

## Notice of Meeting and Agenda Joint Consultative Board (Non-Teaching)

Date	Time	Venue
Wednesday, 27 March 2019	15:30	Corporate Meeting Room 2, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM  
Head of Corporate Governance

### Membership

Councillor Tom Begg: Councillor Jim Harte: Councillor Jim Paterson:  
Councillor Andy Steel (Convener): Councillor John McNaughtan (Depute Convener):

### Representing APT&C Staff

M Ferguson (and 5 APT&C Staff)

### Representing Manual Workers

Manual Spokesperson (and 4 Representatives of Manual Trade Unions)

### Further Information

This is a meeting which is open to members of the public.

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online at <http://renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx>

For further information, please either email [democratic-services@renfrewshire.gov.uk](mailto:democratic-services@renfrewshire.gov.uk) or telephone 0141 618 7112.

### Members of the Press and Public

Members of the press and public wishing to attend the meeting should report to the customer service centre where they will be met and directed to the meeting.

## Items of business

### Appointment of Chairperson

### Apologies

Apologies from members.

### Declarations of Interest

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

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|----------|-------------------------------------------------------------------------------------------------------------------|----------------|
| <b>1</b> | <b>Minutes of Previous Meetings</b>                                                                               | <b>3 - 10</b>  |
|          | Submit minutes of meetings of the Joint Consultative Board: Non Teaching held on 14 November and 12 December 2018 |                |
| <b>2</b> | <b>Environment &amp; Infrastructure - Review of Soft and Hard Facilities Management</b>                           |                |
|          | Issue raised by UNISON.                                                                                           |                |
| <b>3</b> | <b>Adult Services - Home Care Workers : Access to break facilities</b>                                            |                |
|          | Issue raised by UNISON.                                                                                           |                |
| <b>4</b> | <b>Children' Services - ASNA Review and Administration of Medicines</b>                                           |                |
|          | Issue raised by UNISON.                                                                                           |                |
| <b>5</b> | <b>Developments in Health, Safety and Wellbeing</b>                                                               | <b>11 - 16</b> |
|          | Report by Director of Finance & Resources.                                                                        |                |
| <b>6</b> | <b>Details of Grievances</b>                                                                                      | <b>17 - 18</b> |
|          | Report by Director of Finance & Resources.                                                                        |                |
| <b>7</b> | <b>Agency Workers</b>                                                                                             | <b>19 - 20</b> |
|          | Report by Director of Finance & Resources.                                                                        |                |
| <b>8</b> | <b>Date of Next Meeting</b>                                                                                       |                |
|          | The next meeting will be held at 3.30 pm on Wednesday 5 June 2019                                                 |                |

## Minute of Meeting

### Joint Consultative Board (Non-Teaching)

Date	Time	Venue
Wednesday, 12 December 2018	15:00	Corporate Meeting Room 2, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

#### Present

Representing Renfrewshire Council Management - Councillors T Begg, J Paterson and A Steel.

Representing Trade Unions – J Boylan and M McIntyre (both UNISON); and R Stewart (GMB).

#### In Attendance

G McKinlay, Head of Schools (Children's Services); D Gillies, Head of Facilities Management (Environment & Infrastructure); R Laouadi, HR Manager, R Cree, OD & Workforce Planning Manager, S Fanning, Principal HR Adviser (Health Safety and Absence) and D Low, Senior Committee Services Officer (all Finance & Resources); and P McCulloch, Head of Health and Social Care (Paisley), Health and Social Care Partnership.

## **Apologies**

Councillor McNaughtan; M Ferguson, S Hicks and L Glover (all UNISON) and S McAllister (GMB).

## **Declarations of Interest**

There were no declarations of interest intimated prior to the commencement of the meeting.

## **Appointment of Chairperson**

It was proposed and agreed that John Boylan (UNISON) chair the meeting.

**DECIDED:** That John Boylan chair the meeting.

### **1 Minute of Meeting**

There was submitted the Minute of the meeting of the Joint Consultative Board: Non-teaching held on 5 September 2018.

**DECIDED:** That that Minute be noted.

### **2 Developments in Health, Safety and Wellbeing**

There was submitted a report by the Director of Finance & Resources relative to developments in relation to health, safety and wellbeing issues.

