

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

Date	Time	Venue
Wednesday, 14 June 2017	15:00	CMR 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 www.renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx

For further information, please either email 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

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 Appointment of Chairman**
- 2 Minute of Previous Meeting** **5 - 8**
Minute of meeting held on 26 April 2017.
- 3 Developments in Health and Safety** **9 - 12**
Report by the Interim Head of HR.
- 4 Agency Workers** **13 - 14**
Report by the Interim Head of HR.
- 5 Annual Absence Report 2016/17** **15 - 22**
Report by the Interim Head of HR.
- 6 Details of Grievances** **23 - 24**
Report by the Interim Head of IT.
- 7 Date of Next Meeting**
Members are asked to note that the next meeting of the Joint Consultative Board (Non Teaching) is scheduled for Wednesday 13 September 2017 at 3.00 pm

Minute of Meeting Joint Consultative Board (Non-Teaching)

Date	Time	Venue
Wednesday, 26 April 2017	15:00	CMR 2, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

Present

Councillor Audrey Doig, Councillor Jim Harte, Councillor Allan Noon, Councillor Tommy Williams

Representing APT&C Staff

Representing Trade Unions – J Boylan and S Hicks, (UNISON);

Representing Manual Workers

C McLeod and J McMenemy, (GMB); and S McAllister, (UNITE).

In Attendance

K Anderson, Amenity Services Manager and E Scott, Building Services Manager (both Community Resources); T Olowe, Interim Head of HR; R Cree, Principal HR Adviser, S Fanning, Principal HR Adviser (Health Safety and Absence), R Laouadi, Human Resources Manager and D Low, Senior Committee Services Officer (LACs) (all Finance & Resources); and I Beattie, Head of Health & Social Care (Paisley).

Apology

Councillor Glen.

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 J McMenemy chair the meeting.

DECIDED: That J McMenemy chair the meeting.

Additional Items

The Convener indicated that there were additional items in relation to the implementation of the Council's Care at Home service and Refuse Collectors at Underwood Road, which had not been included in the notice calling the meeting. The Convener, being of the opinion that the items, which were dealt with at items 6 and 7 below, were competent, authorised their consideration.

1 Minute of Previous Meeting

There was submitted the Minute of the meeting of the Joint Consultative Board: Non-Teaching held on 8 February 2017.

DECIDED: That that Minute be noted.

2 Developments in Health and Safety

There was submitted a report by the Interim Head of HR relative to developments with regard to health and safety issues. The report detailed policies and guidance that were currently being revised and outlined training courses which had been undertaken since the last meeting of the Board. In particular, it was noted that the following policies were being revised and an update of progress was provided as follows: -

Statutory Inspections – issued;

CDM Guidance – awaiting approval for issue;

Guidance on Slips, Trips and Falls – being revised; and

Control of Legionella Bacteria in Hot and Cold Water Systems – new process to be added which would be delayed until the process was finalised.

The report advised that the health and safety section continued to assist services to retain accreditation to BS OHSAS 18001:2007, and indicated that the next audit was scheduled for September 2017.

The report advised that as part of the Healthy Working Lives Gold award programme, the health and safety section and the Health & Social Care Partnership were working together to further develop shared events and that the programme would be presented to this Board when finalised.

The report indicated that two safety flashes had been issued across the Council relating to ladders and the safe use of compactors.

DECIDED: That the report be noted.

3 Agency Workers

There was submitted a report by the Interim Head of HR relative to the number of agency staff employed within the Council as at March 2017, and detailing the capacity and service in which they were engaged.

DECIDED: That the report be noted.

4 Details of Grievances

There was submitted a report by the Interim Head of HR relative to details of grievances received.

The report provided information on grievances at both the informal and formal stages. The report indicated that there were a total of seven grievances as at April 2017, an increase of three since the last report.

DECIDED: That the report be noted.

5 Care at Home Service

S Hicks referred to a recent restructuring which he advised had been undertaken without consultation and which had been subsequently implemented. He advised that the issue had been raised by the Trade Union but the service manager involved had continued the exercise and implemented the restructure.

The Principal HR Adviser indicated that he had been advised that the restructure had not been implemented at this time.

Councillor Williams proposed that the position be clarified and a report thereon be submitted to the next meeting of this Board. This was agreed unanimously.

DECIDED: That the position with regard to the proposed restructure of the Care at Home Service be clarified and that a report thereon be submitted to the next meeting of the Joint Consultative Board (Non-Teaching).

Declaration of Interest

The Chair declared an interest in the following item of business. He demitted the Chair to Councillor Harte and took no part in the discussion thereon.

