



Social Security Scotland
Tèarainteachd Shòisealta Alba

Social Security Scotland People Report

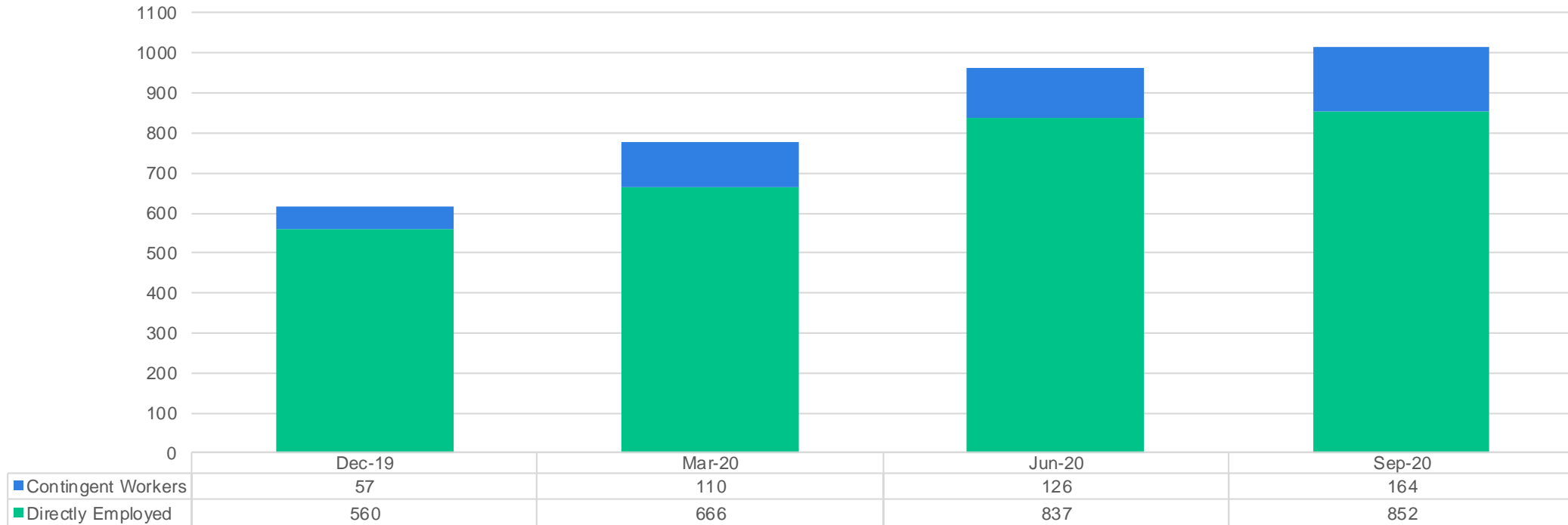
Executive Advisory Board

Key Activities

- These slides will highlight some key people data metrics as at 30 September 2020 which is the last published quarterly data
- Information on ongoing work to recruit and support during continued homeworking has also been provided

Headcount

Social Security Scotland Headcount



- The number of colleagues in Social Security Scotland is increasing in line with workforce plans
- Level of contingent labour is due to the initial peaks created by Scottish Child Payment launch
- Social Security Scotland will continue to grow throughout 2021/22

