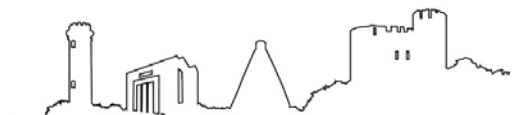## Appendix 1 - Sickness Absence overview April 2019 – March 2020

Directorate	Headcount	Total FTE staff	Total days lost FTE	Short Term Days lost per FTE	long term Days lost per FTE	Total Days lost per FTE
Adult Social Care	870	729.35	10612.83	3.72	10.74	14.46
Children's	830	690.30	8012	3.13	8.50	11.63
Commercial & Customer Services	348	306.88	2578.80	3.82	4.61	8.43
Corporate Operations	4	4	5	1.25	0	5
Finance & Legal	311	262.90	1702.11	2.45	4.02	6.47
Health & Wellbeing	136	117.68	982.12	3.21	5.20	8.41
Housing	415	374.79	4601.88	3.54	8.85	12.39
HR & OD	57	51.73	474.16	3.13	5.88	9.01
Public Realm	1080	997.48	15175.24	3.58	11.57	15.16
Regeneration & Enterprise	825	546.43	5657.44	2.35	7.98	10.33
Total	4876	4081.54	49801.57			
Actual total for April 2019- March 2020				3.24	8.90	12.19
Target for April 2019 – March 2020				3.0	7.5	10.5
Actual total for year 2018/2019				2.91	9.26	12.17

Dudley Metropolitan Borough Council

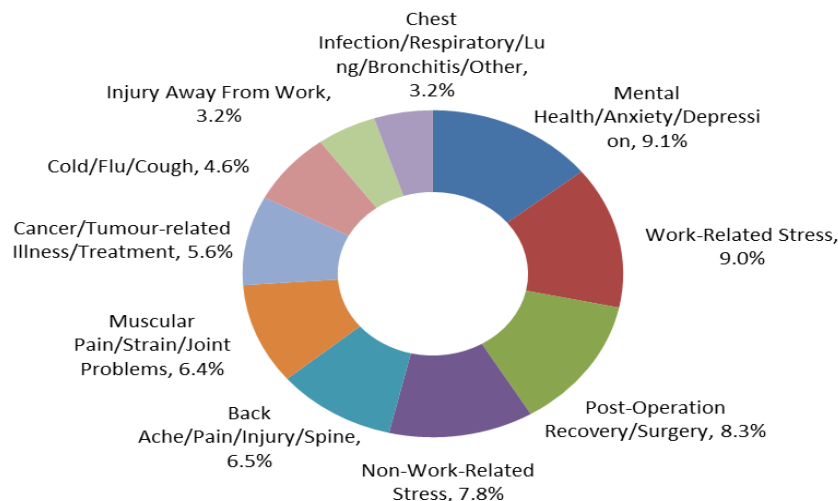**Working as One Council in** the historic capital of the Black Country

Appendix 2 - Sickness Absence overview April 2020– September 2020

Directorate	Headcount	Total FTE staff	Total days lost FTE	Short Term Days lost per FTE	long term Days lost per FTE	Total Days lost per FTE
Adult Social Care	849	714.86	4937.82	1.23	5.60	6.83
Children's	834	691.68	2769.57	0.81	3.19	4.00
Commercial & Customer Services	344	304.29	1237.35	0.57	3.48	4.05
Corporate Operations	5	5	0	0	1.81	2.19
Finance & Legal	314	266.18	577.25	0.38	0	0
Health & Wellbeing	128	109.27	442.83	2.79	2.79	3.89
Housing	407	370.58	1606.62	3.43	3.43	4.32
HR & OD	55	49.79	27.24	0.53	0	0.53
Public Realm	1067	986.14	4974.29	1.01	4.00	5.01
Regeneration & Enterprise	797	537.35	1086.66	0.33	1.68	2.00
Total	**4800**	**4035.14**	**17659.61**	**0.83**	**3.51**	**4.37**
Target for April 2020 – September 2020				1.50	3.75	5.25
Projected total based on trend for April 20 – March 2021				1.66	7.02	8.75
Target for April 2020 – March 2021				3.0	7.5	10.5
Actual total for April 2019- March 2020				3.24	8.90	12.19
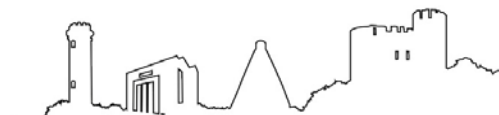
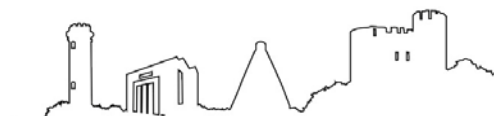## Appendix 3 - Reasons for Sickness Absence April 2019 – March 2020