6 Refuse Collectors - Underwood Road

S Hicks expressed concerns with regard to the current position in relation to suitable areas to be used as welfare facilities for Refuse Collectors working in various locations throughout Renfrewshire. He advised that a meeting had been scheduled for 27 April 2017 to discuss this and other issues raised by employees however the union representatives were unable to attend at that time.

The Amenity Services Manager indicated that she was happy to meet representatives from Unison following on from the meeting as there were a number of issues which required to be discussed at the request of representatives from all Unions.

S Hicks indicated the need for clarification of which facilities could be used and when they were open and asked if contact details could be given to ensure that employees gain access to facilities.

The Amenity Services Manager indicated that a list of premises had been issued to Trade Unions and that she has been in discussion with RLL to look at identifying further suitable locations and would pursue this and would make this information available to staff. She also intimated that facilities would not be considered where there could be protection/security issues.

DECIDED: That the information be noted.

7 Date of Next Meeting

It was noted that the next meeting of the JCB Non-Teaching would be held at 3 pm on Wednesday 14 June 2017.



To: Joint Consultative Board: Non-Teaching

On: 14 June 2017

Report by: Tinu Olowe, Interim Head of HR

Heading: Developments in Health and Safety

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.
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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 have been issued:

- Guidance on Statutory Inspections and Maintenance

The following are being revised:

- CDM Guidance – ready for approval from the CMT
- Control of Legionella Bacteria in Hot and Cold Water Systems
- The Selection and Control of Contractors.

- 3.2 The health and safety section continue to assist services to retain accreditation to BS OHSAS 18001:2007. The last audit took place in March 2017 raising 5 minor non conformities. An action plan has been developed and sent out. The next audit is scheduled for September 2017.
- 3.3 As part of the Healthy Working Lives Gold award programme, the health and safety section and the HSCP team are working together to further develop some shared events.
- 3.4 We are working closely with the risk and insurance section to identify accident causation type which could result in a claim against the council. This will lead to further strategies which may reduce the impact of claims to the council and more importantly raise the health and safety awareness amongst employees and managers
- 3.5 The health and safety section are currently working with services to survey the fire arrangements within Renfrewshire House in line with the current refurbishment programme.
- 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. Recent and current projects include The British Pipe Band Championships, Renfrew Gala Day, Barshaw Gala Day and Sma Shot Day.

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 ensure 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.

List of Background Papers

- (a) None

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AGENCY WORKERS - APRIL 2017

Service	Job Title	Current Number of Renfrewshire Council Employees in this Role	Number of Agency Workers in this Role in February 2017	Number of Agency Workers in this Role in March 2017	Number of Agency Workers in this Role in April 2017
Development and Housing	Sheltered Housing Officer	10	1	2	1
Total for Development and Housing		10	1	2	1
Community Resources	Assistant Cook	1	1	0	0
	Catering Assistant	183	0	0	0
	Cleaner	201	0	0	0
	Cook	0	1	3	4
	Electrician *	11	3	5	4
	Housekeeper	58	6	5	3
	Trowel Slater	0	1	1	1
	Plasterer	0	0	0	1
	Labourer	1	0	2	3
	Painter	19	0	6	5
	Joiner	44	1	1	1
Total for Community Resources		518	13	23	22
Finance & Resources	Building Surveyor	0	0	0	0
	Quantity Surveyor	0	1	1	1
	CS Advisor	56	2	1	1
	Project Manager	9	1	1	1
	Project Administrator	0	1	1	1
	Senior Quantity Surveyor	0	1	1	1
	Finance Business Partner	0	0	1	0
	Mechanical Engineer	0	0	1	1
		65	6	7	6
Total for Finance & Resources					
Renfrewshire Health & Social Care Partnership	Home Care Worker	373	53	43	47
	Community Meals Driver	19	2	1	3
	Social Care Assistant	114	0	6	1
	Residential Care Assistant	0	0	0	0
	Disability Support Assistant	0	0	1	0
Total for Renfrewshire Health & Social Care Partnership		506	55	51	51
Total Workers		1099	75	83	80

* Council figure includes Apprentices/Apt

Item 4



To: Joint Consultative Board: Non-Teaching

On: 14 June 2017

Report by: Tinu Olowe, Interim Head of HR

Heading: Annual Absence Report 2016/17

1. Summary

- 1.1 The purpose of this report is to advise the Joint Consultative Board: Non-Teaching of the annual absence statistics for the period 1 April 2016 to 31 March 2017. The report details the absence statistics by service and by category of staff.
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2. Recommendations

- 2.1 It is recommended that the Board notes the content of this report and that this report reflects the annual absence statistics for the period 1 April 2016 to 31 March 2017.
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3. Background

Absence Statistics - Quarters Ending 30th June 2016 to 31st March 2017

- 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 a number of work days lost per full time equivalent (FTE) employee.

