

POLICY & RESOURCES CABINET BOARD

27th JULY 2012

FINANCE & CORPORATE SERVICES

REPORT OF THE HEAD OF ICT

STEPHEN JOHN

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Part 1 - Doc. Code: PRB-270712-REP-FS-SJ

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SECTION C – MATTERS FOR MONITORING

ITEM 1

SICKNESS ABSENCE PROGRESS REPORT

Purpose of Report

To update Members of the Policy and Resources Scrutiny Committee on the progress that is being made in taking forward further improvement work to reduce sickness absence across the Council.

Background

At the Policy Resources Scrutiny committee meeting in March 2012 a number of areas were to be the focus for further improvement work during 2012-13. Those areas included:

- Full roll-in of the new approach to all school based staff;
- Enhanced management reports to be designed and available from the new recording system;
- Continued scrutiny of sickness absence patterns by elected Members through the scrutiny process and through directorate management teams;
- Support Occupational Health in their on-going review;
- Further streamlining of reporting procedures to eradicate, as far as possible, unnecessary paper processing;
- Identification of service areas with continued, relatively high sickness absence levels and concentrated support to be provided to the managers of those services to examine the scope for reducing absences further;
- Identification and implementation of a new ICT system solution to support absence management;
- Develop solutions to support the reduction of Long Term Sickness;
- Address the issues identified by the Audit Report Number 49 – 2011/12; and
- Develop a training programme to support managers in reducing sickness.

Summary of Progress during 2012

Good progress continues to be made in taking forward the improvement work which is being overseen by the Sickness Absence Management Programme Board, currently being chaired by the Head of ICT.

There has been strong and active support for the work programme with trade union colleagues, service managers, support services and human resources staff contributing at all levels.

However, despite the gains reached on reducing short term sickness, overall absence has risen slightly from an average of 9.59 FTE days during 2010/2011 to reach an average of 10.07 days lost during 2011/2012.

The increase is largely due to a 4.75% rise in long term sickness and during the year ahead the programme board will be focusing on the reasons and circumstances which lead staff into long term sickness. Analysis work has already begun and this will help us gain a better understanding of long term sickness absence and to develop strategies to address.

Despite the slight increase in overall sickness days lost, the number of employees going sick in the year fell by 7.3%, with 380 fewer staff taking time off work due to sickness.

Building on the sharp reduction in short term sickness last year, which saw 35% fewer employees reach three or more instances of sick within the 12 month period, this year has seen another reduction with a further 9% of employees taking 3 or more instances within the last 12 months, leading to a reduction of 10.8% of days lost due to sickness absence for those employees.

Overall Council summary sickness data is attached as appendix 1.

In terms of the improvement work agreed for attention, progress is as follows:

1. Roll in of new policy and procedures to all service directorates

The new policy and procedures have been fully rolled in to all services (except school based admin staff and teachers), however, those staff which provide the catering and cleaning services for primary schools now report their sickness to the sickness reporting line. Over 500 employees have been trained in both the new absence policy and the IT system that underpins it. A number of employees remain to be trained and mop up sessions are being arranged to achieve this. In addition to the training undertaken on the policy and ICT system, One hundred and fifty “super users” have been trained to provide practical day to day support to colleagues on the operation of the new ICT system. This support will be crucial as managers self serve their reporting needs.

The training programme has been supplemented by communications activity, supported by the Corporate Communications and Marketing Team. Posters continue to be displayed at key points in our main buildings, drawing attention to the overall levels of absence, the associated costs and the main reasons for absence. Similar information is displayed on the front page of the intranet site. All of this information is refreshed monthly but new ways of conveying and reinforcing the messages are being investigated.

A briefing pack for non-office based employees has been trialled in the Neighbourhood Management Division and is currently being evaluated to assess its potential for wider roll out.

Key messages are a regular item in the monthly Change Management e-bulletin which is distributed to all employees with an e mail address.

Future work planned, includes linking the work of the Corporate Health Group more closely with this project to ensure that health promotion and preventative measures are being targeted in the best possible way.

2. Enhanced management reports to be designed and available from the new recording system;

An extensive reporting facility now supplies the range, timeliness and availability of management information to support managers in understanding and addressing the levels and reasons for sickness absence in their service areas.

In addition to the information directly available from the database, a basket of performance measures has been identified by the Sickness Absence Management Programme Board and work continues to routinely produce and report these measures as well as analysing sickness patterns on a monthly basis. Access to these performance measures will be provided via the Intranet.

3. Continued scrutiny of sickness absence patterns by elected Members through the scrutiny process and through directorate management teams

All scrutiny committees continue to have sickness absence monitoring included within their forward work programmes. Service managers are attending committees in line with those forward work programmes to discuss the levels of absence within their respective service areas, the management strategies that are being adopted and to answer any questions Members may have about the performance reported upon.

Future plans will ensure that sickness absence will become embedded in improved performance reports and thereby become a systematic feature of the council's overall performance management arrangements.

4. Further examination of the referral processes into and out of Occupational Health

This work commenced during 2011 with an initial report made to the Sickness Absence Management Programme Board at its meeting on 27th October 2011. An analysis of the work flow and demands on the OH service has been undertaken. The next steps will be to undertake an intranet publicity exercise outlining the Role and Responsibilities of the Occupational Health Service and to publicise the operational activity statistics. Following which stakeholders views will be sought.

