
CORE CITY SICKNESS DATA

Background

1. A request was sent to the following authorities to obtain data of their sickness absence.

- Birmingham City Council
- Bristol City Council
- Leeds City Council
- Liverpool City Council
- Manchester City Council
- Newcastle City Council
- Nottingham City Council
- Sheffield City Council

Cardiff has worked extremely hard to reduce levels of sickness absence and the ability to benchmark its performance against other major UK cities should aid further reductions in sickness absence levels.

2. Each authority was asked to provide the following information;

- Question 1** Sickness information for the authority as a whole.
- Question 2** Sickness information of FTE days lost per person broken down by service area with specific interest in the area of waste services.
- Question 3** Age profile for the authority and waste services.
- Question 4** Confirmation if a separate sickness policy was used for manual workers compared to office workers, given the more intensive nature of the constant outdoors work?
- Question 5** What new initiatives, if any, have been introduced which have shown a reduction in sickness absence levels?

Question 1 Responses - Sickness Information for Authorities as a Whole

3. Cardiff's sickness data for both long and short term absence has been reported as shown below; Each authority were asked to provided data under these headings to enable us to compare our progress.

The City of Cardiff Council

Result Date	No. of FTE staff	Long Term FTE Days Lost	FTE Days lost per person (LT)	Short term FTE Days Lost	FTE Days lost per person (ST)	Total FTE days lost	Total FTE days lost per person	Industrial Accident FTE days lost
2009/10	12,786	87,017	6.81	64,911	5.08	151,928	11.88	3,460
2010/11	12,399	82,199	6.63	59,703	4.82	141,902	11.45	1,731
2011/12	11,985	83,077	6.93	54,585	4.55	137,662	11.49	1,751
2012/13	11,790	85,317	7.24	52,726	4.47	138,043	11.71	1,776
2013/14	11,677	71,653	6.14	47,201	4.04	118,854	10.18	2,191

Core City Data

Birmingham City Council

Authority as a whole	Result Date	No. of FTE staff	Long Term FTE Days Lost	FTE Days lost per person (LT)	Short term FTE Days Lost	FTE Days lost per person (ST)	Total FTE days lost	Total FTE days lost per person	Industrial Accident Incidents	Industrial Accident FTE days lost
Birmingham City Council	2010/11	17948.91	152064	8.47	58149	Not supplied	210213	11.72	Data Not available	
	2011/12	16873.12	148509	8.80	48844	Not supplied	197353	11.67		
	2012/13	14795.91	119139	8.05	64256	Not supplied	183396	12.40		
	2013/14	13736.50	94311	6.86	52667	Not supplied	146978	10.70		

Bristol City Council

Authority as a whole	Result Date	Headcount	Long Term FTE Days Lost	FTE Days lost per person (LT)	Short term FTE Days Lost	FTE Days lost per person (ST)	Total FTE days lost	Total FTE days lost per person	Industrial Accident Incidents	Industrial Accident FTE days lost
Bristol City Council	2010/11	8851	Data Not available				77110	8.71	Data Not available	Data Not available
	2011/12	8375					66091	7.89		367
	2012/13	8052					67512	8.38		835
	2013/14 Ending 31/05/14	7213					62258	8.63		967

Leeds City Council

Authority as a whole	Result Date	No. of FTE staff	Long Term FTE Days Lost	FTE Days lost per person (LT)	Short term FTE Days Lost	FTE Days lost per person (ST)	Total FTE days lost	Total FTE days lost per person	Industrial Accident Incidents	Industrial Accident FTE days lost
Leeds City Council	2010/11	13158	104668.99	7.95	50367.37	3.83	155036.36	11.78	Data Not Supplied	2206.04
	2011/12	12876	91205.50	7.09	44647.75	3.47	135853.26	10.56		2285.98
	2012/13	12555	87393.60	6.96	45717.94	3.64	133111.54	10.60		1568.07
	2013/14	13136	93132.22	7.08	43010.54	3.26	136142.76	10.34		1076.71

Liverpool City Council

Authority as a whole	Result Date	No. of FTE staff	Long Term FTE Days Lost	FTE Days lost per person (LT)	Short term FTE Days Lost	FTE Days lost per person (ST)	Total FTE days lost	Total FTE days lost per person	Industrial Accident Incidents	Industrial Accident FTE days lost
Liverpool City Council	2010/11	6113.11	42888.94	5.87	17869	2.44	60569	8.29	Data Not supplied	497.66
	2011/12	4987.53	33750.41	5.34	15179.68	2.40	49281	7.80		870.16
	2012/13	4424.46	39448.23	6.75	15952.87	2.73	56951	9.75		146.19
	2013/14	2890.03	34304.21	6.25	13682.70	2.49	47989	8.74		183.71

