




# Wolverhampton City Council Cleaning Service

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# Building Cleaning – Most Improved Authority 07/08

- ✓ Reduction in Leavers
  - ✓ Quality Assurance & Consultation
    - ✓ People Management
      - ✓ **Staff Absence Levels**



# Absence Levels


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**05/06**      **06/07**      **07/08**

<b>All employees</b>	<b>8%</b>	<b>5%</b>	<b>4.9%</b>
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<b>Front Line Staff</b>	<b>6%</b>	<b>5.10%</b>	<b>5%</b>
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# Management of Attendance Prior to 06/07

- Lack of support from HR
- Confrontation
- Procedures Not Followed



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# Management of Attendance Now

- Staffing Officer
- Closer working relationship with HR
- Better monitoring and reviewing
- Availability and access to data


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# Short-Term Absence

- 10 days absence within a 12 month period
- 3 separate occurrences of absence within a 6 month period
- Managers provided with schedules of sickness absence on a regular basis
  - Stage 1
  - Stage 2
  - Stage 3
  - Stage 4



# Long-Term Absence

- 20 or more consecutive working days
  - Usually continuous and unbroken
  - Requires good management practice
  - Stage 1
  - Stage 2
  - Stage 3
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# Help and Support

- Physiotherapy
- Counselling
- Bereavement
- Stress
- Alcohol dependency

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# Training

- Induction Training
- Lifting & Manual Handling
- Fire Safety Awareness
- Bullying & Harassment
- NVQ Level 2

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# Communication

- IIP
- EPRS
- Newsletter
- Site Audits

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Thank you for listening

Any Questions?

