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### Notice of Meeting and Agenda 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

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 <a href="http://renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx">http://renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx</a>
For further information, please either email <a href="mailto:democratic-services@renfrewshire.gov.uk">democratic-services@renfrewshire.gov.uk</a> 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

### **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.

1	Minute of Meeting	3 - 6
	Submit Minute of meeting of JCB Non-Teaching held on 6 June, 2018.	
2	Developments in Health, Safety and Wellbeing	7 - 10
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	Report by Director of Finance & Resources.	
7	Managing Violence and Aggression in Educational	
	Establishments	

#### \_\_\_\_\_\_\_

Issue raised by UNISON.

### 8 Review of Hard and Soft Facilities Management

Issue raised by UNISON.

### 9 Date of Next Meeting

The next meeting of the Joint Consultative Board Non-Teaching is scheduled to be held at 3pm on 12 December, 2018.

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

Date	Time	Venue
Wednesday, 06 June 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 McNaughtan, J Paterson and A Steel.

Representing Trade Unions – J Boylan and S Hicks (UNISON.

#### In Attendance

G McKinlay, Head of Schools (Children Services); K Anderson, Amenities Services Manager (Community Resources); R Laouadi, HR Manager; S Fanning, Principal HR Adviser (Health Safety and Absence) and R Devine, Senior Committee Services Officer (all Finance & Resources); and I Beattie, Renfrewshire Health and Social Care Services.

### **Apologies**

S McAllister (Manual Workers Spokesperson); J McMenemy (GMB); and M Ferguson (UNISON).

#### **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.

**<u>DECIDED</u>**: 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 advised that first aid guidance including the use of defibrillators and the Corporate Policy on Health and Safety at Work had been issued and published on the Council's intranet.

In addition, it was highlighted that the following policies and guidance were currently being revised. -

- Guidance on Accident, Incident and Violence and Aggression Reporting;
- Control of Legionella Bacteria in Hot and Cold Water Systems;
- The selection and control of contractors
- Alcohol and substance misuse
- Control of smoking at work
- Violence and aggression
- Guidance on Fire Precautions for Renfrewshire Council Premises

The report also advised that the health and safety section continued to assist services to retain accreditation to BS OHSAS 18001:2007, and indicated that the next return visit was scheduled to be undertaken during June 2018.

It was noted that to support the Healthy Working Lives Gold award strategy a number of awareness sessions had been undertaken and it was intended to run further sessions across the Council sessions.

Terms of Reference for the Corporate Health and Safety Committee were still being developed and it was anticipated that they would be agreed at the next meeting.

The report also indicated that the health and safety section continued to work 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 health and safety awareness among employees and managers.

The section also continued to work with services to survey the fire arrangements within Renfrewshire House. A review of the planned fire evacuation undertaken on 23 April 2018 had been undertaken and key learning and observation points had been published on the Health and Safety and Wellbeing pages of the Council's intranet. A survey tool had been developed with the aim of utilising it in all Council premises.

It was highlighted that the section undertook risk evaluations of contractor health and safety documentation provided when applying for Council contracts, was involved in the development, testing and implementation of health, safety and wellbeing inspection and audit tools utilising the survey 123 application, supported the Town Centres Team and other event organisers to ensure that safe, controlled and

enjoyable events and had been involved in the operation and planning of the Beer and Food Festival, British Pipe Band Championship and the St Mirren celebration event.

**<u>DECIDED</u>**: 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 January to 31 March 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 for Quarter 3, ending 31 March 2018 and for the equivalent quarters in previous years.

The Trade Union representatives highlighted the need to exercise caution when considering the levels of psychological (non-work related) absence recorded as the existing recording process did not enable updates to be made to the nature of the psychological absence recorded following the initial diagnosis. It was noted that discussions were ongoing between management and the trade unions in relation to streamlining processes and procedures to enable employees to return to work as soon as possible when they had been deemed to be fit for work.

**<u>DECIDED</u>**: That it be noted that the report reflected the absence statistics for the period 1 January to 31 March 2018.

#### Sederunt

Councillors Begg and Paterson left the meeting prior to consideration of the following items of business.

#### 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 9 grievances as at May 2018, which was a reduction of 1 from the previous report. It was noted that relationship issues between employees had been identified as a trend when analysing reasons for grievances. A trained mediator was available to resolve issues.

