

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

Date	Time	Venue
Wednesday, 28 March 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 [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.

### 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.

- |          |   |                |
|----------|---|----------------|
| <b>1</b> | <b>Minute of Previous Meetings</b>  | <b>5 - 12</b>  |
|          | Minute of meetings of the Joint Consultative Board Non-Teaching held on (i) 25 October, 2017; and (ii) 13 December, 2017 approved at the meeting of the Finance, Resources and Customer Services Policy Board held on 31 January, 2018. |                |
| <b>2</b> | <b>Developments in Health and Safety</b>  | <b>13 - 16</b> |
|          | Report by Director of Finance & Resources.  |                |
| <b>3</b> | <b>Absence Statistics</b>   | <b>17 - 26</b> |
|          | Report by Director of Finance & Resources.  |                |
| <b>4</b> | <b>Agency Workers</b>   | <b>27 - 28</b> |
|          | Report by Director of Finance & Resources.  |                |
| <b>5</b> | <b>Details of Grievances</b>  | <b>29 - 30</b> |
|          | Report by Director of Finance & Resources.  |                |
| <b>6</b> | <b>Adverse Weather</b>  |                |
|          | Request from UNISON for consideration of additional payment to essential cover staff during the Red Warning period.   |                |
| <b>7</b> | <b>Date of Next Meeting</b>   |                |
|          | The next meeting of the Joint Consultative Board Non-Teaching is scheduled to be held at 3pm on 6 June, 2018.   |                |



## Minute of Meeting

### Joint Consultative Board (Non-Teaching)

Date	Time	Venue
Wednesday, 25 October 2017	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 – M Ferguson S Hicks and K Kernachan (UNISON); and R Stewart and A Gibson (UNITE) and J McMenemy (GMB).

#### In Attendance

G McKinlay, Head of Schools (Children Services); A Bennett, Housing Services Manager (Development & Housing Services); K Anderson, Amenity Services Manager (Environment & Communities); T Olowe, Interim Head of HR, OD & Workforce Planning; R Cree, OD & Workforce Planning Manager, S Fanning, Principal HR Adviser (Health Safety and Absence), R Laouadi, Human Resources Manager and R Devine, Senior Committee Services Officer (all Finance & Resources); and I Beattie, Head of Health & Social Work Services (Paisley) Renfrewshire Health and Social Care Partnership.

#### Apologies

Apologies for absence from the meeting were submitted on behalf of Councillor J Harte, S McAllister (Manual Worker Trade Union Spokesperson) and J Boylan (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.

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

## **2 Minute of Previous Meeting**

There was submitted the Minute of the meeting of the Joint Consultative Board: Non-Teaching held on 13 September, 2017.

**DECIDED:** That the Minute be noted, subject to it being amended to record that members of the GMB trade union had been represented at the meeting by J McMenemy.

## **3 Developments in Health and Safety**

There was submitted a report by the Director of Finance & Resources relative to developments with regard to health and safety issues. The report detailed policies and guidance that were currently being revised, as undernoted

Guidance on Statutory Inspections and Maintenance – issued.

The following policies and guidance were 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

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 audit was scheduled to be undertaken during March 2018.

It was noted that the Healthy Working Lives Gold award programme was currently under review.

The report also indicated that the health and safety section was working with the risk and insurance section to identify accident causation type which could result in claims against the Council. This would lead to the development of further strategies which might reduce the impact of claims to the Council and raise health and safety awareness among employees. The section also continued to work with services to survey the fire arrangements within Renfrewshire House in line with the current refurbishment programme and with Development & Housing Services to review the fire safety arrangements at high rise flats and shared accommodation units. The Trades Union representatives highlighted the desirability of including the through-care service in the review of fire service arrangements. This was agreed.

It was highlighted that the section continued to support the Town Centres Team and other event organisers to ensure that safe, controlled and enjoyable events were delivered. Current activities related to the planning of the winter events programme were outlined.

**DECIDED:** That arrangements be made to include the through-care service in the

review of fire safety arrangements and that otherwise the report be noted.

