	130.00	29.19	159.19
AVERAGE LT ABSENCE PER FTE EMPLOYEE	3.50	0	3.32	4.96	2.27	5.27	2.24	1.84	2.16
INDUSTRIAL INJURY	F/T	P/T	ALL	F/T	P/T	ALL	F/T	P/T	ALL
NO OF F.T.E DAYS	0	0	0	0	0	0	0	0	0
NO OF ACCIDENTS	0	0	0	0	0	0	0	0	0
TOTAL F.T.E DAYS LOST	273.50	5.68	279.18	641.5	191.98	833.48	465.00	120.96	585.96
	8.04	3.16	7.80	9.04	7.41	8.60	8.02	7.63	7.93
2013 - 2014	210.50	87.16	297.16	347.00	97.94	444.93	193.00	49.47	242.47
	7.02	39.09	9.22	4.82	3.69	4.51	4.02	3.85	3.98

SICKNESS ABSENCE ANALYSIS APRIL 2014 – MARCH 2015

P/T – Part Time F/T – Full Time FTE – Full Time Equivalent	RESOURCES			COMMERCIAL SERVICES			TOTAL
	No DAY ABSENCE			No DAY ABSENCE			
SHORT TERM ABSENCE (UP TO 20 DAYS)	F/T	P/T	ALL	F/T	P/T	ALL	
NO OF F.T.E DAYS LOST	442.5	122.62	565.12	587.00	64.33	651.33	2225.96 1830.58
NO F.T.E EMPLOYEES	89.00	24.84	113.84	119.00	22.73	141.73	462.13 549.57
AVERAGE ABSENCE PER F.T.E EMPLOYEE	4.97	4.94	4.96	4.93	2.83	4.20	4.82 3.33
LONG TERM ABSENCE (OVER 20 DAYS)	F/T	P/T	ALL	F/T	P/T	ALL	
NO F.T.E DAYS	336.00	171.08	507.08	797.00	187.94	984.94	2181.13 2327.83
AVERAGE LT ABSENCE PER F.T.E EMPLOYEE	3.78	4.94	4.45	6.70	8.27	6.95	4.72 4.24
INDUSTRIAL INJURY	F/T	P/T	ALL	F/T	P/T	ALL	
NO OF F.T.E DAYS	0	0	0	3.50	66.41	69.91	69.91 59.00
NO OF ACCIDENTS	0	0	0	1	2	3	3 6
TOTAL F.T.E DAYS LOST	778.5 8.75	293.7 11.82	1072.20 9.42	1387.5 11.66	318.68 14.02	1706.18 12.04	4477.00 9.69
	1187.00 12.36	365.81 12.76	1552.81 12.46	1186.00 6.52	434.53 8.48	1620.53 6.95	4158.41 7.57
2013 -2014							

SICKNESS ABSENCE ANALYSIS APRIL 2014 – MARCH 2015

SICKNESS ABSENCE COMPARISON			
FTE Days 2012-13	FTE Days 2013-14	Authority	FTE Days 2014-15
10.34	9.47 *see note below.	Great Yarmouth	8.89 *see note below.
7.09	7.20	Breckland	
5.50	6.70	Broadland	6.20
6.80	6.77	North Norfolk	6.76
9.58	7.33	South Norfolk	7.99
10.84	8.73	Norwich	9.29
8.62	7.57	King's Lynn	9.82

- Note – Gt Yarmouth provided a figure of 3.93% (4.19% in 2013/14) of working hours lost due to sickness, and are unable to offer the figure in an equivalent to our FTE.**

However if we were to convert their figure by our methodology to a FTE based on 226 available working days per year – this would equate to 8.89 FTE days (9.47 FTE days for 2013/14) – this figure should not be quoted for comparison purposes.