5. Further streamlining of reporting procedures to eradicate, as far as possible, unnecessary paper processing;

The existing processes have been mapped and a new “perfect flow” has been identified which, when implemented, will considerably streamline and improve the efficiency and effectiveness of current reporting arrangements. The benefits of taking forward this work include: releasing management, administrative and HR time spent on onerous paperwork. More timely and accurate submission of data to payroll and HR will in turn improve the quality and timeliness of management information and reduce payroll errors created by incomplete, late or missing returns. The next stage of this work will be to explore the extent to which the VISION system can support the revised business processes that have been identified and a small task and finish group has been assembled to kick start the exercise and to engage the system supplier.

Alongside this work, there is additional improvement work being undertaken in Home Care, Cleaning and Catering Services to remove the need for manual timesheets. These improvements will generate additional, benefits to that other work mentioned above.

6. Identification of service areas with continued, relatively high sickness absence levels and concentrated support to be provided to the managers of those services to examine the scope for reducing absences further

An analysis of current absence patterns and levels continues to be undertaken and reviewed and the services that are displaying the highest number of days lost through long and short term absences will be asked if they require additional support to ensure that the new policies and procedures are working in their areas. The chair of the programme board is writing to all HOS to ask if there is any extra help and support that they would welcome to support their efforts in reducing sickness absence in their services.

The Sickness Absence Management Programme Board continues to explore what more, beyond the change in policy and procedures that have been introduced, might be done to improve attendance.

7. Piloting of a revised approach in the two schools that have been selected and, following the pilot phase, the development of a plan to roll in a new approach to all schools

The exercise has continued with the New Ways of Working being introduced in the Trial Schools, alongside which, a draft Maximising Attendance in Schools Policy will be produced during August 2012 and distributed to schools in September 2012.

The policy will roll out as it is adopted by each Governing Body throughout the Autumn Term. Training on the Policy will be given to Head Teachers, Governors, Bursars and Trade Unions during the late Autumn/early Winter.

The Intention is that any issues will be resolved by January 2013 and the Final Version will be agreed and adopted by Schools prior to the Summer recess.

8. Review of the Council's existing technologies to determine the long term system solution to support absence management

The current system deployed to record the reporting of sickness absence is only meant to be a temporary system, to be used pending a permanent solution that will integrate with the Council's existing payroll and human resources system.

A task and finish group has produced a specification for a fully integrated absence management system and the company which supplies our HR/Payroll system has been contacted to establish whether or not they will consider making the necessary changes to their product. Early indications are positive and initial talks on moving the project forward will take place at the end of July.

Next Steps

The Sickness Absence Management Programme Board will continue to oversee the improvement work highlighted above to ensure momentum is maintained. The aim is to embed a new approach to absence management within the next 12 months and to integrate future performance monitoring into relevant performance management arrangements.

In addition to the above, the Sickness Absence Management Programme Board will oversee the following:

- Identification and implementation of a fully integrated solution to support absence management.
- Support Occupational Health Unit (OHU) in their ongoing review.
- Work on developing strategies and supporting service managers to combat long term sickness.
- Review existing performance measures and refine and create new as appropriate.
- Undertake a trend analysis of existing sickness data to inform the future work programme.

The project continues to benefit from a strong partnership approach between trade unions, service managers, support services and human resources department. However, there are risks to further improvement which include:

- Capacity to maintain a focus on the improvement work given other demands in the council's change programme;
- ICT capacity to commission and deploy a permanent replacement sickness absence system that can be integrated with the payroll and human resources systems, given the retirement of key ICT and payroll personnel;
- Management Information –There continues to be two separate systems in place underpinning management reporting and statistical analysis. There are also different ways of profiling the workforce depending on what is being asked. This situation is currently under review with a realisation that a standardised number of service metrics need to be established. In the meantime, care will need to be taken that the correct information is used when comparisons are made;
- School governing bodies will fail to embrace the new ways of working and the underlying changes in policy;
- Maintaining a clear management focus on reducing sickness absence at a time of considerable organisational change.

These risks will be actively managed through the programme board.

A further progress report will be submitted to the Committee during the Autumn.

List of Background Papers

None

Appendices

Appendix 1 – Council Summary Sickness Totals

Appendix 2 - Council summary of employees with three or more instances of sickness within the last 12 months to April 2012.

Appendix 3 – Council summary of employees who are consecutively sick for 28 days or more as at 30th April 2012.

Wards Affected

All

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NPT - Council Summary sickness Totals - Annual Sickness pattern		Feb 11	Mar 11	Apr 11	Feb 12	Mar 12	Apr 12
1	Number of employees with 3 or more instances of sickness within last year (excluding teachers)	926	911	886	826	830	821
	Number of working days/shifts lost for those employees with 3 or more instances of sick in last year.	22,259	21,789	21,683	19,387	19,448	19,036
2	Number of employees who are consecutively sick for 28 days or more (excluding teachers)	132	140	132	157	139	126
	Number of working days/shifts lost for those employees who are consecutively sick for 28 days or more	10,959	11,910	10,959	13,200	11,953	10,649
3	The number of working days/ shifts per full time equivalent (FTE) local authority employee lost due to sickness absence (including Teachers)	2010/2011		2011/2012			
	sickness days lost per FTE employee (including teachers)	9.59		10.07			
	Base data - Total number of working days/shifts lost to sickness absence	60,306		61,023			
	Base data - Average number of full-time equivalent (FTE) employees	6,291		6,062			
4	The number of working days/ shifts per full time equivalent (FTE) local authority employee lost due to sickness absence (including teachers)	2007/08	2008/09	2009/10	2010/11	2011/12	
	Annual Figures						
	sickness days lost per FTE employee (including teachers)	11.80	11.83	11.3	9.59	10.07	
	Percentage of sickness days lost per FTE employee (including teachers) <i>see note below</i>	5.36%	5.38%	5.14%	4.36%	*4.58%	
* - Percentage calculation uses a standard available working days figure of 220 days for the year.							

