

## SICKNESS MONITORING DATA AT FEBRUARY 2009

### MONTHLY HEADLINES

Sickness from April to date stands at 10.27 days per employee against 10.46 for the same period last year. Project out-turn is 11.04 days against a target of 11 days and actual last year of 11.23.

Reorganisation can have an upward effect on sickness absences such as stress. The initiatives Business Partners and Occupational Health have been supporting in Directorates can be seen to be paying dividends in constraining and reducing sickness rates in an uncertain period.

Sustained effort is required to ensure the best possible management of sickness. Business Partners are working closely supporting managers \ DMTs in terms of reviewing and reporting progress on cases \ trigger points.

Adult Social Care, Chief Executive, Children's Services and Strategic Resources continue to have lower sickness rates than last year, with increases in all other areas. Due to its size the reductions in Children's Services rates are particularly significant in keeping down sickness absence. Variations can however reflect where long term absences have occurred, especially for smaller Directorates and Services. Higher or lower levels vary on factors other than the effectiveness of sickness management. Different Services areas traditionally have differing rates varying on the service provided but the focus for all areas should remain on continuous improvement in each area.

### COST MEASURES

#### Sickness Cost estimate

April 2008 to February 2009

| Service                | Estimated cost<br>[000's] | FTE days lost | Graph |
|------------------------|---------------------------|---------------|-------|
| Adult Social Services  | 9k                        | 116           |       |
| Chief Executive        | 1k                        | 11            |       |
| Childrens Services     | 676k                      | 8,993         |       |
| City Services          | 459k                      | 6,101         |       |
| Deputy Chief Executive | 93k                       | 1,236         |       |
| Legal & Democratic     | 69k                       | 911           |       |
| Operations             | 290k                      | 3,855         |       |
| Strategic Resources    | 172k                      | 2,288         |       |
| <b>Total</b>           | <b>1,769k</b>             | <b>23,513</b> |       |

Basis: CIPD Annual survey for Local Government 2008 average cost 9.2 days £692 applied to current sickness rates. NB Different respondents costed in different ways. Some of the costs would include costs related to overtime and agency staffing.