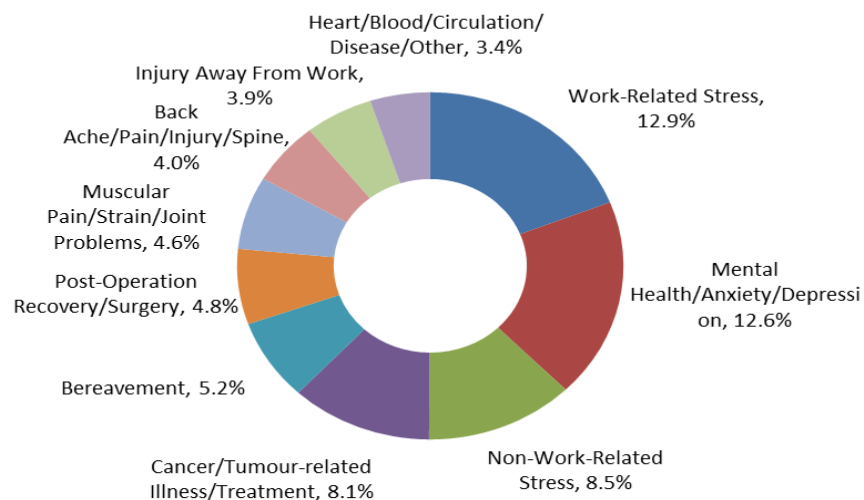**Council Exc Schools Top 10 Reasons for Sickness - 2019-20**

- Chest Infection/Respiratory/Lung/Bronchitis/Other, 3.2%
- Mental Health/Anxiety/Depression, 9.1%
- Injury Away From Work, 3.2%
- Work-Related Stress, 9.0%
- Cold/Flu/Cough, 4.6%
- Cancer/Tumour-related Illness/Treatment, 5.6%
- Muscular Pain/Strain/Joint Problems, 6.4%
- Post-Operation Recovery/Surgery, 8.3%
- Back Ache/Pain/Injury/Spine, 6.5%
- Non-Work-Related Stress, 7.8%

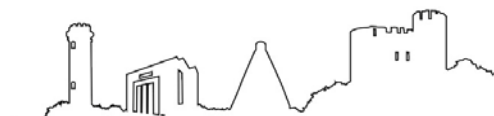| Work related stress – April 2019 to March 2020					
	Headcount	**No staff absent for Work related stress**	**% of workforce**	**No or periods of absence**	**No days lost to work related stress**
Adult Social Care	870	23	2.64%	24	1062.68
Children's	830	24	2.89%	30	1556.78
Commercial & Customer Services	348	5	1.42%	5	153.80
Corporate Operations	4	0	0	0	0
Finance & Legal	311	3	0.96%	3	46.50
Health & Wellbeing	136	1	0.73%	1	5.19
Housing Management	415	8	1.92%	9	469.27
Public Realm	1080	18	1.66%	19	923.49
Regeneration & Enterprise	825	7	0.84%	7	244.08
HR & OD	57	0	0	0	0
Total	4876 employees	89 employees	1.82%	98 periods	4461.79 days

Appendix 4 - Reasons for sickness absence April 2020 – September 2020

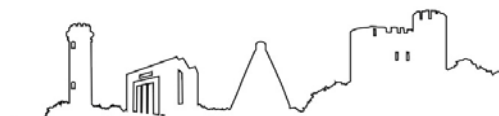## Council Exc Schools Top 10 Reasons for Sickness - Q2 2020-21

Pie chart segments:
- Heart/Blood/Circulation/Disease/Other, 3.4%
- Injury Away From Work, 3.9%
- Back Ache/Pain/Injury/Spine, 4.0%
- Muscular Pain/Strain/Joint Problems, 4.6%
- Post-Operation Recovery/Surgery, 4.8%
- Bereavement, 5.2%
- Cancer/Tumour-related Illness/Treatment, 8.1%
- Non-Work-Related Stress, 8.5%
- Mental Health/Anxiety/Depression, 12.6%
- Work-Related Stress, 12.9%

