

Notice of Meeting and Agenda 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

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

For further information, please either email democratic-services@renfrewshire.gov.uk or telephone 0141 618 7112.

Items of business

Appointment of Chairperson

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.

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|----------|---|----------------|
| 1 | Minute of Previous Meeting | 3 - 8 |
| | Minute of meeting of the Joint Consultative Board: Non-Teaching held on 13 September, 2017. | |
| 2 | Developments in Health and Safety | 9 - 12 |
| | Report by Director of Finance & Resources relative to developments in health and safety issues since the last meeting. | |
| 3 | Absence Statistics | 13 - 20 |
| | Report by Interim Head of HR. | |
| 4 | Agency Workers | |
| | Submit report by the Head of HR relative to the number of agency staff employed within the Council. | |
| | Please note that the document related to this item is attached on CMIS as a meeting document.
For those receiving paper copies the document has also been attached at the back of the agenda pack. | |
| 5 | Details of Grievances | 21 - 22 |
| | Submit report by Director of Finance & Resources relative to details of grievances received. | |
| 6 | Date of Next Meeting | |
| | The next meeting of the Joint Consultative Board:Non-Teaching is scheduled to be held at 3pm on 13 December, 2017. | |

Minute of Meeting

Joint Consultative Board (Non-Teaching)

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

Present

Representing Renfrewshire Council - Councillors T Begg, E Devine, J McNaughtan and A Steel.

Representing Trade Unions – J Boylan, M Ferguson S Hicks, L Glover and M McIntyre (UNISON); and S McAllister and J McMenemy (UNITE).

In Attendance

D Gillies, Head of Facilities Management (Community Resources); D Amos, Head of Policy & Commissioning; T Olowe, Interim Head of HR; M Conaghan, Legal & Democratic Services Manager, 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); M McCargo, Children's Services Manager (Children Services) and I Beattie, Renfrewshire Health and Social Care Services.

Apologies

Apologies for absence from the meeting were submitted on behalf of Councillors J Harte and 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 McMenemy (UNITE) chair the meeting.

DECIDED: That J McMenemy (UNITE) 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 14 June, 2017.

DECIDED: That the Minute be noted.

3 Matters Arising

The trade unions requested that the previous practice of submitting a report detailing absence statistics, etc to future meetings of the Board. The Human Resources Manager advised that the data was submitted for consideration, in the first instance, to the Audit, Risk and Scrutiny Board and then to the next meeting of the JCB Non-Teaching.

The trade union representatives requested the consistent application of the supporting attendance policy throughout the Council. It was agreed that further discussions be held between the trade union representatives and the Human Resources Manager regarding the specific instances identified during the analysis where it was perceived that the supporting attendance policy was not being applied consistently.

DECIDED: That further discussions be held between the trade union representatives and the Human Resources Manager regarding those instances identified during the analysis where it was perceived that the supporting attendance policy was not being applied consistently.

4 Developments in Health and Safety

There was submitted a report by the Interim Head of HR relative to developments with regard to health and safety issues. The report detailed policies and guidance that were currently being revised and outlined training courses which had been undertaken since the last meeting of the Board. In particular, it was noted that the following policies were being revised and the following update of progress was provided: -

Guidance on Statutory Inspections and Maintenance – issued.

The following policies and guidance were being revised: -

- CDM Guidance –ready for approval from the CMT;
- Control of Legionella Bacteria in Hot and Cold Water Systems;

- The selection and control of contractors
- Alcohol and substance misuse

The report advised that the health and safety section continued to assist services to retain accreditation to BS OHSAS 18001:2007, and indicated that an audit had taken place between 5 -7 September, 2017 and that the accreditation had been maintained.

The report advised that as part of the Healthy Working Lives Gold award programme, the health and safety section and the Health & Social Care Partnership were working together to further develop shared events. In this connection drug awareness sessions had taken place at the Underwood Road depot with operatives from Waste, Street scene and Roads. This was a collaborative approach by the Service, the safety team and the health improvement team from the NHS. The intention was to deliver the same sessions to the Building Services teams.