Resourcing

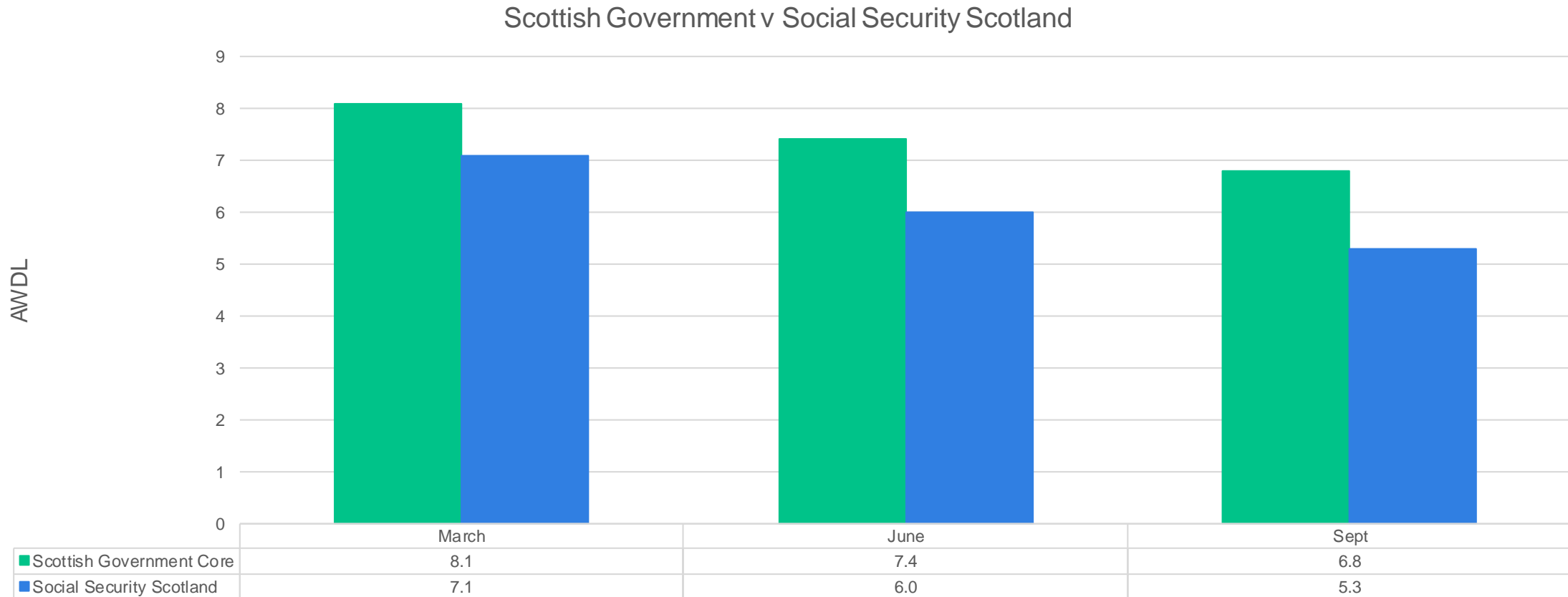
- Since lockdown began in March 2020 we have welcomed over 500 new colleagues.
- Interviews have moved online with support and reasonable adjustments available for those who need it.
- We are implementing an online pre-employment system in January 2021. This will significantly reduce the amount of time that pre-employment checks take, allowing successful candidates to join us more quickly.
- Campaigns for roles to support the launch of Child Disability Payment will begin shortly and continue into Spring 2021. Candidate workshops will be recorded and made available for candidates online to access when needed – this will allow resourcing to focus our live delivery on partnership organisations, supporting candidates who need additional support directly.

Learning

- Since September, we have completed new entrant training for 215 new Client Advisors.
- These new entrants have had full 4-week learning programmes delivered completely remotely through digital classes.
- Evaluation of feedback shows trainees have been overwhelmingly positive about their training experience.
- Since October, 442 existing colleagues have completed training for Scottish Child Payment.
- We have developed and delivered new learning programmes for Child Winter Heating Assistance, Multi Agency Public Protection Arrangements, Trade Union Engagement and Partnership workshops and are developing training materials for disability benefits.
- We have an ongoing programme of review of existing training materials to ensure they reflect current guidance and meet our high quality standards.

