

REPORT A

Improvement Plan Monitoring – Actions & Measures for HALF YEAR 15/16

The following provides a summary of performance actions and measures that were included in the Improvement Plan for 2015/16 shown per Scrutiny

Breakdown as per Scrutiny	Total	On target	Off target	Annual	Overall % on Target
Community Scrutiny	58	50	6	2	86%
Education & Children's Services Scrutiny	105	67	9	29	64%
Environmental & Public Protection Scrutiny	44	35	4	5	80%
Social Care & Health Scrutiny	30	27	2	1	90%
Policy & Resources Scrutiny	57	51	5	1	89%
Overall Performance	294	230	26	38	78%

The 'off target' deliverables have been discussed at their appropriate Scrutiny.

REPORT B

Outcome Agreement 2014/15

An 'Annual Report' based on our self-evaluation classing all five outcomes as 'fully successful' was sent to WG on 13th May 2015. A response received on the 15th July confirmed that they agreed with our proposed amendments for the 2015/16 targets and they will be in touch in due course to arrange a meeting to negotiate the 2014/15 payment. Also the Authority has not been subject to statutory support arrangements or intervention from the Welsh Government under section 28/29 of the Local Government (Wales) Measure 2009.

Outcome Agreement 2015/16

We are aware of potential changes to the OAG which could mean that the grant is rolled into the RSG funding but await confirmation from the Minister.

There are a total of **51 deliverables** included in Year 3 of the successor Outcome Agreement for 2015/16

EOY results:-

- **72% (37)** deliverables are **on target**
- **10% (5)** deliverables are **off target**
- **18% (9)** deliverables is still **outstanding**

Here is a breakdown per Scrutiny.

Outcome Agreement Grant per Scrutiny	Total	On target	Off target	Annual	% On target
Community Scrutiny	19	16	2	1	84%
Education & Children's Services Scrutiny	23	12	3	8	52%
Environmental & Public Protection Scrutiny	4	4	0	0	100%
Social Care & Health Scrutiny	3	3	0	0	100%
Policy & Resources Scrutiny	2	2	0	0	100%
Overall Performance	51	37	5	9	72%

The 'off target' deliverables have been discussed at their appropriate Scrutiny.

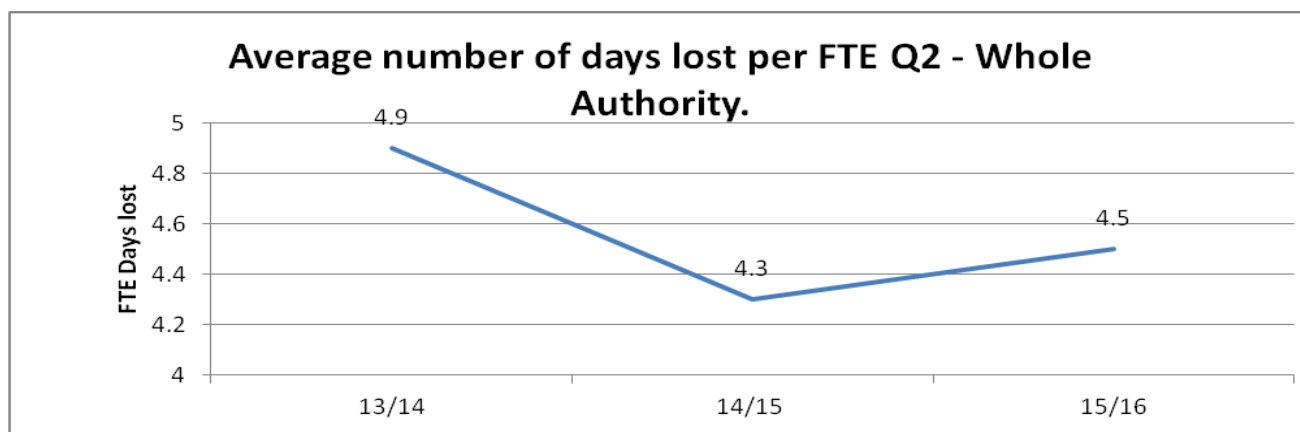
REPORT C

SICKNESS ABSENCE – Half Year Report

The target for the whole of 2015/16 is to reduce the full time equivalent sick days to 9.3 days.

