



Cabinet Member (Strategic Finance and Resources)

Time and Date

2.00 pm on Monday, 10th March, 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 20 January 2014 (Pages 3 - 8)
 - (b) Matters Arising
4. **9 month (April - December 2013) Cumulative Sickness Absence 2013/2014** (Pages 9 - 28)

Report of the Executive Director, Resources
5. **Supporting Credit Unions in Coventry** (Pages 29 - 34)

Report of the Executive Director, Resources
6. **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, 28 February 2014

Note: The person to contact about the agenda and documents for this meeting is Su Symonds Tel: 024 7883 3069

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.

Su Symonds, Governance Services Officer

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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, 20 January 2014

Present:

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

Employees (by Directorate):

J Barlow, Resources Directorate
B Black, Resources Directorate
L Commane, Resources Directorate
B Strain, Resources Directorate
A West, Resources Directorate

Public Business

43. Exclusion of the Press and Public

RESOLVED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the item of business referred to in Minute 53 below relating to "Amendment to the Benefits Risk-Based Verification Policy" on the grounds that this item involves the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of that Act.

44. Declarations of Interest

There were no declarations of interest.

45. Minutes of Previous Meeting

The minutes of the meeting held on 9th September 2013 were agreed and signed as a true record.

There were no matters arising.

46. Second Quarter Hospitality Statement for the Mayoralty of Councillor Gary Crookes, 2013-2014

Cabinet Member received a report of the Executive Director, Resources, which updated on how the budget for the second quarter of the Mayoral Year 2013/14 had been spent, and gave the estimated expenditure for the third quarter of the year.

The amount of £13,651.37 was spent at the end of Quarter 2. A detailed breakdown of this sum on an event-by-event basis indicated that 21% of the original Hospitality budget had been spent. This compared with an average of 23% for the same period for the previous three years and 57% of the budget so far this year.

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

the report which describes how the hospitality budget has been spent on an event by event basis.

47. Welfare Reform: Recommendations from Scrutiny Co-ordination Committee 11th December 2013

Cabinet Member received a report of the Executive Director, Resources, which detailed recommendations made by the Scrutiny Co-ordination Committee at its meeting held on 11 December 2013, which had dedicated the whole of its meeting to issues related to the government's Welfare Reform agenda. The purpose of the meeting had been to review:

- the latest information on the implications of the Welfare Reform changes on local people, communities and the city;
- the way services and support to local people were being co-ordinated in the city; and
- the impact on the City Council and how the authority was discharging its responsibilities.

In addition to agreeing a number of areas which it wanted to pursue further at future meetings, the Committee also made two recommendations for the Cabinet Member (Strategic Finance and Resources) which supported the work being carried out to join up approaches across the authority and to involve the third sector in work on a single point of access, and sought to protect funding to those organisations that provided advice and dealt with transitional processes in relation to Welfare Reform.

Cabinet Member indicated that the issue of funding was more appropriate to consideration as part of the overall budget setting process, rather than as a separate issue within his portfolio.

RESOLVED that after due consideration of the report and matters raised at the meeting, the Cabinet Member (Strategic Finance and Resources):

- a) Continue to pursue a joined up approach in relation to Welfare Reform and that voluntary organisations are involved as appropriate in the developing work on a single point of access.**
- b) Recommend that funding to those organisations providing advice and dealing with transitional processes in relation to Welfare Reform be considered as part of the budget setting process.**

48. Transformation Programme Progress Report

The Cabinet Member received a report of the Executive Director, Resources, which had been considered by Finance and Corporate Services Scrutiny Board (1) on 13 January 2014, setting out what had been achieved through the Transformation Programme to date and how the Programme was contributing to the significant challenges faced by the Council.

The Council's **abc** Programme - A Better Council for A Bolder Coventry – was launched in June 2009, with overall objectives to achieve better value for money by reducing the costs of delivering services.

The delivery of the Transformation Programme remained a key element of the Council's response to the challenges imposed by the Government's June Spending Round announcement. The savings it produced would be essential to the Council continuing to achieve a balanced budget.

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

- a) endorsed the progress that has been made in delivering specific reviews in the Transformation Programme**
- b) affirmed commitment to the continuation of the Programme, and its contribution to the service improvement and cost reduction challenge**

49. The Customer Journey

Cabinet Member received a report of the Executive Director, Resources, which reconfirmed the vision and strategy for the way the Council delivered customer services, which would underpin the changes made leading up to the Customer Service Centre opening and beyond.

The Customer Journey programme would deliver the changes to customer facing property, ICT and the Council's ways of working, and covered every aspect of the Council's interactions with the people of Coventry.

Cabinet Member considered the feedback from Finance and Corporate Finance Scrutiny Board (1), particularly in relation to the recommendation regarding equality impact analysis and was supportive of the need that this should be initiated as soon as possible.

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

- a) Considered and endorsed recommendations put forward by Finance and Corporate Services Scrutiny Board:**
 - i) ensure that an equality impact analysis is carried out as soon as possible**
 - ii) ensure that the equality impact analysis addresses the needs of people with dementia**
- b) Endorsed the Vision and Strategy for the Customer Journey programme, reaffirming the principles within the Council's existing customer services strategy.**

50. **Amendment to the Benefits Risk-Based Verification Policy**

Cabinet Member received a report of the Executive Director, Resources, which sought approval for amendments to the Council's Risk-Based Verification (RBV) policy. There was a corresponding private report which detailed financial information in relation to the amendments and is noted at minute 53 below.

The type of supporting information required on making a claim for housing/council tax support had historically been determined by the Department for Work and Pensions' (DWP) verification framework and the Council has had to adhere to these standards in order to satisfy external auditors as part of the annual subsidy certification process.