#### **4 Absence Statistics**

There was submitted a report by the Director of Finance & Resources relative to the Council's absence statistics for the period 1 April to 30 June, 2017. The report provided information in relation to sickness 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 1, ending 30 June 2017 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 as the existing recording process did not enable updates to be made to the nature of the psychological absence following the initial diagnosis. It was agreed that consideration be given to amending this process. Furthermore it was agreed to provide members of the JCB Non-Teaching with statistical data relative to psychological (work-related) absences to facilitate analysis of trends, etc.

#### **DECIDED:**

- (a) That consideration be given to amending the process for recording the levels of work and non-work related psychological absences to enable updates to be made to the nature of the psychological absence when such information became available;
- (b) That statistical data relative to psychological (work-related) absences be provided to members of the JCB Non-Teaching to facilitate analysis of trends, etc; and
- (c ) That otherwise the report be noted.

#### **5 Agency Workers**

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

I Beattie, Head of Health & Social Work Services (Paisley) Renfrewshire Health and Social Care Partnership. was heard further in connection with the reasons for the increase in agency workers within Renfrewshire Health and Social Care Partnership and it was agreed that details of the reasons for the increased use of agency workers within Environment & Communities be circulated to members of the JCB Non-Teaching prior to the next meeting.

The Trades Union representatives raised concerns that contrary to the decision recorded at Item 5 of the Minute of the previous meeting, no meeting had been convened between the Trades Union representatives and management in connection with the review of Catering Services to discuss possible action to alleviate the situation and stem the number of resignations received. The Convener intimated that he would ensure appropriate action was taken to address the situation.

**DECIDED:**

(a) That details of the reasons for the increased use of agency workers within Environment & Communities be circulated to members of the JCB Non-Teaching prior to the next meeting;

(b) That it be noted that appropriate action would be taken in respect of implementation of the decision, taken at the previous meeting, regarding convening a meeting between the Trade Union representatives and management in connection with the review of the Catering Services; and

(c ) That the report be otherwise noted.

## **6 Details of Grievances**

There was submitted a report by the Interim Head of HR, OD and Workforce Planning 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 October 2017, which was no variance from the previous report.

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

## **7 Date of Next Meeting**

**DECIDED:** It was noted that the next meeting of the JCB Non-Teaching would be held at 3 pm on Wednesday, 13 December, 2017.



## Minute of Meeting

### 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

#### Present

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

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

#### In Attendance

G McKinlay, Head of Schools (Children Services); F Carlin, Head of Planning and Housing (Development and Housing); D Gillies, Head of Facilities Management (Community Resources); T Olowe, Interim Head of HR; R Cree, OD & Workforce Planning Manager, S Fanning, Principal HR Adviser (Health Safety and Absence), R Laouadi, Human Resources Manager and P Shiach, Committee Services Officer (all Finance & Resources); and I Beattie, Renfrewshire Health and Social Care Services.

#### Apology

Councillor J Paterson.

#### 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 J Boylan chair the meeting.

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

## 2 Developments in Health and Safety

There was submitted a report by the Director of Finance & Resources relative to developments with regard to health and safety issues. The report detailed policies and guidance that were currently being revised.

The following policies and guidance were 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.

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 audit was scheduled to be undertaken during March 2018.

It was noted that the Healthy Working Lives Gold award programme had been submitted to the Scottish Centre for Healthy Working Lives for assessment and the outcome was awaited.

The report also indicated that the health and safety section were working with the risk and insurance section to identify accident causation type which could result in claims against the Council. This would lead to further strategies which might 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 in line with the current refurbishment programme and with Development & Housing Services to review the fire safety arrangements at high flat and shared accommodation units.

It was highlighted that the section had supported the Town Centres Team and other event organisers to ensure that safe, controlled and enjoyable events delivered. The winter events had been delivered safely.

The report indicated that following discussions with the Health and Safety Team, the British Heart Foundation (BHF) had undertaken training within Renfrewshire House of 73 staff and two elected members in the use of CPR Techniques. BHF had agreed to undertake further training in the New Year, and currently there were 30 staff on the waiting list. Separate training for school office staff outwith Renfrewshire House was being considered.

