



Lewes District Council

To all Members of the Employment Committee

A meeting of the **Employment Committee** will be held in the **Ditchling Room, Southover House, Southover Road, Lewes** on **Monday, 23 February 2015** at **10:00** which you are requested to attend.

Please note the venue for this meeting which is wheelchair accessible and has an induction loop to help people who are hearing impaired.

This meeting may be filmed, recorded or broadcast by any person or organisation. Anyone wishing to film or record must notify the Chair prior to the start of the meeting. Members of the public attending the meeting are deemed to have consented to be filmed or recorded, as liability for this is not within the Council's control.

17/02/2015

Catherine Knight
Assistant Director - Corporate Services

Agenda

- 1 Minutes**
To approve the Minutes of the Meeting held on 8th December 2014 (copy previously circulated).
- 2 Apologies for Absence/Declaration of Substitute Members**
- 3 Declarations of Interest**
Disclosure by councillors of personal interests in matters on the agenda, the nature of any interest and whether the councillor regards the interest as prejudicial under the terms of the Code of Conduct.
- 4 Urgent Items**
Items not on the agenda which the Chair of the meeting is of the opinion should be considered as a matter of urgency by reason of special circumstances as defined in Section 100B(4)(b) of the Local Government Act 1972
- 5 Written Questions from Councillors**

To deal with written questions from councillors pursuant to Council Procedure Rule 11.3 (page D8 of the Constitution)

6 Staff Survey 2014 (page 4)

7 Facilities Policy (page 42)

8 Accidents to staff from April to December 2014 (page 52)

9 Customer Services Hub Update

To receive the oral update by the Head of Customer Services

10 Recent Service Delivery Restructure

To receive the oral update of the Human Resources Manager

Exclusion of the Public and Press

To consider, under Section 100(A) of the Local Government Act 1972 (as amended), excluding the public and press from the meeting during the discussion of Items 11 and 12 on this Agenda as there are likely to be disclosures of exempt information as defined in paragraphs 1, 2 and 4 of Part 1 of Schedule 12A of the Act

11 Consideration of Matters Raised by the Employees' Side

To consider any matters raised by the Employees' Side in respect of the items on this Agenda

12 Consideration of Health and Safety Matters Raised by the Employees' Side

To consider any matters raised by the Employees' Side in respect of Health and Safety

13 Date of Next Meeting

To note that the next meeting of the Employment Committee is provisionally scheduled to be held on Monday 1 June 2015, location to be confirmed

For further information about items appearing on this Agenda, please contact Zoe Downton at Southover House, Southover Road, Lewes, East Sussex BN7 1AB. Telephone 01273 471600

Distribution:

Councillors: E C Merry (Chair), M P Chartier, S J Gauntlett, D Gray and A X Smith

Employees' Side: Mr M Connolly, Mrs S Harvey, Mrs L Plant and Mr G Purdye

Agenda Item No: 6 **Report No:** 31/15
Report Title: Staff Survey 2014
Report To: Employment Committee **Date:** 23 February 2015
Cabinet Member: Councillor Elayne Merry
Ward(s) Affected: All
Report By: Helen Knight
Contact Officer(s)- Helen Knight
Name(s): Helen Knight
Post Title(s): HR Manager
E-mail(s): Helen.knight@lewes.gov.uk
Tel No(s): 01273 661365

Purpose of Report:

To update the Employment Committee regarding the results from the Annual Staff Survey completed in October/November 2014.

1 Officers Recommendation(s):

To note the report.

2 Reasons for Recommendations

The Committee have previously agreed the questions (in June 2014) which formed this survey and asked for an update regarding the results to be presented to them.

3 Information

The data gathered from the staff survey has been presented as background papers.

This information was collated by HR and Officers from the Business Strategy and Performance Section. It was then discussed by CMT prior to being circulated to eCMT (extended CMT) who have all now discussed this with their staff at team meetings. eCMT also 'paired up' with a manager from another department who attended their team meeting to demonstrate consistency and give staff an independent person to speak to should they wish.

eCMT will be discussing this again within the next few weeks specifically the feedback from staff, what the action plan/points will be from this, if any, and this will be communicated to the organisation when decided.

4 Financial Appraisal

There are limited financial implications to this report, using Survey Monkey and existing HR resources to administer the staff survey has resulted in an overall expenditure of £50 plus officer time.

5 Legal Implications

The Legal Services Department have not been asked for comments.

6 Sustainability Implications

I have not completed the Sustainability Implications Questionnaire as this Report is exempt from the requirement because it is a progress report/budget monitoring report/development control report

7 Equality Screening

Equality analysis is not required as this is an information only report with no key decisions attached.

8 Background Papers

None

9 Appendices

Appendix 1 - Report showing results from staff survey.

Lewes District Council Staff Survey 2014

Introduction

This survey took place in October/November 2014. The last staff survey took place in December 2013.

Thank you to all staff who took part.

In a time of significant change at Lewes District Council, it is important to understand the views of staff, and how this impacts different departments.

The design of this survey is very similar to the survey in 2013, with a few new questions. We will now use this survey design as the basis for annual surveys so that we can track changes over time. If you have any suggestions about future surveys, please contact HR.

The overall results and some analysis are published below, and comparisons have been made with the 2013 survey. An analysis of the comments made is included at the end of the results. The results have been considered by CMT and they will now draw up an action plan based on the suggestions at the end of the results. Staff are encouraged to consider the results at team meetings.

Please ensure that members of staff who do not have access to Infolink are shown a copy of the results. For ease, a PDF version is below which can be printed and circulated.

NB: Please note, some rows in tables will not always add up to 100% due to how the data is displayed. Also, in the departmental breakdowns, it must be noted that some departments have smaller numbers of staff; therefore one person can sway a percentage more significantly than in a larger team.

Survey method

The survey was available online from 17 October 2014 through SurveyMonkey and on paper, and was advertised to staff via email. A special edition of LDC news was published on 16 October 2014 detailing what had happened since last year's staff survey and advertising the 2014 survey, as well as the Corporate Brief on 23 October

The survey closed on 7 November 2014, but responses received after this date were accepted. Respondents were asked to answer questions about the council and invited to make any additional comments they wished. They were also asked which department they worked in and to answer some equalities questions. This information cannot be used to identify the individual but helps us analyse the results and identify if there are any issues for particular departments or groups that may need to be looked into further.

Headlines

- There was a response rate of 49%, a slight drop from 2013 which was 54%.
- Over 50% agree that people are treated with fairness and respect at LDC.
- There has been an increase in staff receiving appraisals and attending team meetings – but a few departments where appraisals seem not to be occurring.
- Due to the restructure – comparisons between 2013 and 2014 survey at departmental level are not always possible, but have been shown where they can be.
- Results across many questions are very similar to the 2013 survey – but some notable improvements have been demonstrated in some areas and these are highlighted in the “key points” sections of the report.
- There are still concerns amongst some staff that the survey responses can be linked to individuals, especially in small teams. Staff should be reassured that this is not the case and that the survey has been analysed anonymously.
- Under key points – the always and usually columns have been combined to give a single figure.

Key to Departments and Approximate Response Rates

NB – Due to restructures and currently available data on departmental composition, the percentage response rate is an approximate figure.

Team	Includes	Approximate Staff Numbers	Response Rate (%)
Housing	Housing Policy, Housing Schemes, Tenant Participation, Advice, Strategy, Property Services,	90	36%
Environmental Health	Animal Control, Licensing	38	47%
Planning	Policy and Development Control, Building Control	43	53%
Revenues and Benefits	Local Taxation	31	42%
Finance	Accountancy and Income, Audit	17	76%
Regeneration	Tourism, Economic Development, Contracts and Facilities, Estates	38	21%
Property and Facilities	Building Management	15	46%
District Services	Parks	20	40%
Waste and Recycling	Waste and Recycling, Street Cleansing	92	22%
Legal and Democratic	Elections, Committee Staff, Chief Executives Office, Land Charges,	33	33%
Corporate Support	Post Room, Scanning, Reception Staff	18	55%
HR	HR	8	50%
IT	IT Staff	14	42%
Business Strategy & Performance	Equalities, Scrutiny, Corporate Performance, Communications and Corporate Projects	10	100%