Manchester City Council

Authority as a whole	Result Date	No. of FTE staff	Long Term FTE Days Lost	FTE Days lost per person (LT)	Short term FTE Days Lost	FTE Days lost per person (ST)	Total FTE days lost	Total FTE days lost per person	Industrial Accident Incidents	Industrial Accident FTE days lost
Man. City Council	2010/11	9310	62633	6.72	37135	3.98	99768	10.70	Data Not Supplied	
	2011/12	7616	57491	7.54	30327	3.98	87818	11.52		
	2012/13	7495	51281	6.84	31060	4.14	82341	10.98		
	2013/14	6581	54381	8.26	26179	3.97	80560	12.23		

Newcastle City Council

Authority as a whole	Result Date	No. of FTE staff	Long Term FTE Days Lost	FTE Days lost per person (LT)	Short term FTE Days Lost	FTE Days lost per person (ST)	Total FTE days lost	Total FTE days lost per person	Industrial Accident Incidents	Industrial Accident FTE days lost
Newcastle City Council	2010/11	7214	Data Not Supplied				71627.81	8.35	Data Not Supplied	913.26
	2011/12	6531					61198.59	8.05		722.15
	2012/13	6114					55571.75	9.50		1034.97
	2013/14	5322					47621.19	6.18		639.18

Nottingham City Council

Authority as a whole	Result Date	No. of FTE staff	Long Term FTE Days Lost	FTE Days lost per person (LT)	Short term FTE Days Lost	FTE Days lost per person (ST)	Total FTE days lost	Total FTE days lost per person	Industrial Accident Incidents	Industrial Accident FTE days lost
Notting. City Council	2010/11	5667.52	44487.35	7.85	21489.44	3.79	65976.99	11.64	Data Not Supplied	4176.18
	2011/12	5413.20	35242.51	6.51	20313.73	3.75	55556.24	10.26		4355.63
	2012/13	5432.11	35964.05	6.62	22161.43	4.08	58125.48	10.70		2833.29
	2013/14	Data Not Supplied								

Sheffield City Council

Authority as a whole	Result Date	No. of FTE staff	Long Term FTE Days Lost	FTE Days lost per person (LT)	Short term FTE Days Lost	FTE Days lost per person (ST)	Total FTE days lost	Total FTE days lost per person	Industrial Accident Incidents	Industrial Accident FTE days lost
Notting. City Council	2010/11	6686	Data Not Supplied				77154	11.54	Data Not Supplied	
	2011/12	5848	Data Not Supplied				71311	12.19		
	2012/13	6364	Data Not Supplied				72712	11.42		
	2013/14	Data Not Supplied								

4. Cardiff's total FTE days lost per person for 2013/2014 is 10.18 days. From the 8 core cities sampled for data, Cardiff shows more positively than 5 of them in connection to total FTE days lost per person. However, the number of FTE staff varies considerably and so the closest comparable match with Cardiff is that of Birmingham City Council losing 10.70 days per person and Leeds City Council losing 10.34 days per person.

Question 2 Responses - Sickness Information Broken Down by Service Area with Specific Interest in the Area of Waste Services

The City of Cardiff Council

Service Area: WASTE OPERATIONS, FTE in: Days				
Post Type: Permanent, Temporary				
Reporting Period	Short term Sickness FTE	Long term Sickness FTE	Total Sickness FTE	No of Days Lost per Employee Year
July 12 -March 13	3,325.99	4,396.38	7,722.36	23.94
April 13 - March 14	3,627.49	5,700.16	9,327.65	21.36
April 14 - Oct 14	1,103.93	2,587.18	3,691.11	16.42

DigiGov Report as at 16.10.14

5. For several authorities it is not possible, since the introduction of Single Status, to identify those employees who could be deemed to be part of this part of the workforce and thus sickness information for them cannot be provided. However, the below information has been provided by 5 authorities.