FTE Sickness Days Lost - End of Year Figures						FTE Sickness days half year					
	12/13	13/14	14/15	Difference	Performance		13/14	14/15	15/16	Performance	
Chief Executive's	8.3	6.5	7.3	0.8	Declined	↓	2.5	3.0	1.9	Improved	↑
Resources	7.0	7.2	7.0	0.2	Improved	↑	3.2	3.1	2.8	Improved	↑
Environment	13.4	14.5	13.0	1.5	Improved	↑	7.5	6.4	5.6	Improved	↑
Education & Children's Services	9.1	9.4	8.9	0.5	Improved	↑	4.0	3.7	4.0	Declined	↓
Regeneration & Leisure	11.3	9.0	7.1	1.9	Improved	↑	3.9	3.0			
Communities	15.6	13.8	11.7	2.1	Improved	↑	7.0	5.7	5.9	Declined	↓
Authority Total	10.8	10.6	9.6	1.0	Overall Improved	↑	4.9	4.3	4.5	Declined	↓

Calculation includes Permanent and temporary staff only. Data includes all school based staff & teachers. Days lost are through sickness due to illness/disability, long-term sickness and industrial injury. Not included medical/dental appointments or Maternity / Paternity leave etc. Numerator – number of FTE sick days lost / Denominator – Average FTE Headcount



- It is encouraging to see the result at half year is 4.5 FTE days, just under the set half year target of 4.6 days, a small increase on this time last year, 4.3 FTE days
- The Communities Department absence levels have dropped significantly over the last two years, however this period is showing a slight increase of 5.9 FTE days, compared to 5.7 FTE days for this period last year. However, this department has had an increase in staff with the amalgamation of Leisure into the department. Workshops are planned in December 2015 for the Mental Health/Learning Disabilities managers/supervisors, with the focus on attendance management and trend analysis, so that additional support can be provided where it is needed.
- Another area where sickness has increasing slightly is in Primary schools, 3.8 FTE days this period compared to 3.2 last year.

The new sickness absence policy has been circulated to schools for them to adopt-and overall sickness absence management practices have been outlined to Head Teachers in the school workshops held in July 2015. Raising awareness of sickness absence management can, in some cases, cause an upward trend in sickness, because of the increased awareness of accurate reporting. Significant work continues to assist the management of sickness absence levels on an individual basis and training using the same methodology as the corporate sickness absence training, is planned for the spring term for all schools. It is hoped that this will give the emphasis required for more effective and consistent management of absence in schools in the future.

Some additional initiatives and support which are underway include:-

- Further workshop planned with schools on managing attendance. This will include managing physical and mental health and the application of the sickness policy.
- Mutual Fund –being developed which will replace the insurance covering school's staff absence. It is hoped that there will be a saving for all schools who sign up and part of the specification will be around ensuring all cases are being managed appropriately.
- Timely engagement with schools on sickness cases.
- Continued roll out of resource link self service for schools
- Service specific bespoke attendance management workshops.

The Chartered Institute of Personnel and Development (CIPD Absence survey 2015) reported that only a quarter of organisations achieved their 2014 end of year target. Carmarthenshire County Council's target for 14/15 was 10.0 days and the end of year result was 9.6 days which was a reduction of 1 FTE. The survey also showed that stress related absence had increased in two fifths of organisations.—In CCC we found that there was over 20% reduction in sickness absence attributed to this reason last year, in part due to the additional initiatives and support which are in place.

