

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

Date	Time	Venue
Wednesday, 13 December 2017	15:00	Corporate Meeting Room 2, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM  
Head of Corporate Governance

### Membership

Councillors Tom Begg; Jim Harte; Jim Paterson; Andy Steel; and John McNaughtan.

### 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](http://www.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.

## **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 Chairperson**

#### **2 Developments in Health and Safety 3 - 6**

Report by Director of Finance & Resources relative to developments in health and safety since the last meeting.

#### **3 Absence Statistics 7 - 16**

Report by Director of Finance & Resources.

#### **4 Details of Grievances 17 - 18**

Report by Director of Finance & Resources relative to details of grievances received.

#### **5 Agency Workers**

Report by Director of Finance & Resources relative to the number of agency staff employed by the Council.

Please note that the document related to this item is attached on CMIS as a meeting document below.

For those receiving paper copies of the agenda the document has been attached at the back of the agenda pack.

#### **6 Date of Next Meeting**

The next meeting of the Joint Consultative Board: Non-Teaching is scheduled to be held at 3pm on 31 January, 2018.




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

**On: 13 December 2017**

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

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**Heading: Developments in Health and Safety**

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## **1. Summary**

- 1.1 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 wellbeing 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 are being revised:

- 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
- Reporting of Incidents, Diseases and Dangerous Occurrences guidance

- 3.2 The health and safety section continue to assist services to retain accreditation to BS OHSAS 18001:2007. The next audit is planned for March 2018. We are currently working with procurement on a new 3 year contract.
- 3.3 The Healthy Working Lives Gold award has been submitted to the Scottish Centre for Healthy Working Lives for assessment. We await the outcome.
- 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 continue to work with services to survey the fire arrangements within Renfrewshire House in line with the current refurbishment programme. We are also working with Development and Housing to review the fire safety arrangements at the high flats and sheltered housing accommodation units.
- 3.6 The health and safety section continue to support the Town Centers Team and other event organizers to ensure that there are safe, controlled and enjoyable events delivered. We are currently involved in the planning of the winter events programme.
- 3.7 Following discussions with Health and Safety Team the British Heart Foundation (BHF) undertook training within Renfrewshire House of 75 staff (including 2 elected members) in the use of CPR techniques. BHF has agreed to undertake further training in the New Year, where there is already a waiting list of 30 staff. Separate training for school office staff and others outwith Renfrewshire House is being considered. The courses were free of charge. BHF were extremely pleased with the response and have thanked the Council staff for their donations of old clothing and other items.

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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 Councils commitment to the health, safety and wellbeing of Renfrewshire Council employees.

3. **Community Planning –**

Our Renfrewshire is well - We will improve the physical and emotional wellbeing of staff across services through the Healthy Working Lives programme.

Our Renfrewshire is safe - 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** - None

7. **Equality & Human Rights** -

(a) 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 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.

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** - None

12. **Cosla Policy Position** – None.

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## List of Background Papers

(a) None

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

**On: 13 December 2017**

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

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**Heading: Absence Statistics – 2017/18 Quarter 2**

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## **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 1 July 2017 to 30 September 2017. 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.
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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 absence statistics for the period 1 July 2017 to 30 September 2017.
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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 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 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	Quarter Ending June 2017	Quarter Ending September 2017
Chief Executive's Services	1.70	0.67	0.77	1.17	1.82	1.72	3.41	1.78	2.90
Children's Services	0	2.20	2.50	1.85	1.16	2.29	2.17	2.07	1.35
Community Resources	2.26	2.88	2.79	2.96	2.49	3.75	3.34	3.67	3.28
Finance and Resources	2.25	2.69	2.73	2.02	2.29	2.59	2.37	2.29	2.16
Development and Housing Services	1.26	1.73	1.93	1.79	2.78	1.75	2.18	1.73	2.40
Health and Social Care Partnership	0	4.15	3.68	4.29	3.95	5.03	3.65	2.36	3.88
<b>Council Overall</b>	<b>1.96</b>	<b>2.64</b>	<b>2.70</b>	<b>2.46</b>	<b>2.12</b>	<b>2.93</b>	<b>2.68</b>	<b>2.54</b>	<b>2.32</b>
<b>Council Overall targets</b>	<b>1.79</b>	<b>2.69</b>	<b>2.69</b>	<b>1.79</b>	<b>1.79</b>	<b>2.69</b>	<b>2.69</b>	<b>1.79</b>	<b>1.79</b>