Birmingham City Council – Fleet and Waste Management Service

Fleet & Waste Management Services	Result Date	No. of FTE staff	Long Term FTE Days Lost	FTE Days lost per person (LT)	Short term FTE Days Lost	FTE Days lost per person (ST)	Total FTE days lost	Total FTE days lost per person
Birmingham City Council	2010/11	850.95	6264.15	7.36	3329.84	3.91	9594.00	11.27
	2011/12	720.83	5643.79	7.83	2297.57	3.19	7941.36	11.02
	2012/13	576.20	5786.78	10.04	2511.28	4.36	8298.06	14.40
	2013/14	532.66	4700.83	8.82	1776.49	3.34	6477.32	12.16

Bristol City Council – Service Area Breakdown

Service Areas	Headcount ***				Total FTE days lost **				Total FTE days lost per person *			
	2011	2012	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014
Restructured Department	N/A	1	N/A	0	N/A	0	N/A	4351	N/A	0	N/A	0.00
Chief Executive	N/A	83	197	N/A	N/A	331	442	N/A	N/A	3.99	2.24	N/A
Corporate Services	1693	2076	2018	N/A	11574	15797	16298	N/A	6.84	7.61	8.08	N/A
Children Young People and Skills	1660	1581	1445	1320	15191	11949	11890	9749	9.15	7.56	8.23	7.39
Deputy Chief Executives	594	88	N/A	N/A	4339	350	N/A	N/A	7.30	3.98	N/A	N/A
Health & Social Care	1908	1709	1596	1329	25706	18536	19176	12895	13.47	10.85	12.02	9.70
Neighbourhoods & City Development	N/A	2837	2796	2003	N/A	19128	19708	15856	N/A	6.74	7.05	7.92
City Development	1016	N/A	N/A	N/A	6941	N/A	N/A		6.83	N/A	N/A	
Neighbourhoods	1980	N/A	N/A	5	13359	N/A	N/A	0	6.75	N/A	N/A	0.00
Organisational Development	N/A	N/A	N/A	1238	N/A	N/A	N/A	8507	N/A	N/A	N/A	6.87
People	N/A	N/A	N/A	7	N/A	N/A	N/A	54	N/A	N/A	N/A	7.64
Place	N/A	N/A	N/A	13	N/A	N/A	N/A	1	N/A	N/A	N/A	0.08
Business Change	N/A	N/A	N/A	12	N/A	N/A	N/A	857	N/A	N/A	N/A	71.42
Public Health	N/A	N/A	N/A	34	N/A	N/A	N/A	33	N/A	N/A	N/A	0.97
Regeneration	N/A	N/A	N/A	1341	N/A	N/A	N/A	12416	N/A	N/A	N/A	9.26

*** Employees who have more than one job with the council are included once for each job

** Working days lost is based on Mon-Fri (excluding bank holidays) pattern applied to all instances of absences

* Average number of working days / shifts lost due to sickness absence per employee. Excludes absence of leavers

Leeds City Council – Waste Services

Waste Services	Result Date	Total FTE days lost per person
Leeds City Council	2012/2013	11.77
	2013/2014	13.58

Newcastle City Council – Refuse & Cleaning Staff

Refuse & Cleansing Staff Only	Result Date	Sickness days lost per FTE	Total FTE days lost per person
Newcastle City Council	2010/11	Refuse staff	10.60
		Cleaning staff	10.66
	2011/12	Refuse staff	9.71
		Cleaning staff	9.75
	2012/13	Refuse staff	9.50
		Cleaning staff	12.26
	2013/14	Refuse staff	10.31
		Cleaning staff	6.81

Nottingham City Council – Service Area Breakdown

Service Area	2010/11	2011/12	2012/13
Chief Executives Group	8.91	5.98	8.29
Children & Families	13.17	11.99	11.53
Communities	12.44	11.55	12.42
Development	9.22	8.51	9.72
Resources	8.29	8.61	8

The sickness levels for waste services in FTE days between 2010 and 2013, which in Nottingham City Council was called 'City Services' were as follows:

Waste Services	Result Date	Total FTE days lost per person
Nottingham Council	2010-2011	16.81
	2011-2012	11.29
	2012-2013	13.97

Question 3 Responses – Age Profile for Authority and Waste Services

6. Only those authorities below were able to provide the data following single status:

Bristol City Council

Age Profile as at 31.03.14

Age Range	Staff
16 – 24	267
25 – 34	1,087
35 – 44	1,631
45 – 54	2,385
55 – 64	1,604
65 – 70	193
70+	75

Liverpool City Council

Age Profile as at 31.03.14

Age Range	Staff
16 – 24	159
25 – 34	578
35 – 44	973
45 – 54	1778
55 – 64	1184
65 +	174

