

## **Topic Submitted by Cllr Anna Semlyen**

### **Supporting Staff Health – with particular reference to West Offices**

Is the CYC following best practice at supporting staff health and well being, especially at West Offices? What more could be done to ensure a healthy workforce? Especially given the high absenteeism rate (is it 11%?). Sick officers are both expensive and inefficient.

Currently each officer is on average off for 6 weeks sick pa and this has got to improve! For instance with workstation set ups and ergonomics, tuition on proper hand washing methods, advice on taking half hour breaks from their desks at lunchtime, on site health classes e.g. at lunchtime or after work, stress management advice, lifting and handling courses, work plan management so that people don't do 70 hour working weeks, organised health walks at lunchtime, on site massage and health treatments etc. For instance John Lewis gives each staff member a budget of £300 to spend on health classes. CPP paid half the costs of their staff to do on site yoga classes.

The latest evidence based research from randomised controlled trials found specialist Yoga for Healthy Lower Backs classes are, lesson for lesson, the most effective and cost effective treatment option for chronic low back pain (the most likely cause for work absenteeism).

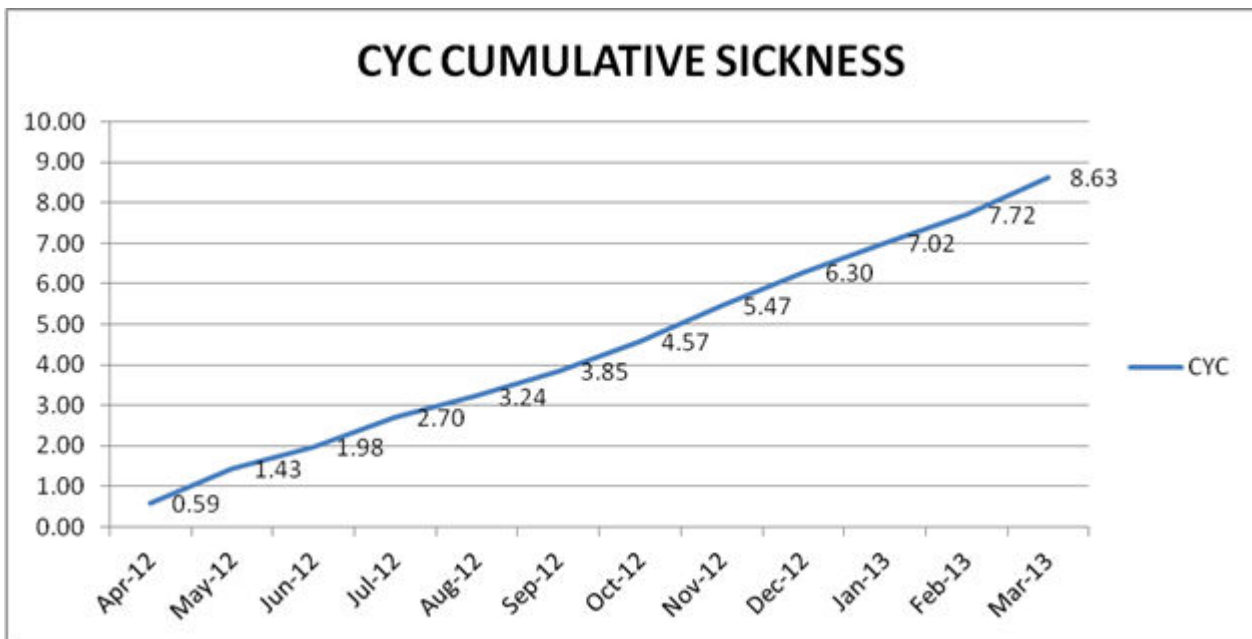
Research found 8.5 fewer days off work per year with this intervention having a cost effectiveness likelihood of 97% likely to pay for itself when bought by the individual or employer. Yet, with 11% staff absenteeism, with probably a high proportion of this due to low back pain, we are still sending CYC staff with back pain to the hospital for occupational health/physio which is both less effective and more costly.

### **HR Response to Topic Submission**

In response to the figures quoted by Cllr Semlyen in her topic submission, HR have provided the following extract from the Q4 2012/13 HR Management Information Digest detailing the most update figures on CYC staff sickness absence taken from.

#### **Sickness Absence**

The chart below shows the cumulative trend for CYC for average days lost per FTE for the period 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013



The figure for average days lost per FTE for sickness for March 2013 is slightly higher at 8.63, than at the same time last year which was 8.56 per FTE.

The table below gives the cumulative sickness figures for CYC and each Directorate for the period 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013 as average days lost per FTE.