5	The number employees who have been sick during the year (not FTE)	2010/11	2011/12	Increase/ Decrease (-)	% Increase/ Decrease (-)
	The number employees who have been sick during the year (not FTE)	5,184	4,804	- 380	-7.3%
	Total number of posts as at 31 st March (end of financial year)	8,635	8,264	-371	-4.3%
	% employees sick during the year	60.0%	58.1%		-3.2%
	% employees not sick during the year	40.0%	41.9%		4.75%

6	Long Term Sickness (excluding Teachers) – employees consecutively sick for 28 calendar days or more.	2010/11	2011/12	Increase/ Decrease (-)	% Increase/ Decrease (-)
	Number of instances of long term sick during the year	804	824	20	2.5%
	Total number of working days lost for employees on long term sick during the year.	49,160	51,497	2,337	4.75%

Council Summary -Employees with three or more instances of sick within the last 12 months as at 30th April 2012 (Excluding Teachers)

Line	DIR	HOS	SECTION	Empl. 3 or more	Working days sick	PERM	TEMP	Total Empl. Per section	% 3 or more.
1	CHEX	CHANGE MANAGEMENT AND INNOVATION	CHANGE MANAGEMENT	2	33.5	2	0	10	20.0%
2	CHEX	CHANGE MANAGEMENT AND INNOVATION	CUSTOMER SERVICES	8	295	8	0	31	25.8%
3			Total by Division	10	328.5	10	0		
4	CHEX	HUMAN RESOURCES	HUMAN RESOURCES	5	105	5	0	45	11.1%
5	CHEX	HUMAN RESOURCES	LEARNING TRAINING AND DEVELOPMENT	4	112	4	0	21	19.0%
6			Total by Division	9	217	9	0		
7	EDLS	PARTNERSHIPS & COMMUNITY DEVELOPMENT	CHILDREN AND YOUNG PEOPLE PARTNERSHIP	1	6	0	1	41	2.4%
8	EDLS	PARTNERSHIPS & COMMUNITY DEVELOPMENT	COMMUNITIES FIRST	3	51.5	0	3	30	10.0%
9	EDLS	PARTNERSHIPS & COMMUNITY DEVELOPMENT	COMMUNITY ECONOMIC REGENERATION & TOURISM DEVELOPMENT TEAM	3	63	2	1	12	25.0%
10	EDLS	PARTNERSHIPS & COMMUNITY DEVELOPMENT	COUNTRYSIDE	1	21	1	0	26	3.8%
11	EDLS	PARTNERSHIPS & COMMUNITY DEVELOPMENT	CULTURAL SERVICES	6	85.5	6	0	99	6.1%
12	EDLS	PARTNERSHIPS & COMMUNITY DEVELOPMENT	LIFELONG LEARNING	4	53	2	2	53	7.5%
13	EDLS	PARTNERSHIPS & COMMUNITY DEVELOPMENT	YOUTH OFFENDING AND COMMUNITY SAFETY	15	257.5	10	5	41	36.6%
14	EDLS	PARTNERSHIPS & COMMUNITY DEVELOPMENT	YOUTH SERVICE	18	307.5	2	16	58	31.0%
15			Total by Division	51	845	23	28		
16	EDLS	SCHOOLS	ALDERMAN DAVIES C.I.W. PRIMARY	12	234	9	3	50	24.0%
17	EDLS	SCHOOLS	BAGLAN PRIMARY	5	51	4	1	18	27.8%
18	EDLS	SCHOOLS	BLAENBAGLAN PRIMARY	2	35	2	0	24	8.3%
19	EDLS	SCHOOLS	BLAENDULAIS PRIMARY	1	11	1	0	15	6.7%
20	EDLS	SCHOOLS	BLAENGWRACH PRIMARY	1	5	0	1	19	5.3%
21	EDLS	SCHOOLS	BLAENHONDDAN PRIMARY SCHOOL	4	58	4	0	18	22.2%
22	EDLS	SCHOOLS	BRYN PRIMARY SCHOOL	1	38	0	1	8	12.5%
23	EDLS	SCHOOLS	BRYNCOCH C.I.W. PRIMARY SCHOOL	4	41	3	1	17	23.5%
24	EDLS	SCHOOLS	BRYNHYFRYD PRIMARY SCHOOL	4	42.5	4	0	12	33.3%
25	EDLS	SCHOOLS	CATWG PRIMARY SCHOOL	1	3	1	0	26	3.8%
26	EDLS	SCHOOLS	CEFN SAESON COMPREHENSIVE	10	286	10	0	52	19.2%
27	EDLS	SCHOOLS	CENTRAL INFANTS	13	122.5	9	4	26	50.0%
28	EDLS	SCHOOLS	CENTRAL JUNIOR SCHOOL	5	40	3	2	11	45.5%
29	EDLS	SCHOOLS	CILFFREW PRIMARY	4	140	2	2	18	22.2%
30	EDLS	SCHOOLS	COED HIRWAUN PRIMARY SCHOOL	2	54	0	2	13	15.4%
31	EDLS	SCHOOLS	COEDFFRANC PRIMARY SCHOOL	5	33.5	5	0	39	12.8%
32	EDLS	SCHOOLS	CROESERW PRIMARY SCHOOL	2	101	1	1	25	8.0%
33	EDLS	SCHOOLS	CRYMLYN PRIMARY SCHOOL	3	30.5	3	0	13	23.1%
34	EDLS	SCHOOLS	CRYNALLT INFANTS	2	7	1	1	22	9.1%
35	EDLS	SCHOOLS	CRYNALLT JUNIOR SCHOOL	2	24	2	0	12	16.7%
36	EDLS	SCHOOLS	CWM NEDD PRIMARY SCHOOL	2	120	2	0	14	14.3%
37	EDLS	SCHOOLS	CWMAFAN INFANTS	3	98	3	0	20	15.0%
38	EDLS	SCHOOLS	CWMAFAN JUNIOR SCHOOL	1	58	1	0	9	11.1%
39	EDLS	SCHOOLS	CWMGORS PRIMARY SCHOOL	1	4	1	0	8	12.5%
40	EDLS	SCHOOLS	CWMTAWE COMPREHENSIVE	7	108	6	1	71	9.9%
41	EDLS	SCHOOLS	CWRT SART COMPREHENSIVE	8	93.5	7	1	45	17.8%
42	EDLS	SCHOOLS	CYMER AFAN COMPREHENSIVE	1	8	1	0	33	3.0%
43	EDLS	SCHOOLS	CYMER AFAN PRIMARY SCHOOL	2	29	1	1	10	20.0%
44	EDLS	SCHOOLS	DWR-Y-FELIN COMPREHENSIVE	14	255	14	0	63	22.2%
45	EDLS	SCHOOLS	DYFFRYN COMPREHENSIVE	14	164	11	3	63	22.2%
46	EDLS	SCHOOLS	EASTERN PRIMARY SCHOOL	1	8	0	1	25	4.0%
47	EDLS	SCHOOLS	GLANAFAN COMPREHENSIVE	5	74.5	4	1	30	16.7%