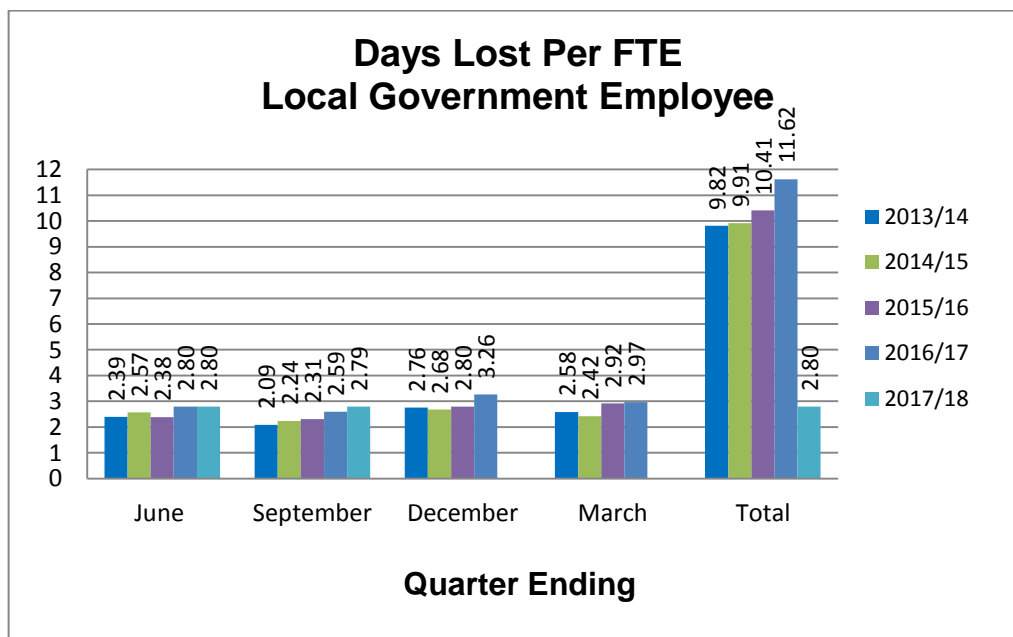
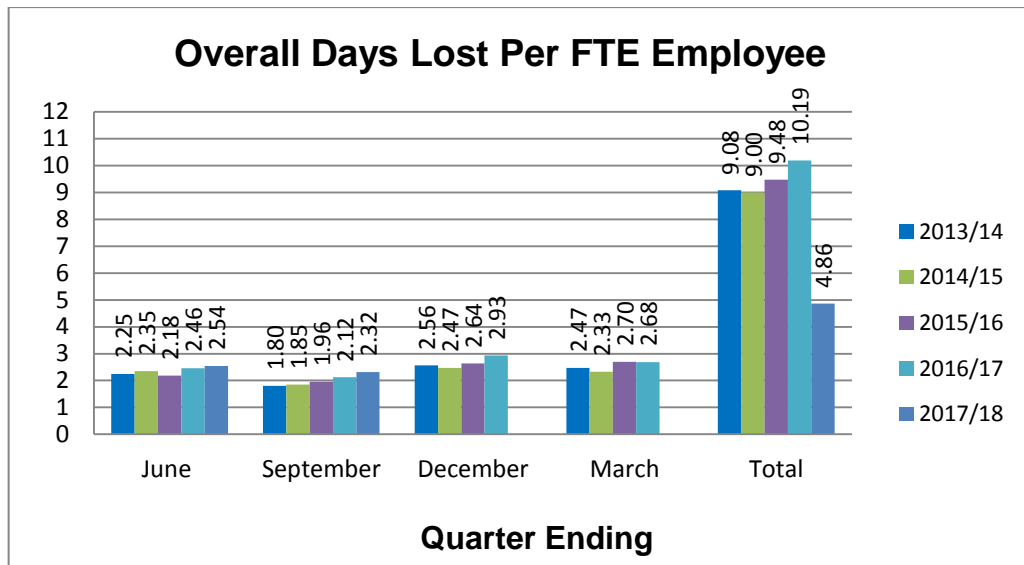
#### 5. Analysis and Trends - Quarters Ending 31st December 2015 to 30th September 2017

