

Report

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Report to:	Executive Committee
Date of Meeting:	6 July 2011
Report by:	Executive Director (Corporate Resources)

Subject:	Employee Management Information April 2010 – March 2011 Yearly Summary
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1 Purpose of Report

1.1 The purpose of the report is to:-

- ◆ provide employment information relating to the Council for the period April 2010 – March 2011

2 Recommendation(s)

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

(1) that the following employment information for April 2010 – March 2011 relating to the Council be noted:-

- ◆ attendance statistics
- ◆ occupational health
- ◆ accidents/incidents
- ◆ discipline, grievance and dignity at work
- ◆ employee development
- ◆ labour turnover/analysis of leavers and exit interviews
- ◆ recruitment monitoring

3 Background

3.1 As part of the Council's performance management arrangements, the following monitoring information is submitted to the Executive Committee. This report for the Council provides information on the position for the period April 2010 – March 2011.

4 Attendance Statistics

4.1 Information on absence statistics for April 2010 - March 2011 for the Council and each Resource is provided in Appendices 1 – 10. Points to note are:

- ◆ The Council's absence rate for April 2010 - March 2011 is 3.8%; this figure has decreased by 0.2% when compared to the same period last year.
- ◆ When compared to the same period last year, the APT&C figure has remained the same, the teachers' figure has decreased by 0.4% and the manual worker figure has also decreased by 0.3%.

In comparison to March 2010:

- ◆ Musculoskeletal and psychological conditions remain the main reasons for absence.
- ◆ Total days lost due to musculoskeletal conditions have decreased by 1014 days, this decrease is reflected across most Resources, with the most significant decrease in Community Resources by 656 days.
- ◆ Total days lost due to psychological conditions have decreased by 603 days; this decrease is reflected across most Resources, with the most significant decrease in Community Resources by 385 days.
- ◆ Total days lost due to stomach, bowel, blood and metabolic disorders have decreased by 437 days; this decrease is reflected across most Resources with the most significant decrease in Education Resources by 405 days.
- ◆ Total days lost due to respiratory conditions have increased by 276 days; this increase is reflected across most Resources, with the most significant increase in Education Resources by 254 days

5 Occupational Health

5.1 Information on Occupational Health for the period April 2010 – March 2011 is provided in Appendix 11.

- ◆ Over the year musculoskeletal and psychological conditions were the main reasons for medical referrals, which remains unchanged from the previous year.
- ◆ During the year there were a total of 927 employees referred for a medical examination and when compared to the previous year this represents an increase of 14 employees being referred.
- ◆ During the period, a total of 1488 employees attended physiotherapy treatment, which is a decrease of 184 when compared to April 2009-March 2010. Of the 1488 employees referred, 81% remained at work whilst undertaking treatment.
- ◆ Over the year 599 employees were referred to the Employee Support Officer, an increase of 26 when compared to April 2009 – March 2010. Of those referrals made during the period, 82% related to personal issues.
- ◆ During the year there were 609 referrals for counselling, 567 were from management and 42 from employees. This represents an overall increase of 26 referrals when compared with the same period last year.

6 Accidents/Incidents

6.1 The accident/incident report for the period April 2010 – March 2011 is contained in Appendix 12.

- ◆ The number of accidents/incidents recorded for the year was 595 a decrease of 174 from April 2009 – March 2010.
- ◆ During the year major accidents/incidents have increased by 3 when compared to April 2009 – March 2010.
- ◆ Overall minor accidents/incidents have decreased by 173 when compared with April 2009 – March 2010.
- ◆ During the year the number of over 3 day injuries have reduced by 4.

7 Discipline, Grievance, Dignity at Work

7.1 Information on Disciplinary, Grievance Hearings and Dignity at Work for the period April 2010 – March 2011 is contained in Appendices 13 and 14.

During the period, a total of 341 disciplinary hearings were held across Resources within the Council which represents a decrease of 9 when compared to April 2009 – March 2010. Action was taken in 298 of these cases and there were 5 appeals were raised against the outcome.

- ◆ Our target is to convene disciplinary hearings within 6 weeks. During the period 89% of hearings met this target which is an increase of 4% when compared to the same period last year.
- ◆ During the year 11 appeals were submitted to the Corporate Resources Appeals Panel, of which, 1 was upheld in part and 10 were not upheld.
- ◆ During the period 4 appeals were withdrawn.
- ◆ Overall 14 grievances were raised during the year, an increase of 14 when compared with the previous year.
- ◆ There were 7 dignity at work incidents raised this year, a decrease of 9 when compared with April 2009 - March 2010.

8 Employee Development

8.1 Information on Employee Development for the period April 2010 – March 2011 is contained in Appendices 15 and 15a.

- ◆ The Council is committed to ensuring that every employee has the opportunity to undertake learning and development which relates to their job. Delegates continue to participate in a full range of training programmes.
- ◆ Over the period April 2010 – March 2011, 15754 employees have attended training events offered by Corporate Resources.
- ◆ 266 employees completed their accredited programmes in the last year, these include the introductory certificate in first line management and the level two award in team leading, both currently accredited by the Institute of Leadership and Management.
- ◆ 1015 employees from across the Council attended a wide range of corporate IT training in the last year.

