

Agenda



Housing and Communities Committee

Date: Wednesday, 9 May 2018

Time: 10:00

Venue: Council Chambers, Clydebank Town Hall,
Clydebank

Contact: Nuala Quinn-Ross, Committee Officer
Tel: 01389 737210 nuala.quinn-ross@west-dunbarton.gov.uk

Dear Member

ITEMS TO FOLLOW

I refer to the agenda for the above meeting which was issued on 25 April 2018 and enclosed copies of the undernoted reports which were not available for issue at that time.

Yours faithfully

JOYCE WHITE

Chief Executive

Note referred to:-

- 10 MORE THAN A ROOF – WEST DUNBARTONSHIRE 119 - 135**
COUNCIL'S HOMELESSNESS PREVENTION AND
TEMPORARY ACCOMMODATION STRATEGY 2017 – 2020:
ANNUAL REPORT

Submit report by the Strategic Lead, Housing and Employability advising of the annual progress made in relation to achieving the aims and objectives of the Homelessness Prevention and Temporary Accommodation Strategy entitled 'More than a Roof' for the three year period 2017-2020.

- 13 WORKING WELL TOGETHER - ATTENDANCE 137 - 148**
MANAGEMENT: 2017/18 ANNUAL RESULTS

Submit report by the Strategic Lead, People and Technology providing a detailed analysis on the annual attendance performance for 2017/18.

Distribution:-

Councillor Diane Docherty (Chair)
Councillor Iain McLaren (Vice Chair)
Councillor Jim Brown
Councillor Gail Casey
Councillor Karen Conaghan
Councillor Ian Dickson
Councillor Caroline McAllister
Councillor David McBride
Councillor Marie McNair
Councillor John Millar
Councillor John Mooney
Councillor Sally Page

All other Councillors for information

Chief Executive
Strategic Director, Regeneration, Environment & Growth
Strategic Lead, Housing & Employability
Strategic Lead, Regeneration

Date issued: 2 May 2018

WEST DUNBARTONSHIRE COUNCIL

Report by the Strategic Lead, Housing and Employability

Housing and Communities Committee: 9 May 2018

Subject: More than a Roof – West Dunbartonshire Council’s Homelessness Prevention and Temporary Accommodation Strategy 2017 – 2020: Annual Report

1. Purpose

- 1.1** This purpose of this report is to provide members with an annual progress report in relation to achieving the aims and objectives of the Homelessness Prevention and Temporary Accommodation Strategy entitled ‘More than a Roof’ for the three year period 2017-2020. The annual updates will include an update on the temporary accommodation model.

2. Recommendations

- 2.1** It is recommended that the Housing and Communities Committee:
- (i) Note the progress and achievements made in implementing the first year of the ‘More Than A Roof’ strategy; and
 - (ii) Note the direction of travel which is set within the context of an ongoing re-design of housing access and homelessness services.

3. Background






- 3.1** The West Dunbartonshire Homelessness, Prevention and Temporary Accommodation Strategy-More than a Roof - 2017-2022 was approved by the Housing and Communities Committee on 1 February 2017. It detailed the actions the Council and its partners intended to take to tackle homelessness, including preventing homelessness and providing good quality temporary accommodation.
- 3.2** “More than a Roof” is West Dunbartonshire Council's fourth strategy relating to homelessness and covers the period 2017-20. It is designed to deliver one of the key outcomes of the new Local Housing Strategy 2017-22 that, *Homelessness is minimised through prevention and early intervention measures* and builds on the progress delivered by previous homelessness strategies. The strategy reflects the latest statutory framework and recent developments in the housing sector such as the introduction of the Scottish Social Housing Charter and the development of Housing Options Hubs.
- 3.3** More than a Roof is structured around the following strategic aims:
- People at risk of losing their homes get advice on preventing homelessness
 - Homeless people get prompt and easy access to help and advice

- Homeless people are provided with suitable, good-quality temporary or emergency accommodation when this is needed
- Homeless people are offered continuing support to help them get and keep the home they are entitled to, and
- People looking for housing get information that helps them make informed choices and about the range of housing options available to them

4. Main Issues

4.1 The strategic aims of 'More than a Roof' are making good progress. A full progress report against the actions is contained within More than a Roof is attached in appendix 1. Since the strategy was approved last February the following performance and service improvements have been achieved. These have been achieved in a period of social and economic challenges to the delivery of homelessness and homelessness prevention services

4.2 Homelessness and Homelessness Prevention Performance Summary 2017/18

<u>Performance Indicator</u>	<u>2015/16</u>	<u>2016/17</u>	<u>2017/18</u>	<u>Target Achieved</u>
The number of incidences of homelessness in West Dunbartonshire is reduced - presentations	1,122	1,135	1,048	
The number of incidences of youth homelessness in West Dunbartonshire is reduced	381	360	290	
% of households requiring temporary accommodation to whom an offer was made	99.9%	100%	100%	
% of all homeless cases issued with notification of decision within 28 days of initial presentation	86.2%	99%	100%	
% satisfied with the quality of temporary or emergency accommodation	90.21%	77.78%	83%	

4.2.1 Aim 1: People at risk of losing their homes get advice on preventing homelessness

Key Achievement so far:

- The introduction of the youth housing options service in October 2017. This service has been established to target a Housing Options service dedicated to helping young people 16-21 identify and realise their full potential and plan for a successful housing future. The service is based in Clydebank and has funding for a year. The first year of the project is anticipated to save the Council £180,000 through a reduction in youth homelessness.

4.2.2 Aim 2: Homeless people get prompt and easy access to help and advice

Achievements so far:

- The Housing, Homelessness, Addiction, Partners Referral Pathway has been rolled out and implemented by all operational teams;
- The Health Visitors Service protocol has been reviewed and updated;

- The Care Leavers Protocol has been reviewed and updated in conjunction with the new Allocations Policy; and
- Introduction of a Resettlement Officer whose role it is to work with people in prison when they arrive and when they are due to leave to ensure their housing needs are met.

4.2.3 Aim 3: Homeless people are provided with suitable, good-quality temporary or emergency accommodation when this is needed

Achievements so far:

- Introduction of a new Standard of Temporary Accommodation for the short stay flats;
- West Dunbartonshire has been reviewing and assessing its temporary and supported accommodation units; and
- Our Ashton View supported accommodation project has been extended from 14 to 22 beds delivering successful and sustainable outcomes.

