



Report to:	Employment and Staffing Committee 09 Nov 2023
Lead Cabinet Member:	Cllr John Williams- Lead Cabinet Member for Resources
Lead Officer:	Jeff Membery- Head of Transformation, HR and Corporate Services

HR Recruitment, Retention and Absence Data – August and September 2023

Executive Summary

Monitoring of absence levels supports the HR team's approach to colleagues' wellbeing.

Review of recruitment and turnover information is critical to ensure that the Council is aware of risk areas. This may be in resourcing and delivering services to the public.

HR Officers review data in this report to inform future policies and highlight areas where early intervention may be needed.

Key Decision

- No

Recommendations

- To note the report.

Reasons for Recommendations

It is important that members are kept up to date with recruitment, retention and absence data.

Details

Recruitment and Turnover

Throughout August the recruitment team advertised 22 job opportunities, which attracted 106 job applications.

1 of the adverts was internal, which has been recruited to as a secondment.

Throughout September the recruitment team advertised 8 job opportunities, which attracted 50 job applications.

2 of the adverts were internal, 1 has been recruited to and 1 is still being advertised.

In August a Customer Contact Advisor role for Transformation (two posts) received 36 job applications and after four interviews was successfully recruited into the two posts (1 internal and 1 external candidate). The Refuse Loader advert received 44 applications and after 20 interviews, 8 new members of their team were recruited.

Survey of those who have been interviewed for a role at SCDC.

Recruitment sent out 73 surveys for feedback in mid-October for some roles interviewed in July and all positions in August and September. We received 21 responses, which is a 29% return rate.

When prompted why the applicants applied for their role, there was a multitude of different responses. The 4-day week trial, pay and reward, a career opportunity and a local government opportunity were all cited between nine and eleven times each. A few respondents also said pensions and the opportunity to work part-time as reasons for their applications.

The online job application process was rated an average of 4.1 out of 5 by all respondents, suggesting that most people had a good experience of using this system. Almost everyone said they were confident they had enough information about their role before the interview.

Four respondents suggested that the recruiting managers didn't give them sufficient information to make them feel it was a suitable role during their interview. One person said this was related to the conduct of a member of the panel, two suggested this was about poor communication and not being told they had been unsuccessful, and one person withdrew from the process for personal reasons.

Only seven respondents were offered the opportunity to receive feedback about their interview. However, all but two respondents would consider applying for the Council again in future. One person cited a lack of timely communication about whether they had been successful whilst the other person believed they had been shortlisted as a result of their gender and that their interview was too long.

The new recruitment module of iTrent has been launched and HR will review how we can send out the surveys at the end of each month using data from the system.

A survey of staff after 3 months - post-induction follow up.

We are collecting data about our employees' induction experience through a quarterly survey. For the period 13th July 2023 to 30th September 2023, we received 16 responses. This was sent to 33 employees.

Almost all of the responses we received were positive about the quality of their inductions into the Council.

All 16 respondents said that the 4-day week trial impacted on their decision to apply and accept their role at the Council. The most common reason was the health and wellbeing benefits, with greater flexibility and the opportunity for agile working being cited slightly less frequently. Only one respondent said that the 4 day-week had a negative impact on them due to the reduced time to learn their role and complete their work. However, they added that they felt the 4-day week was a positive measure overall.

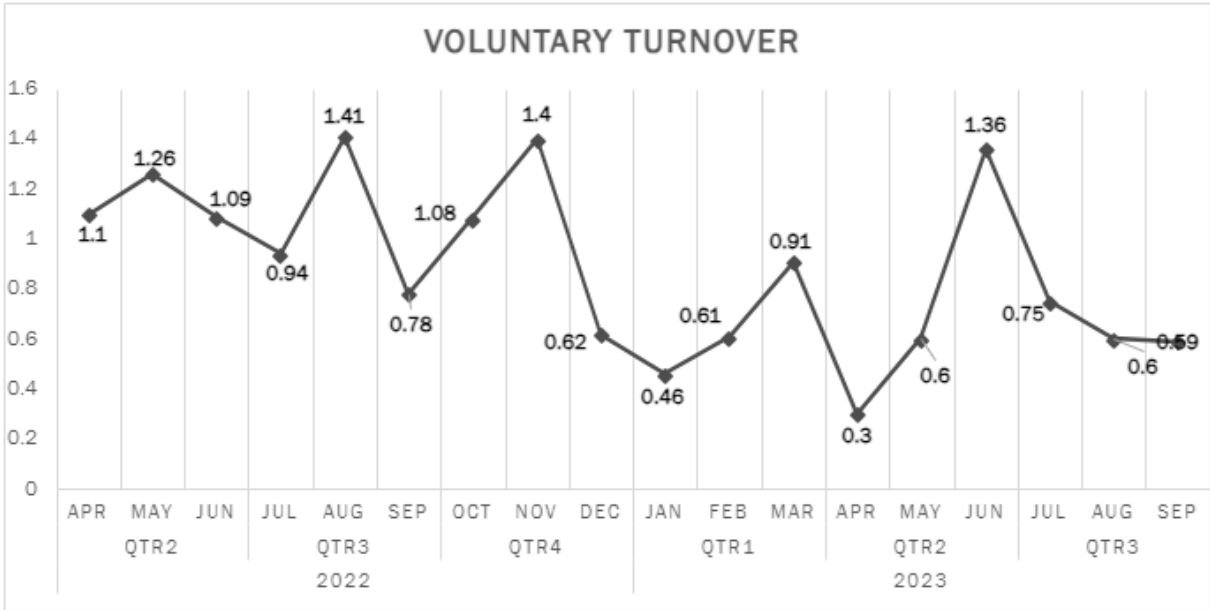
A working group has been set up initially within the HR and Recruitment team to look at improving our induction and onboarding process.

