CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 13th October 2016
Report Subject	Workforce Information Report - Quarter 1 2016/17
Portfolio Holder	Cabinet Member for Corporate Management
Report Author	Senior Manager, Human Resources and Organisational Development
Type of Report	Operational

EXECUTIVE SUMMARY

To provide Members with an update for the first quarter for 2016/17. This report provides details of the following:

- Headcount and Full Time Equivalent (FTE)
- Organisational Age Profile
- Employee Turnover and Stability (Including Redundancies and Early Retirements)
- Attendance
- Performance Appraisals and Development
- Resource Management (Agency Workers)
- Equality and Diversity

The format of this report and the accompanying Workforce Information has been redeveloped to focus on the organisational performance and trends, with the information being presented in a dashboard format. The dashboards are designed to be a visual presentation of data, showing the current status and historical trends of the Council's performance against key performance indicators.

The report provides a brief narrative on the overall performance. A more detailed explanation is provided on an exceptional basis where performance is falling below organisational performance indicators or where there has been a significant movement, either upwards or downwards, in the reported trends. The narrative will include an explanation for the movement in trend and details of the actions that are planned to improve or maintain performance.

The performance information for the whole organisation is split to show Schools (with further breakdown into Teaching and Non-Teaching) and Non-Schools data separately.

RECOMMENDATIONS	
1	Members comment on Workforce Information Report for quarter one 2016/17.

REPORT DETAILS

1.00	EXPLAINING THE WORKFORCE INFORMATION REPORT
1.01	**Headcount and Full Time Equivalent (FTE)** The headcount and FTE for the Council continues to decrease which is expected and planned. Quarter one figures show an overall decrease of 42 FTE across the Council, Non-schools show a decrease of 34 FTE, and Schools show a decrease of 8 FTE. Within Schools, 7 of the 8 FTE are teaching staff.
1.02	**Organisational Age Profile** The purpose of providing the Organisational Age Profile is to enable the Council to provide a guide to the future number of potential retirements and succession plan by identifying any skill gaps that may arise. Without an analysis of age profile, no workable long term planning can be made.
1.03	**Employee Turnover and Stability (Including Redundancies and Early Retirements)** Early Retirements and redundancy schemes across the Council continue to be applied. The Flintshire County Council turnover percentage as at quarter one is 2.24%. For the comparative figures for last year, the turnover percentage for quarter one was 2.37%, which shows a reduction of 0.13%.
1.04	**Attendance** Improving attendance by reducing sickness absence and improving performance is a key priority and is continually measured and tracked. The total FTE days lost for quarter one is 2.42 and is project to reach 9.68, which at the time of writing this report, is short of achieving our annual target of 9.30. Social Services, and Streetscene and Transportation continue to report higher volumes of absence. There is however, a noticeable improvement when compared to previous years, within those areas and continued focussed and robust interventions in line with the Attendance Management policy should continue to yield further improvements.

| 1.05 | **Performance Appraisals and Development**

Performance Appraisals remain a high priority within the Council. The undertaking of appraisals have been carried out and recorded on iTrent which shows significant improvement. A further detailed update regarding the current state of appraisals within the Council is provided via the 'Appraisals Substantive Progress report'. |
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| 1.06 | **Resource Management (Agency Workers)**

The quarter one agency spend is £1m. This has exceeded the aspirational target of £0.625m. The majority of the agency spend is within Streetscene and Transportation (£540,000), and Social Services (£306,000) respectively. Within Social Services, 36% of the service quarterly spend was off-contract (outside of Matrix SCM).

Overall, there were 180 active agency placements on 30th June 2016. From the 180 placements, 154 have exceeded the 12 week Agency Worker Regulations threshold.

The agency/headcount table reports on the number of agency workers engaged within quarter one compared to the established headcount within the service. Streetscene and Transportation shows an equivalent of 29%. The service have been carrying a significant number of vacancies and the recruitment campaign is underway, and agency workers are being encouraged and supported to apply. We anticipate that the majority of posts will be filled by agency workers.

Social Services shows an equivalent of 3.18%. However, this information provided is identified from agency workers engaged via the agreed framework from the neutral vendor agency provider, Matrix SCM. This does not include agency workers who were engaged off contract. |
| 1.07 | **Equality and Diversity**

The importance of collecting equality and diversity information remains a high priority. Equalities monitoring information is regularly reviewed with measures in place to collate missing diversity data from employees. |

2.00	**RESOURCE IMPLICATIONS**
2.01	Increased accuracy for reporting will allow the Council to better understand the composition and usage of the workforce and therefore plan and manage the largest single cost of service delivery.

3.00	**CONSULTATIONS REQUIRED / CARRIED OUT**
3.01	None as the dashboard report appended to this report details existing actual out-turns in the various measures.

4.00	RISK MANAGEMENT
4.01	None arising directly from this report.

5.00	APPENDICES
5.01	Appendix One: Dashboard - Workforce Information Report Q1 2016/17.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	**Contact Officer:** Sharon Carney, Senior Manager, Human Resources and Organisational Development **Telephone:** 01352 702139 **E-mail:** sharon.carney@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	**Headcount and FTE** This will provide information on the current levels of the Council's workforce. **Organisational Age Profile** The purpose of providing the Organisational Age Profile is to enable the Council to provide a guide to the future number of potential retirements and succession plan by identifying any skill gaps that may arise. Without an analysis of age profile, no workable long term planning can be made. **Employee Turnover and Stability (Including Redundancies and Early Retirements)** This information will provide the awareness of trends in turnover rates within the Council for potential measure to be put in place for high turnover rates, if applicable. **Attendance** Attendance remains a high priority in the Council and will provide detailed information on the areas for improvement for absence/attendance. Stage 1 and Stage 2 capability hearings are the formal stages of the Attendance Management policy where sanctions including dismissal take place. **Performance Appraisals and Development** Reporting on performance appraisals and development will enable more effective monitoring of potential training needs for future planning. **Resource Management** This information will include the usage of agency workers within the Council. **Equality and Diversity** Information will be provided to implementation measure to prevent inequalities within the Council.