



Coventry City Council

Cabinet Member (Strategic Finance and Resources)

Time and Date

2.00 pm on Monday, 8th September, 2014

Place

Committee Room 2, Council House.

Public Business

1. **Apologies**

2. **Declarations of Interest**

3. **Minutes of Previous Meeting**

(a) To agree the minutes of the meeting held on Monday 30 June 2014
(Pages 3 - 6)

(b) Matters Arising

4. **2013/14 Delegated Write Offs** (Pages 7 - 18)

The exercise of delegated authority in the write-off of debt owing to Coventry City Council in 2013/14

5. **Q1 Agency Worker report** (Pages 19 - 32)

To provide the Cabinet Member with performance information on the use of agency workers for the Q1 period 1 April to 30 June 2014

6. **12 month Cumulative Sickness Absence 2013/2014** (Pages 33 - 52)

Report of the Executive Director, Resources on:

- i. Levels of sickness absence for the 12 month period of 2013/14.
- ii. The actions being taken to manage absence and promote health at work across the City Council.

7. **3 month (April - June 2014) Cumulative Sickness Absence 2014/2015**
(Pages 53 - 72)

Report of the Executive Director, resources on:

- Levels of sickness absence for the 3 month period of April - June 2014.
- The actions being taken to manage absence and promote health at work across the City Council.

8. **Final Hospitality Statement and Charity Appeal for the Mayoralty of Councillor Gary Crookes for 2013-2014** (Pages 73 - 82)

Report of the Executive Director, Resources, on the budget spent during the third and final quarter of the Mayoral Year.

9. **Any other items of public business which the Cabinet Member decides to take as matters of urgency because of the special circumstances involved.**

Private Business

Nil

Chris West, Executive Director, Resources, Council House, Coventry

Friday, 26 August, 2014

Note: The person to contact about the agenda and documents for this meeting is Hugh Peacocke Tel: 024 7683 3080

Membership: Councillor D Gannon (Cabinet Member)

By invitation Councillor T Sawdon (Shadow Cabinet Member)

Please note: a hearing loop is available in the committee rooms

If you require a British Sign Language interpreter for this meeting OR if you would like this information in another format or language please contact us.

Hugh Peacocke, Governance Services Manager

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Coventry City Council
Minutes of the Meeting of Cabinet Member (Strategic Finance and Resources)
held at 2.00 pm on Monday, 30 June 2014

Present:

Members: Councillor D. Gannon (Cabinet Member)
Councillor T Sawdon (Shadow Cabinet Member)

Employees: J Crawley, H Peacocke, T Savill and D Skinner,
Resources Directorate.

Public Business

1. Apologies

None

2. Declarations of Interest

None

3. Minutes of Previous Meeting

The minutes from 28 April were confirmed by the Cabinet Member and signed as a true record.

4. Performance within the Revenues Service for the period April 2013 - March 2014

The Cabinet Member reviewed a report from The Executive Director, Resources on performance and developments within the revenues service during the financial year 2013/14. The service collected more than £105 million of Council Tax from 136,000 domestic properties, more than £116 million of non-domestic rates from 8,000 properties and more than £90 million of corporate income. The percentage collections were 95.6 per cent of Council Tax, 97.8 per cent of Business Rates and reduced Council Tax arrears by 37.8 per cent during 2013/14.

The service reduced the level of corporate debt outstanding for more than six months and maintained the level of housing benefit overpayment debt in 2013/14.

The Cabinet Member asked for details of the increase of £4M collected in Council tax.

The Cabinet member noted the increase of £3M in business rates collected and the fact that the Council can retain £1.5M of this increase.

Payments by direct debits were up 1% and the Service was preparing a report on ways to increase this.

RESOLVED that after due consideration of the report and matters raised at the meeting, the Cabinet Member:

- 1) Notes the performance of the revenues service for the period 1 April 2013 to 31 March 2014;**
- 2) Agrees to receive a further report at the meeting of 21 October 2014 to provide an update for the period April 2014 to September 2014.**
- 3) Receives a report on ways to increase payments by Direct Debits, and**
- 4) Receives a breakdown on the increase in Council Tax collection.**

5. Performance within the Benefits Service for the period April 2013 - March 2014

The Cabinet Member received a report from the Executive Director, Resources, on performance and developments within the benefits service during the financial year 2013/14. The service administered more than £162 million to around 40,000 households. The average new claim for housing benefit and council tax support was processed in 23 days and processed the average notification of a change in circumstances for Housing Benefit in 12.2 days.

The Cabinet Member noted how the service had managed the changes from Council Tax Benefit to Council Tax Support and the changes in Welfare Reform during the year.

The Cabinet member noticed the 14% increase in phone calls answered and asked for a report on repeat callers.

RESOLVED that after due consideration of the report and matters raised at the meeting, the Cabinet Member:

- 1) Notes the performance of the benefits service for the period 1 April 2013 to 31 March 2014**
- 2) Agrees to receive a further 2) report to provide an update for the period April 2014 to September 2014, and**
- 3) Receives a report dealing with repeat callers.**

6. Agency Workers and Interim Managers - Performance Management Report Quarter 4 (1 January to 31 March 2014) with a final summary of 2013/14 compared with 2012/13.

The Cabinet Member received a report from the Executive Director, Resources, on performance information on the use of agency workers procured through the Master Vendor Contract for the Q4 period 1 January to 31 March 2014 and comparing Q3 2013/14 with Q4 2013/14 expenditure. The report also compared the final figures on agency workers for 2013/14 with the previous year 2012/13 and Interim Manager spends for the same periods which were now procured through National Framework Agreement RM692.

The Cabinet Member noted that there had been a significant increase in agency workers in Children's Services and the Council was undertaking a recruitment drive for experienced social workers.

RESOLVED that after due consideration of the report and matters raised at the meeting, the Cabinet Member:

- 1. Approves monitoring processes to continue for both Agency workers and Interim Managers**
 - 2. Endorses compliance with the corporate policy on the recruitment of Temporary Agency Workers through the Master Vendor, Pertemps, for the Q4 period and Interim managers**
 - 3. Reviews the yearly spends on agency workers for the period April 2013 to March 2014**
 - 4. Instructs officers to continue to work towards reducing expenditure on the use of agency workers.**
 - 5. Approves that future orders are not accepted if no reason is given for the need for the agency worker**
- 7. Any other items of public business which the Cabinet Member decides to take as matters of urgency because of the special circumstances involved.**

None.

(Meeting closed at 2.45 pm)

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Cabinet Member (Strategic Finance and Resources)

08 September 2014

Name of Cabinet Member:

Cabinet Member (Strategic Finance and Resources) – Councillor Gannon

Director Approving Submission of the report:

Executive Director of Resources

Ward(s) affected:

All

Title:

The exercise of delegated authority in the write-off of debt owing to Coventry City Council in 2013/14

Is this a key decision?

No. Although the matter within the Report can affect all wards in the City, it is not anticipated that the impact will be significant and it is therefore not deemed to be a key decision.

Executive Summary:

The Revenues and Benefits service is responsible for the collection of Corporate Income (including council tax and business rates) and Corporate Debt. A range of measures are employed to ensure the maximisation and collection of all income and debt owed to the Council. In certain circumstances it is appropriate and necessary to write off debts owing to the Council. Robust processes are in place within the Revenues and Benefits service to ensure that debt is written off and authorised in accordance with the Council's rules of delegated authority. In 2013/14 £3.485 million was written off.

Recommendations:

The Cabinet Member is requested to:

- 1) Review the level of write-offs authorised under delegated authority.
- 2) Agree to receive a further report at the first meeting of the new municipal year 2015/16 to provide an update for the period April 2014 to March 2015.

List of Appendices included:

Appendix 1 – Debt written off 2013/14

Other useful background papers:

None

Has it been or will it be considered by Scrutiny?

No

Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Report title:

The exercise of delegated authority in the write-off of debt owing to Coventry City Council in 2013/14.

1. Context (or background)

- 1.1 The revenues and benefit service administers more than £162 million in housing benefit and council tax support and collects £119 million of business rates, £105 million of council tax and more than £90 million in corporate income per annum. The revenues and benefits service have identified more than £4 million of housing benefit overpayment debt during 2013/14.
- 1.2 Officers within the Service hold delegated authority for writing-off debts owing to the Council. This report documents the extent to which delegated authority has been exercised during the period April 2013 to March 2014. The thresholds to which designated Officers or Members may authorise the write-off of debt owing to the Council were documented and agreed in a report to the Cabinet Member (Finance and Value for Money) on 21 January 2009 and these levels are detailed below:
 - 0 – £5.00;
 - £5.01 - £5,000 - Service Manager;
 - £5,000 to £14,999 – Assistant Director;
 - £15,000 - £100,000 Executive Director of Resources; and
 - Over £100,000 – Cabinet Member

Where it becomes apparent that the net level of debt written off within a single financial year is likely to exceed £5 million, a report must be submitted to the Cabinet Member (Strategic Finance and Resources). The threshold was agreed to increase to this level (previously £3.5 million) at a Cabinet Member meeting on 17 June 2013. This level better reflects the current economic climate which fosters adverse recovery conditions with many residents and local businesses facing challenging financial circumstances. The level of debt written-off is, and will continue to be reported to the Cabinet Member through regular performance briefings.

2. Options considered and recommended proposal

- 2.1 All service areas have robust procedures and policies in place to ensure the effective recovery of debt owing to the Council. Debt is written off only in prescribed circumstances. The Council utilises a range of techniques to maximise the collection of corporate debt including tracing agencies, credit reference agencies, collection agents and legal processes.
- 2.2 Council tax reports are produced quarterly and, depending on the value of the debt, the Service Manager, Assistant Director or the Director gives formal approval in accordance with the current delegated write off thresholds.
- 2.3 Accounts receivable, business rates and business improvement district (BID) reports are produced monthly and submitted to the relevant Directorate Finance Managers for notification and approval. These cases are then referred for approval in accordance with the current delegated write off thresholds.
- 2.4 Benefit overpayment reports are produced weekly and submitted to the Head of Revenues & Benefits for review and approval in accordance with the current delegated write off levels. An account may be re-raised after write-off should further information become available, for example the whereabouts of an absconder may be subsequently discovered.

- 2.5 A breakdown of debt written off is summarised in Figure 1. The total debt written off for 2013/14 for all service areas is £3.62 million, a substantial reduction on the previous year 2012/13 which was £5.87 million. The significant reductions in the level of debt written off are for Business Rates, Business Improvement District, and Accounts Receivable. See table below along with explanations for the significant areas of variance.

Fig 1- Breakdown of debt written off

Service Area	2012/2013	2013/2014			Net Write offs (£000)
	Net Write offs (£000)	Written off (£000)	Written on (£000)	Credits written off (£000)	
Council Tax	1,705	1,441	50	82	1,309
Business Rates	2,569	1,362			1,362
Accounts Receivable	344	148			148
Housing Benefit Overpayment	1,080	602			602
City Centre Business Improvement District	168	64			64
Total	5,866	3,617			3,485

Business Rates

- 2.6 The level of debt written off for business rates has reduced from £2.569 million in 2012/13 to £1.362 million in 2013/14. The previous year's totals was somewhat inflated by a one off proactive housekeeping exercise which was undertaken to review much older debt where recovery had been exhausted. The £1.362 million written off in 2013/14 is a small proportion (1%) of the total debit raised and is reflective of the changes to the national business rates system which came into force on 1 April 2013, where any Business Rates debt written off is now borne by the Council.

Business Improvement District (BID)

- 2.7 The level of BID debt written off for 2013/14 is £64,000, and is more reflective of 'business as usual'. In the previous year (2012/13) the write-off levels had increased to £168,000 and were inflated by the closure of the city-wide BID. These debts had been written-off following a decision not to enforce this debt through legal channels.

Accounts Receivable

- 2.8 The level of write offs for Accounts Receivable has fallen significantly from £344,000 in 2012/13 to £148,000 in 2013/14, and is due to the conversion to the new Agresso system, part way through the year. Priority has been given to developing the front ended functionality of invoicing and recovery within the new system and has meant that reduced resources have been available to process write offs.

Housing Benefit overpayments

- 2.9 The level of write-offs for housing benefit overpayments reduced from £1.08 million in 2012/13 to £602,000 in 2013/14. The write-offs have levelled out in 2013/14 after an exercise in 2012/13 to write off a backlog of accumulated old debt where recovery action had been exhausted. This will continue as an exercise each year.

3. Results of consultation undertaken

No consultation has been undertaken

4. Timetable for implementing this decision

Not applicable.

5. Comments from the Executive Director of Resources

5.1 The Council makes appropriate budgetary provision for the estimated level of debt to be written off. When a decision is taken to write off a debt, it is charged to this provision. Each year the level of bad debt provision is reviewed based on the level of debt having been written off. This process ensures that the Council's annual budget contains sufficient provision for the write-off of bad debt.

Writing off of debts is carried out in strict compliance with the policies and procedures of the delegated authority under the City Council's Constitution.

5.2 There are no legal implications arising from this report.

6. Other implications

None

6.1 How will this contribute to achievement of the Council's key objectives / corporate priorities (corporate plan/scorecard) / organisational blueprint / Local Area Agreement (or Coventry Sustainable Community Strategy)?

The effective collection of all Council debts and the existence of robust processes for monitoring the write-off of such debt are crucial in maximising the use of Council resources.

6.2 How is risk being managed?

The service is required to submit an annual report to the Cabinet Member (Strategic Finance and Resources) documenting the exercise of delegated authority. The service must report immediately that the level of debt written off in a single year is likely to exceed £5 million.

6.3 What is the impact on the organisation?

None

6.4 Equalities / EIA

No equality impact assessment has been carried out as the recommendations do not constitute a change in service or policy.

6.5 Implications for (or impact on) the environment

None

6.6 Implications for partner organisations?

None

Report author(s): Tim Savill

Name and job title: Head of Revenues & Benefits

Directorate: Resources

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Enquiries should be directed to the above person.

