

County Buildings
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4 January 2023

To: Councillors Shields (Chair), Bell, Cullen, Cochrane, Scott and Weir

All other Elected Members for information only

Dear Councillor

SERVICE AND PERFORMANCE PANEL

You are requested to participate in the above Panel to be held on **Tuesday, 10 January 2023 at 10.00 a.m.** for the purpose of considering the undernoted business.

This meeting will be held on a hybrid basis for Elected Members, will be live-streamed and available to view at <https://south-ayrshire.public-i.tv/>

Yours sincerely

CATRIONA CAVES
Head of Legal and Regulatory Services

B U S I N E S S

1. Declarations of Interest.
2. Minutes of previous meeting of 22 November 2022 (copy herewith).
3. Action Log and Work Programme (copy herewith).
4. Employee Absence – Update – Submit report by the Chief Executive (copy herewith).

For more information on any of the items on this agenda, please telephone Andrew Gibson, Committee Services on 01292 612436, Wellington Square, Ayr or e-mail: andrew.gibson@south-ayrshire.gov.uk
www.south-ayrshire.gov.uk

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SERVICE AND PERFORMANCE PANEL

Minutes of hybrid webcast meeting on
22 November 2022 at 10.00 a.m.

Present
in County
Buildings: Councillors Bob Shields (Chair), Gavin Scott and George Weir.

Present
Remotely: Councillors Kenneth Bell, Ian Cochrane and Chris Cullen.

Attending
in County
Buildings: M. Newall, Depute Chief Executive and Director of Housing, Operations and Development; C. Caves, Head of Legal and Regulatory Services T. Baulk, Head of Finance, ICT and Procurement; L. Reid, Assistant Director - Strategic Change; D. Alexander, Service Lead – Procurement; K. Anderson, Service Lead – Policy, Performance and Community Planning; T. Burns, Service Lead - Asset Management and Community Asset Transfer; G. Cockburn, Service Lead – Education Support Services; K. Dalrymple, Service Lead - Neighbourhood Services; C. Iles, Service Lead – Planning and Building Standards; K. Mullen, Service Lead – ICT Operations, ICT Strategy and Delivery; W. Andrew, Service Lead – Property Maintenance; J. Andrew, Co-ordinator (OD, Change and Improvement); D. McVey, Co-ordinator (Registration, Records and Information); A. Gibson, Committee Services Officer; and E. Moore, Committee Services Assistant.

Attending
Remotely: M. Alexander, Service Lead – Housing Services; and M. Houston, Service Lead – Trading Standards and Environmental Health.

Chair's Remarks.

The Chair

- (1) welcomed everyone to the meeting; and
- (2) outlined the procedures for conducting this meeting and advised that this meeting would be broadcast live.

1. Sederunt and Declarations of Interest.

The Chair called the Sederunt for the meeting and having called the roll, confirmed that that there were no declarations of interest by Members of the Panel in terms of Council Standing Order No. 17 and the Councillors' Code of Conduct.

2. Minutes of previous meeting.

The Minutes of 25 October 2022 ([issued](#)) were submitted and approved.

3. Action Log and Work Programme

There was submitted an update of the Action Log and Work Programme ([issued](#)) for this Panel.

Following a question from a Member of the Panel and having heard the Depute Chief Executive and Director of Housing, Operations and Development advise that the Heritage Hub was still to open and that he would provide an update on progress, the Panel

Decided:

- (1) to agree that the actions in the Log had all now been completed; and
- (2) to note the current status of the Work Programme.

4. Complaints - Scrutiny Update Period: 1 April to 30 September 2022.

There was submitted a report ([issued](#)) of 9 November 2022 by the Head of Legal and Regulatory Services

- (1) providing Members with complaints performance information for the period from 1 April to 30 September 2022 and comparing performance to the same reporting period in 2021/22; and
- (2) advising that it reflected the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO), as well as information on how the Council could improve its services following Stage 2 and Ombudsman complaints.

Following a question from a Member of the Panel, it was noted that based on the statistics submitted it would appear that the Services within the Council were currently managing complaints with the resources they had.

There was discussion on the “Listening to You” complaints handling procedure, and specifically if there was scope for matters raised by the public with local Members to be progressed through the Council’s formal complaints handling process.