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

### **3 Absence Statistics**

There was submitted a report by the Director of Finance & Resources relative to the Council's absence statistics for the period 1 July to 30 September 2017. The report provided information in relation to sickness 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 2, ending 30 September 2017 and for the equivalent quarters in previous years.

The appendix to the report detailed the absence performance of services, the Council overall and employee groupings against the set absence targets for quarter ending 30 September 2017.

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 following the initial diagnosis. The Principal HR Adviser (Health Safety and Absence) indicated that he would meet with Trade Union representatives to identify areas of concern.

#### **DECIDED:**

(a) The Principal HR Adviser (Health Safety and Absence) indicated that he would meet with Trade Union representatives to identify areas of concern in relation to the recording of levels of work and non-work related psychological absence; and

(b) That otherwise 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 eight grievances as at November 2017, which indicated an increase of 1 from the previous report.

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

### **5 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 November 2017, and detailing the capacity and service in which they were engaged.

The report showed a decrease of 13 across all services from the figure previously reported.

I Beattie, Renfrewshire Health and Social Care Services was heard in connection with the reasons for the increase in agency workers within Renfrewshire Health and Social Care Services and indicated that there were a number of recruitment challenges in terms of the Health and Social Care Partnership.

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

## **6 Date of Next Meeting**

It was noted that the next meeting of the JCB Non-Teaching would be held at 3 pm on Wednesday 31 January 2018.




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

**On:** 28<sup>th</sup> March 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

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## 1. Summary

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

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## 2. Recommendations

- 2.1 This report is for information only and to note that this is a retrospective record of health, safety and well being activities undertaken by 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 guidance has been issued and placed on Renfo:

- Guidance on the use of Drones

The following are awaiting final approval:

- Corporate Policy on Health and Safety at Work
- First Aid Guidance including the use of defibrillators
- Guidance on Accident, Incident and Violence & Aggression Reporting

The following are still under review:

- 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

- 3.2 The health and safety section continue to assist services to retain accreditation to BS OHSAS 18001:2007. BSI undertook a 3 day (2 auditors) in early March 2018. Their report has just been submitted to the council and will be reviewed by the Health and Safety Team and the services involved. Future changes in the auditing process nationally will have to be reflected in a new contract with an accreditation organisation.
- 3.3 The Healthy Working Lives Gold award has been successfully retained and a 3 year strategy is in development.
- 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. With the recent adverse weather the Health and Safety Section have requested details of any slips, trips and falls and with separate information on AIRD identify any possible concerns over local gritting plans and encourage learning and preventative measures. This may reduce the impact of claims to the council and also raise the health and safety awareness amongst employees and managers. A review of Health and Safety implications for staff and others during severe weather will be reviewed with others.
- 3.5 The health and safety section are continuing to work with services to review the fire arrangements within Renfrewshire House. Recent areas of concern including storage of combustibles and other issues with IT hubs and other storage areas have been actioned. The section continues to undertake on-site fire warden training for our care homes. This is a continuous process.
- 3.6 The health and safety section continue to support the Town Centres Team and other event organisers to ensure that there are safe, controlled and enjoyable events delivered. We are currently involved in the planning of this year's events including the British Pipe Band Championship in May.
- 3.7 Following recent HSE interventions in relation to welfare and asbestos awareness, the Health and Safety Service have supported the implementation of the Services' action plan. The Health and Safety team have undertaken toolbox talks to the staff involved which includes asbestos awareness, manual handling and portable gas safety. The HSE are now satisfied that appropriate action has been taken.
- 3.8 The section continues to work with colleagues in IT in relation to the continued use of the Lotus Notes AIRD (Accident Incident Reporting Database) and General Risk Assessment Database (GRAD).
- 3.9 The Corporate Health and Safety Committee met in January. The new Terms of Reference were discussed and will be agreed at the next meeting in April 2018.

