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| Committee | Dated: |
| Establishment Committee – For information | 17/10/2017 |
| Subject: HR Dashboard - August 2017 | Public |
| Report of: Chrissie Morgan, Director of Human Resources | For Information |
| Report author: Amanda Mays | |

Summary

This report summarises the creation of the revised HR Dashboard as well as providing data to the Establishment Committee from the Corporate HR Dashboard. It also comments on the highlight data for the two Departments to which the Establishment Committee is the Service Committee to - the Town Clerk's Department and the Comptroller and City Solicitor' Department.

The general trend in the dashboards is very similar levels of headcount, turnover, recruitment and sick absence as in previous reports.

Recommendations

The Establishment Committee is asked to note the report.

Main Report

Background

1. The monthly dashboard reports have now been redesigned in a simpler format and to be more stable and resilient to change. The information source is the Corporate HR / Payroll system (CityPeople) utilising the BI4 reporting tool.
2. The following reports are available:
 - A dashboard report for the whole of the City Corporation which is split by department
 - A departmental dashboard report for each departmental management use
 - A departmental sickness report for HR Business Partner's use which shows sensitive detailed sickness data against named individuals. For

Data Protection reasons, the information in this report is not forwarded to departmental managers without appropriate reason.

3. The background to this redesign is that the original dashboard was produced by the previous Management Information Officer and whilst recognised as being very useful and easy to use it had been produced utilising a semi-automatic process which also required extensive use of Excel and manual intervention and was difficult for anyone else to amend. It also combined information from various sources rather than just the prime source of the CityPeople system - again complicating the process which in itself makes it susceptible to error. Advice was sought from the CityPeople system supplier as to how the production method could be improved and removing the dependency on just one person which was seen as risk.
4. In writing the new dashboard the opportunity was taken to work with HR Business Partners and departments to establish a design consensus while simplifying the report and still ensuring any requests could be automatically included in the dashboard. Information on pay, H&S, recruitment and agency staff is no longer included. It was agreed that it would improve consistency if pay data is provided by Payroll; as the data for both H&S and agency staff are held on separate systems. This information will now be requested directly from those sources. Recruitment data reports can be produced separately as required.
5. The first new style dashboards were produced in June 2017 and some minor changes were made following departmental comments. The current version has been well received by departments and is scheduled to be produced automatically from CityPeople each month with no manual intervention required. It has also achieved its aims of increased stability and resilience and that it can be maintained by other suitably skilled people.

Current Position

Highlight Information

Based on the August 2017 figures the following should be noted at Corporate level.

6. The City Corporation employs 3,737.82 Full Time Equivalent (FTE) employees with a total headcount of 3,952. This includes all directly employed staff, including teaching staff but excluding City of London Police Officers.
7. Turnover remains fairly constant at 13.11%, decreasing slightly by 0.89% in the last year.
8. The split of staff by gender is 46.2% female against 53.8% male, with 2.96% of staff declaring a disability.
9. Sickness since the last reporting period has increased slightly to 0.42 although this is below our target of 0.50. Short term sickness is at 0.17% and long term at 0.24%

10. The categorisation of the reasons for sickness has been improved, due in part to manager self-service and the Wellbeing Strategy. This enables us to identify causes and support employees more effectively to prevent or manage absence even further.

11. The top 3 reasons as a percentage of total absence is:

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| a. Anxiety/stress/depression/other psychiatric illness | 19.41% |
| b. Cold/cough/flu (influenza) | 11.26% |
| c. Gastrointestinal problems | 10.06% |
| Total for the top 3 reasons | 40.73% |

12. There have been 28 disciplinary cases in the last year with 6 cases still open. 12 formal grievances have been submitted with 7 open and 274 sick absence cases with 126 still being actively managed. This is in line with the Corporation's average number of cases over the last few years.

13. The Town Clerk's department has a headcount of 393 (367.41 FTE) with a staff turnover higher than the Corporate turnover at 17.5%. Absence in the Town Clerk's is higher than the average at 0.5 but is in line with target.

14. The Comptroller and City Solicitor's department has a headcount of 60 (54.06 FTE) with a low staff turnover of 5.22% Absence in this department is also low at 0.11.

15. Health and Safety KPIs are no longer included in the HR Dashboard and are instead reported on a regular basis to the Health and Safety Committee.

Corporate & Strategic Implications

16. The HR Dashboards provide a key information source for tracking performance and undertaking Workforce Planning both at a Departmental and Corporate level.

Conclusion

17. Members are asked to note this report.

Appendices

Appendix 1 – Corporate Dashboard August 2017

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