Average Working Days Lost (AWDL)

Working days lost have continued to decline from 7.1 days in March 2020 to 5.3 days in September 2020



Average Working Days Lost (AWDL)

Other Scottish Government Agency Comparison Data

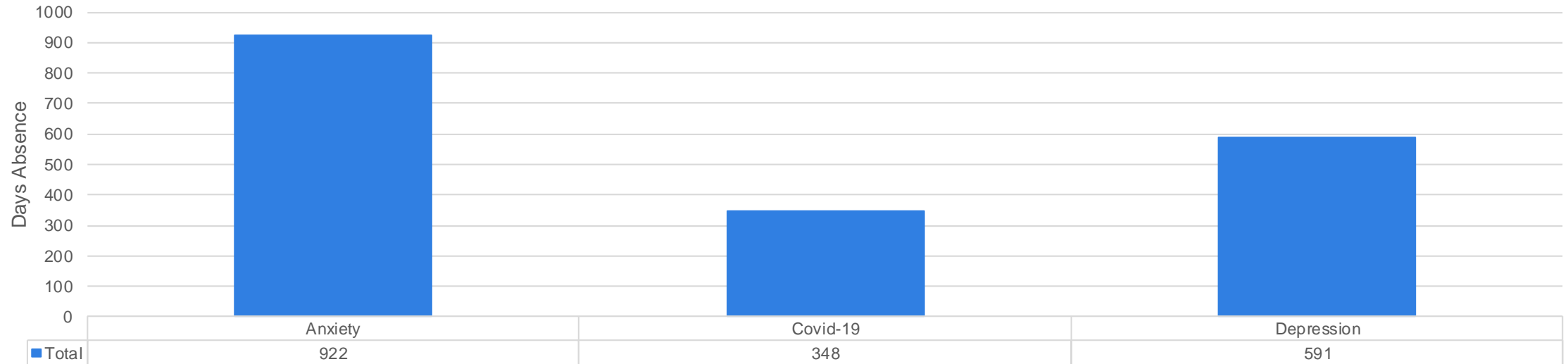


Comparison Data

- Executive Advisory Body have been keen to see comparisons with other areas than Scottish Government.
- Data from agencies within the Scottish Administration who have over 400 staff shows that our average working days lost is lower than that of these other agencies.
- Wider data is difficult to come by as Cabinet Office now only produce information on working time lost on an annual basis and this is still awaited for the period up to March 2020.
- Information from an XpertHR survey in 2019 showed an average of 6.4 days absence which can be broken down into 7.5 days per year in the public sector and 5.7 days in the private sector. However, clearly Covid has significantly impacted on workplaces since 2019 so it is difficult to draw precise comparisons.
- The latest Office for National Statistics data shows 2.8% of working time lost in the public sector in the period April – June 2020, up 0.2% from the same period in 2019.

Main Reasons for Sick Absence

Top 3 Reasons for Sick Absence
01/01/20 – 29/12/20



Details of Covid related absences show that the highest numbers were recorded in the first quarter and have begun to rise again in quarter 4.

- Quarter 1 153
- Quarter 2 84
- Quarter 3 15
- Quarter 4 96

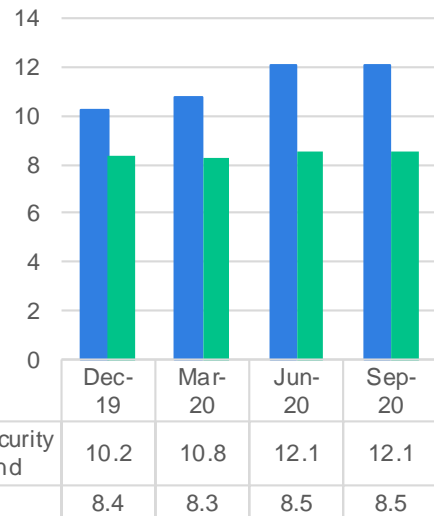
People Advice have support mechanisms in place for managers and individuals when absences are reported in e.HR.