# SICKNESS ABSENCE RATES

April 2008 to February 2009

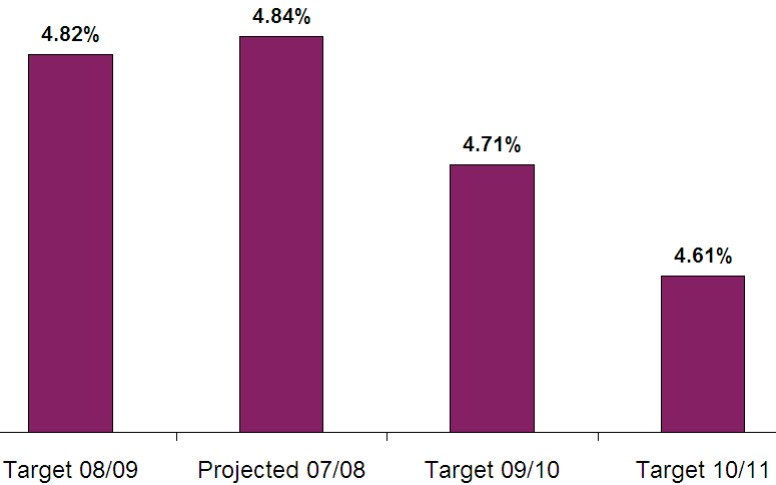
| Service                       | Ave FTE | FTE days lost | Average Days Lost YTD | Projected Out-turn | Local Target | Staff absent over 20 FTE days at month End | Sickness Occasions this month | Sickness Occasions YTD | Average days lost per absence | % Days lost in Long Term Absences |
|-------------------------------|---------|---------------|-----------------------|--------------------|--------------|--|-------------------------------|------------------------|-------------------------------|-----------------------------------|
| Adult Social Services         | 11      | 116           | 10.38                 | <b>11.15</b>       | 26.17        |  | 3                             | 20                     | 5.82                          | 61%                               |
| Chief Executive               | 4       | 11            | 2.54                  | 2.73               | 0.56         |  |                               | 3                      | 3.57                          |                                   |
| Children Resources            | 27      | 231           | 8.63                  | 9.27               | 5.00         | 1  | 4                             | 31                     | 7.44                          | 66%                               |
| Commissioning & Performance   | 24      | 186           | 7.65                  | 8.22               | 5.85         |  |                               | 21                     | 8.87                          | 83%                               |
| Childrens Social Care         | 242     | 3,664         | 15.15                 | <b>16.27</b>       | 2.13         | 10   | 58                            | 471                    | 7.78                          | 65%                               |
| Family & Communities          | 233     | 2,897         | 12.43                 | <b>13.35</b>       | 16.19        | 6  | 42                            | 510                    | 5.68                          | 56%                               |
| Learning & Skills             | 247     | 2,006         | 8.12                  | 8.72               | 7.66         | 3  | 31                            | 444                    | 4.52                          | 47%                               |
| Childrens Services            | 775     | 8,993         | 11.60                 | <b>12.46</b>       | 13.18        | 20   | 135                           | 1,481                  | 6.07                          | 58%                               |
| Building & Technical          | 50      | 414           | 8.26                  | 8.87               | 12.97        |  | 1                             | 93                     | 4.45                          | 42%                               |
| City Support Services         | 77      | 861           | 11.11                 | <b>11.94</b>       | 11.20        | 2  | 13                            | 140                    | 6.15                          | 46%                               |
| Property Design & Maintenance | 34      | 245           | 7.24                  | 7.78               | 5.26         |  | 3                             | 54                     | 4.54                          | 48%                               |
| S&FS Building Cleaning        | 54      | 536           | 9.95                  | 10.69              | 5.80         | 3  | 15                            | 131                    | 4.09                          | 77%                               |
| S&FS Catering                 | 50      | 554           | 11.01                 | <b>11.83</b>       | 8.94         | 3  | 18                            | 206                    | 2.69                          | 53%                               |
| S&FS Cleansing                | 72      | 920           | 12.76                 | <b>13.71</b>       | 19.50        | 1  | 11                            | 167                    | 5.51                          | 30%                               |
| S&FS Green Open Spaces        | 22      | 75            | 3.39                  | 3.64               | 1.42         |  | 1                             | 21                     | 3.57                          |                                   |
| S&FS Grounds Maintenance      | 53      | 878           | 16.50                 | <b>17.72</b>       | 14.60        | 2  | 12                            | 90                     | 9.76                          | 57%                               |
| S&FS Refuse                   | 80      | 901           | 11.26                 | <b>12.09</b>       | 8.70         | 1  | 19                            | 213                    | 4.23                          | 33%                               |
| Welfare To Work               | 32      | 713           | 22.50                 | <b>24.16</b>       | 21.08        | 1  | 6                             | 60                     | 11.89                         | 77%                               |
| City Services                 | 528     | 6,101         | 11.55                 | <b>12.40</b>       | 11.79        | 13   | 99                            | 1,179                  | 5.18                          | 49%                               |
| Communications                | 11      | 16            | 1.51                  | 1.62               | 4.87         |  |                               | 11                     | 1.46                          |                                   |
| Deputy Chief Exec Office      | 10      | 23            | 2.28                  | 2.45               | 2.56         |  |                               | 9                      | 2.56                          |                                   |
| Human Resources               | 46      | 229           | 4.98                  | 5.34               | 7.86         |  | 3                             | 55                     | 4.16                          | 42%                               |
| Neighbourhoods                | 125     | 966           | 7.75                  | 8.32               | 7.43         | 1  | 14                            | 215                    | 4.50                          | 38%                               |
| Strategic Improvement         | 6       | 2             | 0.33                  | 0.36               | 8.50         |  | 1                             | 1                      | 2.00                          |                                   |