Nottingham City Council

Age Profile as at 31.03.14

Age Band	All Staff	City Services
16-19	74	28
20-24	342	59
25-34	1221	60
35-44	1643	89
45-54	2273	173
55-64	1331	111
65+	140	9
Grand Total	7024	529

Manchester City Council – Service Area Breakdown

It is not possible to provide a breakdown to reflect waste/ cleaning services for Manchester due to single status:

Age Profile as at 31.03.14.		
Department	Age Range	%
Corporate Core	< 20	0.12
	>= 70	0.12
	20 - 29	2.61
	30 - 39	8.31
	40 - 49	11.41
	50 - 59	11.50
	60 - 69	2.31
Growth & Neighbourhoods	< 20	0.03
	>= 70	0.03
	20 - 29	1.12
	30 - 39	4.58
	40 - 49	5.76
	50 - 59	7.27
	60 - 69	0.76
Children's & Families	< 20	0.15
	>= 70	0.50
	20 - 29	3.29
	30 - 39	8.62
	40 - 49	13.72
	50 - 59	14.01
	60 - 69	3.78
Grand Total		100

Newcastle City Council – Service Area Breakdown

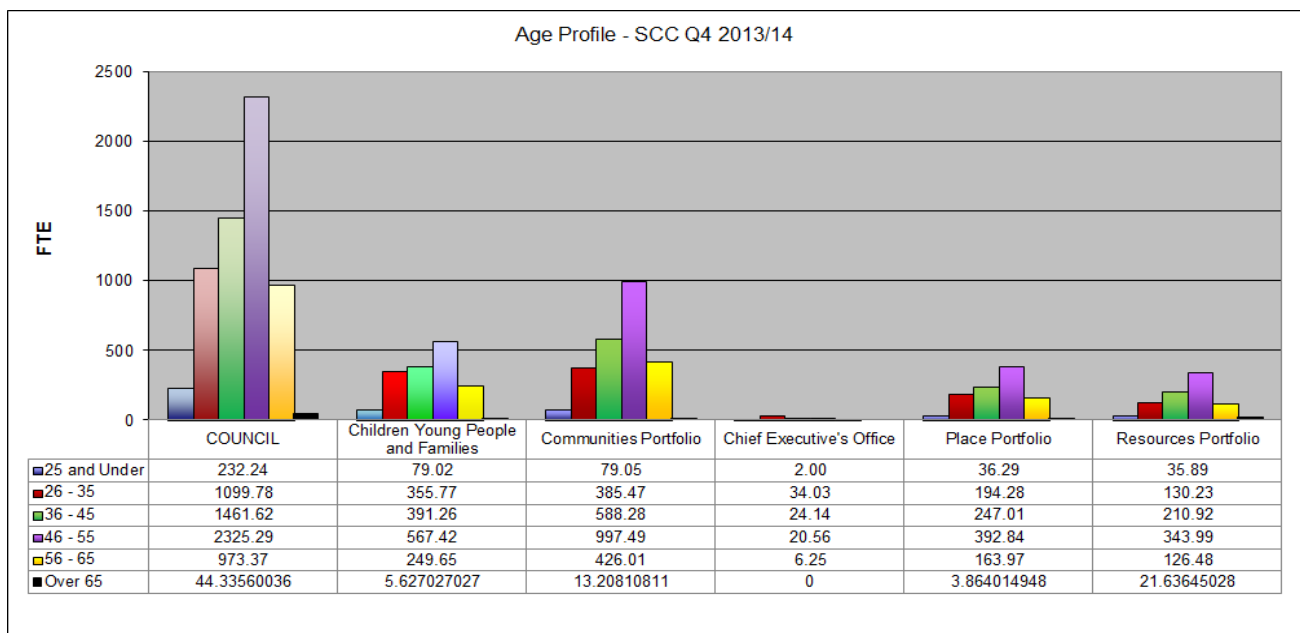
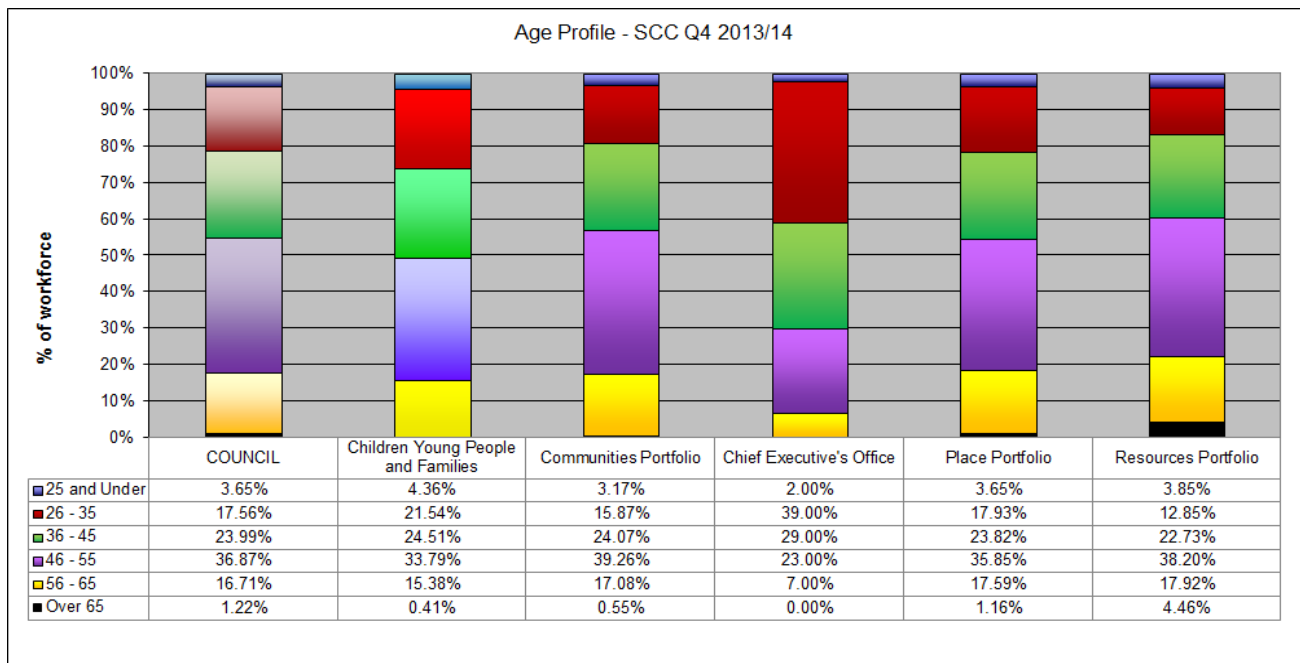
Age profile as at 1 April 2014						
Count of Pers.No.	Age Range					Grand Total
	16 TO 24	25 TO 44	45 TO 64	65 TO 74	75 AND OVER	
Directorate						
Assistant Chief Executive's	3	141	133	4		281
Communities	97	1042	2068	54	6	3267
Investment and Development		69	50			119
Resources	61	299	387	2		749
Schools	189	2119	1851	50	2	4211
Tyne and Wear Archives & Museums	26	109	92	2		229
Wellbeing, Care and Learning	26	837	1091	32		1986
Grand Total	402	4616	5672	144	8	10842