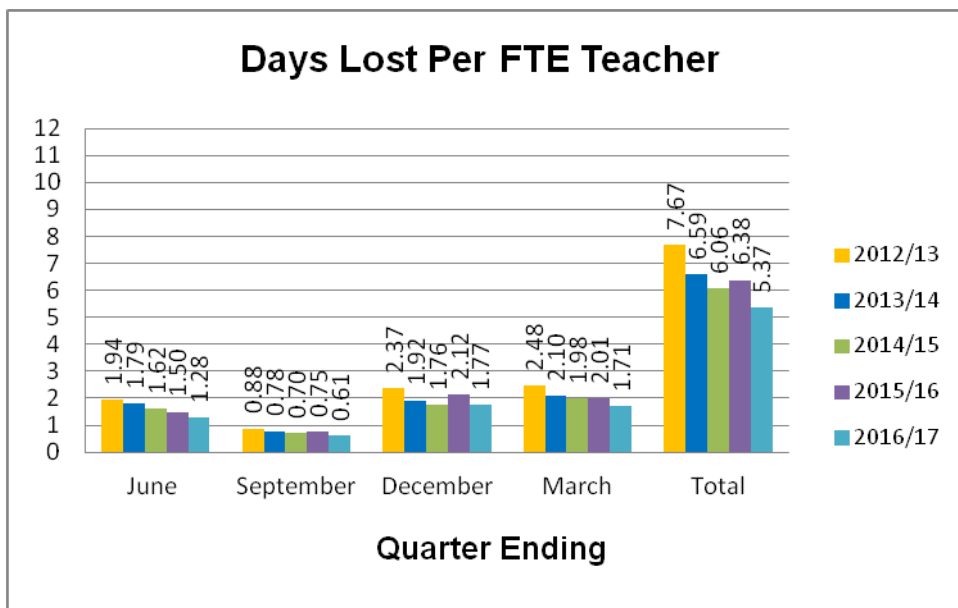
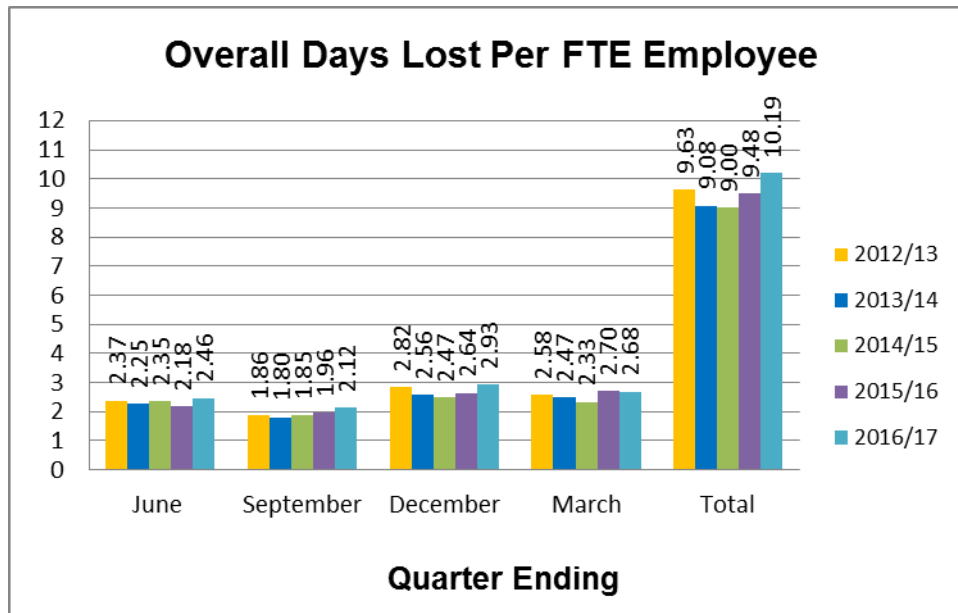
Service/Area	Quarter Ending June 2015	Quarter Ending September 2015	Quarter Ending December 2015	Quarter Ending 23 March 2016	Quarter Ending June 2016	Quarter Ending September 2016	Quarter Ending December 2016	Quarter Ending March 2017
Chief Executive's Services	2.10	1.70	0.67	0.77	1.17	1.82	1.72	3.41
Education and Leisure Services	1.79	1.04	0	0	0	0	0	0
Children's Services	0	0	2.20	2.50	1.85	1.16	2.29	2.17
Community Resources	2.62	2.26	2.88	2.79	2.96	2.49	3.75	3.34
Finance and Resources	1.85	2.25	2.69	2.73	2.02	2.29	2.59	2.37
Development and Housing Services	1.52	1.26	1.73	1.93	1.79	2.78	1.75	2.18
Health and Social Care Partnership	0	0	4.15	3.68	4.29	3.95	5.03	3.65
Social Work Services	3.15	3.48	0	0	0	0	0	0
Council Overall	2.18	1.96	2.64	2.70	2.46	2.12	2.93	2.68
Council Overall targets	1.79	1.79	2.69	2.69	1.79	1.79	2.69	2.69

