

EAST AYRSHIRE COUNCIL

SOCIAL WORK COMMITTEE : 9 SEPTEMBER 2004

ABSENCE MANAGEMENT – QUARTER 2 2004

Report by the Executive Director of Educational and Social Services

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to advise Committee of staff absence rates for Social Services, including Resource Support, for the quarterly period ending 30 June 2004.

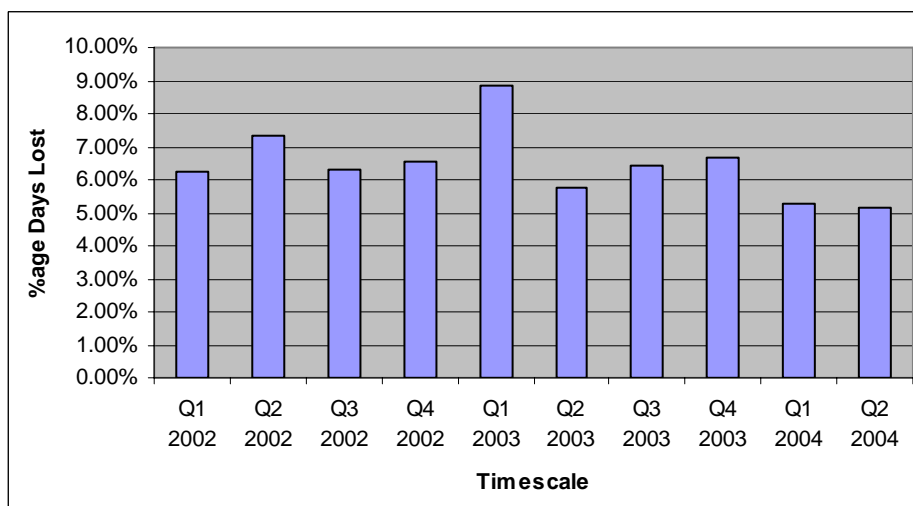
2. HISTORICAL INFORMATION

- 2.1 Historical data for the current reporting period is detailed in tabular form in Appendix 1 to assist members in considering absence rates.

3. ANALYSIS OF QUARTERLY ABSENCE RATES

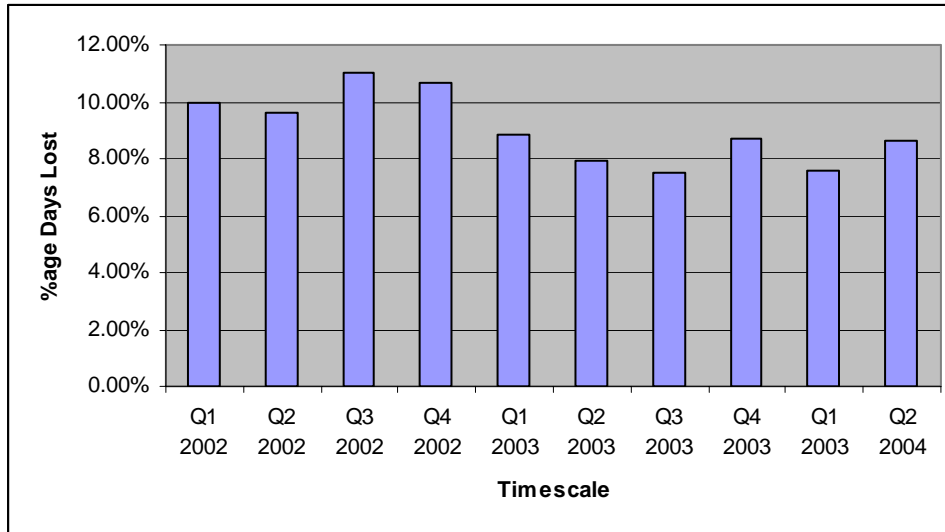
- 3.1 The Council target for APT & C absence rates is 4%. Analysis of information gathered through the corporate personnel system highlights a total absence rate for Social Services and Resource Support of 5.18% for Quarter 2. Graph 1 (below) compares this with previous quarters in 2002, 2003 and 2004.
- 3.2 For Quarter 2, ended 30 June, a total of 1,925 working days were lost which is a decrease of 107 days on Quarter 1. Of this figure 788 days were lost for medically certified absences covering a period of more than 4 weeks.