Contributor/approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
Contributors: Helen Harding	Assistant Director Revenues and Benefits	Resources Directorate		
Tim Savill	Head of Revenues & Benefits	Resources Directorate	15/08/14	
Susan Freelove	Policy & Project Manager	Resources Directorate	12/08/14	
Names of approvers for submission: (officers and members)				
Finance: Rachael Sugars	Finance Manager	Resources Directorate	15/08/14	
Legal: Carol Bradford	Locum Legal Officer	Resources Directorate	15/08/14	15/08/14
Human Resources: Neelesh Sutaria	HR Business Partner	Customer & Workforce Services	15/08/14	18/08/14
Director: Chris West	Executive Director	Resources Directorate	15/08/14	20/08/2014
Members: Name				

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www.coventry.gov.uk/meetings

Appendices

Appendix 1 – detailed breakdown of debt written-off

Appendix 1: Revenues and Benefits Annual Delegated Write Off Report 2013/14

All Bands category	Council Tax		Business Rates		BID		Accounts Receivable		Benefits		Total	
	No	Value	No	Value	No	Value	No	Value	No	Value	No	Value
Uneconomic to collect	934	£6,488.35	6	£5,534.04	89	£4,381.99	146	£58,974.40	273	£17,005.65	1,448	£92,384.43
Bankruptcy/insolvency	183	£166,994.17	90	£459,330.03	59	£11,992.35	18	£26,973.93	72	£52,922.69	422	£718,213.17
Ceased trading	1	£491.66	83	£656,492.88	59	£16,327.01	10	£2,991.71			153	£676,303.26
Hardship/ Poor circs							10	£18,636.28	13	£10,295.28	23	£28,931.56
Deceased	42	£17,636.97	1	£617.32			43	£18,285.60	68	£23,535.02	154	£60,074.91
Charge on property												
No trace	2865	£1,226,698.30	92	£233,906.80	8	£699.62	25	£9,209.04	628	£267,623.36	3618	£1,738,137.12
In prison	6	£3,104.22							17	£11,843.35	23	£14,947.57
Out of jurisdiction	5	£853.87					2	£1,800.82			7	£2,654.69
Managers discretion	17	£9,806.48									17	£9,806.48
Magistrates order	8	£8,170.71	2	£2,932.69							10	£11,103.40
Charging order												
System error/software issue			1	£202.36	190	£30,507.00					191	£30,709.36
Disputed ac/unable to enforce substantiate			1	£3,217.31			4	£1,493.64			5	£4,710.95
Admin order	2	£978.32									2	£978.32
Miscellaneous <£500												
Paper error												
Admin orders												
Appeal upheld												
Old debt									384	£213,042.28	384	£213,042.28
Bailiff							1	£42.00			1	£42
Service area request							10	£9,303.54			10	£9,303.54
DHP									44	£6,061.34	44	£6,061.34
Local Authority error									4	£73.65	4	£73.65
Total	4063	£1,441,223.05	276	£1,362,233.43	405	£63,907.97	269	£147,710.96	1,503	£602,402.62	6516	£3,617,478.03

Appendix 1: Revenues and Benefits Annual Delegated Write Off Report 2013/14

£0 - £5.00 category	Council Tax		Business Rates		BID		Accounts Receivable		Benefits		Total	
	No	Value	No	Value	No	Value	No	Value	No	Value	No	Value
Uneconomic to collect	870	£990.56							147	£203.83	1,017	£1,194.39
Bankruptcy/insolvency									2	£1.46	2	£1.46
Ceased trading												
Hardship/ poor circs												
Deceased												
Charge on property												
No trace	18	£33.43							2	£4.57	20	£38.00
In prison												
Out of jurisdiction												
Managers discretion												
Magistrates order												
Charging order												
System error												
Disputed ac/unable to enforce substantiate												
Admin order												
Miscellaneous <£500												
Paper error												
Admin orders												
Appeal upheld												
Old debt									5	£8.51	5	£8.51
Bailiff												
Service area request												
DHP									2	£8.76	2	£8.76
Local Authority error									3	£2.78	3	£2.78
Total	888	£1,023.99							161	£229.91	1,049	£1,253.90

Appendix 1: Revenues and Benefits Annual Delegated Write Off Report 2013/14

£5.01 - £4,999.99 category	Council Tax		Business Rates		BID		Accounts Receivable		Benefits		Total	
	No	Value	No	Value	No	Value	No	Value	No	Value	No	Value
Uneconomic to collect	64	£5,497.79	6	£5,534.04	89	£4,381.99	156789	£29,320.45	126	£16,801.82	427	£61,536.09
Bankruptcy/insolvency	178	£130,130.41	62	£101,790.10	59	£11,992.35	16	£7,640.31	68	£37,675.96	383	£289,229.13
Ceased trading	1	£491.66	44	£88,428.13	59	£16,327.01	10	£2,991.71			114	£108,238.51
Hardship/ poor circs							9	£8,161.48	13	£10,295.28	22	£18,456.76
Deceased	42	£17,636.97	1	£617.32			43	£18,285.60	68	£23,535.02	154	£60,074.91
Charge on property												
No trace	2844	£1,207,834.28	81	£133,371.58	8	£699.62	25	£9,209.04	623	£234,817.05	3581	£1,585,931.57
In prison	6	£3,104.22							17	£11,843.35	23	£14,947.57
Out of jurisdiction	5	£853.87					2	£1,800.82			7	£2,654.69
Managers discretion	17	£9,806.48									17	£9,806.48
Magistrates order	8	£8,170.71	2	£2,932.69							10	£11,103.40
Charging order												
System error/software issue			1	£202.36	190	£30,507.00					191	£30,709.36
Disputed ac/unable to enforce substantiate			1	£3,217.31			4	£1,493.64			5	£4,710.95
Admin order	2	£978.32									2	£978.32
Miscellaneous <£500												
Paper error												
Admin orders												
Appeal upheld												
Old debt									378	£207,816.71	378	£207,816.71
Bailiff							1	£42			1	£42.00
Service area request							10	£9,303.54			10	£9,303.54
DHP									42	£6,052.58	42	£6,052.58
Local Authority error									1	£70.87	1	£70.87
Total	3167	£1,384,504.71	198	£336,093.53	405	£63,907.97	262	£88,248.59	1336	£548,908.64	5368	£2,421,663.44

Appendix 1: Revenues and Benefits Annual Delegated Write Off Report 2013/14

£5,000 - £14,999.99 category	Council Tax		Business Rates		BID		Accounts Receivable		Benefits		Total	
	No	Value	No	Value	No	Value	No	Value	No	Value	No	Value
Uneconomic to collect							4	£29,653.95			4	£29,653.95
Bankruptcy/insolvency	5	£36,863.76	21	£199,203.61			2	£19,333.62	2	£15,245.27	30	£270,646.26
Ceased trading			27	£234,008.17							27	£234,008.17
Hardship/ poor circs							1	£10,474.80			1	£10,474.80
Deceased												
Charge on property												
No trace	3	£18,830.59	9	61,663.06					2	£16,988.09	14	£97,481.74
In prison												
Out of jurisdiction												
Managers discretion												
Magistrates order												
Charging order												
System error												
Disputed ac/unable to enforce substantiate												
Admin order												
Miscellaneous <£500												
Paper error												
Admin orders												
Appeal upheld												
Old debt									1	£5,217.06	1	£5,217.06
Bailiff												
Service area request												
DHP												
Local Authority error												
Total	8	£55,694.35	57	£494,874.84			7	£59,462.37	5	£37,450.42	77	£647,481.98

Appendix 1: Revenues and Benefits Annual Delegated Write Off Report 2013/14

£15,000 - £99,999.99 category	Council Tax		Business Rates		BID		Accounts Receivable		Benefits		Total	
	No	Value	No	Value	No	Value	No	Value	No	Value	No	Value
Uneconomic to collect												
Bankruptcy/insolvency			7	£158,336.32							7	£158,336.32
Ceased trading			12	£334,056.58							12	£334,056.58
Hardship/ poor circs												
Deceased												
Charge on property												
No trace			2	£38,872.16					1	£15,813.65	3	£54,685.81
In prison												
Out of jurisdiction												
Managers discretion												
Magistrates order												
Charging order												
System error												
Disputed ac/unable to enforce substantiate												
Admin order												
Miscellaneous <£500												
Paper error												
Admin orders												
Appeal upheld												
Old debt												
Bailiff												
Service area request												
DHP												
Local Authority error												
Total			21	£531,265.06					1	£15,813.65	22	£547,078.71



Cabinet Member (Strategic Finance and Resources)

8th September 2014

Name of Cabinet Member:

Cabinet Member (Strategic Finance and Resources) – Councillor Gannon

Director Approving Submission of the report:

Executive Director, Resources

Ward(s) affected:

All

Title:

Agency Workers and Interim Managers – Performance Management Report Q1 (1 April to 30 June 2014).

Is this a key decision?

No. Although the matter within the Report can affect all wards in the City, it is not anticipated that the impact will be significant and it is therefore not deemed to be a key decision.

Executive Summary:

To provide the Cabinet Member with performance information on the use of agency workers procured through the Master Vendor Contract for the Q1 period 1 April to 30 June 2014; to compare Q4 2013/14 with Q1 2014/15 expenditure. Finally to consider Interim Manager spends for the same periods which are now procured through National Framework Agreement RM692.

Recommendations:

The Cabinet Member is asked to:

1. Approve monitoring processes to continue for both Agency workers and Interim Managers
2. Endorse compliance with the corporate policy on the recruitment of Temporary Agency Workers through the Master Vendor, Pertemps for the Q1 period and Interim managers
3. Review the Q1 spends for 2014/15 with the previous Q4 spends for 2013/14.
4. Instruct officers to continue to work towards reducing expenditure on the use of agency workers.
5. Approve that future orders are not accepted if no reason is given for the need for the agency worker

List of Appendices included:

The information attached in Appendix I shows the total expenditure on agency workers by Directorates for Q1 2014/15 for spends with the Master Vendor supplier, Pertemps.

The information attached in Appendix II show the justification of new orders placed by Directorates for agency workers during Q1 2014/15 for spends with Pertemps.

Other useful background papers:

None

Has it or will it be considered by Scrutiny?

No

Has it, or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Report title:

Agency Workers and Interim Managers – Performance Mgt Report Q1 (1 April to 30 June) and Interim Managers spends.

1. Context (or background)

The Master Vendor contract came into effect with our Master Vendor provider, Pertemps on the 2 December 2013. The Master Vendor supplies all suitable agency workers through their own agency or through a 2nd tier arrangement with other agencies on behalf of the Council using rates of pay based on an agreed pay policy and a negotiated mark-up rate with the Master Vendor. The information supplied by the Master Vendor on the agency spends gives detailed information on agency worker usage and spends.

Options considered and recommended proposal

The table in 2.1 below shows a comparison for Q4 for 2013/14 with Q1 2014/15 and indicates if there has been an increase or a decrease in spend. The Master Vendor Contract covers all agency workers with the exception of interim managers for HAY Graded posts; agency workers in schools; contractors and service contracts set up to supply services.

2.1 Table for comparison with Q4 2013/14 and Q1 2014/15 Agency Spend.

Directorate	Spend Q4 2013/14	Spend Q1 2014/15	Increase/decrease
People Directorate	£1,340,047	£1,506,928	Increase
Places Directorate	£102,738	£131,593	Increase
Resources Directorate	£280,068*	£263,291	Decrease
Chief Executives	£0	£0	
TOTAL	£1,722,853	£1,901,812	Increase

Directorate Commentary on increased Agency worker Spend for Q1 2013/15**People Directorate**

Expenditure on Agency Workers increased by £166,881 in quarter 1 compared to quarter 4. This increase reflects the on-going need for experienced social workers to deal with higher workload being experienced, particularly within the Referral and Assessment Service and in Children's Social Care, due to the unprecedented rates of referrals at the moment. There is on-going recruitment within Social Work with a view to reducing the need for agency workers in the longer term. This has proved successful in appointing newly qualified children's Social Workers. However, we need to recruit a number of more experienced social workers and we are therefore now in the development stage to launch a national recruitment campaign to recruit more Children's Social Workers with 2 years plus experience. This campaign is due to begin in September and will continue through to next year which will help us reduce the number of agency workers, currently engaged, who are being used to help with the increased referrals being experienced by the service.

Skylakes

Skylakes supplied 2 teams of social workers; 2 managers and admin support from the end of March to provide support to the Referral Assessment Service. This was to support permanent staff to manage the work and reduce their caseloads.

Q1 Spend with Skylakes = £189,205

Places Directorate

There has been an increase in agency worker expenditure by £28,855 in Q1 of 2014/15 in comparison to Q4 of 2013/14. The primary reason for the use of agency workers within the directorate for quarter 1 has been due to extra workloads, sickness and vacancy cover. For example, within the Streetscene & Greenspace division whilst there has been a reduction in some areas (bereavement services) there has been an increase in other areas, including both Streepride and Waste Services to cover seasonal increase in workloads. One notable increase in workloads is the volume of garden waste that has been produced between April & June.

To attempt to continue to reduce its expenditure on agency workers, Assistant Directors monitor the expenditure on Agency Workers and the directorate has completed work on creating casual worker pools.

Places Directorate “Joint Professional Services Contract” spends Q1

Places operate a Joint Professional Services Contract with Solihull and Warwickshire to procure professional agency staff to provide high level professional skills. Spends in this area will be inserted into the Q2 report along with an explanation of the spends.

Interim Management Spend for Q4 2013/14 and Q1 2014/15

Table 2.3 shows a summary of spend for Interim Management in Q4 2013/14 and Q1 2014/15. This relates to cover for Senior Hay graded jobs over £50,000 pa. The procurement of Interim Managers is through the national framework agreement RM692 for non-permanent staff started on the 1 December 2013. Prior to this date interim managers were procured through our preferred supplier list.

Directorate	Number of Managers in Q4	Total Spend Q4	Number of Managers in Q1	Total Spends in Q1
People Directorate	1	£13,600	2	£46,425
Resources Directorate	1	£29,425	1	£28,600
Place Directorate				
TOTAL	2	£43,025	3	£75,025

People Directorate

An interim manager has been retained in People Directorate on a part time basis for a period of up to 18 months in order to ensure there is sufficient capacity to lead and deliver “The Better Care” programme of integration and transformation across Health and Social Care.

A second senior interim Manager has been appointed to oversee Children’s social care whilst recruitment is undertaken to replace the vacant Assistant Director post.

These interims were not appointed through the National Framework Agreement for Interims but through a local arrangement.

Resources Directorate

An Interim manager is required to cover the vacancy of Head of Customer Services. This post is leading on the “Customer Journey Transformation” as part of the Kickstart Programme. The post has been advertised already but no appointment was made due to the lack of skills and experience in the area of transformation. Due to the critical nature of the Kickstart Programme a decision was made to continue with the existing arrangement of an Interim Manager for the time being.

Rebate

The cost of agency workers is made up of the pay rate for the work plus working time directive payments, national insurance payments and a margin or mark up to the agency. As part of the Master Vendor contract, fixed pay rates have been set corporately for each job category. Given that national insurance payments and the working time directive are fixed legislative requirements, Pertemp's procurement of agency workers is based on reducing agency mark ups in order to generate cashable savings.

The Management rebate income forecast for 2014/15 is £1,000,000. This is based on the previous years’ total rebate and the expectation of the continued higher level of spends in the forthcoming months. For Q1 we received a rebate of £333,252 from Pertemps.

Strategic Management Board Comment

The Master Vendor contract was a planned strategy to work towards reducing the level of agency spends and to better understand where and how we use agency workers.

There will always be the need to use agency workers. However, it is acknowledged that current usage is still too high because of the need to cover sickness absence, short-term cover, and the need for cover in areas such as Children’s Social Work and Benefits to cope with the increased demand for services. This results in the need for agency workers to provide capacity and scarce skills.

In terms of the cost of using agency workers, it is important to note that not all of the cost is in addition to normal staffing spend. Although agency cover associated with sickness absence in front line services is often an additional cost, in the case of agency cover for vacant posts the cost will be funded in part by the relevant staffing budget. Please also note that the figures shown in the main body of the report will differ to those shown in the appendices. This reflects that there is some additional off contract spends added into the total spends from the Master

Vendor contract. This occurs generally where the Master Vendor has been unable to supply an agency worker so we are forced to go to a supplier not on the Master Vendor contract. However we keep this to a minimum and try to ensure that this is only for short term cover whilst the Master Vendor tries to source other agency workers.

Where opportunities exist for bulk recruitment campaigns to front line essential services, the Human Resources Recruitment Team will continue to work with service managers to establish registers of workers, who are available for casual, temporary or permanent work in order to reduce the use of agency workers. The Recruitment Team has successfully worked with Managers from Cleaning to undertake a recruitment exercise to build up a bank of cleaners and more recently catering staff. The team is working with Job Centre Plus; Remploy and the Council's Job Shop, as well as managers in the authority, to initially create opportunities for unemployed candidates to apply by holding 'open days' at the Job Shop and Remploy and giving them access to opportunities. This is with a view to trying to source our own workers for short term work therefore reducing the need for agency workers and giving opportunity to the unemployed to find employment with the City Council. Temporary and casual work may lead to permanent work in the future for candidates and this will be a way of recruiting workers to a bank rather than advertising individual vacancies, as we currently do, or using agency workers to fill short term cover during periods of review etc.

The new contract with Pertemps came into effect on the 2 December 2013. The contract, is a joint contract with Warwickshire and Solihull following an extensive tendering process, and has now been fully implemented. The new contract is a hybrid Master Vendor arrangement which will provide the Council with additional advantages to the existing Master Vendor contract.

3. Results of consultation undertaken

- 3.1 The report sets out the steps the Council is taking to reduce expenditure on agency workers, particularly in those areas where they are used most intensively.
- 3.2 The report is able to accurately identify spend on agency workers and the reasons for spend.
- 3.3 Officers will continue to bring the monitoring information to the Cabinet Member and steps will continue to be taken to endeavour to reduce the level of expenditure.
- 3.4 Management Information has given the opportunity for the Recruitment Team to target large areas with high usage of agency workers to try and reduce the need for agency workers.

