

Notice of Meeting and Agenda

Joint Consultative Board (Non-Teaching)

Date	Time	Venue
Wednesday, 30 August 2023	15:00	Via Teams Platform,

MARK CONAGHAN
Head of Corporate Governance

Membership

Councillor Audrey Doig (Convener): Councillor Fiona Airlie-Nicolson (Depute Convener):
Councillor Chris Gilmour: Councillor Lisa-Marie Hughes: Councillor Sam Mullin:

Representing APT&C Staff

M Ferguson (and 5 APT&C Staff).

Representing Manual Workers

Manual Spokesperson (and 4 Representatives of Manual Trade Unions).

Recording of Meeting

This meeting will be recorded for subsequent broadcast via the Council internet site. If you have any queries regarding this please contact Democratic Services - democratic.services@renfrewshire.gov.uk. To find the recording please follow the link which will be attached to this agenda once the meeting has concluded.

Further Information

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 email
democratic-services@renfrewshire.gov.uk

Items of business

Appointment of Chairperson

Apologies

Apologies from members.

Declarations of Interest and Transparency Statements

Members are asked to declare an interest or make a transparency statement in any item(s) on the agenda and to provide a brief explanation of the nature of the interest or the transparency statement.

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|----------|--|----------------|
| 1 | Developments in Health, Safety and Wellbeing
Report by Director of Finance & Resources. | 5 - 10 |
| 2 | Details of Grievances
Report by Director of Finance & Resources. | 11 - 12 |
| 3 | Agency Workers
Report by Director of Finance & Resources. | 13 - 14 |
| 4 | Absence Statistics - Annual report 22/23 and Quarter 1 of 23/24
Report by Director of Finance & Resources. | 15 - 22 |
| 5 | Departmental Reviews across Renfrewshire
Verbal Report by UNISON. | |
| 6 | Home Care Worker Facilities
Verbal report by UNISON. | |
| 7 | Date of Next Meeting
The next meeting of the JCB Non-Teaching is scheduled to be held on 8 November 2023 at 3:00 pm. | |



To: Joint Consultative Board: Non-Teaching

On: 30 August 2023

Report by 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 in May.

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

The report below focusses on the actions and activities to continue to support the council's new ways of working plans.

We continue to work closely with the communications team to ensure key messages to managers and employees are issued timeously to remind them of the requirements to keep safe.

- 3.1 A risk-based review of all our policies and guidance documents is under way and we continue to review the documents in line with statutory compliance as well as business needs. As part of this process, we collaborate with the Trade Unions and service representatives. The topics that are currently being progressed include:

- Manual handling guidance
 - Alcohol and substance use
 - Violence and aggression in the workplace guidance
 - Risk assessment guidance
 - Control of Smoking at work
 - Lone working guidance
 - Control of Substances Hazardous to Health
- 3.2 The Health and Safety team continue to evaluate contractor's and supplier's health and safety documentation when they apply for contracts with Renfrewshire Council. Since the last meeting we have assessed **17** high risk contracts and **10** low risk contracts.
- 3.3 There have been three meetings with Scottish Fire and Rescue (SFR) since the last JCB with two of the meetings being held as a result of SFR attending call outs to our premises. The third meeting was to discuss the revised Dargavel School fire arrangements. We discuss, where needed, improvements to the fire safety arrangements.
- 3.4 The team continue to progress the arrangements with the Corporate Working Group for the change to the SFR Unwanted Fire Alarm Signal arrangements that became effective from 1 July 2023.
- 3.5 The Health and Safety team continue to carry out a review of our blood borne virus documentation, and this has been supported by a further face-to-face training courses in the Housing team. Health and Safety have risk assessed some of the priority groups in the council who need Hepatitis B vaccinations. The programme has already commenced in selected schools and the building services programme is also well advanced. For the latter, Hepatitis A vaccinations are also required for some higher risk staff. This vaccination programme is managed with our Occupational Health provider. Separately, risk assessments for other biohazards such as Lyme disease (caused by ticks) has been produced.
- 3.6 The Health and Safety team continue to support the new ways of working arrangements being developed across the council. The ventilation impact review has been completed and we are currently concentrating on the Renfrewshire House activities.
- 3.7 The Health and Safety team continue to support the Council's construction activities though scheduled monthly meetings with the property services team. Since the last JCB meeting the team continue to be involved in meetings/site visits for the Paisley Town Hall project, the Paisley Arts Centre project, Dargavel School, Paisley Grammar project, Park Mains School, City Deal activities as well as other smaller projects such as the weathervane removal at the church in the town centre.
- 3.8 The Health and Safety team continue to support the Underwood Road Depot and household waste recycling centre upgrades.
- 3.9 The Council's health surveillance programme continues to be delivered through our OH supplier. The Building Services teams have been completed and we have now