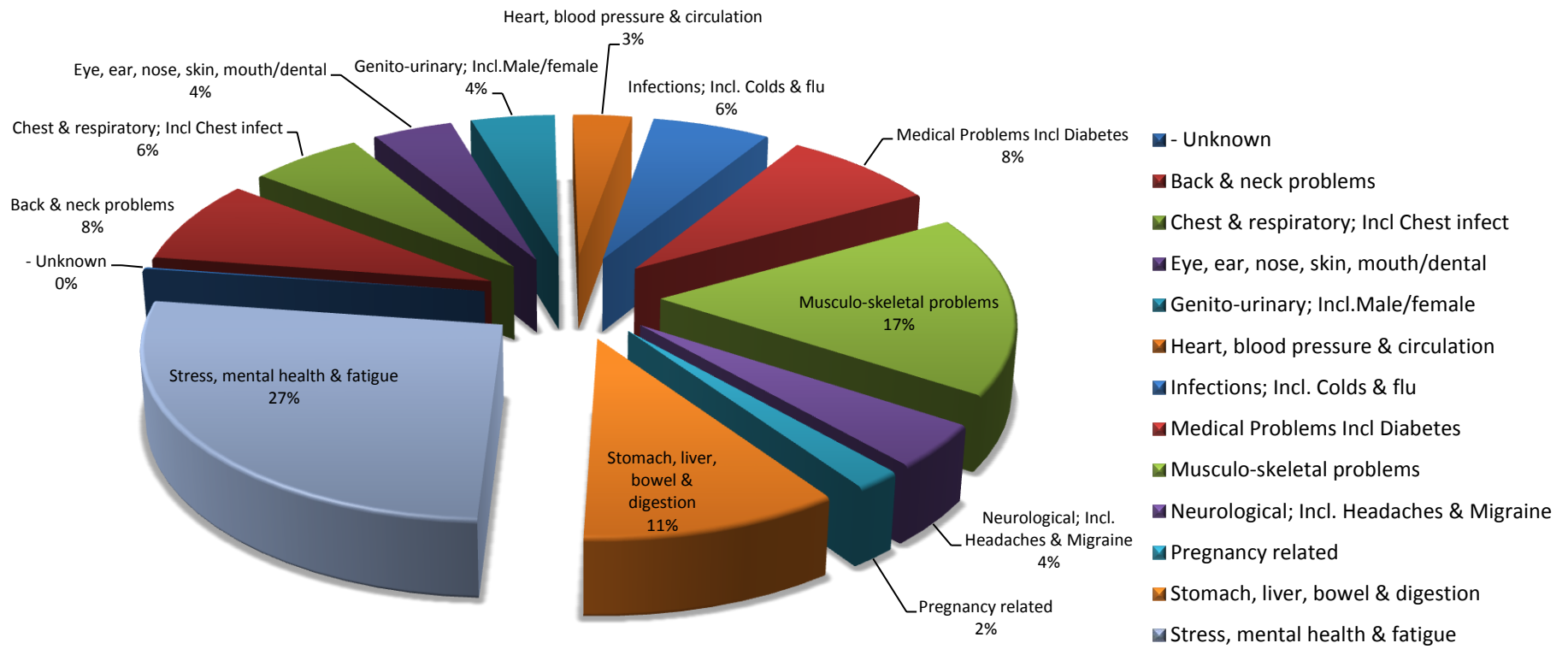
However, it is disappointing to note that for this period last year, sick days attributed to stress, mental health and fatigue were 6,692 days compared to 7,818 at half year this year and the most significant areas are Education and Children's Services and the Communities Department. However, again when looking at the Communities Department there has been an increase in staff due to the Leisure Department amalgamation. There are additional workshops planned for the Managers and Head Teachers looking at areas such as:

- The Sickness policy
- Case studies
- Getting the most out of Occupational Health referrals and
- Reiterating the importance of using all the tools and support available.

