Implementation Update of Approved Recommendations from Sickness Absence Management Scrutiny Review

Recommendation	HR Response in May 2013	Implementation Status as of November 2013	Implementation Status as of May 2014
viii) Managers should report quarterly to DMT on absence figures.	iTrent sickness absence reports are currently under development; however the reports are dependant upon development work around management structures and sickness absence reasons. Sickness absence reports will be gradually rolled out across directorates in line with People Manager implementation, Midland HR is required to support this work. It is anticipated that no MI reports will go out to directorates until the structure work is completed, which is not likely to be until the end of June 2013.	The structure work on iTrent has been delayed due to a re-phasing of People Manager rollout work - all structure work will now be completed by 31st October 2013 to provide accurate management information reporting, taking into account recent Directorate restructures. The introduction of iTrent People Manager will enable managers to input sickness absence directly on to the iTrent system. This should ensure that all sickness is input in a timelier manner so will further improve the accuracy of iTrent sickness absence reports.	The structure work on iTrent is due to be completed by 30th June 2014. Management Information reports - two MI Officers have recently been appointed and a Quarter 4 Digest report will be produced by 31st May 2014. The introduction of iTrent People Manager will enable managers to input sickness absence directly on to the iTrent system, however further work on the system needs to be completed by MidlandHR before this can commence; it is anticipated that this work will be completed in June and a pilot group will be set up to test sickness absence.
ix) HR should look at positive ways of promoting good	Promotion of good attendance is most successful at a local manager level. Guidance will be included for managers to		Roll out of manager training via the Workforce Development Unit on managing sickness absence

attendance, e.g. recognition for those employees who have no or low rates of absence e.g. letter from Chief Executive, Xtra Factor Award.	recognise good attendance in PDR's and 1:1 meetings, to make recognition more personal. A council wide recognition scheme would incur administration costs. Such schemes can also have equalities implications & negative effects on employees where absences are unavoidable e.g. to attend an operations or linked to a disability. The staff survey will ask a number of questions to highlight trends and reasons why staff may have poor attendance or are not engaged e.g. pressure of work, stress, bullying. Addressing these issues in subsequent action plans will assist in improving attendance. The following question will also be included in the next survey to help further inform the work to promote good attendance - '*I feel good attendance should be recognised*' In addition HR will continue to a promote ways to maximise		on an ongoing programme. HR has also worked with the Health and Safety Team to promote a calendar of health and wellbeing, with a theme being promoted each month to help staff look after themselves

	attendance e.g. flexible working opportunities.		
x) Two HR officers should be designated as 'GO TO' officers (see 4th bullet point in paragraph 49 of final report).	The First Contact Network is a staff volunteer group available to offer support to employees who are being bullying or harassed at the work. Within HR the Employee Relations (ER) team is the key contact for employees who have queries in relation to the Attendance Management Procedure or who need general guidance on other policy related issues. However, there is currently no provision in place for staff to access completely impartial advice as per the recommendation. This will be reviewed following the completion of the HR restructure.		Plans are in place to train the staff volunteers in the First Contact Network in basic training in how to support other staff who are misusing alcohol. This is part of our new HR policy on Substance Misuse and supporting staff at risk of developing substance dependencies.
xi) CYC's Counselling Services should be re-publicised.	The counselling services will be re-published during the launch of the policy, during Attendance management training and on colin, buzz etc. There have been some recent changes to the counselling	The demand for the counselling service continues to increase and has been promoted through events like the health and wellbeing week recently held in West Offices. The triage service put in place by the OH	The council has just adopted an Employee Assistance Provider, which will provide more flexible counselling services and advice on relationship, debt, housing, and other personal issues.

	services available for staff. Due to a significant increase in demand for counselling services year on year and the fixed price nature of the previous NHS contract, when the negotiations to extend the NHS contract took place the current level of service across the OH contract could not be maintained for the previous price. Employees will continue to self refer for counselling services; OH will then triage the referral. Where counselling is not the best source of assistance the employee will be signposted to either a specialist charity organisations or mainstream NHS services.	provider to ensure that counselling is the best route of support continues. However as we are moving to a new OH contract, the specification requires a more flexible approach to counselling with requirement for the providers to offer a variety of delivery methods i.e. telephone; and web based counselling as well as the more traditional face to face service	
xii) CSMC should re-visit the question of how best to create a change in culture once the revised policy and change to working practices had been embedded			A draft Organisational Development Strategy and Action Plan is due to go to CMT in June, and will include interventions designed to help change the culture in CYC to support the Transformnation programme.

throughout the organisation.			
At a meeting of Corporate & Scrutiny Management Committee on 11 November 2013, Recommendations (i) – (vii) were signed off as fully completed, with the request that a further update be provided in six months time (May 2014)			