Support from People Advice

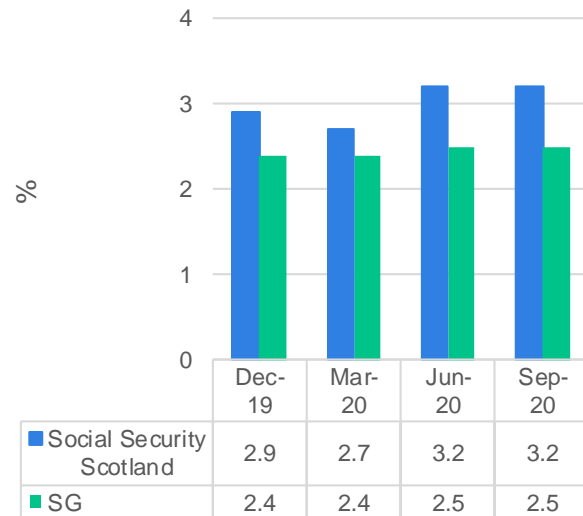
- Early Support Programme – contact with managers at the earliest stage of any absence to ensure all support in place for individual
- We have run support sessions for managers of new entrant staff brought in during Covid-19
- We have delivered awareness sessions on the Employee Assistance Programme and Optimise Healthcare
- We have developed and delivered Mental health sessions including– How to Avoid Burnout and Manage Fatigue and ran events for National Worklife Balance Week
- Tailored Resilience support is being developed based on People Survey Results
- A Winter Support Programme has been developed for delivery in January 2021
- We are building intelligent kindness into our guidance for Monthly Conversations

Diversity

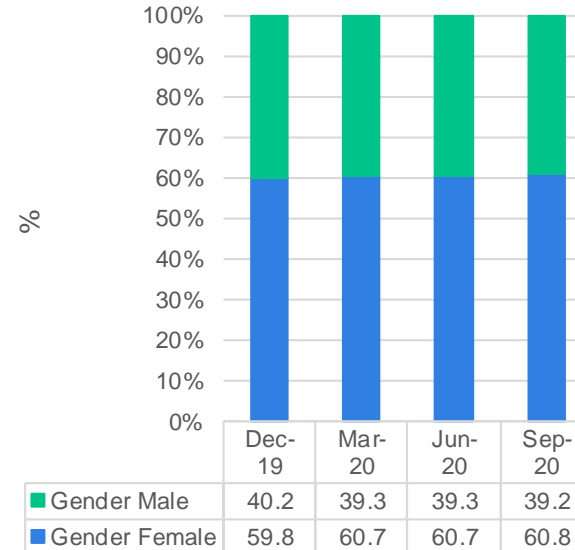
Percentage of People with Disabilities



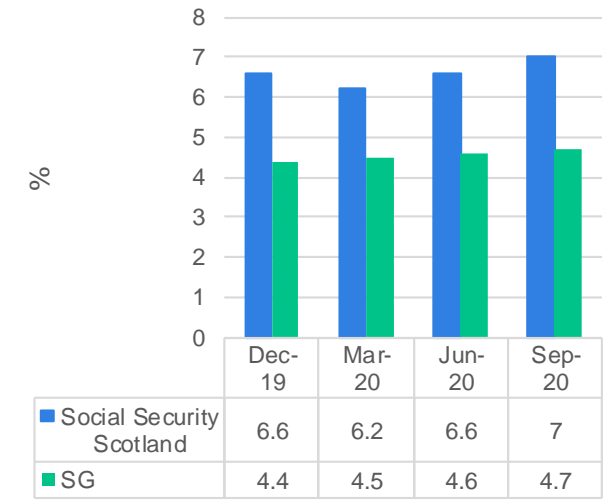
Percentage of People from Ethnic Minority Backgrounds



