

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

Date	Time	Venue
Wednesday, 05 June 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).

Meeting Details

The meeting will take place at 3.30 pm or at the conclusion of the Finance, Resources and Customer Services Policy Board whichever is the later.

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 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 Chairperson**
- 2 Minute of Previous Meeting** **1 - 4**
Minute of previous meeting held on 27 March 2019.
- 3 Developments in Health, Safety and Wellbeing** **5 - 16**
Report by the Director of Finance & Resources.
- 4 Agency Workers** **17 - 18**
Report by the Director of Finance & Resources.
- 5 Absence Statistics – 1 October 2018 to 31 March 2019** **19 - 26**
Report by the Director of Finance & Resources.
- 6 Date of Next Meeting**
The next meeting of the JCB Non-Teaching is scheduled to be held at 3.30pm on 4 September 2019.

Minute of Meeting 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

Present

Representing Renfrewshire Council Management – Councillors J Harte, J McNaughtan, J Paterson and A Steel.

Representing Trade Unions –M Ferguson (UNISON);

Representing APT & C Staff –S Hicks and L Glover (UNISON)

Representing Manual Workers –J McMenemy and G Young (GMB).

In Attendance

G McKinlay, Head of Schools (Childrens' Services); F Carlin, Head of Planning and Housing Services and A Bennett, Housing Services Manager (Communities, Housing and Planning 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 P Shiach, Committee Services Officer (all Finance & Resources).

Apologies

Councillor Begg, J Boylan (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 Councillor Steel chair the meeting.

DECIDED: That Councillor Steel chair the meeting.

1 Minutes of Previous Meetings

There were submitted the minute of the previous meeting of the Joint Consultative Board: Non-Teaching held on 14 November and 12 December 2018.

DECIDED: That the Minutes be approved.

2 Environment & Infrastructure - Review of Soft and Hard Facilities Management

Under reference to item 8 of the Minute of the meeting of the Joint Consultative Board Non-Teaching held on 14 November 2018 the UNISON representatives expressed concern over the review of soft and hard facilities management. They indicated that there had been no clarity in terms of the process and that they had not been advised of any proposals in terms of Voluntary Redundancies /Voluntary Early Retirement (VR/VER).

The Head of Planning and Housing advised that discussions were on-going and that meetings had taken place between Communities, Housing and Planning Services and the trade unions on the issues raised but UNISON representatives had been unable to attend.

UNISON representatives expressed concern that the process and recognised procedures were not being followed and that the relevant documents had been requested but had not been received.

The Head of Planning and Housing indicated that consultations were being undertaken with staff who might be interested in VR/VER.

Following further discussion, the Convener proposed that all parties take steps to improve the relevant lines of communication. This was agreed.

DECIDED:

(a) That all parties take steps to improve lines of communication; and

(b) That the report be otherwise noted.

3 Adult Services - Home Care Workers : Access to break facilities

The UNISON representative expressed concern that despite a previous agreement that workers wearing their council badge could access facilities, they were being advised that this was no longer the case, and that some female workers had no access to facilities.

The HR Manager advised that the issue had been raised at the last Liaison meeting with the relevant service which was reviewing the issue with a view to it being resolved.

DECIDED: That the information be noted.

4 Children' Services - ASNA Review and Administration of Medicines

The UNISON representative referred to meeting with management in 2017 to discuss a Scottish Government report, the main thrust of which had been medicines issued to children primarily by teaching support staff. It had been agreed that a review of this practice would be undertaken. However, the UNISON representative expressed concern that the review would take longer than had been originally envisaged. He indicated that staff issuing medication should be remunerated accordingly as these tasks did not form part of the support staffs' contracts.

The Head of Schools stated that he welcomed ongoing engagement on the matter indicating that there was no delay but that the issue was one of a number which required to be tackled together.

The UNISON representative indicated that the issue with regard to the administration of medicines was the most urgent as staff felt that they were not adequately trained to undertake this task and did not have access to relevant files. He intimated that a meeting would be held with the relevant staff following the spring break to consider the matter further.

DECIDED: That the information be noted.

5 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 indicated that in order to support the Healthy Working Lives Gold award a calendar of proposed awareness sessions and events had been planned for the year. Details of the topics included were detailed in the report. To support this, it was anticipated that the HWL group would meet to discuss the topics and the best route to communicate them. Thereafter the group would report to the Corporate Health and Safety Committee.