4. Timetable for implementing this decision

Not applicable

5. Comments from Executive Director, Resources

5.1 Financial implications

Quarterly monitoring of expenditure on agency workers will continue throughout the contract. The cost of agency workers for the current reporting period from the Pertemps system is £1,901,812 which equates to 4.7% of the overall wage bill for this quarter (excluding schools).

Pertemps operate a live management accounts system which places the cost of agency workers in the period the work took place rather than the period of time in which the Council was billed for or paid the related invoices. The system shows the volume of agency activity/usage in a particular quarter irrespective of when invoices are paid. Therefore this information will be different from that which has gone through the Council's financial systems during Q1.

The Pertemps system only incorporates timesheets authorised by managers and therefore the costs for a particular quarter will increase throughout the year as more timesheets are authorised. We actively work with the master vendor to keep outstanding timesheets to a minimum.

5.2 Legal implications

There are no specific legal implications associated with this report.

6. Other implications

6.1 How will this contribute to achievement of the Council's key objectives / corporate priorities (corporate plan/scorecard) / organisational blueprint / LAA (or Coventry SCS)?

The Agency Worker Contract arrangement provides good value for money in relation to the procurement of agency workers. It also provides firmer controls on the use of agency workers and has in place sound management reporting to see where spend is taking place to target recruitment, maximise resources, and reduce spend on agency workers.

6.2 How is risk being managed?

No risks identified

6.3 What is the impact on the organisation?

Through the rigorous monitoring of the use of agency workers and alternative strategies for resourcing short-term work requirements, the dependency on agency workers should be reduced. The Council's Policy on the use of agency workers states that Agency Workers should only be used when:

- Proper recruitment processes have failed to secure an appointment and staff cover has become crucial to the delivery of services;
- Short-term temporary cover is required until proper recruitment processes have been completed and an appointment is made;
- Unplanned absences require immediate cover to ensure continuity of services;
- Unplanned, short-term or peak workloads occur.

Human Resources are proactively supporting managers to reduce agency spend.

6.4 Equalities / EIA

We have removed the equalities data for the next 2 quarters due to the incomplete equalities data the master vendor is able to provide at this time. We will be working with our master vendor to survey all our agency workers to make it mandatory for them to complete an equalities monitoring form which will incorporate a category of "prefer not to say" to try and increase the accuracy and the value of the data. No equality impact assessment has been carried out as the recommendations do not constitute a change in service or policy.

6.5 Implications for (or impact on) the environment

None

6.6 Implications for partner organisations?

None

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Directorate:

Resources Directorate

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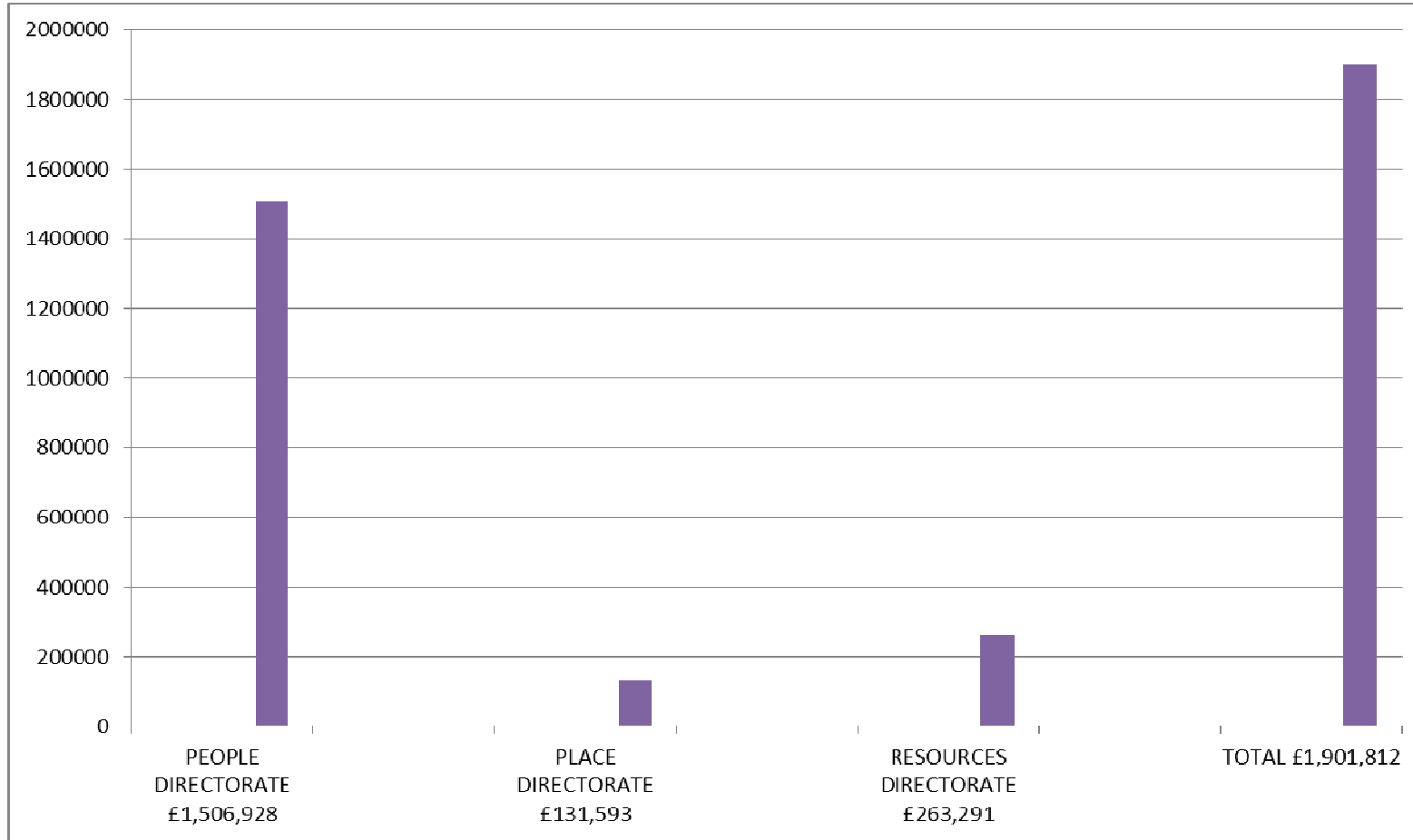
Enquiries should be directed to the above person.

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Legal: Julie Newman	Commercial Team Manager	Resources	1 August 2014	19 August 2014
Director: Chris West	Executive Director	Resources	1 August 2014	1 August 2014
Member: Councillor Gannon	Cabinet Member			

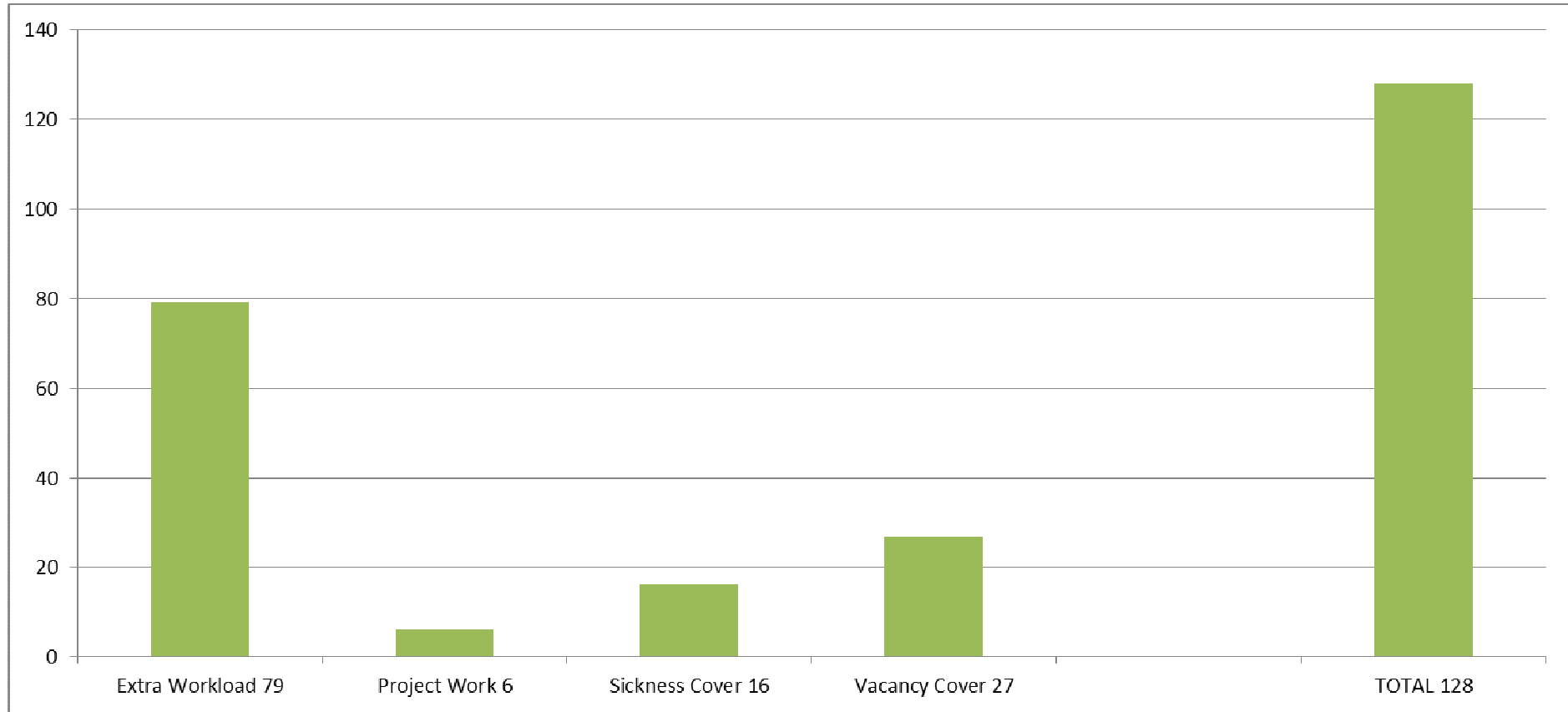
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APPENDIX I - AGENCY SPEND BY DIRECTORATE - APRIL TO JUNE 2014



APPENDIX II - ORDER JUSTIFICATION QUARTER 1: APRIL TO JUNE 2014



APPENDIX III - SUMMARY OF USE OF AGENCY WORKERS BY DIRECTORATE AND STRATEGIES IN PLACE FOR REDUCING DEPENDENCY ON AGENCY WORKERS
Q1 APRIL TO JUNE 2014

Directorate	Q4 Jan to March 2014 Expenditure by Service Area	Q1 April to June 2014 Expenditure by Service Area	State Usage of Agency Workers in Q1	What Strategies are in place for Reducing Dependency on Agency Workers
People Directorate	Total Expenditure Q4 <u>£1,340,047</u>	Total Expenditure Q1 <u>£1,506,928</u>	<p>Expenditure on Agency workers increased by £166,881 in Quarter 1 compared to Quarter 4. This increase reflects the on-going increased requirement for experienced social workers to deal with the higher workload being experienced, particularly within the Referral and Assessment Service and Children's Social Care, due to the continuing and unprecedented rates of contacts.</p>	<p>There is on-going recruitment to vacancies within Social Work, with a view to reducing the need for agency workers in the longer term. A specific recruitment campaign to fill posts within Children's social care will be launched in September 2014</p>
Place Directorate	Total Expenditure Q4 <u>£102,738</u>	Total Expenditure Q1 <u>£131,593</u>	<p>There has been an increase in agency worker expenditure by £28,855 in Q1 of 2014/15 in comparison to Q4 of 2013/14. The primary reasons for the use of agency of workers within the directorate for Q1 have been due to extra workloads, sickness and vacancy cover. For example, within the Streetscene & Greenspace division whilst there has been a reduction in bereavement services there has been an increase in other areas, including both Streetpride and Waste Services to cover seasonal increase in workloads.</p> <p>One notable increase in workloads is the volume of garden waste that has been produced between April & June.</p>	<p>To attempt to continue to reduce it's expenditure on agency workers, Assistant Directors monitor the expenditure on Agency Workers and the directorate has completed work on creating casual worker pools.</p>

Resources Directorate	Total Expenditure Q4 <u>£280,668</u>	Total Expenditure Q1 <u>£263,291</u>	Reduction in Spend from Q4	Reduction in Spend from Q4
OVERALL TOTALS	Q1 £1,772,853	Q2 £1,901,812		

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Cabinet Member (Strategic Finance & Resources)

8 September 2014

Name of Cabinet Member:

Cabinet Member (Strategic Finance & Resources) – Councillor Gannon

Director Approving Submission of the report:

Executive Director, Resources

Ward(s) affected:

None

Title:

12 month Cumulative Sickness Absence 2013/2014

Is this a key decision?

No

Executive Summary:

To enable Cabinet Member (Strategic Finance & Resources) to monitor:

- Levels of sickness absence for the 12 month period of 2013/14.
- The actions being taken to manage absence and promote health at work across the City Council.

Recommendations:

Cabinet Member (Strategic Finance & Resources) is asked to receive this report providing sickness absence data for the 12 month period of 2013/14 and endorse the actions taken to monitor and manage sickness.

List of Appendices included:

Appendix 1 - Coventry City Council – Days Lost per FTE 2003 - 2014

Appendix 2 - Directorate Summary Out-turn 2013/2014 vs. 2012/2013

Appendix 3 – Coventry City Council Reasons for Absence – (2013/2014)

Appendix 4 - Days Lost per FTE, by Directorate – (2013/2014)

Appendix 5 - Coventry City Council Percentage Breakdown of Absence - (2013/2014)

Appendix 6 - Coventry City Council Spread of Sickness Absence (By Length of Days) – (2013/2014)

Appendix 7 and 8 - Summary of Occupational Health & Counselling Services Activities Undertaken – (2013/2014)

Other useful background papers:

None.

Has it or will it be considered by Scrutiny?

No.

Has it, or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No.

Report title: 12 Month (2013 – 2014) Cumulative Sickness Absence

1. Context (or background)

- 1.1 Annual and quarterly information is based on full time equivalent (FTE) average days lost per person against the FTE average days per person available for work. This is the method that was previously required by the Audit Commission for annual Best Value performance indicator reporting. The City Council continues to use this method to ensure consistency with previously published data.
- 1.2 This report gives the cumulative sickness absence figures for the Council and individual directorates.

1.3 Performance and Projections

FTE Average Days Lost	All Employees	All Employees (except teachers)	Teachers
2013/14 - Quarter 4	9.14	9.81	7.10
2012/13 – Quarter 4	9.53	10.20	7.21

Annual FTE Average Days Lost	All Employees	All Employees (except teachers)	Teachers
2013/14 Outturn	9.14	9.81	7.10
2013/14 Target	8.50	9.13	6.30

1.4 Indicative Cost of Sickness Absence

- 1.4.1 The indicative cost of sickness absence is calculated using a range of 12 separate salary bands (or levels) to produce an average daily cost of sickness for each band. These banded daily costs are then mapped against the projected sickness outturn to produce a total cost of sickness.
- 1.4.2 The table below shows the indicative cost of sickness for 2013/14 using this method of calculation.

2013/14	All Employees	All Employees (except teachers)	Teachers
Annual Cost	£11.4m	£8.2m	£3.2m
Annual Target Cost	£11.5m	£8.6m	£2.9m
Difference	(£0.1m)	(£0.4m)	£0.3m

1.4.3 The 2013/14 annual cost of sickness absence for all employees' has increased since the position at the end of quarter 3. The final position is £0.1m below the cost indicated by the target. This cost variation is mainly due to sickness absence for teachers (caused by higher levels of sickness for employees on higher salary bands). All employees excluding teachers were £0.4m below their indicative target cost and 0.6 days below their target absence.