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

#### 5 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 April 2018, and detailing the capacity and service in which they were engaged.

The report showed a decrease of one in the number of agency workers across all services from the figure previously reported. A total of 59 agency workers had been

employed during the reporting period.

During discussion in connection with the offer to existing home care workers of additional hours the need for management and employees to be aware of the potential impact on benefits eligibility should the associated payment result in the relevant benefits financial threshold being exceeded was highlighted.

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

#### 6 Date of Next Meeting

<u>**DECIDED**</u>: It was noted that the next meeting of the Joint Consultative Board Non-Teaching was scheduled to be held at 3 pm on Wednesday, 5 September 2018.



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To: Joint Consultative Board: Non-Teaching

On: 14<sup>th</sup> November 2018

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Report by: Alan Russell, Director of Finance and Resources

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**Heading:** Developments in Health, Safety and Wellbeing

#### 1. Summary

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

#### 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 the Finance and Resources, health and safety section and other council services.

#### 3. Background

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

#### 3.1 Policies and Guidance

The following guidance are awaiting final approval before being placed on Renfo:

Asbestos at Work

The following are awaiting final approval:

- Guidance on Accident, Incident and Violence & Aggression Reporting
- The Selection and Control of Contractors.

#### The following are under review:

- Control of Legionella Bacteria in Hot and Cold-Water Systems
- Alcohol and substance misuse
- Control of Smoking at Work
- Violence and aggression
- Guidance on Fire Precautions for Renfrewshire Council Premises
- 3.2 The health and safety section continue to assist services to retain accreditation to BS OHSAS 18001:2007. BSi auditors visited the council on the 10<sup>th</sup> 12<sup>th</sup> September 2018. Their draft report has been received and will be issued to Services for their action in due course.
  - The draft Corporate Strategy for Health, Safety and Wellbeing 2019-22 has been developed and is awaiting comment from November's Joint Board meeting.
- 3.3 To support the Healthy Working Lives Gold award training on Mental Health First Aid is ongoing. Current training has been well supported.
- 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 continuing to work with services to review the fire arrangements within Renfrewshire House. Regular meeting with Fire and Rescue take place when they visit facilities and further advice and guidance is provided. Final preparations on relocating the fire assembly areas for Renfrewshire House is ongoing and work with colleagues on Hard FM continues.
- 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. Since our last report we have supported Renfrewshire Doors Open Days (the Abbey Drain event), The Spree, Paisley Halloween Festival and Paisley Fireworks. Ongoing planning for the various Christmas lights events continues.
- 3.7 The Corporate Health and Safety Committee (CHSCM) met on the 11<sup>th</sup> September 2018. The new Terms of Reference for the committee has been agreed by the trades unions and depute Chairs appointed. The next CHSCM is on the 3<sup>rd</sup> December 2018.
- 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) 133 High risk and 32 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 Following specific incidents the Health and Safety Section has worked with services to learn from the event and to share this information with others. In more serious cases a "Safety Flash" is issued. Recent examples include the risk to the young or vulnerable adults from window pulled cord blinds. Other activities include halting work

where inappropriate practices were reported. Providing advice and guidance is afforded to prevent a recurrence.

The Team also provide advice and guidance to our partnership organisations such as RL. A recent incident at Coats Museum resulted in liaising with local management, Fire and Rescue and Glasgow Scientific services.

- 4.0 The health and safety section continue to develop with the Chief Executives service health, safety and wellbeing inspection and audit tools utilising the new Survey 123 application. This work is ongoing but has been successfully introduced for Public Events.
- 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 5 active enquiries. Some relate to information of a general health and safety nature such as the recorded use of weapons in schools to a specific enquiry regarding an accident at work.
- 4.2 Specific localised training continues including that for fire wardens. Planned Training for shift staff working in care homes are well advanced.

#### **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 Councils 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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To: Joint Consultative Board (Non-Teaching)

On: 14 November 2018

Report by: Director of Finance and Resources

Heading: Absence Statistics – 2018/19 Quarter 2

#### 1. Summary

1.1 The purpose of this report is to advise the Joint Consultative Board (Non-Teaching) of the absence statistics for the period 1July 2018 to 30 September 2018. The report details the absence statistics by service and by category of staff.

1.2 The report provides information in relation to absence targets and how services have performed against them. An analysis of the reasons for absence has also been compiled and details are included within the report. Information is also provided on supporting attendance activity and the costs of sick pay.