| Deputy Chief Exec             | 197     | 1,236         | 6.26                  | 6.73               | 7.63         | 1  | 18                            | 291                    | 4.25                          | 38%                               |
| Democratic Services           | 24      | 207           | 8.59                  | 9.22               | 8.40         |  | 2                             | 28                     | 7.39                          | 62%                               |
| Investigation Team            | 9       | 237           | 26.06                 | <b>27.99</b>       | 8.40         | 1  | 2                             | 14                     | 16.93                         | 85%                               |
| Legal Services                | 39      | 467           | 12.03                 | <b>12.92</b>       | 8.40         | 1  | 3                             | 49                     | 9.54                          | 76%                               |
| Legal & Democratic            | 73      | 911           | 12.47                 | <b>13.40</b>       | 8.40         | 2  | 7                             | 91                     | 10.01                         | 75%                               |
| Arts & Events                 | 13      | 22            | 1.69                  | 1.82               | 9.00         |  | 2                             | 13                     | 1.68                          |                                   |
| City Centre Services          | 22      | 492           | 22.77                 | <b>24.45</b>       | 9.00         |  | 1                             | 32                     | 15.36                         | 90%                               |
| Cultural Services             | 23      | 87            | 3.75                  | 4.03               | 9.00         |  | 1                             | 31                     | 2.80                          |                                   |
| Env. & Public Protection      | 60      | 517           | 8.61                  | 9.25               | 9.00         |  | 8                             | 104                    | 4.98                          | 42%                               |
| Libraries & Heritage          | 78      | 825           | 10.57                 | <b>11.35</b>       | 9.00         |  | 22                            | 222                    | 3.72                          | 62%                               |
| Operations Directors Office   | 13      | 27            | 2.03                  | 2.18               | 9.00         |  |                               | 13                     | 2.08                          |                                   |
| Planning Services             | 49      | 225           | 4.60                  | 4.94               | 9.00         |  | 5                             | 73                     | 3.08                          | 12%                               |
| Resilience Team               | 6       | 29            | 4.97                  | 5.34               | 9.00         |  |                               | 8                      | 3.63                          |                                   |
| Sports Services               | 31      | 535           | 17.05                 | <b>18.32</b>       | 9.00         |  | 3                             | 96                     | 5.57                          | 75%                               |
| Transport & Engineering       | 120     | 1,097         | 9.11                  | 9.79               | 9.00         |  | 35                            | 293                    | 3.74                          | 39%                               |
| Operations                    | 416     | 3,855         | 9.28                  | 9.96               | 9.00         |  | 77                            | 885                    | 4.36                          | 53%                               |
| Business Transformation       | 22      | 297           | 13.73                 | <b>14.74</b>       | 12.61        | 1  | 2                             | 19                     | 15.63                         | 87%                               |
| Customer Services             | 62      | 549           | 8.89                  | 9.55               | 13.62        |  | 23                            | 125                    | 4.39                          | 40%                               |
| ICT                           | 61      | 427           | 6.99                  | 7.50               | 9.17         | 1  | 7                             | 93                     | 4.59                          | 26%                               |
| Internal Audit                | 9       | 120           | 12.82                 | <b>13.76</b>       | 13.95        | 1  | 2                             | 35                     | 3.41                          | 33%                               |
| Revenues & Benefits           | 68      | 426           | 6.23                  | 6.69               | 6.92         |  | 22                            | 131                    | 3.25                          | 19%                               |
| Strategic Finance             | 42      | 419           | 9.90                  | 10.64              | 9.33         | 1  | 4                             | 122                    | 3.44                          | 32%                               |
| Strategic Property            | 16      | 50            | 3.04                  | 3.27               | 7.12         |  | 2                             | 25                     | 1.98                          |                                   |
| Strategic Resources           | 283     | 2,288         | 8.07                  | 8.67               | 9.51         | 4  | 62                            | 550                    | 4.16                          | 37%                               |
| Total                         | 2,289   | 23,513        | 10.27                 | 11.04              | 11.00        | 43   | 401                           | 4,500                  | 5.23                          | 52%                               |
| <b>Last Months</b>            | 2,291   | 21,501        | 9.39                  | 11.03              | 11.00        | 41   | 521                           | 4,173                  | 5.15                          | 53%                               |
| <b>Change from last month</b> | 2.14    | 2,011         | 0.89                  | 0.01               |              | 2  | 120                           | 327                    | 0.07                          | 0.28%                             |

