

# Angus Council Performs

## Employees

In the following pages we provide information on a range of indicators relating to the Employees of Angus Council. For each indicator we provide not only data but also a short explanation of our performance.

Numbers can only tell us so much about performance so every year we also publish a range of other things, such as news releases, web-pages and committee reports that might give you a better picture of the services we provide and the level of service that is delivered.

More information on Angus Council Employees can be found in the following:

[Human Resources](#) committee reports  
[Angus Council Job Vacancies](#) web-page  
[Corporate Improvement Plan Annual Report 2012/2013](#)

### **The average number of working days per employee lost through sickness absence for Teachers (SPI)**

Unfortunately in 2012/13 sickness absence increased to 6.3 days per teacher from 6.08 the year before. This is an increase on the last two years and meant we missed our target of 5.9 days. We still managed to be ahead of the 2012/13 Scottish median of 6.62 days per teacher.

Sickness absence can be caused by many factors from stress to particularly bad outbreaks of cold, flu and other illnesses.

More rigorous and focussed absence management procedures are being implemented in all schools and a Personnel Adviser with a specific remit for sickness absence management has been employed to support schools in this area.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	7.34	Blank	7.30
2	2010/11	5.93	6.10	6.50
3	2011/12	6.08	6.00	6.34
4	2012/13	6.30	5.90	6.62
5	2013/14	Blank	5.90	Blank

**The average number of working days per employee lost through sickness absence for all other local government employees (SPI)**

Sickness absence for non-teaching staff increased to 10.79 days from 10.34 days in 2011/12 and 9.1 in the previous year. The council therefore missed its target but had a lower level than the 2012/13 Scottish median of 10.85.



There is an upward trend in absence across Scottish local authorities but the council is continuing to do all it can to support employees and minimise sickness absence.

During the latter part of the year 2012/13 the council appointed, on a temporary basis, an HR officer dedicated to addressing sickness absence issues and it is expected that this will have a beneficial effect. It must be remembered that this

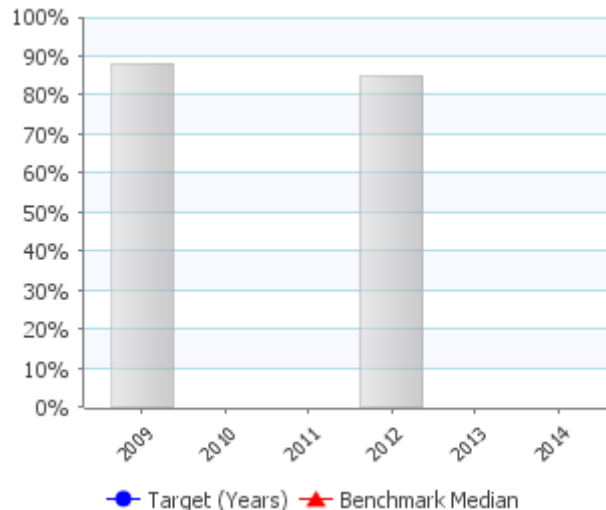
indicator covers a wide variety of job types and absence performance across individual services can be better or worse than this average. Some parts of the Council had very low absence rates in 2012/13.

ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	10.47	Blank	11.60
2	2010/11	9.79	11.00	10.70
3	2011/12	10.34	9.20	10.32
4	2012/13	10.79	9.10	10.85
5	2013/14	Blank	9.50	Blank

**Proportion of employees who say that overall they enjoy their job (KPI)**

This information comes from the Employee Attitude Survey which we conduct every three years. Data from the next survey won't be available until 2015. In 2012 85% of staff told us that overall they enjoy their job.

We don't set a target or have comparable data for this indicator.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009	88%	Blank	Blank
2	2010	Not Available	Blank	Blank
3	2011	Not Available	93.0%	Blank
4	2012	85%	Blank	Blank
5	2013	Blank	99.0%	Blank
6	2014	Blank	Blank	Blank

**Cost of the HR function as a % of the organisational running costs (expenditure). (KPI)**

The cost of the Human Resources function as a percentage of running costs fell slightly in 2012/13 to 0.28% from 0.29% the year before. This also meant we met our target (0.28%). We don't have comparable data for this indicator.

Due to the nature of this indicator it does not readily lend itself to meaningful comparison year on year. It would take a significant change to the size of the council's workforce or to the level of HR staffing to significantly change the data.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	0.28%	Blank	Blank
2	2010/11	0.30%	0.28%	Blank
3	2011/12	0.29%	0.28%	Blank
4	2012/13	0.28%	0.28%	Blank
5	2013/14	Blank	0.29%	Blank

**Cost of the HR function per employee (KPI)**

In 2012/13 the HR function cost the council £169 per employee. This was only £1 per employee more than our target of £168 which was the amount we spent in 2011/12. We don't have comparable information from other Scottish councils for this indicator.

It would take a big change in the council workforce or the level of HR staffing to significantly change the cost per employee.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	£155	Blank	Blank
2	2010/11	£165	£169	Blank
3	2011/12	£168	£169	Blank
4	2012/13	£169	£168	Blank
5	2013/14	Blank	£168	Blank

### Ratio of employees (full-time equivalents) to HR staff (KPI)

The ratio of full-time equivalent employees to HR staff remained at 261 in 2012/13, this figure was identical to that delivered in 2011/12 and to the target. We don't have comparable data for this indicator.

To significantly change performance would require a significant change to the size of the council's workforce or to the level of HR staffing



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	265	Blank	Blank
2	2010/11	252	255	Blank
3	2011/12	261	255	Blank
4	2012/13	261	261	Blank
5	2013/14	Blank	261	Blank

### Sickness Absence Days per Employee (LGBF)

Sickness absence days per Angus Council staff member increased from 9.3 days in 2011/12 to 9.7 days in 2012/13. In 2012/13 the average Scottish council lost 9.8 days per employee to sickness absence.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to make sure we're all measuring the same data, to learn from each other and to improve services.

We haven't set targets for this indicator.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	8.9	Blank	9.6
3	2011/12	9.3	Blank	9.4
4	2012/13	9.7	Blank	9.8
5	2013/14	Blank	Blank	Blank

### HR Customer Satisfaction Results (KPI)

There was no satisfaction survey in 2012/13 in response to growing concerns about the value of the data produced.

Due to the nature of the work undertaken by the Human Resources (HR) team the survey has covered only a small number of staff who use their services. As well as other areas of work these services can cover disciplinaries, grievances and other contentious areas which can bias responses.

This is why the HR team are reviewing the survey in consultation with customers. The team continue to meet frequently with customers across services to identify issues and solutions, as well as implementing innovative solutions, such as online payslips, to continuously improve their service.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	72%	Blank	Blank
2	2010/11	80%	Blank	Blank
3	2011/12	82%	80%	Blank
4	2012/13	Not Available	80%	Blank
5	2013/14	Blank	Blank	Blank