The report advised that the health and safety section continued to work closely with (i) the risk and insurance section to identify accident causation type which could result in claims against the council; (ii) FAR, Property Services and the FM teams within Environment and Infrastructure to review the fire risk assessment for Renfrewshire House; and (iii) the Town Centres Team and other event organisers to ensure that there were safe and controlled events delivered.

The report intimated that that the Health and Safety had undertaken 136 High risk and 34 Low risk evaluations of contractor's health and safety documentation when they had applied for contracts with Renfrewshire Council. Where the contractor had failed the evaluation process, the Health and Safety section had worked with procurement to offer further advice and guidance where appropriate.

The report detailed the work of the Health and Safety section in terms of responses to requests for Freedom of Information requests; delivery of bespoke training; and in supporting attendance activity.

DECIDED: That the report be noted.

6 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 indicating that there was a total of 12 grievances as at March 2019, which was an increase of two from the previous report considered by the Board.

DECIDED: That the report be noted.

7 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 February 2019 and detailing the capacity and service in which they were engaged. The report advised that as at the end of the reporting period, 68 agency workers were employed across all services.

DECIDED: That the report be noted.

8 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, 5 June 2019.



To: Joint Consultative Board: Non-Teaching

On: 5th June 2019

Report by: Alan Russell, Director of Finance and Resources

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 Finance and Resources, HR, health and safety section and other council services.
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3. Background

- 3.1 The end of year report provides an update on the health and safety arrangements and performance of Renfrewshire Council in effectively managing health, safety and wellbeing since the mid-year report September 2018.
- 3.2 The Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 (as amended) place duties on the Council to ensure, so far as is reasonably practicable, the health of their employees and others that could be affected by work activities.

- 3.3 The end of year report supports the Council's and Services' commitment to ensuring the health, safety and wellbeing of our employees, and takes into consideration the government's strategy documents 'The Health and Safety of Great Britain, Be Part of the Solution' with regard to future planning and the Scottish Government's "Healthy Working Lives" Gold award programme.
- 4.4 Highlighted in the report is the continuous improvement in relation to accident/incident, ill health reduction, which demonstrates the Council's and Services' commitment that has contributed to a decrease in accidents/incidents within the workplace. This has been greatly assisted by our ongoing accreditation to British Standard BS OHSAS 18001: 2007 which has supported Services in commitment and ownership of health and safety standards. This has been further assisted by the Corporate Health, Safety and Well Being Strategy Document 2019 - 2022, the Corporate Health and Safety Committee, Service Health and Safety Planning Groups, health and safety meetings with trade union involvement, risk assessments, audits, inspection programmes, training and awareness sessions.

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.

List of Background Papers

- (a) **2018/19 End of Year Report on the Health and Safety activities within Renfrewshire Council.**

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To: Finance, Resources and Customer Services Policy Board

On: 05 June 2019

Report by: Director of Finance and Resources

Heading: 2018/19 End of Year Report on the Health and Safety activities within Renfrewshire Council.

Summary

- 1.1 This report provides an update on the health and safety arrangements and performance of Renfrewshire Council in effectively managing health, safety and wellbeing since the mid-year report September 2018.
- 1.2 The Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 (as amended) place duties on the Council to ensure, so far as is reasonably practicable, the health of their employees and others that could be affected by work activities.
- 1.3 This report supports the Council's and Services' commitment to ensuring the health, safety and wellbeing of our employees, and takes into consideration the government's strategy documents 'The Health and Safety of Great Britain, Be Part of the Solution' with regard to future planning and the Scottish Government's "Healthy Working Lives" Gold award programme.
- 1.4 Highlighted in the report is the continuous improvement in relation to accident/incident, ill health reduction, which demonstrates the Council's and Services' commitment that has contributed to a decrease in accidents/incidents within the workplace. This has been greatly assisted by our ongoing accreditation to British Standard BS OHSAS 18001: 2007 which

has supported Services in commitment and ownership of health and safety standards. This has been further assisted by the Corporate Health, Safety and Well Being Strategy Document 2019 - 2022, the Corporate Health and Safety Committee, Service Health and Safety Planning Groups, health and safety meetings with trade union involvement, risk assessments, audits, inspection programmes, training and awareness sessions.