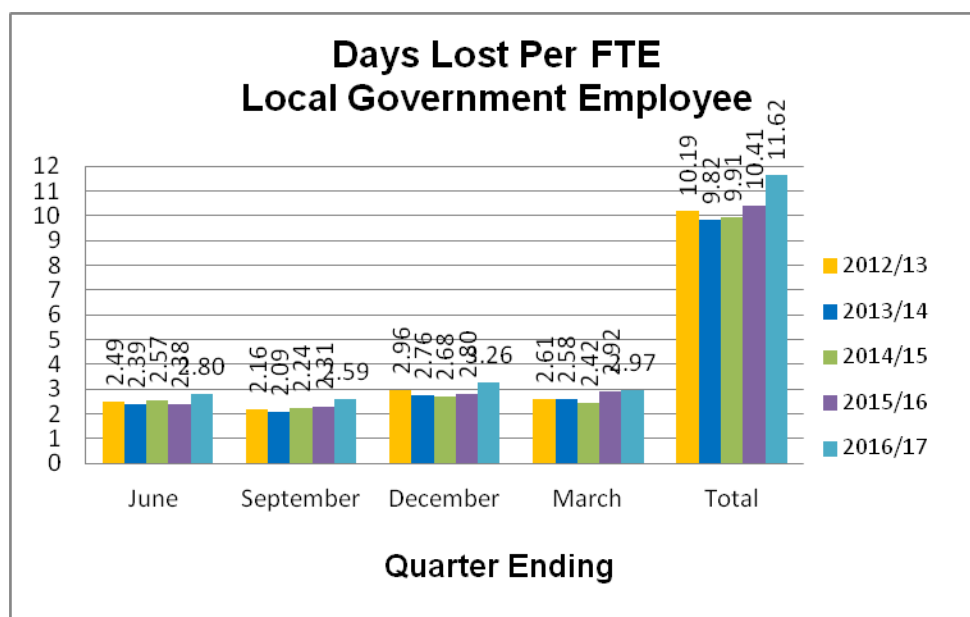
5. Analysis and Trends - Quarters Ending 30th June 2015 to 31st March 2017

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

Quarter ended	Days lost per FTE	Quarter ended	Days lost per FTE	Variance
June 2015	2.18	June 2016	2.46	+0.28
September 2015	1.96	September 2016	2.12	+0.16
December 2015	2.64	December 2016	2.93	+0.29
March 2016	2.70	March 2017	2.68	-0.02

5.2 The following tables detail the percentage absence levels by employee category for 2016/17 year namely overall; teachers and local government employees.





6. Absence Targets 2016/2017 and Ranking Information

6.1 **Appendix A** details the absence performance of services, the Council overall and employee groups against the set absence targets for quarters ending 30th June 2016 to 31st March 2017.

6.2 The Council has recorded an overall absence rate of 10.19 days lost per FTE employee for the quarters ending 30th June 2016 to 31st March 2017, which is 1.23 days **above** the target figure of 8.96 days.

In addition the Teacher absence level of 5.37 days lost per FTE employee is also 2.31 days **below** the target of 7.68 days.

The absence performance of Local Government employees at 11.62 days lost per FTE employee is 2.02 days **above** the target of 9.60 days.

6.3 **Appendix B** identifies the trends in Council overall and employee group absence performance in recent years, in comparison to other Scottish Councils.

6.4 At the Audit, Scrutiny and Petitions Board meeting on 6 June 2016 there was an action to provide additional comparative information for other Scottish local authorities in relation to their absence statistics.

6.5 **Appendix C** identifies the Scottish Council absence performance of Teachers for 2010/2011 to 2015/2016.

Appendix D identifies the Scottish Council absence performance of Local Government for 2010/2011 to 2015/2016.

- 6.6 The ranking information for 2014/ 2015 showed an improvement in both Teachers (from 20th to 12th) and Local Government Employees (from 10th to 9th). However this performance has not been sustained for 2015/16. Teachers now rank 18th and Local Government Employees to 15th.