There was discussion relating to figures on the Quality of Service/Service Provision complaints that had been raised and closed at Stage 1.

The Panel discussed if it was beneficial to report to this Panel, the four Key Performance Indicators that were no longer considered mandatory by the Public Services Ombudsman.

Having scrutinised the contents of the report, the Panel

Decided:

- (a) to agree to still report to this Panel, the four Non-Mandatory Key Performance Indicators that were no longer mandatory performance indicators that had to be reported to the Scottish Public Services Ombudsman, but that this be reviewed in a year’s time; and

- (b) to request a further report to a future meeting of the Panel providing an update on the Council's complaints performance during the period 1 October 2022 to 31 March 2023.

5. Corporate Support Services Capacity Issues - Update.

There was submitted a joint report ([issued](#)) of 9 November 2022 by the Head of Finance, ICT and Procurement and the Head of Legal and Regulatory Services providing an update on progress and outcomes so far achieved through the addition of temporary resources

Having considered the progress and outcomes achieved through the addition of temporary resources, the Panel

Decided: to note the various challenges being encountered in terms of recruiting staff to these temporary posts.

6. Council Plan 2018-22 (2020 Mid-Term Refresh/Extended) – July to September 2022.

There was submitted a report ([issued](#)) of 9 November 2022 by the Depute Chief Executive and Director of Housing, Operations and Development to allow the opportunity for Members of the Panel to review progress made towards achieving the strategic objectives contained within the Council Plan 2018-22 (2020 Mid-Term Refresh).

The following issues were raised by Members:-

Fair and Effective Leadership – We will plan well for the future using sound evidence and involve our communities.

Having heard a Member of the Panel, the Service Lead – Policy, Performance and Community Planning advised how this objective was measured.

COPL 01.1b Relocate Ayrshire Archives and Registration to a purpose build repository at South Harbour Street.

Following a question being raised by a Member of the Panel, it was noted that the proposed date for completion of this objective would be amended to 30 March 2023.

COPL 01.4a Develop an integrated approach to Trauma-Informed Practice in partnership with Community Planning Partners.

Following this objective being raised by a Member of the Panel, the Service Lead – Policy, Performance and Community Planning advised that the Working Group in relation to this matter had met four times this year and that it was proposed to bring a report to a future meeting of an appropriate Panel with an update in the near future.

COPL 02.3a Continue to invest in new and improved technology for schools to enhance the environment that supports learning and teaching for children.

Having heard a Member of the Panel, it was noted that there was now good progress on this objective and that funding would likely be made available in 2023/24.

CPL 6.09 Number of public electric charging points across South Ayrshire.

A Member of the Panel enquired about the proposal to have the 284 charging points by 2025. The Depute Chief Executive and Director of Housing, Operations and Development advised that he would respond to Members on this matter following the meeting.

COPL 05.2b Deliver the Council's 'Strategic Housing Investment Plan' (SHIP) in conjunction with partners.

Following this objective being raised by a Member of the Panel, the Panel noted that the Plan was updated annually and was constantly evolving.

The Panel

Decided:

- (1) to note the progress through the narrative, as set out within Appendix 1 of the report; and
- (2) to note the performance indicators reported in Appendix 2 of the report.

7. Closing Remarks.

The Panel noted that the Depute Chief Executive and Director of Housing, Operations and Development would now no longer be the Lead Officer for this Panel and that the Assistant Director – Strategic Change would undertake this role. The Panel thanked the Depute Chief Executive and Director of Housing, Operations and Development for his support with this Panel in recent times.

The meeting ended at 10.45 a.m.

