

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

Date	Time	Venue
Wednesday, 02 February 2022	15:00	Via Teams Platform,

KENNETH GRAHAM
Head of Corporate Governance

Membership

Councillor Tom Begg: Councillor Jim Harte: Councillor Jim Paterson:

Councillor Andy Steel (Convener): Councillor John McNaughtan (Depute Convener):

Representing APT&C Staff

M Ferguson (and 5 APT&C Staff)

Representing Manual Workers

Manual Spokesperson (and 4 Representatives of Manual Trade Unions)

Meeting Details

The meeting will take place at 3.00 pm or at the conclusion of the Finance, Resources & Customer Services Policy Board whichever is the later.

Recording of Meeting

This meeting will be recorded for subsequent broadcast via the Council's internet site. If you have any queries regarding this please contact Committee Services on
To find the recording please follow the link which will be attached to this agenda once the meeting has concluded.
<https://youtu.be/FEotSR5obJk>

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 - 6

Report by Acting Director of Finance & Resources.

5 Absence Statistics 7 - 18

Report by Acting Director of Finance & Resources.

6 Details of Grievances 19 - 20

Report by Acting Director of Finance & Resources.

7 Agency Workers 21 - 22

Report by Acting Director of Finance & Resources.

8 Date of Next Meeting

The next meeting of the JCB Non-Teaching is scheduled to be held at 3 pm on 30 March 2022.



To: Joint Consultative Board: Non-Teaching

On: 2nd February 2022

Report by Acting 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.

The report below focusses on the actions and activities to continue to support the council's response and recovery plans. The Health and Safety team have been an integral part of the council's emergency management team, providing clear guidance as documents have been released from the UK and Scottish Governments, The NHS, and Health Protection Scotland. The team links with fellow colleagues in other local authorities to share knowledge and introduce any new learning to our guidance and procedures.

The Health and Safety team, as part of the wider HR and OD team, have been working collaboratively with all key stakeholders, including the Trades Unions, across the council and external partners such as the NHS to ensure that any activities being undertaken, were risk assessed. More importantly the controls being reviewed in line with any changes to the guidance including COVID Levels as they emerged to ensure staff and clients health, safety, and wellbeing.

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

3.1 Policies and Guidance

The following have been issued or under review:

- Homeworking guidance (under review)
- HAZID and workplace specific risk assessments
- Legionella Guidance (reviewed and updated)
- RIDDOR reporting under review
- Fire risk assessment (sleeping risk) under review
- Health and Wellbeing Strategy (under review)

3.2 The Health and Safety team has continued to support front line services in the delivery of emergency and prioritised work across the council area. Other business as usual tasks such as accident investigation and fire safety continue.

3.3 The development of new guidance supplemented by risk assessments, standing operating procedures which relate to the specific service activity continues to be an important aspect of the teams' work. The specialised knowledge required has covered care at home, residential care homes, schools and early learning and childcare centres.

3.4 To continue the support of Vaccination Centres (Renfrew/Johnstone/ Paisley/Linwood) the Health and Safety team provide advice and guidance as well as undertaking spot-checks.

3.5 The Health and Safety team have worked closely with Occupational Health and Timefortalking (the employee counselling service) to ensure the council are supporting employees throughout the different phases of the pandemic.

3.6 The Corporate Health and Safety Committee met early December 2021. The Committee members have been consulted on several new documents including Health and Wellbeing at work.

- 3.7 Since the last JCB meeting Health and Safety team have undertaken **43** High risk and **10** Low risk evaluations (as of 20/01/22) of contractor's and supplier's health and safety documentation when they apply for contracts with Renfrewshire Council. Priority was given to Covid related activity. All applicants are required to provide evidence of COVID-19 Risk assessment and mitigation measures.
- 3.8 The Health and Safety team respond on a regular basis to requests for Freedom of Information as well as to Insurance claims. Since the last JCB meeting, **6** have been processed. Most of the FOI's relate to generic incident/accidents at work.
- 3.9 Online training has been undertaken on a case-by-case basis as well as Toolbox talks on-site, especially where additional controls have been introduced in relation to Covid.
- 3.10 The Corporate Personal Protective Equipment Group continues to support services to ensure that stocks are maintained at a reasonable level and monitors forthcoming guidance to ascertain the impact.
- 3.11 The Health and Safety team continue to produce health and wellbeing guidance and campaigns to support the workforce. Further discussions are ongoing as how best to provide information, guidance, and support to staff.
- 3.12 The Health and Safety Team continue to review all injury accidents occurring within the Council activity. If required (for more serious type incidents) we report the incident to the HSE as required under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations. For the time period concerned there were **24** RIDDOR reports submitted (including **17** COVID-19 Report. The majority of the COVID incidents related to a particular school and involved the new variant). The remaining 7 RIDDOR's were attributed to the Environment and Infrastructure Service and is in past due to reviewing the Council database over previous months and identifying incidents not previously reported.

