

# Report

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| Report to:       | <b>Housing and Technical Resources Committee</b>   |
| Date of Meeting: | <b>23 January 2019</b>   |
| Report by:       | <b>Executive Director (Finance and Corporate Resources)<br/>and Executive Director (Housing and Technical Resources)</b> |

|          |  |
|----------|--|
| Subject: | <b>Housing and Technical Resources – Workforce<br/>Monitoring – September to November 2018</b> |
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide employment information for September to November 2018 relating to Housing and Technical Resources

## 2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

(1) that the following employment information for September to November 2018 relating to Housing and Technical Resources be noted:-

- ◆ attendance statistics
- ◆ occupational health
- ◆ accident/incident statistics
- ◆ discipline, grievance and Dignity at Work cases
- ◆ analysis of leavers and exit interviews
- ◆ staffing watch as at 8 September 2018

## 3. Background

3.1. As part of the Council's performance management arrangements, regular workforce monitoring reports are submitted to Committee. This report for Housing and Technical Resources provides information on the position for September to November 2018.

## 4. Monitoring Statistics

### 4.1. Attendance Statistics (Appendix 1)

Information on absence statistics is analysed for the month of November 2018 for Housing and Technical Resources.

The Resource absence figure for November 2018 was 5.5%, an increase of 0.6% when compared to last month and is 0.4% higher than the Council-wide figure. Compared to November 2017, the Resource absence figure remains unchanged.

Based on the absence figures at November 2018 and annual trends, the projected annual average absence for the Resource for 2018/2019 is 5.3%, compared to a Council-wide average figure of 4.4%.

For the financial year 2018/2019, the projected average days lost per employee equates to 12.2 days, compared with the overall figure for the Council of 10.0 days per employee.

**4.2. Occupational Health (Appendix 2)**

In terms of referrals to occupational health, which include medical examinations and physiotherapy, overall 229 referrals were made this period. This represents an increase of 57 when compared with the same period last year.

**4.3. Accident/Incident Statistics**

There were 13 accidents/incidents recorded within the Resource this period, an increase of 1 when compared to the same period last year.

**4.4. Discipline, Grievance and Dignity at Work (Appendix 2)**

During the period, 5 disciplinary hearings were held within the Resource, this figure remains unchanged when compared to last year. During this period no appeals were heard by the Appeals Panel. One grievance hearing was held within the Resource, this figure remains unchanged when compared to the same period last year. No Dignity at Work complaints were raised within the Resource, this figure has decreased by 3 when compared to the same period last year.

**4.5. Analysis of Leavers (Appendix 2)**

There were 7 leavers in the Resource eligible for an exit interview this period, a decrease of 2 when compared with the same period last year. Two exit interviews were conducted.

**5 Staffing Watch (Appendix3)**

- 5.1. There was an increase of 7 employees in post from 9 June 2018 to 8 September 2018.

**6 Employee Implications**

- 6.1. There are no implications for employees arising from the information presented in this report.

**7. Financial Implications**

- 7.1. All financial implications are accommodated within existing budgets.

**8. Other Implications**

- 8.1. There are no implications for sustainability or risk in terms of the information contained within this report.

**9. Equality Impact Assessment and Consultation Arrangements**

- 9.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.
- 9.2. There was no requirement to undertake any consultation in terms of the information contained in this report.

**Paul Manning**  
**Executive Director (Finance and Corporate Resources)**

12 December 2018

**Link(s) to Council Values/Ambitions/Objectives**

- ◆ Accountable, effective, efficient and transparent
- ◆ Fair, open and sustainable
- ◆ Ambitious, self aware and improving
- ◆ Excellent employer
- ◆ Focused on people and their needs
- ◆ Working with and respecting others

**Previous References**

- ◆ Housing and Technical Resources, 31 October 2018

**List of Background Papers**

- ◆ Monitoring information provided by Finance and Corporate Resources

**Contact for Further Information**

If you would like to inspect the background papers or want further information, please contact:-

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**ABSENCE TRENDS - 2016/2017, 2017/2018 & 2018/2019**  
**Housing & Technical Resources**