9 Labour Turnover/Analysis of Leavers and Exit Interviews

9.1 Labour Turnover

Information on the number of leavers and exit interviews for the period April 2010 – March 2011 is contained in Appendix 16. Exit interviews are conducted with leavers who leave voluntarily.

The Council's labour turnover figure for April 2010 – March 2011 is 1.7%, compared to 2.3% for last year.

9.2 Analysis of Leavers and Exit Interviews

- ◆ During April 2010 – March 2011 there were 264 leavers, a decrease of 93 employees when compared with April 2009 – March 2010.
- ◆ Exit interviews for April 2010 – March 2011 were held with 50% of leavers, a decrease of 2% when compared to April 2009 – March 2010.

10 Recruitment Monitoring

10.1 Information on Recruitment Monitoring for the period April 2010 – March 2011 is contained within Appendix 17.

From an analysis of Equal Opportunities Monitoring Forms, the main points to note are:

- ◆ 99% of applicants completed an Equal Opportunities Monitoring Form compared to 97% the previous year.
- ◆ Of the 197 applicants who declared themselves as disabled, 92 were shortlisted for interview and 27 were appointed. This compares to 229 applicants the previous year, of which, 111 applicants were shortlisted for interview and 10 were appointed. Of the 165 applicants from a black/ethnic background, 63 were shortlisted for interview and 28 were appointed. This compares to 151 applicants the previous year, of which, 52 were shortlisted for interview and 6 were appointed.

11 Employee Implications

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

12 Financial Implications

12.1 All financial implications are accommodated within existing budgets.

13 Other Implications

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

14 Equality Impact Assessment and Consultation Arrangements

14.1 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

There was no requirement to undertake any consultation in terms of the information contained in this report.

Robert McIlwain
Executive Director (Corporate Resources)

3 June 2011

Link(s) to Council Objectives

- ◆ efficient and effective use of resources
- ◆ performance management and improvement

Previous References

- ◆ 23 June 2010

List of Background Papers

- ◆ monitoring information provided by Resources

Contact for Further Information

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

Eileen McPake, Personnel Officer

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Absence Trends - 2008/2009, 2009/2010 & 2010/2011
Council Wide

APT&C			Teachers			Manual Workers			Council Wide						
	2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011
	%	%	%		%	%	%		%	%	%		%	%	%
April	4.3	3.6	3.4	April	3.4	3.2	3.1	April	4.9	4.0	4.5	April	4.3	3.6	3.7
May	4.1	3.7	3.5	May	2.8	3.7	3.6	May	4.8	4.7	4.7	May	4.0	4.0	3.9
June	3.9	3.5	3.1	June	2.8	3.2	2.6	June	4.6	4.5	4.3	June	3.8	3.7	3.3
July	3.2	2.9	2.8	July	1.5	1.2	1.3	July	3.6	3.9	3.5	July	2.9	2.8	2.7
August	3.2	3.2	3.5	August	1.6	1.6	1.7	August	3.8	4.4	3.9	August	3.0	3.2	3.2
September	3.8	4.0	3.9	September	2.8	2.8	2.7	September	4.7	5.0	4.3	September	3.8	4.0	3.7
October	3.8	3.9	4.0	October	2.8	3.4	2.5	October	4.8	4.8	4.3	October	3.8	4.0	3.7
November	4.6	4.3	4.2	November	4.0	4.7	3.5	November	5.2	5.8	4.7	November	4.6	4.8	4.2
December	4.8	3.9	4.1	December	4.5	3.6	3.0	December	5.2	5.3	5.4	December	4.8	4.2	4.2
January	4.5	3.9	4.1	January	4.1	4.2	4.4	January	4.6	5.2	5.1	January	4.4	4.3	4.5
February	4.1	4.0	4.0	February	4.9	4.6	4.1	February	4.9	5.5	4.9	February	4.5	4.6	4.3
March	4.2	4.0	4.1	March	4.7	4.5	4.0	March	4.6	5.3	5.0	March	4.4	4.5	4.3
Annual Average	4.0	3.7	3.7	Annual Average	3.3	3.4	3.0	Annual Average	4.6	4.9	4.6	Annual Average	4.0	4.0	3.8

No of Employees at 31 Mar 2011	7116	No of Employees at 31 Mar 2011	3430	No of Employees at 31 Mar 2011	4398	No of Employees at 31 Mar 2011	14944
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- (1) Unpaid special leave is included in all absence rates.
- (2) For the Council as a whole the rate of unpaid special leave was 0.2%
- (3) Projected average number of days lost, based on employees headcount annually is 9.4 days.