The report detailed training undertaken, policies and guidance currently under review and outlined support provided to Services to assist with (i) the Healthy Working Lives Gold award training on Mental Health First Aid; (ii) the review of fire arrangements for Renfrewshire House and (iii) the evaluation of contractors health and safety documentation submitted as part of the procurement process. Updates were provided in respect of Freedom of Information enquiry information, the Corporate Health and Safety Committee and partnership working.

**DECIDED:** That the report be noted.

### **3 Details of Grievances**

There was submitted a report by the Director of Finance & Resources relative to the number of grievances received.

The report provided information on grievances at both the informal and formal stages. The report indicated that there was a total of 10 grievances as at December 2018, which was no change from the previous report considered by the Board.

**DECIDED:** That the report be noted.

## **Sederunt**

Councillor Begg entered the meeting during the following item of business.

### **4 Agency Workers**

There was submitted a report by the Director of Finance & Resources relative to the number of agency staff employed within the Council as at December 2018 and detailing the capacity and service in which they were engaged. The report advised that as at the end of December 2018, 67 agency workers were employed across all services.

**DECIDED:** That the report be noted.

### **5 Date of Next Meeting**

**DECIDED:** It was noted that the next meeting of the Joint Consultative Board Non-Teaching was scheduled to be held at 3.30 pm on Wednesday, 30 January 2019.



## Minute of Meeting Joint Consultative Board (Non-Teaching)

Date	Time	Venue
Wednesday, 14 November 2018	15:00	Corporate Meeting Room 2, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

### Present

Representing Renfrewshire Council Management - Councillors T Begg, J Harte, J McNaughtan and A Steel.

Representing Trade Unions – M Ferguson, J Boylan and S Hicks (UNISON); and J McMenemy (GMB).

### Apology

Councillor J Paterson.

### In Attendance

G McKinlay, Head of Schools (Children Services); D Gillies, Head of Facilities Management (Environment & Infrastructure); R Laouadi, HR Manager, R Cree, OD & Workforce Planning Manager, S Fanning, Principal HR Adviser (Health Safety and Absence) and R Devine, Senior Committee Services Officer (all Finance & Resources); and P McCulloch, Adult Services Manager, Renfrewshire Health and Social Care Partnership.

### Declarations of Interest

There were no declarations of interest intimated prior to the commencement of the meeting.

## **1 Appointment of Chairperson**

It was proposed and agreed that Councillor Steel chair the meeting.

**DECIDED:** That Councillor Steel chair the meeting.

## **2 Developments in Health, Safety and Wellbeing**

There was submitted a report by the Director of Finance & Resources relative to developments in relation to health, safety and wellbeing issues.

The report detailed training undertaken, policies and guidance currently under review and outlined support provided to Services to assist with (i) the retention of accreditation to BS OHSAS 18001-2007; (ii) the review of fire arrangements for Renfrewshire House and (iii) the evaluation of contractors' health and safety documentation submitted as part of the procurement process. It was highlighted that the Asbestos at Work guidance had been approved at the meeting of the Finance, Resources & Customer Services Policy Board held on 14 November 2018. Updates were provided in respect of the Healthy Working Lives initiative, Freedom of Information enquiry information, the Corporate Health and Safety Committee and recent specific incidents where the section had supported services to ensure learning from the incidents was shared. It was noted that the Fireworks event had been cancelled.

Following discussion regarding the evaluations undertaken in relation to the procurement process it was confirmed that advice and guidance was provided by the Council to contractors who required to improve their health and safety documentation and practices, after which they could resubmit their tenders.

**DECIDED:** That the report be noted.

## **3 Absence Statistics**

There was submitted a report by the Director of Finance & Resources relative to the Council's absence statistics for the period 1 July to 30 September 2018. The report provided information in relation to absence targets and how services and categories of staff had performed against them. An analysis of the reasons for absence for the period was included in the report. Information was also provided on supporting attendance activity levels by service and costs of sick pay and the overall number of days lost during Quarter 2, ending 30 September 2018 and for the equivalent quarters in previous years.

A summary of recent and planned actions implemented to improve absence performance was provided. There followed discussion in connection with the HEADTORCH intervention programme, the desirability of refocussing management of 'longer-term' absences, recognition of work-related stress and measures to support staff and addressing perceived barriers to staff returning to work as soon as possible, such as detriment to employees resulting from a phased return to work. It was agreed that consideration be given to making a presentation to a future meeting of the JCB Non-Teaching regarding the HEADTORCH programme and that the other issues raised be progressed via the trade union liaison meetings.