In Housing Benefit/Council Tax Benefit (HB/CTB) circular s11/2011, the DWP confirmed that Local Authorities (LAs) had discretion to operate 'risk-based verification.' This approach involved categorising claims based on the level of risk or error that the claim presented. The approach allowed low risk claims to be expedited with minimal verification whilst resources could be focussed intelligently on medium and high risk cases which were then subject to more stringent verification.

In March 2012 the Cabinet Member (Strategic Finance and Resources) approved the Council's original benefits risk-based verification policy. The policy was also approved by the Council's audit committee in April 2012 and the policy came into force on 14 May 2012. Capita's risk and verification software was purchased for the purpose of operating a propensity model of RBV in Coventry.

The original policy included three levels of verification to be applied depending on whether a claim presented high, medium or low risk of fraud and error. For high risk cases verification was to include an interview with the claimant to confirm the information provided in the application form in addition to the provision of original documentation to support the benefit application.

Since May 2012 it has become apparent that the interview requirement has had little impact in identifying incorrect or fraudulent claims and offered little value as part of the overall verification process. In addition, the requirement for a face-to-face or telephone interview often resulted in delays in processing claims. The requirement, in high risk cases, that the claimant provided original documentation to support their claim was sufficient to allow the identification of fraud and error and the service therefore considered the interview requirement to be an unnecessary, inefficient and ineffective additional measure.

It was proposed that the interview requirement was removed from the policy from 1 April 2014. The service would continue to monitor any impact on the levels of fraud and error being detected as a result of the amendment and would review the policy within the context of the half yearly review of the Benefits Service, which was reported to Cabinet Member (Strategic Finance and Resources).

RESOLVED that after due consideration of the report and matters raised at the meeting, the Cabinet Member approved the benefits risk-based verification policy.

51. **Outstanding Issues**

There were no outstanding issues.

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

There were no other items of public business

53. **Amendment to the Benefits Risk-Based Verification Policy**

Further to minute 50, Cabinet Member received a report of the Executive Director, Resources, which detailed confidential financial matters in relation to amendments to the Risk-Based Verification Policy.

RESOLVED that after due consideration of the report and matters raised at the meeting, the Cabinet Member approved the benefits risk-based verification policy as attached as appendix 1 to this report.

(Meeting closed at 2.45 pm)

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Public report Cabinet Member Report

Cabinet Member (Strategic Finance & Resources)

10th March 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:

9 month (April – December 2013) 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 9 month period from April – December 2013
- ❖ 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 9 month period of April – December 2013 and endorse the actions taken to monitor and manage sickness.

List of Appendices included:

Appendix 1 - Coventry City Council – Days Lost per FTE 2003 - 2013

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

Appendix 3 - Reasons for Absence – (April - December 2013)

Appendix 4 - Days Lost per FTE, by Directorate - (April – December 2013)

Appendix 5 - Coventry City Council Percentage Breakdown of Absence - (April - December 2013)

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

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

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:**9 Month (April – December 2013) 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.

2 Performance and Projections

FTE Average Days Lost	All Employees	All Employees (except teachers)	Teachers
2012/13 – Qtr 3	6.84	7.39	4.98
2013/14 – Qtr 3	6.38	7.12	4.57

Annual FTE Average Days Lost	All Employees	All Employees (except teachers)	Teachers
2013/14 Projected	8.87	9.50	6.73
2013/14 Target	8.50	9.13	6.30

Indicative Cost of Sickness Absence

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.

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	£11.1m	£8.0m	£3.1m
Annual Target Cost	£11.5m	£8.6m	£2.9m
Difference	-£0.4m	-£0.6m	£0.2m

The Quarter 3 projected annual cost of sickness absence for all employees' stands at £0.4m below the target cost. This is broken down into all employees except teacher projecting £0.6m below target and teachers projecting £0.2m above target cost.

3 Reasons for Absence

3.1 Appendix 3 Illustrates that:

- ❖ The most occasions of sickness absence across the City Council in April – December 2013 is Stomach, Liver and Gastroenteritis accounting for 2,844 occasions. The amount of time lost through Stomach, Liver and Gastroenteritis was 6,890.31 days.
- ❖ The amount of time lost through Stress, Depression, and Anxiety was 14,858.99 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 Muscolo-Skeletal Problems (10,922.37 days) and Stomach, Liver and Gastroenteritis (6890.31 days).

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

- ❖ Quarter 3 (ending December 2009) out turn was **7.52** (average sick days lost per full time equivalent employee).
- ❖ Quarter 3 (ending December 2010) out turn was **7.45** days (average sick days lost per full time equivalent employee).
- ❖ Quarter 3 (ending December 2011) out turn was **6.28** days (average sick days lost per full time equivalent employee).
- ❖ Quarter 3 (ending December 2012) out turn was **6.84** days (average sick days lost per full time equivalent employee).
- ❖ Quarter 3 (ending December 2013) out turn was **6.38** days (average sick days lost per full time equivalent employee).

When comparing Quarter 3 (2013/14) out turn with last years in the same period (2012/13), it reveals that:-

- ❖ Decrease the occurrences of absence by **1,175** based on comparison with the same period last year.
- ❖ Decrease of total days lost per FTE by **6,237.06** days based on comparison with the same period last year.
- ❖ Decrease of **44,602.90** working hours lost based on comparison with the same period last year out-turn.