|   |
|---|
| Overall Target Year to date: 10.25          |
| Variance: <b>0.23%</b> [Adverse]            |
| Projected out-turn: 11.03 Days per employee |

Approximate % of working days lost:  
**4.92%**  
 Last Year Out-turn: 11.23 Days per employee

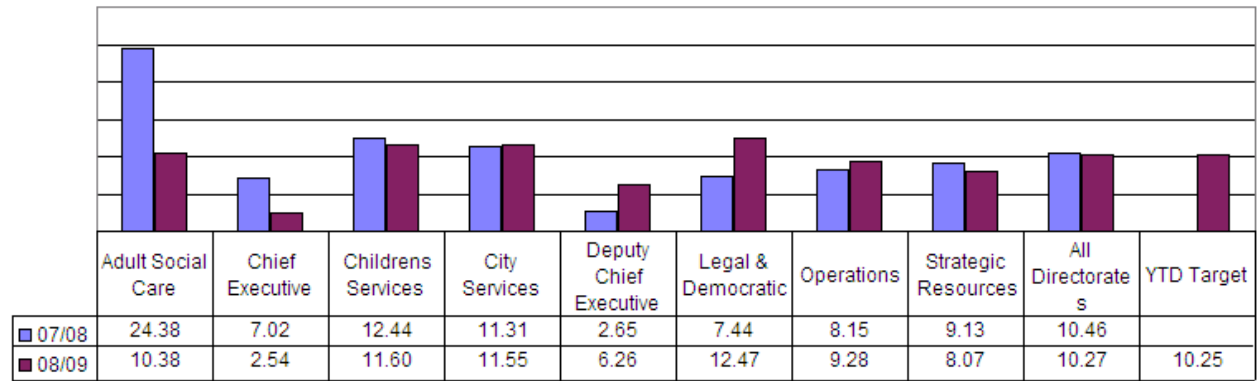
This monitoring report uses PI5 definition from the Value for Money in Corporate Services benchmark. Where not set locally targets reflect last years out-turn and this years corporate target. Projections reflect last year's seasonal profile of sickness and figures in bold show above average sickness rates. Services with less than 4 FTE are not shown separately, but included in Department totals.