**ABSENCE TRENDS - 2008/2009, 2009/2010 & 2010/2011
Community Resources**

APT&C			Manual Workers				Resource Total				Council Wide				
	2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011
April	5.9	2.5	2.8	April	4.5	4.1	4.5	April	4.7	3.9	4.3	April	4.3	3.6	3.7
May	3.8	2.5	2.8	May	4.9	4.8	4.8	May	4.7	4.5	4.5	May	4.0	4.0	3.9
June	3.4	2.6	2.4	June	4.4	4.5	4.2	June	4.3	4.2	4.0	June	3.8	3.7	3.3
July	3.2	2.6	2.3	July	2.8	3.5	3.2	July	2.8	3.3	3.1	July	2.9	2.8	2.7
August	4.0	3.2	2.8	August	3.1	4.0	3.9	August	3.3	3.9	3.7	August	3.0	3.2	3.2
September	3.8	3.6	2.6	September	4.4	4.9	4.4	September	4.3	4.8	4.2	September	3.8	4.0	3.7
October	4.0	4.3	2.2	October	4.7	4.8	4.3	October	4.6	4.7	4.0	October	3.8	4.0	3.7
November	4.5	4.6	2.2	November	5.2	5.8	5.2	November	5.1	5.6	4.9	November	4.6	4.8	4.2
December	4.5	4.5	3.4	December	5.3	5.3	5.8	December	5.2	5.2	5.5	December	4.8	4.2	4.2
January	4.0	4.5	3.9	January	4.6	5.2	5.6	January	4.5	5.1	5.4	January	4.4	4.3	4.5
February	3.7	4.0	3.8	February	4.8	5.6	5.3	February	4.6	5.4	5.1	February	4.5	4.6	4.3
March	3.4	4.1	2.7	March	4.7	5.5	5.4	March	4.5	5.3	5.1	March	4.4	4.5	4.3
Annual Average	4.0	3.6	2.8	Annual Average	4.5	4.8	4.7	Annual Average	4.4	4.7	4.5	Annual Average	4.0	4.0	3.8
No of Employees at 31 Mar 2011			321	No of Employees at 31 Mar 2011			2579	No of Employees at 31 Mar 2011			2900	No of Employees at 31 Mar 2011			14944

For Community Resources the absence rate for unpaid special leave was nil.
Average number of days lost per employee annually is 11.4 days.

ABSENCE TRENDS - 2008/2009, 2009/2010 & 2010/2011
Corporate Resources

Resource Total (APT&C)				Council Wide			
	2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011
April	1.5	2.7	2.0	April	4.3	3.6	3.7
May	1.8	3.4	2.0	May	4.0	4.0	3.9
June	2.8	3.5	2.0	June	3.8	3.7	3.3
July	2.2	3.6	3.0	July	2.9	2.8	2.7
August	2.1	3.6	2.9	August	3.0	3.2	3.2
September	1.5	3.5	2.1	September	3.8	4.0	3.7
October	1.6	4.1	2.6	October	3.8	4.0	3.7
November	2.8	4.2	3.4	November	4.6	4.8	4.2
December	3.9	3.7	3.2	December	4.8	4.2	4.2
January	3.8	3.7	2.4	January	4.4	4.3	4.5
February	2.5	3.3	2.4	February	4.5	4.6	4.3
March	3.6	2.3	2.7	March	4.4	4.5	4.3
Annual Average	2.5	3.5	2.6	Annual Average	4.0	4.0	3.8

No of Employees at 31 Mar 2011	338	No of Employees at 31 Mar 2011	14944
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For Corporate Resources the absence rate for unpaid special leave was 1%.
Average number of days lost per employee annually is 6.3 days.

ABSENCE TRENDS - ABSENCE TRENDS - 2008/2009, 2009/2010 & 2010/2011
Education Resources

APT&C			Teachers				Resource Total				Council Wide							
	2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011			
April	4.3	4.4	4.1	April	3.4	3.2	3.1	April	3.7	3.7	3.5	April	4.3	3.6	3.7			
May	4.4	4.9	4.3	May	2.8	3.7	3.6	May	3.4	4.2	3.9	May	4.0	4.0	3.9			
June	4.0	4.6	3.4	June	2.8	3.2	2.6	June	3.3	3.8	2.9	June	3.8	3.7	3.3			
July	2.6	2.6	2.8	July	1.5	1.2	1.3	July	1.9	1.7	1.9	July	2.9	2.8	2.7			
August	2.8	3.0	3.3	August	1.6	1.6	1.7	August	2.1	2.2	2.4	August	3.0	3.2	3.2			
September	4.0	4.7	4.7	September	2.8	2.8	2.7	September	3.3	3.6	3.5	September	3.8	4.0	3.7			
October	3.8	4.3	4.8	October	2.8	3.4	2.5	October	3.2	3.7	3.4	October	3.8	4.0	3.7			
November	5.9	4.9	5.2	November	4.0	4.7	3.5	November	4.7	4.8	4.2	November	4.6	4.8	4.2			
December	6.1	4.1	4.0	December	4.5	3.6	3.0	December	5.1	3.8	3.4	December	4.8	4.2	4.2			
January	5.8	4.3	5.0	January	4.1	4.2	4.4	January	4.8	4.2	4.6	January	4.4	4.3	4.5			
February	5.2	4.6	5.0	February	4.9	4.6	4.1	February	5.0	4.6	4.4	February	4.5	4.6	4.3			
March	5.5	4.6	5.1	March	4.7	4.5	4.0	March	5.0	4.5	4.4	March	4.4	4.5	4.3			
Annual Average	4.5	4.3	4.3	Annual Average	3.3	3.4	3.0	Annual Average	3.8	3.7	3.5	Annual Average	4.0	4.0	3.8			
No of Employees at 31 Mar 2011			2243	No of Employees at 31 Mar 2011				3430	No of Employees at 31 Mar 2011				5673	No of Employees at 31 Mar 2011				14944