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
December 2015	2.64	December 2016	2.93	+0.29
March 2016	2.70	March 2017	2.68	- 0.02
June 2016	2.46	June 2017	2.54	+0.08
September 2016	2.12	September 2017	2.32	+0.20



- 5.2 The following tables detail the percentage absence levels by employee category for the quarter ending 30<sup>th</sup> September 2017 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 2017.

6.2 The Council has recorded an overall absence rate of 2.32 days lost per FTE employee, which is 0.53 days **above** the target figure of 1.79 days.

The absence performance of Local Government employees at 2.79 days lost per FTE employee is 0.87 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 2016	Musculoskeletal and Joint Disorders – 25.9%. Psychological (non work related) – 24%,
September 2017	Psychological (non work related) – 30.8%, Musculoskeletal and Joint Disorders – 23.1%.

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

HR and OD have investigated the possible options for further training and interventions available, which could be offered to employees as a proactive measure or for those who are currently experiencing non work related stress.

Areas which we have been explored include, but not limited to;

- Using our current counselling provider to deliver mindfulness and personal resilience courses;
- Using our current occupational health provider to deliver personal resilience courses;
- Working with RAMH to deliver the Scottish Mental Health First Aider courses; and
- Working with the NHS Choose Life team to offer safeTalk and ASIST on suicide awareness and prevention.

Further to this, HR and OD are working with our NHS colleagues to promote the “doing well” service which helps people with depression and low moods,

This service is delivered by a team from various professional backgrounds such as psychiatry, occupational therapy, psychiatric nursing and psychology. Appointments are through the person's own GP Practice.

- 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.
- A review of the current supporting attendance policies covering all staff, including teachers continues. Meetings have taken place with the respective trades unions to ensure this is a fully collaborative process.
- HR operational teams continue to proactively contact and support managers who have absence cases of 2 to 4 weeks in duration, to monitor action taken to date and proposed next steps.
- 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 aimed at raising employee awareness of health issues continue. Flu jabs are being organised across the council.
- 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;
- Monthly meetings continue with Directors and their management teams to discuss their service's supporting attendance performance.

## 9. Costs of Sick Pay

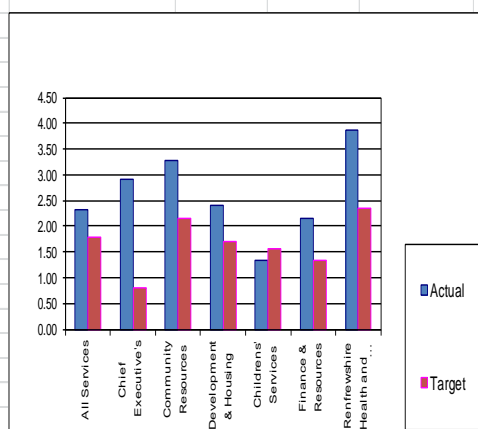
- 9.1 The costs associated with sick pay are provided to the Audit, Scrutiny and Petitions Board. The table below outlines the costs of sick pay by employee groups and overall:

Quarter/Year	Teachers (includes Supply Teachers)	All Other Employees	Overall
Quarter 1 of 2017/2018	£519,866	£1,323,694	£1,843,560
Quarter 2 of 2017/2018	£204,165	£1,128,009	£1,332,175
Year to date	£724,031	£2,451,703	£3,175,735

\* Total number of employees that contributed to the overall cost in this quarter was 1581