**DECIDED:** That it be noted that the report reflected the absence statistics for the



period 1 July to 30 September 2018.

#### **4 Details of Grievances**

There was submitted a report by the Director of Finance & Resources relative to the number of grievances received.

The report provided information on grievances at both the informal and formal stages. The report indicated that there was a total of 10 grievances as at November 2018, which was a decrease of two from the previous report considered by the Board.

**DECIDED:** That the report be noted.

#### **5 Apprenticeships - Number and Type**

Under reference to item 5 of the meeting of the Board held on 5 September, 2018 there was submitted a report by the Director of Finance & Resources relative to the number and type of apprentices employed by the Council. The report indicated that as at the end of September 2018, 23 apprentices were employed by the Council. There followed discussion regarding the current gender imbalance in relation to apprentices employed by the Council and initiatives previously employed to address the situation.

**DECIDED:** That the report be noted.

#### **6 Agency Workers**

There was submitted a report by the Director of Finance & Resources relative to the number of agency staff employed within the Council as at September 2018 and detailing the capacity and service in which they were engaged. The report advised that as at the end of September 2018, 60 agency workers were employed across all services.

**DECIDED:** That the report be noted.

#### **7 Managing Violence and Aggression in Educational Establishments**

The UNISON representatives expressed concern in relation to the consultation process adopted prior to approval of the Managing Violence and Aggression in Educational Establishments.

It was highlighted that it was unacceptable that although UNISON represented a range of staff employed in various educational establishments the trade union had not been involved in the consultation process. The Head of Schools (Children's Services) apologised for the oversight in not involving UNISON in the process and provided a commitment that all trade unions would be invited to participate in the consultation process when future new/revised policies were developed.

Specific concerns were outlined regarding the application and awareness of the Managing Violence and Aggression in Educational Establishments policy and it was agreed that these be noted and that 'off-table' discussions be entered into to allay concerns raised regarding the alleged discouragement by management of the

reporting/logging of violent and aggressive incidents.

**DECIDED:** That the concerns outlined regarding the Managing Violence and Aggression in Educational Establishments policy be noted and that 'off-table' discussions be entered into to allay concerns raised regarding the alleged discouragement by management of the reporting/logging of violent and aggressive incidents.

## **8 Review of Hard and Soft Facilities Management**

The UNISON representatives expressed concern in relation to the lack of consultation with and information provided in terms of the ongoing review of Hard and Soft Facilities Management.

It was acknowledged by management that there had been issues in relation to the scheduling of meetings with the trade unions. Following a general discussion regarding the nature of information sought by UNISON it was agreed that a meeting be arranged and UNISON and the other trade unions with an interest be invited to attend.

**DECIDED:** That the concerns outlined be noted and arrangements made to convene a meeting with the trade unions in relation to the review of Hard and Soft Facilities Management.

## **9 Date of Next Meeting**

**DECIDED:** It was noted that the next meeting of the Joint Consultative Board Non-Teaching was scheduled to be held at 3 pm on Wednesday, 12 December 2018.



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**To:** Joint Consultative Board: Non-Teaching

**On:** 27 March 2019

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**Report by:** Alan Russell, Director of Finance and Resources

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**Heading:** Developments in Health, Safety and Wellbeing including supporting attendance activity.

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## 1. Summary

This report outlines the developments which have taken place since the last meeting of the Joint Consultative Board: Non-Teaching in December 2018.

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## 2. Recommendations

- 2.1 This report is for information only and to note that this is a retrospective record of health, safety and well being activities undertaken by Finance and Resources, HR, health and safety section and other council services.
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## 3. Background

This section of the report details the activities undertaken since the last JCB.