- ❖ Decrease of **£696,161.19** in respect of cost of absence based on comparison with the same period last year.
- ❖ Stress has increased by **537.08** days based on comparison with the same period last year.
- ❖ Musculo-Skeletal has decreased by **2,163.52** days based on comparison with the same period last year.
- ❖ Infection, Colds and Flu has decreased by **2,471.94** days based on comparison with the same period last year.
- ❖ Chest, Respiratory, Chest Infection has increased by **877.21** days, based on comparison with the same period last year.

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.

3.3 Frequent and Long Term Absence

3.3.1 Appendix 5 provides the breakdown between frequent and long-term absence levels during April – December 2013.

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

3.4 Dismissals through Promoting Health at Work Corporate Procedure

During April - December 2013, there has been a total of 18 dismissals in accordance with the Promoting Health at Work Corporate Procedure. In terms of the breakdown of the 18 dismissals, 12 dismissals have been due to ill health retirement and 6 dismissals have been where the City Council cannot continue to sustain the level of sickness absence.

4. Options considered and recommended proposal

4.1 Activities during Quarter 3 from the HR Health & Wellbeing Team

4.1.1 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.

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

4.1.3 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 3, 47 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 rational 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.

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

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.

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.

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.

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.

4.1.5 In line with kickstart, SMB approved the following changes to the Promoting Health at Work process effective from December 1st 2013.

There will be no requirement for HR support at Stage 1 Promoting Health at Work meetings. However, HR continues to provide advice/support to managers on cases, things to cover in meetings and process queries.

In addition, the Stage 1, 2nd meeting will no longer take place and so the second meeting will now be Stage 2 (Promoting Health at Work meeting).

SMB will monitor absence levels to see if current levels are adversely affected by these changes to process.

4.2 Be Healthy Be Well Initiative

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.

The initiative has delivered the following events in Quarter 3:

- ❖ Articles from Olympic Gold Medallists, Jade Jones and Coventry Blaze Ice Hockey Captain Ashley Tait highlighting the health benefits of their chosen sport.
- ❖ 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.
- ❖ 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 12,405 hits since April 2013.

- ❖ Creations of the intranet page advise and advertise promotion events for City Council employees.

4.3 Activities during Quarter 3 from the Occupational Health Team

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 3 of 2013/14 were:-

- ❖ Successful management of the MSK Clinic in Provider Services and Streetscene & Greenspace
- ❖ Implementing the 'Keeping Well at Work' MSK and Mental Wellbeing clinics for Adult Services
- ❖ Supported the Black Minority Ethnic Event on 27th November with a lunchtime wellbeing workshop and follow-up health checks.
- ❖ Supported the Disability Equality Network Event for the International Day of People with a Disability on 3rd December 2013, with a health information stand and advice.
- ❖ Supported the Peoples Directorate Conference on 16th December 2013 with health information, health checks and brief intervention mental wellbeing assessments.
- ❖ Developing and maintaining specific directorate based health and wellbeing programmes and campaigns, including supporting the Keep Well at Work programme for the Peoples Directorate.
- ❖ Providing effective medical advice and support to support managers and employees in addressing sickness absence
- ❖ A Disability Assessment Programme is now in place to supporting Kick Start, assessing requirements for reasonable adjustments.
- ❖ NHS Health Checks started in November 2013 and have improved the City's Marmot targets.
- ❖ Delivery of the December '4 Week Healthy Lifestyle Challenge'
- ❖ Supporting Stoptober as part of the Smoking Cessation Programme.
- ❖ Delivering the flu vaccine programme for front line workers
- ❖ November Wellbeing Month for the Places Directorate at Whitley Depot and Fullwood Close - 183 employees accessed the service.

5. Timetable for implementing this decision

None.

6. Comments from Executive Director, Resources

6.1 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.

6.2 Legal implications

There are no legal implications resulting from this report

7. Other implications

There are no other specific implications

7.1 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.

7.2 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.

7.3 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.

7.4 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.

7.5 Implications for (or impact on) the environment

None.

7.6 Implications for partner organisations?

None.