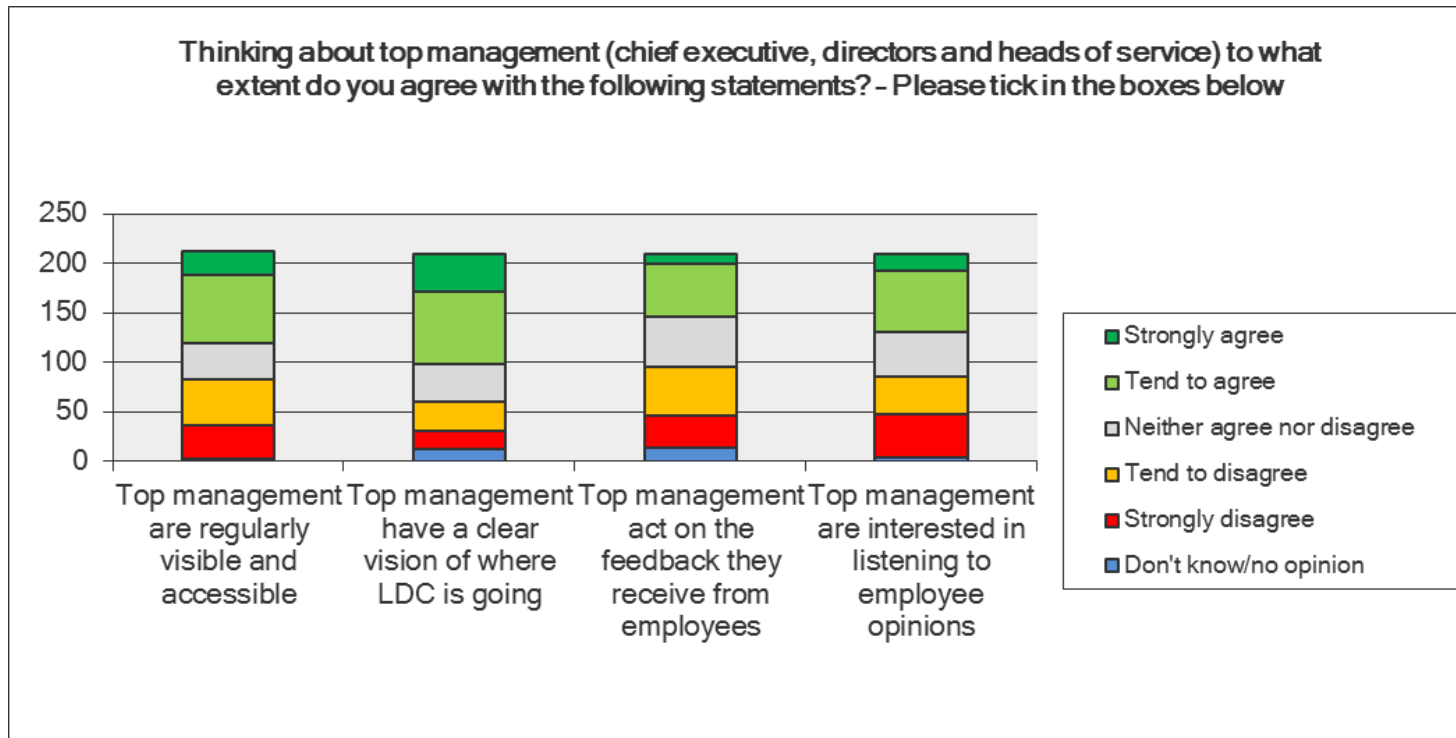
Data Tables

Top Management

	Strongly Agree (%)	Tend to Agree (%)	Neither Agree nor Disagree (%)	Tend to Disagree (%)	Strongly Disagree (%)	Don't know/No opinion (%)
Top Management are regularly visible	11.7	31	17.3	22	15.9	0.9
Top management have a clear vision of where LDC is	18	35.2	18	13.8	9	5.7
Top management act on the feedback they receive	5.2	25.2	23.8	23.8	15.2	6.6
Top management are interested in listening to staff	8.5	29.5	20.9	18.5	20.4	1.9

Department Breakdown – Agreement with the statement “Top management are regularly visible and accessible”

	Strongly Agree (%)	Tend to Agree (%)	Neither Agree nor Disagree (%)	Tend to Disagree (%)	Strongly Disagree (%)	Don't know/No opinion (%)
Housing	12.5	28.13	12.50	37.50	9.38	0
Environmental Health	16.67	27.78	11.11	16.67	27.78	0
Planning (inc. Policy and Development Control)	0	13.04	26.09	43.48	17.39	0
Revenues and Benefits	7.67	46.15	23.08	23.08	0	0
Finance	0	53.85	23.08	7.69	7.69	7.69
Regeneration	12.50	25	25	25	12.50	0
Property and Facilities	14.29	71.43	0	0	14.29	0
District Services	12.50	37.50	12.50	12.50	25	0
Waste and Recycling and Street Cleansing	18.8	9.09	4.55	22.7	45.45	0
Legal and Democratic (inc. Chief Executive's Office)	45.45	54.55	0	0	0	0
Corporate Support	0	20	40	20	20	0
HR	25	75	0	0	0	0
IT	16.67	0	66.67	16.67	0	0
Business Strategy and Performance	10	60	20	0	0	10



Key Points

- Top management for the purposes of the survey is defined as the Chief Executive, Directors and Heads of Service.
- Across most of the council, 63% of staff agreed that top management are regularly visible and accessible, this is an increase from 44% in 2013.
- For Waste and Recycling and Street Cleansing the figure was 27.89%. This is an increase from 2013's figure of 18.4% (it is not possible to identify a direct comparison with 2013 as Waste and Recycling and Street Cleansing were within District Services). However, 0% in 2013 strongly agreed with this statement, compared to 18.8% in 2014.
- Over 50% of respondents strongly agreed or tended to agree that the top management have a clear vision for the council.

- In Waste and Recycling and Street Cleansing, 22.7% tend to agree and 45.45% strongly agreed that top management were regularly visible and accessible. For Planning, 43.48% tend to agree and 17.39% strongly agreed that top management were regularly visible and accessible.
- Planning had the lowest engagement, with 13.04% tending to agree that top management were regularly visible, and 0% strongly agreeing. IT (16.67%) and corporate support (20%) had similar figures.
- 30.4% of staff agreed that top management acted on the feedback they received from staff. This is a slight increase from 2013 figure of 26.9%, but more work may still need to be done to look at how the actions of our Senior Management Team are cascaded down through the staff and communicated to all. The establishment of eCMT may help to achieve this over the coming year.
- Staff in Business Strategy and Performance, Legal and Democratic Services (inc. Chief Executive's Office) and Property and Facilities felt the best engagement from top management.

The reasons for change are well communicated to me

	Strongly Agree (%)	Tend to Agree (%)	Neither Agree nor Disagree (%)	Tend to Disagree (%)	Strongly Disagree (%)	Don't know/No opinion (%)
Total LDC	14.5	41.7	15.4	20.6	6.5	0.9
Housing	9.38	43.75	12.50	25	9.38	0
Environmental Health	11.11	38.89	27.78	16.67	5.56	0
Planning (inc. Policy and Development Control)	0	52.17	21.74	17.39	4.35	4.35
Revenues and Benefits	23.08	38.46	15.38	23.08	0	0
Finance	0	53.85	15.38	23.08	0	7.69
Regeneration	12.50	37.50	25	25	0	0
Property and Facilities	57.14	28.57	0	14.29	0	0
District Services	12.50	62.50	0	12.50	12.50	0
Waste and Recycling and Street Cleansing	13.64	18.18	22.73	9.09	36.36	0
Legal and Democratic (inc. Chief Executive's Office)	27.27	45.45	9.09	18.18	0	0
Corporate Support	10	30	0	50	10	0
HR	50	50	0	0	0	0
IT	0	50	50	0	0	0
Business Strategy and Performance	30	50	0	20	0	0

Change here is well managed

	Strongly Agree (%)	Tend to Agree (%)	Neither Agree nor Disagree (%)	Tend to Disagree (%)	Strongly Disagree (%)	Don't know/No opinion (%)
Total LDC	6.6	25.7	22.8	23.3	18	3.3
Housing	3.13	18.75	28.13	25	25	0
Environmental Health	0	17.65	47.06	25.53	11.76	0
Planning (inc. Policy and Development Control)	0	34.78	30.43	8.70	21.74	4.35
Revenues and Benefits	7.69	7.69	30.77	46.15	7.69	0
Finance	0	33.33	25	25	8.33	8.33
Regeneration	12.50	37.50	0	12.50	25	12.50
Property and Facilities	42.86	28.57	0	0	14.29	14.29
District Services	0	37.50	25	12.50	12.50	12.50
Waste and Recycling and Street Cleansing	0	27.27	9.09	22.73	40.91	0
Legal and Democratic (inc. Chief Executive's Office)	27.27	36.36	9.09	27.27	0	0
Corporate Support	0	10	20	20	50	0
HR	25	75	0	0	0	0
IT	0	33.33	33.33	33.33	0	0
Business Strategy and Performance	20	30	20	10	0	20

I feel I can influence change

	Strongly Agree (%)	Tend to Agree (%)	Neither Agree nor Disagree (%)	Tend to Disagree (%)	Strongly Disagree (%)	Don't know/No opinion (%)
Total LDC	6.6	18.6	20	25.8	26.7	1.9
Housing	3.13	18.75	37.50	15.63	25	0
Environmental Health	5.88	17.65	23.53	17.65	32.29	0
Planning (inc Policy and Development Control)	0	13.04	8.70	43.48	26.09	8.70
Revenues and Benefits	7.69	15.38	15.38	30.77	30.77	0
Finance	0	16.67	25	16.67	33.33	8.33
Regeneration	12.50	12.50	0	50	25	0
Property and Facilities	14.29	28.57	28.57	14.29	14.29	0
District Services	12.50	50	0	25	12.50	0
Waste and Recycling and Street Cleansing	4.55	13.64	13.64	22.73	40.91	4.55
Legal and Democratic (inc Chief Executive's Office)	18.18	27.27	27.27	27.27	0	0
Corporate Support	0	20	10	20	50	0
HR	25	75	0	0	0	0
IT	0	16.67	33.33	33.33	16.67	0
Business Strategy and Performance	10	40	40	10	0	0

Key Points

- Overall, figures were similar to the 2013 survey, with 56.2% agreeing to some degree with the statement “the reasons for change are well communicated to me” (slight increase on 2013’s figure of 54%). There has also been a slight increase in staff feeling that reasons for change are well communicated.
- 36.36% of Waste and Recycling and Street Cleansing staff strongly disagreed that the reasons for change were well communicated to them.
- 40.91% of Waste and Recycling and Street Cleansing staff strongly disagreed that change here was well managed and felt they could influence change.
- Across the whole council, the same figure as 2013 (24%) stated that staff felt they could influence change.
- Over 85% of staff in Property and Facilities felt that the reasons for change were well communicated to them to some degree, with 80% of staff in Business Strategy and Performance.
- 70% of Planning staff tended to disagree or strongly disagreed that they felt they could influence change
- 100% of HR staff felt that the reasons for change were well communicated to them, change was well managed and that they could influence change to some degree.