#### 2. Recommendations

2.1 It is recommended that the Board notes the content of this report and that this report reflects the absence statistics for the period 1July 2018 to 30 September 2018.

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#### 3. Background

- 3.1 The Scrutiny Board agreed that absence levels will be reported on a quarterly basis. It was agreed that the report will include the following information relating to supporting attendance: -
  - Absence statistics broken down by service and category of staff.
  - Reasons for absence broken down by service and category of staff.
  - Progress made by services in relation to their supporting attendance action plans.

#### 4. Absence Statistics - Quarter Ending 30th September 2018

4.1 Service and Council overall absence performance for the quarters are detailed in the table below. In line with the reporting requirements for Scottish Councils, absence is expressed as several work days lost per full time equivalent (FTE) employee.

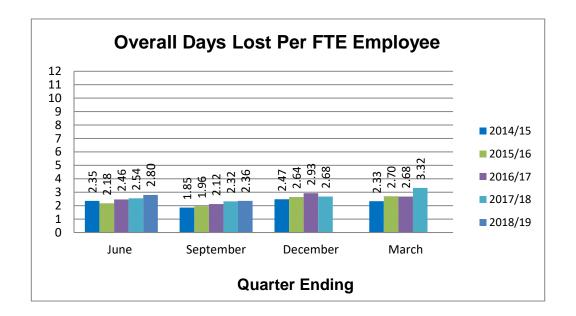
Service/Area	Quarter Ending Septembe r 2016	Quarter Ending December 2016	Quarter Ending March 2017	Quarter Ending June 2017	Quarter Ending September 2017	Quarter Ending December 2017	Quarter Ending March 2018	Quarter Ending June 2018	Quarter Ending September 2018
Chief Executive's Services	1.82	1.72	3.41	1.78	2.90	2.16	2.78	1.57	0.80
Children's Services	1.16	2.29	2.17	2.07	1.35	2.35	2.71	2.13	1.29
Environment & Infrastructure	2.49	3.75	3.34	3.67	3.28	4.33	4.49	3.75	3.18
Finance and Resources	2.29	2.59	2.37	2.29	2.16	2.20	2.59	2.56	2.62
Communities, Housing and Planning	2.78	1.75	2.18	1.73	2.40	2.63	1.88	2.04	2.72
Health and Social Care Partnership	3.95	5.03	3.65	2.36	3.88	5.13	4.34	4.02	4.64
Council Overall	2.12	2.93	2.68	2.54	2.32	3.32	3.23	2.80	2.36
Council Overall targets	1.79	2.69	2.69	1.79	1.79	2.69	2.69	1.79	1.79

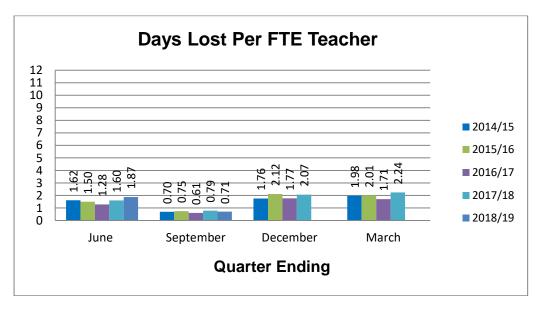
# 5. Analysis and Trends - Quarters Ending 30<sup>th</sup> September 2016 to 30th September 2018

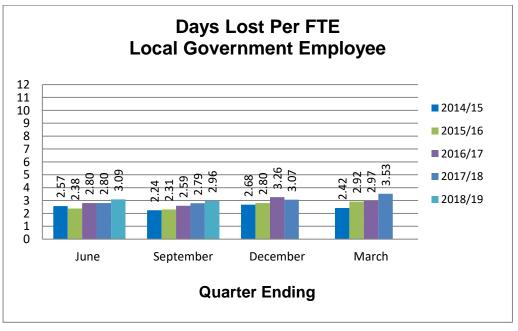
5.1 The number of days lost per FTE employee due to absence is as follows: -

Quarter ended	Days lost	Quarter ended	Days lost	Variance
	per FTE		per FTE	
September 2016	2.12	September 2017	2.32	+0.20
December 2016	2.93	December 2017	3.32	+0.39
March 2017	2.68	March 2018	3.23	+0.55
June 2017	2.54	June 2018	2.80	+0.26
September 2017	2.32	September 2018	2.36	+0.04

5.2 The following tables detail the percentage absence levels by employee category for the quarter ending 30<sup>th</sup> September 2018 namely: overall, teachers and local government employees.