Work related stress – April 2020 to September 2020					
	Headcount	No staff absent for Work related stress	% of workforce	No or periods of absence	No days lost to work related stress
Adult Social Care	849	16	1.88%	17	768.93
Children's	834	18	2.15%	19	762.16
Commercial & Customer Services	344	3	0.87%	4	125.00
Corporate Operations	5	0	0	0	0
Finance & Legal	314	2	0.63%	2	35.50
Health & Wellbeing	128	0	0	0	0
Housing Management	407	6	1.47%	6	178.24
Public Realm	1067	11	1.03%	11	383.00
Regeneration & Enterprise	797	3	0.37%	3	30.81
HR & OD	55	0	0	0	0
Total	4800	59 employees	1.22%	62 periods	2283.64 days

Area	Headcount	No Employees reaching Stage 1 trigger	Stage 1 trigger Actioned by Manager	No employees reaching Stage 2 trigger	Stage 2 trigger actioned by Manager	No Employees reaching Stage 3 trigger	Stage 3 trigger actioned by Manager	Total No of employees reaching a trigger	Nuimber actioned by manager	% actioned by managers
ASC	849	33	18	24	9	22	14	79	41	51%
Children's	834	24	12	11	8	17	6	52	26	50%
Commercial & Customer Services	344	13	7	2	2	6	4	21	11	52%
Corporate Operations	5	0	0	0	0	0	0	0	0	0
Finance & Legal	314	4	1	5	4	4	3	13	8	61%
Health & Wellbeing	128	4	1	2	0	1	0	7	1	14%
Housing	407	15	3	5	0	6	2	26	5	19%
Public realm	1067	44	21	26	12	27	12	97	45	46%
Regeneration & enterprise	797	17	11	9	6	8	6	34	23	67%
HR & Organisational Development	55	1	0	1	1	0	0	2	2	100%
Total	**4800**	**115**	**74**	**85**	**42**	**91**	**47**	**331**	**162**	**48.94%**

Appendix 5 - Triggers reached & Actioned by Manager – October 2019 – September 2020

Appendix 6 - Attendance Management Triggers effective from 1st June 2018

The Bradford Factor Score

The Bradford factor identifies persistent short-term absence for individual employees as it gives extra weight to the number of periods of sickness absence taken per employee.

4 consecutive weeks of absence

The management of an employee's absence should be carried out proactively by the line manager with the prime aim being to support the employee and facilitate his or her return to work as soon as possible. The 4 week absence trigger indicates to a manager they must commence management of the absence.

Any pattern or trend of absence

Where a pattern of persistent absence is identified, but the Bradford Factor score is less than the triggers, the manager may still commence the formal process. This may include absences before or after annual leave, absences occurring on a particular day or month, or school holidays, pay day, sporting events and so on.
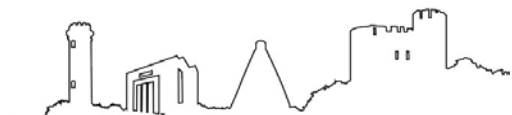
Appendix 7 - The Bradford Factor Score Explained

Although the Council is using the Bradford Factor Score this should not be used in isolation or relied on to indicate all absence concerns as it is a tool more specifically to highlight short term absence issues with an employee's individual score.

The Bradford Factor calculates a score based on the number of times an employee is absent and the number of days they are absent in a rolling 12 month period, using the following formula:

| Number of times absent in rolling 12 months | x | Number of times absent in rolling 12 months | x | Total number of days absent in rolling 12 months | = | Bradford Score |

Example: Within a rolling 12 months an employee is absent in June for 5 days, then absent in August for 2 days and then absent in December for 6 days totalling 3 periods of separate absences and 13 days lost. Their Bradford Factor score would be calculated by the system as follows:

3   **X**   **3**   (3x3=9)   **X**   **13**   (9x13)   **= 117**

(3 absences)   (3 absences)   (Total days absent)   (Bradford Score)

Depending on the Bradford Factor score, different steps will be considered in order to manage the employee's absence as follows:

| Bradford Factor Score	Action by Manager
70-149	Return to Work Interview to include informal review/welfare enquiry meeting
150-274	First Attendance Warning- Stage 1
275-449	Final Attendance Warning –Stage 2
450+	Dismissal Hearing – Stage 3
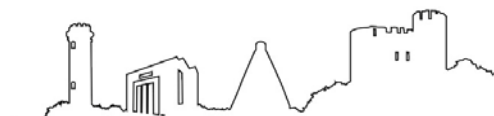
Appendix 8 - Absence Related dismissals