| APT&C                               |                |                |                | Manual Workers  |                                     |                |                | Resource Total  |                |                                     |                | Council Wide    |                |                |                                     |  |  |  |       |
|-------------------------------------|----------------|----------------|----------------|-----------------|-------------------------------------|----------------|----------------|-----------------|----------------|-------------------------------------|----------------|-----------------|----------------|----------------|-------------------------------------|--|--|--|-------|
|                                     | 2016 /<br>2017 | 2017 /<br>2018 | 2018 /<br>2019 |                 | 2016 /<br>2017                      | 2017 /<br>2018 | 2018 /<br>2019 |                 | 2016 /<br>2017 | 2017 /<br>2018                      | 2018 /<br>2019 |                 | 2016 /<br>2017 | 2017 /<br>2018 | 2018 /<br>2019                      |  |  |  |       |
| April                               | 4.6            | 4.3            | 3.9            | April           | 6.3                                 | 4.5            | 6.5            | April           | 5.1            | 4.4                                 | 4.9            | April           | 4.3            | 3.9            | 4.1                                 |  |  |  |       |
| May                                 | 4.3            | 4.2            | 3.6            | May             | 5.0                                 | 3.9            | 6.5            | May             | 4.5            | 4.1                                 | 4.8            | May             | 4.4            | 4.2            | 4.2                                 |  |  |  |       |
| June                                | 4.3            | 3.9            | 4.0            | June            | 5.5                                 | 4.4            | 6.2            | June            | 4.7            | 4.1                                 | 4.9            | June            | 4.1            | 3.9            | 4.3                                 |  |  |  |       |
| July                                | 4.1            | 4.3            | 3.7            | July            | 4.5                                 | 4.9            | 6.3            | July            | 4.2            | 4.5                                 | 4.8            | July            | 3.3            | 3.0            | 3.4                                 |  |  |  |       |
| August                              | 4.9            | 4.7            | 4.1            | August          | 5.7                                 | 4.0            | 5.5            | August          | 5.1            | 4.4                                 | 4.6            | August          | 3.6            | 3.2            | 3.6                                 |  |  |  |       |
| September                           | 5.1            | 4.3            | 4.5            | September       | 4.6                                 | 4.5            | 6.2            | September       | 5.0            | 4.4                                 | 5.2            | September       | 4.1            | 4.0            | 4.4                                 |  |  |  |       |
| October                             | 5.5            | 3.8            | 4.3            | October         | 5.0                                 | 4.4            | 5.9            | October         | 5.3            | 4.0                                 | 4.9            | October         | 4.4            | 4.1            | 4.4                                 |  |  |  |       |
| November                            | 4.9            | 4.9            | 4.8            | November        | 6.7                                 | 6.4            | 6.5            | November        | 5.5            | 5.5                                 | 5.5            | November        | 4.9            | 4.8            | 5.1                                 |  |  |  |       |
| December                            | 5.0            | 5.0            |                | December        | 6.7                                 | 9.0            |                | December        | 5.6            | 6.6                                 |                | December        | 4.9            | 5.1            |                                     |  |  |  |       |
| January                             | 5.0            | 5.4            |                | January         | 4.3                                 | 7.3            |                | January         | 4.8            | 6.2                                 |                | January         | 4.5            | 5.0            |                                     |  |  |  |       |
| February                            | 4.9            | 5.2            |                | February        | 4.7                                 | 6.1            |                | February        | 4.8            | 5.6                                 |                | February        | 5.0            | 5.0            |                                     |  |  |  |       |
| March                               | 4.7            | 5.1            |                | March           | 4.6                                 | 6.0            |                | March           | 4.6            | 5.4                                 |                | March           | 4.7            | 4.7            |                                     |  |  |  |       |
| Annual Average                      | 4.8            | 4.6            | 4.5            | Annual Average  | 5.3                                 | 5.5            | 6.5            | Annual Average  | 4.9            | 4.9                                 | 5.3            | Annual Average  | 4.4            | 4.2            | 4.4                                 |  |  |  |       |
| Average Apr-Nov                     | 4.7            | 4.3            | 4.1            | Average Apr-Nov | 5.4                                 | 4.6            | 6.2            | Average Apr-Nov | 4.9            | 4.4                                 | 5.0            | Average Apr-Nov | 4.1            | 3.9            | 4.2                                 |  |  |  |       |
| No of Employees at 30 November 2018 |                |                |                | 890             | No of Employees at 30 November 2018 |                |                |                 | 559            | No of Employees at 30 November 2018 |                |                 |                | 1449           | No of Employees at 30 November 2018 |  |  |  | 15195 |

For the financial year 2018/19, the projected average days lost per employee equates to 12.2 days.

## HOUSING AND TECHNICAL RESOURCES

|   | Sep-Nov<br>2017 | Sep-Nov<br>2018 |
|---|-----------------|-----------------|
| <b>MEDICAL EXAMINATIONS</b>                     |                 |                 |
| Number of Employees Attending                   | 54              | 65              |
| <b>EMPLOYEE COUNSELLING SERVICE</b>             |                 |                 |
| Total Number of Referrals                       | 21              | 49              |
| <b>PHYSIOTHERAPY SERVICE</b>                    |                 |                 |
| Total Number of Referrals                       | 64              | 72              |
| <b>REFERRALS TO EMPLOYEE SUPPORT OFFICER</b>    | 25              | 34              |
| <b>REFERRALS TO COGNITIVE BEHAVIOUR THERAPY</b> | 8               | 9               |
| <b>TOTAL</b>                                    | <b>172</b>      | <b>229</b>      |

| CAUSE OF ACCIDENTS/INCIDENTS     | Sep-Nov<br>2017 | Sep-Nov<br>2018 |
|----------------------------------|-----------------|-----------------|
| Over 7 day absences              | 2               | 3               |
| Over 3 day absences**            | 1               | 0               |
| Minor                            | 9               | 5               |
| Near Miss                        | 0               | 1               |
| Violent Incident: Verbal*****    | 0               | 4               |
| <b>Total Accidents/Incidents</b> | <b>12</b>       | <b>13</b>       |

\*A Specified Injury is any fracture (other than to the fingers, thumbs or toes), amputation, loss of sight, serious burns, crushing injury, scalping, loss of consciousness caused by asphyxiation/ head injury, a chemical or hot metal burn to the eye or penetrating injury as defined by the HSE.