Review of any posts which were not successfully recruited to.

The HR and Recruitment team meet with hiring managers when a role is not successfully recruited to first time. A note is made internally to collate information and also discuss ways to improve the recruitment for the role with the hiring manager.

The new HR software module for recruitment was soft launched in September. There are currently 12 roles being processed through it. We are speaking to managers to gain feedback and are making improvements to the process. This will allow more comprehensive monitoring of our success in recruiting to vacant posts. Data will be extracted from the system for all roles in future, but we are unable to provide further data at this time.

Voluntary Turnover – Chart 2



The voluntary turnover rate fell in August 2023 to 0.6, this and declined again slightly in September 2023 to 0.59. These two months continue the trend of a decline in turnover since June 2023. Four employees accepted a new role with another organisation, two left due to having a career break, one retired and one relocated.

Exit interviews have taken place with all but three voluntary leavers. The feedback from three voluntary leavers was a desire to leave due to a lack of career progression whilst two others left due to taking a career break.

The HR team encourages those leaving to share this information with their manager or allow us to share this information with their manager so that continuous improvement can be sought. On this occasion slightly less than half wished for the exit interview information to remain confidential within HR.

Sickness absence data

Chart 3 – Sick days per FTE (Shared Waste)

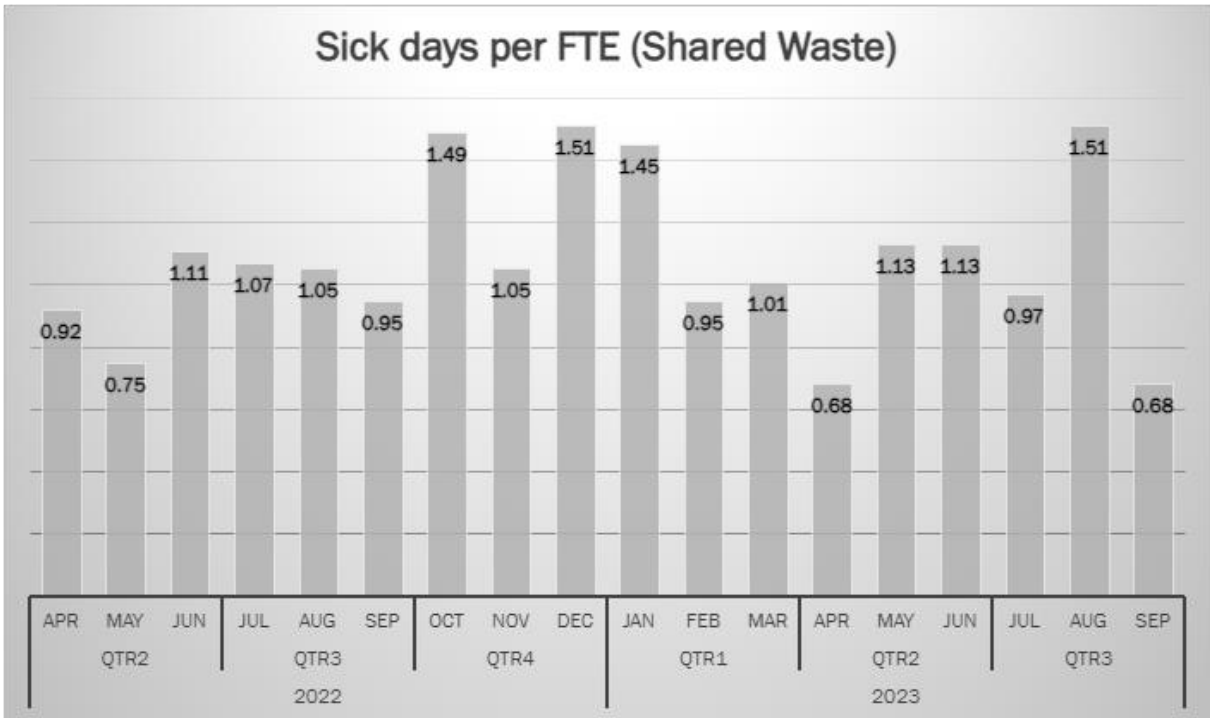


Chart 4 – Sick days per FTE (Council excluding Shared Waste)