4.2.4 Aim 4: Homeless people are offered continuing support to help them get and keep the home they are entitled to

Achievements so far:

- West Dunbartonshire is continuing to mitigate against the affects of welfare reform.
 - Training was provided to staff in Homeless Service and housing operations relating to welfare reform by the DWP between September and November 2017;
 - Welfare Reform Factsheet has been produced and follow on fact sheets will be produced with future updates. The factsheet was in the housing news and is also on the council website; and
 - Homeless households affected by either the welfare cap or restrictions to housing element of UC due to being under 35 are being fully mitigated by DHP's during 2017/18.
- A reduction in repeat homelessness

4.2.5 Aim 5: People looking for housing get information that helps them make informed choices and about the range of housing options available to them

Achievements so far:

- A housing options approach is being embedded as a key element of the Homelessness and Homelessness Prevention service area;
- Housing options guidance has been launched to assist staff deliver a exemplar service; and
- Work is underway to increase the range of housing options accommodations available to people of West Dunbartonshire.

- 4.3** The delivery of the ‘More Than a Roof’ strategy is overseen by the Homelessness and Housing Options Strategic Implementation Group which is chaired by the Housing and Communities Convener. This group has also responded to some of the national conversation around tackling homelessness notably through the Homelessness and Rough Sleeping Action Group (HARSAG) and the recent report into homelessness by the Scottish Government’s Local Government and Communities Committee
- 4.4** The strategic direction set by ‘More Than a Roof’ in terms of tackling homelessness is consistent with the key themes emerging from the work of HARSAG. One of the key actions within the ‘More Than a Roof’ strategy is to carry a review of our supported and temporary accommodation provision and ensure provision of appropriate supported accommodation. through our Temporary Accommodation Modelling exercise, while this is an existing action within the strategy it will allow West Dunbartonshire Council to respond to the likely HARSAG recommendation that all local authorities prepare a ‘*Transitional Housing Plan*’ in terms of the provision of temporary accommodation this year.
- 4.5** The Temporary Accommodation Modelling exercise being undertaken will also establish a realistic income profile for temporary accommodation and is informed by:
- the profile of current and projected demand for temporary accommodation in West Dunbartonshire, including a detailed assessment of support requirements;
 - the sufficiency and suitability of existing temporary accommodation relative to the extent and nature of needs identified;
 - changes to the Housing Benefit subsidy framework, particularly given the Department for Work & Pensions’ definition of “exempt accommodation”.
- 4.6** Given changes to the housing benefit subsidy framework for temporary accommodation introduced by the Department for Work & Pensions welfare reform programme, pressure has been placed on West Dunbartonshire Council’s temporary accommodation budget. As a result of this, the current temporary accommodation model has been updated to enable the council to explore the impact of a range of interventions which will enable West Dunbartonshire to fund the homelessness and temporary accommodation service, deliver good outcomes for homeless customers and minimise the requirement for substantial additional General Fund contributions moving forward. The final results of this exercise will be reported to a future meeting of the Housing and Communities Committee.
- 4.7** The modelling exercise will inform the development of our strategic focus for temporary accommodation which will incorporate Rapid Re-housing and Housing First approaches and more dynamic responses to prevention, early intervention and the resolution of homelessness through the redesign of our services.

5. People Implications

- 5.1** There are no direct people implications from this report.

6. Financial and Procurement Implications

- 6.1** The Strategy highlights the economic challenges including the potential impacts of Welfare Reform. As these become clearer, it is anticipated that these will put greater financial pressures on the Council and this will lead to an ongoing review to how we deliver homelessness services within greater financial constraint. The delay to the extension of Ashton View had a negative impact on the 2017/18 homelessness budget.

7. Risk Analysis

- 7.1** There is a risk that if the Council does not meet its statutory obligations to homeless people. It is essential that the strategy is managed effectively to ensure this does not happen.

8. Equalities Impact Assessment (EIA)

- 8.1** An Equalities, Health and Human Rights Impact Assessment was carried out on the Homelessness Strategy and found no substantive negative impacts. The assessment is available on the Council's website.

9.1 Consultation

- 9.1** The 'More Than a Roof' strategy was the subject of a widespread consultation exercise which is summarised in a report on the Council's website.

10. Strategic Assessment

- 10.1** The Homelessness Prevention and Temporary Accommodation Strategy sets out the strategic direction for homelessness, homelessness prevention and housing options in West Dunbartonshire. Having considered the Council's strategic priorities, this report contributes significantly to all five strategic priorities.

Peter Barry
Strategic Lead, Housing and Employability
Date: 30th April 2018

Person to Contact: John Kerr – Housing Development and Homelessness Manager, Housing and Employability, Garshake Road, Dumbarton, G82 3PU, telephone: 01389 737889, email: John.Kerr@west-dunbarton.gov.uk






Appendices: Appendix 1 – Updated Homelessness, Prevention and Temporary Accommodation Strategy Action plan 2017-20
Appendix 2 – EIA


Background Papers: None







Wards Affected: All


More than a Roof - Homelessness, Prevention and Temporary Accommodation Strategy 2017/18 Review






Icon	Name
Th	1. People at risk of losing their homes get advice on preventing homelessness


Action	Status	Progress	Due Date	Assigned To
Through More Homes Better Homes Approach – Increase the supply of new build housing to help meet housing need		<div><div>33%</div></div>	31-Mar-2020	John Kerr
Review approach to ensuring that children are not adversely affected by homelessness		<div><div>100%</div></div>	31-Mar-2020	Jennifer MacMahon
Work with Community Justice Partners to deliver the new Criminal Justice National Outcomes		<div><div>33%</div></div>	31-Mar-2020	Jennifer MacMahon
Tackle and reduce the levels of youth homelessness in West Dunbartonshire		<div><div>100%</div></div>	31-Mar-2018	Jennifer MacMahon
Ensure that homelessness is avoided from households in Scottish Secure Tenancies		<div><div>33%</div></div>	31-Mar-2020	Joanne Sutherland




Icon	Name
	2. People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them


Action	Status	Progress	Due Date	Assigned To
Invest in our staff and ensure they receive necessary training to best deliver service requirements		<div><div>33%</div></div>	31-Mar-2020	Joanne Sutherland
Review Service delivery to ensure we meet service objectives		<div><div>50%</div></div>	31-Mar-2019	Joanne Sutherland
Increase the range of housing accommodation options available across West Dunbartonshire, including Housing First and sanctuary model housing		<div><div>50%</div></div>	31-Mar-2020	Joanne Sutherland
Take actions to increase the use of the private sector as a housing outcome for homeless households and people looking for housing		<div><div>33%</div></div>	31-Mar-2020	Stefan Kristmanns
Contribute to the development and implementation of a Care Leaver Housing Protocol		<div><div>100%</div></div>	31-Mar-2018	Kathryn Kelly
Introduce a housing options approach		<div><div>100%</div></div>	31-Mar-2018	Joanne Sutherland