4. Recommendations

- 2.1 The board notes the attached report on the health and safety arrangements and performance in the Council.
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5. Background

- 3.1 A safe and healthy organisation is one that successfully balances the needs of individuals with the needs of the organisation as a whole. Within the Council it is recognised that employees face a demanding working environment and are continually facing new challenges. Both factors influence the safety, physical and mental wellbeing of our employees. As stated in the Corporate Policy, the Council depends upon a healthy and motivated workforce to deliver the services which the community needs and expects.
- 3.2 Health and safety at work is not only about health and safety management, occupational health and promoting healthier lifestyles; it is recognised that the way in which work is organised also plays a key role. To be truly effective, health and safety must be an everyday process and an integral part of the workforce culture at all levels across the Council.
- 3.3 There are four major components underpinning a safe and healthy organisation:
- effective health and safety management;
 - promoting access to competent occupational health provision;
 - promoting employee's health and well-being; and
 - organisation of work.
- 3.4 The Council recognises the continual importance of co-operating and linking all the relevant initiatives, policies, procedures and opportunities.
- 3.5 The Council has an ongoing commitment to eliminating accidents, so far as is reasonably practicable and encourages employees to play their part in achieving this important objective.

RIDDOR refers to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

The Regulations require employers, the self-employed and those in control of premises to report specified workplace incidents which includes Over 7days incapacity from work through injury, specified injuries such as a fractured arm and Dangerous Occurrences such as potential exposure to Asbestos.

Summary of 2018-19 RIDDOR Notifications.

Service	Number of reports
Communities, Housing and Planning	1
Children Services	15
Environment & Communities	9
Renfrewshire Health and Social Care Partnership	2

One additional RIDDOR was completed by contractor while on site at Renfrewshire House.

RIDDOR Category	Number of reports
Lifting and Handling	2
Physical Assault	3
Dangerous Occurrences (asbestos)	2
Slip, trip and fall (2 due to ice)	11
Fall from Height	1
Movement including Transport	3
Struck by Object	2
Another	3

Incidents are investigated in the first instance by supervisors/ managers to prevent a re-occurrence or at least to minimise the consequences if such an incident occurs again.

There have been no new cases of Industrial disease reported.

Health surveillance continues for employees who may be exposed to noise, dust or vibrations.

Accident and Incident Information is a standing item at the Corporate Health and Safety Committee.

3.6 The provision of appropriate health and safety training continued throughout the period. The programme offered by the health and safety section included:

Fire Warden training.

Fire warden training was arranged for employees who assist in an official capacity during an emergency fire situation. 40 delegates were trained. Further to this, bespoke courses were delivered to several premises across the Council including residential units and school establishments. Over the period 98 delegates have been trained.

Mindfulness Course and Mental Health First Aid.

Training for both courses has been undertaken over the past 6 months as part of our development of preventative approach to employee well-being. The mindfulness course training has been successful, and The Mental Health First Aider Course attracted 49 delegates.

British Heart Foundation cardiopulmonary resuscitation (CPR) Training.

CPR is a potential lifesaving medical procedure which is given to someone who is in cardiac arrest. It helps to pump blood around the person's body when their heart can't. The CPR training was offered to employees as a life skill. Overall 39 health and safety training places were taken up by Council employees.

H&S Awareness for Housing Team Home Visits.

38 staff were trained on various safety aspects to consider working in the community.

Violence and Aggression Training

This type of training allows the delegate to understand the impact of violence and aggression in the workplace. Over the period 30 delegates were trained.

3.7 In order to meet legal requirements and current best practice, several health and safety policies, guidance and strategy were developed or revised. These include:

- Corporate Health, Safety and Wellbeing Strategy 2019-22
- Asbestos Policy

Several other health and safety policies and guidance are in the process of revision including Hand Arm Vibration, Fire, Violence and Aggression, Control of Legionella and Stress.

- 3.8 To facilitate the partnership approach to health and safety with employees, the Corporate Health and Safety Committee (CHSC) continue to progress important health and safety issues. This committee has representation from Services and trade unions.
- Service Co-ordinators are required to submit a quarterly report detailing their respective Service's health and safety performance. This report is also passed to Service senior management teams for them to review health and safety performance.

Service planning groups continue to assist at management level in the formulation and implementation of Service health and safety policies, plans and in addressing operational issues.