Percentage Gender Split



Percentage of People Identifying as LGBTQ



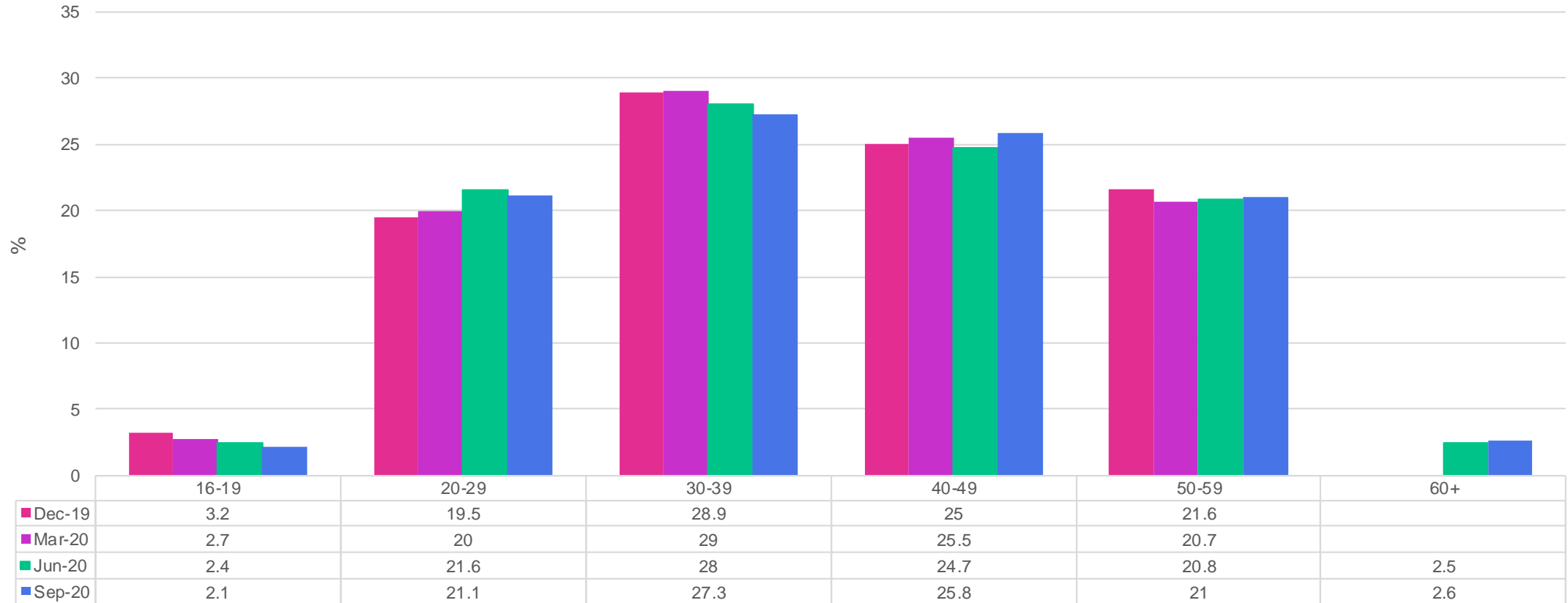
- This slide presents key diversity data over the past 4 quarters. Representation of people with disabilities and people from ethnic minority backgrounds is on an upwards trend.
- Resourcing teams continue to proactively engage with stakeholders representing these groups
- Diversity forms a key element of People Plan

Diversity Data

- Work continues to identify ways of ensuring that our workforce is reflective of the client base we serve. Covid has shown us that we can work in a variety of ways which we had not previously considered and we will think about what we have learned from this experience which we can take into future plans and which may help us to attract applicants from a wider variety of backgrounds.
- Figures show different fluctuations over the reporting period but are consistently higher than data reported for Scottish Government. We continue to work to improve data collection to make sure we have an accurate picture of our workforce to inform our activity.

Age Profile

Age Profile (%)



Age Profile and Covid

- Around 77% of the workforce is under 50, with 50% of the workforce being under 40.
- Whilst this means that the majority of our staff are at a lower risk from Covid, it also means that with Covid vaccines being rolled out to priority groups, it is likely to be some time before a return to offices is possible even if current restrictions are eased.
- Work is therefore ongoing to make sure that we can continue to recruit, train and develop our staff to deliver both existing and new benefits at scale during 2021.