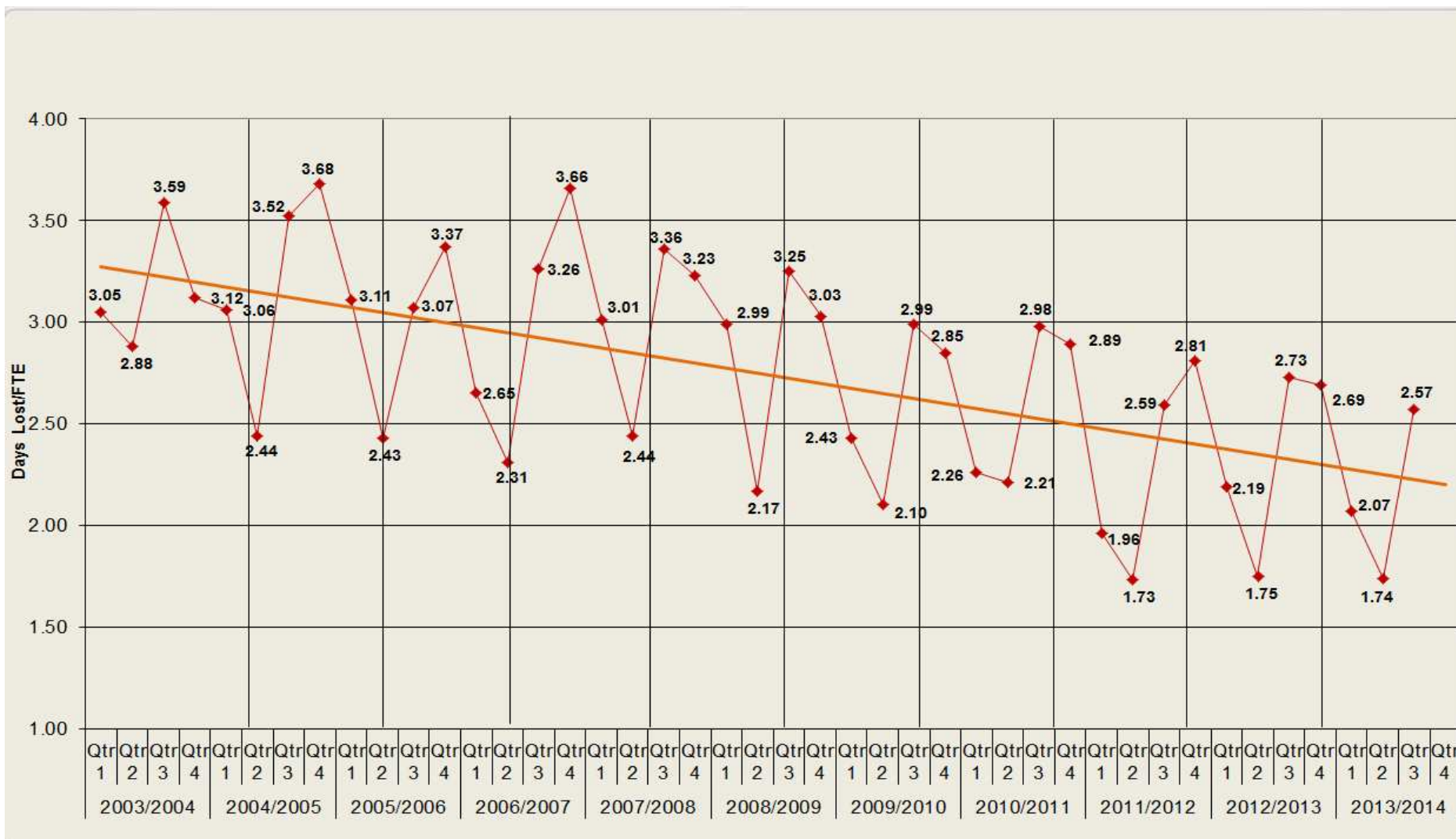
Report author(s):**Name and job title:** Jaz Bilen, HR Business Partner**Directorate:** Resources**Tel and email contact:** 024 7683 1054 jasbir.bilen@coventry.gov.uk

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	30/01/2014	06/02/2014
Angie White	Occupational Health & Counselling Services Manager	Resources	30/01/2014	05/02/2014
Lindsay Hughes	Senior Accountant	Resources	30/01/2014	06/02/2014
Su Symonds	Governance Services Officer	Resources	19/02/2014	19/02/2014
Names of approvers: (officers and members)				
Shokat Lal	Assistant Director	Resources	14/02/2014	18/02/2014
Julie Newman	Children & Adult Legal Service Manager	Resources	14/02/2014	14/02/2014
Councillor Gannon	Cabinet Member		19/02/2014	24/02/2014
Chris West	Executive Director	Resources	14/02/2014	14/02/2014

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www.coventry.gov.uk/meetings

Coventry City Council
Days Lost per FTE
2003 - 2013



April – December 2013	April – December 2012	Annual Target 2013/2014
6.38	6.84	8.5

This demonstrates a reduction of 0.46 days per FTE compared to 2012/13.

Chief Executive's Directorate

April – December 2013	April – December 2012	Annual Target 2013/2014
4	1.94	5.0

This demonstrates an increase of 2.06 days per FTE compared to 2012/13.

Place Directorate

April – December 2013	April – December 2012	Annual Target 2013/2014
8.31	7.86	10.0

This demonstrates an increase of 0.45 days per FTE compared to 2012/13.

People Directorate

April – December 2013	Annual Target 2013/14
7.49	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 – December 2013	April - December 2012	Annual Target 2013/2014
4.57	4.98	6.3

This demonstrates a reduction of 0.41 days per FTE compared to 2012/13.

Support Staff in Schools

April – December 2013	April – December 2012	Annual Target 2013/2014
6.28	7.84	9.25