**Council Sickness Levels Summary - approximate % of working time lost**



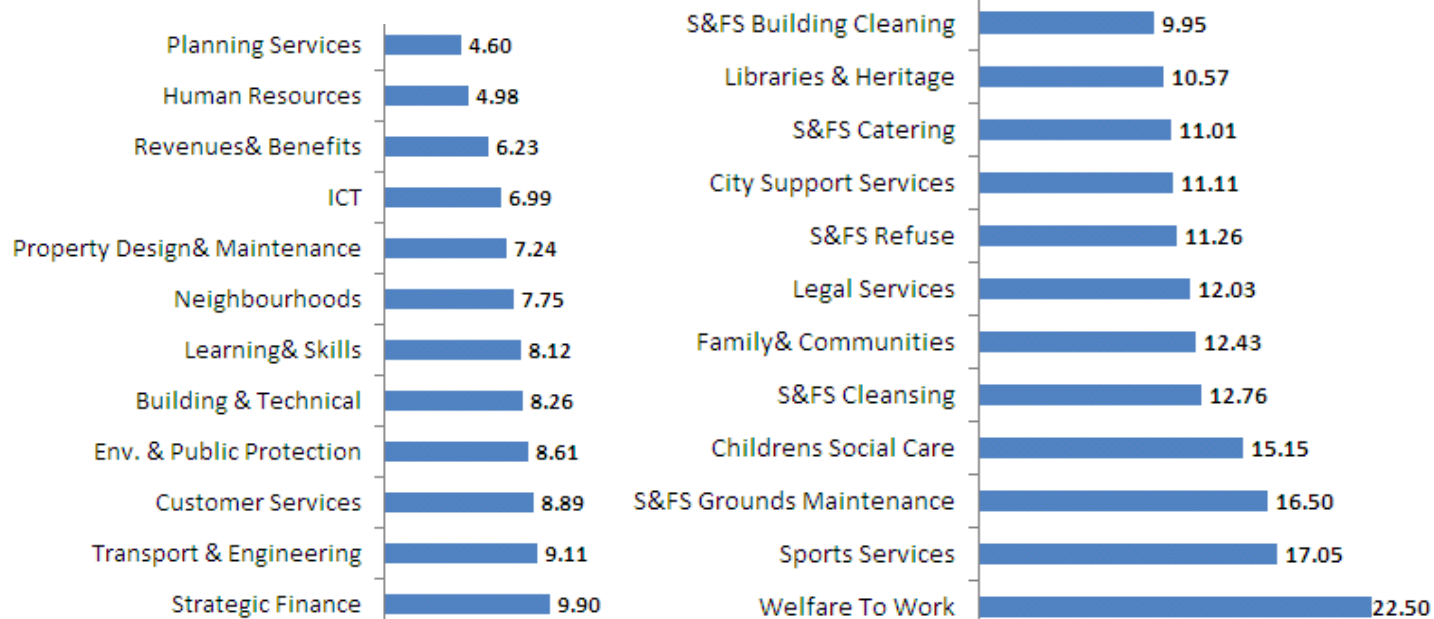
**SICKNESS HEADLINES**

Sickness Compared with Previous Year to date - days per employee

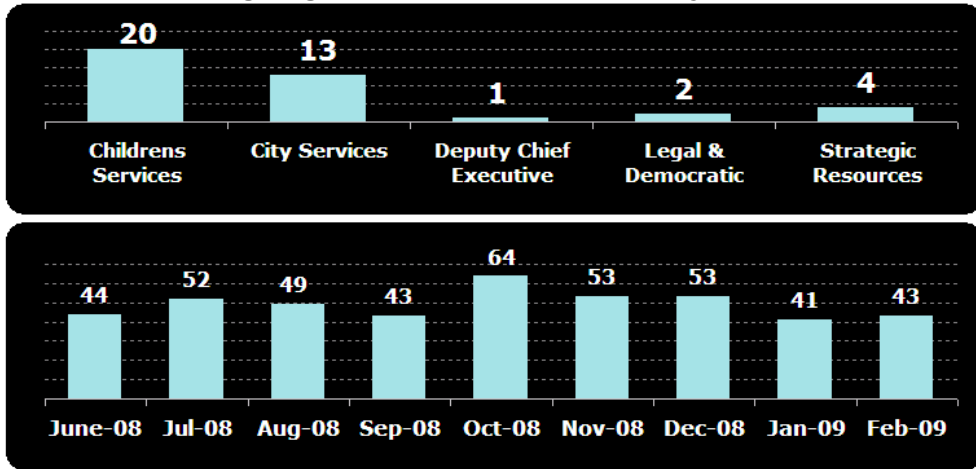


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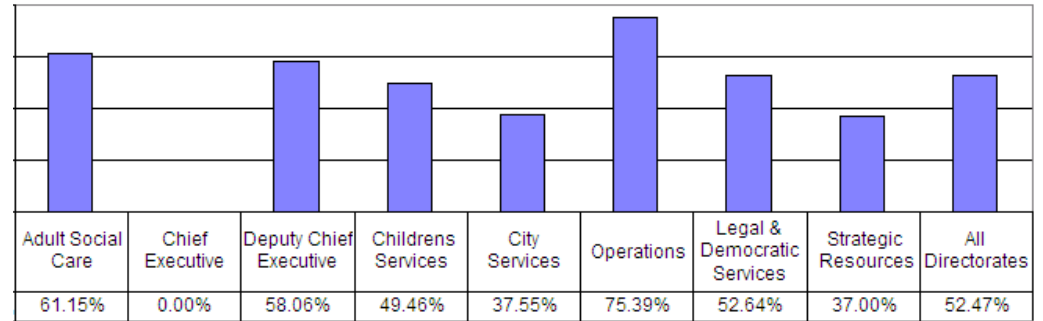
**Days Per Employee Sickness Rates Compared - Shows only services with 30 or more FTE staff**