## Implications of the Report

1. **Financial** - Continuing to improve health and safety performance will reduce accidents/occupational ill health and the costs associated with this.
2. **HR & Organisational Development** - This report supports the Council's commitment to the health, safety and well being of Renfrewshire Council employees.
3. **Community Planning –**
  - Community Care, Health & Well-being** - We will improve the physical and emotional wellbeing of staff across services through the Healthy Working Lives programme.
  - Empowering our Communities** - We will promote learning and encourage employees to fulfil their individual potential, and ensure that the council delivers high-quality services in the most effective and efficient way to meet the needs of local people.
  - Greener** - The E-management system will reduce the amount of paper used for risk assessment and accident forms.
  - Safer and Stronger** - Facilitating the health, safety and wellbeing of our employees by ensuring that appropriate policies and procedures are developed and adhered to, and that all legal requirements for health and safety are fulfilled.
4. **Legal** - This report will [support](#) the Council's continued compliance with current health and safety legislation.
5. **Property/Assets** - None
6. **Information Technology** - The E-management systems require to be facilitated through the Council's email server system.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website. (Report author will arrange this).

8. **Health & Safety** - This document supports and demonstrates the council's commitment to ensuring effective health, safety and well being management.
9. **Procurement** – low impact as still at post tender negotiations.
10. **Risk** – low impact as legal and statutory requirements, including health surveillance, are being maintained.
11. **Privacy Impact** – not applicable to this report.

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#### **List of Background Papers**

(a) None

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

**On: 28 March 2018**

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

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**Heading: Absence Statistics – 2017/18 Quarter 3**

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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 October 2017 to 31 December 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 October 2017 to 31 December 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 31<sup>st</sup> December 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.

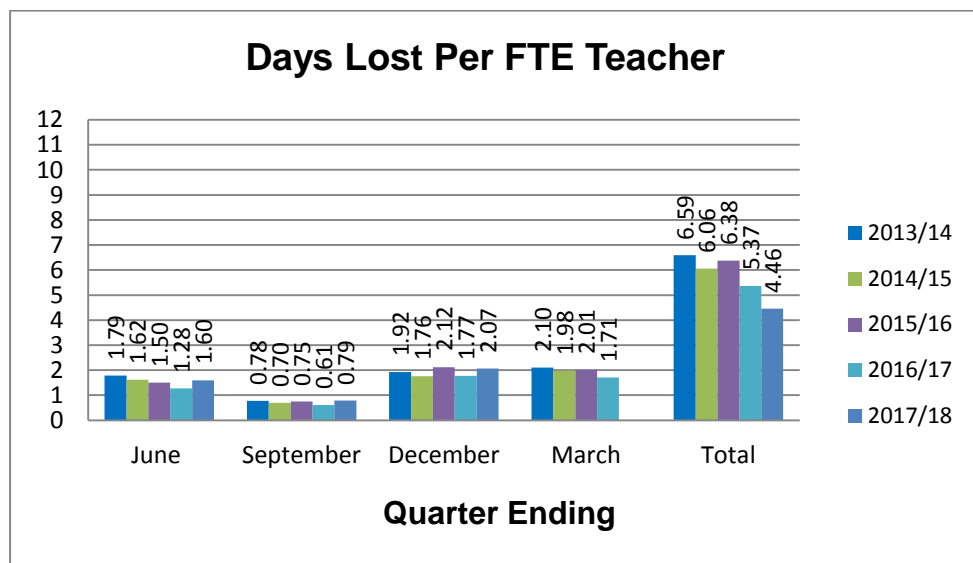
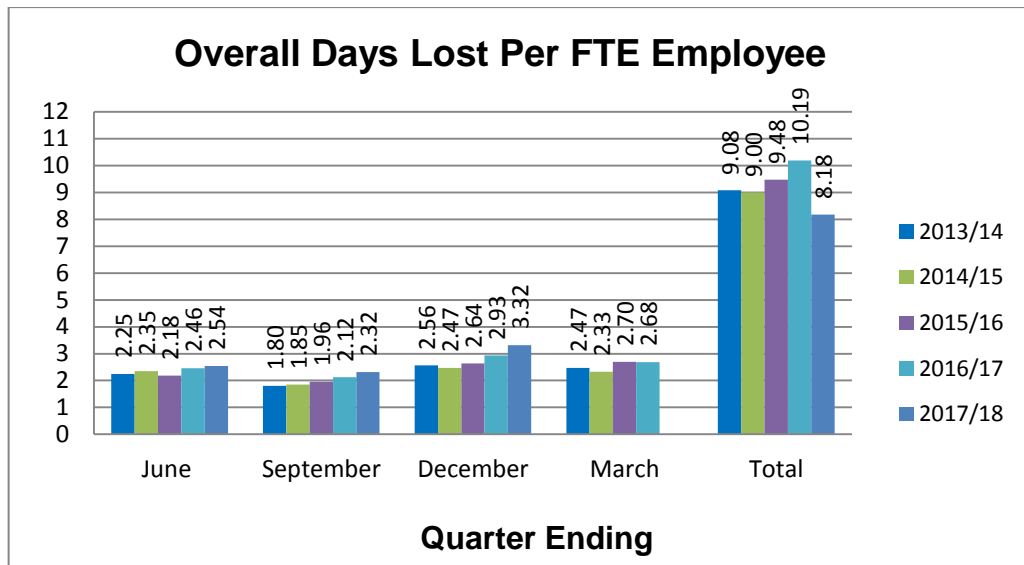
Service/Area	Quarter Ending December 2015	Quarter Ending 23 March 2016	Quarter Ending June 2016	Quarter Ending September 2016	Quarter Ending December 2016	Quarter Ending March 2017	Quarter Ending June 2017	Quarter Ending September 2017	Quarter Ending December 2017
Chief Executive's Services	0.67	0.77	1.17	1.82	1.72	3.41	1.78	2.90	2.16
Children's Services	2.20	2.50	1.85	1.16	2.29	2.17	2.07	1.35	2.35
Environment & Communities	2.88	2.79	2.96	2.49	3.75	3.34	3.67	3.28	4.33
Finance and Resources	2.69	2.73	2.02	2.29	2.59	2.37	2.29	2.16	2.20
Development and Housing Services	1.73	1.93	1.79	2.78	1.75	2.18	1.73	2.40	2.63
Health and Social Care Partnership	4.15	3.68	4.29	3.95	5.03	3.65	2.36	3.88	5.13
<b>Council Overall</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>3.32</b>
<b>Council Overall targets</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>	<b>2.69</b>