**Service and Performance Panel
Action Log/Work Programme – 2023**

Agenda Item No 3

SERVICE AND PERFORMANCE PANEL – ACTION LOG

No.	Date of Meeting	Issue	Actions	Assigned to	Update	Completed
1.	22 November 2022	Action Log – Heritage Hub	To provide the Panel with an update on its opening	Depute Chief Executive and Director of Housing, Operations and Development	Update sent to Members of the Panel by the Depute Chief Executive and Director of Housing, Operations and Development on 30 November 2022	YES
2.	22 November 2022	Council Plan 2018-22 (2020 Mid-Term Refresh/ Extended) – July to Sept 2022	To provide information regarding the proposal to have 284 car charging points by 2025.	Depute Chief Executive and Director of Housing, Operations and Development	Update sent to Members of the Panel by the Depute Chief Executive and Director of Housing, Operations and Development on 23 November 2022	YES

Service and Performance Panel Action Log/Work Programme – 2023

SERVICE AND PERFORMANCE PANEL – WORK PROGRAMME

	Issue	Actions	Assigned To	Due Date To Panel	Latest update
1.	Integration Joint Board (IJB) Annual Performance Report 2021-22	Scrutiny of report	Director of Health and Social Care	7/2/23	
2.	Elected Members Briefings/Training	Scrutiny of proposals	Head of Legal and Regulatory Services	7/2/23	
3.	Developer Contributions Update – Quarters 1 and 2	Six-monthly update for reporting period April to September 2022	Depute Chief Executive and Director of Housing, Operations and Development	7/2/23	

South Ayrshire Council

**Report by Chief Executive
to Service and Performance Panel
of 10 January 2023**

Subject: Employee Absence - Update

1. Purpose

- 1.1 The purpose of this report is to provide the Panel with a mid-term update (1 April to 30 September 2022) of detailed information and analysis of sickness absence across Council services.

2. Recommendation

2.1 It is recommended that the Panel:

- 2.1.1 scrutinises this information and notes the work in setting up the absence review group; and**
- 2.1.2 notes that the six-month comparison shows LGE absence costs have slightly increased by 1.7% (£33,968) and Teachers costs have decreased by 28% (£177,377).**

3. Background

- 3.1 The Employee Absence annual report was presented to Panel on 20 September 2022. This report highlighted that a total of 45,687 days were lost because of sickness absence for the period 1 April 2021 to 31 March 2022 which comprised 35,707 days (78%) long term absence and 9,980 days (22%) short term absence. The Chief HR Adviser was asked to provide a future update to Panel.
- 3.2 During the period 1 April 2021 to 31 March 2022 the average days lost per employee was 9.59. This is a 13% increase on 2020/21 (7.41 days).
- 3.3 The main reasons cited for absence were – Psychological (33%), Musculoskeletal (21.7%) and Gastrointestinal (6.2%). Psychological and Musculoskeletal were the main reasons for absence in 2020/21. Gastrointestinal has replaced the third main reason which in 2020/21 was Hospitalisation.

4. Proposals

- 4.1 It is proposed that the Panel scrutinises the analysis below. It should be noted that rules for absence reporting have changed since the start of the pandemic and the arrangements for processing Covid absences as 'special leave' ended on 1 July 2022.

4.1.1 **Breakdown of Absence - All Employees**

A total of 22,238.67 days has been lost because of sickness absence for the period 1 April 2022 to 30 September 2022 which comprises 16,697.34 days (75%) long term absence and 5,541.33 days (25%) short term absence. These percentages are in line with the proportion of long and short-term absence reported for the period April 2021/March 2022 (78% long term and 22% short term).

Across Directorates the position is as follows:

Directorate	Number of Days Lost 2021/22	Absence % total absence 2021/22	Number of Days Lost Apr/Sept 2022	Absence % total absence Apr/Sept 2022	Average Days lost per employee 2021/22	Average Days lost per employee Apr/Sept 2022
CEO	2,131	5%	1170	5%	5.86	3.29
People - Teachers	6,557	14%	2329	11%	5.46	1.91
People - LGE	11,053	24%	4709	21%	8.49	3.71
Place	14,586	32%	7085	32%	12.77	6.26
H&SC P	11,360	25%	6945	31%	15.02	9
Total	45,687	100%	22,239	100%	9.59	4.68

The average days lost per employee for the period 1 April 2022 to 30 September 2022 is 4.68.

The main reasons for absence during the period 1 April 2022 to 30 September 2022 are:

- Psychological – 30.5% (33% in the period 2021/22);
- Musculoskeletal – 21% (21.7% in the period 2021/22); and
- Gastrointestinal – 7.2% (6.2% in the period 2021/22).

Psychological and Musculoskeletal were also the main reasons for absence reported in the previous two years (2020/21 and 2021/22). Gastrointestinal has replaced the third main reason which in 2020/21 was Hospitalisation.