### 3.1 Policies and Guidance

The following are under review:

- Control of Legionella Bacteria in Hot and Cold-Water Systems
- Control of Contractors

- Alcohol and substance misuse
- Control of Smoking at Work
- Violence and aggression
- Guidance on Fire Precautions for Renfrewshire Council Premises

- 3.2 The Corporate Strategy for Health, Safety and Wellbeing 2019-22 was approved at the Finance, Resources and Customer Services Policy Board. The Strategy sets out the direction in which the health and safety section want to drive the council's safety management system. This will be achieved by using Key Performance Indicators for the following themes; violence and aggression; stress (work and non-work related); hand arm vibration syndrome; fire safety management; musculoskeletal disorders; audits and inspection; and managing contractors Each service will be required to put in place appropriate preventative measures. Service Health and safety coordinators have been working with the safety officers to develop their services health and safety plans.
- 3.3 To support the Healthy Working Lives Gold award, a calendar of proposed awareness sessions and events have been planned for the year. Topics included are:

<b>Month</b>	<b>Safety Topic</b>	<b>Health Topic</b>
May	Violence and aggression	Walking
August	Musculoskeletal	Cycling
September	Fire Safety	Suicide awareness
December	Winter preparedness	Aids

To support this, the HWL group will meet to discuss the topics and the best routes to communicate them. The HWL group will report to the Corporate Health and Safety Committee.

- 3.4 We continue to work closely with the risk and insurance section to identify accident causation type which could result in claims against the council. This may reduce the impact of claims to the council and raise the health and safety awareness amongst employees and managers.
- 3.5 The health and safety section are working with FAR, Property Services and the FM teams within Environment and Infrastructure to review the fire risk assessment for Renfrewshire House. This is a result of people movements within the building. We will also be reviewing the number of fire wardens as part of this process.
- 3.6 The health and safety section continue to support the Town Centres Team and other event organisers to ensure that there are safe, controlled and enjoyable events delivered. Events that are currently being discussed are the food festival and the British Pipe Bands Championship.

- 3.7 The Corporate Health and Safety Committee (CHSCM) met on the 5<sup>th</sup> March 2019. In accordance with procedure pre-discussions with the trades unions Vice- Chairs has taken place. Dates for the 2019 meetings were circulated and an update on incident reporting was given.
- 3.8 As part of our corporate function in relation to the procurement process, the Health and Safety section, since January, have undertaken (at the time of writing) 136 High risk and 34 Low risk evaluations of contractor's health and safety documentation when they apply for contracts with Renfrewshire Council. Where a company fails our evaluation process the Health and Safety team work with procurement to offer further advice and guidance, where appropriate. The company must improve its documentation before any resubmission. Meetings between procurement and Scotland excel has taken place.
- 3.9 The Health and Safety Section respond on a regular basis to requests for Freedom of Information as well as to claims. Recent discussions with colleagues as to how to improve our service continues.
- 4.0 The health and safety section continue to deliver training bespoke training to services. The table sets out the activity since the last JCB:

<b>Name of Course</b>	<b>Service</b>	<b>Date</b>	<b>Numbers Trained</b>	<b>HSO</b>
<b>H&amp;S Awareness for Housing Team Home Visits</b>	<b>CHaPS</b>	30/01/2019	15	ES
<b>H&amp;S Awareness for Housing Team Home Visits</b>	<b>CHaPS</b>	01/02/2019	23	ES
<b>Fire Warden (on site)</b>	<b>RHCP</b>	28/01/2019	17	ES
<b>Personal Safety (V&amp;Agg) x2 Sessions</b>	<b>Chief Executives</b>	13/02/2019	17	DB

- 4.1 The health and safety section continue to support enquiries under the Freedom of Information legislation where it involves health, safety and wellbeing topics. At the time of writing we have 20 active enquiries.
- 5.0 Supporting Attendance Activity
- HR operational teams continue to work closely with service's management teams to identify areas that require greater support. This will result in strategies to support the employees in those areas to return to work.
  - Service absence champions continue to be provided with supporting attendance information from HR. This is cascaded to the managers within their service and discussed at 2 weekly meetings.

- RHSCP management team have been working with HR to address the issues within their service. Supporting attendance is a standing item on the SMT agenda every 2 weeks. The service absence champion assisted by the HR team have met with the service managers to go through the absence information relating to their operational areas of responsibility.
- HR have worked with the Environment and Infrastructure SMT. As part of a supporting attendance strategy the service initiated a pilot within the Underwood Rd depot. This involved a physiotherapist being based there for 1 day a week, running a programme of planned appointments and a drop in. This was successful, and this is now a feature for the year. The physio will be in the depot every second Wednesday.