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SICKNESS ABSENCE COMPARISON FULL TIME & PART TIME APRIL 2014– MARCH 2015

ALL CALCULATIONS IN FULL TIME EQUIVALENTS (FTE) SERVICE AREA	FULL TIME EMPLOYEES					PART TIME EMPLOYEES				
	No of Employees	S/T abs	L/T abs	Ind Inj	Average per Employee	Staff	S/T abs	L/T abs	Ind Inj	Average per Employee
Chief Executive	34.00	154.5	119.00	0	8.04	1.80	5.68	0	0	3.16
Central & Community Services	71.00	289.50	352.00	0	9.04	25.91	133.06	58.92	0	7.41
Environment & Planning	58.00	335.00	130.00	0	8.02	15.85	91.77	29.19	0	7.63
Resources	89.00	442.5	336.00	0	8.75	24.84	122.62	171.08	0	11.82
Commercial Services	119.00	587.00	797.00	3.50	11.66	22.73	64.33	187.94	66.41	14.02
TOTAL	371.00	1808.50	1734.00	3.50	9.56	91.13	417.46	447.13	66.41	10.22
2013-2014	428.00	1487.00	1577.50	59.00	7.30	121.58	334.57	700.33	0	8.51

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ABSENCE BY SICKNESS CODES 2014 – 2015

All calculations in Full Time Equivalents (FTE) Code	Back Problems	Musculo-Skeletal	Stress/Depression etc	Viral-Colds/Flu	Headache/Migraine	Eye/Ear/Nose/Mouth/Dental/Sinistitus	Genito/Urinary	Pregnancy Related	Stomach, Liver etc	Heart	Chest-Asthma/Bronchitis	Other	Disability	Industrial	Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	
Chief Executive	18.00	34.00	50.00	48.94	2.00	0	0	4.00	41.50	0	17.00	10.43	53.31	0	279.18
Central & Community Services	31.51	90.50	323.69	102.69	10.28	17.97	8.35	61.24	105.56	2.00	53.42	26.27	0	0	833.48
Environment & Planning	30.00	96.31	84.43	77.17	31.39	36.05	17.45	23.00	102.09	0.50	30.08	44.11	13.38	0	585.96
Resources	59.18	147.76	85.09	169.85	15.93	99.62	7.30	40.68	136.99	90.69	56.42	51.69	111.00	0	1072.20
Commercial Services	158.99	453.43	181.74	165.85	17.00	109.69	11.00	1.00	288.96	89.81	61.59	36.31	60.90	69.91	1706.18
TOTAL	297.68	822.00	724.95	564.50	76.60	263.33	44.10	129.92	675.10	183.00	218.51	168.81	238.59	69.91	4477.00
<i>2013-2014</i>	<i>347.62</i>	<i>416.08</i>	<i>488.34</i>	<i>662.80</i>	<i>56.87</i>	<i>518.23</i>	<i>206.09</i>	<i>76.34</i>	<i>423.05</i>	<i>26.05</i>	<i>207.23</i>	<i>208.05</i>	<i>462.66</i>	<i>59.00</i>	<i>4158.41</i>
% 2014-2015	7	18	16	12	2	6	1	3	15	4	5	4	5	2	100
<i>% 2013-2014</i>	<i>8</i>	<i>10</i>	<i>12</i>	<i>16</i>	<i>1</i>	<i>12</i>	<i>5</i>	<i>4</i>	<i>10</i>	<i>0</i>	<i>5</i>	<i>5</i>	<i>11</i>	<i>1</i>	<i>100</i>

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SICKNESS ABSENCE COSTING SUMMARY APRIL 2014 – MARCH 2015

All calculations in Full Time Equivalents (FTE)	No of Employees	S/T Absence <20 days £	L/T absence >20 days £	Industrial Injury £	Total Cost £
Service Area					
Chief Executive	35.80	20286	13628	0	33914
Central & Community Services	96.91	40530	57700	0	98230
Environment & Planning	73.85	48873	17738	0	66611
Resources	113.84	58747	58841	0	117588
Commercial Services	141.73	50631	74722	5173	130526
TOTAL	462.13	219,067	222,629	5,173	446,869
2013- 14	549.47	178,017	188,068	4,447	370,532

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CORPORATE SICKNESS

	2014-2015	2013-2014	2012-2013	2011-2012	2010-2011
Long Term Absence – FTE Days Lost	2181	1830	2558	2048	3122
Short Term Absence – FTE Days Lost	2226	2328	2088	1775	1907
Industrial Injury – FTE Days Lost	70	59	54	9	131
Total FTE Days Lost	4477	4158	4700	3833	5160
Average Absence per FTE Employee	9.69	7.57	8.62	6.99	9.01
Cost	£446,869	£370,532	£399,633	£323,596	£468,210