#### CUMULATIVE SICKNESS

Directorate	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
ACE	1.01	2.25	3.06	4.36	5.45	6.50	7.82	9.13	10.37	11.43	12.49	13.96
CANS	0.69	1.60	2.31	3.16	3.99	4.73	5.60	6.56	7.40	7.62	8.37	9.29
CBSS	0.37	0.93	1.35	2.01	2.54	3.05	3.93	4.50	5.17	6.51	7.22	7.90
CES	0.22	0.67	0.79	0.97	1.41	1.76	2.13	2.77	3.31	3.64	3.96	4.57
OCE	0.56	1.25	1.48	1.62	1.69	1.62	1.90	2.23	2.39	2.05	2.11	2.20
SCHOOLS	0.41	1.13	1.55	2.01	2.16	2.55	2.93	3.70	4.38	5.14	5.68	6.45
<b>CYC</b>	<b>0.59</b>	<b>1.43</b>	<b>1.98</b>	<b>2.70</b>	<b>3.24</b>	<b>3.85</b>	<b>4.57</b>	<b>5.47</b>	<b>6.30</b>	<b>7.02</b>	<b>7.72</b>	<b>8.63</b>

ACE and CANS have the highest cumulative sickness figures which are consistently above the CYC figure.

The table below gives the monthly sickness figures for CYC and each Directorate for the period 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013 as average days lost per FTE.

## MONTHLY SICKNESS

<u>Directorate</u>	<b>Apr-12</b>	<b>May-12</b>	<b>Jun-12</b>	<b>Jul-12</b>	<b>Aug-12</b>	<b>Sep-12</b>	<b>Oct-12</b>	<b>Nov-12</b>	<b>Dec-12</b>	<b>Jan-13</b>	<b>Feb-13</b>	<b>Mar-13</b>
ACE	1.01	1.22	0.99	1.13	1.08	1.02	1.34	1.29	1.29	1.38	1.05	1.13
CANS	0.69	0.93	0.84	0.89	0.78	0.79	0.89	0.94	0.85	0.92	0.76	0.91
CBSS	0.37	0.52	0.49	0.65	0.57	0.64	0.66	0.58	0.74	0.99	0.68	0.65
CES	0.22	0.19	0.07	0.39	0.40	0.22	0.59	0.61	0.49	0.54	0.32	0.46
OCE	0.56	0.68	0.23	0.08	0.04	0.00	0.33	0.31	0.03	0.26	0.02	0.01
SCHOOLS	0.41	0.73	0.43	0.44	0.13	0.34	0.64	0.78	0.71	0.74	0.57	0.66
<b>CYC</b>	<b>0.59</b>	<b>0.83</b>	<b>0.62</b>	<b>0.69</b>	<b>0.52</b>	<b>0.60</b>	<b>0.84</b>	<b>0.89</b>	<b>0.85</b>	<b>0.92</b>	<b>0.70</b>	<b>0.80</b>

ACE and CANS have the highest monthly sickness figures which are consistently above or equal to the CYC figure.

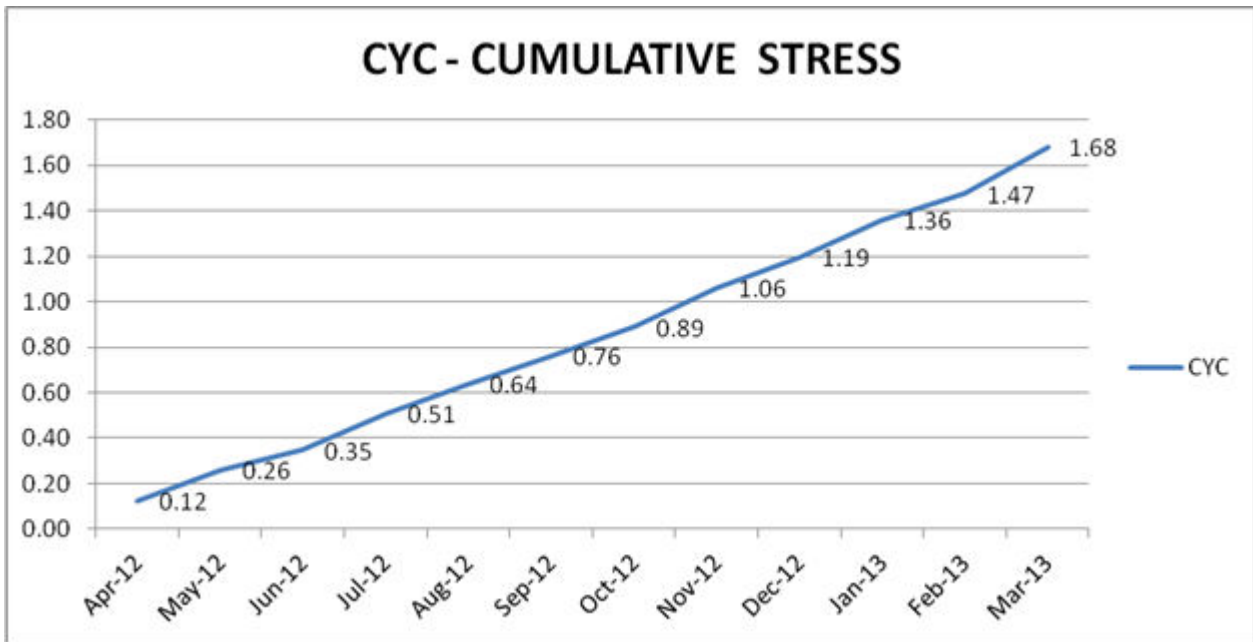
### Top Five Reasons for Absence

The table below lists the top five reasons for absence for the cumulative period of 1<sup>st</sup> April 2012 to 31st March 2013 as a percentage of the total CYC absence reasons.