Council Summary -Employees with three or more instances of sick within the last 12 months as at 30th April 2012 (Excluding Teachers)

Line	DIR	HOS	SECTION	Empl. 3 or more	Working days sick	PERM	TEMP	Total Empl. Per section	% 3 or more.
48	EDLS	SCHOOLS	GLAN-Y-MOR PRIMARY SCHOOL	6	62	4	2	15	40.0%
49	EDLS	SCHOOLS	GLYNCORRWG PRIMARY SCHOOL	2	9	0	2	14	14.3%
50	EDLS	SCHOOLS	GNOLL PRIMARY SCHOOL	7	110	6	1	27	25.9%
51	EDLS	SCHOOLS	GROES PRIMARY SCHOOL	5	53	3	1	19	26.3%
52	EDLS	SCHOOLS	GWAUN-CAE-GURWEN PRIM SCHOOL	3	43	3	0	16	18.8%
53	EDLS	SCHOOLS	LLANGATWG COMMUNITY SCHOOL	8	150	4	4	47	17.0%
54	EDLS	SCHOOLS	LLANSAWEL PRIMARY SCHOOL	3	52.5	1	2	14	21.4%
55	EDLS	SCHOOLS	MAES Y COED SPECIAL SCHOOL	16	282	16	0	74	21.6%
56	EDLS	SCHOOLS	MAESMARCHOG PRIMARY SCHOOL	2	34	2	0	11	18.2%
57	EDLS	SCHOOLS	NEATH ABBEY INFANTS SCHOOL	2	15.5	2	0	18	11.1%
58	EDLS	SCHOOLS	RHYDYFRO PRIMARY SCHOOL	3	143	3	0	9	33.3%
59	EDLS	SCHOOLS	SANDFIELDS COMPREHENSIVE	25	680.5	23	2	79	31.6%
60	EDLS	SCHOOLS	SANDFIELDS PRIMARY SCHOOL	3	78.5	3	0	25	12.0%
61	EDLS	SCHOOLS	ST. JOSEPH'S COMPREHENSIVE	6	70	6	0	46	13.0%
62	EDLS	SCHOOLS	ST. JOSEPH'S INFANTS SCHOOL	3	38	1	2	17	17.6%
63	EDLS	SCHOOLS	ST. JOSEPH'S JUNIOR SCHOOL	1	5	0	1	13	7.7%
64	EDLS	SCHOOLS	ST. THERESE'S PRIMARY SCHOOL	1	6.5	1	0	24	4.2%
65	EDLS	SCHOOLS	TAIRGWAITH PRIMARY SCHOOL	3	36	1	2	12	25.0%
66	EDLS	SCHOOLS	TONNAU PRIMARY SCHOOL	7	92	7	0	19	36.8%
67	EDLS	SCHOOLS	TRAETHMELYN PRIMARY SCHOOL	3	125	1	2	26	11.5%
68	EDLS	SCHOOLS	TREBANNWS PRIMARY SCHOOL	2	53	1	1	13	15.4%
69	EDLS	SCHOOLS	TYWYN PRIMARY	13	219	12	1	43	30.2%
70	EDLS	SCHOOLS	VELINDRE SPECIAL SCHOOL	4	124	4	0	7	57.1%
71	EDLS	SCHOOLS	WAUNCEIRCH PRIMARY SCHOOL	4	60	4	0	16	25.0%
72	EDLS	SCHOOLS	YG YSTALYFERA	6	95.5	6	0	46	13.0%
73	EDLS	SCHOOLS	YGG CASTELL NEDD	7	96	7	0	37	18.9%
74	EDLS	SCHOOLS	YGG CWM NEDD	6	59.5	6	0	20	30.0%
75	EDLS	SCHOOLS	YGG PONTARDAWE	6	142.5	3	3	33	18.2%
76	EDLS	SCHOOLS	YGG RHOS AFAN	9	121	8	1	34	26.5%
77	EDLS	SCHOOLS	YGG TYLE'R YNN	3	18	2	1	13	23.1%
78	EDLS	SCHOOLS	YNYSFACH PRIMARY SCHOOL	2	30	1	1	14	14.3%
79	EDLS	SCHOOLS	YNYSMAERDY PRIMARY SCHOOL	2	23	1	1	22	9.1%
80	EDLS	SCHOOLS	YSGOL HENDRE SPECIAL SCHOOL	13	436	12	1	42	31.0%
81			Total by Division	327	5,940.00	269	58		
82	EDLS	SCHOOLS INCLUSION & LIFELONG LEARNING DEVELOPMENT	BRYNCOCH TUITION CENTRE	2	19	2	0	5	40.0%
83	EDLS	SCHOOLS INCLUSION & LIFELONG LEARNING DEVELOPMENT	EDUCATION DEVELOPMENT & INCLUSION SERVICE	1	26	0	1	30	3.3%
84	EDLS	SCHOOLS INCLUSION & LIFELONG LEARNING DEVELOPMENT	EDUCATION PSYCHOLOGY	3	34	1	2	14	21.4%
85	EDLS	SCHOOLS INCLUSION & LIFELONG LEARNING DEVELOPMENT	ENGAGE PROJECT CENTRAL MANAGEMENT TEAM	1	13	0	1	1	100.0%
86	EDLS	SCHOOLS INCLUSION & LIFELONG LEARNING DEVELOPMENT	LIFELONG LEARNING	10	222	2	8	77	13.0%
87	EDLS	SCHOOLS INCLUSION & LIFELONG LEARNING DEVELOPMENT	TY AFAN PRIMARY PUPIL REFERRAL UNIT	2	59	2	0	2	100.0%
88			Total by Division	19	373	7	12		
89	EDLS	SUPPORT SERVICES AND COMMISSIONING DEVELOPMENT	ACCESS MANAGED SERVICES	53	1,268.50	36	17	670	7.9%
90	EDLS	SUPPORT SERVICES AND COMMISSIONING DEVELOPMENT	CENTRAL SERVICES	1	13	0	1	6	16.7%
91	EDLS	SUPPORT SERVICES AND COMMISSIONING DEVELOPMENT	ELRS	1	8	0	1	8	12.5%
92	EDLS	SUPPORT SERVICES AND COMMISSIONING DEVELOPMENT	MANAGEMENT INFORMATION SERVICE	3	108	1	2	26	11.5%
93	EDLS	SUPPORT SERVICES AND COMMISSIONING DEVELOPMENT	STRATEGIC SCHOOLS IMPROVEMENT PROGRAMME (SSIP) TEAM	1	15	1	0	3	33.3%
94	EDLS	SUPPORT SERVICES AND COMMISSIONING DEVELOPMENT	STUDENT PUPIL FAMILY AWARDS	2	18	2	0	5	40.0%

Council Summary -Employees with three or more instances of sick within the last 12 months as at 30th April 2012 (Excluding Teachers)