- 6. Absence Targets Analysis: Quarter 2, ending 30 September 2017.
- 6.1 **Appendix A** details the absence performance of services, the Council overall and employee groups against the set absence targets for quarter ending 30th September 2018.
- 6.2 The Council has recorded an overall absence rate of 2.36 days lost per FTE employee, which is 0.57 days **above** the target figure of 1.79 days.

In addition the Teacher absence level of 0.71 days lost per FTE employee is 0.83 days below the target of 1.54 days.

The absence performance of Local Government employees at 2.96 days lost per FTE employee is 1.04 days **above** the target of 1.92 days.

#### 7. Reasons for Absence overview

7.1 The illness categories with the highest level of absence, compared to the same quarter in the previous year are as follows:

Quarter Ending	Illness categories
September 2017	Psychological (non work related) – 30.8%,
	Musculoskeletal and Joint Disorders – 23.1%.
September 2018	Psychological (non work related) – 28.5%,
	Musculoskeletal and Joint Disorders – 24.5%.

- 7.2 To address Psychological (non work related) absences the Council continue to provide a range of support services that employees can be referred to at an early stage for assistance. 'timefortalking', the Council's employee counselling service provider, continues to be utilised. Presenting issues to the service relating to Psychological (non work related) continue to include;
  - Loss/Bereavement
  - Stress/anxiety/panic
  - Depression/Self-worth
  - Family Relationships

Further to this, the Council are using timefortalking to continue to deliver mindfulness courses. Feedback from those employees who have attended the courses continues to be very positive.

There are also Council policies, guidance and training to assist managers and employees that are specific to stress related issues.

The Scottish Mental Health First Aider courses started in September and have been very popular.

HR are currently investigating an employee assistance intervention programme called HEADTORCH.

7.3 In relation to addressing musculoskeletal and joint disorders the Council offers a physiotherapy service through the Council's Occupational Health Provider, and this service can be accessed by all employees.

As part of the Council's Health and Safety Management system, occupations which include manual handling activities as part of the role, the task risk assessments are reviewed on an ongoing basis to ensure that safe working practices are maintained.

#### 8. Supporting Attendance Activity

- 8.1 Recent and planned actions to improve absence performance include the following: -
  - 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 has 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 fully supported by the Trades Unions.

#### Implications of this Report

- 1 **Financial Implications** Improvement in attendance impacts on the financial costs of absence.
- 2 **HR and Organisational Development Implications** HR and Organisational Development Practitioners will continue to work with service managers and consult with the Trade Unions, on the implementation of the Supporting Attendance at Work Policy and Guidance and initiatives detailed in this report.

#### 3 Community Planning

Children and Young People - none.

Jobs and the Economy - none.

Community care, health and wellbeing - provides for continuous improvement in health and attendance.

Safer and Stronger - provides for improved service performance across the Council.

Greener - none.

Empowering our Communities - none.

- 4 **Legal Implications** none.
- 5 **Property/Asset Implications** none.
- 6 Information Technology Implications none.
- 7 **Equality and Human Rights Implications** none.
- 8 **Health and Safety Implications** it is integral to the Council's aim of securing the health and well-being of employees.
- 9 **Procurement Implications** none.
- 10 **Risk Implications** Without continued effective supporting attendance focus, there is a risk that sickness absence levels will adversely impact on the Council both financially and in terms of service delivery. Consequently, supporting attendance activities are monitored via the Corporate Risk Register.
- 11 **Privacy Impact Implications** none.
- 12. Cosla Policy Position none

List of Background Papers - none.

