

EAST AYRSHIRE COUNCIL

SOCIAL WORK COMMITTEE MEETING – 14th SEPTEMBER 2000

ABSENCE MANAGEMENT REPORT - QUARTER 3rd APRIL – 2nd JULY 2000

Report by the Director of Department of Educational and Social Services

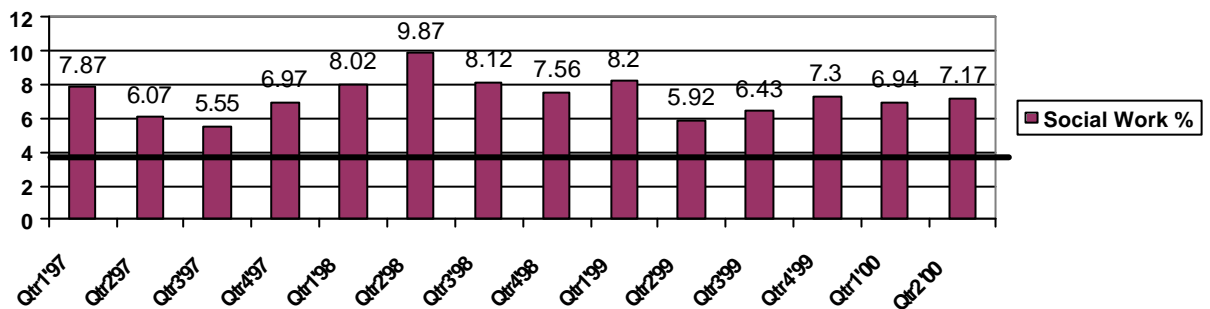
1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to advise Committee of absence rates for Social Work for the quarterly period ending 2nd July 2000.

2. HISTORICAL INFORMATION

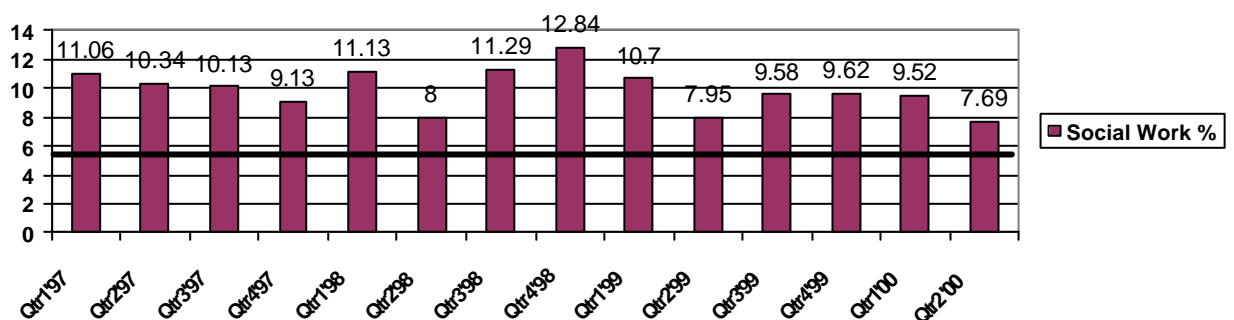
- 2.1 Absence statistics for the period January 1997 to the current reporting quarter are as shown in the following graphs:-

APT&C Employees



The Council Target for APT&C Employees is 4% as shown in the chart above.

Manual Employees



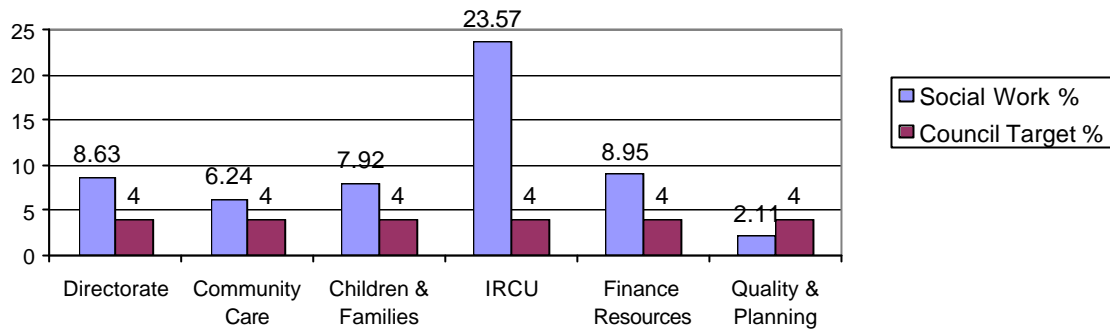
The Council Target for Manual Employees is 5% as shown on the chart above.

The total absence rate for Social Work for the quarter is **7.36%** with APT&C Employees reporting 7.17% and Manual Employees 7.69%. Attendance performance has improved by 0.5%, since the last reporting quarter with a significant improvement in Manual Employees, with a reduction of 1.83%.

