

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

Date	Time	Venue
Wednesday, 29 January 2020	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 <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

1 Appointment of Chairperson

2 Apologies

Apologies from members.

3 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.

4 Developments in Health, Safety and Wellbeing 1 - 4

Report by Director of Finance & Resources.

5 Absence Statistics 5 - 14

Report by Director of Finance & Resources.

6 Details of Grievances 15 - 16

Report by Director of Finance & Resources.

7 Agency Workers 17 - 18

Report by Director of Finance & Resources.

8 Renfrewshire Council Budget

Item raised by UNISON.

9 ASNA/Classroom Assistants Review and Administration of Medicines

Item raised by UNISON.

10 Care at Home

Item raised by UNISON.

11 Date of Next Meeting

The next meeting of the Joint Consultative Board Non-Teaching is scheduled to be held at 3pm on 25 March 2020.



To: Joint Consultative Board: Non-Teaching

On: 29th January 2020

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

This section of the report details the activities undertaken since the last JCB.

3.1 Policies and Guidance

The following are under review:

- Control of Legionella Bacteria in Hot and Cold-Water Systems
- Control of Contractors
- Alcohol and substance misuse
- Control of Smoking at Work
- Violence and aggression

- Control of Vibration at work
- 3.2 The H&S team continue to monitor the implementation of The Corporate Strategy for Health, Safety and Wellbeing 2019-22. Services have started working towards the key themes as part of their own annual action plans.
 - 3.3 To support the Healthy Working Lives Gold award training on Mental Health First Aid is ongoing. Current training has been well supported. The HWL group has met and the membership has been confirmed. Dates for the 2020 meetings will be distributed.
 - 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. This may reduce the impact of claims to the council and raise the health and safety awareness amongst employees and managers.
 - 3.5 The health and safety section are continuing to work with services to review the fire arrangements within Renfrewshire House. A fresh review of the number and location of fire wardens covering Renfrewshire House is currently under way due to the relocation of the teams from Clark Street offices in to the building.
 - 3.6 The Corporate Health and Safety Committee met on the 3rd December 2019.
 - 3.7 As part of our corporate function in relation to the procurement process, the Health and Safety section, since April 2019, have undertaken 173 High risk and 44 Low risk evaluations of contractor's health and safety documentation when they apply for contracts with Renfrewshire Council. Meetings between procurement and Scotland excel has taken place.
 - 3.8 The Health and Safety Section respond on a regular basis to requests for Freedom of Information as well as to claims. Recent discussions with colleagues as to how to improve our service continues. Since April 2019, 86 requests have been processed.
 - 3.9 The health and safety section continue to develop with the Chief Executives service health, safety and wellbeing inspection and audit tools utilising the new Survey 123 application. This work is ongoing but has successfully introduced health and safety inspections.

Implications of the Report

1. **Financial** - Continuing to improve health and safety performance will reduce accidents/occupational ill health and the costs associated with this.
2. **HR & Organisational Development** - This report supports the Councils commitment to the health, safety and well being of Renfrewshire Council employees.
3. **Community Planning –**

Community Care, Health & Well-being - We will improve the physical and emotional wellbeing of staff across services through the Healthy Working Lives programme.

Empowering our Communities - We will promote learning and encourage employees to fulfil their individual potential and ensure that the council delivers high-quality services in the most effective and efficient way to meet the needs of local people.

Greener - The E-management system will reduce the amount of paper used for risk assessment and accident forms.

Safer and Stronger - Facilitating the health, safety and wellbeing of our employees by ensuring that appropriate policies and procedures are developed and adhered to, and that all legal requirements for health and safety are fulfilled.

4. **Legal** - This report will 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.
12. **Climate Risk** - none

List of Background Papers; None

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To: Joint Consultative Board (Non-Teaching)

On: 28th January 2020

Report by: Director of Finance and Resources

Heading: Absence Statistics – 2019/20 Quarter 2

1. Summary

- 1.1 The purpose of this report is to advise the Board of the absence statistics for the period 1 July to 30th September 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.
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2. Recommendations

- 2.1 It is recommended that the Board notes the content of this report and that this report reflects the absence statistics for the period 1 July to 30th September 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

- 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.