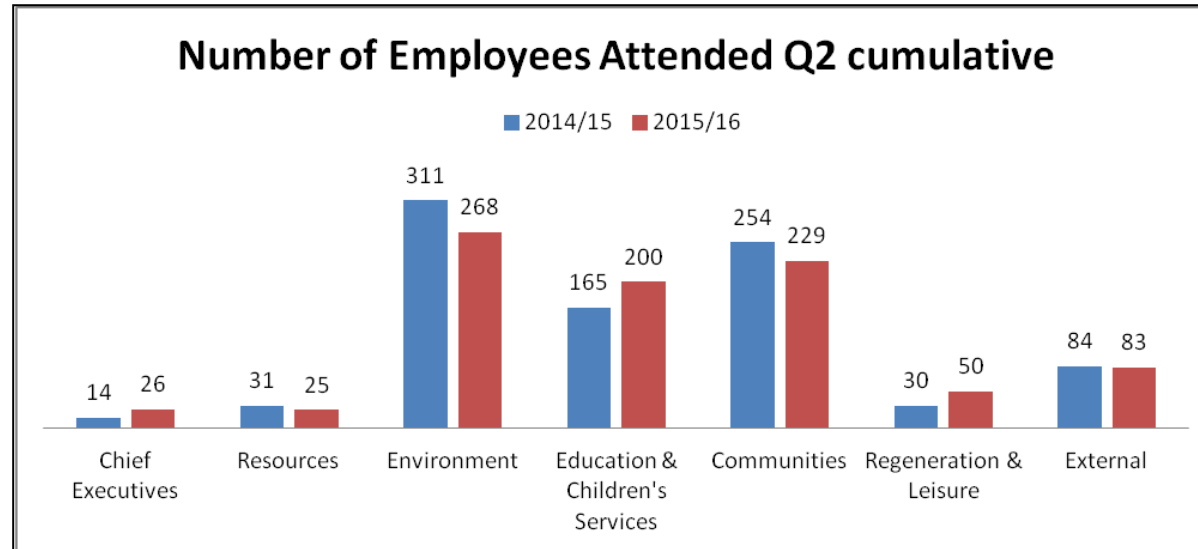
Sickness by Reason

Department	Unknown	Back & neck problems	Chest & respiratory ; Inc. Chest infect	Eye, ear, nose, skin, mouth/ dental	Genito-urinary; Inc. Male/female	Heart, blood pressure & circulation	Infections; Incl. Colds & flu	Medical Problems Inc. Diabetes	Musculo-skeletal problems	Neurological; Incl. Headaches & Migraine	Pregnancy related	Stomach, liver, bowel & digestion	Stress, mental health & fatigue	Total
Chief Executives		75.00	25.14	18.70	130.80	1.62	62.36	6.00	53.25	37.56	5.50	48.45	184.33	648.70
Resources		170.80	52.90	36.00	49.00	5.00	56.71	10.00	187.00	12.80	23.73	118.53	299.00	1,021.47
Environment	18.87	647.82	358.54	159.30	120.38	150.08	219.19	203.27	1,492.71	401.18	8.95	786.23	912.30	5,478.84
Education & Children	27.93	1,081.48	759.22	572.42	637.03	345.59	978.72	1,898.84	1,413.76	506.30	352.27	1,456.18	3,846.75	13,876.49
Communities		386.51	522.86	432.61	346.03	392.91	485.49	237.74	1,941.13	279.82	161.21	651.62	2,576.58	8,414.53
Total	46.81	2,361.62	1,718.66	1,219.04	1,283.24	895.21	1,802.47	2,355.85	5,087.84	1,237.66	551.65	3,061.01	7,818.97	29,440.03

Authority Total FTE Days Lost Q2 2015/16



Number of Employees Supported by the Occupational Health Centre



Public sector comparisons

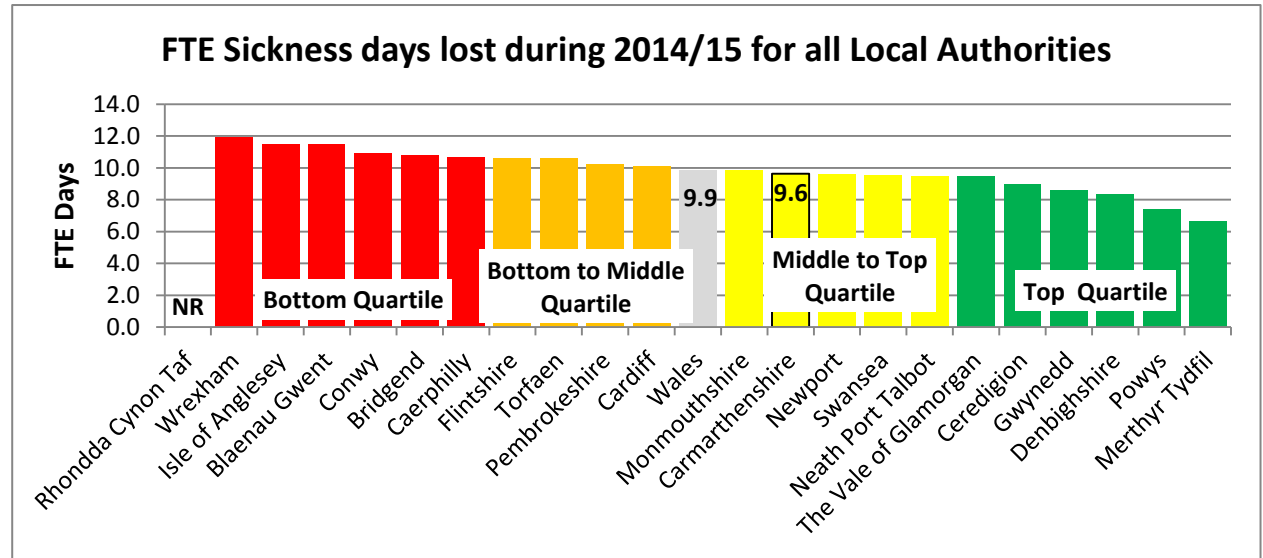
The Chartered Institute of Personnel and Development (CIPD Absence survey 2015) reports that there is a variation across sectors and that the increase in sickness absence has increased most in the public sector, where it is now **50%** higher than in the private sector. Across all sectors the FTE days lost is 6.9 days an increase on the previous year 6.6 FTE days.