Promotion/say/fairness



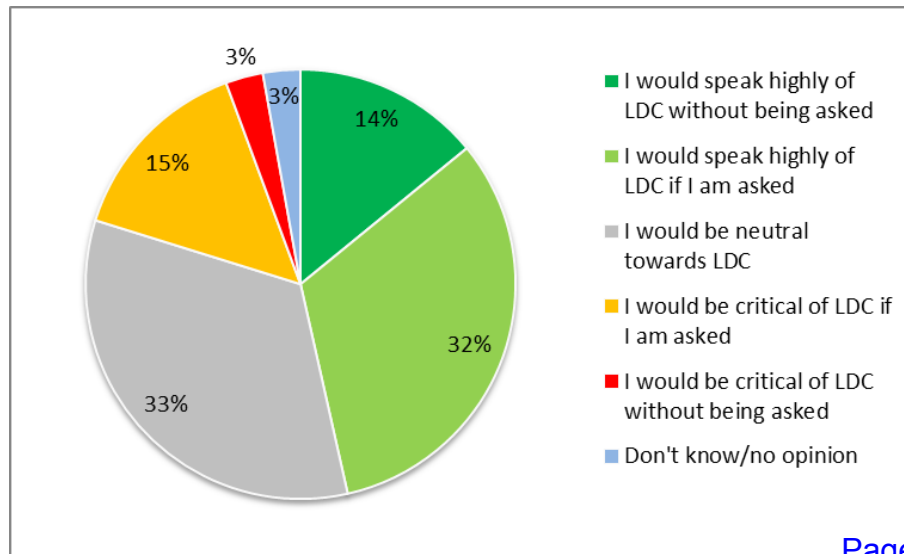
“People are treated with fairness and respect” – responses by department

	Strongly Agree (%)	Tend to Agree (%)	Neither Agree nor Disagree (%)	Tend to Disagree (%)	Strongly Disagree (%)	Don't know/No opinion (%)
Total LDC	14.6	42.6	15.1	14.6	12.7	0
Housing	6.25	43.75	6.25	18.75	25	0
Environmental Health	16.67	55.56	0	22.22	5.56	0
Planning (inc. Policy and Development Control)	13.04	52.17	17.39	17.39	0	0
Revenues and Benefits	7.69	38.46	30.77	15.38	7.69	0
Finance	7.69	38.46	23.08	23.08	7.69	0
Regeneration	25	25	12.50	0	37.50	0
Property and Facilities	42.86	28.57	0	14.29	14.29	0
District Services	28.57	28.57	42.86	0	0	0
Waste and Recycling and Street Cleansing	4.55	36.36	13.64	13.64	31.82	0
Legal and Democratic (inc. Chief Executive's Office)	27.27	63.64	9.09	0	0	0
Corporate Support	0	40	20	10	30	0
HR	50	25	25	0	0	0
IT	0	50	0	10	0	0
Business Strategy and Performance	40	50	0	10	0	0

Key Points

- Over 50% of respondents agree that people are treated with fairness and respect at LDC, a similar number to 2013.
- No departments fall below 40% a, and agreement with the statement that staff are treated with fairness and respect was more than in 2013 across all departments.
- 45.46% of Waste and Recycling and Street Cleansing tended to or strongly disagreed that people were treated with fairness and respect at the council.
- Some departments have high scores, 90% of staff in Business Strategy and Performance and Legal and Democratic Services (incl. Chief Executive's Office) strongly or tended to agree that staff were treated with fairness and respect at the council
- 37.50% of staff in regeneration strongly disagreed that staff were treated with fairness and respect at the council.

Speaking highly/critically of the council

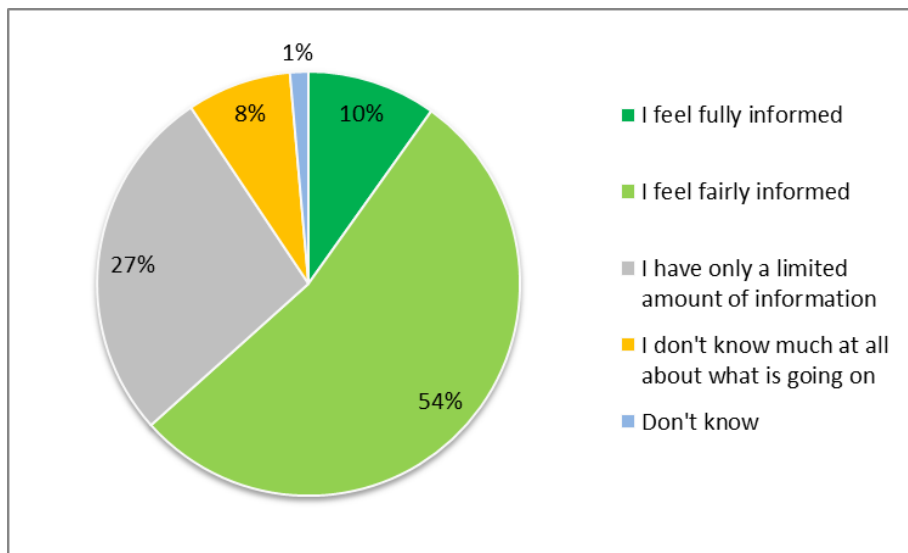


	I would speak highly of LDC without being asked (%)	I would speak highly of LDC if I am asked (%)	I would be neutral towards LDC (%)	I would be critical of LDC if I am asked (%)	I would be critical of LDC without being asked (%)	Don't know/ no opinion (%)
Total LDC	14	32.3	33.3	14.5	2.8	2.8
Housing	18.75	21.88	40.63	18.75	0	0
Environmental Health	5.56	50	22.22	11.11	5.56	5.56
Planning (inc. Policy and Development Control)	17.39	26.09	39.13	8.70	0	8.70
Revenues and Benefits	0	46.15	46.15	7.69	0	0
Finance	0	15.38	61.54	23.08	0	0
Regeneration	25	25	25	25	0	0
Property and Facilities	58.58	28.57	28.57	14.29	0	0
District Services	12.50	37.50	37.50	12.50	0	0
Waste and Recycling and Street Cleansing	4.55	40.91	36.36	4.55	4.55	9.09
Legal and Democratic (inc. Chief Executive's Office)	27.27	54.55	9.09	0	0	9.09
Corporate Support	10	0	20	40	30	0
HR	50	50	0	0	0	0
IT	16.67	33.33	33.33	16.67	0	0
Business Strategy and Performance	30	50	10	0	0	10

Key Points

- Most departments had a response over 50% stating they would speak highly of LDC (either without being asked or being asked) –The average for the council is 46.3%, a very similar figure to 2013 (47.7%).
- Finance and Corporate Support had very low numbers of staff stating they would speak highly of LDC (either without being asked or being asked, 15.38% and 10% respectively).
- Business Strategy and Performance (80%), Property and Facilities (87.15%), HR (100%) and Legal and Democratic Services (including Chief Executive’s Office) (81.82%) contained the staff members most likely to speak highly of the council (either without being asked or being asked).

To what extent do staff feel informed?



How Informed – by department

	I feel fully informed (%)	I feel fairly informed (%)	I only have a limited amount of information (%)	I don't know much at all about what is going on (%)	Don't know / no opinion (%)
Total -LDC	9.8	53.5	27.2	7.9	14.2
Housing	6.25	56.25	25	12.50	0
Environmental Health	5.56	50	38.89	0	5.56
Planning (inc. Policy and Development Control)	4.35	56.52	30.43	4.35	4.35
Revenues and Benefits	7.69	69.23	23.08	0	0
Finance	0	69.23	23.08	7.69	0
Regeneration	25	37.50	37.50	0	0
Property and Facilities	0	85.71	14.29	0	0
District Services	12.50	50	12.50	25	0
Waste and Recycling and Street Cleansing	9.09	18.18	40.91	31.82	0
Legal and Democratic (inc. Chief Executive's Office)	18.18	54.55	18.18	9.09	0
Corporate Support	10	50	40	0	0
HR	50	50	0	0	0
IT	0	83.33	10	0	0
Business Strategy and Performance	40	50	10	0	0

Key Points

- 63.3% of staff felt fairly or fully informed, which in a time of change is good, and this is 10% more than in 2013.
- In all departments, over 50% of staff feel fully or fairly informed, with the exception of Waste and Recycling and Street Cleansing. Only 27.27% felt fully or fairly informed which is very similar to in 2013, and needs to be addressed. 72% of Waste and Recycling and Street Cleansing staff felt they only had a limited amount of information, or they did not know much at all about what was going on.
- 38.89% of staff in Environmental Health feel that they only have a limited amount of information, as did 37.50% of staff in Regeneration.
- Again, some departments scored very highly in this question – HR (100%), Business Strategy and Performance (90%), IT (83.33%) and Property and Facilities (85.71%).