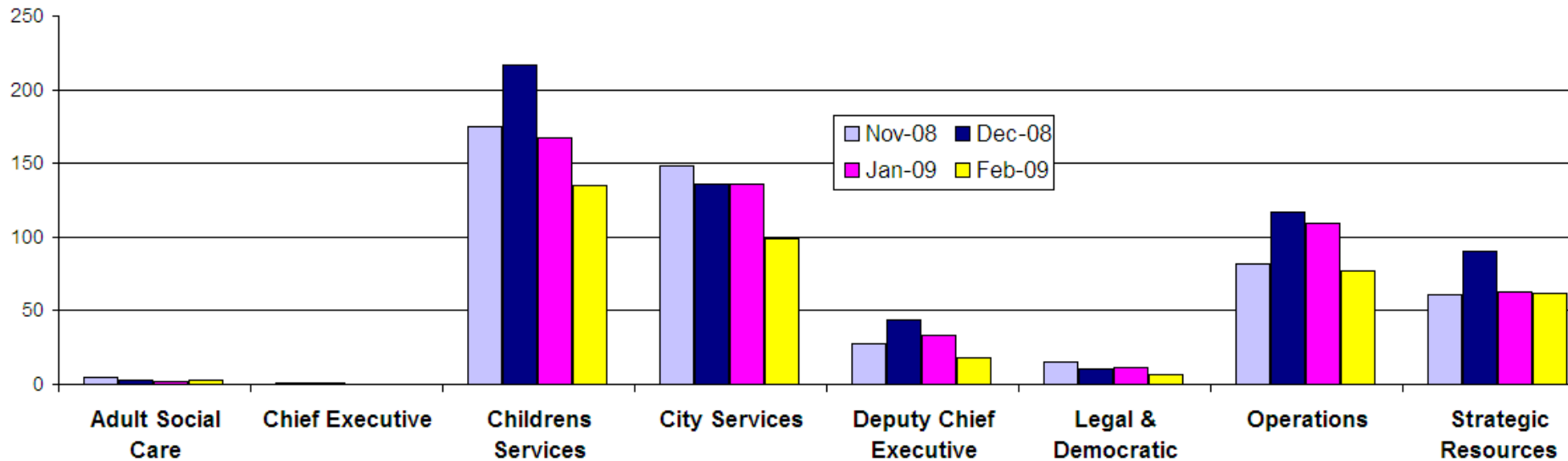
**Staff With Ongoing Sickness Over 20 Weekdays At Month End**



**Long Term Sickness [over 20 weekdays] as a percentage of all sickness Year to date**

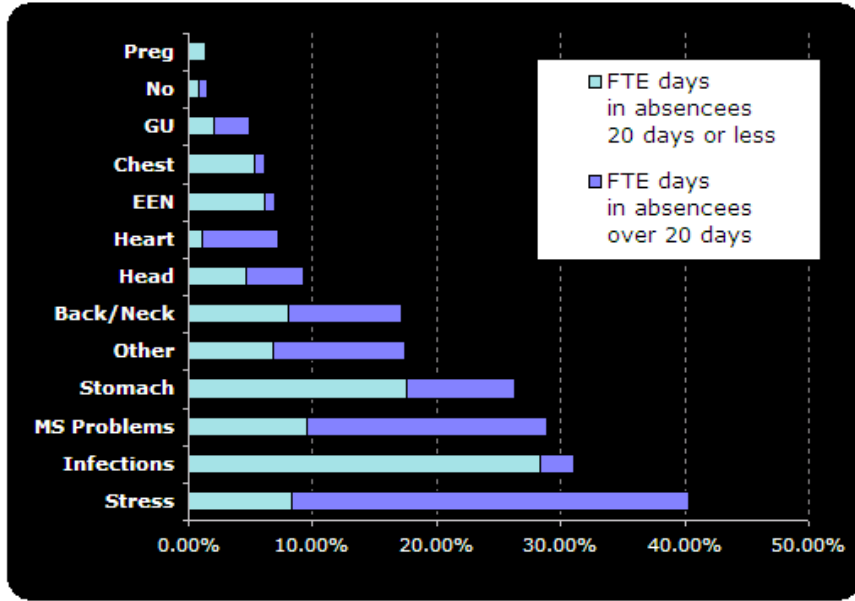


**No. Of Sickness Occasions During Month**



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## Sickness Days by Reason



| Sickness Category                        | Code        | FTE days in absences 20 days or less | FTE days in absences over 20 days | All absences |
|--|-------------|--------------------------------------|-----------------------------------|--------------|
| Stress, Depression, Anxiety, Fatigue     | Stress      | 8.32%                                | 32.09%                            | 20.79%       |
| Infections inc. Colds And Flu            | Infections  | 28.34%                               | 2.90%                             | 14.99%       |
| Other musculo-skeletal problems          | MS Problems | 9.48%                                | 19.59%                            | 14.79%       |
| Stomach, liver, kidney & digestion       | Stomach     | 17.57%                               | 8.84%                             | 12.99%       |
| Other                                    | Other       | 6.87%                                | 10.67%                            | 8.86%        |
| Back & Neck Problems                     | Back/Neck   | 7.99%                                | 9.28%                             | 8.67%        |
| Neurological inc. Headaches & Migraine   | Head        | 4.63%                                | 4.75%                             | 4.69%        |
| Heart, Blood Pressure & Circulation      | Heart       | 1.16%                                | 6.25%                             | 3.83%        |
| Eye, Ear, Nose, Mouth, Dental, Sinusitis | EEN         | 6.10%                                | 1.00%                             | 3.42%        |
| Chest & Respiratory inc Chest Infections | Chest       | 5.36%                                | 0.90%                             | 3.02%        |
| Genito-urinary/gynaecological            | GU          | 2.02%                                | 2.96%                             | 2.51%        |
| No Reason Given                          | No          | 0.85%                                | 0.78%                             | 0.81%        |
| Pregnancy Related                        | Preg        | 1.30%                                | 0.00%                             | 0.62%        |