Stomach, liver, kidney & digestion	18.89%
Infections	18.37%
Other musculo-skeletal problems	6.49%
Eye, ear, nose & mouth/dental	6.07%
Stress, depression, mental health & fatigue syndromes	5.81%

### Stress

The table below shows the cumulative absence figures for stress for CYC for the period 1<sup>st</sup> April 2012 to 31st March 2013 for the average days lost per FTE



The figure for average days lost per FTE for stress for March 2013 is slightly higher at 1.68, than at the same time last year which was 1.22 per FTE.

The table below shows the cumulative figures for days lost per FTE to stress for CYC and each Directorate for the period 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013

DIRECTORATE CUMULATIVE DAYS LOST PER FTE TO STRESS

Directorate	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
ACE	0.23	0.41	0.54	0.89	1.15	1.38	1.58	1.84	2.01	2.29	2.52	2.93
CANS	0.12	0.24	0.30	0.52	0.74	0.88	1.01	1.15	1.29	1.41	1.50	1.61
CBSS	0.05	0.15	0.24	0.44	0.51	0.58	0.94	1.06	1.27	1.44	1.53	1.65
CES	0.04	0.06	0.06	0.10	0.19	0.30	0.36	0.46	0.55	0.65	0.73	0.96
OCE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SCHOOLS	0.10	0.24	0.33	0.38	0.42	0.50	0.56	0.72	0.83	0.97	1.05	1.23
<b>CYC</b>	<b>0.12</b>	<b>0.26</b>	<b>0.35</b>	<b>0.51</b>	<b>0.64</b>	<b>0.76</b>	<b>0.89</b>	<b>1.06</b>	<b>1.19</b>	<b>1.36</b>	<b>1.47</b>	<b>1.68</b>

Throughout the period of 2012-13 the cumulative average days lost to stress per FTE for ACE are consistently higher than CYC figures; from August 2012 CANS also has higher figures for stress (except for March 13).

The table below shows the breakdown for the monthly figures for CYC and each Directorate per FTE for stress for the period 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013

**DIRECTORATE MONTHLY DAYS LOST PER FTE TO STRESS**

<u>Directorate</u>	<b>Apr-12</b>	<b>May-12</b>	<b>Jun-12</b>	<b>Jul-12</b>	<b>Aug-12</b>	<b>Sep-12</b>	<b>Oct-12</b>	<b>Nov-12</b>	<b>Dec-12</b>	<b>Jan-13</b>	<b>Feb-13</b>	<b>Mar-13</b>
ACE	0.23	0.20	0.16	0.27	0.26	0.22	0.25	0.25	0.17	0.27	0.23	0.20
CANS	0.12	0.12	0.07	0.19	0.19	0.13	0.18	0.14	0.13	0.13	0.10	0.17
CBSS	0.05	0.10	0.10	0.13	0.07	0.08	0.12	0.12	0.22	0.16	0.09	0.10
CES	0.04	0.02	0.01	0.03	0.04	0.04	0.19	0.10	0.08	0.09	0.08	0.17
OCE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SCHOOLS	0.10	0.13	0.08	0.07	0.03	0.06	0.12	0.17	0.11	0.11	0.08	0.12
CYC	<b>0.12</b>	<b>0.13</b>	<b>0.09</b>	<b>0.14</b>	<b>0.11</b>	<b>0.11</b>	<b>0.16</b>	<b>0.17</b>	<b>0.13</b>	<b>0.15</b>	<b>0.12</b>	<b>0.15</b>

The monthly average FTE days lost to stress for ACE are again higher than the CYC average figure throughout the whole year. CANS has the second highest figures and for 7 months it is higher than the CYC figure.

**Response from Assistant Director of Customer & Business Support Services (Customers & Employees)**

*“My view is that there is no review in this. The sickness review last year challenged our processes and Occupational Health(OH) arrangements and we are moving into an OH procurement that will focus on Wellbeing. All of the staff wellbeing suggestions included in the topic submission can be considered in supporting staff and wellbeing projects, without needing a formal review , subject to cost of course.”*

**Response from Head of Strategic Human Resources and Organisational Development**

*“Figures taken from OH referrals for the last year, show that the reasons given for sickness absence mirror those in Local Government national statistics and that the single most likely cause of sickness absence given is stress/depression. CYC has particular occupational “hot spots” among Social Workers, Cleaning Staff, Care Workers, Teachers and Teaching Assistants, which we are fully aware of, and which Mark’s teams work with managers in those service areas to minimise risk. Lesley Sharp in the Health, Safety and Wellbeing Team is leading on the council’s wellbeing agenda for HR, and would be happy to share her plans for this year, but I don’t feel that there’s mileage in having another review.”*