My immediate manager/supervisor creates a workplace where I feel supported

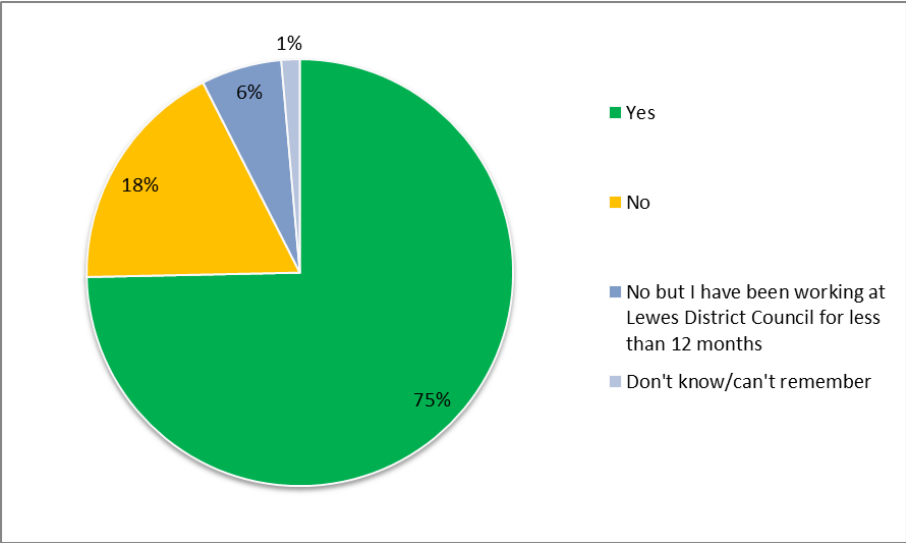
	Always applies (%)	Usually applies (%)	Sometimes applies (%)	Never applies (%)	Don't know / no opinion (%)
Total LDC	41.7	34.7	20.1	2.8	0.4
Housing	28.13	31.25	31.25	9.38	0
Environmental Health	38.89	38.89	22.22	0	0
Planning (inc Policy and Development Control)	52.17	34.78	13.04	0	0
Revenues and Benefits	38.46	38.46	23.08	0	0
Finance	38.46	53.85	7.69	0	0
Regeneration	37.50	25	25	12.50	0
Property and Facilities	42.86	42.86	0	14.29	0
District Services	12.50	62.50	25	0	0
Waste and Recycling and Street Cleansing	9.09	31.82	50	4.55	4.55
Legal and Democratic (inc Chief Executive's Office)	72.73	27.27	0	0	0
Corporate Support	70	30	0	0	0
HR	75	25	0	0	0
IT	50	33.33	16.67	0	0
Business Strategy and Performance	90	10	0	0	0

Key Points

- For Waste and Recycling and Street Cleansing, 40.09% stated their immediate manager/supervisor created a workplace where they felt supported. On average for the rest of the Council the figure was approximately 80%. This is an increase from 2013 where 74.5% supported by managers/supervisors.
- In 2013 Waste and Recycling were counted as part of District Services in the staff survey. In 2013, 52.5% stated their immediate manager/supervisor created a workplace where they felt supported; the 40.09% figure in point 1 may indicate a drop in 2014 for waste and recycling staff.
- 100% of staff in Business Strategy and Performance, Corporate Support, Legal and Democratic Services (inc. Chief Executive's Dept.) and HR felt that their immediate manager/supervisor created a workplace where they felt supported.

Appraisals/Team Meetings

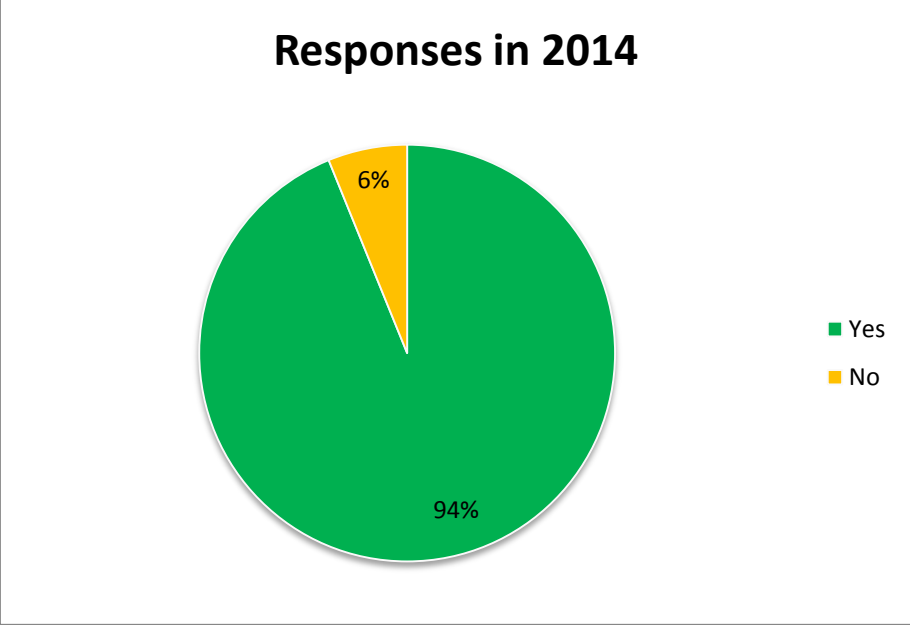
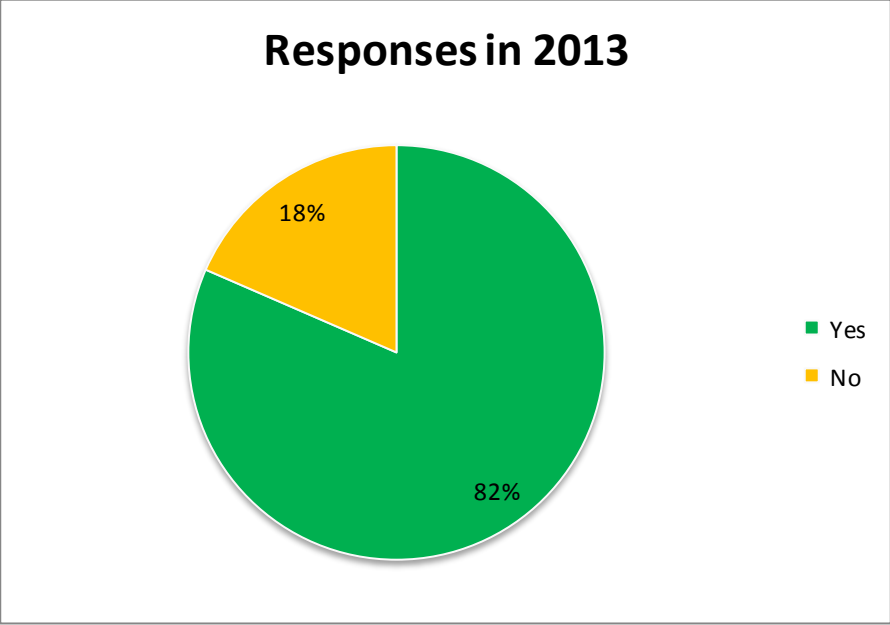
Have you had an appraisal in the last 12 months?



Appraisals – by department

	Yes (%)	No (%)	No, but have worked at LDC for less than 12 months (%)	Don't know/ can't remember (%)
Total for LDC	74.6	17.8	6.1	1.4
Housing	59.38	31.25	6.25	3.13
Environmental Health	77.78	16.67	5.56	0
Planning (inc Policy and Development Control)	82.61	13.04	4.35	0
Revenues and Benefits	76.92	15.38	7.69	0
Finance	69.23	30.77	0	0
Regeneration	75	12.50	12.50	0
Property and Facilities	42.86	42.86	0	0
District Services	87.50	12.50	0	0
Waste and Recycling and Street Cleansing	86.36	9.09	0	4.55
Legal and Democratic (inc Chief Executive's Office)	90.91	0	9.09	0
Corporate Support	100	0	0	0
HR	100	0	0	0
IT	0	83.33	16.67	0
Business Strategy and Performance	80	0	20	0

Team Meeting – Have you had one in the last 3 months?



	Yes (%)	No (%)	No, but have worked at LDC for less than 3 months (%)	Don't know/ can't remember (%)
Total for LDC	93	6.1	0.5	0.5
Housing	87.50	12.50	0	0
Environmental Health	88.89	11.11	0	0
Planning (inc Policy and Development Control)	95.65	4.35	0	0
Revenues and Benefits	100	0	0	0
Finance	100	0	0	0
Regeneration	100	0	0	0
Property and Facilities	85.71	14.29	0	0
District Services	87.50	14.29	0	0
Waste and Recycling and Street Cleansing	81.82	13.64	0	4.55
Legal and Democratic (inc Chief Executive's Office)	100	0	0	0
Corporate Support	100	0	0	0
HR	100	0	0	0
IT	83.33	0	16.67	0
Business Strategy and Performance	100	0	0	0

Key Points

- There has been a slight increase in the number of staff receiving appraisals – an increase of just under 5%.
- IT's results showed that no staff were receiving an appraisal (83.33% of staff were eligible). Some other departments recorded low numbers, Finance (30.77%), Property and Facilities (42.86%) and Housing (31.25%).
- There has been an increase in the numbers of team meetings. In Finance this increased from 75% in 2013 to 100% in 2014. Many departments had a 100% return (Business Strategy and Performance, IT, HR, Corporate Support, Legal and Democratic (inc. Chief Executive's Office), Regeneration and Revenues and Benefits). Across the board, all departments had an increase in team meetings, with a 13% increase from 2013 across the council.