For Education Resources the absence rate for unpaid special leave was 0.2%
Average number of days lost per employee annually is 8.8 days.

ABSENCE TRENDS - 2008/2009, 2009/2010 & 2010/2011
Enterprise Resources

APT&C				Manual Workers				Resource Total				Council Wide							
	2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011				
April	3.2	1.7	1.7	April	4.7	4.0	5.5	April	3.7	2.4	3.0	April	4.3	3.6	3.7				
May	3.0	2.4	2.0	May	3.3	5.5	3.4	May	3.1	3.4	2.5	May	4.0	4.0	3.9				
June	3.4	2.1	2.7	June	3.2	5.7	4.3	June	3.3	3.3	3.2	June	3.8	3.7	3.3				
July	2.9	2.1	1.7	July	2.5	5.5	4.7	July	2.8	3.2	2.7	July	2.9	2.8	2.7				
August	2.4	2.2	2.7	August	3.5	7.3	4.4	August	2.7	3.9	3.2	August	3.0	3.2	3.2				
September	2.0	2.8	2.8	September	3.7	8.0	4.1	September	2.5	4.5	3.2	September	3.8	4.0	3.7				
October	2.1	3.0	2.3	October	3.3	6.2	5.4	October	2.4	4.0	3.4	October	3.8	4.0	3.7				
November	3.1	2.6	3.5	November	5.1	7.1	4.3	November	3.7	4.1	3.8	November	4.6	4.8	4.2				
December	3.5	2.3	3.5	December	4.1	6.5	4.0	December	3.7	3.7	3.7	December	4.8	4.2	4.2				
January	3.2	3.2	3.3	January	3.5	5.2	4.3	January	3.3	3.9	3.7	January	4.4	4.3	4.5				
February	2.8	3.0	1.3	February	4.3	4.0	4.9	February	3.3	3.3	2.5	February	4.5	4.6	4.3				
March	2.6	1.8	2.0	March	3.7	5.2	5.0	March	3.0	2.9	3.0	March	4.4	4.5	4.3				
Annual Average	2.9	2.4	2.5	Annual Average	3.7	5.9	4.5	Annual Average	3.1	3.6	3.2	Annual Average	4.0	4.0	3.8				
No of Employees at 31 Mar 2011				435	No of Employees at 31 Mar 2011				216	No of Employees at 31 Mar 2011				651	No of Employees at 31 Mar 2011				14944

For Enterprise Resources the absence rate for unpaid special leave was nil
Average number of days lost per employee annually is 8.0 days.

ABSENCE TRENDS - ABSENCE TRENDS - 2008/2009, 2009/2010 & 2010/2011
Finance, Procurement & IT Resources

Resource Total (APT&C)				Council Wide			
	2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011
April	3.3	1.8	1.6	April	4.3	3.6	3.7
May	2.3	2.1	1.8	May	4.0	4.0	3.9
June	1.6	2.2	1.8	June	3.8	3.7	3.3
July	1.9	2.1	1.6	July	2.9	2.8	2.7
August	2.0	1.8	1.2	August	3.0	3.2	3.2
September	1.6	1.6	1.6	September	3.8	4.0	3.7
October	1.8	2.2	1.2	October	3.8	4.0	3.7
November	2.6	3.1	2.0	November	4.6	4.8	4.2
December	3.0	2.4	3.0	December	4.8	4.2	4.2
January	2.7	1.4	2.1	January	4.4	4.3	4.5
February	2.7	2.1	2.7	February	4.5	4.6	4.3
March	1.7	1.1	2.8	March	4.4	4.5	4.3
Annual Average	2.3	2.0	2.0	Annual Average	4.0	4.0	3.8
No of Employees at 31 Mar 2011		316	No of Employees at 31 Mar 2011		14944		

For Finance, Information Technology and Procurement the absence rate for unpaid special leave was 0.3%
Average number of days lost per employee annually is 4.9 days.