Icon	Name
	3. Homeless people get prompt and easy access to help and advice

Action	Status	Progress	Due Date	Assigned To
Produce a report outlining future funding options for provision of Homelessness Services		<div><div>66%</div></div>	31-Dec-2018	John Kerr
Develop an annual Charter Improvement Plan based on annual assessment of performance		<div><div>33%</div></div>	31-Mar-2020	Stefan Kristmanns
Roll out the new Housing, Homelessness, Addiction, Partners Referral Pathway		<div><div>100%</div></div>	31-Mar-2018	Joanne Sutherland
Review and update existing partnership protocols		<div><div>57%</div></div>	31-Mar-2020	Stefan Kristmanns
Develop an approach so homeless households & those at risk of homelessness get prompt/easy access to advice re income maximisation & employment/training opps		<div><div>33%</div></div>	31-Mar-2020	Joanne Sutherland

Icon	Name
	4. Homeless people are provided with suitable, good quality temporary or emergency accommodation when it is needed

Action	Status	Progress	Due Date	Assigned To
Carry out annual review of supported and temporary accommodation provision and ensure provision of appropriate supported accommodation		<div><div>66%</div></div>	31-Mar-2019	Jennifer MacMahon; Joanne Sutherland
Implement newly developed Temporary Accommodation Standards in Year 1 of strategy (2017/18) and review and update standards in Year 3 of strategy (2019/20)		<div><div>33%</div></div>	31-Mar-2020	Joanne Sutherland
Analyse customer feedback regarding quality of temporary accommodation on an annual basis and develop and implement improvement actions based on this feedback		<div><div>33%</div></div>	31-Mar-2020	Joanne Sutherland

Icon	Name
	5. Homeless people are offered continuing support to help them get and keep the home they are entitled to

Action	Status	Progress	Due Date	Assigned To
Carry out a review of the housing Support Service and make recommendations to best delivery service requirements		<div><div>100%</div></div>	31-Mar-2018	Joanne Sutherland
Mitigate the effects of aspects of welfare reform where this is appropriate		<div><div>33%</div></div>	31-Mar-2020	Stefan Kristmanns; Joanne Sutherland
Through effective service delivery minimise incidences of repeat homelessness		<div><div>100%</div></div>	31-Mar-2018	Joanne Sutherland
Identify and implement appropriate actions to increase the tenancy sustainment rate of homeless households		<div><div>16%</div></div>	31-Mar-2020	Joanne Sutherland
Review and develop partnership approach in place for those affected by domestic abuse		<div><div>66%</div></div>	31-Mar-2020	Jennifer MacMahon
Develop and implement a plan to deliver on commitment to rotate HPUs		<div><div>33%</div></div>	31-Mar-2020	Joanne Sutherland

AssessmentNo	33	Owner	jmacmahon	
Start Date	05/12/2016	Status	Submitted EIA	
Resource	Regeneration, Environment &Growth		Service/Establishment	Housing &Employability
	First Name	Surname	Job title	
Head Officer	Jennifer	MacMahon	Strategic Housing Officer	
Members	Stefan Kristmanns, Housing Development Co-ordinator Ricardo Rea, Policy, Planning and Performance Officer			
	(Please note: the word 'policy' is used as shorthand for strategy policy function or financial decision)			
Policy Title	Homelessness and Temporary Accommodation Strategy 2017 - 2020			
	The aim, objective,purpose and intended out come of policy			
	1) People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them; 2) People at risk of losing their homes get advice on preventing homelessness; 3) Homeless people get prompt and easy access to help and advice; 4) Homeless people are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.			
	Service/Partners/Stakeholders/service users involved in the development and/or implementation of policy.			
	All members of the Homelessness and Housing Access Forum have had an input into the strategy. This consists of internal and external partners. Current homeless people in the support projects have had an input into the strategy. This includes young people. Anyone who can access the internet is able to complete an online survey or contact the council directly. Implementation of the strategy will include working closely with the homelessness and homelessness prevention co-ordinator and the homeless teams.			

Who will be affected by this policy?	
	Households who are affected by homelessness or who are in danger of becoming homeless.
Who will be/has been involved in the consultation process?	
	Initial consultation involved a survey being distributed to all housing and homelessness staff, to all members of the homelessness and housing access forum, including criminal justice, working 4 u, addictions, mental health and third sector organisations who work with people who are affected by homelessness. Once the strategy was drafted a copy of the strategy and a survey was placed on the council website for anyone to complete. This survey was also shared with the same group as above and it

was asked that partners share with service users and other partners. Consultation events have also been held at each homeless project with a discussion with service users about what they feel is important to someone who is homeless. Discussions included ways to have prevented homelessness occurring and ways to prevent it in the future such as the support required.

Please outline any particular need/barriers which equality groups may have in relation to this policy list evidence you are using to support this and whether there is any negative impact on particular groups.

	Needs	Evidence	Impact
Age	There are a high number of young people presenting as homeless.	HL1 data recorded and sent to the Scottish Government for publication	The strategy aims to make a positive impact by decreasing the number of young people presenting as homeless.
Disability	Accommodation must suit the needs of people who are disabled. Support needs must must also be met.	HL1 data recorded and sent to the Scottish Government for publication shows that in 2015 5% of households who presented had a physical disability and 3% had a learning disability	The strategy aims to ensure the council provides adequate accommodation to meet the needs of disabled accommodation. The strategy aims to ensure all homeless households have their support needs met.
Social & Economic Impact			
Gender			
Gender Reassign			
Health	The health needs of individuals are met.	Continue to role out the homelessness	The strategy aims to ensure that all health needs of an

		and health action plan	individual are met. This includes support people to register with a GP or dentist if they are not already.
Human Rights	<p>The Council must act in a way that is compatible with the European Convention on Human Rights. Article 8 ECHR protects people's right to respect for their private life, family life, home and correspondence. The concept of private life covers people's right to develop their personal identity and to forge friendships and other relationships. This includes the right to participate in essential cultural and leisure activities. In some circumstances, public authorities may need to help people enjoy their right to a private life, including their ability to participate in society. Article 14 ECHR protects people from discrimination in the enjoyment of those human rights set out in ECHR. Article 14 is based on the core principle that all of us, no matter who we are, enjoy the same human rights and should have equal access to them. In terms of disabled people; The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) sets out what human rights mean in the context of disability. By ratifying UNCRPD in 2009, the UK is committed to promoting and protecting the full enjoyment of human rights by disabled people. The right to independent living under Article 19 of the UNCRPD is the equal right of disabled people to live in the community with choices equal to others, and that effective and appropriate measures will be taken to facilitate disabled people's full enjoyment of this right, and their full inclusion and participation in the community.</p>	<p>HL1 data recorded and sent to the Scottish Government for publication. This record whether households are eligible for assistance</p>	<p>The strategy aims to ensure that the council is meeting its statutory requirements.</p> <p>Page 133</p>