Line	DIR	HOS	SECTION	Empl. 3 or more	Working days sick	PERM	TEMP	Total Empl. Per section	% 3 or more.
95	EDLS		SUPPORT SERVICES AND COMMISSIONING DEVELOPMENT	6	57	4	2	44	13.6%
96			Total by Division	67	1,487.50	44	23		
97	FINC		FINANCIAL SERVICES	10	249.5	10	0	64	15.6%
98	FINC		FINANCIAL SERVICES	1	6	1	0	16	6.3%
99	FINC		FINANCIAL SERVICES	2	51	2	0	46	4.3%
100	FINC		FINANCIAL SERVICES	1	9	1	0	42	2.4%
101	FINC		FINANCIAL SERVICES	2	19	2	0	9	22.2%
102			Total by Division	16	334.5	16	0		
103	FINC	ICT	BUSINESS SERVICES	8	250.5	8	0	27	29.6%
104	FINC	ICT	I.T. CUSTOMER SERVICES	1	3	1	0	22	4.5%
105	FINC	ICT	I.T. INFRASTRUCTURE	1	8.5	1	0	25	4.0%
106	FINC	ICT	INFORMATION GOVERNANCE	1	15	1	0	3	33.3%
107	FINC	ICT	SCHOOLS & LEARNING	1	5	1	0	17	5.9%
108			Total by Division	12	282	12	0		
109	FINC		LEGAL AND DEMOCRATIC SERVICES AND MONITORING OFFICER	1	4	1	0	7	14.3%
110	FINC		LEGAL AND DEMOCRATIC SERVICES AND MONITORING OFFICER	4	308	3	1	24	16.7%
111	FINC		LEGAL AND DEMOCRATIC SERVICES AND MONITORING OFFICER	1	11	1	0	10	10.0%
112	FINC		LEGAL AND DEMOCRATIC SERVICES AND MONITORING OFFICER	1	23	1	0	11	9.1%
113	FINC		LEGAL AND DEMOCRATIC SERVICES AND MONITORING OFFICER	1	12	1	0	7	14.3%
114			Total by Division	8	358	7	1		
115	SSHS		BUSINESS STRATEGY AND PUBLIC PROTECTION	3	51	3	0	17	17.6%
116	SSHS		BUSINESS STRATEGY AND PUBLIC PROTECTION	2	48	1	1	14	14.3%
117	SSHS		BUSINESS STRATEGY AND PUBLIC PROTECTION	1	58	1	0	N/a	N/a
118	SSHS		BUSINESS STRATEGY AND PUBLIC PROTECTION	6	126	6	0	57	10.5%
119	SSHS		BUSINESS STRATEGY AND PUBLIC PROTECTION	4	65	4	0	49	8.2%
120			Total by Division	16	348	15	1		
121	SSHS		CHILDREN AND YOUNG PEOPLE SERVICES	6	200	6	0	29	20.7%
122	SSHS		CHILDREN AND YOUNG PEOPLE SERVICES	1	38	1	0	2	50.0%
123	SSHS		CHILDREN AND YOUNG PEOPLE SERVICES	7	268	7	0	61	11.5%
124	SSHS		CHILDREN AND YOUNG PEOPLE SERVICES	16	676	16	0	112	14.3%
125	SSHS		CHILDREN AND YOUNG PEOPLE SERVICES	3	125	3	0	15	20.0%
126			Total by Division	33	1,307.00	33	0		
127	SSHS		COMMUNITY CARE AND HOUSING SERVICES	12	294.5	11	1	115	10.4%
128	SSHS		COMMUNITY CARE AND HOUSING SERVICES	2	90	0	2	26	7.7%
129	SSHS		COMMUNITY CARE AND HOUSING SERVICES	31	1,257.00	31	0	307	10.1%
130	SSHS		COMMUNITY CARE AND HOUSING SERVICES	54	1,416.00	49	5	N/a	N/a
131	SSHS		COMMUNITY CARE AND HOUSING SERVICES	1	49	1	0	14	7.1%
132	SSHS		COMMUNITY CARE AND HOUSING SERVICES	7	191	6	1	28	25.0%
133	SSHS		COMMUNITY CARE AND HOUSING SERVICES	1	5	1	0	7	14.3%
134	SSHS		COMMUNITY CARE AND HOUSING SERVICES	33	1,005.50	20	13	191	17.3%