ABSENCE TRENDS - 2008/2009, 2009/2010 & 2010/2011
Housing & Technical Resources

APT&C			Manual Workers				Resource Total				Council Wide							
	2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011			
April	4.3	3.4	3.2	April	6.7	3.7	4.4	April	5.0	3.5	3.6	April	4.3	3.6	3.7			
May	4.4	3.5	3.6	May	5.8	4.5	5.0	May	4.8	3.8	4.0	May	4.0	4.0	3.9			
June	4.5	3.0	3.1	June	7.1	4.9	5.4	June	5.2	3.5	3.8	June	3.8	3.7	3.3			
July	4.5	3.2	3.1	July	7.3	5.4	4.1	July	5.3	3.8	3.4	July	2.9	2.8	2.7			
August	4.0	3.5	4.3	August	6.6	5.4	4.2	August	4.8	4.0	4.3	August	3.0	3.2	3.2			
September	4.3	3.7	3.9	September	5.9	5.0	4.9	September	4.7	4.1	4.2	September	3.8	4.0	3.7			
October	4.7	3.2	4.4	October	5.1	4.4	5.0	October	4.8	3.5	4.6	October	3.8	4.0	3.7			
November	4.7	3.5	4.5	November	5.7	6.2	4.0	November	5.0	4.3	4.4	November	4.6	4.8	4.2			
December	4.9	3.1	4.6	December	4.7	4.1	4.7	December	4.8	3.4	4.6	December	4.8	4.2	4.2			
January	4.2	3.4	3.7	January	4.1	3.8	3.8	January	4.2	3.5	3.7	January	4.4	4.3	4.5			
February	4.1	4.4	4.0	February	4.5	5.7	4.3	February	4.2	4.8	4.1	February	4.5	4.6	4.3			
March	3.5	4.4	3.5	March	3.7	5.3	3.7	March	3.6	4.6	3.5	March	4.4	4.5	4.3			
Annual Average	4.3	3.5	3.8	Annual Average	5.6	4.9	4.5	Annual Average	4.7	3.9	4.0	Annual Average	4.0	4.0	3.8			
No of Employees at 31 Mar 2011			1401	No of Employees at 31 Mar 2011				544	No of Employees at 31 Mar 2011				1945	No of Employees at 31 Mar 2011				14944

For Housing & Technical Resources the rate of unpaid special leave was nil.
Average number of days lost per employee annually is 9.9 days.

**ABSENCE TRENDS - 2008/2009, 2009/2010 & 2010/2011
Social Work Resources**

APT&C				Manual Workers				Resource Total				Council Wide			
	2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011		2008 / 2009	2009 / 2010	2010 / 2011
April	4.8	3.8	3.8	April	5.3	4.0	4.4	April	4.9	3.8	4.0	April	4.3	3.6	3.7
May	4.3	3.1	3.7	May	4.0	4.0	4.3	May	4.2	3.4	3.9	May	4.0	4.0	3.9
June	4.0	3.2	3.3	June	3.9	4.0	3.8	June	4.0	3.4	3.5	June	3.8	3.7	3.3
July	3.5	3.4	3.3	July	4.4	3.8	3.8	July	3.7	3.5	3.5	July	2.9	2.8	2.7
August	3.4	3.7	4.0	August	4.5	4.6	3.6	August	3.7	4.0	3.9	August	3.0	3.2	3.2
September	4.2	4.0	4.1	September	4.9	4.4	3.4	September	4.4	4.1	3.9	September	3.8	4.0	3.7
October	4.0	4.3	4.0	October	5.1	4.6	3.7	October	4.4	4.4	3.9	October	3.8	4.0	3.7
November	4.0	4.5	3.9	November	4.9	5.1	3.7	November	4.3	4.7	3.9	November	4.6	4.8	4.2
December	4.0	4.7	4.5	December	5.3	5.6	4.9	December	4.4	4.9	4.6	December	4.8	4.2	4.2
January	3.8	4.3	4.3	January	5.0	6.0	4.6	January	4.2	4.8	4.4	January	4.4	4.3	4.5
February	3.6	3.7	4.0	February	5.8	5.4	4.4	February	4.2	4.2	4.1	February	4.5	4.6	4.3
March	4.1	4.2	4.5	March	5.0	4.8	4.3	March	4.3	4.4	4.5	March	4.4	4.5	4.3
Annual Average	4.0	3.9	4.0	Annual Average	4.8	4.7	4.1	Annual Average	4.2	4.1	4.0	Annual Average	4.0	4.0	3.8

No of Employees at 31 Mar 2011	2062	No of Employees at 31 Mar 2011	1059	No of Employees at 31 Mar 2011	3121	No of Employees at 31 Mar 2011	14944
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For Social Work Resources the absence rate for unpaid special is 0.2%
Average number of days lost per employee annually is 9.0 days.