April 2019 to March 2020

Division	Ill health retirement	Health Capability	Stage 3 trigger	Total
ASC		3	1	4
Children's	3	1		4
Commercial & Customer Services				
Corp Operations				
Finance & Legal		1		1
Health & Wellbeing	1	1		2
Housing	2			1
Public realm	6	2	1	9
Regeneration & enterprise		2		
HR & Organisational Development				
Total				21

April 2020 to September 2020

Division	Ill health retirement	Health Capability	Stage 3 trigger	Total
ASC	2	2		4
Children's	1	1		2
Commercial & Customer Services				
Corp Operations				
Finance & Legal	1			1
Health & Wellbeing				
Housing	1			1
Public realm	1	1	1	3
Regeneration & enterprise	2			2
HR & Organisational Development				
Total				13
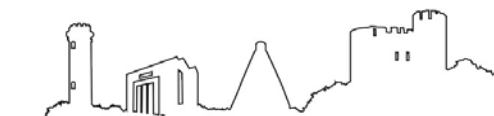
Appendix 9 - Return to work meetings completed

	1st April 2019 – 31st March	1st April 2020 – 30th September 2020
ASC	92%	93%
Children's	83%	85%
Commercial & Customer Services	97%	94%
Corp Operations	100%	100%
Finance & Legal	100%	98%
Health & Wellbeing	82%	74%
Housing	81%	86%
Public realm	95%	90%
Regeneration & enterprise	89%	93%
HR & Organisational Development	92%	100%
total	90%	90%
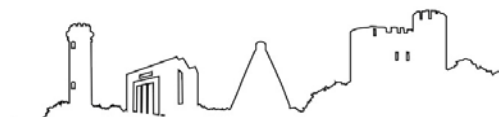
Appendix 10 - Covid related information 1st April 2020 – 30th September 2020

Service	COVID - Clinically diagnosed (Tested)	COVID - Self-isolating - with symptoms	COVID - Household Isolation - Pre Op - Unable to work from home	COVID - Self-isolating - Household isolation - not able to work	COVID - Self-isolating - Household isolation - WFH	COVID - Self-isolating -Test and Trace - Not able to work from home	COVID - Self-isolating -Test and Trace - WFH	COVID - Vulnerable group - not able to work	COVID - Vulnerable group - WFH	Coronavirus - Self Isolated (Non Clinical) - Unpaid (Hours)	COVID - School/Childcare Isolation - WFH	Grand Total
Adult Social Care	11	55		33	19	8	4	19	17			167
Children's Services	3	32		10	15			8	33			101
Commercial & Customer Services	1	7		7	1			7	8			31
Finance & Legal		1		2				1	5			9
Health & Wellbeing		6		1	1			1	6			15
Housing		7		8	19	1		3	65			104
HR & Organisational Development		1						1	5			7
Public Realm	6	62	1	107	24	18	5	47	8			278
Regeneration & Enterprise	1	19		47	12	1		36	15	2		133
Directorate Total	22	190	1	215	91	28	9	122	162	2	0	844
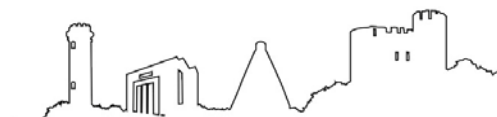
Appendix 11 - Counselling Services:

Referral numbers

The number of Employees requesting support during 2019-20 totalled 235 calls. This is a slight increase on the number of requests received in 2018-19.

Table 1: Total number of telephone contacts received					
Year	**2019-20**	2018-19	2017-18	2016-2017	2015-16
Number of calls	**235**	227	217	84	118

Courses and Workshops

The Counselling Service provides a number of Wellbeing sessions, accessible to all employees to support their mental health and wellbeing Courses available during 2019-20:

- Restful Sleep
- Stress Management
- Mindfulness
- Understanding Anxiety
- Understanding Depression
- 5 Ways to Wellbeing
- Personal Wellbeing & Budget Management
- Menopause (new this year)
- Sleep Education for Professionals (2 part course) (new this year)
- Managers - Tough Conversations
- Managers - Understanding Anxiety & Depression