3. ANALYSIS OF CURRENT QUARTER ABSENCE RATES

3.1 The following charts illustrate the analysis of absence for the quarter ended 2nd July 2000 analysed by Social Work Service Unit:-

APT&C Employees



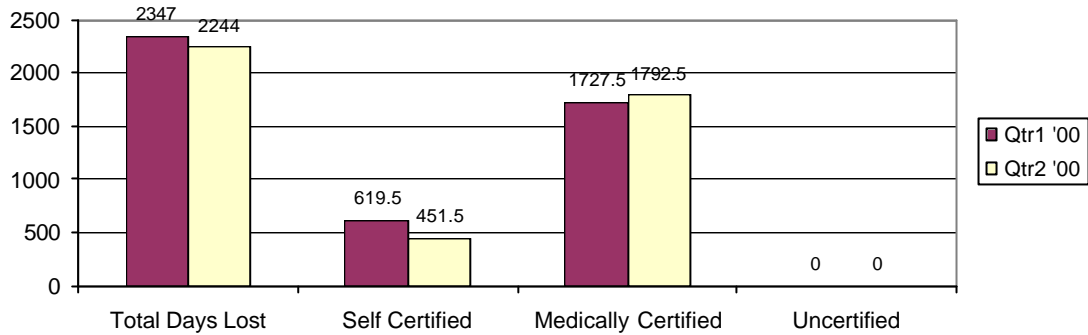
Manual Employees



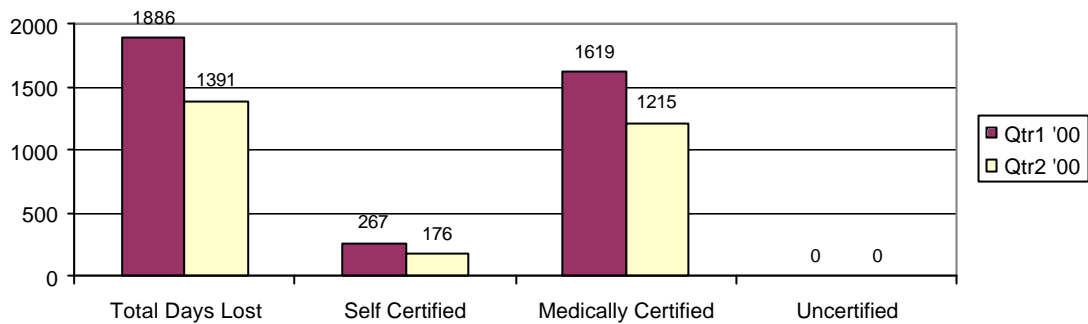
There are differing levels of absence, dependent on the operational setting and the number of employees within each Service Unit. The highest concentration of absence for APT&C employees relates to Finance and Resources and IRCU, reporting 8.95% and 23.57% respectively. Finance and Resources and IRCU represent 11% and 0.8% of Social Work's APT&C employees. On this basis both teams would have expected to contribute to 246 and 18 days lost, rather than the 313 and 64 days reported.

3.2 The following charts illustrate the analysis of absence for the quarter ended 2nd July 2000 by employee category:-

APT&C Employees



Manual Employees



17% of total days lost relate to self-certified absences. The highest concentration of absence continues to relate to medically certified absences, representing 83% of total days lost. Medically certified absences in excess of four weeks continues to be high contributing to 79.5% of the total medical certified absences and 66% of total days lost.

Based on employee categories, APT&C employees represent 66% of the Social Work's population and Manual Employees 34% of the population. In this particular reporting period, APT&C employees contributed to 62% of total days lost and Manual Employees 38% of total days lost.

Taking account of vacancies during the period, work days available would have expected to increase by 2,827 days. Considering this, it is estimated that the departmental absence rate would reduce from 7.36% to 6.96% (APT&C Employees would reduce to 6.59% and Manual Employees reduce to 7.61%).

- 3.3** Areas of concern and subsequent management action identified during this quarter are listed in the table overleaf-

Area Of Concern	Management Action	Responsible
Long-Term Absence and Persistent Short-Term Absence	118 employees have been subject to Absence Management Procedures during this reporting period. This staff group represents 12% of the departmental workforce.	All Managers
Medical Referrals	Whilst managers continue to support and sympathise with employees who are absent, managers should actively pursue referrals to the Occupational Health Service where employee's are continually absent or persistently report absent.	All Managers

3.4 Attached in appendix A is an analysis of reasons for absence analysed by Social Work Service Unit and Total Staff Absent. Appendix B analyses the Total Days Lost by Service Unit and Reason for Absence.

4. DIRECTOR'S COMMENTS

4.1 Senior managers are personally responsible for managing absence within their sphere of influence. They continue to be alert to the frequency, levels and patterns of absences in order that corrective action may be taken. Managers continue to communicate the corporate and departmental absence procedures to individual employees and the effect their absence has on the operation of the department and their colleagues.

4.2 The overall levels of vacancies currently being supported by the Department places many conflicting duties on managers. However managers continue to be reminded of the importance of following Absence Management Procedures and the requirement for Absence Review Meetings and the recording of these.

5. FINANCIAL IMPLICATIONS

5.1 The Head of Personnel Services is currently in the process of developing an appropriate mechanism for costing absence. It is anticipated that development will progress in association with the phased implementation of the Corporate Human Resource Information System (Cyborg).

5.2 The cost of absence is not contained in the Social Work Department Revenue Budget and is being managed within the total resources available. Due to the nature of social work services, many absences must be covered to maintain, and provide continuity in service delivery. This feature is most critical in residential and day care.

6. LEGAL/POLICY IMPLICATIONS

Nil.

7. CONCLUSIONS

Although the absence statistics for both employees groups exceeds the Council's target, performance has improved overall by 0.5% in comparison to the last reporting period.

A significant improvement is evidenced in Manual Employees with a reduction of 1.83%.

Taking account of vacancies during the period, APT&C Employees would have expected to report an absence rate of 6.59% and Manual Employees 7.61%.

8. RECOMMENDATIONS

8.1 The Social Work Committee is asked to note the contents of this report.

John Mulgrew
Director of Educational and Social Services

31st July 2000

Enclosures (1)

LIST OF BACKGROUND PAPERS – Nil

Any Member wishing further information should contact Allan Y McDougall, Head Of Resource Support at 01563-576090 or the **Implementation Officer - Diane Norwood**, Service Officer (Personnel) at 01563-576847.

AGENDA