APPENDIX 9

ABSENCE BY LONG AND SHORT TERM

From: 1 April 2010 - 31 March 2011

Resource	April 2010 - March 2011		
	Total Short Term %	Total Long Term %	Resource Total Absence %
Community	1.6	2.9	4.5
Corporate	1.3	1.3	2.6
Education	1.4	2.2	3.6
Enterprise	1.6	1.6	3.2
Finance & IT	1.1	0.9	2.0
Housing & Technical	1.8	2.2	4.0
Social Work	1.6	2.3	3.9
Council Overall for Apr 10 - Mar 11	1.5	2.3	3.8

APPENDIX 10

Absence Monitoring

Absence Classifications

From 1 April 2010 to 31 March 2011

Reason	% of Work Days Lost
Musculoskeletal	29
Psychological	24
Stomach	11
Respiratory	10
Others	26
Total Days Lost	100

OCCUPATIONAL HEALTH REPORTS

FROM: 1 April 2010 - 31 March 2011 comparison with 1 April 2009 - 31 March 2010

MEDICAL REFERRALS	Community	Corporate	Education		Enterprise	Finance & IT	Housing & Technical	Social Work	Totals
			Teachers	Others					
TOTAL (Apr 10 - Mar 11)	222	27	79	78	20	16	246	239	927
TOTAL (Apr 09 - Mar 10)	248	46	57	83	12	17	232	218	913

RESOURCE	NO OF EMPLOYEES REFERRED FOR PHYSIOTHERAPY	
	Apr 09 - Mar 10	Apr 10 - Mar 11
COMMUNITY	339	265
CORPORATE	43	35
EDUCATION (TEACHERS)	179	163
EDUCATION (OTHERS)	239	166
ENTERPRISE	112	122
FINANCE & IT	40	26
HOUSING & TECH	266	268
SOCIAL WORK	454	443
TOTAL	1672	1488

RESOURCE	NO OF EMPLOYEES REFERRED TO EMPLOYEE SUPPORT OFFICER	
	Apr 09 - Mar 10	Apr 10 - Mar 11
COMMUNITY	190	167
CORPORATE	9	6
EDUCATION	116	116
ENTERPRISE	30	28
FINANCE & IT	6	9
HOUSING & TECHNICAL	101	107
SOCIAL WORK	121	166
TOTAL	573	599

ANALYSIS OF COUNSELLING REFERRALS BY CAUSE

	REASON														
	WORK STRESS		STRESS		ADDICTION		PERSONAL		ANXIETY/ DEPRESSION		GRIEF		TOTAL		
	M	S	M	S	M	S	M	S	M	S	M	S	M	S	
TOTAL (Apr 10 - Mar 11)	94	7	0	0	20	2	424	30	0	0	29	3	567	42	
TOTAL (Apr 09 - Mar 10)	94	14	0	0	10	9	381	43	0	1	31	0	516	67	
TOTAL												Total Referrals (Apr 10 - Mar 11)		609	
													Total Referrals (Apr 09 - Mar 10)		583

M = MANAGEMENT REFERRAL S = SELF REFERRAL

*Resources nil responses are not included in figures

ANALYSIS OF ACCIDENTS/INCIDENTS
Comparison
CAUSE OF ACCIDENTS/INCIDENTS TO EMPLOYEES

FROM: 1 April 2010 - 31 March 2011 comparison with 1 April 2009 - 31 March 2010

	Community		Corporate		Education		Enterprise		Finance & IT		Housing & Tech		Social Work		TOTAL	
	Apr 10 - Mar 11	Apr 09 - Mar 10	Apr 10 - Mar 11	Apr 09 - Mar 10	Apr 10 - Mar 11	Apr 09 - Mar 10	Apr 10 - Mar 11	Apr 09 - Mar 10	Apr 10 - Mar 11	Apr 09 - Mar 10	Apr 10 - Mar 11	Apr 09 - Mar 10	Apr 10 - Mar 11	Apr 09 - Mar 10	Apr 10 - Mar 11	Apr 09 - Mar 10
Major Injuries	5	3	0	0	1	4	5	2	0	0	4	2	1	2	16	13
Violent Incident: Physical****	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Major*	5	3	0	0	1	4	5	2	0	0	4	2	1	2	16	13
Over 3-day Absences	24	26	0	0	2	8	9	13	1	0	25	22	8	0	69	69
Violent Incident: Physical****	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	4
Violent Incident: Verbal*****	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Total Over 3-day**	25	27	0	0	2	8	9	14	1	0	25	22	8	3	70	74
Minor	61	77	2	3	31	33	21	21	7	3	54	52	22	24	198	213
Near Miss	1	1	0	1	0	12	1	3	0	0	1	2	0	0	3	19
Violent Incident: Physical****	2	4	0	0	140	231	8	1	0	0	2	7	49	55	201	298
Violent Incident: Verbal*****	10	8	0	0	31	68	9	8	1	0	28	22	28	47	107	153
Total Minor***	74	90	2	3	202	344	39	33	8	3	85	83	99	126	509	682
Total Accidents/Incidents	104	120	2	3	205	356	53	49	9	3	114	107	108	131	595	769

Definitions

*A Major injury is defined by HSE as an accident connected with work and your employee, or self employed person working on the premises sustaining a injury, such as those identified in the OHSMS Work Instruction 3.B.3

**An Over 3-day injury is one which is not "Major" but results in the injured person being away from work OR unable to do their full range of their normal duties for more than three days, including any days they would not normally be expected to work such as weekends, rests days or holidays, not counting the day of the injury itself.