	This includes that disabled people have the opportunity to choose where and with whom to live on an equal basis with others and are not obliged to live in any particular living arrangement. Article 9 UNCPRD requires that in order to enable disabled people to live independently and participate fully in all aspects of life, appropriate measures are taken to ensure access for disabled people on an equal basis with others to the physical environment. This includes measures to remove barriers to accessibility in relation to housing.		
Marriage & Civil Partnership			
Pregnancy & Maternity	There have been no breaches of the Unsuitable Accommodation Order 2014 in 2015/16	HL3 data recorded and sent to the Scottish Government for publication	The strategy continues to ensure the council does not use B&B accommodation
Race	94% of homeless households were white Scottish.	HL1 data recorded and sent to the Scottish Government for publication	The strategy aims to ensure all homeless households have their support needs met.
Religion and Belief			
Sexual Orientation			

Actions			
Issue Description	Action Description	Actioner Name	Due Date
Hi Jennifer I have added some stuff in the needs box on Human rights, some is general and some is	Refer to evidence in disability box in human rights box and cross link, and anything else on Human Rights	jennifer.macmahon@west-dunbarton.gov.uk Page 134	22-Dec-2016

disability specific, we need some comment in the 'evidence' box, happy to discuss			
There are some gaps in intelligence for some protected groups, as these are not currently covered by our service monitoring	Circulate survey via West Dunbartonshire Equality Forum contacts	ricardo.rea@west-dunbarton.gov.uk	07-Dec-2016

Policy has a negative impact on an equality group, but is still to be implemented, please provide justification for this.

Will the impact of the policy be monitored and reported on an ongoing basis?

The report will be reported annually to committee

Q7 What is your recommendation for this policy?

Please provide a meaningful summary of how you have reached the recommendation

WEST DUNBARTONSHIRE COUNCIL

Report by Strategic Lead – People and Technology

Housing and Communities: 9 May 2018

Subject: Working Well Together - Attendance Management: 2017/18 Annual Results

1. Purpose

- 1.1** The purpose of this report is to provide Committee with detailed analysis on the annual attendance performance for 2017/18.

2. Recommendations

- 2.1** It is recommended that Committee notes the below annual findings for reported absence in 2017/18:
- The increase in Council wide sickness absence of 2,284 FTE days lost (4.87%) compared to last year as outlined in Appendix 1; and
 - The increase in sickness absence of 348.49 FTE days lost (approx. 16%) compared to last year for Housing and Employability as outlined in Appendix 2.
- 2.2** It is also important for the Committee to note that, for the purpose of annual absence reporting, 'FTE employees' is calculated at a point in time (31 March 2018) as opposed to being an average FTE over the 12 month period (2017/18).
- 2.3** The Committee is further asked to note that future Working Well Together Reports will be submitted to this Committee on a bi-annual basis as opposed to quarterly with the first report for 2018/19 being due November/December 2018 which will report on absence from 1 April 2018 – 31 October 2018.

3. Background

- 3.1** The Council is committed to improving attendance levels by setting ambitious targets to reduce days lost, supporting attendance at work and improving the health and wellbeing of all employees.

4. Main Issues

Annual 2017/18 Service Performance

- 4.1** In 2017/18, 2492.9 days were lost due to sickness absence across Housing and Employability. This represents an increase of 348.49 FTE days lost compared to the same period last year.

4.1.2 Table 4 shows the annual results and compares to the same period last year, as well as identifying individual targets. Absence for Housing and Employability was below the Council average of 10.04 FTE days lost per employee.

4.1.3 Whilst the average FTE days lost was below the Council average, it has increased compared to the previous year and it is higher than the Council target of 7 FTE days lost. Furthermore it is higher than Strategic Lead area's own target of 6.5 FTE days lost.

Table 4 – Council / Strategic Lead Targets (FTE days lost per employee)

Strategic Lead Area	Annual – 17/18 FTE	Annual – 16/17 FTE	Variance	2017/18 Target
Council Wide	10.67	10.47	+2%	7
Housing and Employability	10.04	8.86	+13.5%	6.5

Absence Duration – Service Performance

4.2 Table 5 shows the duration profile for Housing and Employability and compares to the overall Council-wide duration profile. Long term absence accounts for approximately 71% of Council-wide absence for 2017/18, which is a significant change compared to the previous year. Housing and Employability has a significantly lower level of short term absence compared to the Council-wide figures however the level of long term sick in the service has shown a marked increase over the last year.

Table 5 – Absence Duration – Service performance

Annual	2016/17		2017/18	
	Short Term	Long Term	Short Term	Long Term
Council Wide	48.83%	51.17%	28.74%	71.26%
Housing and Employability	7.69%	45.25%	6.32%	75.01%

4.3 Absence Reasons – Service Performance

4.3.1 Appendix 6 provides a detailed breakdown of the reasons for absence Council Wide.

4.3.2 Table 6 below shows the top 3 reasons for absence in 2017/18 for the area covered by this report and compares these to the 2017/18 Council Wide results.

- 4.3.3** Compared to 2016/17, the top three reasons for absence Council-wide remain the same (i.e. Minor Illness followed by Acute Medical Conditions and Musculo Skeletal Injuries).
- 4.3.4** Whilst the top 2 reasons for absence in Housing and Employability are the same as the top 2 reasons for Council wide absence, the 3rd highest reason for this Strategic Lead area is Stress - work related.
- 4.3.5** To support employees, managers are also offering employees access to the relevant support agencies such as Time for Talking, and other external agencies as required. A work stream, as part of the Employee Wellbeing Group, has also been established to assess employees understanding of Mental Wellbeing with a view to ascertaining any improvements in supports that may be required.