moved onto the garage workshops. School Crossing Patroller's health checks are in the process of being arranged.

- 4.0 Since the last JCB, across the council 2044 employees have completed the courses offered:

Course	Completions
Waste Recycling in Schools & Nurseries	15
Promoting Positive Behaviour Legislation and Guidance	17
Display Screen Awareness DSE	351
Ladder Safety Awareness	63
Using the Lifepak Defibrillator	24
Remote Health and Safety Module	13
Manual Handling Module	40
Fire Module	76
Supporting Employees Experiencing Domestic Abuse	22
Accident & Incident Reporting (RIDDOR)	31
Guidance on Food and Drink in Schools (Scotland) Regulations 2020	15
Evacuation Process Renfrewshire House	536
Promoting Positive Behaviour in the Workplace (module 1) - Risk; Rights & Responsibilities	54
Violence and aggression at work	147
Fire Warden Training	134
Fire Alarm Investigation (new)	506

- 4.1 The Health and Safety Team are regularly requested to respond to FOIs on behalf of the council in relation to health and safety issues with 19 having been processed in this period.
- 4.2 Since the introduction of the updated incident reporting system the Health and Safety team monitor all incidents recorded. Since 1 April 2023, there have been 671 incidents recorded on Businessworld.
- 4.3 The Health and Safety team supported the Events team at the recent Sma Shot day celebrations, Renfrew gala day, Barshaw gala day and the Renfrew pipe band competition. All the events were planned and delivered safely and effectively.
- 4.4 The Health and Safety team continue to innovate and are utilising Survey123 as an online App allowing the recording of inspection/visits live onsite. Further development is ongoing.
- 4.5 The Health and Safety team have visited the Early Learning and Childcare centres to review the flight risk assessments.

Implications of the Report

1. **Financial** - Continuing to improve health and safety performance will reduce accidents/occupational ill health, claims 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** – Ensures compliance.
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** – Demonstrates compliance and governance.
10. **Risk** – low impact as legal and statutory requirements are being maintained.
11. **Privacy Impact** – not applicable to this report.
12. **Climate Risk** - none

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**RENFREWSHIRE COUNCIL - JOINT CONSULTATIVE BOARD (Non-teaching)
AUGUST 2023**

DETAILS OF GRIEVANCES (Informal stages onwards)

SERVICE	INFORMAL STAGE	FORMAL STAGE 1	FORMAL STAGE 2	TOTAL 08/23	TOTAL 05/23
Chief Executives Service	0	0	0	0	0
Environment, Housing & Infrastructure Services	1	0	0	1	1
Children's Services	0	3	0	3	1
Health & Social Care Partnership	0	5	0	5	4
Finance & Resources	0	0	0	0	0
TOTAL	1	8	0	9	6

(Information as at August 2023)

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.