1.5 Reasons for Absence

1.5.1 Appendix 3 Illustrates that:

- The most occasions of sickness absence across the City Council in April 2013 – March 2014 is Stomach, Liver and Gastroenteritis accounting for 3,922 occasions. The amount of time lost through Stomach, Liver and Gastroenteritis was 9,559.71 days.
- The amount of time lost through Stress, Depression, and Anxiety was 20,512.37 days, making it the highest cause of time lost. However, it is not possible to differentiate between personal stress and work related stress.
- The second and third most prevalent reasons for time lost due to sickness absence were Other Musculo-Skeletal Problems (15,513.82 days) and Stomach, Liver and Gastroenteritis (9,559.71 days).

1.5.2 A comparison of year on year figures across the authority reveals that:

- 2008/2009 out turn was **11.44** (average sick days lost per full time equivalent employee).
- 2009/2010 out turn was **10.37** days (average sick days lost per full time equivalent employee).
- 2010/2011 out turn was **10.34** days (average sick days lost per full time equivalent employee).
- 2011/2012 out turn was **9.13** days (average sick days lost per full time equivalent employee).
- 2012/2013 out turn was **9.53** days (average sick days lost per full time equivalent employee).
- 2013/2014 out turn was **9.14** days (average sick days lost per full time equivalent employee).

1.5.3 When comparing (2013/14) out turn with last years in the same period (2012/13), it reveals that:-

- Decrease the occurrences of absence by **1,384** based on comparison with the same period last year.
- Decrease of total days lost per FTE by **6,444.13** days based on comparison with the same period last year.
- Decrease of **46,339.63** working hours lost based on comparison with the same period last year out-turn.
- Decrease of **£698,406.78** in respect of cost of absence based on comparison with the same period last year.
- Stress has increased by **805.51** days based on comparison with the same period last year.
- Muscolo-Skeletal has decreased by **1,579.65** days based on comparison with the same period last year.
- Infection, Colds and Flu has decreased by **3,614.07** days based on comparison with the same period last year.
- Chest, Respiratory, Chest Infection has increased by **1,395.36** days, based on comparison with the same period last year.

1.5.4 The data provided within Appendices 2 and 4 reflects the new Directorates and establishments (The implementation of the Resources, People and Place Directorates). Therefore, due to the change in the structures and composition of Directorates, an accurate evaluation against last year's performance/statistics may not be directly comparable.

1.6 Frequent and Long Term Absence

1.6.1 Appendix 5 provides the breakdown between frequent and long-term absence levels during 2013/2014.

1.6.2 Appendix 6 provides a more detailed breakdown of the duration of absences.

1.7 Dismissals through Promoting Health at Work Corporate Procedure

1.7.1 During 2013/2014 there have been a total of **25** dismissals in accordance with the Promoting Health at Work Corporate Procedure. In terms of the breakdown of the **25** dismissals, **15** dismissals have been due to ill health retirement and **10** dismissals have been where the City Council cannot continue to sustain the level of sickness absence.

2. Options considered and recommended proposal

2.1 Activities during Quarter 4 from the HR Health & Wellbeing Team

2.1.1 The HR Health & Well Being Team aims to ensure a consistent approach to sickness absence management and is responsible for providing information on sickness absence to Directorate Management Teams/Senior Managers on a monthly basis and supporting managers in the application of the Council's Promoting Health at Work procedure.

2.1.2 Directorate Management Teams review summary absence reports on a monthly basis to monitor progress and determine actions needed to address any hotspots.

2.1.3 The Health & Well Being Team undertake proactive strategies to support the authority to reduce levels of sickness absence. They include:

- Robust approach is being taken to the management of sickness absence casework with the application of a revised model, resulting in no more than 4 meetings having to take place before a decision is made about an employees continued employment.
- A monthly system to alert Assistant Directors when employees hit a sickness absence trigger point and have not been seen as part of the Promoting Health at Work Procedure.
- Training is provided to managers to support dealing with both practical and procedural issues. An ongoing programme of training in carrying out return to work interviews and Promoting Health at Work meetings is taking place across the Council as a whole. During Quarter 4, 94 managers/supervisors and team leaders undertook training.
- Training has allowed managers the opportunity to refresh their knowledge and understanding of taking an absence call, conducting effective return to work meetings and understanding the rationale for making reasonable adjustments in the work place to facilitate an employee's return to work.
- The implementation of an intranet based absence toolkit '*Managing Absence - Your Guide*' along with a desk top icon for easy access. The purpose of the toolkit is to enable managers to deal with the routine "day to day" sickness absence management tasks. The toolkit contains a number of simple and easy to use guides. The toolkit also provides detailed FAQs, 'how to guides' and some straightforward 'golden rules' to help managers and links to relevant policies, procedures, checklists and scripts.

2.1.4 A number of service areas across the Council hold regular 'sickness summits' on a monthly, quarterly or as needed basis.

2.1.5 These serve as a useful mechanism to ensure absence levels remain a high priority and are well-managed for all parties, with the aim to reduce these levels for the Council and to enable services to be cost-effectively delivered to the public.

- 2.1.6 The purpose of 'sickness summits', are to provide an opportunity for Management with the relevant Head of Service / Assistant Director, to review sickness cases within a given area. This is to ensure cases are being addressed in a timely manner and are being robustly, consistently, fairly and appropriately managed through the application of the Promoting Health at Work process.
- 2.1.7 The summits provide an opportunity for Managers to share good practice and experience in managing absence levels, as well as to gain further advice, support and updates on changes to procedure and support the Council can provide to its employees, from their Lead HR Representative, HR Health & Wellbeing Team.
- 2.1.8 One of the particular key benefits of sickness summits has been to identify hotspot areas, or key issues/reasons for absence within service areas. This enables the advice, support and resources to be tailored to ensure these issues are addressed and managed and that our employees are appropriately supported. This has proved to be very useful in making a positive impact in the working environments and on attendance levels.
- 2.1.9 At the request of the Cabinet Member I can confirm that there is no outstanding casework from absence triggers generated from Quarter 4 (2013/14).

2.2 Be Healthy Be Well Initiative

- 2.2.1 The Be Healthy Be Well initiative is joint project between the HR Health & Well Being Team and Occupational Health & Counselling Support Team which was launched in January 2012. The primary aim of the initiative is to act as central source of information and encourage Council employees to get Fit and Healthy.
- 2.2.2 The initiative has delivered the following events in Quarter 4:
- Continuation of the events provided by Coventry Sports Foundation & Coventry Sports Trust, including open weekends for all Council employees and their families to experience free taster sessions such as Swimming, Indoor Football, Zumba, Badminton, Cycling, Boxercise, Pilates, Table Tennis, BoxFit, Squash & Spinning Classes.
 - Special offers for Gym membership from Pure Gym and Virgin Active.
 - A number of taster sessions including Zumba, Healthy Eating and British Military Fitness.
 - Yoga workshops provided by Adult Education.
 - Golf offer for all Council employees at Brandon Golf Course.
 - Continued use of the mini table tennis located in the Contact Centre for staff to use in their own time provided by The English Table Tennis Association.
 - Continuation with publication of the very popular & informative monthly Be Healthy Be Well newsletter to all employees. At the time of writing this report the newsletter had received over 16,000 hits during 2013/2014.

- Creations of the intranet page advise and advertise promotion events for City Council employees.
- The City Council has been awarded the Workplace Wellbeing Charter. The award was presented by Dame Carol Black, Expert Advisor on Health at Work.

2.3 Activities during Quarter 4 from the Occupational Health Team

2.3.1 The Occupational Health and Counselling team provide a vital role in supporting the management of sickness absence process. Some of the key issues the team led on during quarter 4 of 2013/14 were:-

- Further developing the **'Keeping Well at Work'** MSK and Mental Wellbeing clinics for Adult Social Care
- A **Disability Assessment Programme** is now in place to supporting Kick Start, assessing requirements for reasonable adjustments.
- **New Year Weight Loss Programme** for the START Community Team within the People Directorate.
- Helping to achieve the Workplace Wellbeing Charter Award for Coventry City Council
- Successful continuation of contract delivery for Academies, Solihull MBC and other organisations.
- **Cancer Buddy Re-launch** – with the Macmillan Partnership.

2.4 Targets 2014/2015

Detailed below are the targets 2014/15.

Directorate	Target 2014/2015
Chief Executive	5.0
People	9.5
People Teachers	6.3
People School Support	9.0
Place	10.4
Resources	7.5
Coventry City Council	8.5

2.5 Comparison Information

Coventry City Council has collected sickness out turn data for 2013/14 for the other West Midlands Metropolitan Authorities.

West Midlands Metropolitan Authority	Days Lost per FTE
Wolverhampton	7.57 **
Solihull	8.99
Coventry	9.14
Dudley	9.52
Walsall	9.62
Birmingham	10.7

**** Wolverhampton outturn does not include absence for schools.**

3. Results of consultation undertaken

No consultation has been undertaken.

4. Timetable for implementing this decision

None.

5. Comments from Executive Director, Resources

5.1 Financial implications

Sickness absence impacts on the ability of the Council to deliver its services with replacement cover required in many service areas at an additional cost to the Council.

5.2 Legal implications

There are no legal implications resulting from this report

6. Other implications

There are no other specific implications

6.1 **How will this contribute to achievement of the Council's key objectives/corporate priorities (corporate plan/scorecard)/organisational blueprint/LAA (or Coventry SCS)?**

Sickness absence is one of the Council's corporate plan targets and performance is reported to Cabinet Member (Strategic Finance & Resources) on a quarterly basis with the final quarter containing the out turn report.

6.2 How is risk being managed?

The Promoting Health at Work strategy will require further development to examine more intensively issues such as working conditions, accidents, work related ill health, and industrial injuries in addition to managing absence. This will involve liaison with colleagues in the area of safety management and occupational health, and will also include analysis of sickness data to identify the relationship between specific causes of absence and occupational groups.

6.3 What is the impact on the organisation?

Human Resources

The HR Health and Wellbeing team and the Occupational Health and Counselling Service, support absence management across the whole City Council. The teams support managers to deal with sickness promptly and consistently within all directorates.

Information and Communication Technology

Improvements will continue to be made to the reporting process through Resource link management information to improve accuracy and detail of information in relation to all absences.

Trade Union Consultation

Consultation with the trade unions is ongoing. The trade unions are kept up to date on the latest absence figures and are actively involved in casework regarding sickness absence management.

6.4 Equalities/EIA

The application of the sickness absence management processes are continually reviewed to ensure compliance with the Council's duty under Section 149 of the Equality Act 2010. No equality impact assessment has been carried out as the recommendations do not constitute a change in service or policy.

6.5 Implications for (or impact on) the environment

None.

6.6 Implications for partner organisations?

None.

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Jaz Bilen, HR Business Partner

Directorate:

Resources

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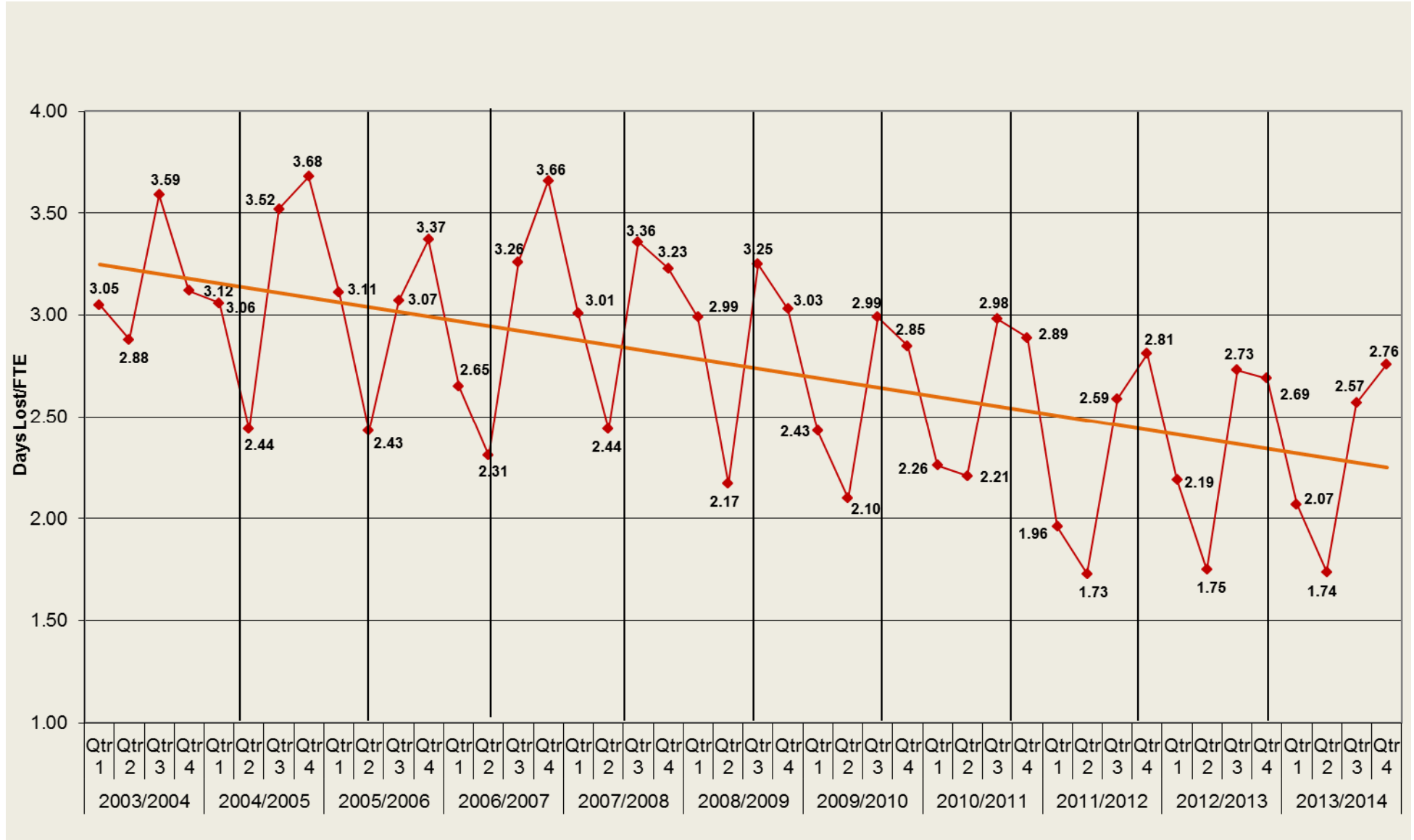
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Julie Newman	Children & Adult Legal Service Manager	Resources	07/07/2014	07/07/2014
Councillor Gannon	Cabinet Member		15/07/2014	26/08/2014
Chris West	Executive Director	Resources	07/07/2014	28/08/2014

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Coventry City Council
Days Lost per FTE
2003 - 2014



Corporate / Directorate Comparisons against Target

Appendix 2

Coventry City Council

2013/2014	2012/2013	Annual Target 2013/2014
9.14	9.53	8.5

This demonstrates a reduction of 0.39 days per FTE compared to 2012/13.

Chief Executive's Directorate

2013/2014	2012/2013	Annual Target 2013/2014
5.09	2.66	5.0

This demonstrates an increase of 3.03 days per FTE compared to 2012/13.

Place Directorate

2013/2014	2012/2013	Annual Target 2013/2014
11.25	11.26	10.0

This demonstrates a decrease of 0.01 days per FTE compared to 2012/13.

People Directorate

2013/2014	Annual Target 2013/2014
10.25	9.5

Due to the change in the structures and composition of Directorates, an accurate evaluation against last year's performance / statistics is not directly comparable.

Teachers in Schools

2013/2014	2012/2013	Annual Target 2013/2014
7.10	7.21	6.3

This demonstrates a reduction of 0.11 days per FTE compared to 2012/13.