The report also indicated that the health and safety section were working with the risk and insurance section to identify an 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. 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 the Town Centres Team and other event organisers to ensure that safe, controlled and enjoyable events delivered. Current activities related to the planning of the winter events programme.

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 August 2017, and detailing the capacity and service in which they were engaged.

I Beattie, Renfrewshire Health and Social Care Services provided an explanation for the continued use of agency workers in the care sector. Reference was made to the number of resignations submitted by catering employees following the recent review of the Catering Service which had resulted in less working hours and re-location for many employees. It was agreed that a meeting be convened between the trade union representatives and management as soon as possible to discuss possible action which would alleviate the situation and stem the number of resignations received.

DECIDED: That a meeting be convened between the trade union representatives and management as soon as possible in connection with the review of the Catering Service and, in particular, to discuss possible action which would alleviate the situation and stem the number of resignations received.

6 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. Members of the JCB Non-Teaching were reminded of the various stages of the grievance procedure. The report indicated that there were a total of seven grievances as at September 2017, an increase of one since the previous report.

DECIDED: That the report be noted.

7 Enterprise Resource Planning/CGI

The Trade Union representatives made reference to the contracts entered into with CGI by Edinburgh and Glasgow City Councils in respect of the outsourcing of IT Services and the ramifications in terms of their Enterprise Resource Planning systems and raised specific concerns relative to the reference within the Edinburgh City Council contract framework documentation/specification to the participation of Renfrewshire Council in the framework contract and the fact that decisions were being taken on the basis of the implementation of the ERP system by the Council.

The Head of Policy & Commissioning confirmed that Renfrewshire had been involved in the initial consultation but was not participating in the Framework, that the official Notice of award for the Edinburgh contract, published in the European Journal, made no reference to Renfrewshire Council but that checks would be undertaken to clarify the position in terms of the framework contract documentation/specification.

In response to a request, clarification was provided in respect of the number of staff involved in the ERP project.

DECIDED: That checks be undertaken to clarify whether the framework contract documentation/specification made reference to the participation of Renfrewshire Council.

8 Vacancy Management

The Trade Union side indicated that the item had been withdrawn from the agenda of business to be considered at the meeting as agreement had been reached.

DECIDED: That it be noted that the item had been withdrawn from the agenda of business to be considered at the meeting as agreement had been reached.

9 School Janitorial Review

The Trade Union side indicated that the item had been withdrawn from the agenda of business to be considered as agreement had been reached.

DECIDED: That it be noted that the item had been withdrawn from the agenda of business to be considered at the meeting as agreement had been reached.

10 Group Life Assurance Scheme

Under reference to the Minute of the meeting of this Board held on 14 June, 2017 there was submitted a report by the Director of Finance and Resources relative to the Group Life Assurance Scheme operated by the Council up to 31 March 2010 and the grievances lodged by UNISON in respect of the withdrawal of the Scheme.

The report detailed the historical background to the Group Life Assurance Scheme and the introduction of the death in service benefit. The trade union representatives indicated that report did not present the complete history of events and a number of discrepancies were referred to. It was proposed that a meeting be set up with the trade union representatives to discuss the matter further and arrange to inform the Board of the outcome of the discussions in due course. This was agreed.

DECIDED: That a meeting be arranged with the trade union representatives to discuss the matter further and arrange to inform the Board of the outcome of the discussions in due course.

11 Timetable of Meetings 2018

There was submitted a report by the Director of Finance and Resources relative to the proposed timetable of meetings of the Joint Consultative Board: Non-Teaching during 2018.

It was proposed that meetings of the Board be held at 3pm on 31 January, 28 March, 6 June, 5 September, 14 November and 12 December, 2018.

DECIDED: That the timetable of meetings for 2018 of the Joint Consultative Board: Non-Teaching, detailed in the report, be approved.

12 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, 25 October 2017.



To: Joint Consultative Board: Non-Teaching

On: 25 October 2017

Report by: Alan Russell, Director of Finance and Resources

Heading: Developments in Health and Safety

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

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

3.1 Policies and Guidance

The following are being revised:

- Control of Legionella Bacteria in Hot and Cold Water Systems
- The Selection and Control of Contractors.
- Alcohol and substance misuse
- Control of Smoking at Work

- 3.2 The health and safety section continue to assist services to retain accreditation to BS OHSAS 18001:2007. The next audit is planned for March 2018.