When considering the tables below, it should be noted that that the figures cannot be used as a direct comparison to departments within the Council. However, they do give some indication of where we sit alongside other organisations. It should also be noted that the take up rate of these surveys appears to be very low in respect of local government at only 4%. The figures however are encouraging against our 2014/15 end of year performance of 9.6 FTE days.

Public Sector	FTE days
Local Government	7.9
Central Government	9.0
Health	10.4
Education	10.1

Private Sector	FTE days	Similar Sector within Carmarthenshire County Council	FTE days
Care services	15.4	Primary Community Care	12.0
Housing association	8.5	Housing and Public Protection	10.5
IT services	5.8	Audit, Procurement & ICT Division	6.0
Financial insurance and real estate	7.6	Finance	7.3
Transport distribution and storage	7.9	Transport and Engineering	8.0

For 2014/15 we are in the middle to top quartile when compared to other authorities in Wales.



Cost of Absence - Occupational Sick Pay

Occupational Sick Payments	Quarters1 and 2		
	2013/14	2014/15	2015/16
Chief Executives	£59,756.72	£79,494.86	£52,497.63
Resources	£91,538.18	£113,112.75	£77,583.04
Environment	£474,630.72	£410,810.06	£392,188.94
Education & Children	£433,665.16	£261,101.75	£272,969.72
Communities	£697,506.19	£601,075.69	£760,561.94
Regeneration & Leisure	£139,468.56	£94,596.88	£0.00
HR - Carmarthenshire County Council Total	£1,896,565.50	£1,560,191.88	£1,555,801.38

Average Occupational sick Payments per FTE	Quarters1 and 2		
	2013/14	2014/15	2015/16
Chief Executives	£203.39	£288.79	£165.60
Resources	£246.46	£324.32	£224.41
Environment	£512.28	£489.84	£439.78
Education & Children	£526.47	£331.55	£342.38
Communities	£591.41	£533.73	£573.16
Regeneration & Leisure	£297.96	£232.68	£0.00
HR - Carmarthenshire County Council Total	£466.80	£412.43	£422.92

Median cost of Absence in the CIPD survey is £554 average annual cost per employee.

Department	Division	Employee FTE Headcount Q4 14/15 @ 31/03	Employee FTE Headcount Q2 15/16@ 30/9	Total Employee FTE Headcount	Average Employee FTE Headcount	Short Term Lost FTE Days	Long Term Lost FTE Days	Total lost FTE Days	FTE Days Lost by Average Employee FTE Headcount
Communities	Communities (Other)	1.00	1.00	2.0	1.0	0.0	0.0	0.0	0.0
	Leisure & Recreation	222.72	217.48	440.2	220.1	349.4	577.9	927.3	4.2
	Business Support & Service Improvement	100.81	104.04	204.8	102.4	190.8	578.9	769.7	7.5
	Mental Health & Learning Disability	206.58	211.82	418.4	209.2	593.9	898.4	1492.3	7.1
	Housing & Public Protection	165.45	165.46	330.9	165.5	222.9	305.0	527.9	3.2
	Primary, Community & Social Care Service	112.31	131.30	243.6	121.8	216.9	699.5	916.4	7.5
	Regional Complex Needs and Trans Service	1.00	2.00	3.0	1.5	1.0	0.0	1.0	0.7
	Commissioning	534.71	504.01	1038.7	519.4	1366.6	1941.1	3307.7	6.4
Communities Total		1344.58	1,337.12	2681.7	1340.8	2941.5	5000.9	7942.4	5.9
Environment	Environment (Other)	1.00	1.00	2.0	1.0	0.0	0.0	0.0	0.0
	Policy & Performance	23.81	23.81	47.6	23.8	37.0	0.0	37.0	1.6
	Street Scene	363.91	354.28	718.2	359.1	988.0	1326.5	2314.5	6.4
	Property Services	326.01	314.35	640.4	320.2	815.0	1337.7	2152.7	6.7
	Transport and Engineering	123.73	121.00	244.7	122.4	194.0	293.9	487.9	4.0
	Planning Services	83.94	76.95	160.9	80.4	98.6	0.0	98.6	1.2
Environment Total		922.41	891.39	1813.8	906.9	2132.6	2958.1	5090.7	5.6
Regeneration & Leisure	Regeneration & Leisure (Other)	0.80	0.00	0.0	0.0	0.0	0.0	0.0	0.0
Regeneration & Leisure Total		0.80	0.00	0.00	0.0	0.0	0.0	0.0	0.0
Authority Total		6409.88	6,237.81	12646.9	6323.4	11538.2	16772.0	28310.2	4.48