AGENCY WORKERS - AUGUST 2023					
Service	Job Title	Current Number of Renfrewshire Council Employees in this Role	Number of Agency Workers in this Role in May 2023	Number of Agency Workers in this Role in June 2023	Number of Agency Workers in this Role in July 2023
Environment, Housing & Infrastructure Services	Cleaner / Facilities Operative	555	8	3	0
	Catering Asst	15	15	13	13
	Housekeeper	97	13	13	9
	Street Lighting Inspector	2	2	2	2
	Brick Layer	2	1	1	1
	Roofer	0	1	1	1
	Electrician	13	4	5	5
	Maintenance Assistant	0	1	1	1
	Labourer	1	1	1	1
	Joiner	36	6	6	6
Transport	Bus Driver	37	7	7	7
Total for Environment & Infrastructure		758	59	53	46
Finance and Resources	Senior QS	0	1	1	1
	Building Surveyor	5	1	1	1
	Clerical Assistant	244	2	2	2
	Revenues Officer	12	1	1	1
	Appeals Officer	2	1	1	1
	Benefits Assessor	20	3	4	4
	Senior Clerical Officer	146	2	2	2
	CS Adviser	29	6	6	6
Total for Finance & Resources		458	17	18	18
Renfrewshire Health & Social Care Partnership	Home Care Worker	376	76	76	78
	Care Home Manager	0	1	1	1
	Care Asistant - Disability Resource Centre	3	4	4	7
	Social Care Assistant - Care Homes	95	141	143	184
	Team Manager	16	2	1	0
	Social Worker	117	4	4	2
	Operational Manager RLDS & CMHT	7	2	2	2
	Adult Services co-ordinator	44	0	0	1
	Community Alarms Responder	25	10	17	7
	Day Service Assistant	68	0	3	3
	Discharge Assistant	0	1	1	1
	Occupational Therapist	28	1	0	0
Total for Renfrewshire Health & Social Care Partnership		779	242	252	286



To: Joint Consultative Board (Non-Teaching)

On: 30 August 2023

Report by: Director of Finance and Resources

Heading: Absence Statistics – Annual report 22/23 and Quarter 1 of 23/24

1. Summary

- 1.1 The purpose of this report is to provide the Board with the absence information for the period 1st April 2022 to 31st March 2023. The report also provides absence performance by all services during quarter 1 covering the period 1st April to 30th June 2023.
- 1.2 During the reporting period 22/23, hybrid working continued to reduce the opportunities for transmission in office-based work activities.
- 1.3 Longer term absences continue to be impacted due to lengthier treatment and medical intervention waiting times.
- 1.4 The report details the absence statistics by service and by category of staff. 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.

2. Recommendations

- 2.1 It is recommended that the Board notes the content of this report.
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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. Sickness absence statistics for the period 1st April 2022 to 31st March 2023 overview.




4.1 During the reporting period, Covid-19 restrictions were completely lifted quite quickly from most of the workplaces except the care sector; however, ventilation and hand washing remain key factors to reduce transmission.

4.2 The main presenting issues and their percentage of the overall presented absence figures for the year were:

- Psychological (29%)
- Respiratory (21%)
- Muscoskeletal (19%)

4.5 A comparison of the council overall absence performance for the years 21/22 and 22/23 is detailed in table 1. In line with the reporting requirements for Scottish Councils, absence is expressed as a number of workdays lost per full time equivalent (FTE) employee.




Table 1

Employee Group	21/22	22/23	Variance +/- year on year
Local Government	13.89	15.24	+ 1.35 
Teachers	5.9	7.44	+ 1.54 
Council Overall	11.29	13.21	+ 1.92 






5. Sickness absence statistics for quarter 1 - 1st April 2023 to 30 June 2023.

5.1 A comparison of the council overall absence performance for the quarter (Q1) is detailed in table 2. Table 3 details services performance. In line with the reporting requirements for Scottish Councils, absence is expressed as a number of workdays lost per full time equivalent (FTE) employee.

Table 2

Employee Group	Quarter Ending June 22	Quarter Ending June 23	Variance +/- year on year
Local Government	3.46	3.41	- 0.05 
Teachers	1.77	1.70	- 0.07 
Council Overall	3.02	2.97	- 0.05 

5.2 **Table 3**

Service	Quarter Ending June 22	Quarter Ending June 23	Variance +/- year on year
Chief Executives	1.50	1.14	- 0.36 
Childrens Services	2.69	2.56	- 0.13 
Environment, Housing, and Infrastructure*	N/A	3.50	N/A
Finance & Resource Services	1.76	2.37	+ 0.61 
Renfrewshire Health and Social Care Partnership	5.04	4.60	- 0.44 
Council Overall	3.02	2.97	- 0.05 
Council Overall Target	2.60	2.60	n/a

*This is a new service with no previous data.