135	SSHS		COMMUNITY CARE AND HOUSING SERVICES	1	7	1	0	11	9.1%
136	SSHS		COMMUNITY CARE AND HOUSING SERVICES	1	9	1	0	1	100.0%
137	SSHS		COMMUNITY CARE AND HOUSING SERVICES	1	5	1	0	21	4.8%
138	SSHS		COMMUNITY CARE AND HOUSING SERVICES	3	21	3	0	20	15.0%
139	SSHS		COMMUNITY CARE AND HOUSING SERVICES	3	23	3	0	20	
140			Total by Division	150	4,373.00	128	22		
141	TECS		ECONOMIC DEVELOPMENT AND VALLEYS PROGRAMME	1	6	0	1	1	100.0%

Council Summary -Employees with three or more instances of sick within the last 12 months as at 30th April 2012 (Excluding Teachers)

Line	DIR	HOS	SECTION	Empl. 3 or more	Working days sick	PERM	TEMP	Total Empl. Per section	% 3 or more.
142	TECS	ECONOMIC DEVELOPMENT AND VALLEYS PROGRAMME	ENTERPRISE	1	13	0	1	8	12.5%
143	TECS	ECONOMIC DEVELOPMENT AND VALLEYS PROGRAMME	EUROPEAN & EXTERNAL FUNDING CO-ORDINATION	1	11	0	1	3	33.3%
144			Total by Division	3	30	0	3		
145	TECS	ENGINEERING AND TRANSPORT	ENGINEERING	6	62	6	0	35	17.1%
146	TECS	ENGINEERING AND TRANSPORT	FLEET SERVICES	3	185	3	0	26	11.5%
147	TECS	ENGINEERING AND TRANSPORT	HIGHWAYS DEVELOPMENT CONTROL	3	47	3	0	8	37.5%
148	TECS	ENGINEERING AND TRANSPORT	INTEGRATED TRANSPORT UNIT	7	212.5	4	3	63	11.1%
149	TECS	ENGINEERING AND TRANSPORT	PARKING MANAGEMENT	2	63	2	0	16	12.5%
150	TECS	ENGINEERING AND TRANSPORT	ROAD SAFETY	3	24.5	3	0	46	6.5%
151			Total by Division	24	594	21	3		
152	TECS	PLANNING	CLIMATE CHANGE UNIT	7	296	7	0	34	20.6%
154	TECS	PLANNING	PLANNING POLICY & DEVELOPMENT MANAGEMENT	4	77	4	0	36	11.1%
155			Total by Division	11	373	11	0		
156	TECS	PROPERTY AND REGENERATION	CONTACT CREW	2	73	2	0	21	9.5%
157	TECS	PROPERTY AND REGENERATION	EMPLOYMENT SUPPORT	5	62	1	4	28	17.9%
158	TECS	PROPERTY AND REGENERATION	FACILITIES MANAGEMENT	7	151	7	0	148	4.7%
159	TECS	PROPERTY AND REGENERATION	PROPERTY RESOURCES MNGMNT	1	9	1	0	5	20.0%
160			Total by Division	15	295	11	4		
161	TECS	SOUTH WALES TRUNK ROAD AGENCY	ASSET MANAGEMENT	1	83	1	0	28	3.6%
162	TECS	SOUTH WALES TRUNK ROAD AGENCY	BUSINESS MANAGEMENT	2	21	2	0	14	14.3%
163	TECS	SOUTH WALES TRUNK ROAD AGENCY	NETWORK MANAGEMENT	4	100	4	0	58	6.9%
164			Total by Division	7	204	7	0		
165	TECS	STREETCARE SERVICES	DRAINAGE STREETWORKS & TRUNK ROAD SERVICES	5	229	5	0	113	4.4%
166	TECS	STREETCARE SERVICES	LIGHTING & BUILDING SERVICES	4	208	4	0	88	4.5%
167	TECS	STREETCARE SERVICES	PARKS & NEIGHBOURHOOD SERVICES	25	761	19	6	239	10.5%
168	TECS	STREETCARE SERVICES	WASTE SERVICES	9	149	9	0	94	9.6%
169			Total by Division	43	1,347.00	37	6		
170			Grand Total	821	19,036.50	660	161		