## Sickness Reasons by Department Breakdown

| Sickness Category                        | Adult Social Services | Chief Executive | Childrens Services | City Services | Deputy Chief Exec | Legal & Democratic | Operations | Strategic Resources | Total   |
|--|-----------------------|-----------------|--------------------|---------------|-------------------|--------------------|------------|---------------------|---------|
| Back & Neck Problems                     | 4.01%                 | 0.00%           | 6.50%              | 10.83%        | 13.20%            | 2.76%              | 11.61%     | 7.49%               | 8.76%   |
| Chest & Respiratory inc Chest Infections | 0.00%                 | 0.00%           | 4.04%              | 1.96%         | 2.89%             | 0.00%              | 2.76%      | 3.72%               | 3.01%   |
| Eye, Ear, Nose, Mouth, Dental, Sinusitis | 8.82%                 | 18.68%          | 2.75%              | 3.38%         | 6.10%             | 0.42%              | 3.69%      | 5.28%               | 3.44%   |
| Genito-urinary/gynaecological            | 0.00%                 | 0.00%           | 2.42%              | 3.44%         | 2.01%             | 1.29%              | 1.62%      | 1.82%               | 2.42%   |
| Heart, Blood Pressure & Circulation      | 0.00%                 | 0.00%           | 4.79%              | 2.53%         | 5.97%             | 0.00%              | 3.85%      | 3.32%               | 3.75%   |
| Infections inc. Colds And Flu            | 0.00%                 | 6.61%           | 15.82%             | 10.27%        | 18.15%            | 9.56%              | 18.64%     | 19.75%              | 14.99%  |
| Neurological inc. Headaches & Migraine   | 80.23%                | 0.00%           | 6.14%              | 1.73%         | 3.89%             | 1.23%              | 4.21%      | 3.09%               | 4.45%   |
| No Reason Given                          | 0.60%                 | 0.00%           | 0.64%              | 0.60%         | 1.05%             | 2.65%              | 1.19%      | 0.24%               | 0.78%   |
| Other                                    | 6.35%                 | 0.00%           | 7.91%              | 10.61%        | 4.27%             | 5.76%              | 9.26%      | 12.64%              | 9.00%   |
| Other musculo-skeletal problems          | 0.00%                 | 74.71%          | 13.83%             | 20.10%        | 0.83%             | 13.05%             | 14.35%     | 16.19%              | 15.02%  |
| Pregnancy Related                        | 0.00%                 | 0.00%           | 1.00%              | 0.10%         | 0.52%             | 0.06%              | 0.57%      | 1.35%               | 0.66%   |
| Stomach, liver, kidney & digestion       | 0.00%                 | 0.00%           | 9.97%              | 21.82%        | 7.15%             | 11.64%             | 9.85%      | 10.96%              | 13.00%  |
| Stress, Depression, Anxiety, Fatigue     | 0.00%                 | 0.00%           | 24.18%             | 12.65%        | 33.97%            | 51.57%             | 18.39%     | 14.14%              | 20.72%  |
| Total                                    | 100.00%               | 100.00%         | 100.00%            | 100.00%       | 100.00%           | 100.00%            | 100.00%    | 100.00%             | 100.00% |

## Hurt at Work Data

| Directorate        | Occasions | Days Lost |
|--------------------|-----------|-----------|
| Childrens Services | 5         | 67.19     |
| City Services      | 25        | 237.00    |
| Operations         | 1         | 86.00     |
| Grand Total        | 31        | 390.19    |

| Sickness Category               | Occasions | Days Lost |
|---------------------------------|-----------|-----------|
| Back & Neck Problems            | 9         | 209.00    |
| Other                           | 2         | 20.00     |
| Other musculo-skeletal problems | 20        | 161.19    |
| Grand Total                     | 31        | 390.19    |

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