*** A minor injury is an injury not covered by "Over 3-day" or "Major".

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

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

FROM: 1 April 2010 - 31 March 2011 comparison with 1 April 2009 - 31 March 2010

RESOURCE	No of Disciplinary Hearings				Outcome of Disciplinary Hearings								No of weeks to convene Disciplinary Hearing			% Held within 6 Weeks	No of Non-White employees Disciplined
	APT&C	Manual/ Craft	Teachers	Total	No Action				Action Taken				3	4-6	6+		
					APT&C	Manual / Craft	Teachers	Total	APT&C	Manual / Craft	Teachers	Total					
COMMUNITY	14	168	N/A	182	2	20	N/A	22	12	148	N/A	160	163	18	1	99%	0
CORPORATE	3	0	N/A	3	0	0	N/A	0	3	0	N/A	3	3	0	0	100%	0
EDUCATION	7	0	3	10	5	0	1	6	2	0	2	4	8	0	2	80%	0
ENTERPRISE	11	30	N/A	41	0	7	N/A	7	11	23	N/A	34	18	11	12	71%	0
HOUSING & TECHNICAL/FINANCE & IT	29	23	N/A	52	2	1	N/A	3	27	22	N/A	49	30	12	10	81%	0
SOCIAL WORK	51	2	N/A	53	5	0	N/A	5	46	2	N/A	48	26	15	12	77%	0
TOTAL (Apr 10 - Mar 11)	115	223	3	341	14	28	1	43	101	195	2	298	248	56	37	89%	0
TOTAL (Apr 09 - Mar 10)	143	188	1	332	13	18	0	31	130	170	1	301	217	65	50	85%	1

RESOURCE	No of Appeals				Outcome of Appeals											Appeals Pending	No of Non-white employees who appealed
	APT&C	Manual/ Craft	Teachers	Total	Upheld				Upheld in Part				Not Upheld				
					APT&C	Manual/ Craft	Teachers	Total	APT&C	Manual/ Craft	Teachers	Total	APT&C	Manual/ Craft	Total		
TOTAL (Apr 10 - Mar 11)	0	5	0	5	0	0	0	0	0	1	0	1	0	2	2	2	0
TOTAL (Apr 09 - Mar 10)	4	0	0	4	0	0	0	0	0	0	0	0	2	0	2	2	0

*Resources nil responses are not included in figures

N.B. Non-White employees refers to those employees who have indicated that they are:- Any other mixed background, Indian, Pakistani, Bangladeshi, Chinese, Any other Asian background, Caribbean, African and any other black background.

CORPORATE RESOURCES APPEAL PANEL

FROM: 1 April 2010 - 31 March 2011

RESOURCE	UPHELD	UPHELD IN PART	NOT UPHELD	WITHDRAWN	TOTAL	APPEALS PENDING TO DATE
TOTAL	0	1	10	4	15	0

RECORD OF GRIEVANCES**FROM: 1 April 2010 - 31 March 2011 comparison with 1 April 2009 - 31 March 2010**

GRIEVANCES	No of Non-White employees who submitted a grievance	No of Grievances	No Resolved at Stage 1	No Resolved at Stage 2	No Resolved at Stage 3	Still in Process
TOTAL (Apr 10 - Mar 11)	0	14	0	7	2	5
TOTAL (Apr 09 - Mar 10)	0	28	1	5	0	22

DIGNITY AT WORK**FROM: 1 April 2010 - 31 March 2011 comparison with 1 April 2009 - 31 March 2010**

DIGNITY AT WORK	No of Non-White employees who submitted a complaint	No of Incidents	No Resolved at Informal Stage	No Resolved at Formal Stage	No of Appeals	Appeals in Process	Still in Process
TOTAL (Apr 10 - Mar 11)	0	7	1	2	0	0	4
TOTAL (Apr 09 - Mar 10)	0	16	3	2	0	0	11

*Resources nil responses are not included in figures

N.B. Non-White employees refers to those employees who have indicated that they are:- Any other mixed background, Indian, Pakistani, Bangladeshi, Chinese, Any other Asian background, Caribbean, African and any other black background.