\*\*Over 3 day / over 7day absence is an injury sustained outwith specified injury category that results in a period of absence of absence as defined by the HSE.

\*\*\*Near Miss - Any unexpected, unplanned occurrence (except Dangerous Occurrences) that does not lead to injury of persons, damage to property, plant or equipment but may have done so in different circumstance.

\*\*\*\*Physical violent incidents are included in the "Specified" figures, where applicable, to provide the "Total Specified" figures.

\*\*\*\*Physical violent incidents and \*\*\*\*\* Verbal Violent Incidents are included in the "Over 3-day or Over 7-day" figures, where applicable, to provide the "Total Over 3-day or Over 7-day" figures.

\*\*\*\*Physical Violent Incidents and \*\*\*\*\* Verbal Violent Incidents are included in the "Minor" figures, where applicable, to provide the "Total Minor" figures.

| RECORD OF DISCIPLINARY HEARINGS | Sep-Nov<br>2017 | Sep-Nov<br>2018 |
|---------------------------------|-----------------|-----------------|
| Total Number of Hearings        | 5               | 5               |

## Time Taken to Convene Hearing Sep-Nov 2018

0-3 Weeks  
3

4-6 Weeks  
2

Over 6 Weeks  
0

| RECORD OF GRIEVANCE HEARINGS | Sep-Nov<br>2017 | Sep-Nov<br>2018 |
|------------------------------|-----------------|-----------------|
| Number of Grievances         | 1               | 1               |
| Number Resolved at Stage 2   | 1               | 0               |
| Still in Progress            | 0               | 1               |

| RECORD OF DIGNITY AT WORK       | Sep-Nov<br>2017 | Sep-Nov<br>2018 |
|---------------------------------|-----------------|-----------------|
| Number of Incidents             | 3               | 0               |
| Number Resolved at Formal Stage | 3               | 0               |

| ANALYSIS OF REASONS FOR LEAVING     | Sep-Nov<br>2017 | Sep-Nov<br>2018 |
|-------------------------------------|-----------------|-----------------|
| Career Advancement                  | 0               | 2               |
| Other                               | 1               | 0               |
| Number of Exit Interviews conducted | 1               | 2               |

|   |   |   |
|---|---|---|
| Total Number of Leavers Eligible for Exit Interview | 9 | 7 |
|---|---|---|

|                                    |     |     |
|------------------------------------|-----|-----|
| Percentage of interviews conducted | 11% | 29% |
|------------------------------------|-----|-----|

**JOINT STAFFING WATCH RETURN  
HOUSING & TECHNICAL RESOURCES**

**APPENDIX 3**

**1. As at 8 September 2018**

| Total Number of Employees               |         |         |         |         |         |         |           |         |        |
|---|---------|---------|---------|---------|---------|---------|-----------|---------|--------|
| MALE                                    |         | FEMALE  |         | TOTAL   |         |         |           |         |        |
| F/T                                     | P/T     | F/T     | P/T     |         |         |         |           |         |        |
| 872                                     | 18      | 303     | 140     | 1333    |         |         |           |         |        |
|   |         |         |         |         |         |         |           |         |        |
| *Full - Time Equivalent No of Employees |         |         |         |         |         |         |           |         |        |
| Salary Bands                            |         |         |         |         |         |         |           |         |        |
| Director                                | Grade 1 | Grade 2 | Grade 3 | Grade 4 | Grade 5 | Grade 6 | Fixed SCP | Teacher | TOTAL  |
| 1                                       | 196.73  | 682.02  | 352.35  | 34      | 12      | 2       | 0         | 0       | 1280.1 |

**1. As at 9 June 2018**

| Total Number of Employees               |         |         |         |         |         |         |           |         |         |
|---|---------|---------|---------|---------|---------|---------|-----------|---------|---------|
| MALE                                    |         | FEMALE  |         | TOTAL   |         |         |           |         |         |
| F/T                                     | P/T     | F/T     | P/T     |         |         |         |           |         |         |
| 867                                     | 15      | 301     | 143     |         |         |         |           |         |         |
| 1326                                    |         |         |         |         |         |         |           |         |         |
|   |         |         |         |         |         |         |           |         |         |
| *Full - Time Equivalent No of Employees |         |         |         |         |         |         |           |         |         |
| Salary Bands                            |         |         |         |         |         |         |           |         |         |
| Director                                | Grade 1 | Grade 2 | Grade 3 | Grade 4 | Grade 5 | Grade 6 | Fixed SCP | Teacher | TOTAL   |
| 1                                       | 187.72  | 683.95  | 351.75  | 35      | 11      | 2       | 0         | 0       | 1272.42 |