These groups are also responsible for:

- agreeing the content of the Service health and safety policy;
- production of an annual action plan to achieve the Service health and safety objectives;
- promotion of a positive health and safety culture throughout the Service;
- identification of management arrangements to implement policy;
- identification and prioritisation of actions and the development of key performance indicators related to the health and safety plan;
- identification of risk control systems and workplace precautions together with associated performance standards;
- ensuring effective joint communication and participation with employees; and
- monitoring the implementation of the health and safety plan.

- 3.9 The Health and Safety Section supports the CPU in vetting council contracts from a Health and Safety perspective. From 1 April 2018 to 31 March 2019, 42 Low Risk evaluation contracts and 158 High Risk evaluations were vetted during this period. The section failed 17 evaluations. Concerns identified were remedied quickly and documentation re submitted for evaluation.

CPU work closely with the Health and Safety Section where any concerns may arise ensuring that the council vetting process remains robust.

- 3.10 The Quality of Working Life (Stress) Risk Assessment (QWLRA) continues to be utilised across Services, this tool reflects the six stress Management Standards identified by the Health and Safety Executive. The standards identify the areas where potential causes of workplace stress may exist. The

Stress policy and management support tools for dealing with workplace stress have also been revised to take account of the new risk assessment procedure. This includes support mechanisms for managers and employees. To further support this, the training for managers and supervisors was reviewed and updated to include other aspects of mental health awareness. Since November 2018 the H&S Team have supported managers with 8 Individual stress risk assessments and 1 Team stress risk assessment. Prior to November, the H&S Teams involvement in this process was not recorded but is now one of our performance indicators.

3.11 The Health and Safety Section continue to manage the council's participation in the Scottish Centre for Healthy Working Lives Gold Award scheme. The Gold Award is the ultimate Healthy Working Lives Award presented only to those organisations which demonstrate long term commitment to improving health and well-being within their workplaces. Renfrewshire Council retained this award in November 2018.

3.12 The Health and Safety Section continue to provide specialist support to the Events team and other groups. An Officer from the Health and Safety Section acts as Event Safety Officer for the Council. Between 1st April 2018 to 31 March 2019 the following events were planned and successfully completed.

- St Mirren Football Team (Paisley)
- Paisley Food & Drink Festival
- British Pipe Band Championships
- Renfrew Gala Day
- Barshaw Gala Day
- Sma' Shot Day
- Fire Engine Rally (Johnstone)
- Open Doors (Abbey Drain event)
- The winter events programme (the Spree, Halloween, Fireworks, Remembrance Sunday events and Christmas Lights Switch On events)

3.13 Organisations that successfully manage health and safety recognise that the relationship between controlling risks and general health is at the very centre of the organisation itself. Within Renfrewshire Council, this approach rests on the principles in BS OHSAS 18001:2007 to which the Council is committed to retain and maintain registration for all Services. The standard clearly states that managing health and safety successfully is founded on effective systems which:

- set and develop policy;
- plan for health and safety;
- implement and operate the plan;
- check and introduce corrective actions when appropriate;

- review overall performance; and
- work towards continuous improvement.

By ensuring the application of these principles in partnership with all employees, Renfrewshire Council will continue to be seen by its stakeholders as an exemplar employer and be recognised accordingly.

This standard is being withdrawn and replaced with ISO 45001. which is an international standard, ensuring enhanced compatibility with other standards, such as ISO 9001 and 14001.

Discussions are ongoing concerning the move towards the new standard.

- 3.14 The Health and Safety Section continue to provide specialist support to the Insurance section and the Records Manager, supplying data and information to facilitate responses to Insurance claims, SARs and FOIs. Since November 2018 the team have responded to 38 such requests.
- 3.15 During the period, health and safety flashes were issued around Ladder Safety, Window Blind Looped Cords and Chains and Stair Safety. All relevant previous safety flashes are available on the intranet.
- 3.16 The health and safety team continue to work with the business world team on the health and safety applications. The Incident reporting system was launched during February 2019 and the risk assessment processes are in development.

Implications of the Report

7. **Financial** - Continuing to improve health and safety performance will reduce accidents/occupational ill health and associated costs.
8. **HR & Organisational Development** - This report supports the Council's commitment to the health, safety and wellbeing of employees.
9. **Community/Council Planning** – This report and plan supports the objectives contained within the community and council plans.
10. **Legal** - The council will continue to comply with current health and safety legislation.
11. **Property/Assets** - Having a robust health and safety management system in place and an effective risk control system should ultimately reduce the risk of property damage and potential loss of premises which could be

caused by fire for example.