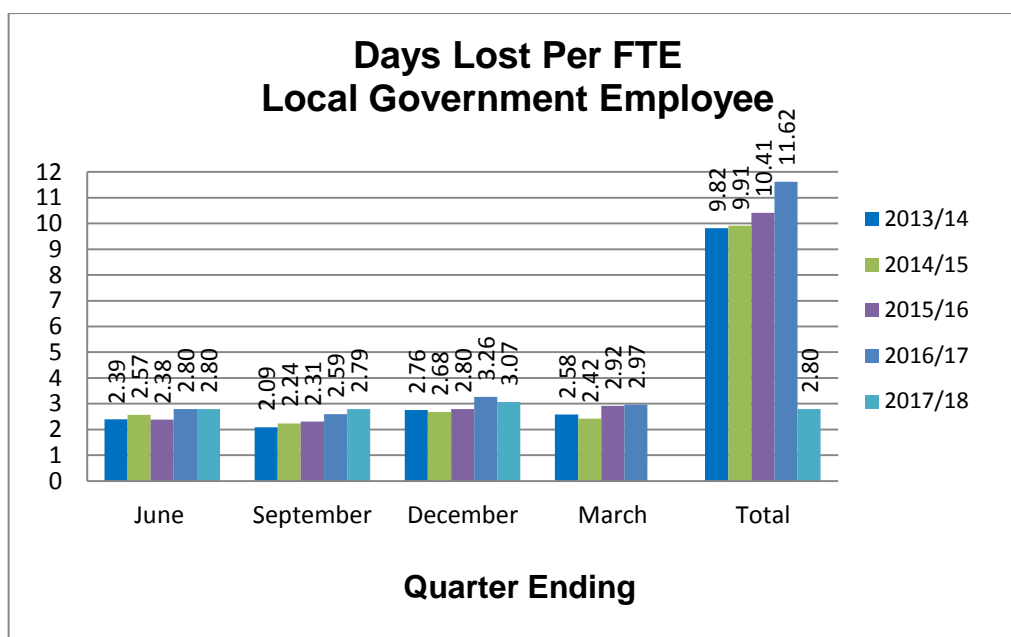
#### 5. Analysis and Trends - Quarters Ending 31<sup>st</sup> December 2015 to 31<sup>st</sup> December 2017

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
December 2016	2.93	December 2017	3.32	+0.39

- 5.2 The following tables detail the percentage absence levels by employee category for the quarter ending 3<sup>1st</sup> December 2017 namely: overall, teachers and local government employees.