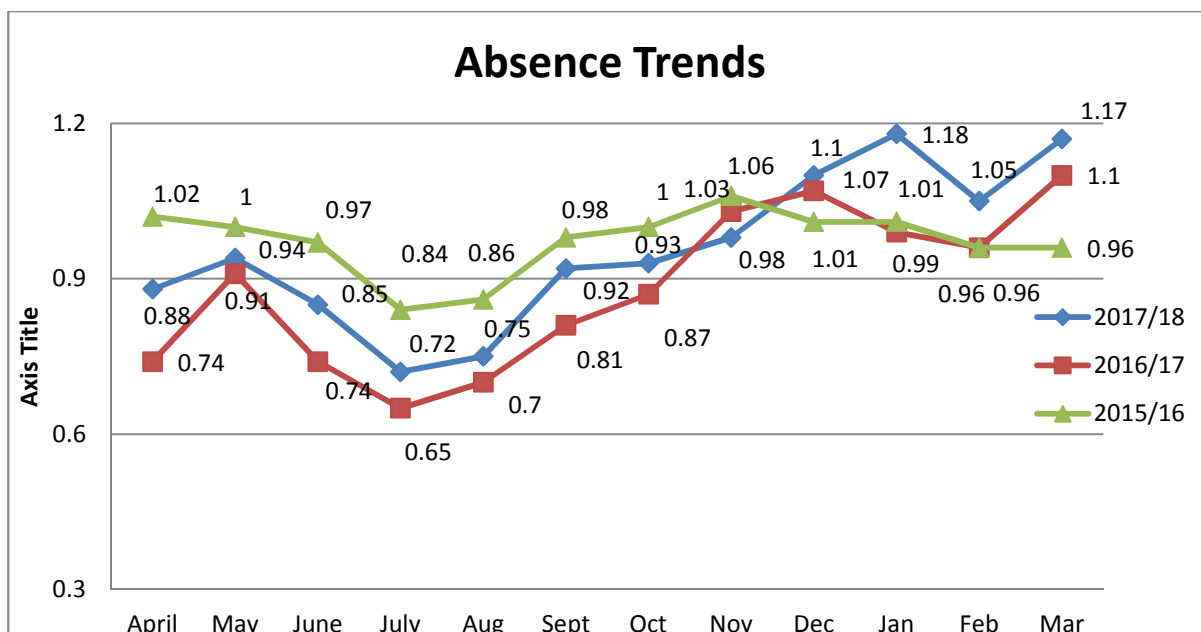
Table 6 – Reasons analysis – Service performances

	1		2		3	
	Reason	%	Reason	%	Reason	%
Council Wide	Minor Illness	22.24	Acute Medical Conditions	18.98	Musculo Skeletal Injuries	16.51
Housing and Employability	Minor Illness	31.06	Acute Medical Conditions	23.89	Stress – work related	15.09

Annual 2017/18 Council-wide Performance

- 4.4** Chart 1 below shows that, in 2016/17, the Council's absence performance improved by 11.3%. However, this was largely due to a positive performance in the first half of the year (in the latter half of the year, the performance deteriorated). 2017/18 followed the same trend as in previous years from April to October 2017 (showing deterioration in performance as compared to 2016/17, but still an improvement against 2015/16). Whilst November 2017 showed an improvement against each of the last two years, subsequent absence levels from December 2017 onwards showed a deterioration in performance against both 2015/16 and 2016/17, resulting in a final year-end position which represented a 1.9% increase against last year.

Chart 1



4.4.1 Table 7 (below) shows absence levels, by Strategic Lead Area, over the course of 2017/18, alongside corresponding year-end figures and associated year-end figures for 2016/17 to allow comparison. Please note that the year-end Annual FTE days lost per FTE employee which is reported for each Strategic Lead Area is based on where employees were located as at 31 March 2018.

FTE Days Lost Per FTE Employee														
Department/Service	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Actual Year End 2017/18	Predicted Year End 2017/18
Strategic Management	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Child Healthcare & Criminal Justice	1.37	1.35	1.27	1.39	1.23	1.22	1.40	1.22	1.43	1.64	1.29	1.41	15.22	16.22
Community Health & Care	1.70	1.70	1.47	1.69	1.64	1.70	1.66	1.61	1.86	1.94	1.69	1.80	18.68	20.47
Finance & Resources	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mental Health, Addiction & Learning Disabilities	1.22	1.52	1.97	1.20	0.84	1.27	1.68	1.40	1.91	1.88	1.55	1.54	16.14	17.99
Strategy, Planning & Health Improvement	0.41	0.32	0.10	0.46	1.14	1.53	1.07	0.04	0.21	0.09	0.00	0.16	2.54	5.53
Health & Social Care Partnership	1.54	1.57	1.46	1.53	1.44	1.54	1.59	1.46	1.74	1.82	1.55	1.65	17.26	18.89
Environment & Neighbourhood	1.06	1.08	0.90	0.60	0.77	0.76	0.85	1.08	1.31	1.40	1.41	1.41	11.76	12.64
Housing & Employability	0.56	0.66	0.85	1.02	0.94	1.12	1.01	0.77	0.98	0.97	0.79	0.97	10.04	10.64
Regeneration	0.73	0.74	0.77	1.03	0.79	0.71	0.66	0.72	1.14	1.34	1.01	1.23	10.23	10.88
Regeneration, Environment & Growth	0.86	0.89	0.85	0.81	0.81	0.81	0.82	0.90	1.19	1.30	1.16	1.26	10.94	11.66
Communications, Culture & Communities	0.15	0.34	0.26	0.20	0.77	1.03	0.50	0.57	0.61	0.61	0.34	0.51	5.29	5.89
Education Learning & Attainment	0.77	0.91	0.72	0.23	0.50	0.92	0.90	1.09	0.90	1.00	1.08	1.60	9.65	10.61
People & Technology	0.45	0.43	0.36	0.31	0.12	0.40	0.73	0.40	0.47	0.47	0.28	0.75	5.16	5.17
Regulatory	0.46	0.53	0.68	0.71	0.43	0.52	0.46	0.45	0.47	0.52	0.28	0.30	3.75	5.81
Resources	0.44	0.44	0.57	0.42	0.53	0.79	0.65	0.70	0.55	0.87	0.56	0.54	7.66	7.06
Transformation & Public Service Reform (Excl. Teachers)	0.56	0.66	0.61	0.34	0.50	0.80	0.73	0.84	0.77	0.85	0.76	0.96	7.90	8.38
LOCAL GOVERNMENT EMPLOYEES TOTAL	0.97	1.03	0.96	0.88	0.90	1.03	1.02	1.05	1.21	1.30	1.14	1.29	11.83	12.78
Transformation & Public Service Reform (Teachers)	0.46	0.58	0.41	0.04	0.15	0.48	0.54	0.68	0.61	0.69	0.67	0.66	5.70	5.97
COUNCIL-WIDE TOTAL	0.88	0.94	0.85	0.72	0.75	0.92	0.93	0.98	1.10	1.18	1.05	1.17	10.67	11.47