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

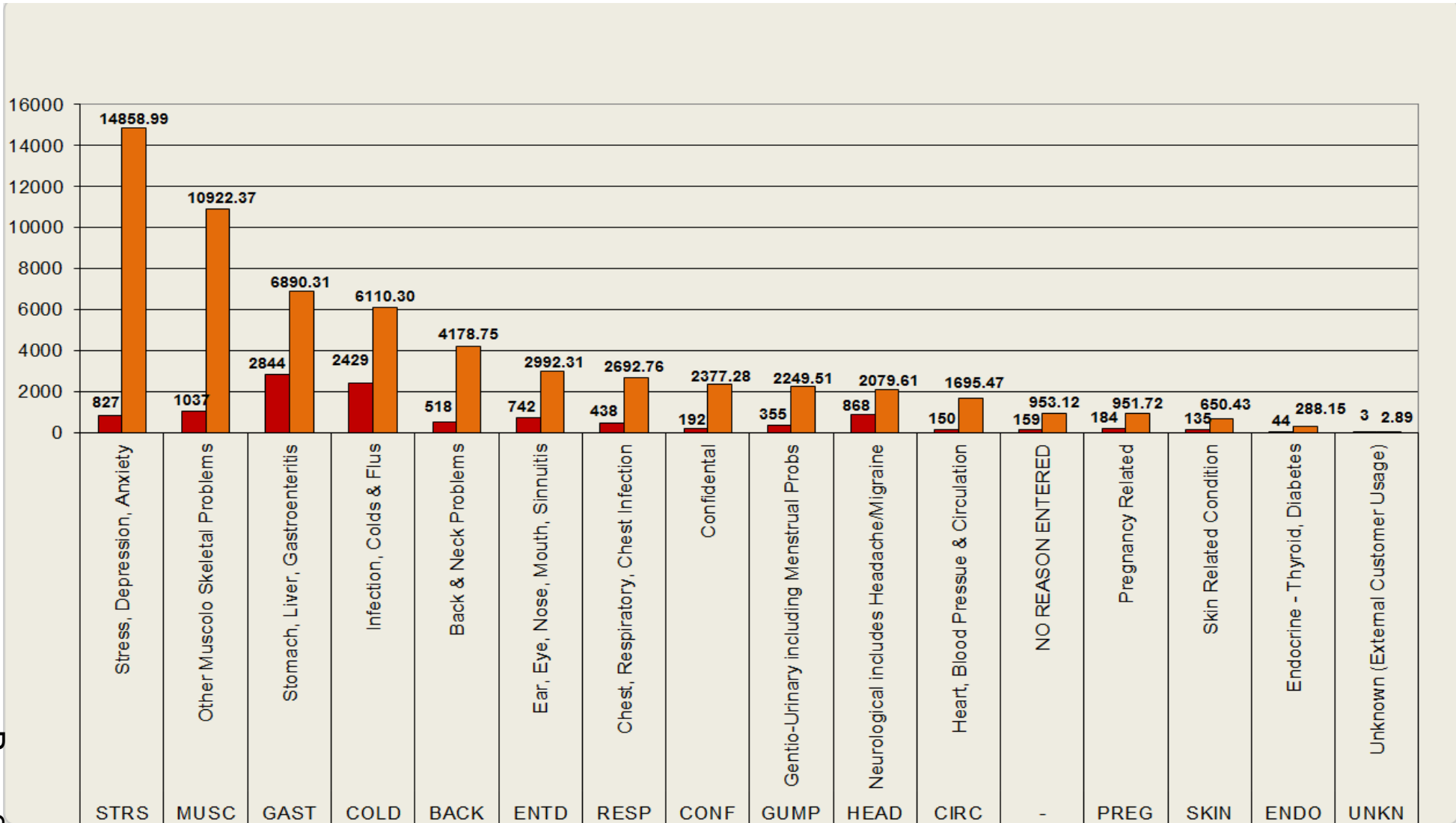
Resources Directorate

April – December 2013	Annual Target 2013/2014
5.70	8.0

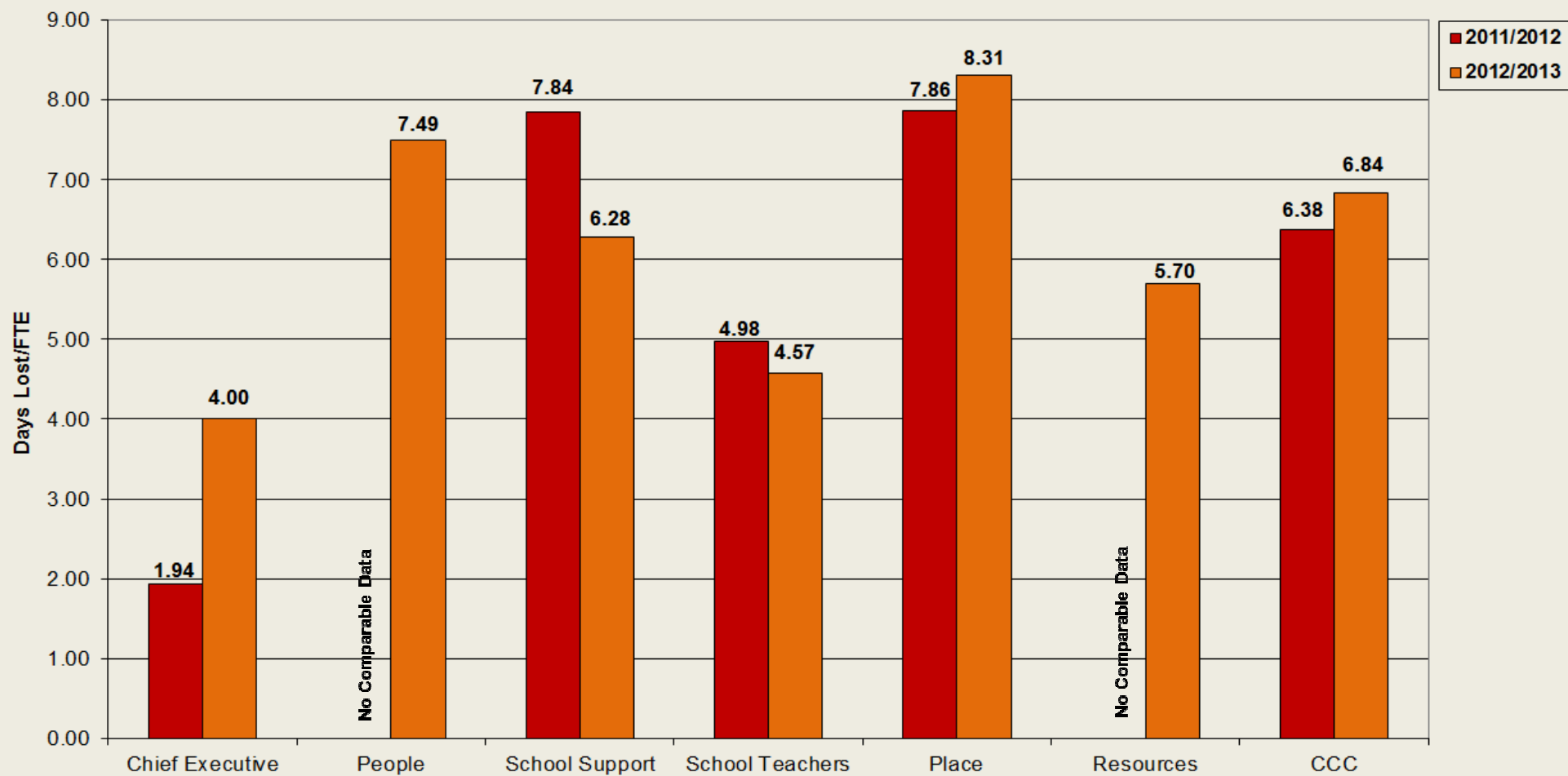
Due to the change in the structures and composition of Directorates, an accurate evaluation against last year's performance / statistics is not directly comparable.