- 3.3 The Healthy Working Lives Gold award programme is currently under review and to be ready for submission in November 2017.
- 3.4 We are working closely with the risk and insurance section to identify accident causation type which could result in a claim against the council. This will lead to further strategies which may reduce the impact of claims to the council and more importantly raise the health and safety awareness amongst employees and managers
- 3.5 The health and safety section are continue to work with services to survey the fire arrangements within Renfrewshire House in line with the current refurbishment programme. We are also working with Development and Housing to review the fire safety arrangements at the high flats and sheltered housing accommodation units.
- 3.6 The health and safety section continue to support the Town 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 the winter events programme.

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 ensure 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) None

Author: Steven Fanning
0141 618 7284
steven.fanning@renfrewshire.gov.uk



To: Joint Consultative Board: Non-Teaching

On: 25 October 2017

Report by: Tinu Olowe, Interim Head of HR

Heading: Absence Statistics – 2017/18 Quarter 1

1. Summary

- 1.1 The purpose of this report is to advise the Audit, Risk and Scrutiny Board of the absence statistics for the period 1 April 2017 to 30 June 2017. The report details the absence statistics by service and by category of staff.
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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 annual absence statistics for the period 1 April 2016 to 31 March 2017.

4. Absence Statistics - Quarter Ending 30th June 2017

- 4.1 Service and Council overall absence performance for the quarters are detailed in the table below. In line with the reporting requirements for Scottish Councils, absence is expressed as a number of work days lost per full time equivalent (FTE) employee.

Service/Area	Quarter Ending September 2015	Quarter Ending December 2015	Quarter Ending 23 March 2016	Quarter Ending June 2016	Quarter Ending September 2016	Quarter Ending December 2016	Quarter Ending March 2017	Quarter Ending June 2017
Chief Executive's Services	1.70	0.67	0.77	1.17	1.82	1.72	3.41	1.78
Education and Leisure Services	1.04	0	0	0	0	0	0	0
Children's Services	0	2.20	2.50	1.85	1.16	2.29	2.17	2.07
Community Resources	2.26	2.88	2.79	2.96	2.49	3.75	3.34	3.67
Finance and Resources	2.25	2.69	2.73	2.02	2.29	2.59	2.37	2.29
Development and Housing Services	1.26	1.73	1.93	1.79	2.78	1.75	2.18	1.73
Health and Social Care Partnership	0	4.15	3.68	4.29	3.95	5.03	3.65	2.36
Social Work Services	3.48	0	0	0	0	0	0	0
Council Overall	1.96	2.64	2.70	2.46	2.12	2.93	2.68	2.54
Council Overall targets	1.79	2.69	2.69	1.79	1.79	2.69	2.69	1.79