Employee Wellbeing Group

- 4.5** The Employee Wellbeing Group continues to make progress through wellbeing initiatives, employee support mechanisms and joint working with trade unions and local partners to identify and address areas for improvement. Updates on progress are reported to Change Board on a monthly basis. Actions which have been completed since the last report to this Committee in February 2018, or which are currently being progressed, include the following:
- Following an audit on compliance with the provisions of the Attendance Management Policy, Strategic Leads were provided with detailed findings for their respective areas for local follow-up. A communication brief was issued to all managers to reinforce their responsibilities so that employees are encouraged to return to work as soon as possible in a structured supportive way, in particular ensuring that contact is maintained throughout the period of ill health, advice is sought in a timely manner and that return to work discussions are undertaken consistently.
 - As part of our commitment to encouraging and supporting employees to develop and maintain a healthy lifestyle, managers have been asked to liaise with the Leisure Trust with a view to arranging free fitness assessments for employees within the workplace, to alert them to possible health risks and signpost to other services as necessary. Campaigns have also been undertaken to encourage employees to participate in physical activity (including the offer of reduced Leisure Trust membership fees for employees) and to encourage smoking cessation.
 - This quarter the Council will commence a 12-month pilot provision of a Workplace Chaplaincy Service, supported by donation from the joint trades unions, which will complement the existing Time for Talking employee assistance programme. Initially based from 16 Church Street, the Chaplains will spend time in other Council locations over the coming months.
 - This quarter will also see the launch of a campaign to support employee financial wellbeing. This commenced in April 2018 with the introduction of a financial support services programme in partnership with Neyber (which includes access to a financial information hub and a savings and loan facility administered via Payroll deduction). The wider campaign will additionally signpost employees to services and information available from Working4U, Scotwest Credit Union and the Money Advice Scotland.
 - The Employee Wellbeing Group will now be focussing on a particular theme every quarter, with an initial focus on promoting positive mental wellbeing and a range of associated activities having been identified. Following a survey of employees to gather information in relation to their awareness and experience of existing supports in place for mental wellbeing, action is being taken to review the relevant sections of the intranet (ensuring that the content is cohesive and sign posts the workforce to the extensive resources already available). Furthermore, training for managers and employees on mental health has been procured (to be delivered to 100 people in the first instance). Work is currently being undertaken to identify areas/services with a high level of absence related to mental health with a view to the training being offered

there in the first instance. This will enable the effectiveness of the training to be closely measured and monitored.

5. People Implications

- 5.1** Effective and robust management of absence can have a positive impact upon employees, promoting early return to good health and work. The results for 17/18 indicate an improvement for 2 of the areas covered by this Committee. Furthermore, levels remain below the Council average, with two areas meeting their target for the year. That said the Council-wide picture saw an increase in absence levels compared to 2016/17.

6. Financial and Procurement Implications

- 6.1** Based on the estimated cost of a day's absence (£123 in 2017/18), table 8 provides the estimated cost of absence across the Council and the Strategic Lead area. This does not include any associated costs such as cover or overtime.

Table 8 – Cost of absence

Strategic Lead Area	2017/18 Total
Council	£6,051,552
Housing and Employability	£306,626

- 6.3** There are no procurement implications.

7. Risk Analysis

- 7.1** There is a risk that managers do not fulfil their role and comply with the policy and in turn Council-wide absence continues to increase.
- 7.2** While it is evident in many instances that the necessary and proactive steps are being undertaken, such as early referral to occupational health, there is still a significant amount of work to do to continue to reduce absence.
- 7.3** Without maintaining and continuing to improve attendance there continues to be a risk of detrimental impact on service delivery, loss of productivity and reduced team performance.

8. Equalities Impact Assessment (EIA)

- 8.1** This report is for noting only, therefore no EIA is required. Any associated policies are subject to Equalities Impact Screening and Assessment if required.

9. Consultation

- 9.1** Consultation is on-going with trades unions in the main through the Wellbeing Group, the local Joint Consultative Committees, Employee Liaison Group and, for more strategic matters, through Joint Consultative Forum.

10. Strategic Assessment

- 10.1** Effective attendance management will support the Council's aim to make best use of both financial and human resources resulting in a positive impact upon service provision.

Victoria Rogers
Strategic Lead People and Technology
Date: 17 April 2018

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People & Technology

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Appendices: Appendix 1 Council Wide Annual 2017/18 Absence Summary
Appendix 2 Housing & Employability Annual 2017/18 Absence Summary

Background Papers: None

Wards Affected: None

TABLE 1 - Headline Figure	Annual 2017-18	10.67	Annual 2016-17	10.47	Year on Year +/-	1.9%
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TABLE 2 - Days Lost per

Department	FTE Employees	ACTUAL WORKING DAYS LOST				Total Working Days Lost	Total FTE Days Lost	Total FTE Days Lost by FTE Employees
		Intermittent 1-3 days	Short Term 4-5 days	Medium Term 6 days - 4 weeks	Long Term over 4 weeks			
Strategic Management	14.00	0.0	0.0	0.0	0.0	0.0	0.00	0.00
Child Healthcare & Criminal Justice	239.37	207.0	140.0	485.0	3,188.5	4,020.5	3,644.31	15.22
Community Health & Care	751.40	789.5	581.0	2,643.5	14,976.0	18,990.0	14,038.14	18.68
Finance & Resources	4.50	0.0	0.0	0.0	0.0	0.0	0.00	0.00
Mental Health, Addiction & Learning Disabilities	139.53	163.0	89.5	367.5	2,259.0	2,879.0	2,252.36	16.14
Strategy, Planning & Health Improvement	23.89	28.5	21.0	5.0	29.0	83.5	60.75	2.54
Health & Social Care Partnership	1,158.69	1,188.0	831.5	3,501.0	20,452.5	25,973.0	19,995.56	17.26
Environment & Neighbourhood	631.97	619.5	570.0	1,744.5	7,990.0	10,924.0	7,434.10	11.76
Housing & Employability	248.23	123.5	168.0	372.5	1,993.5	2,657.5	2,492.90	10.04
Regeneration	419.72	283.0	389.5	1,125.5	2,716.0	4,514.0	4,295.80	10.23
Regeneration, Environment & Growth	1,299.92	1,026.0	1,127.5	3,242.5	12,699.5	18,095.5	14,222.80	10.94
Communications, Culture & Communities	151.07	133.5	71.5	287.0	491.0	983.0	799.24	5.29
Education Learning & Attainment	645.11	876.0	695.5	1,662.0	5,855.0	9,088.5	6,227.98	9.65
People & Technology	98.55	52.0	27.0	118.0	376.5	573.5	508.39	5.16
Regulatory	95.20	43.5	19.0	93.5	313.0	469.0	356.80	3.75
Resources	274.79	205.5	143.5	457.0	1,744.5	2,550.5	2,104.60	7.66
Transformation & Public Service Reform (Excl. Teachers)	1,264.72	1,310.5	956.5	2,617.5	8,780.0	13,664.5	9,997.01	7.90
LOCAL GOVERNMENT EMPLOYEES TOTAL	3,737.33	3,524.5	2,915.5	9,361.0	41,932.0	57,733.0	44,215.37	11.83
Transformation & Public Service Reform (Teachers)	874.92	891.5	438.5	1,230.0	3,597.0	6,157.0	4,984.24	5.70
COUNCIL-WIDE TOTAL	4,612.25	4,416.0	3,354.0	10,591.0	45,529.0	63,890.0	49,199.61	10.67