Age profile as at 1 April 2014

Count of Pers.No.	Personnel Subarea	Age Range				Grand Total
		16 TO 24	25 TO 44	45 TO 64	65 TO 74	
Directorate	Street Services	2	56	186	1	245
Communities	Waste, Rec & WM	3	46	90		139
Communities Total		5	102	276	1	384
	Grand Total	5	102	276	1	384

Sheffield City Council

The graphs below illustrate the age profile of the Council as a whole and the five portfolios as at Quarter 4 2013/14. Household waste services in Sheffield are provided by Veolia Environmental Services under an integrated waste management contract. We therefore have no data relating to their age profile.



Question 4 Responses – Separate Sickness Policy for office / manual workers

7. All authorities confirmed that they only have one Managing Sickness Absence procedure which applies to all council staff. However, Nottingham City Council's Employee Health & Wellbeing team provides a number of health checks specifically for manual workers, including hand-arm vibration syndrome checks, hearing tests, sleep pattern checks for night working and confined spaces checks.

8. Bristol and Sheffield City both outsource their waste services. Bristol's waste services (bin collection and recycling) are out-sourced to May Gurney:
<http://www.bristol.gov.uk/press/recycling-rubbish-and-waste/new-%C2%A396-million-waste-contract-means-fresh-approach-bristol>. However, cleaning of council property is still undertaken in-house. Sheffield's waste services are outsourced to Veolia.

Question 5 Responses – New Initiative to reduce sickness absence levels

Birmingham City Council

Has introduced changes whereby employees can be assisted earlier via a final case hearing system to determine what assistance can be offered to an employee to assist them to return to work in a timelier manner than was previously the case. A new employee assistance programme is now in place to support employees.

