

## NOTTINGHAM CITY HOMES

HUMAN RESOURCES  
COMMITTEE  
14 APRIL 2009

### REPORT OF HEAD OF HUMAN RESOURCES

#### PERFORMANCE MANAGEMENT UPDATE - HR

#### 1 SUMMARY

- 1.1 The company has a variety of performance reports which monitor whether appropriate action is taken in a timely manner. This report deals with performance in the Human Resources function.

#### 2 RECOMMENDATIONS

- 2.1 It is recommended that the report is noted.

#### 3 EMPLOYMENT STATISTICS

##### 3.1 Workforce Statistics

- 3.1.1 The first table as shown at Appendix A breaks down all NCH employees by grade, gender, disability and BME background.
- 3.1.2 The first table breaks down all our employees by grade, gender, disability and BME background. In comparison, to the same period last year the overall BME figures show that we employ slightly fewer BME people - 174 compared to 181. We are significantly under represented in Property Services, Finance, Strategy & Partnerships and Organisational Development (Page 2 of Appendix A).
- 3.1.3 We also employ fewer people with a disability - 72 compared to 80 last year. The establishment headcount however is marginally less compared to the same time last year. We employ slightly more women compared to the previous year - 366 at present compared to 361.
- 3.1.4 The number of employees who are City Residents remains almost the same compared to last year.
- 3.1.5 The recruitment freeze has now been suspended and over the last 3 weeks we have released 21 posts totalling 59 vacancies. These are mainly within the Housing Operations and Property Services Directorates. All of these vacancies will feature in the local Arrow publication which reaches all of our tenants. In addition all vacancies have been registered with both the Job Centre and Remploy and we are also working with the Employers Forum on Disability.

3.1.6 27 Apprenticeship vacancies have been released for recruitment and we are working closely with both Stevenson's College and New College Nottingham to appoint to these posts. Both of these colleges are actively undertaking outreach work to under represented groups in addition to residency requirements being applied to these entry level posts.

### 3.2 **Sickness Absence**

3.2.1 Current information is attached at Appendix B. The company target for 31<sup>st</sup> March 2009 was 12 days. Up to the end of February the company average was 13.28 days and it is predicted to end the year at just over 13 days (this equates to a loss of 14,300 working days at a cost of £1.7m). Although this is an improvement on the year end figure of 08/09, which was 15.49 days, it still falls short of the company's target of 12 days. Measures have been put in place to reduce sickness absence to an aspirational target of around 10 days for 2009/10. This matter is subject of a separate report. Long terms sickness absence continues to be a concern at 8.75 days compared to 4.4 days for short term sickness absence.

3.2.2 We currently have 29 long terms sick cases of which 7 have been referred to Occupational Health and may lead to dismissal or ill health early retirement. 1 long term sick employee was dismissed on a disciplinary matter.

### 3.3 **Disciplinary Casework**

3.3.1 From April 2008 to March 2009 there were 31 disciplinary cases involving 38 members of staff (including 6 cases involved in the DA report). The average number of days to close a case was 119. 21 cases have been closed. 17 cases have not been concluded yet. Of the 38 individual cases the case evaluation is as follows:-

- 17 individual cases still ongoing
- 8 No cases to answer
- 3 resigned before investigation taking place
- 4 dismissals
- 5 Final warnings
- 1 Written warning

3.3.2 Out of the 38 individual cases 13 have been suspended 6 of which are as a result of the DA report. The ethnicity, gender and disability breakdown is as follows:-

<b>Ethnicity</b>		<b>Gender</b>		<b>Disability</b>	
A1	1	Female	13	No	34
B1	13	Male	25	Yes	4
C2	1				
W1	23				
<b>Total</b>	<b>38</b>		<b>38</b>		<b>38</b>

An equality impact assessment will be carried out and the findings will be reported to a future HRC meeting.

### 3.4 **Grievance Casework**

3.4.1 In the preceding year there were been 46 grievances involving 64 individuals. 21 cases have been concluded with an average number of days to complete at 62.

3.4.2 The ethnicity, gender and disability breakdown is as follows:-

<b>Ethnicity</b>		<b>Gender</b>		<b>Disability</b>	
B1	6	Female	8	No	58
W1	58	Male	56	Yes	6
<b>Total</b>	<b>64</b>		<b>64</b>		<b>64</b>

There doesn't appear to be any disproportionality in the grievance case work. 2 of the 6 disabled employee's grievances were related to their disability.

3.5 Within the last 12 months we had received 6 ET claims. 1 was settled, 1 went in favour of the employee, 1 in favour of NCH and 3 are still to be heard.

## 4 **OTHER INITIATIVES**

### 4.1 **E Recruitment**

4.1.1 The SLA with the City Council for the initial stages of the recruitment process ended in December 2008. Since then we have been working with Tribal to develop our own e-recruitment process. The new system has been live since the recruitment freeze was suspended, which was the beginning of March. We are now self sufficient for all of the recruitment process from initial enquiries and handling applications to appointment.

4.1.2 The benefits have been enormous, not only financially where we are saving around £50k per annum, but the site also enables us to promote our benefits as an employer of choice independent of NCC. We have had over 10,000 hits since e-recruitment went live on the 3<sup>rd</sup> March and we currently have 1,940 registered candidates for 58 vacancies. At any time we can monitor the interest in all of our vacancies and accurately monitor all applications in terms of ethnicity, gender and disability and applicants can apply both on line and by hard copy.

### 4.2 **Occupational Health**

4.2.1 The provision of service under NCC ended on the 31<sup>st</sup> March 2009. A tendering process commenced in January with an award of contract in early March. There were 27 expressions of interest with 7 of those submitting a bid. 4 were short listed and the contract was awarded to the Engineering Employers Federation (EEF).

- 4.2.2 The new contract incorporates an Employee Assistance Programme (EAP) whereby employees, and their immediate families, can phone a 24/365 day helpline for telephone advice or counselling ranging from debt, relationship counselling to health/education advice and concerns.

#### 4.3 **ACORN (Employee) Benefits**

This scheme was introduced in October 2008. It offers savings on weekend breaks, theatre tickets, high street vouchers and much more. On 1<sup>st</sup> April this year we added taxable benefits to the scheme which include Childcare Vouchers, bicycle loans and bus travel loans. An update on the interest in these schemes will be reported in July 2009.

#### 4.4 **Concessionary Days**

- 4.4.1 In January 2009 NCH informed employees that it was proposed to consolidate the 4 concessionary days into their annual leave entitlement with effect from 1<sup>st</sup> April 2009 and that we would open for business on these days.

- 4.4.2 The Trade Unions are balloting their members on this change week commencing the 20<sup>th</sup> April. It is intended, however, that we will be open for business on Tuesday 14<sup>th</sup> April. Some buildings may not be open where there are possible constraints with the City Council, as they do not intend to consolidate concessionary days until mid way through the year.

### 5 **OTHER OPTIONS**

- 5.1 None

### 6 **FINANCIAL AND RISK IMPLICATIONS**

- 6.1 Detailed employment management information will assist financial planning.

### 7 **IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES**

- 7.1 Effective management of people has a positive impact on NCH's performance, as well as on related Key Lines of Enquiry (KLOEs).

### 8 **VALUE FOR MONEY AND EFFICIENCY ISSUES**

- 8.1 People are one of NCH's biggest costs and their effective management is key to the performance of the company.

### 9 **EQUALITY AND DIVERSITY IMPLICATIONS**

- 9.1 Effective performance monitoring will assist the company eliminate equality and diversity concerns.

**10 BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS  
REFERRED TO IN COMPILING THIS REPORT**

10.1 None

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