Support Staff in Schools

2013/2014	2012/2013	Annual Target 2013/2014
9.36	10.91	9.25

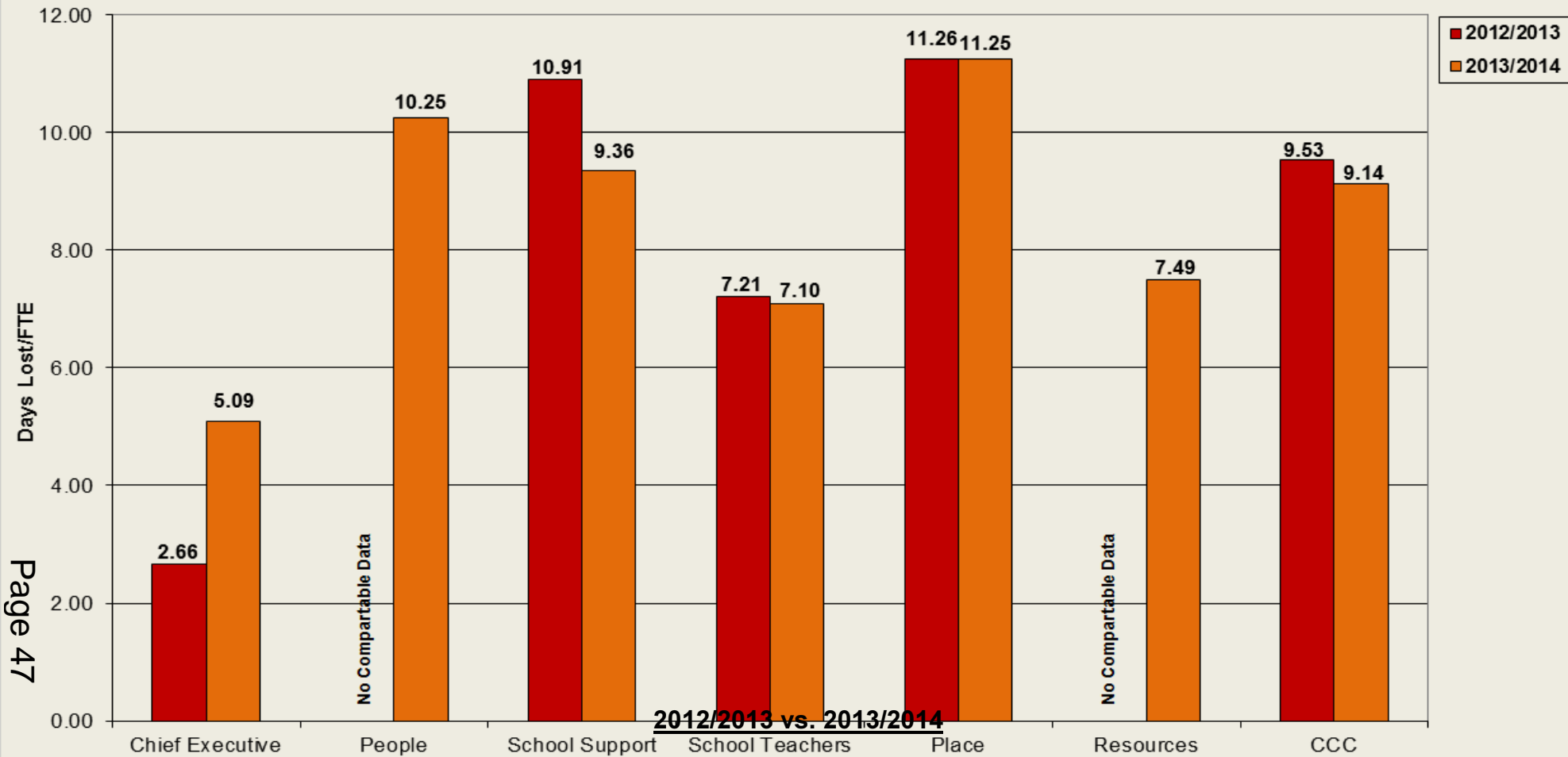
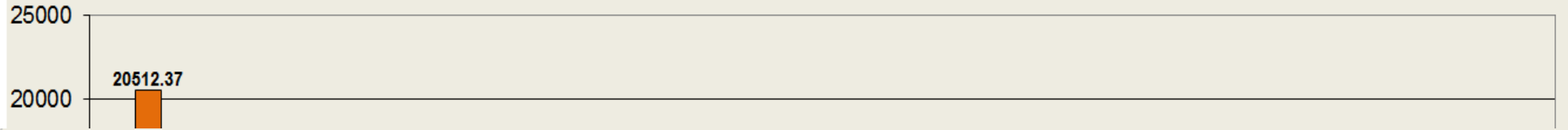
This demonstrates a reduction of 1.56 days per FTE compared to 2012/13.

Resources Directorate

2013/2014	Annual Target 2013/2014
7.49	8.0

Due to the change in the structures and composition of Directorates, an accurate evaluation against last year's performance / statistics is not directly comparable.

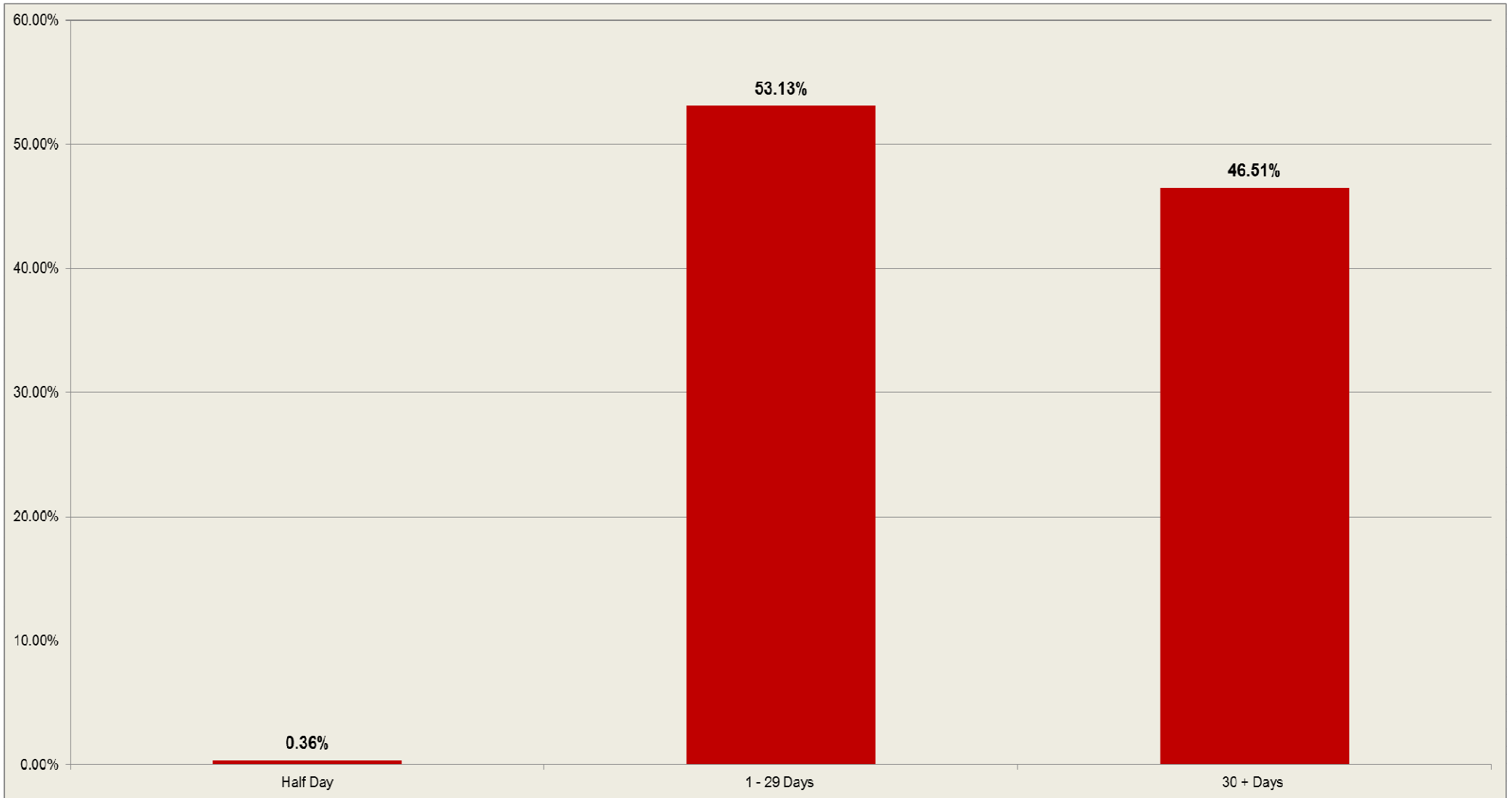
**Coventry City Council – Reasons for Absence
2013/2014**



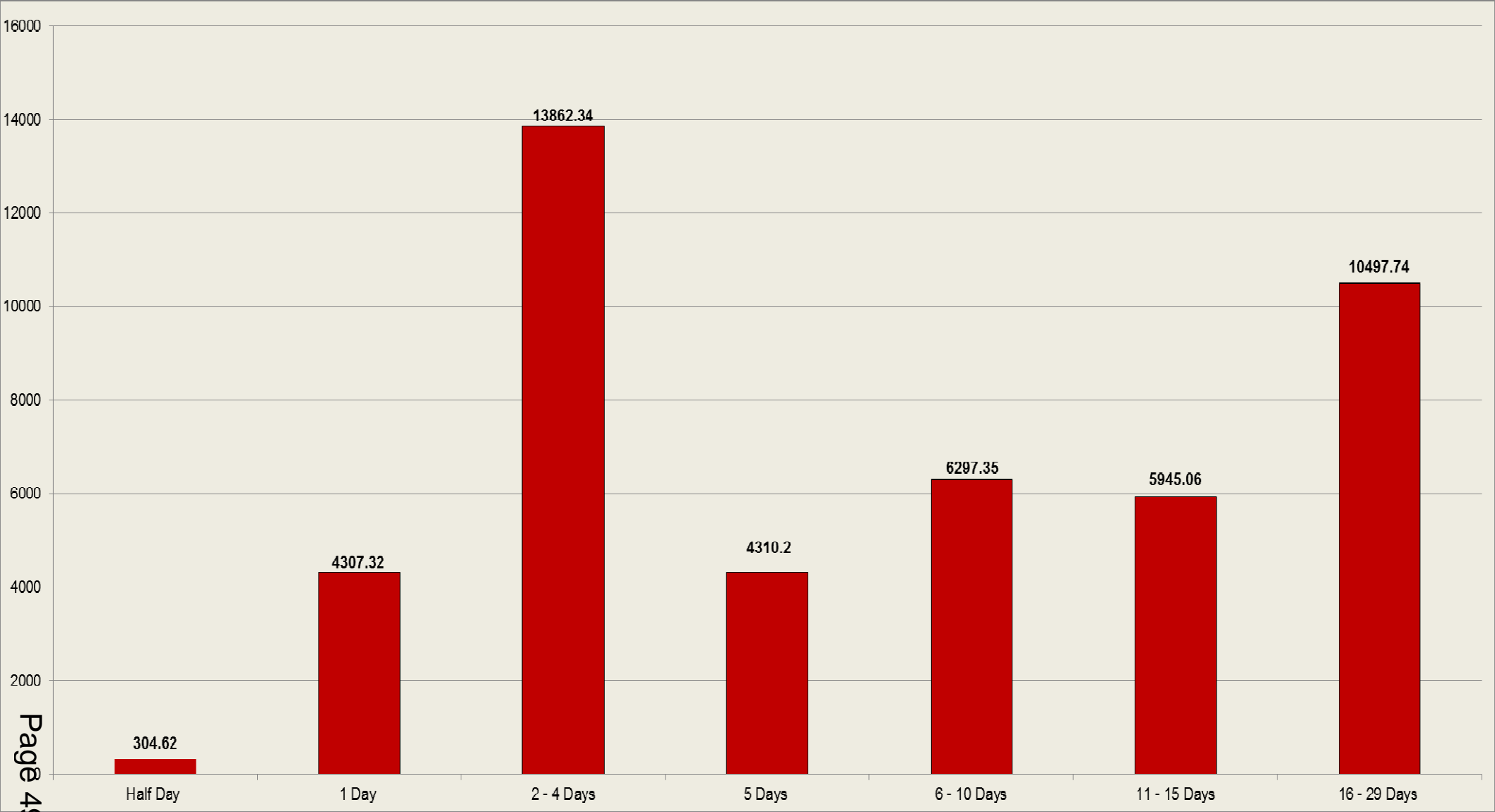
2012/2013 vs. 2013/2014

Days Lost Per FTE

Coventry City Council
Sickness Absence – Percentage Breakdown
2013/2014



Coventry City Council – Spread of Absence
2013/2014
By Length of Days



OCCUPATIONAL HEALTH
Promoting Health at Work Statistics

Appendix 7

2013/2014

Activity	April- June 2013	July- September 2013	October- December 2013	January- March 2014	Total for Year
Pre-Employment health assessments	204	321	318	205	1043
<p><u>October – December 2013</u> From the pre-employment assessments, 116 required additional advice and guidance to be given to the employing manager. 46% of pre-employment forms were processed within 3 working days 100% clearance slips were returned to the Recruitment Team/School within 3 working days</p>					
Sickness absence health assessments and reviews	447	431	403	455	1736
Ill health conditions reported/investigated as work related	79	61	62	11	213
Work Place assessments carried out	9	7	23	4	43
Case conferences carried out	7	6	2	1	16
Vaccinations	40	40	797	36	913
<p><u>October – December 2013</u> Ill health condition reported as work related (breakdown): 39 musculoskeletal; 12 mental health/depression; 12 stress related. Referrals to support services, work place assessments and case conferences were part of the health management plan. Advice on workplace adjustments, medical redeployment and ill health retirement were also given. The flu vaccination programme has a significant take up this quarter. 98% of employee ill health referral forms processed within 3 working days 50% reports sent to HR/schools within 3 working days</p>					
Vision screening and other surveillance procedures	96	102	39	35	272
<p><u>October – December 2013</u> From the 39 screenings which took place 39 required additional interventions to prevent deterioration in health and maintain the employee in work.</p>					
Healthy Lifestyles screens and follow up appointments	289	213	197	147	846
<p><u>October – December 2013</u> From the initial healthy lifestyle screens, 66 were identified as having previously unidentified health problems, and required follow up appointments at the OHU and referrals to their GP.</p>					
Self referrals	2	2	3	1	10

The above figures do not include income generation work for contracts, advice, support and guidance, telephone enquiries, health education training, developing policies, quality standards and guidance notes, etc., in support of the Managing Health at Work process

COUNSELLING SERVICE
Promoting Health at Work Statistics
2013/2014

Activity	Apr – Jun 2013	Jul – Sep 2013	Oct – Dec 2013	Jan – Mar 2014	Total for Year
New referrals for counselling	186	156	181	165	688
Counselling sessions	716	777	699	643	2835
The table below provides a breakdown of reasons for referral					
Mediation	3	10	2	4	15
This mediation helped to resolve perceived work related stress issues for an employee who was off sick.					
Debriefing sessions	0	1	0	4	5
Anxiety Management group attendance including CBT	1	6	2	0	9
Numbers trained in managing mental health, stress and interpersonal issues in the workplace	110	77	26	36	249
Stress Risk Assessments (number of employees involved)	0	493	252	563	1308
Service evaluation					
Number of employees completing questionnaire	49	41	48	37	175
Counselling helped avoid time off work (not on sick leave)	33	27	34	19	113
Counselling helped early return to work (on sick leave when counselling started)	10	11	10	11	42
Did not affect sickness absence	6	1	4	7	18

The above figures do not include advice, support and guidance, telephone enquiries, health education training, developing policies, quality standards and guidance notes, etc., in support of the Managing Health at Work process

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Cabinet Member (Strategic Finance & Resources)

8 September 2014

Name of Cabinet Member:

Cabinet Member (Strategic Finance & Resources) – Councillor Gannon

Director Approving Submission of the report:

Executive Director, Resources

Ward(s) affected:

None

Title:

3 month (April – June 2014) Cumulative Sickness Absence 2014/2015

Is this a key decision?

No

Executive Summary:

To enable Cabinet Member (Strategic Finance & Resources) to monitor:

- Levels of sickness absence for the 3 month period of April - June 2014.
- The actions being taken to manage absence and promote health at work across the City Council.