Bristol City Council

A new Employee Assistance Programme (EAP) initiative was implemented on 1 April 2013. Details of the programme are as follows:

The EAP provides confidential support, which is available to employees 24 hours a day and 7 days a week. If they are experiencing issues / concerns either at home or at work, then EAP is on hand to provide support and guidance to them wherever they are. The service is fully confidential and employees are able to refer themselves for support rather than requesting this via their manager.

The team of trained counselling practitioners offer discreet, independent and unbiased guidance in a range of ways. These include:

- Over the phone
- Online
- Face to face appointments
- Mediation (this must be referred by Occupational Health):

Over 1,000 employees have called the EAP service and 200 employees have had a face-to-face appointment with the EAP since its launch earlier this year. There is no waiting list. Where appropriate, employees have been able to access face to face counselling within ten days of initial referral. Feedback from employees using the service has been extremely positive.

Leeds City Council

Have introduced a corporate target for sickness absence (not disclosed) and every employee who triggers this is placed on Stage One of their internal policy.

Liverpool City Council

Have introduced new sickness trigger points (not disclosed) to prompt managers to address short term absences along with a series of new review meetings with timescales attached for addressing long term absences. However, these were only introduced six months ago, so it is too early at this stage to identify any clear impact or trends regarding reductions in overall sickness absence.

Manchester City Council

They have introduced proactive support from HR to managers on short term absence. There is targeted intervention linked to some of the major causes of absence and health checks for employees. There are specific activities within the Directorates with the highest absence rates. The below report details ongoing measures to reduce absence by the Human Resources Scrutiny Sub-Group.

http://www.manchester.gov.uk/download/meetings/id/16727/2_attendance_monitoring

Newcastle City Council

HR holds regular sickness surgeries with managers to discuss sickness absence and strategies to help enable staff to return to work or achieve sustainable attendance levels. The Council has a 24 hour counselling helpline for all staff. Directors run monthly sickness challenge meetings with their managers to discuss staff with a Bradford Factor of 500+. These meetings are also a way of ensuring consistency of approach across council directorates when managing sickness absence. Staff are referred immediately to Occupational Health for reasons relating to stress/anxiety/depression and musculoskeletal (these are the two main reasons for sickness absence at Newcastle). The period of a formal sickness warning was recently extended from 6 months to 12 months.

Newcastle has introduced the following 2 new policies to provide more support to staff with caring and disability related health issues:

- Disability Related Special Leave
- Leave for Carers of Terminally Ill Dependents

The Council has recently launched their Wellbeing at Work booklet and as part of their Health at Work Award they have held health and wellbeing workshops across a range of council depots and offices. These workshops offer staff the following:

- Blood pressure test
- Cholesterol test
- Diabetes check
- Body composition analysis
- Healthy eating advice
- Back massage taster sessions

Staff were then given additional support/directed to their GP if their test results showed cause for concern.

Nottingham City Council

Has undertaken several 'Improving Attendance' road shows for employees to attend, in addition to undertaking an employee survey questionnaire to help further understand how issues of absence can be corporately addressed. The outcomes of this will be feed into new strategies for improving attendance.

Sheffield City Council

There has been an overall reduction in sickness levels compared to last year and links to improving managerial skill in tackling sickness absence and a focus on the issue within services. Children and Young People's Portfolio has used workshops and a courageous conversations approach to dealing with sickness levels. The Portfolio has also invested in their approach through the purchase of additional HR support. A new Managing Absence Procedure has recently been launched replacing the Managing Absence and Capability at Work procedure. It includes new sickness absence trigger points and provides managers with a framework for identifying and supporting employees back to work as quickly and effectively as possible.

CONCLUSION

The Council is currently reviewing its Attendance and Wellbeing Policy and Procedures and will pay close attention to the initiatives implemented from other authorities in an attempt to further reduce our level of sickness absence. It is encouraging to see that Cardiff shows more positively than 5 authorities on average days lost for 2013/2014. Early intervention with employee support appears to be the key in tackling absence management. 2 authorities provide a 24 / 7 confidential employee counselling service with no waiting lists. HR surgeries are held with managers along with skills training to tackling sickness related absences and health checks are used with feedback on managing any conditions effectively to reduce the likelihood of future absences.

EMPLOYEE RELATIONS TEAM

HR PEOPLE SERVICES

October 2014