Graph 1 – APT & C Absence Rates for 2002 – 2004



3.3 The Council target for Manual absence rate has been set at 5%. The statistics for Quarter 2 show an actual absence rate of 8.66% for this group of staff. Graph 2 below details the information for the calendar years 2002 to 2004.

Graph 2 – Manual Employees Absence Rate for 2002 – 2004



3.4 For Quarter 2 a total of 2,005 days were lost of which 1,439 were for medically certified absences covering more than 4 weeks. This represents an overall increase in Manual staff absences of 207 days.

4. DIRECTOR'S COMMENTS

4.1 Long term absence remains a significant issue within the Department, representing 40.9% of APT & C staff absences and 71.8% of manual absences.

Appendix 2, which details the causes for staff absence, highlights that the predominant causes of absence continue to relate to musculo-skeletal, stress and recovery from operations. .

4.2 Following the appointment of a Managing Absence Co-ordinator, within Personnel who has the responsibility for supporting line managers in their absence monitoring role, a number of initiatives have been implemented. These include:-

- A programme of toolbox talks for line managers;
- An improved referral programme to Occupational Health, at earlier stages of absence; and
- Specific support is being developed for Homecare where the majority of Manual staff are employed;
- One to one meetings with line managers to remind them of their responsibilities in relation to absence management, and
- Ensuring that appropriate support mechanisms are in place for both managers and employees.

5. FINANCIAL / LEGAL / POLICY IMPLICATIONS

- 5.1 As there is no budget within Social Services to provide cover for absent staff, and services must be maintained, costs are managed within the total resources available.
- 5.2 Absenteeism within Educational and Social Services is being managed in accordance with Council policy and employment legislation.

6. RECOMMENDATIONS

- 6.1 Committee is asked to:
 - (i) note the contents of this report.

John Mulgrew
Executive Director of Educational and Social Services
19 August 2004
Enc (2)

LIST OF BACKGROUND PAPERS

Nil

For further information please contact:
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IMPLEMENTATION OFFICER : EUAN COUPERWHITE

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HISTORICAL DATA

Comparison between Quarter 1 2004 and Quarter 2 2004

SECTION	Q1 2004 DAYS LOST	Q2 2004 DAYS LOST	% INCREASE/ DECREASE
Community Care	2,858	3,035	+ 6.19%
Children & Families	367	341	- 7.08%
Criminal Justice	136	67	-50.7%
Directorate	2	0	- 100.0%
Performance and Development	330	392	+ 18.8%
Resource Support	137	95	- 30.7%

Comparison between Quarter 2 2003 and Quarter 2 2004

SECTION	Q2 2003 DAYS LOST	Q2 2004 DAYS LOST	% INCREASE/ DECREASE
Community Care	2,712	3,035	+ 11.9%
Children & Families	370	341	- 7.8%
Criminal Justice	192	67	- 65.1%
Directorate	7	0	- 100.0%
Performance and Development	282	392	+ 39.0%
Resource Support	117	95	-18.8%

REASONS FOR ABSENCES

1 Angina/Heart Problem	5 Viral Infection	9 Stress/Debility etc	13 Other Reasons
2 Asthma	6 Stomach/Abdominal	10 Operations/Recovery	
3 Bronchitis	7 Migraine	11 Workplace Injury	
4 Colds/Flu	8 Musculo-Skeletal	12 Injury Non Work	

Service Unit	Total Days Lost	Total	Category - Reason For Absence (Total Days Lost)												
			1	2	3	4	5	6	7	8	9	10	11	12	13
Children & Families	341	341	0	0	0	18	15	39	45	30	71	23	99	1	0
Community Care	3035	3035	155	26	3	57	135	119	11	822	593	660	41	3	410
Criminal Justice	67	67	0	0	0	36	4	2	1	0	20	0	0	0	4
Reception Services & Anti Poverty	70	70	0	0	0	5	5	2	0	3	54	1	0	0	0
Development	13	13	0	0	0	4	5	0	1	3	0	0	0	0	0
Performance	309	309	0	1	0	6	1	18	5	78	70	94	0	28	8
Senior Management Team	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Training	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Resource Support	95	95	0	0	0	2	1	13	6	5	2	27	0	0	39
Total	3930	3930	155	27	3	128	166	193	69	941	810	805	140	32	461
% Of Total Lost Days			3.9	0.7	0.1	3.3	4.2	4.9	1.8	23.9	20.6	20.5	3.6	0.8	11.7