6. Sickness absence targets analysis for quarter 1- 1st April 2023 to 30 June 2023.

- 6.1 The local government employee absence level of 3.41 days lost per FTE employee is **0.81 days above** the council target of 2.60 days.
- 6.2 In addition, the teacher absence level of 1.70 days lost per FTE employee is **0.16 days above** the council target of 1.54 days.
- 6.3 The council has recorded an overall absence rate of 2.97 days lost per FTE employee, which is **0.37 days above** the council target of 2.60 days.

7. Sickness absence reasons and related support measures during quarter 1 - 1st April 2023 to 30th June 2023.

- 7.1 The main sickness absence reasons across the council presented in this quarter were:
- Psychological
 - Muscoskeletal
 - Stomach/bowel/blood and metabolic disorders

- 7.2 To support employees with psychological absences, the council provides a range of support services that employees can be referred to at an early stage for assistance, such as the council's Occupational Health Service and the Time for Talking employee counselling service.
- 7.3 The Time for Talking (TFT) counselling service provides 24-hour confidential support to employees with a range of personal health and well-being issues. It operates a flexible approach to appointments offering telephone consultations in the early mornings or evenings as well as throughout the day.
- 7.4 **69** new referrals were made and a total of **294** referrals offered during the reporting period. This generated an attendance rate of 85%. The main presenting issues are detailed below:



Personal

Stress/anxiety/depression
Family Relationships
Change
Self-harm
Anger



Work & Personal

Stress/anxiety/depression
Retirement/Redundancy



Work related.

Role (the understanding of)
Change
Relationships (manager or colleagues)

- 7.5 Telephone consultations remain the most requested type of intervention, however more face to face appointments are being requested. During the reporting period TFT responded to 2 critical incidents.
- 7.6 HR and OD work in collaboration with NHS colleagues, to offer safeTalk and ASIST courses on suicide awareness and prevention as well as anxiety awareness courses. We also promote the "Doing Well" service which supports employees with depression and low moods.
- 7.7 The Physiotherapy service supports employees with Muscoskeletal and Joint Disorder conditions through the council's Occupational Health Service. The service has continued to be provided throughout the quarter using secure face to face appointments, video conferencing and telephone consultations.
- 7.8 The council's usage of the Occupational Health Service (OHS) for quarter 1 was **972** appointments. OHS provides advice and guidance on the impact of ill health on work and what steps the council and/or the employee may make in order to secure a return to work. The main appointment types are detailed in table 4 below:

Appointment referral type	Number	Main types of intervention
Wellbeing	377	CBT/DBT/Physiotherapy.
Management	442	Presenting health condition advice and guidance.
Health surveillance	153	Audio/ Hand arm vibration.

- 7.9 We continue with our occupational health surveillance programme, offering audiometry, spirometry, hand arm vibration screening, and nightshift questionnaires. We have not reported new occupational diseases to the Health and Safety Executive.

8. Measures to support attendance at work

- 8.1 A number of measures being progressed to support attendance at work, include the following: -

- We have reviewed our absence policy and we are developing, with the support of the corporate communications team, an engagement and training plan.
- To link with the engagement plan, we are currently redesigning the current supporting absence training courses, ensuring managers are fully equipped to manage staff absence and take accountability for their absence status.
- We continue to develop, with support of the Business World Team, a suite of appropriate reports to enable managers to analyse their absence data. This will also provide an opportunity to increase the frequency of reporting sickness absence information to the Corporate Management Team.
- Throughout the reporting period, HR and OD have been working with service management teams to focus upon the absence data and look at interventions to support their staff. The biggest focus has been on the reduction of longer-term cases.
- In collaboration with the communications and marketing service, regular information and guidance continues to be issued, particularly around well-being issues. The last campaign focussed on the employee counselling service.
- Throughout the reporting period, HR and OD have been promoting the employee benefits scheme, which includes cycle to work. This may encourage employees to become active and healthier, which may help reduce spells of absence.
- We continue to link the supporting attendance measures to our Health and Wellbeing Strategy development, which supports the People strategy.
- As part of the council's health and safety management system, occupations which include manual handling activities as part of the role, require task risk assessments. These risk assessments are reviewed on an ongoing basis to ensure that safe working practices are maintained.

- We are currently reviewing our workplace stress risk assessment process and guidance.

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
13. **Climate Risk** - none

List of Background Papers - none.

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