12. **Information Technology** - Not applicable.

13. **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 as 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.

14. **Health & Safety** - This report supports and demonstrates the council's commitment to ensuring effective health and safety management.

15. **Procurement** - Finance and Resources, HR and Organisational Development (FAR, H.R. and O.D.) health and safety section has a valuable input to the Council's procurement system.

10. **Risk** - This report supports the overarching management of risk within Renfrewshire Council.

11. **Privacy Impact** - Not applicable.

12. **Cosla Policy Position** - Not applicable.

List of Background Papers None

Author: *Steven Fanning, Principal HR adviser (Health, Safety, Absence)*

AGENCY WORKERS - APRIL 2019					
Service	Job Title	Current Number of Renfrewshire Council Employees in this Role	Number of Agency Workers in this Role in February 2019	Number of Agency Workers in this Role in March 2019	Number of Agency Workers in this Role in April 2019
Environment & Infrastructure	Cleaner	213	2	11	11
	Catering Assistant	183	6	9	5
	Cook	0	6	1	3
	Housekeeper	58	2	6	6
	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	30	41	39
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	25	32	32
	Social Care Assistant	114	6	10	9
Total for Renfrewshire Health & Social Care Partnership		487	31	42	41
Total Workers		1117	68	90	87



To: Joint Consultative Board (Non-Teaching)

On: 5th June 2019

Report by: Director of Finance and Resources

Heading: Absence Statistics – 1st October 2018 to 31st March 2019

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 1st October 2018 to 31st March 2019. 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.
-

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 2018/19 1st October 2018 to 31st March 2019.
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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 - Ending 31^s March 2019

- 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 March 2017	Quarter Ending June 2017	Quarter Ending Sept. 2017	Quarter Ending Dec. 2017	Quarter Ending March 2018	Quarter Ending June 2018	Quarter Ending Sept. 2018	Quarter Ending Dec. 2018	Quarter Ending March 2019
Chief Executive's Services	3.41	1.78	2.90	2.16	2.78	1.57	0.80	2.18	2.60*
Children's Services	2.17	2.07	1.35	2.35	2.71	2.13	1.29	2.97	1.68
Environment & Infrastructure	3.34	3.67	3.28	4.33	4.49	3.75	3.18	3.42	3.53
Finance and Resources	2.37	2.29	2.16	2.20	2.59	2.56	2.62	2.78	3.40*
Communities, Housing and Planning	2.18	1.73	2.40	2.63	1.88	2.04	2.72	2.61	3.81*
Health and Social Care Partnership	3.65	2.36	3.88	5.13	4.34	4.02	4.64	4.64	4.13
Council Overall	2.68	2.54	2.32	3.32	3.23	2.80	2.36	3.25	2.84
Council Overall targets	2.69	1.79	1.79	2.69	2.69	1.79	1.79	2.69	2.69

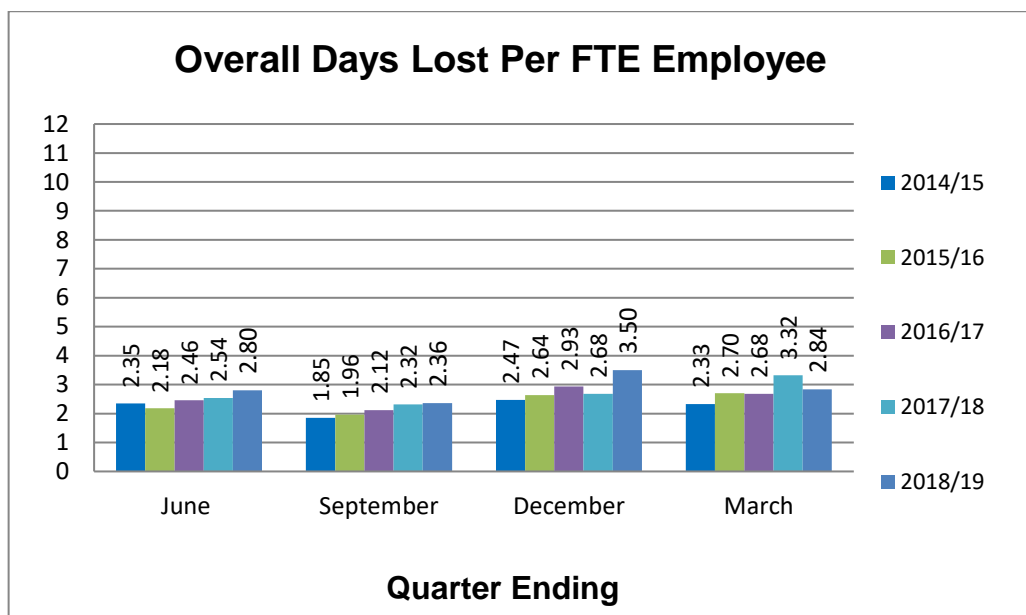
* These figures are provisional and subject to further verification following the ongoing transition to new absence management systems.