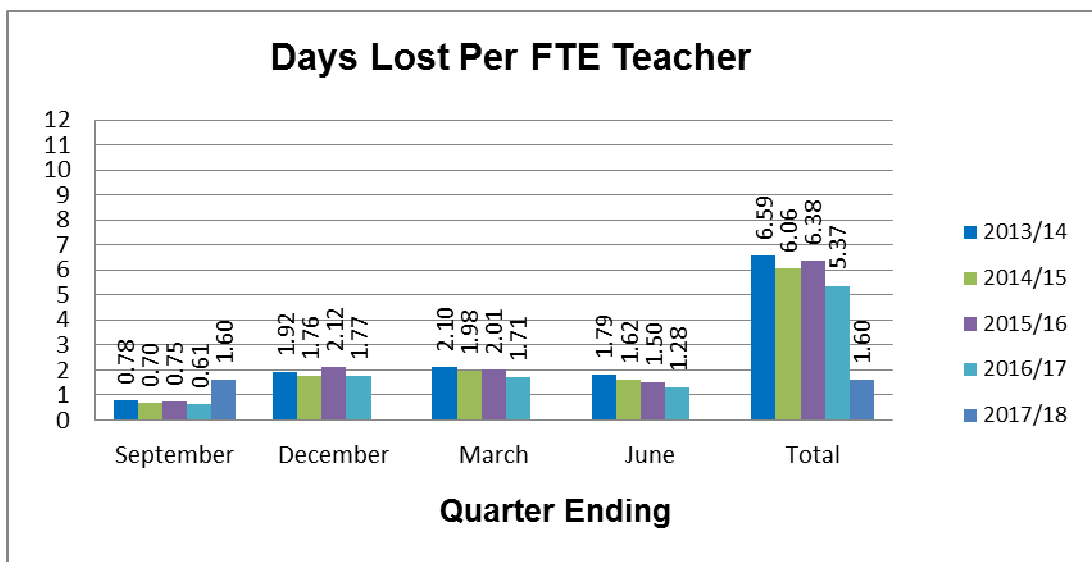
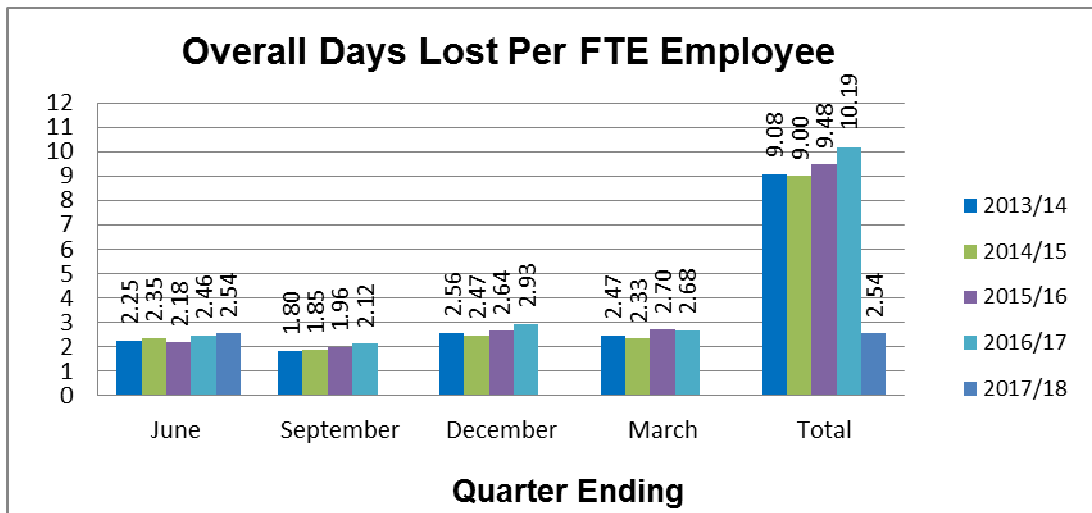
* Education and Leisure/ Social work services no longer exist, they are now within Children's Services and The Health and Social Care Partnership.

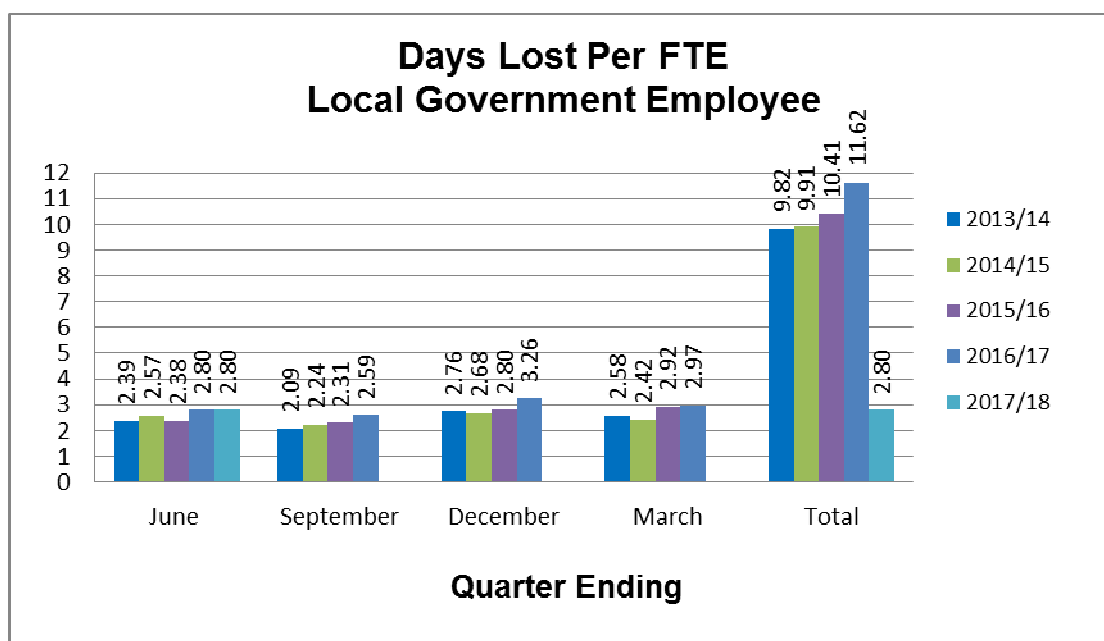
5. Analysis and Trends - Quarters Ending 30th September 2015 to 30 June 2017