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 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 are being maintained.

11. **Privacy Impact** – not applicable to this report.

12. **Climate Risk** - none

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To: Joint Consultative Board (Non-Teaching)

On: 2nd February 2022

Report by: Acting Director of Finance and Resources

Heading: Absence Statistics – Quarter 2 and Quarter 3 of 2021/22

1. Summary

- 1.1 The purpose of this report is to provide the Board with absence monitoring information for quarter 2 ending 30th September 2021 and for quarter 3 ending 31st December. The report highlights the continued support in place for employees in response to the Coronavirus (Covid-19) pandemic.
- 1.2 The council has continued to follow Government guidance throughout the pandemic, and this has contributed to a reduction in short term absence with fewer people circulating socially and within workplaces. Working from home continues to reduce the opportunity for transmission, particularly as a result of not having to commute as well as the vaccination programmes impact on suppressing the virus.
- 1.3 The council continues to support those employees on longer term absences, particularly where the absence has been impacted by delayed or postponed medical interventions.

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 Quarter 2, ending September 2021

4.1 A comparison of service and council overall absence performance for quarters ending September 2020 and September 2021 is detailed in table 1 (including covid) below and table 2 (without covid), which is on the following page. 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.

Table 1: Q2 Year on year service and council absence performance with covid















Service	Quarter Ending September 2020	Quarter Ending September 2021	Variance +/- year on year
Chief Executives	1.43	1.52	+0.09 
Childrens Services	1.52	2.22	+0.70 
Communities and Housing Services	2.09	3.04	+0.95 
Environment and Infrastructure	3.99	4.03	+0.04 
Finance & Resource Services	2.15	1.86	-0.29 
Renfrewshire Health and Social Care Partnership	3.05	5.41	+2.36 
Council Overall	2.50	2.93	+0.43 
Council Overall Target	2.10	2.10	n/a

Table 2: Q2 year on year service and council absence performance without covid:

Service	Quarter Ending September 2020	Quarter Ending September 2021	Variance +/- year on year
Chief Executives	1.43	1.34	-0.09 
Childrens Services	1.52	1.97	+0.45 
Communities and Housing Services	2.09	2.56	+0.47 
Environment and Infrastructure	3.99	3.82	-0.17 
Finance & Resource Services	2.15	1.51	-0.64 
Renfrewshire Health and Social Care Partnership	3.05	5.23	+2.18 
Council Overall	2.50	2.67	+0.17 
Council Overall Target	2.10	2.10	n/a

5. Sickness absence analysis and trends – Quarter 2

- 5.1 The following tables detail the workdays lost due to absence by employee group for the quarter: including non-teaching employees, teachers, and council overall

Table 3: Q2 Year on year employee group and council absence performance with covid







Employee Group	Quarter Ending September 2020	Quarter Ending September 2021	Variance +/- year on year
Non-Teaching	3.03	3.59	+0.56 
Teachers	0.84	1.01	+0.17 
Council Overall	2.50	2.93	+0.43 

Table 4: Q2 Year on year employee group and council absence performance without covid

Employee Group	Quarter Ending September 2020	Quarter Ending September 2021	Variance +/- year on year
Non-Teaching	3.03	3.32	+0.29 
Teachers	0.84	0.79	-0.17 
Council Overall	2.50	2.67	+0.17 

6. Sickness absence targets analysis – Quarter 2

- 6.1 non-Teaching employee absence level of 3.59 days lost per FTE employee is **1.49 days above** the council target of 2.10 days, but if covid absences are removed, this equates to 3.32 days lost per FTE which is **1.22 days above** the council target.
- 6.2 In addition, the Teacher absence level of 1.01 days lost per FTE employee is **0.12 days below** the council target of 1.54 days, but if covid absences are removed, this equates to 1.35 days lost per FTE which is **0.19 days below** the council target.
- 6.3 The Council has recorded an overall absence rate of 2.93 days lost per FTE employee, which is **0.83 days above** the council target of 2.10 days, but if covid absences are removed, this equates to 2.67 days lost per FTE which is **0.57 days above** the council target.

7 Sickness absence statistics Quarter 3 ending December 2021

- 7.1 A comparison of service and council overall absence performance for quarters ending December 2020 and December 2021 is detailed in table 5 (including covid) and table 6 (without covid), which are on the following page. 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.