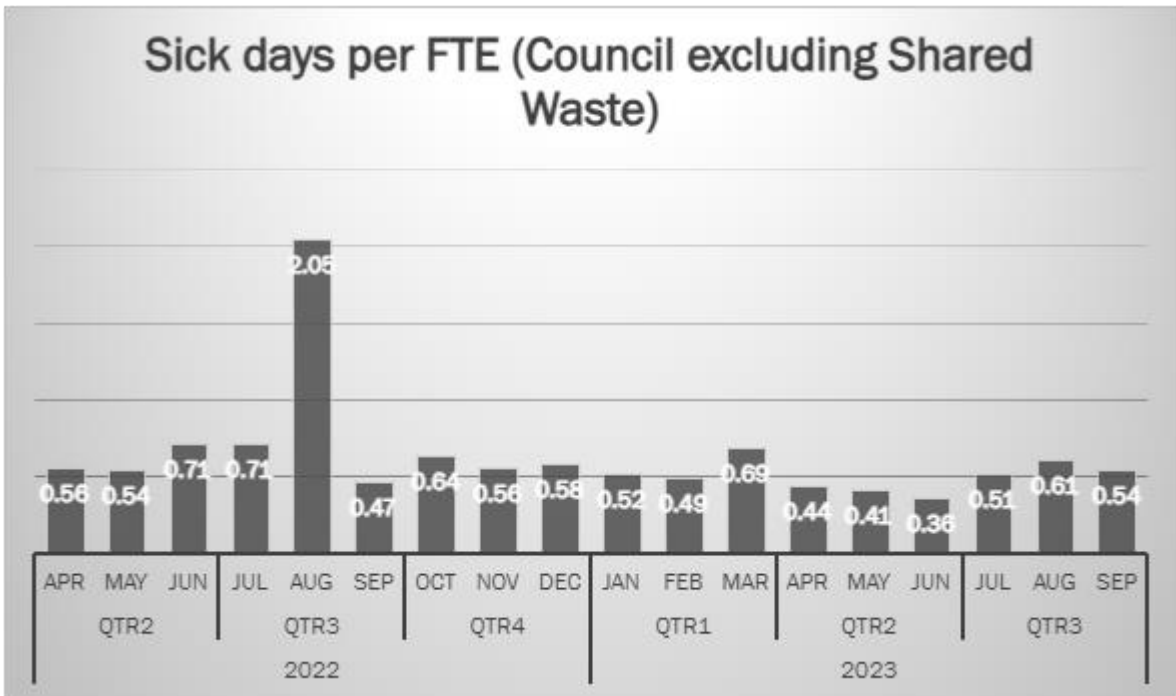


Chart 5 - % of days lost due to sickness – (Council)