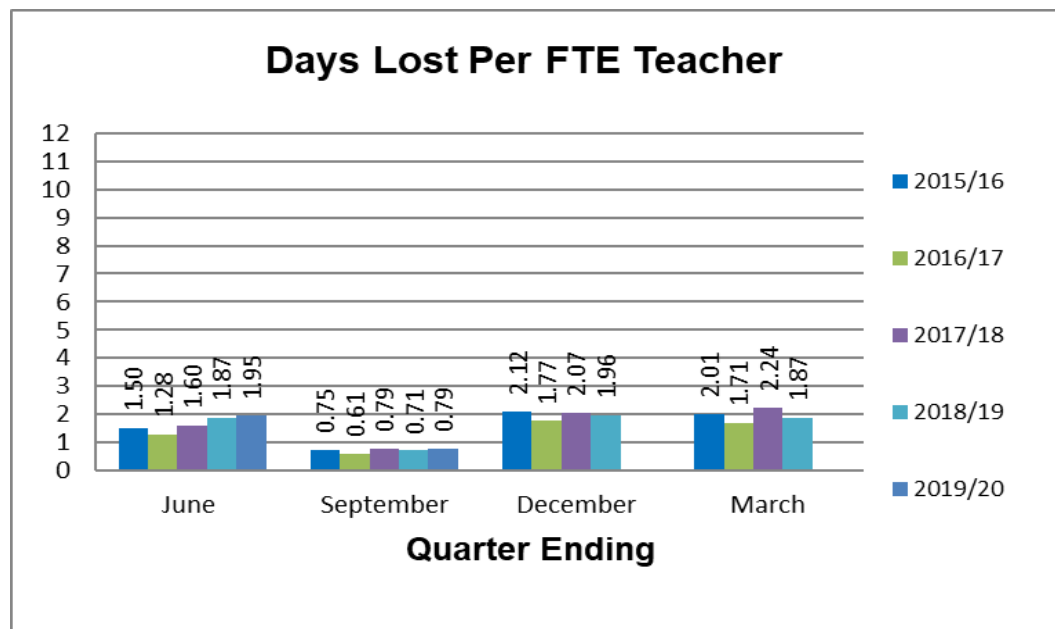
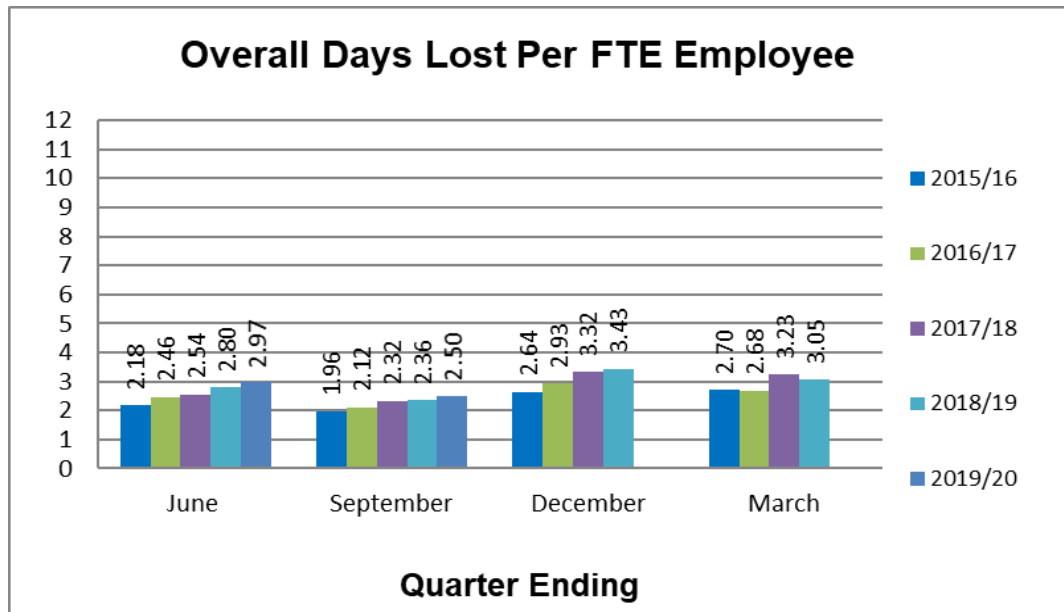
Service/Area	Quarter Ending Sept. 2017	Quarter Ending Dec. 2017	Quarter Ending March 2018	Quarter Ending June 2018	Quarter Ending Sept. 2018	Quarter Ending Dec. 2018	Quarter Ending March 2019	Quarter Ending June 2019	Quarter Ending Sept. 2019
Chief Executive's Services	2.90	2.16	2.78	1.57	1.05	2.18	2.12	2.6	1.46
Children's Services	1.35	2.74	2.71	2.13	1.29	2.97	2.78	2.56	1.64
Environment & Infrastructure	3.28	4.33	4.49	3.75	3.18	4.51	3.53	3.22	3.29
Finance and Resources	2.16	2.20	2.59	2.56	2.62	2.78	2.42	2.49	2.10
Communities, Housing and Planning	2.40	2.63	1.88	2.04	2.72	2.61	2.36	2.55	2.88
Health and Social Care Partnership	3.88	5.13	4.34	4.02	4.64	4.64	4.13	4.64	4.61
Council Overall	2.32	3.32	3.23	2.80	2.36	3.43	3.05	2.97	2.50
Council Overall targets	1.79	2.69	2.69	1.79	1.79	2.69	2.69	2.40	2.10