4.1.2 **Breakdown of Absence - Local Government Employees**

The total days lost for LGE for the period 1 April 2022 to 30 September 2022 is 19,910.

Local Government Employees, who are 75% of the Council's workforce, account for 89.6% of the total days lost due to absence (85.65% for the period April 2021/March 2022).

The main reasons for absence during the period 1 April 2022 to 30 September 2022 are:

- Psychological – 30% (28.5% in the period 2021/22);
- Musculoskeletal – 22 % (20.3% in the period 2021/22); and
- Gastrointestinal – 7% (previously cardiovascular with 6.2%).

The direct cost of absence for the period 1 April 2022 to 30 September 2022 is £1,959,741. For the period April 2021/March 2022 the cost was £3,851,547. If this is pro-rata for a six-month period the cost is £1,925,773, meaning there is a slight increase of 1.7% in 2022. However, this percentage difference may change and overall cost decrease at the end of the reporting period (March 2023). The difference will therefore be reviewed when the full report is issued next year.

This figure reflects the payroll costs paid to the employees as part of their contractual salary payments. It is not an additional cost, but the proportion of the payroll which is being paid to employees not at work due to sickness absence. This direct cost does not consider any costs in providing cover, i.e. - overtime or temporary staffing.

4.1.3 ***Breakdown of Absence - Teachers***

The total days lost for Teachers for the period 1 April 2022 to 30 September 2022 is 2,329.

Teachers, who are 25.21% of the Council's workforce, account for 11% of the total Council absence.

The main reasons for absence are:

- Psychological – 33% (11.5% in the period 2021/22);
- Respiratory – 17% (28.7% in the period 2021/22); and
- Musculoskeletal – 8.2% (previously Gastrointestinal with 23%).

The direct cost of absence for the period 1 April 2022 to 30 September 2022 is £435,010. For the period April 2021/March 2022 the cost was £1,224,774. If this is pro-rata for a six-month period the cost is £612,387, meaning there is currently a decrease of 28%. This is an anticipated reduction which is a return to pre-Covid related absence rates. However, this percentage difference may change and overall cost increase (or decrease further) at the end of the reporting period (March 2023). The difference will therefore be reviewed when the full report is issued next year.

This figure reflects the payroll costs paid to the employees as part of their contractual salary payments. It is not an additional cost, but the proportion of the payroll which is being paid to employees not at work due to sickness absence. This direct cost does not consider any costs in providing cover i.e. overtime or temporary staffing.

- 4.2 A short-term working group has been set-up comprising service representatives and HR. Trade Union colleagues agreed for consultation through the TU Liaison Group. The purpose of the working group is to review the Local Government and Teaching Maximising Attendance Frameworks and streamline administrative processes.

5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 Not applicable.

7. Human Resources Implications

7.1 Not applicable.

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

8.1.1 There are no risks associated with adopting the recommendations.

8.2 *Risk Implications of Rejecting the Recommendations*

8.2.1 There are no risks associated with rejecting the recommendations.

9. Equalities

9.1 The proposals in this report allow scrutiny of performance. The report does not involve proposals for policies, strategies, procedures, processes, financial decisions and activities (including service delivery), both new and at review, that affect the Council's communities and employees, therefore an equality impact assessment is not required.

10. Sustainable Development Implications

10.1 ***Considering Strategic Environmental Assessment (SEA)*** - This report does not propose or seek approval for a plan, policy, programme or strategy or document otherwise described which could be considered to constitute a plan, programme, policy or strategy.

11. Options Appraisal

11.1 An options appraisal has not been carried out in relation to the subject matter of this report.

12. Link to Council Plan

12.1 The matters referred to in this report contribute to Commitment 1 of the Council Plan: Fair and Effective Leadership/ Leadership that promotes fairness.

13. Results of Consultation

13.1 There has been no public consultation on the contents of this report.

13.2 Consultation has taken place with Councillor Ian Davis, Portfolio Holder for Finance, HR and ICT, and the contents of this report reflect any feedback provided.

Background Papers **Report to Service and Performance Panel of 20 September 2022 - [Employee Absence 2021/22](#)**

Person to Contact **Wendy Wesson, Chief HR Adviser**
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