Staff Briefings – Have staff had the opportunity to attend one of the briefing sessions run by the Directors or Chief Executive

	Yes I had the opportunity and attended (%)	Yes I had the opportunity and decided not to attend (%)	I wanted to attend but was unable to (%)	No (%)	Don't know/ can't remember (%)
Total for LDC	61	12.7	7.5	16	2.8
Housing	59.38	9.38	6.26	15.63	9.38
Environmental Health	61.11	16.67	11.11	11.11	0
Planning (inc. Policy and Development Control)	65.22	13.04	4.35	13.04	4.35
Revenues and Benefits	61.54	30.77	0	7.69	0
Finance	46.15	15.38	15.38	23.08	0
Regeneration	62.50	12.50	12.50	12.50	0
Property and Facilities	71.43	0	28.57	0	0
District Services	50	0	25	25	0
Waste and Recycling and Street Cleansing	59.09	4.55	0	31.82	4.55
Legal and Democratic (inc. Chief Executive's Office)	54.55	27.27	0	18.18	0
Corporate Support	30	30	10	30	0
HR	50	25	25	0	0
IT	33.33	33.33	0	16.67	16.67
Business Strategy and Performance	90	0	0	10	0

Key Points

- This was a new question for 2014, therefore there is no comparison to previous years.
- Most people wanted to attend these, including those who were unable (68.5%).

Bullying/Harassment

	Experienced (n)	Witnessed (n)	Personal knowledge of (n)
Total for LDC	26	13	18
Housing	3	1	2
Environmental Health	2	1	0
Planning (inc. Policy and Development Control)	2	0	0
Revenues and Benefits	4	3	3
Finance	1	0	0
Regeneration	3	3	2
Property and Facilities	1	0	0
District Services	3	0	1
Waste and Recycling and Street Cleansing	5	3	4
Legal and Democratic (inc. Chief Executive's Office)	0	0	0
Corporate Support	0	0	4
HR	0	0	0
IT	1	0	0
Business Strategy and Performance	0	0	0

Type of Harassment and by whom

	Actual Number
Experienced	26
Witnessed	13
Personal Knowledge of	18

	Staff	Manager	Service user	Member	Partner	Policy/process
Was this related to:						
Age	1	0	0	0	0	0
Caring responsibilities	0	1	0	0	0	1
Disability	0	0	0	0	0	0
Ethnicity	0	0	1	0	0	0
Gender	0	0	0	0	0	0
Religion or belief	0	0	0	0	0	0
Sexual orientation	0	0	1	0	0	0
Transgender	0	0	0	0	0	0
Other	17	12	2	2	0	2

Reporting of bullying/harassment – was the most recent incident you experienced or witnessed reported?

	Actual Number
Yes, formally	16
Yes, informally	14
No	19
Don't know/can't remember	8

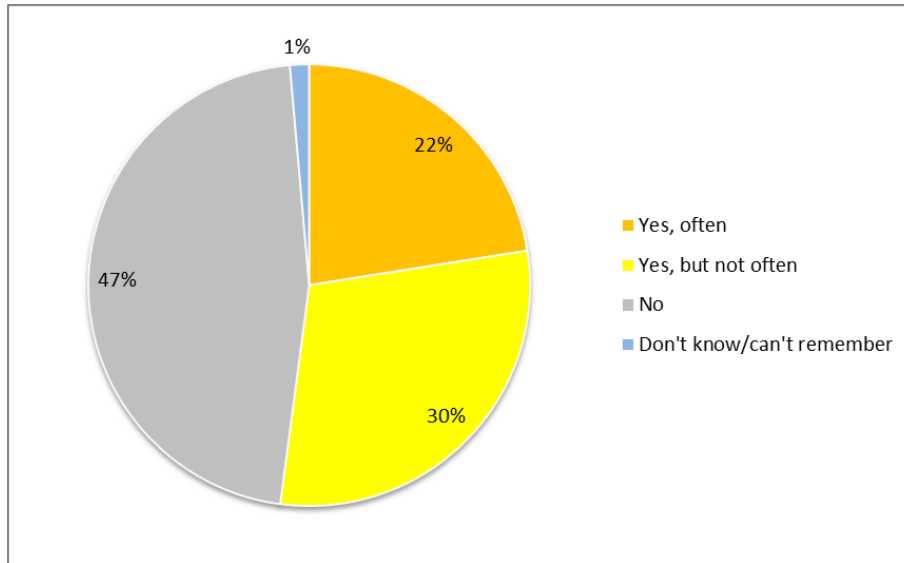
Key Points

- Actual numbers have been used for this question, as it is a more accurate reflection of the situation at LDC.
- It was made mandatory to answer the initial question following very low response rate to the same question in 2013. The follow-up questions on this subject were not mandatory.
- 52.6% of staff said they had reported any incidents witnessed which indicates that staff feel that LDC would take action, but more work could be done to ensure staff feel it is a safe environment to report incident of bullying or harassment.
- Discrimination by staff in relation to gender and caring responsibilities has reduced from 2013
- 35 incidents of bullying or harassment were categorised under “other”. Some work could be undertaken to examine against what other characteristics staff felt discrimination was occurring.
- There is a slight increase from 2013. However in 2013 this question was not mandatory, therefore a large amount of staff skipped the question, which means a comparison cannot be fully accurate.

Do staff feel supported during emotionally demanding work?

	Yes always (%)	Yes most of the time (%)	Not always (%)	Never (%)	Don't feel this is applicable in my role (%)
Total for LDC	16	33.8	29.1	4.2	16.9
Housing	21.88	25	37.50	6.25	9.38
Environmental Health	0	50	33.33	5.56	11.11
Planning (inc Policy and Development Control)	26.09	47.83	17.39	0	8.70
Revenues and Benefits	7.69	30.77	53.85	0	7.69
Finance	15.38	46.15	23.08	0	15.38
Regeneration	12.50	25	37.50	0	25
Property and Facilities	42.86	28.57	0	14.29	14.29
District Services	0	12.50	50	12.50	25
Waste and Recycling and Street Cleansing	0	22.73	36.36	13.64	27.27
Legal and Democratic (inc Chief Executive's Office)	18.18	54.55	9.09	0	18.18
Corporate Support	0	70	10	0	20
HR	50	25	25	0	0
IT	16.67	33.33	0	0	50
Business Strategy and Performance	30	40	0	0	30

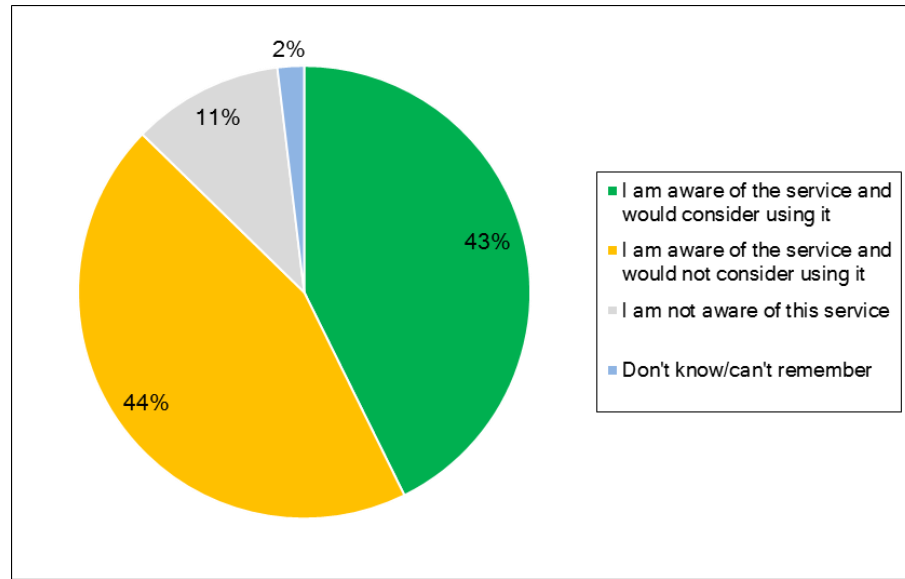
Pressured to work long hours?



Those who were pressurised to work more hours, is this more than less than last year?

	%
Definitely more	39.1
Occasionally more	27
The same as the year before	21.7
Less than the year before	1.7
Don't know	10.4

Knowledge of counselling services?



Key Points

- These questions were new for 2014 – therefore there is no comparison to 2013.
- 60% of staff feel supported at least most of the time during emotionally demanding work, though 53.85% of Revenues and Benefits staff do not always feel supported.
- More than 50% of staff felt that they were pressured to work long hours at some point, with an increase of 39.1% from how they felt last year.
- 87% of staff are aware of the counselling services, but 44% would not consider using it.