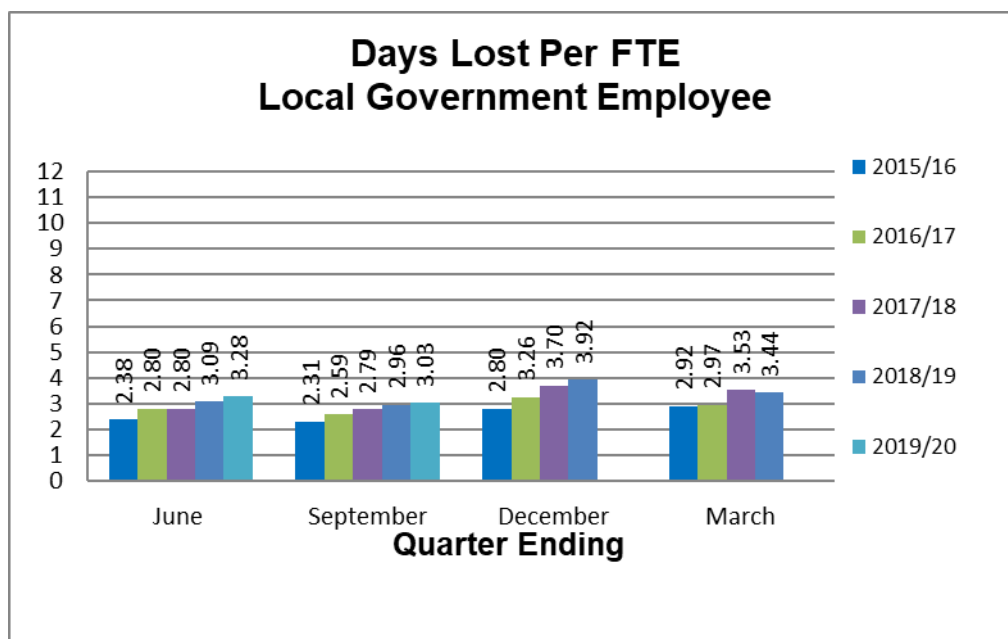
5. Analysis and Trends - Ending September 2019

- 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
September 2017	2.32	September 2018	2.36	+0.04
December 2017	3.32	December 2018	3.43	+0.11
March 2018	3.23	March 2019	3.05	-0.18
June 2018	2.80	June 2019	2.97	+0.17
September 2018	2.36	September 2019	2.50	+0.14

- 5.2 The following tables detail the percentage absence levels by employee category for the quarter ending September 2019 namely: overall, teachers and local government employees.