EMPLOYEE DEVELOPMENT

Corporate training - 1 April 2010 - 31 March 2011

	Corporate Training	Corporate IT Training	Practical Supervision Programme	Front Line Manager	Management Development Programme	Employees Graduated Accredited Programmes
Community	1389	59	36	14	1	36
Corporate	829	14	0	3	1	28
Education	4488	303	3	13	1	27
Enterprise	1200	53	2	11	2	35
Finance and IT	501	213	0	0	2	11
Housing and Technical	2562	112	10	16	4	59
Social Work	4276	247	8	46	4	54
South Lanarkshire Leisure	509	14	5	13	0	16
Total	15,754	1,015	64	116	15	266

EMPLOYEE DEVELOPMENT

Monitoring Statistics for all Training - 1 April 2010 - 31 March 2011
Corporate Resources

	Percentage (%)
Male	21.18
Female	78.82
Disabled	2.44
Not Disabled	50.78
Not Recorded	2.11
Not Disclosed	44.68
White - Scottish	96.24
White - Other British	1.59
White - Irish	0
White - Any other Background	0.23
Asian - Pakistani	0.0
All Others	1.94
Under 21 Years	15.72
21-29 Years	15.83
30-39 Years	18.56
40-49 Years	31.44
50-59 Years	16.86
60-65 Years	1.48
Over 65 Years	0.11

ANALYSIS OF LEAVERS AND EXIT INTERVIEWS

EXIT INTERVIEWS 1 APRIL 2010 - 31 MARCH 2011

REASONS FOR LEAVING	COMMUNITY	CORPORATE	EDUCATION	ENTERPRISE	FINANCE & IT	HOUSING & TECHNICAL	SOCIAL WORK	TOTAL	%
CAREER ADVANCEMENT	6	3	16	4	5	14	20	68	52
CHILD CARING / CARING RESPONSIBILITIES	1	0	0	0	1	1	9	12	9
PERSONAL REASONS	2	0	2	0	1	1	5	11	8
DISSATISFACTION WITH TERMS AND CONDITIONS	1	0	7	0	0	1	1	10	8
FURTHER EDUCATION	1	0	0	0	0	0	6	7	5
POOR RELATIONSHIPS WITH MANAGERS / COLLEAGUES	1	1	1	0	1	0	2	6	5
MOVING OUTWITH AREA	1	0	1	0	0	0	3	5	4
TRAVELLING DIFFICULTIES	0	0	0	0	0	1	1	2	2
OTHER	1	0	6	0	0	2	1	10	8
NUMBER OF EXIT INTERVIEWS CONDUCTED	14	4	33	4	8	20	48	131	100
TOTAL NO OF LEAVERS PER RESOURCE ELIGIBLE FOR AN EXIT INTERVIEW	93	5	55	6	9	36	60	264	
% OF LEAVERS INTERVIEWED	15	80	60	67	89	56	80	50	

EXIT INTERVIEWS (Apr 09 - Mar 10)

NUMBER OF EXIT INTERVIEWS CONDUCTED (LAST YEAR)	48	5	45	9	3	19	57	186	
TOTAL NO OF LEAVERS PER RESOURCE ELIGIBLE FOR AN EXIT INTERVIEW	142	6	76	11	3	48	71	357	
% OF LEAVERS INTERVIEWED (LAST YEAR)	34	83	59	82	100	40	80	52	

* Note these totals include temporary employees

RECRUITMENT MONITORING
Analysis of Gender, Disability, Ethnicity and Age

FROM : 1 April 2010 - 31 March 2011

Total Number of applications received:	<u>7811</u>
Total Number of Equal Opportunities Monitoring forms received:	<u>7759 (99%)</u>
Total Number of posts recruited for:	<u>1470</u>
Total Number of appointments:	<u>1482</u>

Gender / Disability / Age			
	Applied	Interviewed	Appointed
Total EO Forms Received	7759	3192	1421
Total No of Male Applicants	3824	1186	483
Total No of Female Applicants	3707	1939	893
Total No of Disabled Applicants	197	92	27
Total No of applicants aged under 50	6567	2666	1195
Total No of applicants aged over 50	838	402	149
Total No of White applicants	7382	3068	1355
Total No of Black/Ethnic minority applicants*	165	63	28

FROM : 1 April 2009 - 31 March 2010

Total Number of applications received:	<u>7196</u>
Total Number of Equal Opportunities Monitoring forms received:	<u>7015 (97%)</u>
Total Number of posts recruited for:	<u>470</u>
Total Number of appointments:	<u>505</u>

Gender / Disability / Age			
	Applied	Interviewed	Appointed
Total EO Forms Received	7015	2690	486
Total No of Male Applicants	2367	733	96
Total No of Female Applicants	4378	1844	333
Total No of Disabled Applicants	229	111	10
Total No of applicants aged under 50	4247	1884	314
Total No of applicants aged over 50	656	287	44
Total No of White applicants	6646	2549	429
Total No of Black/Ethnic minority applicants*	151	52	6

*Black/Ethnic Minority applicants includes Mixed, Asian, Black and other backgrounds.