Recommendations:

Cabinet Member (Strategic Finance & Resources) is asked to receive this report providing sickness absence data for the 3 month period of April – June 2014 and endorse the actions taken to monitor and manage sickness.

List of Appendices included:

Appendix 1 - Coventry City Council – Days Lost per FTE 2003 - 2014

Appendix 2 - Directorate Summary Out-turn (April – June 2014 vs. April – June 2013)

Appendix 3 – Coventry City Council Reasons for Absence (April – June 2014)

Appendix 4 - Days Lost per FTE, by Directorate (April – June 2014)

Appendix 5 - Coventry City Council Percentage Breakdown of Absence (April – June 2014)

Appendix 6 - Coventry City Council Spread of Sickness Absence (By Length of Days) (April – June 2014)

Appendix 7 and 8 - Summary of Occupational Health & Counselling Services Activities Undertaken (April – June 2014)

Other useful background papers:

None.

Has it or will it be considered by Scrutiny?

No.

Has it, or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No.

Report title: 3 Month (April – June 2014) Cumulative Sickness Absence 2014/2015

1. Context (or background)

1.1 Annual and quarterly information is based on full time equivalent (FTE) average days lost per person against the FTE average days per person available for work. This is the method that was previously required by the Audit Commission for annual Best Value performance indicator reporting. The City Council continues to use this method to ensure consistency with previously published data.

1.2 This report gives the cumulative sickness absence figures for the Council and individual directorates.

1.3 Performance and Projections

FTE Average Days Lost	All Employees	All Employees (except teachers)	Teachers
2013/14 – Quarter 1	2.07	2.19	1.61
2014/15 – Quarter 1	2.17	2.33	1.58

Annual FTE Average Days Lost	All Employees	All Employees (except teachers)	Teachers
2013/2014 Projected	9.67	10.29	7.36
2014/15 Target	8.50	9.14	6.30

1.4 Indicative Cost of Sickness Absence

1.4.1 The indicative cost of sickness absence is calculated using a range of 12 separate salary bands (or levels) to produce an average daily cost of sickness for each band. These banded daily costs are then mapped against the projected sickness outturn to produce a total cost of sickness.

1.4.2 The table below shows the indicative cost of sickness for 2013/14 using this method of calculation.

2013/14	All Employees	All Employees (except teachers)	Teachers
Annual Cost	£13.3m	£10.2m	£3.1m
Annual Target Cost	£12.8m	£10.3m	£2.5m
Difference	£0.5m	-£0.1m	£0.6m

1.4.3 The Quarter 1 projected annual cost of sickness absence for all employees' stands at £0.5m above the target cost. This is broken down into all employees except teachers projecting £0.1m below target and teachers projecting £0.6m above target cost.

1.5 Reasons for Absence

1.5.1 Appendix 3 Illustrates that:

- The most occasions of sickness absence across the City Council in April – June 2014 is Stomach, Liver and Gastroenteritis accounting for 737 occasions. The amount of time lost through Stomach, Liver and Gastroenteritis was 2,008.83
- The amount of time lost through Stress, Depression, and Anxiety was 4,092 days, making it the highest cause of time lost. However, it is not possible to differentiate between personal stress and work related stress.
- The second and third most prevalent reasons for time lost due to sickness absence were Other Musculo-Skeletal Problems (4,014.82 days) and Stomach, Liver and Gastroenteritis (2,008.83 days).

1.5.2 A comparison of year on year figures across the authority reveals that:

- Quarter 1 (ending June 2009) out turn was **2.43** (average sick days lost per full time equivalent employee).
- Quarter 1 (ending June 2010) out turn was **2.26** days (average sick days lost per full time equivalent employee).
- Quarter 1 (ending June 2011) out turn was **1.96** days (average sick days lost per full time equivalent employee).
- Quarter 1 (ending June 2012) out turn was **2.19** days (average sick days lost per full time equivalent employee).
- Quarter 1 (ending June 2013) out turn was **2.07** days (average sick days lost per full time equivalent employee).
- Quarter 1 (ending June 2014) out turn was **2.17** days (average sick days lost per full time equivalent employee).

1.5.3 When comparing Quarter 1 (2014/15) out turn with last years in the same period (2013/14), it reveals that:-

- Reduction of the occurrences of absence by **466** based on comparison with the same period last year.
- Reduction of total days lost per FTE by **278.19** days based on comparison with the same period last year.

- Reduction of **1,839.63** working hours lost based on comparison with the same period last year out-turn.
- Reduction of **£140,790.89** in respect of cost of absence based on comparison with the same period last year.
- Stress has reduced by **482.44** days based on comparison with the same period last year.
- Musculo-Skeletal has reduced by **81.89** days based on comparison with the same period last year.
- Infection, Colds and Flu has reduced by **429.05** days based on comparison with the same period last year.
- Chest, Respiratory, Chest Infection has reduced by **19.31** days, based on comparison with the same period last year.

1.5.4 The data provided within Appendices 2 and 4 reflects the new Directorates and establishments (The implementation of the Resources, People and Place Directorates). Therefore, due to the change in the structures and composition of Directorates, an accurate evaluation against last year's performance/statistics may not be directly comparable.

1.6 Frequent and Long Term Absence

1.6.1 Appendix 5 provides the breakdown between frequent and long-term absence levels during 2013/2014.

1.6.2 Appendix 6 provides a more detailed breakdown of the duration of absences.

1.7 Dismissals through Promoting Health at Work Corporate Procedure

1.7.1 During April – June 2014 there have been a total of **3** dismissals in accordance with the Promoting Health at Work Corporate Procedure. All 3 dismissals have been where the City Council cannot continue to sustain the level of sickness absence.

2. Options considered and recommended proposal

2.1 Activities during Quarter 1 from the HR Health & Wellbeing Team

2.1.1 The HR Health & Well Being Team aims to ensure a consistent approach to sickness absence management and is responsible for providing information on sickness absence to Directorate Management Teams/Senior Managers on a monthly basis and supporting managers in the application of the Council's Promoting Health at Work procedure.

- 2.1.2 Directorate Management Teams review summary absence reports on a monthly basis to monitor progress and determine actions needed to address any hotspots.
- 2.1.3 The Health & Well Being Team undertake proactive strategies to support the authority to reduce levels of sickness absence. They include:
- Robust approach is being taken to the management of sickness absence casework with the application of a revised model, resulting in no more than 4 meetings having to take place before a decision is made about an employee's continued employment.
 - A monthly system to alert Assistant Directors when employees hit a sickness absence trigger point and have not been seen as part of the Promoting Health at Work Procedure.
 - Training is provided to managers to support dealing with both practical and procedural issues. An ongoing programme of training in carrying out return to work interviews and Promoting Health at Work meetings is taking place across the Council as a whole. During quarter 1, 56 managers/supervisors and team leaders undertook training.
 - Training has allowed managers the opportunity to refresh their knowledge and understanding of taking an absence call, conducting effective return to work meetings and understanding the rationale for making reasonable adjustments in the work place to facilitate an employee's return to work.
 - The implementation of an intranet based absence toolkit '*Managing Absence - Your Guide*' along with a desk top icon for easy access. The purpose of the toolkit is to enable managers to deal with the routine "day to day" sickness absence management tasks. The toolkit contains a number of simple and easy to use guides. The toolkit also provides detailed FAQs, 'how to guides' and some straightforward 'golden rules' to help managers and links to relevant policies, procedures, checklists and scripts.
- 2.1.4 A number of service areas across the Council hold regular 'sickness summits' on a monthly, quarterly or as needed basis.
- 2.1.5 These serve as a useful mechanism to ensure absence levels remain a high priority and are well-managed for all parties, with the aim to reduce these levels for the Council and to enable services to be cost-effectively delivered to the public.
- 2.1.6 The purpose of 'sickness summits', are to provide an opportunity for Management with the relevant Head of Service / Assistant Director, to review sickness cases within a given area. This is to ensure cases are being addressed in a timely manner and are being robustly, consistently, fairly and appropriately managed through the application of the Promoting Health at Work process.

2.1.7 The summits provide an opportunity for Managers to share good practice and experience in managing absence levels, as well as to gain further advice, support and updates on changes to procedure and support the Council can provide to its employees, from their Lead HR Representative, HR Health & Wellbeing Team.

2.1.8 One of the particular key benefits of sickness summits has been to identify hotspot areas, or key issues/reasons for absence within service areas. This enables the advice, support and resources to be tailored to ensure these issues are addressed and managed and that our employees are appropriately supported. This has proved to be very useful in making a positive impact in the working environments and on attendance levels.

2.1.9 At the request of the Cabinet Member I can confirm that there are no outstanding casework from absence triggers generated from Quarter 1.

2.2 Be Healthy Be Well Initiative

2.2.1 The Be Healthy Be Well initiative is joint project between the HR Health & Well Being Team and Occupational Health & Counselling Support Team which was launched in January 2012. The primary aim of the initiative is to act as central source of information and encourage Council employees to get Fit and Healthy.

2.2.2 The initiative has delivered the following events in Quarter 1:

- Continuation of the events provided by Coventry Sports Foundation & Coventry Sports Trust, including open weekends for all Council employees and their families to experience free taster sessions such as Swimming, Indoor Football, Zumba, Badminton, Cycling, Boxercise, Pilates, Table Tennis, BoxFit, Squash & Spinning Classes.
- Special offers for Gym membership from Pure Gym.
- Special offers for membership with the British Military Fitness.
- The great tennis weekend at various locations across the city.
- Golf offer for all Council employees at Brandon Golf Course.
- Continued use of the mini table tennis located in the Contact Centre for staff to use in their own time provided by The English Table Tennis Association.
- Continuation with publication of the very popular & informative monthly Be Healthy Be Well newsletter to all employees. At the time of writing this report the newsletter had received over 3,800 hits during Quarter 1 (2014/2015).
- Creations of the intranet page to advise and advertise promotion events for City Council employees.

2.3 Activities during Quarter 1 from the Occupational Health Team

2.3.1 The Occupational Health and Counselling team provide a vital role in supporting the management of sickness absence process. Some of the key issues the team led on during quarter 1 of 2014/15 were:-

- Continued promotion of the Council's Cancer Buddy scheme.
- Further developing the mental wellbeing & MSK clinics for 'Keeping Well at Work' the People Directorate, focused around social worker wellbeing.
- Supporting the Be Healthy Be Well Programme.
- Successful continuation of contract delivery for Job Seekers, Academies, Solihull MBC and other organisations.
- Working with Coventry schools and academies to meet their health priority targets.
- The new Making Every Contact Count (MECC) lead officer is developing the Workplace Health Champion Role and MECC training.
- New Health Surveillance commenced for Face Mask Fitting.
- Health promotion activities include: Men's Health Week and the 3 Week Challenge.

2.4 Targets 2014/2015

Detailed below are the targets 2014/15.

Directorate	Target 2014/2015
Chief Executive	5.0
People	9.5
People Teachers	6.3
People School Support	9.0
Place	10.4
Resources	7.5
Coventry City Council	8.5

3. Results of consultation undertaken

No consultation has been undertaken.

4. Timetable for implementing this decision

None.

5. Comments from Executive Director, Resources

5.1 Financial implications

Sickness absence impacts on the ability of the Council to deliver its services with replacement cover required in many service areas at an additional cost to the Council.

5.2 Legal implications

There are no legal implications resulting from this report.

6. Other implications

There are no other specific implications.

6.1 How will this contribute to achievement of the Council's key objectives/corporate priorities (corporate plan/scorecard)/organisational blueprint/LAA (or Coventry SCS)?

Sickness absence is one of the Council's corporate plan targets and performance is reported to Cabinet Member (Strategic Finance & Resources) on a quarterly basis with the final quarter containing the out turn report.

6.2 How is risk being managed?

The Promoting Health at Work strategy will require further development to examine more intensively issues such as working conditions, accidents, work related ill health, and industrial injuries in addition to managing absence. This will involve liaison with colleagues in the area of safety management and occupational health, and will also include analysis of sickness data to identify the relationship between specific causes of absence and occupational groups.

6.3 What is the impact on the organisation?

Human Resources

The HR Health and Wellbeing team and the Occupational Health and Counselling Service, support absence management across the whole City Council. The teams support managers to deal with sickness promptly and consistently within all directorates.

Information and Communication Technology

Improvements will continue to be made to the reporting process through Resource link management information to improve accuracy and detail of information in relation to all absences.

Trade Union Consultation

Consultation with the trade unions is ongoing. The trade unions are kept up to date on the latest absence figures and are actively involved in casework regarding sickness absence management.

6.4 Equalities/EIA

The application of the sickness absence management processes are continually reviewed to ensure compliance with the Council's duty under Section 149 of the Equality Act 2010. No equality impact assessment has been carried out as the recommendations do not constitute a change in service or policy.

6.5 Implications for (or impact on) the environment

None.

6.6 Implications for partner organisations?

None.

Report author(s):**Name and job title:**

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Directorate:

Resources

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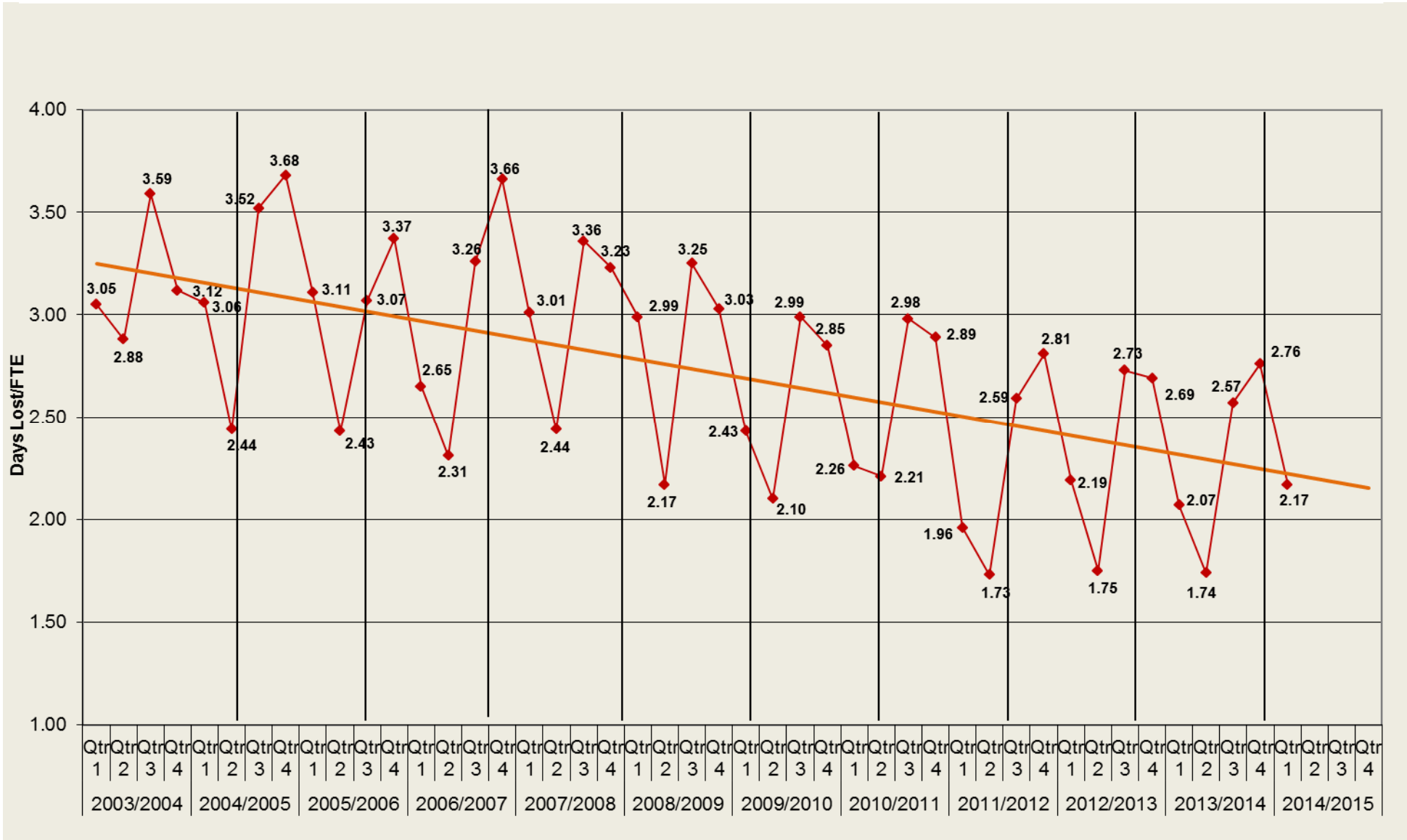
Enquiries should be directed to the above person.