Staff comments

General – 45 text based responses

Issue	Frequency
Pace of change too fast – adverse effect on getting the job done, adverse impact on customers, increased pressure/demands on staff	7
Consultation/communication with staff needs improvement – timing/content/volume	7
Happy here, friendly place, supportive, helpful colleagues	5
Council has changed for the worse / low morale / stress	5
Top management distant / not engaging with staff	5
Too much kept from staff, leading to loss of trust	3
Not taking in to account staff experience / loss of experience with staff leaving/redundant	3
Issues with working environment/agile working	3
Changes are good and appreciate they are needed to serve our customers better	2
Survey does not ask enough about satisfaction, attitudes and motivation	1

Staff's experience of change – 52 responses

Issue	Frequency
Negative impact on staff – uncertainty/low morale/stress	12
Lack of consultation/communication with staff	9
Trying to do too much at once/too rushed – not enough time to do it	8
Lost layers of management a problem - creating stress on staff /working unpaid hours	5
Process being communicated well – especially by line managers	4
Change driving out good/experienced people, eroding good will	3
Don't think it will benefit customers (seen as all about money)	2
Poor management of change	2
Agile working not working – shortage of meeting rooms and quiet spaces	2
Need more support through change	2
Equal ops being ignored	1

Use of counselling service – 48 responses

Issue	Frequency
No need for it	14
Used, or would use, other service / other support	10
Lack of trust about confidentiality	9
Did not think it would address the issues	3
Lack of time	3
Not sure how to request it confidentially – would not want people to know	2
Used it – did not meet needs	1
Was not made aware of it	1
Would use it if needed it	1

Agenda Item No: 7 **Report No: 32/15**

Report Title: Facilities Policy

Report To: Employment Committee **Date: 23 February 2015**

Cabinet Member: Councillor Elayne Merry

Ward(s) Affected: All

Report By: Helen Knight

Contact Officer(s)- Helen Knight

Name(s): Helen Knight
Post Title(s): HR Manager
E-mail(s): Helen.knight@lewes.gov.uk
Tel No(s): 01273 407831

Purpose of Report:

To implement a new policy written by HR - a Facilities Agreement, this is a Statement of Agreement on Facilities and Time Off for UNISON Representatives between Unisons' Lewes Branch and the Council.

Officers Recommendation(s):

- 1 To note the report and agree the implementation of this policy within the organisation.

Reasons for Recommendations

- 2 In 2014 the new Local Government Transparency Code was introduced which requires Councils to proactively publish certain categories of information, the code includes information which we must publish at least quarterly and annually.

Lewes District Council's Finance Department have already published information in relation to this on our website. This HR contribution relates to the part of the code regarding "subsidies given to trade unions, including union facility time". This will complete our compliance with the Local Government transparency Code and we will then need to ensure regular reviews and the publishing of information where appropriate.

Information

- 3 The intention of this code was that the public should be able to hold Local Councils to account about the services they provide and to do this people need information about what decisions local councils are taking, and how local councils are spending public money.

The information we will be required to publish will be from areas such as spending on corporate credit cards, money raised from parking charges, grants given to voluntary and Community groups and local authorities property assets, details of salaries over £50,000 and our pay multiple (the ratio between the highest paid salary and the median salary of the workforce).

Unison has been consulted regarding this and their comments have been incorporated. This policy has been compiled with consideration to ACAS best practice guidance on this matter.

Financial Appraisal

4 There are no financial implications of this report.

Legal Implications

5 The Legal Services Department have been not been asked for comments.

Sustainability Implications

6 I have not completed the Sustainability Implications Questionnaire as this Report is exempt from the requirement because it is a progress report/budget monitoring report/development control report

Equality Screening

7 This policy has not yet been subject to an Equality Impact Assessment purely due to timing but this will be undertaken within coming weeks.

Background Papers

8 None

Appendices

9 Appendix 1 - Facilities Agreement

Facilities Agreement

Statement of Agreement on Facilities and Time Off for UNISON Representatives between

UNISON Lewes District Branch

And

Lewes District Council

Date of Commencement 23 February 2015

1. Introduction

Lewes District Council (LDC) and the UNISON Branch recognise that without the active support and commitment of its staff, LDC cannot deliver the services it seeks to provide.

In recognition of the role of the staff in the delivery of the service, LDC wishes to foster the active involvement of the staff in the development of its activities.

As an employer, with staff covering a variety of services, the Council supports the system of collective bargaining and believes in the principle of solving employee relations issues by discussion and agreement.

This agreement, therefore, reflects commitment to ensuring that the UNISON representatives have adequate facilities and reasonable time off in order to undertake their duties efficiently and effectively on behalf of their members.

2. Relations at local level

LDC believes it is important for local managers and UNISON representatives to establish effective lines of communication. It is expected that employee relations' activities will be carried out between local representatives and managers in the first instance. In more complex cases, the union may nominate a full time UNISON Officer to lead/support local stewards.

3. Who is a Union Officer/Representative?

The use of the terms 'representative' and 'branch officer' throughout this document, refer to those employees of LDC who have been elected by UNISON to carry out specific roles within the Branch. Some representatives will be accredited by UNISON to act on behalf of members in formal procedures such as grievance and disciplinary cases. Following its AGM, the Branch will provide the Human Resources Manager with a list of the official UNISON branch posts and the names of those elected to those posts. Any changes made during the year will be notified to the Human Resources Manager.

4. Paid Time Off

The Branch will endeavour to ensure all workplaces are covered by at least one representative.

Certain branch officer roles will be more actively involved in partnership working than others. The Branch will, wherever practical and reasonable, ensure this work is shared appropriately amongst relevant officers.

Employees who are Branch Officers and workplace representatives (Stewards) have the right to reasonable paid time off during working hours as required by the Trade Union and Labour Relations (Consolidation) Act 1992, for the purposes of carrying out duties that are concerned with any aspect of collective bargaining and representation of individual members, including:

- Terms and conditions of employment including physical working conditions
- Engagement, termination or suspension of employment and the duties of employment
- Allocation of work or the duties of employment as between employees or groups of employees
- Discipline and grievance
- Activities associated with trade union membership
- Facilities for officials of the union
- Trade union/TUC training and learning activity
- Machinery for negotiation or consultation and other procedures; procedures for collective bargaining
- Disputes, joint consultation, communicating with members and other trade union branch officers.

Branch officers and stewards are also entitled to reasonable time off for training relevant to their role(s), provided that the training is approved by UNISON.

The Branch will aim to get newly elected workplace/health and safety representatives ERA trained within the first 12 months. Branch officers/representatives will normally be afforded a minimum of up to 10 days in the first twelve months to complete their basic training. However, if it is not possible to attend training in the first 12 months, this time will be carried over until the requisite basic training is completed. . Days required for training will not normally exceed 6 in twelve months during following years. This will apply to no more than 5 new stewards in any 12 month period.

Established branch officers/stewards may receive training based on an analysis of needs and subject to agreement by the Branch Secretary. This will not normally exceed three days per annum.

In addition, exceptionally and by agreement with their line manager, Staff Side representatives may attend other training based on need that has been approved by the Branch.

The Branch holds an annual Branch Development Day which includes all Branch Officers and Stewards. This is usually held locally shortly after the AGM and includes the Regional Office updating the Branch on Policy and other matters.

Requests for training should be agreed in advance with the relevant line manager. The Branch will aim to give at least 3 weeks notice of training requests. In cases where the training is refused, the Branch will refer the request to the Human Resources Manager (or nominated representative) and the relevant Head of Service.

The Branch will endeavour to get Health and Safety representatives trained in workplace health and safety as soon as possible after their appointment.

LDC will, wherever reasonably practicable, ensure that work cover and/or workload reductions are provided when time off is required. This can include the temporary allocation of duties to other employees, rearrangement of work to a different time or a temporary reduction in workload.

5. Agreed Areas of Activity

The usual areas of activity where time off is required are shown in paragraph 4 above and Table A, together with how they are normally regarded by LDC. In some instances LDC grants paid time off to UNISON members. None of the circumstances listed will qualify for paid time off if the union is taking industrial action at the time.

Paid time off is only granted for those times when the individual employee would normally be at work i.e. hours spent on UNISON matters outside normal working hours or across lunch periods do not qualify.

6. Time Off and Facilities for Health and Safety Representatives

The recognised Health and Safety and Welfare Representatives of the Union will be afforded appropriate paid time off, facilities (including enabling private discussions with employees), assistance and access to buildings as is necessary to allow them to carry out their recognised functions. The Council shall recognise that paid time off for undertaking trade union Health and Safety responsibilities shall not include time allocated for the Council to undertake its own obligations under Health and Safety legislation and is in addition to facility time required for carrying out other approved union work.