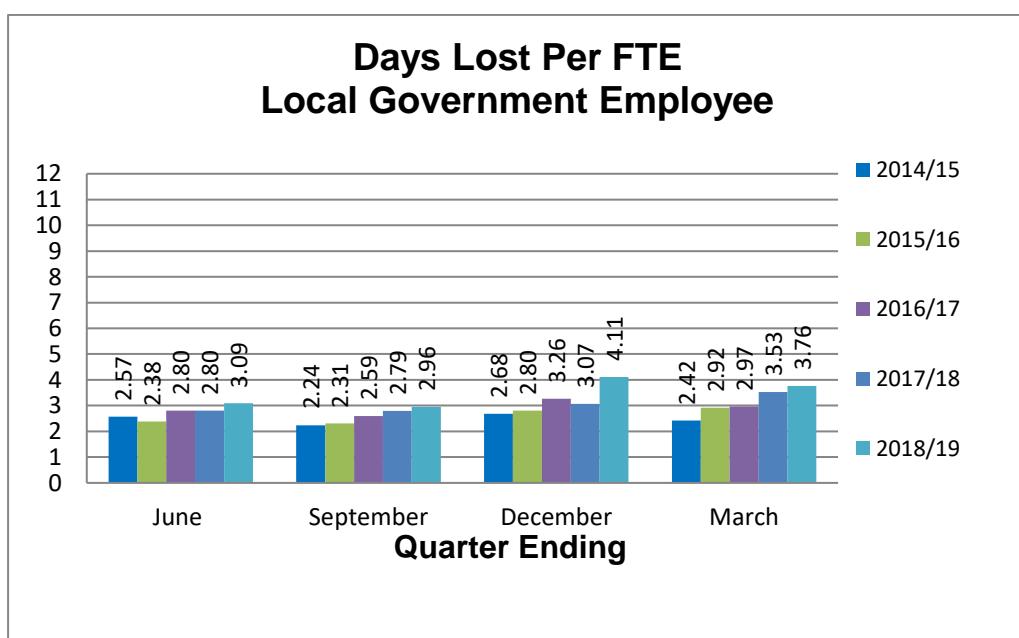
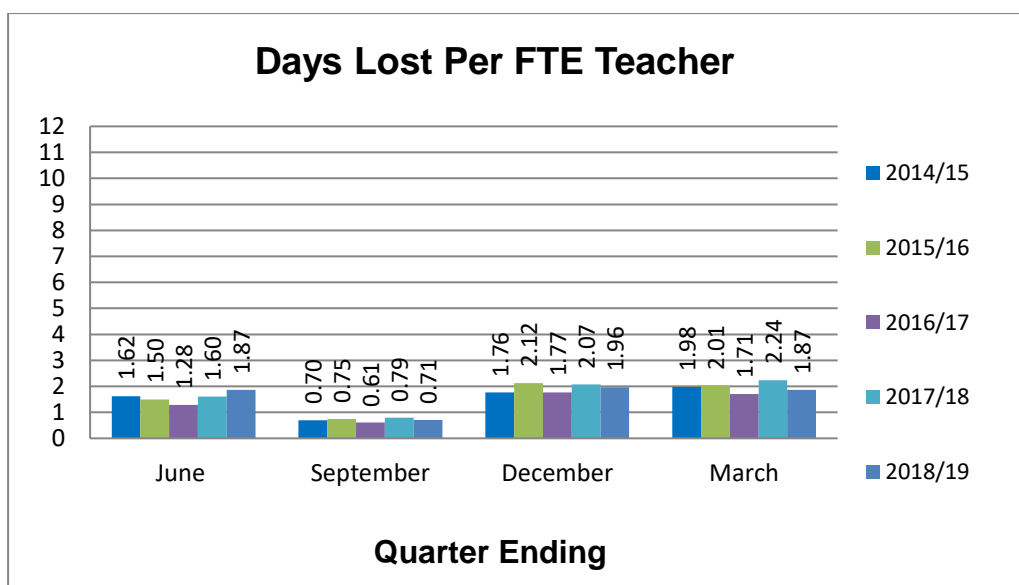
5. Analysis and Trends - Ending 31st March 2019