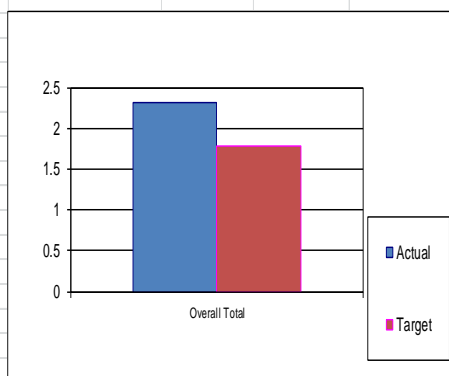
## PERFORMANCE V TARGETS 2017/2018

Quarter 2 June 2017 - September 2017



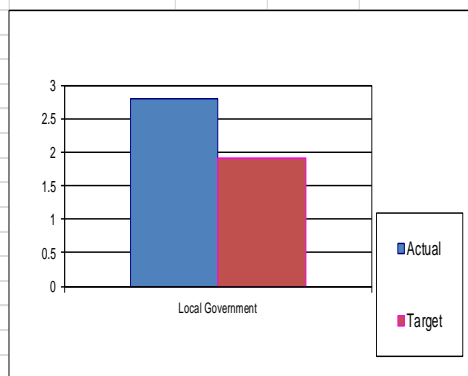
	Actual	Target	Difference
All Services	2.32	1.79	0.53
Chief Executive's	2.90	0.80	2.10
Community Resources	3.28	2.15	1.13
Development & Housing	2.40	1.69	0.71
Children's Services	1.35	1.56	-0.21
Finance & Resources	2.16	1.34	0.82
Renfrewshire Health and Social Care Partnership	3.88	2.36	1.52

Quarter 2 June 2017 - September 2017



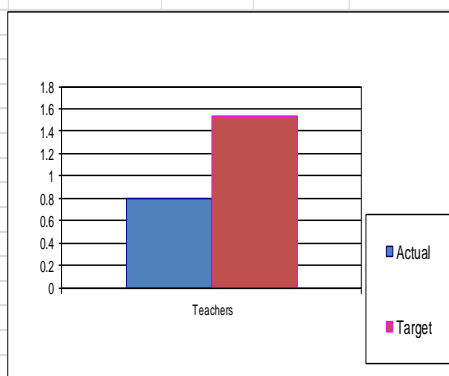
	Actual	Target	Difference
Overall Total	2.32	1.79	0.53

Quarter 2 June 2017 - September 2017



	Actual	Target	Difference
Local Government	2.79	1.92	0.87

Quarter 2 June 2017 - September 2017



	Actual	Target	Difference
Teachers	0.79	1.54	-0.75

## Implications of the Report

1. **Financial** - Improvement in attendance impacts on the financial costs of absence.
2. **HR & Organisational Development** - 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 –**  
  
Our Renfrewshire is well - Supporting employee attendance supports the community, as a high percentage of our employees live and work in Renfrewshire.  
  
Our Renfrewshire is safe - Supporting employee attendance helps maintain the safe delivery of council services.
4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights** -  
  
(a) 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 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.
8. **Health & Safety** - it is integral to the Council's aim of securing the health and well-being of employees.
9. **Procurement** – None

10. **Risk** - 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** - None
  12. **Cosla Policy Position** – None.
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### **List of Background Papers**

- (a) None
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**RENFREWSHIRE COUNCIL****JOINT CONSULTATIVE BOARD (Non-teaching) NOVEMBER 2017****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 11/17</b>	<b>TOTAL 10/17</b>
Chief Executives	0	0	0	<b>0</b>	0
Environment & Communities	0	0	0	<b>0</b>	1
Development & Housing Services	0	2	0	<b>2</b>	1
Children's Services	0	2	2	<b>4</b>	3
Health & Social Care Partnership	0	1	1	<b>2</b>	2
Finance & Resources	0	0	0	<b>0</b>	0
<b>TOTAL</b>	0	5	3	<b>8</b>	7

(Information as at 28 November 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.