Coventry City Council – Reasons for Absence
April – December 2013

Appendix 3

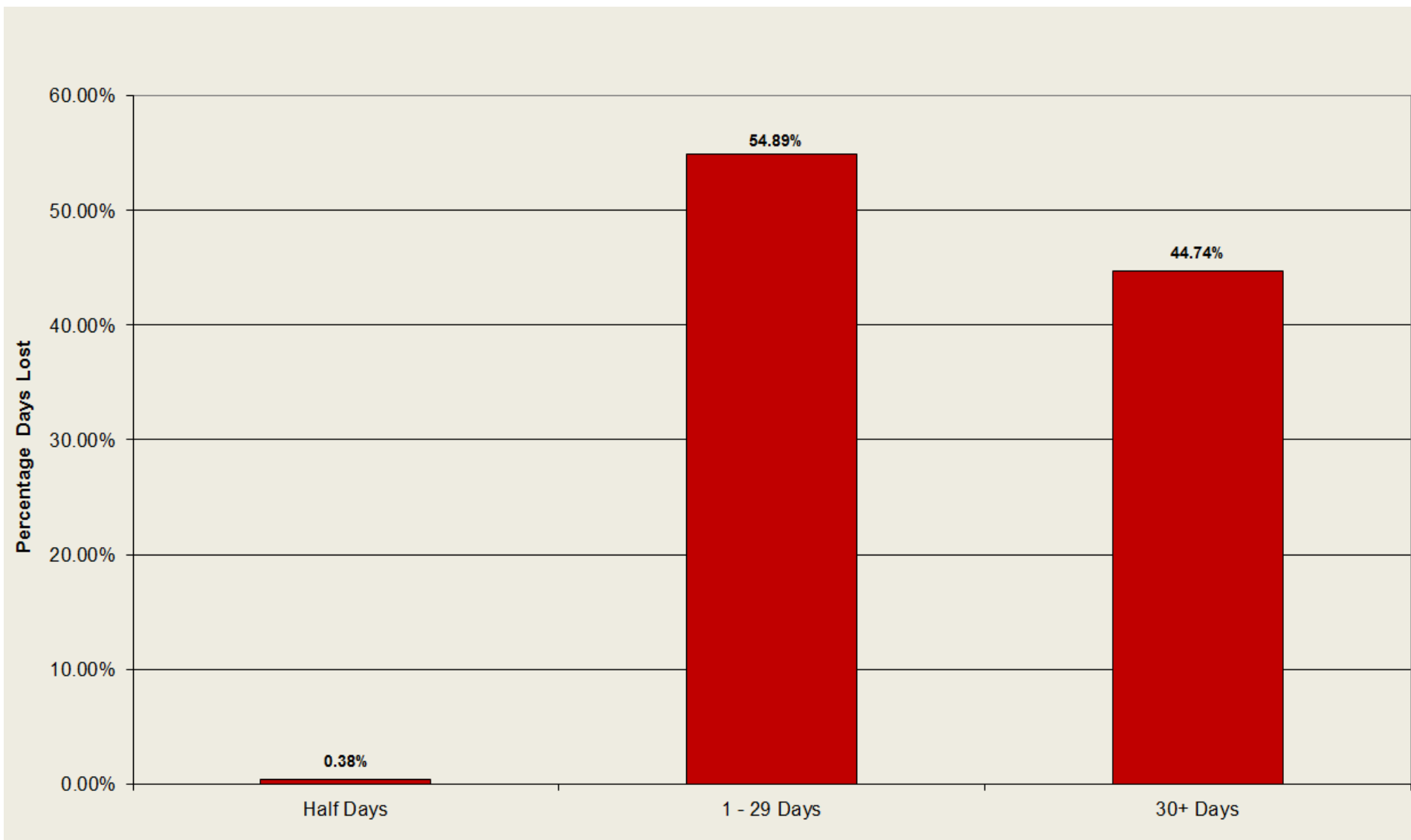


April – December 2012/2013 and 2013/2014
Days Lost per FTE



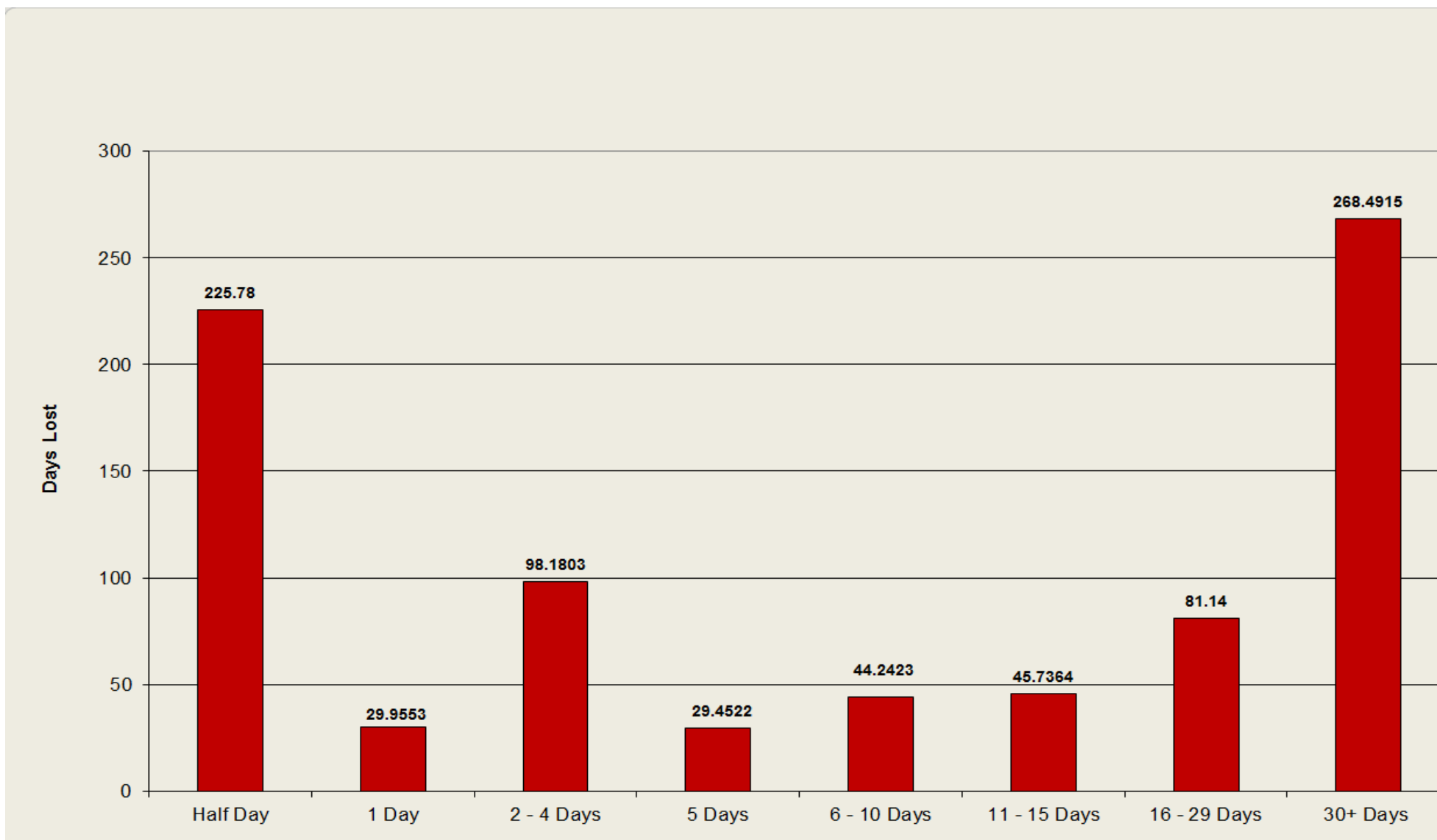
Coventry City Council
Sickness Absence – Percentage Breakdown
April – December 2013

Appendix 5



Coventry City Council
Sickness Absence – Percentage Breakdown
April – December 2013

Appendix 6



OCCUPATIONAL HEALTH
Promoting Health at Work Statistics
1st April 2013 – 31st March 2014

Appendix 7

Activity	April-June 2013	July-September 2013	October-December 2013	January-March 2014	Total for Year
Pre-Employment health assessments	204	321	318		843
<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					
Sickness absence health assessments and reviews	447	431	403		1287
Ill health conditions reported/investigated as work related	79	61	62		202
Work Place assessments carried out	9	7	23		39
Case conferences carried out	7	6	2		15
Vaccinations	40	40	797		877
<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					
Vision screening and other surveillance procedures	96	102	39		237
<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.					
Healthy Lifestyles screens and follow up appointments	289	213	197		699
<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.					
Self referrals	2	2	3		7

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
1st April 2013 to 31st March 2014

Appendix 8

Activity	Apr – Jun 2013	Jul – Sep 2013	Oct – Dec 2013	Jan – Mar 2014	Total for Year
New referrals for counselling	186	156	181		523
Counselling sessions	716	777	699		2192
The table below provides a breakdown of reasons for referral					
Mediation	3	10	2		15
This mediation helped to resolve perceived work related stress issues for an employee who was off sick.					
Debriefing sessions	0	1	0		1
Anxiety Management group attendance including CBT	1	6	2		9
Numbers trained in managing mental health, stress and interpersonal issues in the workplace	110	77	26		213
Stress Risk Assessments (number of employees involved)	0	493	252		745
Service evaluation					
Number of employees completing questionnaire	49	41	48		138
Counselling helped avoid time off work (not on sick leave)	33	27	34		94
Counselling helped early return to work (on sick leave when counselling started)	10	11	10		31
Did not affect sickness absence	6	1	4		11

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

10 March 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:

Supporting Credit Unions in Coventry

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:

During the economic downturn there has been a proliferation in the availability of expensive short term loan providers. Often it is the most financially vulnerable that have recourse to access the services of so called 'pay day lenders.' In response to this trend and as part of the Council's wider agenda to support financial inclusion, the Council is proposing to provide financial support to Credit Unions in Coventry to help ensure the effective provision of Credit Union services for city residents.

Recommendations:

The Cabinet Member (Strategic Finance and Resources) is recommended to approve the provision of grant funding to Credit Unions in Coventry for three years up to a level not exceeding £60,000 in any one financial year.