TABLE 3 - Breakdown of Days Lost by Duration Category

Duration	Working Days Lost	Percentage of Lost Days
Intermittent (1-3 days)	4,416.0	6.91%
Short Term (4-5 days)	3,354.0	5.25%
Medium Term (6 days-4 weeks)	10,591.0	16.58%
Long Term (over 4 weeks)	45,529.0	71.26%
TOTAL	63,890.0	100%

Working Days Lost



TABLE 4 - Absence Reasons

Department	FTE Employees	Absence Reasons													Total Working Days Lost	FTE Days Lost	Total FTE Days Lost by FTE Employees
		Minor Illness	Back Pain	Musculo-skeletal Injuries	Stress	Recurring Medical Conditions	Non Work Related Accidents / Injuries	Work Related Accidents / Injuries	Mental Health	Acute Medical Conditions	Pregnancy Related Absence	Drink or Drug Related Condition	Stress - Work Related	Reason Not Disclosed			
Strategic Management	14.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.00	0.00
Child Healthcare & Criminal Justice	239.37	898.0	49.0	602.0	159.0	897.0	36.0	119.0	144.0	751.0	36.0	0.0	329.5	0.0	4,020.5	3,644.31	15.22
Community Health & Care	751.40	2,148.0	1,049.0	3,583.5	3,193.0	1,420.5	208.0	218.0	1,329.0	3,734.0	388.5	1.0	1,717.5	0.0	18,990.0	14,038.14	18.68
Finance & Resources	4.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.00	0.00
Mental Health, Addiction & Learning Disabilities	139.53	413.0	136.0	677.0	71.5	354.0	29.0	5.0	321.0	292.0	228.5	0.0	352.0	0.0	2,879.0	2,252.36	16.14
Strategy, Planning & Health Improvement	23.89	43.5	0.0	3.0	33.0	4.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	83.5	60.75	2.54
Health & Social Care Partnership	1,158.69	3,502.5	1,234.0	4,865.5	3,456.5	2,675.5	273.0	342.0	1,794.0	4,777.0	653.0	1.0	2,399.0	0.0	25,973.0	19,995.56	17.26
Environment & Neighbourhood	631.97	2,507.0	406.0	2,194.0	914.0	159.0	287.0	317.0	528.0	3,085.5	0.0	118.0	408.5	0.0	10,924.0	7,434.10	11.76
Housing & Employability	248.23	825.5	92.0	102.0	166.0	346.0	4.0	44.0	21.0	635.0	0.0	21.0	401.0	0.0	2,657.5	2,492.90	10.04
Regeneration	419.72	1,149.0	296.0	1,025.5	826.0	0.0	201.0	71.5	59.0	751.0	0.0	0.0	135.0	0.0	4,514.0	4,295.80	10.23
Regeneration, Environment & Growth	1,299.92	4,481.5	794.0	3,321.5	1,906.0	505.0	492.0	432.5	608.0	4,471.5	0.0	139.0	944.5	0.0	18,095.5	14,222.80	10.94
Communications, Culture & Communities	151.07	353.5	63.0	86.0	13.0	94.0	3.0	3.5	16.0	191.0	94.0	0.0	66.0	0.0	983.0	799.24	5.29
Education Learning & Attainment	645.11	2,760.0	115.0	1,147.5	1,604.0	293.5	356.0	276.0	467.0	1,067.5	166.0	186.0	650.0	0.0	9,088.5	6,227.98	9.65
People & Technology	98.55	98.0	5.0	0.0	159.5	81.0	19.0	0.0	17.0	189.0	5.0	0.0	0.0	0.0	573.5	508.39	5.16
Regulatory	95.20	86.0	0.0	147.0	117.0	0.0	31.0	0.0	1.0	70.0	5.0	0.0	12.0	0.0	469.0	356.80	3.75
Resources	274.79	489.5	47.0	140.5	451.0	205.5	70.0	21.0	188.0	595.5	122.5	0.0	220.0	0.0	2,550.5	2,104.60	7.66
Transformation & Public Service Reform (Excl. Teachers)	1,264.72	3,787.0	230.0	1,521.0	2,344.5	674.0	479.0	300.5	689.0	2,113.0	392.5	186.0	948.0	0.0	13,664.5	9,997.01	7.90
LOCAL GOVERNMENT EMPLOYEES TOTAL	3,737.33	11,771.0	2,258.0	9,708.0	7,707.0	3,854.5	1,244.0	1,075.0	3,091.0	11,361.5	1,045.5	326.0	4,291.5	0.0	57,733.0	44,215.37	11.83
Transformation & Public Service Reform (Teachers)	874.92	2,435.0	87.0	839.0	465.0	234.0	139.0	15.0	101.0	764.0	335.0	0.0	743.0	0.0	6,157.0	4,984.24	5.70
COUNCIL-WIDE TOTAL	4,612.25	14,206.0	2,345.0	10,547.0	8,172.0	4,088.5	1,383.0	1,090.0	3,192.0	12,125.5	1,380.5	326.0	5,034.5	0.0	63,890.0	49,199.61	10.67

TABLE 5 - Days Lost by Absence Category

Absence Reason	Working Days Lost	Percentage of Lost Days
Minor Illness	14,206.0	22.24%
Back Pain	2,345.0	3.67%
Musculo-skeletal Injuries	10,547.0	16.51%
Stress	8,172.0	12.79%
Recurring Medical Conditions	4,088.5	6.40%
Non Work Related Accidents / Injuries	1,383.0	2.16%
Work Related Accidents / Injuries	1,090.0	1.71%
Mental Health	3,192.0	5.00%
Acute Medical Conditions	12,125.5	18.98%
Pregnancy Related Absence	1,380.5	2.16%
Drink or Drug Related Condition	326.0	0.51%
Stress - Work Related	5,034.5	7.88%
Reason Not Disclosed	0.0	0.00%
TOTAL	63,890.0	100%