## 6. Absence Targets Analysis: Quarter 2, ending 31<sup>st</sup> December 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 31<sup>st</sup> December 2017.

6.2 The Council has recorded an overall absence rate of 3.32 days lost per FTE employee, which is 0.63 days **above** the target figure of 2.69 days.

In addition the Teacher absence level of 2.07 days lost per FTE employee is 0.23 days below the target of 2.30 days.

The absence performance of Local Government employees at 3.70 days lost per FTE employee is 1.87 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
December 2016	Musculoskeletal and Joint Disorders Psychological (non work related)
December 2017	Psychological (non work related) Musculoskeletal and Joint Disorders

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. 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. Some of the 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 intention is to relaunch the service globally across the council to raise awareness amongst managers and employees that the service can be accessed, confidentially by telephone, 24 hours a day 365 days a year. We will do this by working in partnership with the communications team to ensure we can utilise all the mediums available, for example Renfo, Email, posters, payslips.

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 investigate 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 explored include, but not limited to;

- Using our current counselling provider to continue to deliver mindfulness courses;
- Working with RAMH and the Project Management Unit 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.

HR and OD continue to work with our NHS colleagues to promote the "doing well" service which helps people with depression and low moods. Addiction Awareness Training will also be considered as part of the council's induction programme for managers.

- 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.
- 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 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
Quarter 3 of 2017/2018	£538,635	£1,470,938	£2,009,573
Year to date	£1,262,666	£3,922,641	£5,185,308

### 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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**List of Background Papers** - none.

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## Index of Appendices

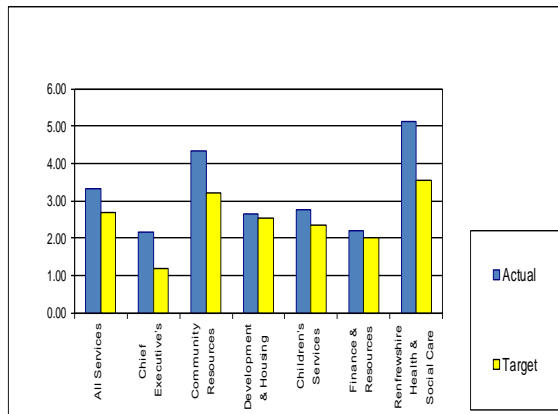
- |            |   |
|------------|---|
| Appendix A | Graphs detailing trends in service, Council overall and employee group absence levels against targets for 2017/18 |
|------------|---|



## PERFORMANCE V TARGETS 2017/2018

Quarter 3

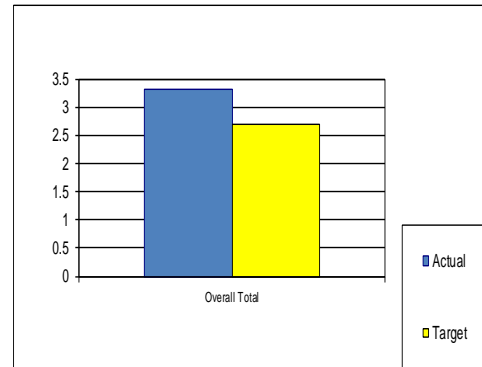
September 2017 - December 2017



	Actual	Target	Difference
All Services	3.32	2.69	0.63
Chief Executive's	2.16	1.20	0.96
Community Resources	4.33	3.22	1.11
Development & Housing	2.63	2.53	0.10
Children's Services	2.74	2.35	0.39
Finance & Resources	2.20	2.00	0.20
Renfrewshire Health & Social Care	5.13	3.54	1.59