Table 5: Q3 Year on year service and council absence performance with covid















Service	Quarter Ending December 2020	Quarter Ending December 2021	Variance +/- year on year
Chief Executives	1.55	1.78	+0.23 
Childrens Services	3.09	3.33	+0.24 
Communities and Housing Services	3.23	4.43	+1.20 
Environment and Infrastructure	3.93	4.30	+0.37 
Finance & Resource Services	2.47	2.38	-0.09 
Renfrewshire Health and Social Care Partnership	3.84	5.31	+1.47 
Council Overall	3.25	3.64	+0.39 
Council Overall Target	2.80	2.80	n/a

Table 6: Q3 Year on year service and council absence performance without covid

Service	Quarter Ending December 2020	Quarter Ending December 2021	Variance +/- year on year
Chief Executives	1.55	1.37	-0.18 
Childrens Services	3.09	3.07	-0.02 
Communities and Housing Services	3.23	3.89	+0.66 
Environment and Infrastructure	3.93	4.01	+0.08 
Finance & Resource Services	2.47	2.02	-0.45 
Renfrewshire Health and Social Care Partnership	3.84	5.05	+1.21 
Council Overall	3.25	3.35	+0.10 
Council Overall Target	2.80	2.80	n/a

8. Sickness absence analysis and trends – Quarter 3

- 8.1 The following tables detail the workdays lost due to absence by employee group for the quarter: including non-teaching employees, teachers, and council overall

Table 7: Q3 Year on year employee group and council absence performance with covid







Employee Group	Quarter Ending December 2020	Quarter Ending December 2021	Variance +/- year on year
Non-Teaching	3.46	4.16	+0.70 
Teachers	2.62	2.19	-0.43 
Council Overall	3.25	3.64	+0.39 

Table 8: Q3 Year on year employee group and council absence performance without covid

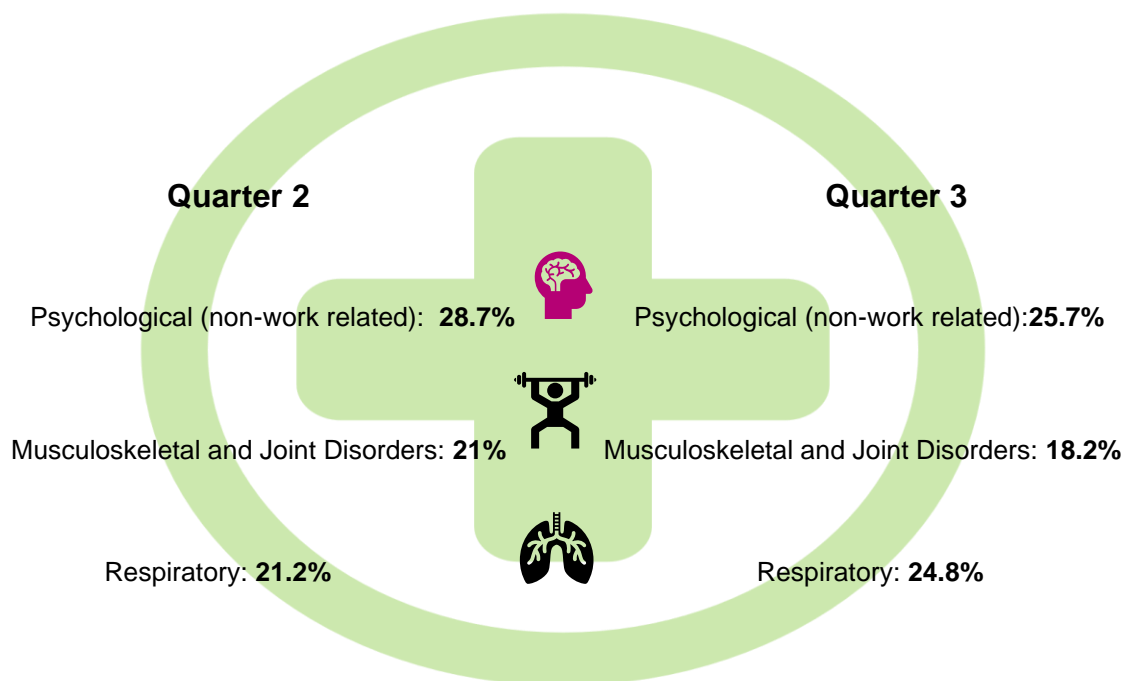
Employee Group	Quarter Ending December 2020	Quarter Ending December 2021	Variance +/- year on year
Non-Teaching	3.46	3.81	+0.35 
Teachers	2.62	2.07	-0.55 
Council Overall	3.25	3.35	+0.10 