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
September 2015	1.96	September 2016	2.12	+0.16
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

5.2 The following tables detail the percentage absence levels by employee category for the quarter ending 30th June 2017 namely: overall, teachers and local government employees.





6. Absence Targets Analysis: Quarter 1, ending 30 June 2017.

- 6.1 **Appendix A** details the absence performance of services, the Council overall and employee groups against the set absence targets for quarter ending 30th June 2017.
- 6.2 The Council has recorded an overall absence rate of 2.54 days lost per FTE employee, which is 0.75 days **above** the target figure of 1.79 days.

In addition the Teacher absence level of 1.60 days lost per FTE employee is 0.06 days above the target of 1.54 days.

The absence performance of Local Government employees at 2.80 days lost per FTE employee is 0.88 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
June 2016	Musculoskeletal and Joint Disorders – 26.3%. Psychological (non work related) – 23.6%,
June 2017	Psychological (non work related) – 24.7%, Musculoskeletal and Joint Disorders – 23.6%.

- 7.2 To address Psychological (non work related) absences the Council continue to provide a range of support services that employees can be referred to at an

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

The current Mental Health and Well-being in the Workplace policy is under review and, where appropriate, will reflect the outcomes within the Scottish Government's Mental Health Strategy 2017 -2027.

HR and OD are currently exploring the option to deliver the mental health first aid course to services across the council. This will equip the officers with the skills to identify the early stages of an employee who may be suffering from mental health issues and also provide them with support mechanisms in the workplace.

- 7.3 In relation to addressing musculoskeletal and joint disorders the Council offers a physiotherapy service through the Council's Occupational Health Provider, 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 have been reviewed and as part of their ongoing training a number of courses and interventions 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 have been working 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, is under way. 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, the latest campaign focused upon diabetes;

- 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 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

List of Background Papers

(a) None

Author: Steven Fanning
0141 618 7284
steven.fanning@renfrewshire.gcsx.gov.uk

RENFREWSHIRE COUNCIL**JOINT CONSULTATIVE BOARD (Non-teaching) OCTOBER 2017****DETAILS OF GRIEVANCES (Informal stages onwards)**

SERVICE	INFORMAL STAGE	FORMAL STAGE 1	FORMAL STAGE 2	TOTAL 10/17	TOTAL 09/17
Chief Executives	0	0	0	0	0
Community Resources	0	0	1	1	2
Development & Housing Services	0	1	0	1	0
Children's Services	0	1	2	3	3
Health & Social Care Partnership	0	1	1	2	2
Finance & Resources	0	0	0	0	0
TOTAL	0	3	4	7	7

(Information as at 12 October 2017)

Operation of the Grievance Procedures -

The time limits below may be modified by mutual consent. It is also noted that, depending on the complexity of the issue, reasonable time should be allowed to ensure the issue is investigated as fully as possible.

If a supervisor has been unable to provide a remedy or the employee is dissatisfied with the response to the informal stage the employee can pursue the grievance to formal stage 1. On receipt of the paperwork a meeting will be arranged (but not necessarily take place) within 5 working days. Following the meeting, a written reply will be made to the employee as soon as possible, but in any event, within 5 working days of the meeting taking place.