Quarter 3

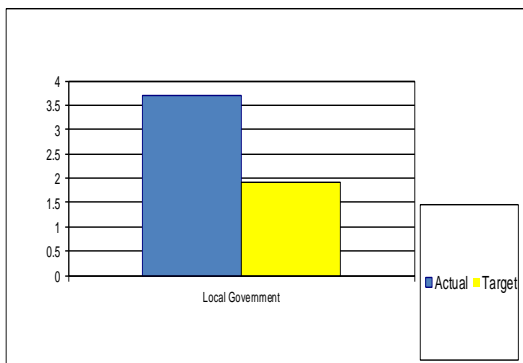
September 2017 - December 2017



	Actual	Target	Difference
Overall Total	3.32	2.69	0.63

Quarter 3

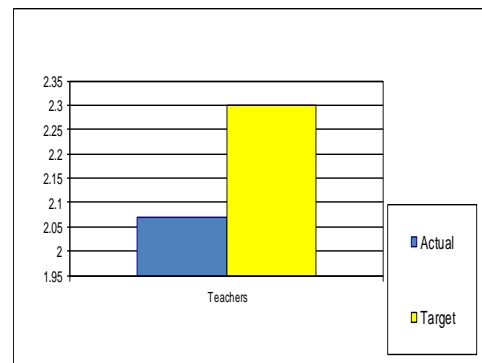
September 2017 - December 2017



	Actual	Target	Difference
Local Government	3.70	1.92	1.78

Quarter 3

September 2017 - December 2017



	Actual	Target	Difference
Teachers	2.07	2.30	-0.23



AGENCY WORKERS - FEBRUARY 2018					
Service	Job Title	Current Number of Renfrewshire Council Employees in this Role	Number of Agency Workers in this Role in December 2017	Number of Agency Workers in this Role in January 2018	Number of Agency Workers in this Role in February 2018
Development and Housing		10	0	0	0
Total for Development and Housing		10	0	0	0
Environment & Communities	Assistant Cook	1	0	0	0
	Catering Assistant	183	5	5	5
	Cleaner	201	0	0	0
	Cook	0	4	4	4
	Housekeeper	58	9	9	9
	Electrician *	11	1	2	1
	Trowel Slater	0	1	1	1
	Plasterer	0	0	0	0
	Labourer	1	3	3	3
	Painter	19	2	3	2
	Joiner	44	1	1	1
Total for Environment & Communities		518	26	28	26
Finance & Resources	Building Surveyor	0	0	0	0
	Quantity Surveyor	0	1	0	1
	Benefit Assessor	26	2	2	2
	CS Advisor	56	5	4	5
	Project Manager	9	0	0	0
	Project Administrator	0	0	0	0
	Senior Quantity Surveyor	0	1	1	1
	Finance Business Partner	0	0	0	0
	Mechanical Engineer	0	0	0	0
Total for Finance & Resources		91	9	7	9
Renfrewshire Health & Social Care Partnership	Home Care Worker	373	13	20	20
	Community Meals Driver	19	2	2	2
	Social Care Assistant	114	1	1	1
	Residential Care Assistant	0	0	0	0
	Adult Mental Health - Social Worker	11	0	0	0
Total for Renfrewshire Health & Social Care Partnership		517	16	23	23
Total Workers		1136	51	58	58

\* Council figure includes Apprentices/App



**RENFREWSHIRE COUNCIL****JOINT CONSULTATIVE BOARD (Non-teaching) MARCH 2018****DETAILS OF GRIEVANCES (Informal stages onwards)**

<b>SERVICE</b>	<b>INFORMAL STAGE</b>	<b>FORMAL STAGE 1</b>	<b>FORMAL STAGE 2</b>	<b>TOTAL 03/18</b>	<b>TOTAL 01/18</b>
Chief Executives	0	0	0	<b>0</b>	<b>0</b>
Environment & Communities	1	1	0	<b>2</b>	<b>2</b>
Development & Housing Services	0	1	0	<b>1</b>	<b>2</b>
Children's Services	0	3	0	<b>3</b>	<b>3</b>
Health & Social Care Partnership	0	1	1	<b>2</b>	<b>2</b>
Finance & Resources	2	0	0	<b>2</b>	<b>2</b>
<b>TOTAL</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>10</b>	<b>11</b>

(Information as at March 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.