Council Summary - Employees who are consecutively sick for 28 days or more as at 30th April 2012 (Excluding Teachers)

Line	DIR	DIVISION	SECTION	Empl. 28 days or more	Working days sick	Perm	Temp	Total empl. per section	% 28 days or more
1	CHEX	CHANGE MANAGEMENT AND INNOVATION	CORPORATE COMMUNICATIONS & MARKETING TEAM	1	66	1	0	9	11.1%
2	Total by Division			1	66	1	0		
3	CHIEF	CHIEF EXECUTIVE	ENVIRONMENT	1	49	1	0	N/a	N/a
4	Total by Division			1	49	1	0		
5	EDLS	PARTNERSHIPS & COMMUNITY DEVELOPMENT	CHILDREN AND YOUNG PEOPLE PARTNERSHIP	1	181	1	0	41	2.4%
6	EDLS	PARTNERSHIPS & COMMUNITY DEVELOPMENT	COMMUNITIES FIRST	2	89	0	2	30	6.7%
7	EDLS	PARTNERSHIPS & COMMUNITY DEVELOPMENT	CULTURAL SERVICES	2	76	2	0	99	2.0%
8	EDLS	PARTNERSHIPS & COMMUNITY DEVELOPMENT	LIFELONG LEARNING	2	241	2	0	53	3.8%
9	Total by Division			7	587	5	2		
10	EDLS	SCHOOLS	ALDERMAN DAVIES C.I.W. PRIMARY	2	74	2	0	50	4.0%
11	EDLS	SCHOOLS	CEFN SAESON COMPREHENSIVE	1	144	1	0	52	1.9%
12	EDLS	SCHOOLS	CENTRAL INFANTS	1	71	1	0	26	3.8%
13	EDLS	SCHOOLS	CILFFREW PRIMARY	1	108	0	1	18	5.6%
14	EDLS	SCHOOLS	COED HIRWAUN PRIMARY SCHOOL	1	70	1	0	13	7.7%
15	EDLS	SCHOOLS	CRYNALLT INFANTS	1	34	1	0	22	4.5%
16	EDLS	SCHOOLS	CWMAFAN INFANTS	1	80	1	0	20	5.0%
17	EDLS	SCHOOLS	DYFFRYN COMPREHENSIVE	2	294	2	0	63	3.2%
18	EDLS	SCHOOLS	GNOLL PRIMARY SCHOOL	2	242	2	0	27	7.4%
19	EDLS	SCHOOLS	GODRE'R GRAIG PRIMARY SCHOOL	1	73	1	0	10	10.0%
20	EDLS	SCHOOLS	MAES Y COED SPECIAL SCHOOL	1	30	1	0	74	1.4%
21	EDLS	SCHOOLS	SANDFIELDS COMPREHENSIVE	4	462	3	1	79	5.1%
22	EDLS	SCHOOLS	ST. JOSEPH'S COMPREHENSIVE	3	150	3	0	46	6.5%
23	EDLS	SCHOOLS	TREBANNWS PRIMARY SCHOOL	1	21	1	0	13	7.7%
24	EDLS	SCHOOLS	TYWYN PRIMARY	3	134	3	0	43	7.0%
25	EDLS	SCHOOLS	YG YSTALYFERA	2	287	2	0	46	4.3%
26	EDLS	SCHOOLS	YSGOL HENDRE SPECIAL SCHOOL	1	46	1	0	42	2.4%
27	Total by Division			28	2,320	26	2		
28	EDLS	SCHOOLS INCLUSION & LIFELONG LEARNING DEVELOPMENT	LIFELONG LEARNING	1	29	0	1	77	1.3%
29	Total by Division			1	29	0	1		
30	EDLS	SUPPORT SERVICES AND COMMISSIONING DEVELOPMENT	ACCESS MANAGED SERVICES	13	1,083.50	12	1	670	1.9%
31	EDLS	SUPPORT SERVICES AND COMMISSIONING DEVELOPMENT	SUPPORT FOR INCLUSION	1	44	1	0	44	2.3%
32	Total by Division			14	1,128	13	1		
33	FINC	FINANCIAL SERVICES	BENEFITS/MISC. INCOME	2	346	2	0	64	3.1%
34	FINC	FINANCIAL SERVICES	CORPORATE CAPITAL & RISK MANAGEMENT	1	114	1	0	1	100.0%
35	FINC	FINANCIAL SERVICES	COUNCIL TAX/INCOME	1	83	1	0	33	3.0%
36	Total by Division			4	543	4	0		
37	FINC	ICT	BUSINESS SERVICES	1	24	1	0	27	3.7%
38	Total by Division			1	24	1	0		
39	FINC	LEGAL AND DEMOCRATIC SERVICES AND MONITORING OFFICER	MARGAM CREMATORIUM	1	61	1	0	8	12.5%
40	Total by Division			1	61	1	0		
41	SSHS	BUSINESS STRATEGY AND PUBLIC PROTECTION	PROCUREMENT, PERFORM & CONTRACT MGMT - OP SERV - COMM CARE	1	166	1	0	49	2.0%
42	Total by Division			1	166	1	0		
43	SSHS	CHILDREN AND YOUNG PEOPLE SERVICES	CHILD DISABILITY, LEAVING CARE & LOOKED AFTER CHILDREN	2	214	2	0	29	6.9%
44	SSHS	CHILDREN AND YOUNG PEOPLE SERVICES	FIRST RESPONSE & FAMILY SUPPORT	2	82	2	0	61	3.3%
45	SSHS	CHILDREN AND YOUNG PEOPLE SERVICES	FOSTERING ADOPTION & ROUTE 16	2	255	2	0	53	3.8%
46	SSHS	CHILDREN AND YOUNG PEOPLE SERVICES	HILLSIDE SECURE CENTRE	10	731	10	0	112	8.9%
47	SSHS	CHILDREN AND YOUNG PEOPLE SERVICES	SAFEGUARDING	1	34	1	0	15	6.7%
48	Total by Division			17	1,316	17	0		
49	SSHS	COMMUNITY CARE AND HOUSING SERVICES	CARE MGMT SERVICES (O & D PEOPLE)	2	147	2	0	115	1.7%
50	SSHS	COMMUNITY CARE AND HOUSING SERVICES	COASTAL PROJECT	1	79	0	1	26	3.8%