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RESOURCES AND PERFORMANCE PANEL WORK PROGRAMME 2015/2016

2 June 2015

- 2014/2015 Full Year Performance Monitoring Report – B Box
- 2014/2015 Full Year Action Report – B Box
- Q4 2014/2015 Corporate Business Plan Monitoring Report – B Box

23 June 2015

- Staff Sickness Absence 2014/2015 – D Clack
- Asset Management Report (six monthly update) – M Henry, Property Services Manager

21 July 2015

- Formal Complaints against the Borough Council 1 April 2014 – 31 March 2015
- Employment Monitoring Report – B Box
- 2015/2016 Performance Indicator Target Setting Report – B Box
- Corporate Communications – Annual Update – S Clifton, H Howell, A Howell

1 September 2015

- Q1 2015/2016 Performance Monitoring Report – B Box
- Q1 2015/2016 Action Report – B Box

29 September 2015

- Hunstanton Sailing Club Progress Report – J Curtis

27 October 2015

- Update report on Improving Attainment in West Norfolk – I Burbidge

24 November 2015

- Q2 2015/16 Performance Monitoring Report – B Box
- Q2 2015/2016 Action Report – B Box
- Q2 2015/2016 Corporate Business Plan Monitoring Report
- Asset Management Report (six monthly) – M Henry, Property Services Manager

5 January 2016

26 January 2016

- Progress Report on Corporate Apprenticeship Scheme – B Box
- Employment Monitoring Report – B Box

23 February 2016

- 2014/15 Q3 Performance Monitoring Report

22 March 2016

- Hunstanton Sailing Club Progress Report – J Curtis
- Asset Management Report (six monthly update) – M Henry, Property Services Manager

FORTHCOMING ITEMS

Presentations from Corporate Project Groups
 Corporate Communications – Annual Update – S Clifton, H Howell, A Howell (July 2016)
 Hunstanton Sailing Club Progress Report – six monthly basis (September 2015/March 2016)
 Asset Management Report (six monthly) – M Henry, Property Services Manager (June 2015/January 2016)
 Update Report on Improving Attainment in West Norfolk – Annual Basis – I Burbidge (June 2016)
 Members Training Programme 2016/2017
 Project Management/cost

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FORWARD DECISIONS LIST

Date of meeting	Report title	Description of report	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
10 June 2015	Purchase of Land – King's Lynn		Key	Council	Regeneration Chief Executive		Exempt - Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Appointments to Outside Bodies		Non	Cabinet	Leader Chief Executive		Public
	Land Acquisition by way of Compulsory Purchase Order (General Vesting Declaration) – Land to the north of Lynn Sport site, King's Lynn		Non	Council	Regeneration Exec Dir- C Bamfield		Public
	Fields in Trust		Non	Cabinet	ICT Leisure and Public Space Exec Dir – C Bamfield		Public
	Revenue and Capital Outturn		Key	Council	Leader Asst Dir – L Gore		Public
	Review of Overview and Scrutiny		Non	Council	Leader Chief Executive		Public
	Officer Employment Rules Amendment		Non	Council	Leader Monitoring Officer		Public
	Appointment of Task Groups and Joint Employee and Joint Safety Committee		Non	Cabinet	Leader Chief Executive		Public

Date of meeting	Report title	Description of report	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
28 July 2015	Contract Standing Orders Update		Non	Council	Leader Asst Dir – L Gore		Public
	Treasury Outturn report		Key	Cabinet	Leader Asst Dir – L Gore		Public
	Residential Caravan Site Licensing	Report following consultation process	Non	Council	Housing and Community Chief Executive		Public
	Freebridge Community Housing – Council Representation		Non	Cabinet	Housing & Community Chief Executive		Public
	Constitutional Matters Member/Officer Protocol Planning Protocol Standing Orders Update Scheme of Delegation Update		Non	Council	Leader Chief Executive		Public

Date of meeting	Report title	Description of report	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
9 September 2015	The Statement of Community Involvement		Non	Cabinet	Development Exec Director G Hall		Public