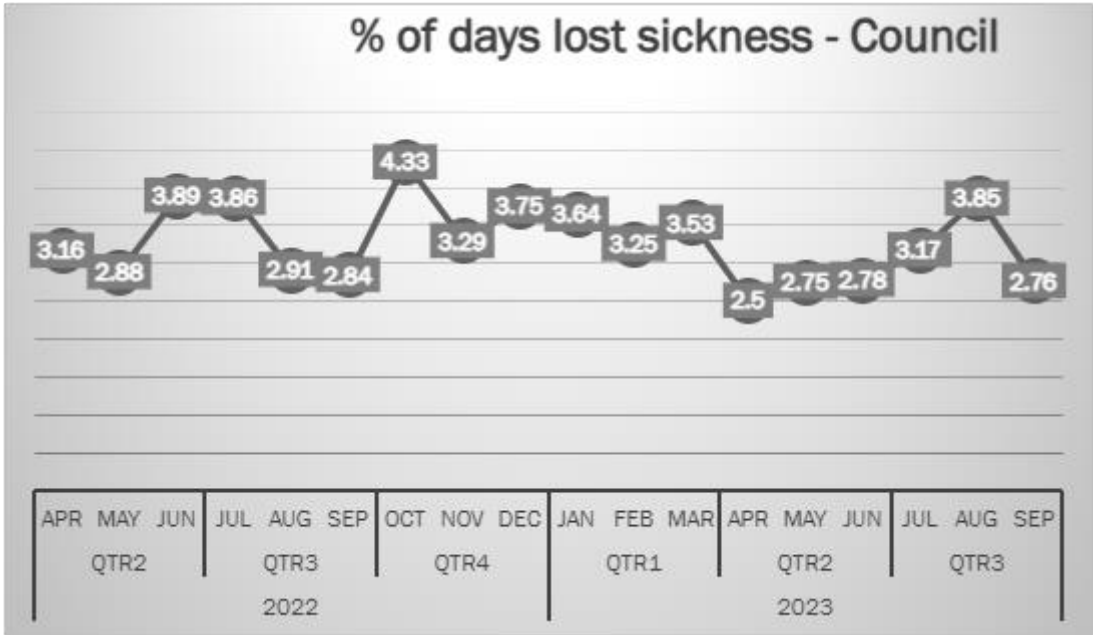
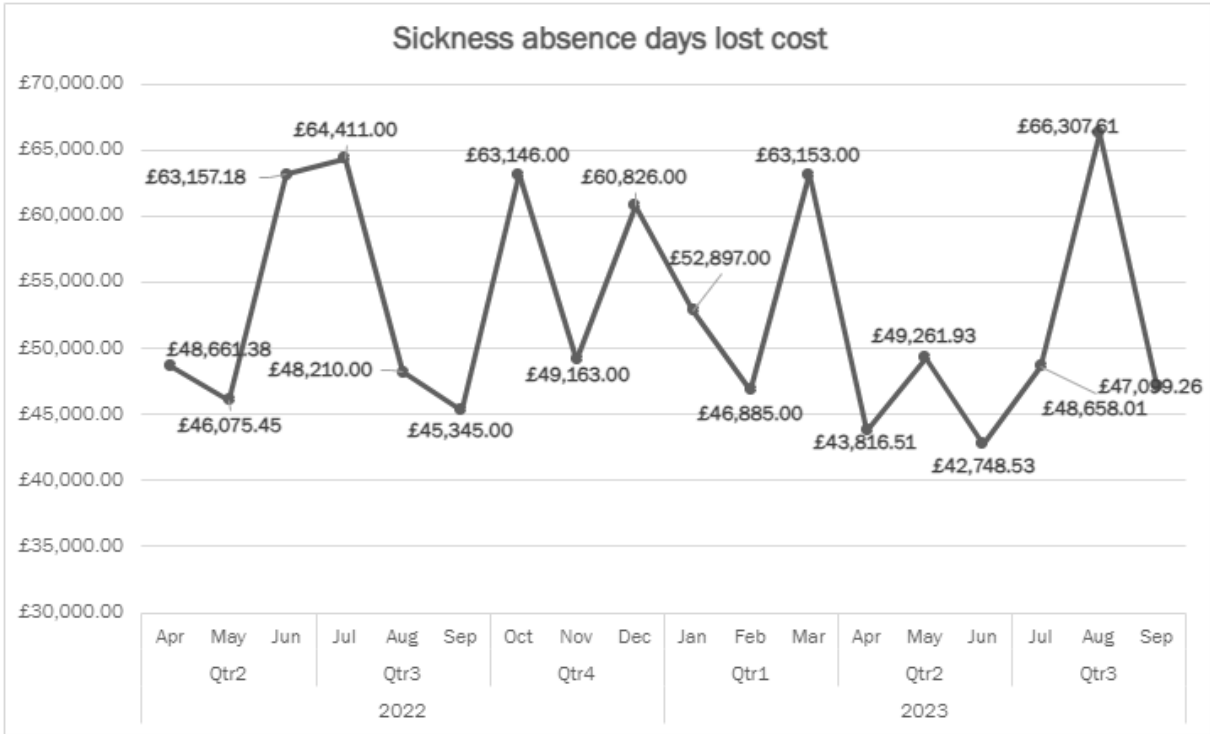


Chart 6 – Sickness absence days lost cost (Council)



As seen in chart 6, the cost to the Council for sickness absence days lost in August was higher than April to July 2023 but this returned to a level comparable with other recent months in September 2023.

The HR team are aware of the need for external benchmarking and are currently exploring options to provide this information corporately.

The latest LGA inform data is for 2021/2022 and stands at a mean of 9.2 days per FTE.

The SCDC data for October 2022 – September 2023 for the Council excluding Shared Waste stands at 6.35. In contrast, the SCDC data for October 2022 – September 2023 for Shared Waste was 13.56.

Period	Sickness Absence Rate		
	Days per person		
	Minimum for East (ADASS Region)	Mean for East (ADASS Region)	Maximum for East (ADASS Region)
2021/22	9.1	9.2	9.3

Implications

Staffing

This report provides data about absence and recruitment both of which are directly relevant to staffing and the work of the Employment and Staffing Committee.

Alignment with Council Priority Areas

A modern and caring Council

The review and response to these statistics helps us to inform policies and support measures for staff and to identify any improvement opportunities.

Background Papers

None

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