Contributor/approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
Contributors:				
Jason Bratt	Senior Human Resources Adviser	Resources	11/07/2014	01/08/2014
Angie White	Occupational Health & Counselling Services Manager	Resources	11/07/2014	01/08/2014
Lindsay Hughes	Senior Accountant	Resources	11/07/2014	01/08/2014
Hugh Peacocke	Governance Services Officer	Resources	20/08/2014	25/08/2014
Names of approvers: (officers and members)				
Shokat Lal	Assistant Director	Resources	18/08/2014	
Julie Newman	Children & Adult Legal Service Manager	Resources	18/08/2014	19/08/2014
Councillor Gannon	Cabinet Member		18/08/2014	26/08/2014
Chris West	Executive Director	Resources	18/08/2014	29/08/2014

This report is published on the Council's website:

www.coventry.gov.uk/meetings

Coventry City Council
Days Lost per FTE
2003 - 2014



Corporate / Directorate Comparisons against Target

Appendix 2

Coventry City Council

April – June 2014	April – June 2013	Annual Target 2014/2015
2.17	2.07	8.5

This demonstrates an increase of 0.10 days per FTE compared to 2013/2014

Chief Executive's Directorate

April – June 2014	April – June 2013	Annual Target 2014/2015
0.81	1.44	5.0

This demonstrates a reduction of 0.63 days per FTE compared to 2013/2014.

Place Directorate

April – June 2014	April – June 2013	Annual Target 2014/2015
2.89	2.78	10.4

This demonstrates an increase of 0.11 days per FTE compared to 2013/14.

People Directorate

April – June 2014	Annual Target 2014/2015
2.31	9.5

Due to the change in the structures and composition of Directorates, an accurate evaluation against last year's performance / statistics is not directly comparable.

Teachers in Schools

April – June 2014	April – June 2013	Annual Target 2014/2015
1.58	1.61	6.3

This demonstrates a reduction of 0.03 days per FTE compared to 2013/14.

Support Staff in Schools

April – June 2014	April – June 2013	Annual Target 2014/2015
2.31	2.21	9.0

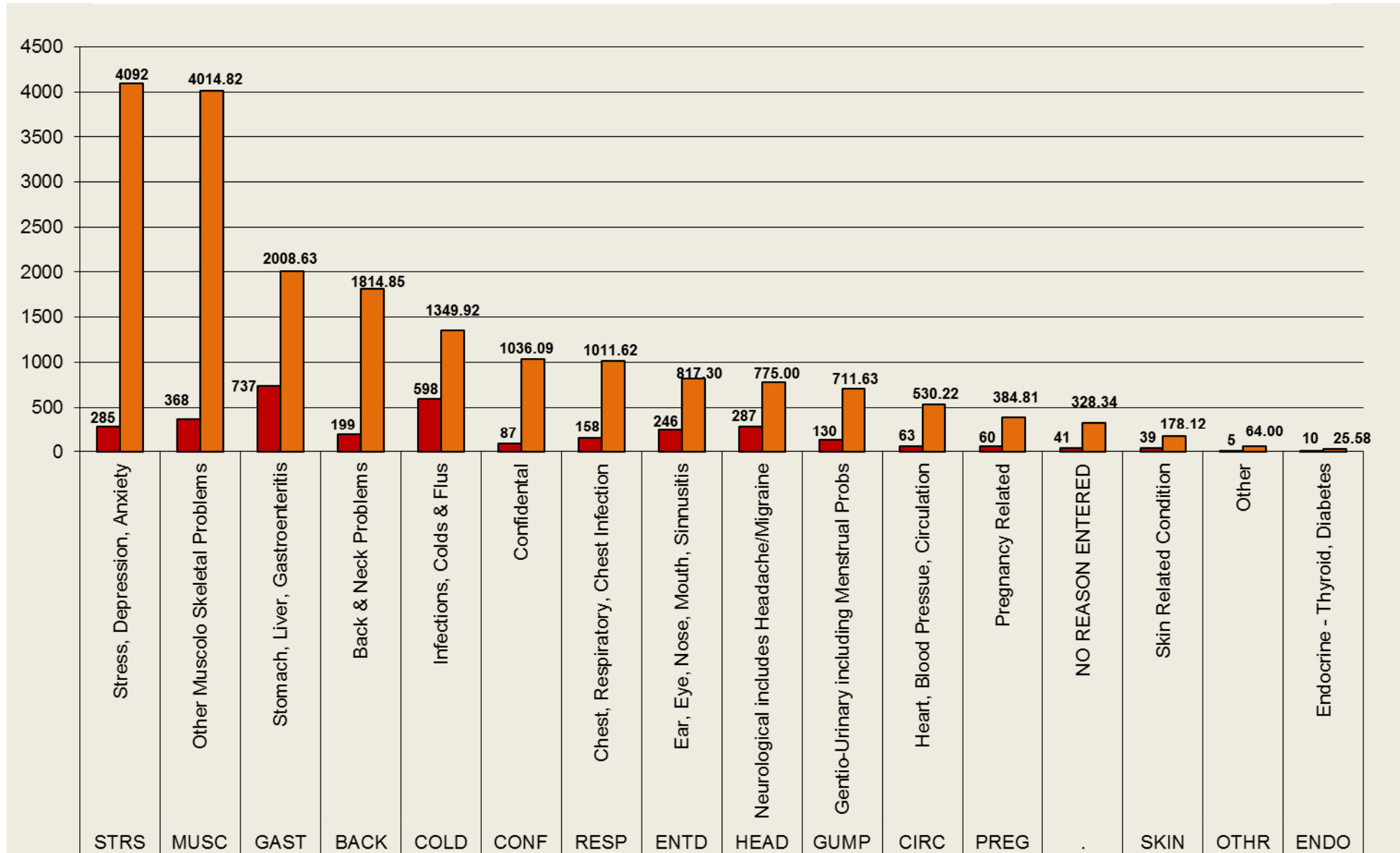
This demonstrates an increase of 0.10 days per FTE compared to 2013/2014.

Resources Directorate

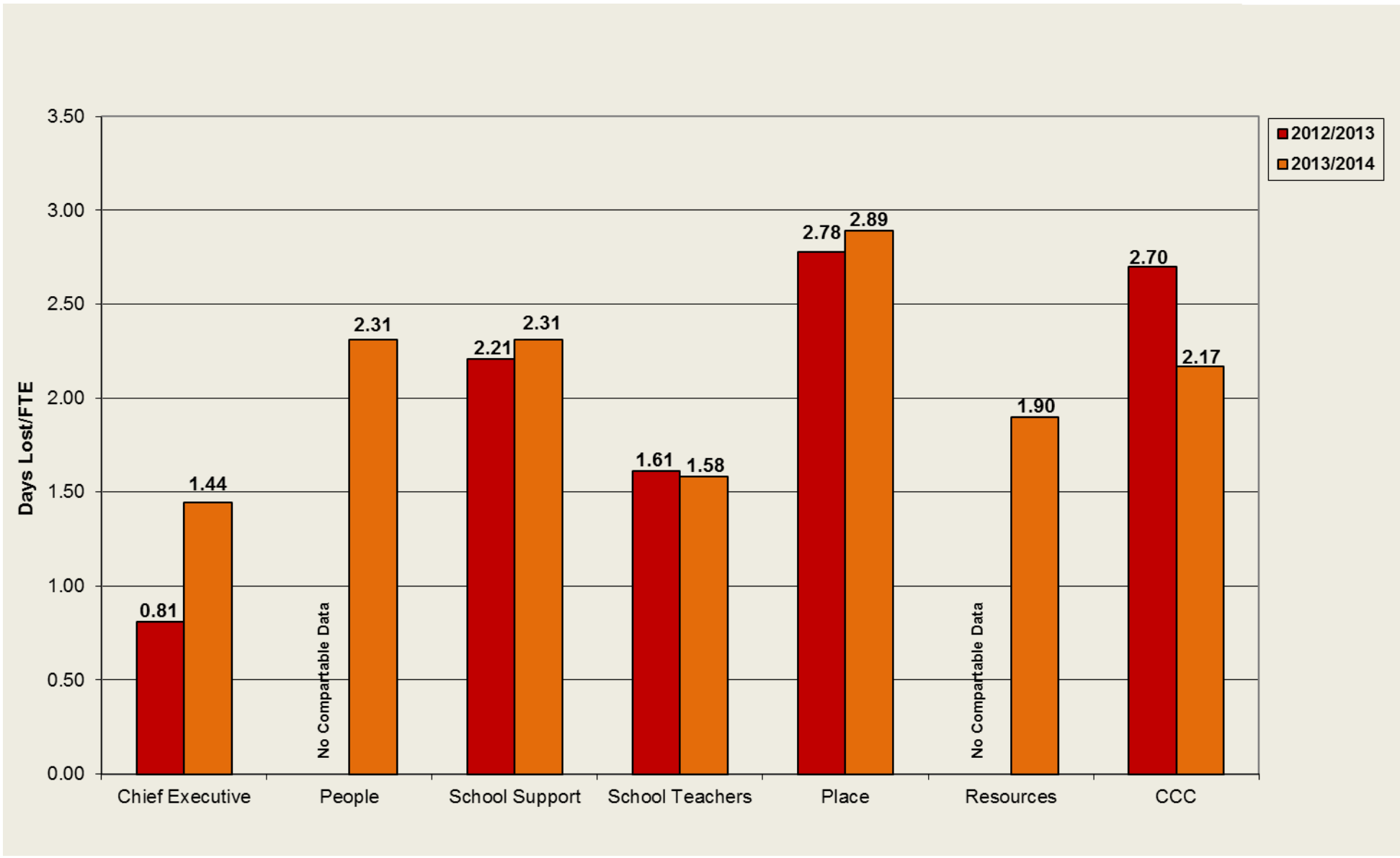
April – June 2014	Annual Target 2014/2015
1.90	7.5

Due to the change in the structures and composition of Directorates, an accurate evaluation against last year's performance / statistics is not directly comparable.

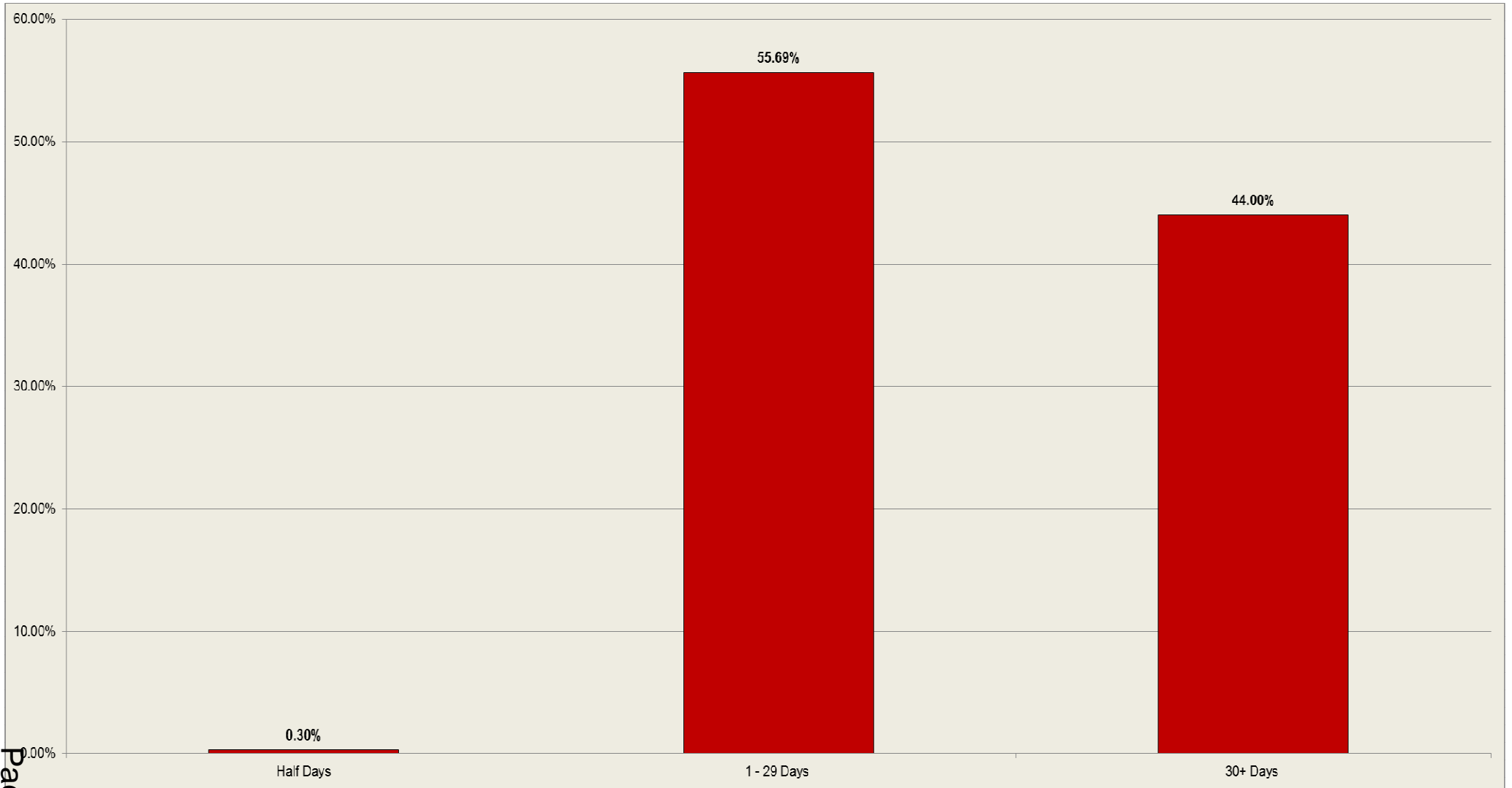
Coventry City Council – Reasons for Absence
April – June 2014