6. Absence Targets Analysis: ending September 2019.

- 6.1 The Council has recorded an overall absence rate of 2.50 days lost per FTE employee, which is 0.4 days **above** the target figure of 2.1 days.

In addition, the Teacher absence level of 0.79 days lost per FTE employee is 0.41 **below** the target of 1.20 days.

Local Government employee absence level of 3.03 days lost per FTE employee is 0.63 days **above** the target of 2.40 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
Sept 2018	Psychological (non-work related) Musculoskeletal and Joint Disorders
Sept 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.

Over the reporting period, the Timefortalking service utilisation was as follows:

- 58 referrals, of which, 11 were male and 47 female.
- 44 self referrals
- 14 management referrals.

The consistent presenting issues to the service relating to Psychological (non-work related) include;

- Loss/Bereavement
- Stress/anxiety/panic (which has been the top presenting issue)
- 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 given time to speak to the mental health first aider and also provided with the timefortalking service information.

To support this, the Council continues to deliver Mindfulness Courses and Scottish Mental Health First Aider courses.

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. There are some wellbeing courses available on the I Learn system that anyone can access.

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. Within Environment and Infrastructure, the training for such roles is being reviewed and further training delivered.

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.

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, both the Council and NHS HR teams have presented statistics and held interactive sessions that allowed managers the opportunity to discuss and share good practice. Further training has taken place with the operational managers.
- 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; Most recently within Environmental and Infrastructure.
- Ongoing health promotion activities aimed at raising employee awareness of health issues continue.
- HR have introduced a supportive call back service, across all services. 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
13. **Climate Risk** - none

List of Background Papers - none.

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**RENFREWSHIRE COUNCIL
JOINT CONSULTATIVE BOARD (Non-teaching) JANUARY 2020**

DETAILS OF GRIEVANCES (Informal stages onwards)

SERVICE	INFORMAL STAGE	FORMAL STAGE 1	FORMAL STAGE 2	TOTAL 01/20	TOTAL 11/19
Chief Executives Service	0	0	0	0	0
Environment & Infrastructure Services	2	1	0	3	3
Communities, Housing & Planning Services	0	0	0	0	1
Children's Services	0	1	1	2	3
Health & Social Care Partnership	0	1	0	1	2
Finance & Resources	0	5	0	5	5
TOTAL	2	8	1	11	14

(Information as at January 2020)

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 - DECEMBER 2019					
Service	Job Title	Current Number of Renfrewshire Council Employees in this Role	Number of Agency Workers in this Role in October 2019	Number of Agency Workers in this Role in November 2019	Number of Agency Workers in this Role in December 2019
Environment & Infrastructure					
Environment & Infrastructure	Cleaner	213	2	5	4
	Catering Assistant	183	0	1	1
	Cook	0	1	1	0
	Housekeeper	58	6	0	0
	Electrician	11	1	1	1
	Trowel Slater	0	1	1	1
	Labourer	1	2	2	2
	Painter	19	6	6	6
	Plumber	15	2	2	2
	Joiner	44	1	1	1
Transport	Bus Driver	36	36	8	8
Total for Environment & Infrastructure		580	58	28	26
Finance & Resources					
Finance & Resources	CS Advisor	56	1	0	0
	Senior Accountant	0	1	1	1
	Interim Payroll Manager	1	1	1	1
	Senior Quantity Surveyor	0	1	1	1
Total for Finance & Resources		57	4	3	3
Renfrewshire Health & Social Care Partnership					
Renfrewshire Health & Social Care Partnership	Home Care Worker	373	62	65	68
	Home Care Manager	1	1	1	2
Total for Renfrewshire Health & Social Care Partnership		374	63	66	70
Total Workers		1011	125	97	99