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## Implications of the Report

1. **Financial** - Continuing to improve health and safety performance will reduce accidents/occupational ill health and the costs associated with this.
2. **HR & Organisational Development** - This report supports the Council's commitment to the health, safety and well being of Renfrewshire Council employees.
3. **Community Planning –**
  - Community Care, Health & Well-being** - We will improve the physical and emotional wellbeing of staff across services through the Healthy Working Lives programme.
  - Empowering our Communities** - We will promote learning and encourage employees to fulfil their individual potential and ensure that the council delivers high-quality services in the most effective and efficient way to meet the needs of local people.
  - Greener** - The E-management system will reduce the amount of paper used for risk assessment and accident forms.
  - Safer and Stronger** - Facilitating the health, safety and wellbeing of our employees by ensuring that appropriate policies and procedures are developed and adhered to, and that all legal requirements for health and safety are fulfilled.
4. **Legal** - This report will support the Council's continued compliance with current health and safety legislation.
5. **Property/Assets** - None

6. **Information Technology** - The E-management systems require to be facilitated through the Council's email server system.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website. (Report author will arrange this).
8. **Health & Safety** - This document supports and demonstrates the council's commitment to ensuring effective health, safety and well being management.
9. **Procurement** – low impact as still at post tender negotiations.
10. **Risk** – low impact as legal and statutory requirements, including health surveillance, are being maintained.
11. **Privacy Impact** – not applicable to this report.

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#### List of Background Papers

- (a) None

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**Author:** Steven Fanning  
0141 618 7284  
steven.fanning@renfrewshire.gov.uk





**RENFREWSHIRE COUNCIL****JOINT CONSULTATIVE BOARD (Non-teaching) MARCH 2019****DETAILS OF GRIEVANCES (Informal stages onwards)**

<b>SERVICE</b>	<b>INFORMAL STAGE</b>	<b>FORMAL STAGE 1</b>	<b>FORMAL STAGE 2</b>	<b>TOTAL 03/19</b>	<b>TOTAL 12/18</b>
Chief Executives Service	0	0	0	<b>0</b>	<b>0</b>
Environment & Infrastructure Services	0	1	1	<b>2</b>	<b>1</b>
Communities, Housing & Planning Services	0	1	0	<b>1</b>	<b>0</b>
Children's Services	1	5	0	<b>6</b>	<b>9</b>
Health & Social Care Partnership	1	0	0	<b>1</b>	<b>0</b>
Finance & Resources	0	2	0	<b>2</b>	<b>0</b>
<b>TOTAL</b>	<b>2</b>	<b>9</b>	<b>1</b>	<b>12</b>	<b>10</b>

(Information as at 15 March 2019)

**Operation of the Grievance Procedures -**

The time limits below may be modified by mutual consent. It is also noted that, depending on the complexity of the issue, reasonable time should be allowed to ensure the issue is investigated as fully as possible.

If a supervisor has been unable to provide a remedy or the employee is dissatisfied with the response to the informal stage the employee can pursue the grievance to formal stage 1. On receipt of the paperwork a meeting will be arranged (but not necessarily take place) within 5 working days. Following the meeting, a written reply will be made to the employee as soon as possible, but in any event, within 5 working days of the meeting taking place.



AGENCY WORKERS - FEBRUARY 2019					
Service	Job Title	Current Number of Renfrewshire Council Employees in this Role	Number of Agency Workers in this Role in December 2018	Number of Agency Workers in this Role in January 2019	Number of Agency Workers in this Role in February 2019
Environment & Infrastructure	Cleaner	213	1	1	2
	Catering Assistant	183	5	6	6
	Cook	0	8	3	6
	Housekeeper	58	1	1	2
	Electrician	11	1	1	1
	Trowel Slater	0	1	1	1
	Labourer	1	1	1	1
	Painter	19	2	2	2
	Joiner	44	1	1	1
Transport	Bus Driver	36	8	8	8
Total for Environment & Infrastructure		565	29	25	30
Finance & Resources	CS Advisor	56	5	5	5
	Project Manager	9	1	1	1
	Senior Quantity Surveyor	0	1	1	1
Total for Finance & Resources		65	7	7	7
Renfrewshire Health & Social Care Partnership	Home Care Worker	373	20	22	25
	Social Care Assistant	114	2	2	6
Total for Renfrewshire Health & Social Care Partnership		487	22	24	31
Total Workers		1117	58	56	68