List of Appendices included:

None

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

1. Context (or background)

- 1.1 Since the beginning of the economic downturn in 2008 the country has witnessed a proliferation in the supply of short term finance providers. Many so-called 'pay day lenders' offer convenient, quick, short term loans at interest rates exceeding 2,000 per cent APR.
- 1.2 Often it is the most financially vulnerable in our society who have cause to access these types of services and it is the financially vulnerable who can least afford the excessive charges that can be incurred.
- 1.3 The City Council wants to support Coventry's most vulnerable residents and ensure that people have access to affordable financial services. To this end the Council is taking steps to support the provision of Credit Unions in the city.
- 1.4 A Credit Union is a not-for-profit financial cooperative governed by a Board of Directors elected by and from its membership. Since Credit Unions are not-for-profit organisations, any money made above the cost of operations is returned to the members in the form of a dividend.
- 1.5 Credit Unions have a number of clear objectives enshrined in their constitution. These rules are:
 - Promoting thrift – members must be encouraged to save as well as borrow
 - Providing credit and loan products with fair and reasonable interest rates
 - The efficient use and control of members' savings for mutual benefit in order to earn a rate of return (the dividend)
 - Training members to use money wisely, devise a budget and manage their financial affairs
 - Members own and control their Credit Unions
- 1.6 Credit Unions are regulated by the Prudential Regulation Authority (PRA) and the Financial Conduct Authority (FCA) and must be registered in accordance with the 1979 Credit Unions Act. Credit Union members are covered by the Financial Services Compensation Scheme (FSCS) which covers deposits up to a value of £85,000 per individual. The Grant Aid agreement will require the Credit Union to provide their registration details and maintain registration in future.

2. Options considered and recommended proposal

- 2.1 The Council is proposing to make funding available to assist Credit Unions in securing and maintaining accommodation which enables them to provide effective Credit Union services to Coventry residents.
- 2.2 Specifically the Council is proposing to provide financial assistance to enable New Central Credit Union to move from its current location in the City Arcade to more spacious and prominent premises in the centre of the city.
- 2.3 Funding will be provided to facilitate the move to new premises on a basis that is cost-neutral to the Credit Union - the grant will equate to the difference between current rental and rates costs and the increased costs for the new property. The amount of revenue grant provided will not exceed £30,000 per annum. The Council may also consider one-off funding for refurbishment costs which will not exceed £10,000.

- 2.4 The funding will be allocated from the Cabinet Member's (Strategic Finance and Resources) policy contingency fund and will be for a fixed period of three years. The expectation is that the Credit Union will grow their membership from their new, more prominent location in the city. At the end of the three year period the Council will review the financial position of the Credit Union to determine what level of growth has been achieved. At this point the Council will review the level of funding, if any, that is required to support the Credit Union going forward. The expectation is that the Credit Union will have increased sufficiently its membership and operating surplus during the three year period to ensure future viability independent of Council funding.
- 2.5 The Credit Union will be required to fulfil the following obligations as part of the Grant Aid Agreement:
- The Credit Union will maintain Credit Union status
 - The Credit Union will provide annual financial statements to the Council
 - A representative of the Credit Union will be required to attend the Coventry Partnership Financial Inclusion Forum meetings held quarterly.
 - A representative from the credit union will attend twice-yearly meetings with Council officers to review the financial performance of the Credit Union
 - Credit Unions will be expected to demonstrate year-on-year growth in Membership
 - Credit Unions will be expected to demonstrate year-on-year increases in operating surplus
- 2.6 In addition to the funding detailed above the Council will consider wider financial support for Credit Unions operating in the Coventry area. The total value of funding provided for this purpose, including the funding for New Central Credit Union, will not exceed £60,000 per annum and will be entirely funded from the Cabinet Member (Strategic Finance and Resources) policy contingency fund.
- 2.7 The funding arrangements discussed in this report form part of a wider commitment from the Council and partner organisations to support the work of Credit Unions and bring about increased membership of Credit Unions amongst city residents. The Council and its partners will continue to support and work closely with Credit Unions in the city to improve access and membership and help to provide a strong sustainable community finance infrastructure for the city.

3. Results of consultation undertaken

- 3.1 No consultation has been undertaken.

4. Timetable for implementing this decision

- 4.1 The grant aid agreement will come into effect from the date that increased rental and business rates charges begin to be incurred by the Credit Union. For New Central Credit Union this is likely to be in the first quarter of 2014/15.

5. Comments from Executive Director, Resources

5.1 Financial Implications:

The funding requirement will be met from the Cabinet Member (Strategic Finance and Resources) policy contingency fund.

5.2 Legal Implications:

The Grant Funding will be subject to a formal grant aid agreement.

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 / LAA (or Coventry SCS)?

The availability of effective Credit Union provision in Coventry supports the Council's agenda to tackle financial exclusion and support the city's most vulnerable residents.

6.2 How is risk being managed?

The grant aid agreement will detail the contractual obligations of Credit Unions receiving financial support to ensure that monies are used for the specified purpose.

6.3 What is the impact on the organisation?

None

6.4 Equalities / EIA

There are no issues to consider in respect of the duty under section 149 of the Equality Act 2010.

6.5 Implications for (or impact on) the environment

None

6.6 Implications for partner organisations?

Credit Unions receiving support will be required to attend regular financial inclusion forum meeting to help ensure that relevant stakeholders and partner organisations can engage with and support collectively the work of Credit Unions in Coventry.

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Cllr Gannon	Cabinet Member (Strategic Finance and Resources)		19/02/14	24/02/14

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