Council Summary - Employees who are consecutively sick for 28 days or more as at 30th April 2012 (Excluding Teachers)

Line	DIR	DIVISION	SECTION	Empl. 28 days or more	Working days sick	Perm	Temp	Total empl. per section	% 28 days or more
51	SSHS	COMMUNITY CARE AND HOUSING SERVICES	DIR SERV O & D PEOPLE - HOME CARE AND DAY SERVICES	8	571	8	0	307	2.6%
52	SSHS	COMMUNITY CARE AND HOUSING SERVICES	DIR SERV O & D PEOPLE OCCUPATIONAL THERAPY SERVICE	2	104	2	0	14	14.3%
53	SSHS	COMMUNITY CARE AND HOUSING SERVICES	HOUSING OPTIONS SERVICES	1	204	1	0	28	3.6%
54	SSHS	COMMUNITY CARE AND HOUSING SERVICES	LEARN DIS SERV - L.D.DIRECT SERVICES	6	489	5	1	191	3.1%
55	SSHS	COMMUNITY CARE AND HOUSING SERVICES	M.H. SERV - C.M.H. SERVICES	1	64	1	0	21	4.8%
56	SSHS	COMMUNITY CARE AND HOUSING SERVICES	M.H.SERV - OPERATIONS - REHAB SERVICES	1	28	1	0	25	4.0%
57	Total by Division			22	1,686	20	2		
58	ENV	ENGINEERING AND TRANSPORT	FLEET SERVICES	1	26	1	0	26	3.8%
59	ENV	ENGINEERING AND TRANSPORT	INTEGRATED TRANSPORT UNIT	1	167	1	0	63	1.6%
60	ENV	ENGINEERING AND TRANSPORT	PARKING MANAGEMENT	2	50	2	0	16	12.5%
61	ENV	ENGINEERING AND TRANSPORT	ROAD SAFETY	2	267	2	0	46	4.3%
62	Total by Division			6	510	6	0		
63	ENV	PLANNING	BUILDING CONTROL	1	160	1	0	10	10.0%
64	ENV	PLANNING	CLIMATE CHANGE UNIT	2	281	2	0	34	5.9%
65	Total by Division			3	441	3	0		
66	ENV	PROPERTY AND REGENERATION	FACILITIES MANAGEMENT	1	151	1	0	148	0.7%
67	Total by Division			1	151	1	0		
68	ENV	SOUTH WALES TRUNK ROAD AGENCY	NETWORK MANAGEMENT	1	43	1	0	58	1.7%
69	Total by Division			1	43	1	0		
70	ENV	STREETCARE SERVICES	DRAINAGE STREETWORKS & TRUNK ROAD SERVICES	1	36	1	0	113	0.9%
71	ENV	STREETCARE SERVICES	LIGHTING & BUILDING SERVICES	3	116.5	3	0	88	3.4%
72	ENV	STREETCARE SERVICES	PARKS & NEIGHBOURHOOD SERVICES	11	1,161.00	9	2	239	4.6%
73	ENV	STREETCARE SERVICES	WASTE SERVICES	2	216	2	0	94	2.1%
74	Total by Division			17	1,530	15	2		
75	Grand Total			126	10,649.00	116	10		