9. Sickness absence targets analysis – Quarter 3

- 9.1 non-Teaching employee absence level of 4.16 days lost per FTE employee is **1.36 days above** the council target of 2.80 days, but if covid absences are removed, this equates to 3.81 days lost per FTE which is **1.01 days above** the council target.
- 9.2 In addition, the Teacher absence level of 2.19 days lost per FTE employee is **0.65 above** the council target of 1.54 days, but if covid absences are removed, this equates to 2.07 days lost per FTE which is **0.53 days above** the council target.
- 9.3 The Council has recorded an overall absence rate of 3.64 days lost per FTE employee, which is **0.84 days above** the council target of 2.80 days, but if covid absences are removed, this equates to 3.35 days lost per FTE which is **0.55 days above** the council target.

10. Sickness absence reasons and related support measures during quarters 2 and 3.

10.1 The main sickness absence reasons presented and their percentage contribution by quarter are:



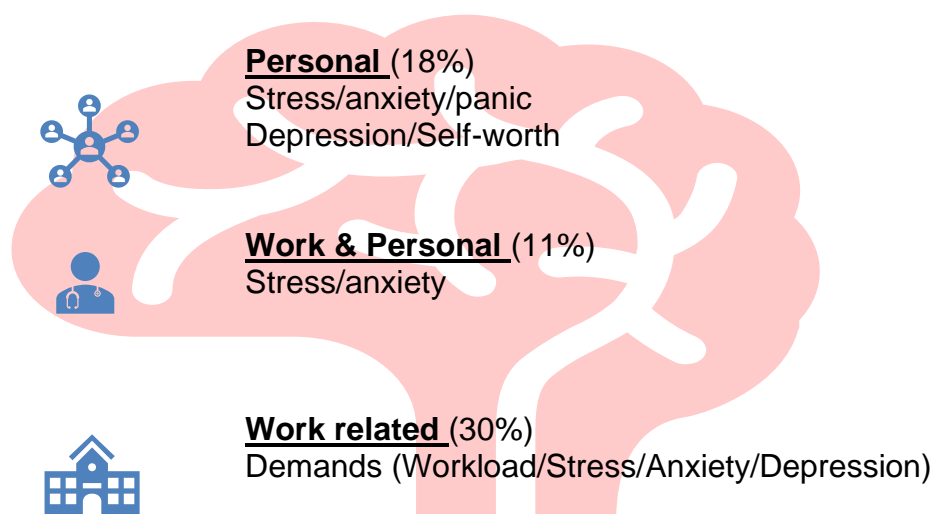
10.2 Psychological (non-work related), Musculoskeletal and Joint Disorders and Respiratory remain the top presenting reasons.

10.3 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.

10.4 Through the Occupational Health Service, employees can access Cognitive Behavioural Therapy (CBT) for more complex psychological issues.

10.5 The Time for Talking counselling service provides 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. As part of the Covid-19 control measures, the face-to-face service was temporarily suspended in line with UK Government's guidance and is currently operated through secure video conferencing and telephone consultations.

- 10.6 For quarters 2 and 3 there were a **total of 519** appointments supported by the Time for Talking counselling service. The 3 main presenting reasons are **personal, work, and personal and work**. (Which are expressed below as a % of all overall referrals):



- 10.7 Stress risk assessments are undertaken to support employees who have identified stress as having an impact on their wellbeing. An action plan is agreed and undertaken at a local level with the specialist support from HR and OD.
- 10.8 HR and OD work in collaboration with the NHS Choose Life Team, who offer safeTalk and ASIST on suicide awareness and prevention. Additionally, work continues with NHS colleagues to promote the “Doing Well” service which supports employees with depression and low moods.
- 10.9 The Physiotherapy service supports employees with Muscoskeletal and joint disorder conditions through the Council’s Occupational Health Service. As part of the coronavirus (Covid-19) control measures, the face-to-face service was temporarily suspended until September in line with UK Government’s coronavirus (Covid-19) guidance. However, the service has continued to be provided throughout the period using secure video conferencing and telephone consultations.
- 10.10 For quarters 2 and 3 there were a **total of 1,479** appointments arranged through the Occupational Health Service, this includes management referrals and wellbeing referrals. The graphics below detail the referrals per quarter:



11. Coronavirus (Covid 19)

- 11.1 Covid19 sickness absence continues to be monitored through a dedicated team within HR and OD and reported to the Corporate Management Team daily. The team work closely with our colleagues in public health and monitor the impact of test and protect within our schools and workplaces.
- 11.2 The HR and OD team have been working collaboratively with all key stakeholders, including the Trades Unions, across the council to ensure that any activities being undertaken, especially by key workers, are in line with any changes to the guidance or legislation as it has emerged.
- 11.3 A key continued priority for the council is protecting the mental health and wellbeing of the workforce. The HR and OD team, working closely with the communications and marketing service, regularly engage with the workforce to provide access to a wide range of mental health and wellbeing support and services.
- 11.4 The corporate personal protective equipment group continues to ensure that stocks of PPE are maintained at a reasonable level and are available for all those who require it. The group monitors new and emerging guidance to manage impact and ensure resilience.
- 11.5 The team continue to implement updated Government guidance, reflecting changes to local policy where necessary. This includes the ways in which those who are currently working from home can apply practical solutions to ensure they are working safely, including display screen equipment or the type of office equipment they require. The health and safety team continue to offer virtual assessments and advice to support everyone with their set up. Employees with existing medical conditions are offered additional support from Occupational Health.

12. Measures to support attendance at work

- 12.1 A number of measures being progressed to support attendance at work, include the following: -
 - HR and OD, working closely with Occupational Health, embarked upon the employee seasonal flu vaccination programme. This will continue until the end of January 2022.
 - The corporate absence review group, which consists of senior managers, are currently reviewing all of the current supporting attendance policies and processes.
 - We are in the process of renewing the Occupational Health and Employee Counselling contracts with a view to developing a robust employee assistance programme. This involves collaboration with the key stakeholders across the council and trades unions.

- HR and OD and the Business World Team are working 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.
- Increased frequency of reporting sickness absence information to the Corporate Management Team and Absence champions. This will assist to help develop supportive strategies and interventions that will enable employees to be supported back to work.
- In collaboration with the communications and marketing service, regular information and guidance continues to be issued, particularly around well-being issues as we move through the stages of the Scottish Government's recovery route map.

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
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List of Background Papers - none.

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**RENFREWSHIRE COUNCIL
JOINT CONSULTATIVE BOARD (Non-teaching) January 2022**

DETAILS OF GRIEVANCES (Informal stages onwards)

SERVICE	INFORMAL STAGE	FORMAL STAGE 1	FORMAL STAGE 2	TOTAL 01/22	TOTAL 10/21
Chief Executives Service	0	0	0	0	0
Environment & Infrastructure Services	1	2	0	3	0
Communities & Housing Services	0	0	0	0	0
Children's Services	0	1	0	1	0
Health & Social Care Partnership	0	1	0	1	1
Finance & Resources	0	1	0	1	1
TOTAL	1	5	0	6	2

(Information as at 19 January 2022)

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 - JANUARY 2022					
Service	Job Title	Current Number of Renfrewshire Council Employees in this Role	Number of Agency Workers in this Role in October 2021	Number of Agency Workers in this Role in November 2021	Number of Agency Workers in this Role in December 2021
Community, Housing & Planning Services	Repairs & Maintenance Officer	0	0	2	2
	Energy Officer	0	1	1	1
	Clerk of Works Item 7	7	1	1	1
Total for Community, Housing & Planning Services		7	2	4	4
Environment & Infrastructure Services	Cleaner / Facilities Operative	558	36	41	39
	Housekeeper	71	13	16	13
	Cook/Chef	0	1	0	1
	Street Lighting Inspector	2	2	2	2
	Brick Layer	2	2	2	2
	Labourer	1	3	3	3
	Slater	9	1	1	1
	Plumber	0	2	2	2
	Plasterer	18	2	2	2
	Electrician	13	1	1	1
	Joiner	36	5	5	5
Transport	Bus Driver	37	10	10	10
Total for Environment & Infrastructure		747	78	85	81
Finance and Resources	Senior QS	0	1	1	1
	Senior Accountant	7	1	1	1
	CS Adviser	29	2	2	2
Total for Finance & Resources		36	4	4	4
Renfrewshire Health & Social Care Partnership	Home Care Worker	373	28	28	28
	Social Care Assistant	161	38	28	36
	Care Home Manager	3	2	2	2
	Adult Services Manager	1	1	0	0
	Social Worker	117	10	10	10
	Senior Social Worker	32	2	2	2
	Residential care reviews - Social Worker	0	6	6	6
	Interim SW MH Operations Manager & ASP Chair	0	1	0	0
	Resource Assistant	3	2	2	2
	ADRS worker	0	3	3	3
	Operational Manager	0	2	2	2
	Support Manager & Quality Assurance Governance	0	1	1	1
	Assistant Services Manager	1	1	0	0
Total for Renfrewshire Health & Social Care Partnership		691	97	84	92