The contact officer within the service is Steven Fanning, Principal HR and OD Adviser, telephone 0141 618 7284, e-mail <a href="mailto:steven.fanning@renfrewshire.gov.uk">steven.fanning@renfrewshire.gov.uk</a>

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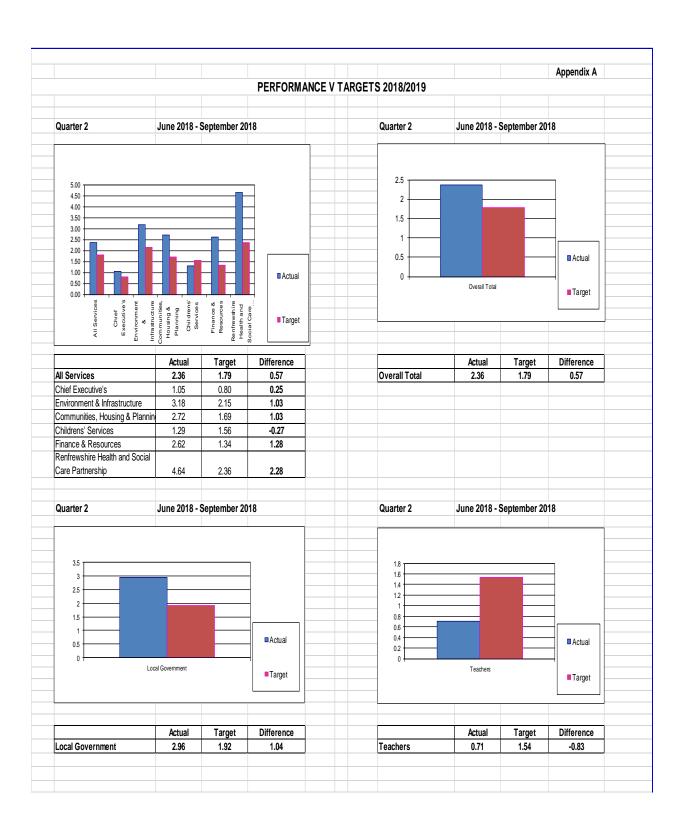
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### **Index of Appendices**

Appendix A Graphs detailing trends in service, Council overall and

employee group absence levels against targets for

2018/19



#### RENFREWSHIRE COUNCIL

#### JOINT CONSULTATIVE BOARD (Non-teaching) NOVEMBER 2018

#### **DETAILS OF GRIEVANCES (Informal stages onwards)**

SERVICE	INFORMAL STAGE	FORMAL STAGE 1	FORMAL STAGE 2	TOTAL 11/18	TOTAL 09/18
Chief Executives Service	0	0	0	0	0
Environment & Infrastructure Services	0	1	1	2	1
Communities, Housing & Planning Services	0	0	0	0	1
Children's Services	1	6	1	8	8
Health & Social Care Partnership	0	0	0	0	2
Finance & Resources	0	0	0	0	0
TOTAL	1	7	2	10	12

(Information as at 30 October 2018)

#### **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.

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### **Apprenticies - September 2018**

Job Title	
Apprentice Gardener	8
Apprentice Mechanic	3
Apprentice Slater	1
Apprentice Plumber	2
Apprentice Electrician	7
Apprentice Joiner	2
Total	23

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Service	Job Title	Current Number of Renfrewshire Council Employees in this Role	Number of Agency Workers in this Role in July 2018	Number of Agency Workers in this Role in August 2018	Number of Agency Workers in this Role in September 2018
Communities, Housing & Planning	Sheltered Housing Officer	10	1	0	0
Total for Communities, Housing & Planning		10	1	0	0
Environment &Infrastructure	Assistant Cook	1	0	1	1
	Catering Assistant	183	4	1	1
	Cleaner	201	0	0	0
	Cook	0	10	5	4
	Housekeeper	58	12	6	3
	Electrician	11	2	0	0
	Trowel Slater	0	1	1	1
	Plasterer	0	1	0	0
	Labourer	1	2	1	1
	Painter	19	4	2	2
	Plumber	16	0	0	0
	Joiner	44	1	1	1
Transport	Bus Driver	36	0	8	8
otal for Environment & Infrastructure		570	37	26	22
Finance & Resources	Building Surveyor	0	0	0	0
	Quantitly Surveyor	0	0	0	0
	Benefit Assesor	26	0	0	0
	CS Advisor	56	4	6	6
	Project Manager	9	1	1	1
	Senior Quantity Surveyor	0	1	1	1
	Finance Business Partner	0	0	0	0
	Mechanical Engineer	0	0	0	0
tal for Finance & Resources		91	6	8	8
Renfrewshire Health & Social Care Partnership	Home Care Worker	373	40	61	24
	Community Meals Driver	19	0	0	0
	İ	144	9	9	6
	Social Care Assistant	114			
tal for Renfrewshire Health & Social Car	Adult Mental Health - Social Worker	114	2	2	0