Working Days Lost

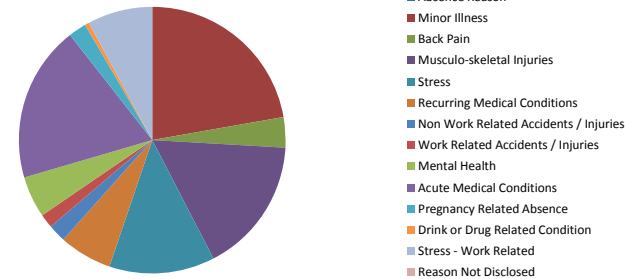


TABLE 1 - Headline Figure

Annual 2017-18

10.04

Annual 2016-17

8.86

Year on Year +/-

13.4%

TABLE 2 - Days Lost per Employee

Section / Team	FTE Employees	ACTUAL WORKING DAYS LOST				Total Working Days Lost	Total FTE Days Lost	Total FTE Days Lost by FTE Employees
		Intermittent 1-3 days	Short Term 4-5 days	Medium Term 6 days - 4 weeks	Long Term over 4 weeks			
Communities Team	14.01	6.0	17.0	27.0	314.0	364.0	268.84	19.19
Community Planning & Development TOTAL	14.01	6.0	17.0	27.0	314.0	364.0	268.84	19.19
Homeless & Prevention	42.37	35.5	26.0	74.0	234.0	369.5	355.28	8.39
Housing Development	15.34	12.0	4.0	20.0	0.0	36.0	35.40	2.31
Housing Development & Homelessness TOTAL	57.71	47.5	30.0	94.0	234.0	405.5	390.68	6.77
Housing Operations	107.18	56.0	112.0	190.5	1,181.5	1,540.0	1,506.18	14.05
Housing Operations TOTAL	107.18	56.0	112.0	190.5	1,181.5	1,540.0	1,506.18	14.05
Adult Employability	20.96	8.0	0.0	9.0	103.0	120.0	113.64	5.42
Adult Learn & Literacies	8.06	2.0	0.0	10.0	0.0	12.0	12.00	1.49
Financial Inclusion	18.60	1.0	0.0	21.0	0.0	22.0	22.00	1.18
Skills, Compliance & Dev	3.65	0.0	0.0	6.0	0.0	6.0	3.00	0.82
Working4U	3.00	0.0	0.0	0.0	0.0	0.0	0.00	0.00
Youth Employ&Literacies	6.01	0.0	4.0	15.0	39.0	58.0	56.57	9.41
Youth Learning	9.05	3.0	5.0	0.0	122.0	130.0	120.00	13.25
Working4U TOTAL	69.33	14.0	9.0	61.0	264.0	348.0	327.21	4.72
Housing & Employability TOTAL	248.23	123.5	168.0	372.5	1,993.5	2,657.5	2,492.90	10.04

TABLE 3 - Breakdown of Days Lost by Duration Category

Duration	Total Working Days Lost	Percentage of Lost Days
Intermittent (1-3 days)	123.5	4.65%
Short Term (4-5 days)	168.0	6.32%
Medium Term (6 days-4 weeks)	372.5	14.02%
Long Term (over 4 weeks)	1993.5	75.01%
TOTAL	2657.5	100.00%

Total Working Days Lost

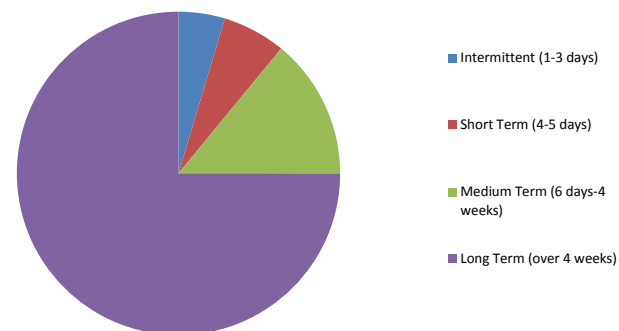


TABLE 4 - Absence Reasons

Section / Team	FTE Employees	Absence Reasons													Total Working Days Lost	FTE Days Lost	Total FTE Days Lost by FTE Employees
		Minor Illness	Back Pain	Musculo-skeletal Injuries	Stress - Personal	Recurring Medical Conditions	Non Work Related Accident / Injuries	Work Related Accidents / Injuries	Mental Health	Acute Medical Conditions	Pregnancy Related Absence	Drink or Drug Related Condition	Stress - Work Related	Not Disclosed			
Communities Team	14.01	37.0	2.0	0.0	11.0	152.0	0.0	0.0	0.0	63.0	0.0	0.0	99.0	0.0	364.0	268.84	19.19
Community Planning & Development TOTAL	14.01	37.0	2.0	0.0	11.0	152.0	0.0	0.0	0.0	63.0	0.0	0.0	99.0	0.0	364.0	268.84	19.19
Homeless & Prevention	42.37	67.5	4.0	46.0	36.0	44.0	3.0	0.0	0.0	72.0	0.0	0.0	97.0	0.0	369.5	355.28	8.39
Housing Development	15.34	22.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	9.0	0.0	0.0	0.0	0.0	36.0	35.40	2.31
Housing Development & Homelessness TOTAL	57.71	89.5	4.0	51.0	36.0	44.0	3.0	0.0	0.0	81.0	0.0	0.0	97.0	0.0	405.5	390.68	6.77
Housing Operations	107.18	476.0	63.0	46.0	117.0	132.0	1.0	44.0	21.0	414.0	0.0	21.0	205.0	0.0	1,540.0	1,506.18	14.05
Housing Operations TOTAL	107.18	476.0	63.0	46.0	117.0	132.0	1.0	44.0	21.0	414.0	0.0	21.0	205.0	0.0	1,540.0	1,506.18	14.05
Adult Employability	20.96	46.0	23.0	0.0	0.0	0.0	0.0	0.0	0.0	51.0	0.0	0.0	0.0	0.0	120.0	113.64	5.42
Adult Learn & Literacies	8.06	2.0	0.0	5.0	0.0	0.0	0.0	0.0	0.0	5.0	0.0	0.0	0.0	0.0	12.0	12.00	1.49
Financial Inclusion	18.60	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	21.0	0.0	0.0	0.0	0.0	22.0	22.00	1.18
Skills, Compliance & Dev	3.65	6.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.0	3.00	0.82
Working4U	3.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.00	0.00
Youth Employ&Literacies	6.01	58.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	58.0	56.57	9.41
Youth Learning	9.05	110.0	0.0	0.0	2.0	18.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	130.0	120.00	13.25
Working4U TOTAL	69.33	223.0	23.0	5.0	2.0	18.0	0.0	0.0	0.0	77.0	0.0	0.0	0.0	0.0	348.0	327.21	4.72
Housing & Employability TOTAL	248.23	825.5	92.0	102.0	166.0	346.0	4.0	44.0	21.0	635.0	0.0	21.0	401.0	0.0	2,657.5	2,492.90	10.04

TABLE 5 - Days Lost by Absence

Absence Reason	Total Working Days Lost	Percentage of Lost Days
Minor Illness	825.5	31.06%
Back Pain	92.0	3.46%
Musculo-skeletal Injuries	102.0	3.84%
Stress - Personal	166.0	6.25%
Recurring Medical Conditions	346.0	13.02%
Non Work Related Accidents / Injuries	4.0	0.15%
Work Related Accidents / Injuries	44.0	1.66%
Mental Health	21.0	0.79%
Acute Medical Conditions	635.0	23.89%
Pregnancy Related Absence	0.0	0.00%
Drink or Drug Related Condition	21.0	0.79%
Stress - Work Related	401.0	15.09%
Not Disclosed	0.0	0.00%
TOTAL	2657.5	100.00%

Total Working Days Lost

