

1. INTRODUCTION – Workforce Information Report Q4 2004/05

This report details key trust workforce data for Q4 2004/05. The workforce report highlights main workforce profile features of the trust, including staff in post numbers, labour turnover rates and sickness rates. As previously outlined to the Board, the workforce reports will continue on a quarterly basis.

- 1.1 The report highlights the following key workforce statistics.
- At Q2 2004/05 the total staff in post numbered 4607. This is an increase of 203 staff or 4% of the workforce since Q2 2003/04.
 - Labour turnover is 12.7% compared to approx 11% approximately one year ago
 - Sickness absence is currently 4.8%, which equates to an average of 11 days lost per member of staff each year.

2. WORKFORCE DATA

- 2.1 The table below summarises the key workforce data by Trust from Q4 2001/02 to Q3 2004/05. Additional data is given in appendix 1.

| <i>Trust</i> | <i>Staff in Post</i> 2001 - 2002 | <i>Turnover (12 month average)</i> (ii) | <i>Sickness Rate (12 month cumulative to Q4)</i> (iii) |
|--------------------------|-------------------------------------|--|---|
| Quarter 4 2001/02 | 4057 | 17.4% | 5.2% (11.7 days) |
| Quarter 1 2002/03 | 4087 | 17.2% | 4.8% (10.9 days) |
| Quarter 2 2002/03 | 4056 | 17.0% | 4.9% (11.1 days) |
| Quarter 3 2002/03 | 4193 | 15.2% | 4.8% (10.8 days) |
| Quarter 4 2002/03 | 4229 | 13.3% | 4.7% (10.7 days) |
| Quarter 1 2003/04 | 4309 | 12.8% | 4.8% (10.7 days) |
| Quarter 2 2003/04 | 4307 | 12.30% | 4.8% (10.7 days) |
| Quarter 3 2003/04 | 4423 | 11.78% | 5.0% (11.3 days) |
| Quarter 4 2003/04 | 4496 | 11.1% | 5.0% (11.3 days) |
| Quarter 1 2004/05 | 4575 | 12.69% | 4.92% (11.1 days) |
| Quarter 2 2004/05 | 4607 | 12.69% | 4.86% (11 days) |

(i) Staff in post as measured at the end of the month This figure excludes staff employed by Primary Care Trusts, external organisational providers or those employed as bank or agency staff .

- (ii) *Labour turnover – measures the rate at which staff are leaving the trust. Labour turnover uses the numbers of leavers from the trust over the last 12 months expressed as a percentage of average numbers of staff in post. This excludes medical staff, as planned rotations for junior medical staff skew data.*
- (iii) *Sickness rates are based on the numbers of working days lost due to sickness over the last 12 months. Days lost per employee are based on days lost over the last 12 months divided by the average numbers of staff in post.*

3. Main Workforce Indicators

3.1 Establishment level: Appendix 1

- Appendix 1a 'Establishment levels – staff in post and vacancy factor'. This chart shows that establishment levels have consistently increased over the last year. Staff numbers have increased, but vacancy levels have remained broadly consistent, however they are beginning to level off. Establishment levels have been calculated by adding the trust vacancy factor onto staff in post levels.
- Appendix 1b outlines trust labour turnover. This has declined over the last 3 years from 17.8%, to 12.7%. This is in line with the trust's requirement to reduce turnover on a year-by-year basis.
- Appendix 1c outlines trust sickness rates, which show a small reduction.
- Appendix 1d shows trust bank and agency finance expenditure, which shows reductions in expenditure on bank and agency staff. As staffing trends become more apparent, it is expected that as staffing levels increase, and trust vacancies and sickness levels reduce, expenditure on agency staff will decline.

3.2 Labour Turnover (non-medical staff): Appendix 2,

- As noted in 3.1 above overall turnover (i.e. all leavers measured over the last 12 months) at West Hertfordshire Hospitals is currently 12.7%. This is a slight increase from the 11.3% reported around one year ago, but still below the average for Beds and Herts.
- Appendix 2 details turnover rates for nursing staff. Registered qualified nursing staff have continued to reduce, from over 24% in June 1998 to approx. 15.0% currently (appendix 2).
- Overall nursing turnover rates have continued to fall.
- Appendix 6a and 6b shows nurse vacancy data for West Herts as at September 2004.

3.3 Sickness Absence: Appendix 3

- Sickness rates are being reported monthly on a trust wide basis.
- The actual annual rate is approx. 11 days sickness per member of staff (4.9%).
- A recent report to the Welsh Assembly quoted NHS sickness rates as 4.7% nationally. Sickness rates by department are calculated for divisional managers.
- Appendix 3 shows sickness rates across Hertfordshire.
- Appendix 7 shows sickness rates by division.

4 PROFILE DATA: Appendix 4a,b,c

- Appendix 4a, and 4b show age profiles, and grade profiles.
- Some of the main features of this data show that approx. 27% of staff are over the age of 50.
- Nearly a third of staff are registered nursing staff. The second largest proportion of staff are clerical staff and senior managers who account for just over a quarter of the workforce.
- Appendix 4c shows the latest ethnicity data available, following the trust's drive to contact all staff members for equal opportunities data in July this year. The trust has valid ethnicity records for 79% of staff. The remainder have chosen not to disclose their ethnicity.

5. Benchmarking Data. Appendix 5

- Appendix 5a Shows the main workforce indicators across Bedfordshire and Hertfordshire as at Q1 2004/05.
- West Hertfordshire Hospitals has a labour turnover rate that is below the average across Bedfordshire and Hertfordshire (12.7%).
- Sickness rates (as at Q2) of 4.9% are slightly above the average of 4.3%, but it should be recognised that some organisations under-report their sickness rates.
- Vacancy rates (7.1% of staff in post) are higher than the average across Beds and Herts. There is some additional work being undertaken to improve the accuracy of vacancy data and this will be highlighted for future reports.
- Appendix 5b shows the headcount numbers across Bedfordshire and Hertfordshire.

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