- 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
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
December 2017	3.32	December 2018	3.25	-0.07
March 2018	3.23	March 2019	2.84	-0.39

5.2 The following tables detail the percentage absence levels by employee category for the quarter ending 3^{1st} March 2019 namely: overall, teachers and local government employees.





6. Absence Targets Analysis: ending 31st March 2019.

- 6.1 The Council has recorded an overall absence rate of 2.84 days lost per FTE employee, which is 0.15 days **above** the target figure of 2.69 days.

In addition, the Teacher absence level of 1.87 days lost per FTE employee is 0.43 below the target of 2.30 days.

Local Government employee absence level of 3.76 days lost per FTE employee is 1.84 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
March 2018	Psychological (non-work related) Musculoskeletal and Joint Disorders
March 2019	Psychological (non-work related) Musculoskeletal and Joint Disorders

- 7.2 To address Psychological (non-work related) absences the Council 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. The service operates a flexible approach to appointments offering telephone consultations in the early mornings or evenings as well as throughout the day and face to face sessions at their offices in Paisley. The consistent presenting issues to the service relating to Psychological (non-work related) include;

- Loss/Bereavement
- Stress/anxiety/panic
- Depression/Self-worth
- Family Relationships

If an employee suggests to their manager that they are experiencing Psychological (non-work related) issues, then they should be provided with the timefortalking service information.

The following table details the employee usage of the service and the types of appointments

Total Referrals	200
Referrals Male	47
Referrals Female	153
Self-Referrals	149
Management Referrals	51
Face to Face Counselling	160
Telephone Counselling	13
No contact	20
Client didn't engage	7

Further to this, the Council continues to deliver Mindfulness Courses and Mental Health First Aider courses. Courses are open to all employees and have been planned until June 2019.

Training for both courses has been undertaken over the past 6 months as part of our development of preventative approach to employee well-being. The mindfulness course training has been successful with over 40 attendees, and

The Mental Health First Aider Course attracted 49 delegates. Feedback from those employees who have attended the courses has been very positive.

HR and OD are working with the counselling service to provide other types of training which can be delivered, for example personal resilience.

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

HR and OD continue to promote the NHS Choose Life team, who offer safeTalk and ASIST on suicide awareness and prevention.

HR and OD continue to work with our NHS colleagues to promote the “doing well” service which helps people with depression and low moods.

- 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.

HR and OD continue to investigate the practical options for further training and interventions available that may reduce the impact of musculoskeletal and joint disorders.

A successful pilot programme of providing a physiotherapy service specifically to Environment and Infrastructure based at the Underwood Rd depot has resulted in the service being made a permanent feature. This involves the physiotherapist being onsite 2 days per month and is a blend of fixed appointments and drop in sessions.

Environment and Infrastructure have undertaken a review programme of all existing employees training, this includes manual handling, and are starting a refresher programme with the road workers.

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 on supporting attendance activity, 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. This approach has been very successful in assisting and supporting

employees back to work, particularly those who have been on restricted duties.

- Within the Renfrewshire Health and Social Care Partnership, a leadership development day was dedicated to supporting attendance. Both the Council and NHS HR teams presented statistics and held interactive sessions that allowed managers the opportunity to discuss and share good practice.
- 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.
- 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.
- HR have introduced a supportive call back service, initially within Environment and Infrastructure. An HR Adviser contacts employees when they report their absence due to sickness and ensures that they are being supported properly throughout the absence. The HR Adviser also contacts the employee's line manager to ensure the correct process is being followed and that all support mechanisms have been offered. This additional support is fully endorsed by the Trades Unions.
- HR and the Businessworld teams 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;
- Meetings continue with Directors and their management teams to discuss their service's supporting attendance performance.

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

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