7. Reasons for Absence annual overview

- 7.1 The illness categories with the highest level of absence throughout the year are as follows:

Quarter Ending	Illness categories
June 2016	Musculoskeletal and Joint Disorders – 26.3%. Psychological (non work related) – 23.6%,
September 2016	Musculoskeletal and Joint Disorders – 25.5%. Psychological(non work related) – 22.7%,
December 2016	Musculoskeletal and Joint Disorders – 20%. Psychological (non work related) – 21.1%,
March 2017	Musculoskeletal and Joint Disorders – 18.2%. Psychological (non work related) – 22.1%,

- 7.2 To address Psychological (non work related) absences the Council has a range of support services that employees can be referred to at an early stage for assistance, including the Time for Talking counselling service and the Occupational Health Service which also provides access to Cognitive Behavioural Therapy. There are also Council policies, guidance and training to assist managers and employees that are specific to stress related issues

In addition, a revised mental health first aid course was delivered to project managers and representatives from HR and OD as well as procurement. This will equip the officers with the skills to identify the early stages of someone who may be suffering from mental health issues and also provide them with support mechanisms in the workplace.

- 7.3 In relation to addressing musculoskeletal and joint disorders the Council offers a physiotherapy service through the Council's Occupational Health Provider, 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 have been reviewed and as part of their ongoing training a number of courses and interventions 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:-

- Proactively contacting managers who have absence cases of 2 to 4 weeks in duration, to monitor action taken to date and proposed next steps. This is to

ensure that managers intervene early in absence cases and keep in regular contact with absent employees. In turn, discussion is facilitated around the employee's progress, any support that may be required and allows flexible return to work options to be explored;

- Ongoing promotion of the Occupational Health Service Early Intervention Helpline for managers. The aim is to ensure managers receive prompt medical guidance and employees can be quickly referred to support services, where appropriate;
- Continued delivery of supporting attendance training at a corporate level for managers, with the provision of tailored training for managers and employees at a service level on request;
- Ongoing health promotion activities including smoking cessation, mental health awareness and events aimed at raising employee awareness of health issues;
- Ongoing work to improve the absence information available to managers and to streamline supporting attendance related processes to facilitate prompt absence reporting, recording and updating of relevant systems;
- Exploring further use of the employee counselling service to deliver mindfulness training at key points in the calendar year e.g. Christmas and end of summer holidays; and
- Monthly meetings continue with Directors to discuss their service's supporting attendance performance.

9. Costs of Sick Pay

- 9.1 The costs associated with sick pay are provided to the Audit, Scrutiny and Petitions Board. The table below outlines the costs of sick pay by employee group and overall for 2014/2015 to 2016/2017:-

Details of Occupational Sick Pay and Statutory Sick Pay Costs Per Employee Group and Overall for 2014/2015 to 2016/2017

Quarter/Year	Teachers (includes Supply Teachers)	All Other Employees	Overall
Quarter 1 of 2014/2015	£490,739	£1,085,444	£1,576,183
Quarter 2 of 2014/2015	£231,365	£1,108,770	£1,340,135
Quarter 3 of 2014/2015	£396,512	£999,266	£1,395,778
Quarter 4 of 2014/2015	£552,457	£944,041	£1,496,498
2014/2015 Overall	£1,671,073	£4,137,521	£5,808,594
Quarter 1 of 2015/2016	£393,394	£935,284	£1,328,678
Quarter 2 of 2015/2016	£125,710	£1,286,198	£1,411,908
Quarter 3 of 2015/2016	£546,844	£1,089,060	£1,635,904
Quarter 4 of 2015/2016	£468,848	£1,188,264	£1,657,112
2015/2016 Overall	£1,534,796	£4,498,806	£6,033,602
Quarter 1 of 2016/2017	£352,501	£1,196,057	£1,548,558
2016/2017 Year To Date	£352,501	£1,196,057	£1,548,558

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

List of Background Papers

(a) None

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RENFREWSHIRE COUNCIL**JOINT CONSULTATIVE BOARD (Non-teaching) JUNE 2017****DETAILS OF GRIEVANCES (Informal stages onwards)**

SERVICE	INFORMAL STAGE	FORMAL STAGE 1	FORMAL STAGE 2	TOTAL 06/17	TOTAL 04/17
Chief Executives	0	0	0	0	0
Community Resources	0	2	0	2	3
Development & Housing Services	1	0	0	1	1
Children's Services	0	1	0	1	2
Health & Social Care Partnership	0	2	0	2	1
Finance & Resources	0	0	0	0	0
TOTAL	1	5	0	6	7

(Information as at 1 June 2017)

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.