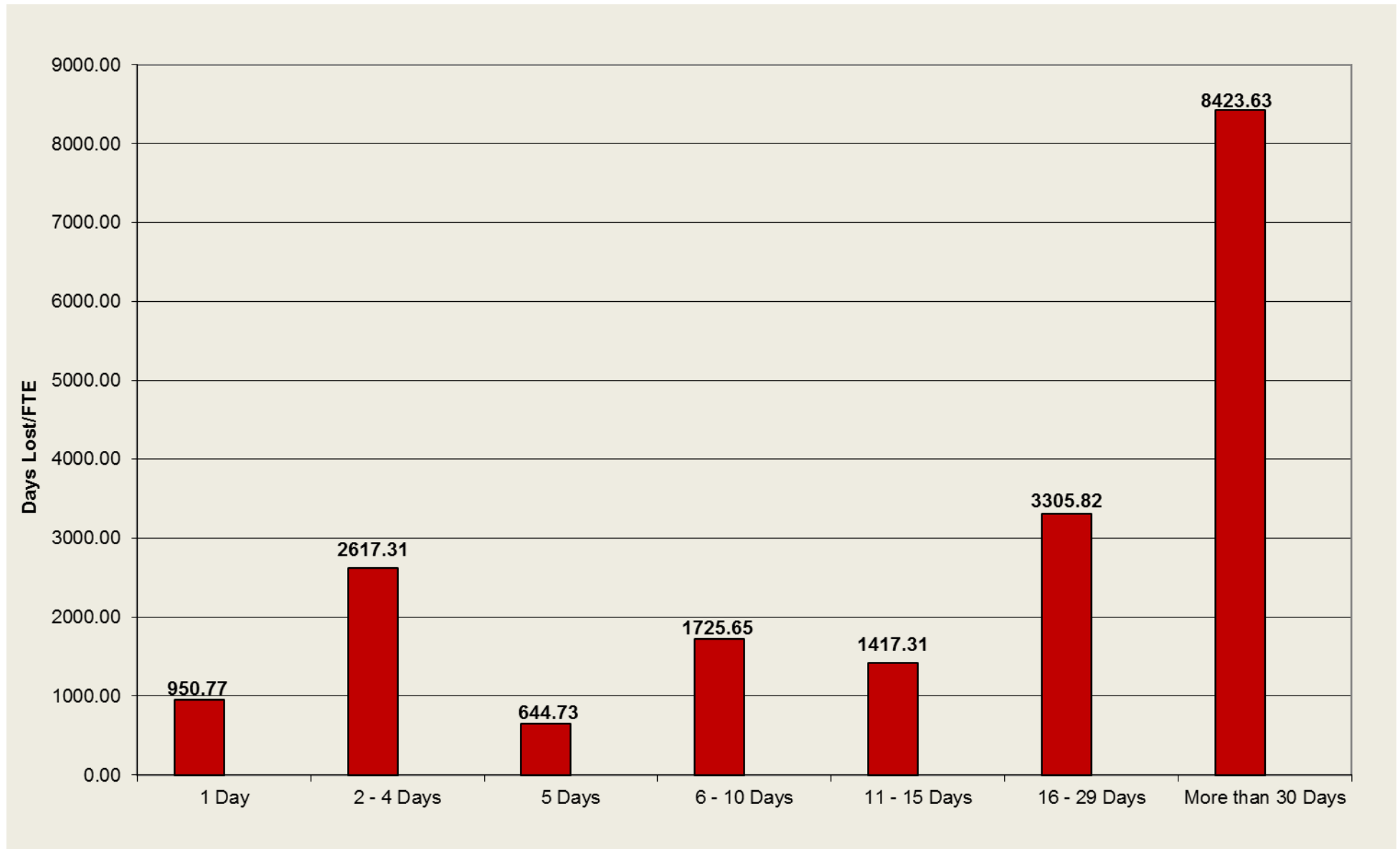
2013/2014 vs. 2014/2015
Days Lost Per FTE



Coventry City Council
Sickness Absence – Percentage Breakdown
2013/2014



Coventry City Council
2014/2015
Spread of Absence by Length of Days



OCCUPATIONAL HEALTH
Promoting Health at Work Statistics
1st April 2014 – 31st March 2015

Activity	April- June 2014	July- September 2014	October- December 2014	January- March 2015	Total for Year
Pre-Employment health assessments	227				227
<p><u>April to June 2014</u> From the pre-employment assessments, required additional advice and guidance to be given to the employing manager. 21% of pre-employment forms were processed within 3 working days 100% clearance slips were returned to the Recruitment Team/School within 3 working days</p>					
Sickness absence health assessments and reviews	472				472
Ill health conditions reported/investigated as work related					
Work Place assessments carried out	6				6
Case conferences carried out					
Vaccinations	36				36
<p><u>April to June 2014</u> Ill health condition reported as work related (breakdown): ... musculoskeletal; ... mental health/depression; ... stress related. Referrals to support services, work place assessments and case conferences were part of the health management plan. Advice on workplace adjustments, medical redeployment and ill health retirement were also given. 100% of employee ill health referral forms processed within 3 working days 36% reports sent to HR/schools within 3 working days</p>					
Vision screening and other surveillance procedures	96				96
<p><u>April to June 2014</u> From the 96 screenings which took place required additional intervention to prevent a deterioration in health and maintain the employee in work.</p>					
Healthy Lifestyles screens and follow up appointments	129				129
<p><u>April to June 2014</u> From the initial healthy lifestyle screens, ... were identified as having previously unidentified health problems, and required follow up appointments at the OHU and referrals to their GP.</p>					
Self referrals	7				7

COUNSELLING SERVICE
Promoting Health at Work Statistics
2014/2015

Activity	Apr – Jun 2014	Jul – Sep 2014	Oct – Dec 2014	Jan – Mar 2014	Total for Year
New referrals for counselling	148				148
Counselling sessions	648				648
The table below provides a breakdown of reasons for referral					
Mediation					
This mediation helped to resolve perceived work related stress issues for an employee who was off sick.					
Anxiety Management group attendance including CBT	4				4
Numbers trained in managing mental health, stress and interpersonal issues in the workplace	37				37
Stress Risk Assessments (number of employees involved)	110				110
Service evaluation					
Number of employees completing questionnaire	56				56
Counselling helped avoid time off work (not on sick leave)	43				43
Counselling helped early return to work (on sick leave when counselling started)	8				8
Did not affect sickness absence	5				5

The above figures do not include advice, support and guidance, telephone enquiries, health education training, developing policies, quality standards and guidance notes, etc., in support of the Managing Health at Work process



Public report Cabinet Member Report

8 September 2014

Name of Cabinet Member:

Cabinet Member (Strategic Finance and Resources), Councillor Damian Gannon

Director Approving Submission of the report:

Executive Director, Resources

Ward(s) affected:

All

Title:

Final Hospitality Statement and Charity Appeal for the Mayoralty of Councillor Gary Crookes for 2013-2014

Is this a key decision?

No

Executive Summary:

This is the final Hospitality budget report for the Mayoral Year of Councillor Gary Crookes 2013/2014. It updates the Cabinet Member on how the budget was spent during the third and final quarter of the Mayoral Year. The amount of £46,659.03 was spent at the end of Quarter 3 and £68,236.82 at year end. This left a variance remaining of £2,359.18 from the annual overall budget.

Recommendations:

The Cabinet Member is recommended to note:

1. The outturn of £68,236.82 for the Mayoral year and approve the contents of the report which describes how the hospitality budget was spent on an event-by-event basis; and
2. The final sum raised for the Lord Mayor's Charity Appeal.

List of Appendices included:

Appendix 1 sets out actual expenditure for the third quarter from 16th November 2013 to 15th February 2014.

Appendix 2 sets out actual expenditure for the fourth/final quarter from 16th February to 4th June 2014.

Other useful background papers:

None.

Has it or will it be considered by Scrutiny?

No

Has it, or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

**Report title:
Final Hospitality Statement and Charity Appeal for the Mayoralty of Councillor Gary Crookes for 2013-2014**

1. Context (or background)

1.1 The annual Hospitality budget for the Mayoral Year is £65,596. In preparation for the costs associated with the President of Ireland's visit in April 2014 an additional £5,000 was transferred into the budget in March 2014, increasing the overall total to £70,596.

2. Options considered and recommended proposal

2.1 The Cabinet Member is recommended to approve the contents of the report which describes how the hospitality budget has been spent.

2.2 The amount of £46,659.03 was spent at the end of Quarter 3 and £68,236.82 at year end. Appendix 1 and 2 sets out a detailed breakdown of how these sums have been spent on an event-by-event basis.

2.3 The Cabinet Member is asked to note the return of an underspend from the Mayoralty Hospitality budget of £2,359.18 to Corporate Reserves.

2.4 The Lord Mayor's Charity Appeal is also monitored on a quarterly basis. With the Heart of England Community Foundation acting as the umbrella organisation for the appeal, a number of charities / organisations benefitted from the Lord Mayor's Charity Appeal during 2013/2014. The Cabinet Member is asked to the total funds raised of £14,940.60.

3. Results of consultation undertaken

3.1 The Lord Mayor's hospitality budget is monitored on an event-by-event basis by the Principal Private Secretary to the Lord Mayoralty and is reported on each quarter to the Cabinet Member. No further consultation is therefore considered necessary.

4. Timetable for implementing this decision

4.1 There are no further events planned as the Mayoral Year has now come to an end.

5. Comments from Executive Director, Resources

5.1 Financial implications

The hospitality report is presented to the Cabinet Member on a quarterly basis and at year end has stayed within the approved budget of £70, 596 per Mayoral year, with spending during the year of £68,236.82. The remainder, £2,359.18, will be returned to corporate reserves.

5.2 Legal implications

There are no legal implications arising from this report.

6. Other implications

6.1 How will this contribute to achievement of the Council's key objectives / corporate priorities (corporate plan/scorecard) / organisational blueprint / Local Area Agreement (or Coventry Sustainable Community Strategy)?

The Lord Mayor's Hospitality Budget is spent to reflect the Lord Mayor's Mission Statement as outlined in the Council's Constitution which aligns itself to the Council's core aims and objectives.

6.2 How is risk being managed?

No significant risks are associated with the budget management. Health and Safety issues are considered for all events with the more significant events e.g. Annual Meeting of the Council, Armed Forces Day, Remembrance Sunday Service and Parade being monitored by the Council's Safety Events Group.

6.3 What is the impact on the organisation?

No impact, the events are managed by the Lord Mayor's office.

6.4 Equalities / EIA

An Equality Impact Assessment for the Lord Mayor's Office was last undertaken in February 2012 to ensure the Mayoralty promotes equality across the city and the recommendations in this report do not constitute a change in service or policy.

6.5 Implications for (or impact on) the environment

None.

6.6 Implications for partner organisations?

None.

Report author(s):

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Contributor/approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
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Hugh Peacocke	Governance Services Officer	Resources - Democratic	20/08/14	20/08/14
Names of approvers: (officers and members)				
Chris West	Executive Director	Resources	20/08/14	20/08/14
Adrian West	Members and Elections Team Manager	Resources	20/08/14	20/08/14
Finance: Carolyn Prince	Lead Accountant	Resources	20/08/14	21/08/14
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HR: Neelesh Sutaria	HR Business Partner	Resources	20/08/14	20/08/14
Members: Councillor Damian Gannon	Cabinet Member			

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www.coventry.gov.uk/councilmeetings

ACTUAL Costs of Functions of 3rd Quarter: 16th November 2013 – 15th February 2014

<u>Date</u>	<u>Function</u>	<u>Number of Guests</u>	<u>Actual Cost</u>
10.11.13	Civic Dinner with International Delegations for Remembrance Sunday Weekend	35	£ 1,067.22
19.11.13	Lord Mayor's Cadet Presentation Evening	21	£187.95
20.11.13	Civic Reception for International Students studying at University of Warwick	130	£1,146.40
22.11.13	Tickets for Chairman of Warwick DC Charity Evening	2	£35.00
29.11.13	Tickets for Mayor of Northampton Charity Gala Dinner	2	£60.00
03.12.13	Refreshments for Good Citizen Recipient prior to Full Council	6	£29.75
04.12.13	Civic Reception for Local Residents and Community Associations	60	£822.00
05.12.13	Heart of England Christmas Carol Concert Tickets	2	£40.00
08.12.13	Tickets for Mayor of Solihull's Charity Day	2	£40.00
09.12.13	Festive refreshments at Coventry Magistrates Court Bench Event	150	£1,124.02
10.12.13	Book Launch of 'The Story of Coventry' written by Peter Walters	30	£247.61
13.12.13	Refreshments at Lord Mayor's Charity Christmas Gift Fair	-	£110.00
13.12.13	Tickets for Mayor of Stratford's Christmas Celebration	2	£20.00
14.12.13.	Tickets for Chairman of Warwick DC Christmas Concert	2	£20.00
20.12.13	Lord Mayor's Festive Drinks	-	£266.19
11.01.14	Coventry Award of Merit Presentation Ceremony	100	£9,075.38
14.01.14	Refreshments for Good Citizen Recipient prior to Full Council	6	£25.50
19.01.14	Mayor of Solihull's Fundraising Event	2	£45.00
27.01.14	Lunch prior to Holocaust Memorial Day	40	£447.00
28.01.14	Presentation of Olympic Torch from Premier Sheet Metal	30	£602.20
31.01.14	Special Freeman's Court for Rolls Royce Apprentices	130	£2,038.02
04.02.14	Refreshments for visit of Mr & Mrs Grindlay	3	£17.00
05.02.14	Visit of Wyken Croft and Charter Schools	25	£49.00

08.02.14	Refreshments at Warwick District Council Chairman's Evening	2	£10.00
13.02.14	Tickets at Mayor of Stratford Town Council's Civic Event	2	£40.00
	Promotional items as civic gifts	-	£1,093.75
	Refreshments, wines and spirits for Quarter 3		£78.45
	SUB-TOTAL		£ 18,737.44
	Actual Costs Previously Reported at Quarter 2		**£ 27,921.59
	TOTAL at QUARTER 3		£ 46,659.03

****This figure varies from the Quarter 2 Hospitality Budget report submitted to the Cabinet Member on 20th January 2014. An incorrect figure was submitted in that report. This is the correct figure.**

ACTUAL Costs of Function of 4th Quarter: 16th February – 4th June 2014

<u>Date</u>	<u>Function</u>	<u>Number of Guests</u>	<u>Actual Cost</u>
21.02.14	Mayor of Alcester Civic Dinner	2	£ 52.00
25.02.14	Refreshments for Good Citizen Recipient prior to Full Council	5	£ 30.00
27.02.14	Mayor of Warwick Town Council Charity Ladies Evening	2	£ 20.00
01.03.14	Mayor of Coleshill Town Council Charity Concert	2	£ 15.00
06.03.14	Peace Prize Fundraising and Awareness Dinner	60	£ 456.54
07.03.14	Mayor of Leamington's Civic Dinner	2	£ 70.00
16.03.14	Bike for Peace International Peace Cycle ride	75	£ 963.05
18.03.14	Refreshments for Good Citizen Recipient prior to Full Council	22	£ 165.00
20.03.14	Dinner to recognise the services of Assistant Chief Constable, Andy Nicholson and Temporary Chief Superintendent, Claire Bell	20	£ 724.47
23.03.14	Mayor of Warwick Town Council Charity Concert	2	£ 20.00
26.03.14	Civic Reception for Visitors of GE Healthcare visiting University of Warwick	20	£ 77.00
28.03.14	Civic Reception for Visitors from South Korea	26	£ 41.60
28.03.14	Mayor of Dudley Charity Ball	2	£ 68.00
28.03.14	Mayor of North Warwickshire Civic Event	2	£ 46.00
03.04.14	Civic Lunch for Volgograd Children's Symphony Orchestra	75	£ 956.25
05.04.14	Tickets for Mayor of Leamington Spa Charity Evening	2	£ 20.00
07.04.14	Refreshments for French students visiting Barr's Hill School	100	£ 151.00
11.04.14	State Visit of President of Ireland	160	£ 6,716.63
12.04.14	Ticket for Annual Charity Dinner with the Guild of Northampton Freemen	2	£ 60.00
25.04.14	Civic Heads Dinner	100	£ 3,445.75
29.04.14	Launch of Godiva Trust	70	£ 98.00
30.04.14	Lord Mayor's Charity Golf Day	80	£ 1,272.71

<u>Date</u>	<u>Function</u>	<u>Number of Guests</u>	<u>Actual Cost</u>
04.05.14	Lunch following Freeman's Sunday Service	50	£ 812.50
07.05.14	Civic Visit to Volgograd for 70 th Anniversary of the Twinning Link	3	£ 1,716.73
11.05.14	Mayor of Solihull 'Last Night at the Proms' Charity Event	2	£ 40.00
12.05.14	Visit of Romanian Embassy Staff	25	£ 45.00
12.05.14	Afternoon Tea with WWII Veterans	30	£ 45.00
19.05.14	Lunch with UN High Representative	12	£ 107.40
20.05.14	Lady Mayoress Afternoon Tea	15	£ 105.75
25.05.14	Costs associated with visit to Plymouth for Sinking of HMS Coventry Commemoration Event	3	£ 266.58
27.05.14	Visit of the Deputy High Commissioner for Punjab	6	£ 53.70
30.05.14	End of Mayoral Year Lunch	8	£ 116.13
	Ceremonial Freedom Scroll for HMS Diamond	-	£ 1,300.00
	Transfer of Lord Mayor's Portraits to Council Chamber	-	£ 1,500.00
	SUB-TOTAL		£ 21,577.79
	Actual Costs Previously Reported at Quarter 3		£ 46,659.03
	TOTAL at QUARTER 4		£ 68,236.82

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