TABLE A

Activity	Branch Officers	Union Members
Joint Consultative Committee	Paid time off	Not normally applicable
Joint Consultative Committee (Waste)	Paid time off	Not normally applicable
Joint Health & Safety Forum	Paid time off	Not normally applicable
Side meetings in preparation for JCC and H&S meetings	Paid time off	Paid time off
Employment Committee	Paid time off	Not normally applicable
Ad hoc meetings with HR/Management	Paid time off	Not normally applicable
Reporting back to members on issues arising from JCC meetings/committees	Paid time off	Not normally applicable
Meetings with full time Union Officers	Paid time off	Paid time off
Grievance, Disciplinary and Capability Issues plus preparation time	Paid time off	Paid time off
Accident and Hazard investigations	Paid time off	Paid time off
Safety inspections and audits	Paid time off	Not normally applicable
Attending approved training courses	Paid time off	Paid time off, in certain circumstances as approved

Activity	Branch Officers	Union Members by HR Manager
Attending Regional or National Joint Councils as branch delegate (2 per annum)	Paid time off	Not normally applicable
Voting or elections conducted at the workplace	Paid time off	Paid time off
Branch Executive meetings	Paid time off	Time off without pay
Delegates to UNISON annual conferences ((not more than 2 delegates at any one event)	Paid time off	Paid time off
Branch Annual General meetings (although these are expected to be held at the end of the day or over the lunchtime period to minimise disruption to services)	Paid time off	Paid time off
Specific emergency conferences e.g. on a pay offer	Paid time off	Not normally applicable
Union regional meetings : Regional Council x 3 Regional Committee x 3 Local Government x 4	Paid time off to be agreed locally	Not normally applicable
Lecturing on external union matters or training courses (not more than 1 p.a.)	Time off without pay	Not normally applicable
Full Branch meetings (other than the AGM) (no more than 2 per year)	Paid Time Off	Paid Time Off

7. **Requesting time off**

The amount of time off will be reasonable and in accordance with the ACAS Code of Practice. A union representative will make a request for time off to their Line Manager, providing as much notice as possible and, in the case of training, giving details of the training course if requested.. The line manager will consider the request for time off alongside operational issues and business needs. Wherever possible the time off will be granted but the manager may not always be able to agree to it. The Employer and the Union agree to make every effort to accommodate the reasonable requirements of both the Union and the operational requirements of the Service.

It is proposed that this agreement be reviewed on a regular basis. Scheduled meetings or events will be notified to the relevant line manager at the earliest opportunity to allow time for adjustments to be made where necessary.

The Employer and the Union agree to make every effort to avoid disputes in relation to time off for trade union duties and activities. Where permission to take time off is withheld, an explanation for the reason(s) will be given by the appropriate Head of Service.

If the Branch is dissatisfied with the decision, the matter may be referred to the Human Resources Manager. In cases where a disagreement cannot be resolved a complaint can be lodged under the Council's grievance procedure.

The Council understands that union representatives have a right in law to take a claim to an Employment Tribunal if internal procedures fail to resolve a dispute related to time off for trade union duties.

Time off for trade union duties will be reviewed as part of normal management arrangements as necessary and appropriate.

8. Recording and Monitoring Time Off

The Branch will provide a programme of all scheduled Branch Executive Committee Meetings and its nominated representatives on any formal consultation/collective bargaining machinery.

Branch officers and reps agree to record time spent on Union activities on a Record of UNISON Facilities Time form - attached at Appendix A. The form will be returned to the Branch at the end of each quarter.

In order that LDC can meet its data transparency obligations, UNISON will provide the following information to the Human Resources Manager on an annual basis:

1. Total number (absolute number and FTE) of staff who are union reps (including general, learning and health and safety representatives)
2. Total number (absolute number and FTE) of union reps who devote at least 50 per cent of their time to union duties.

The Branch takes its responsibility for the welfare of officers and reps seriously and will monitor their workloads to ensure they remain manageable and do not adversely affect their health and wellbeing.

9. Access to Information

Access to relevant and reasonable information will be provided to enable the union representatives to carry out their duties. Such information will be provided in a timely manner, subject to there being no issues of confidentiality or data protection.

LDC will provide the UNISON branch with the following:

- (i) a monthly list of UNISON members paying subscriptions from their salary.
- (ii) access to new recruits at corporate induction days to promote trade union membership.
- (iii) means to provide all new recruits with written details of the trade union and membership application forms, to be provided by UNISON.

Workplace representatives have specific rights to information for collective bargaining and the right to be consulted over issues of redundancy.

10. Facilities

LDC will provide UNISON with the use of office space in as secure an environment as possible, and where discussions in private may take place. LDC will provide reasonable access to other facilities including use of telephones, email, intranet and internet to enable officers and reps to carry out their duties.

The suitability of the office space will be reviewed as necessary.

11. Confidentiality and Freedom of Information

LDC and Unison recognises the importance of data protection and confidentiality. Both respect the confidential and sensitive nature of communications between union reps, their members, regional officers and management and will not disclose or discuss any such matters which are considered confidential. LDC will not carry out any monitoring of union emails, other than in exceptional circumstances as defined by the Information Commissioner.

LDC will notify Unison of any FOI requests received which relate to normal trade union activity and, where appropriate, will consult the Branch before any disclosure is made.

12. Travel Arrangements

Carrying out the duties required to fully support members will, on occasion, require the representative to travel between locations or to and from training venues. Any travel expenses incurred whilst performing these duties will be met by UNISON. The time taken whilst travelling during the working day will form part of agreed time off.

13. Review of Facilities Agreement

This agreement will be reviewed annually and both parties will monitor and evaluate its success.



Lewes District Council

Appendix A

Record of Unison Facility Time 2015

Please refer to the Model Facilities Agreement and complete this form with a record of any hours you undertake on Unison duties whilst you are contracted to work for LDC.

Name.....

Position

Unison role

Date	Time (to)	Time (from)	Description of work undertaken e.g. disciplinary preparation

This record of facilities time may be reviewed as part of normal management arrangements if deemed necessary.

Signature.....

Date.....

Policy drawn up by	HR September 2014
Ratified by	CMT October 2014

	Unison February 2015
Date	23 February 2015

DRAFT

Agenda Item No: 8 **Report No:** 33/15
Report Title: Accidents to staff from April to December 2014
Report To: Employment Committee **Date:** 23 February 2015
Cabinet Member:
Ward(s) Affected: All
Report By: Jill Yeates
Contact Officer(s)- Jill Yeates
Name(s): Jill Yeates
Post Title(s): Health and Safety Officer
E-mail(s): jill.yeates@lewes.gov.uk
Tel No(s): 01273 7106276

Purpose of Report:

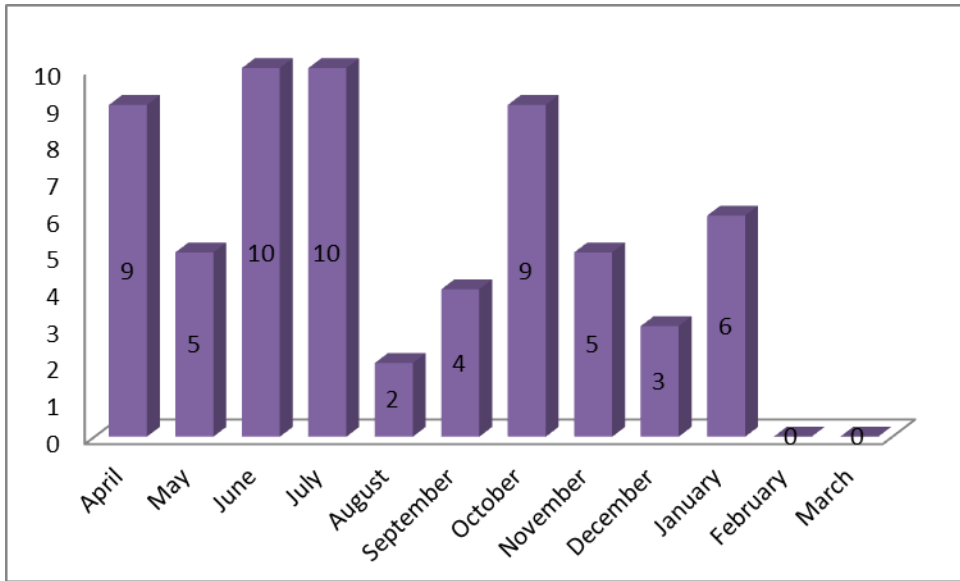
To report the statistics on accidents reported between 1 April 2014 and 31 December 2014.

Officer's Recommendation:

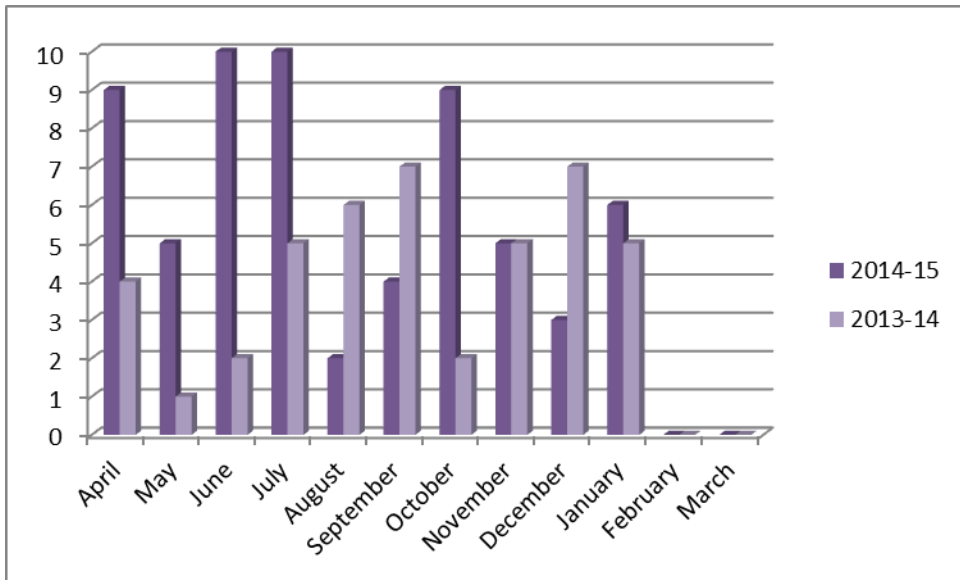
- 1 To note the report
-

Reasons for Recommendations

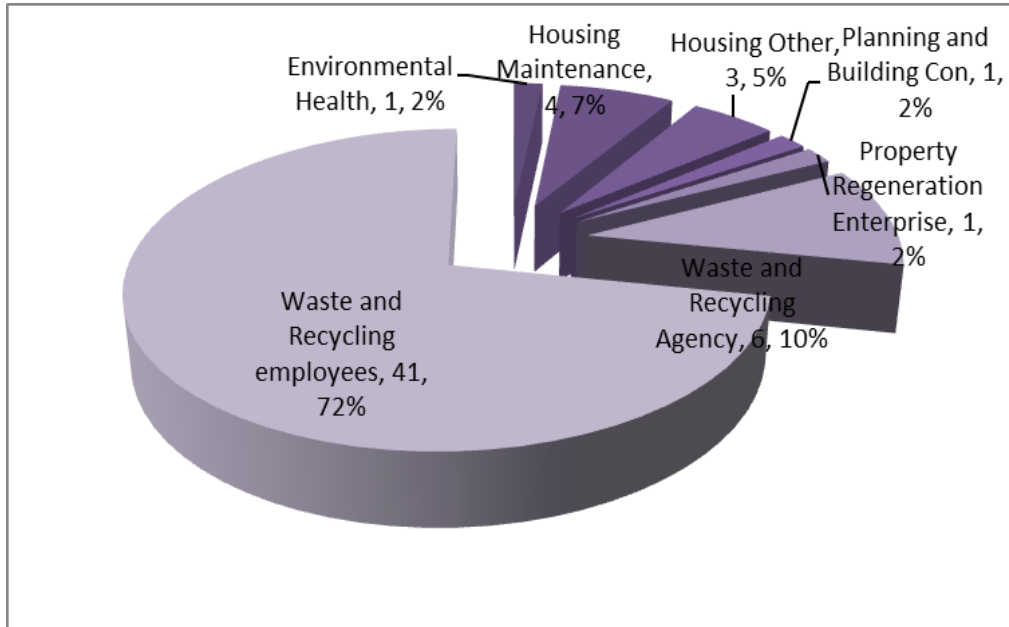
- 1 The Employment Committee has previously requested that this standing item be reinstated to the Employment Committee Agenda.
- 2 **Information**
 - 2.1 The statistics are presented as previously requested – with numbers and percentages, and comparisons with the previous year (same period). The purple pie charts are this financial year's statistics; the green ones are last year's.
 - 2.2 There were 57 accidents from April to December 2014. April, June, July and October had the highest monthly accidents.



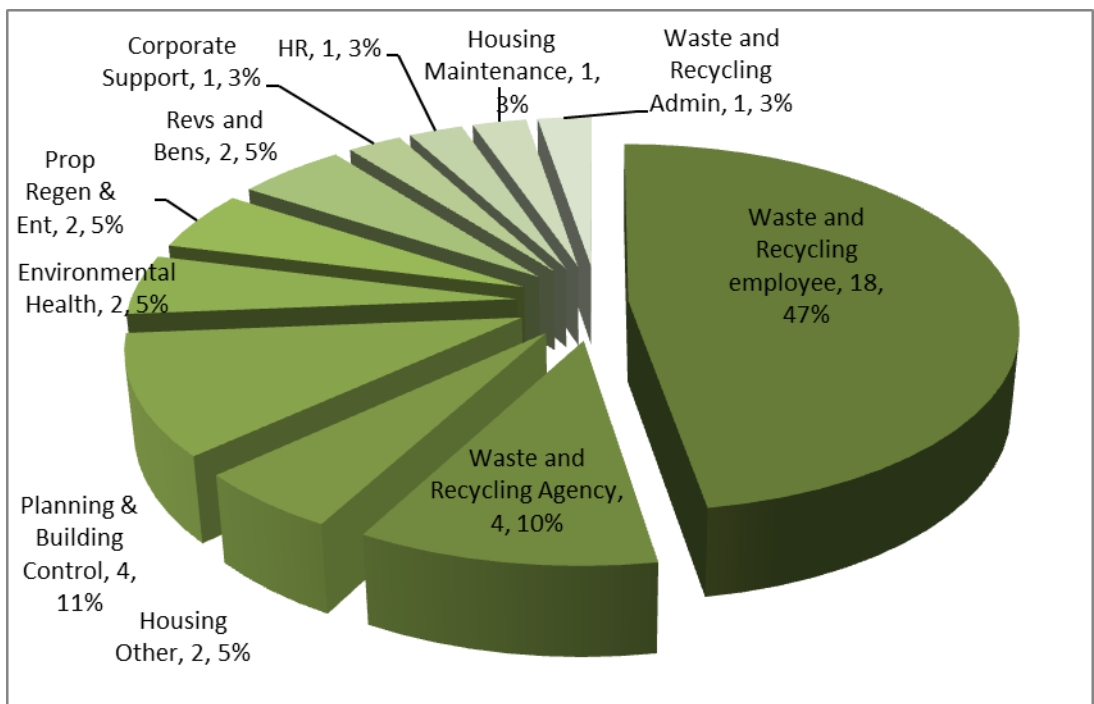
Compared to last year (2013) when August, September and December were the highest months for accidents, there still seems to be no clear pattern.



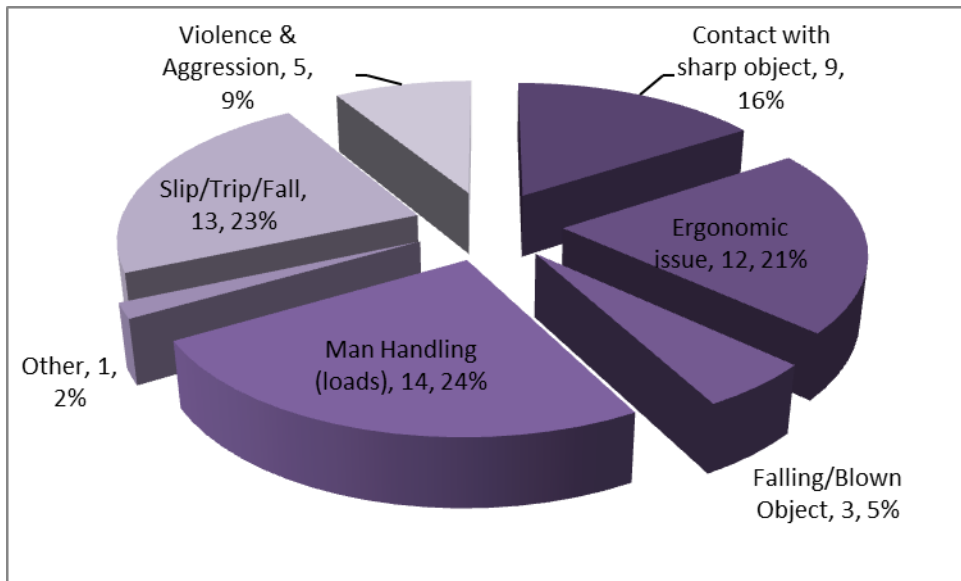
2.3 47 of the accidents were in Waste and Recycling (6 Agency staff), 4 in Housing Maintenance, 3 in Housing Other, 1 in Environmental Health, 1 in Planning and Building Control and 1 in Property, Regeneration and Enterprise.



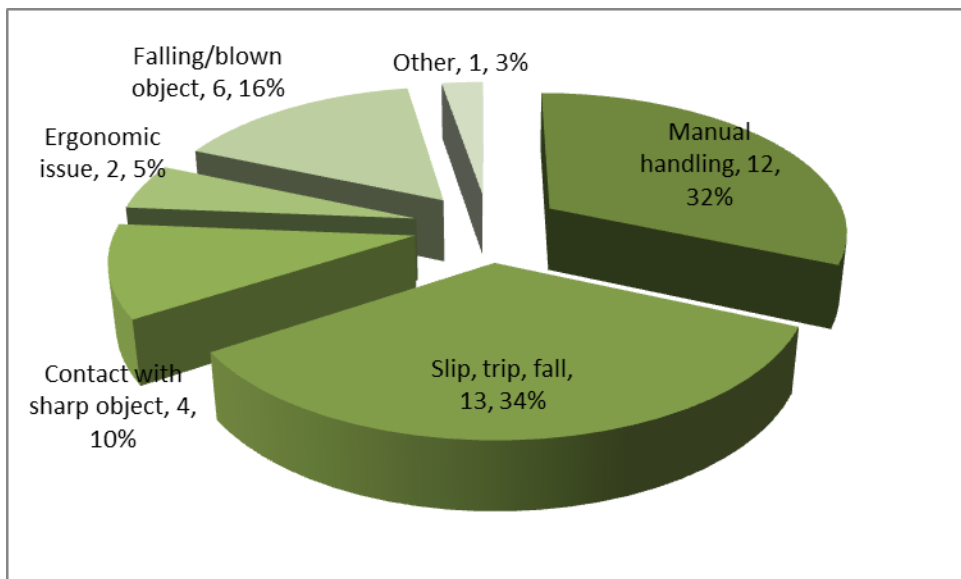
Last year over the same period the accidents were spread over more teams, with Waste and Recycling having 60% of the accidents instead of 82%, and Planning and Building Control having a significantly higher percentage of the accidents (4 out of 38 instead of 1 out of 57).



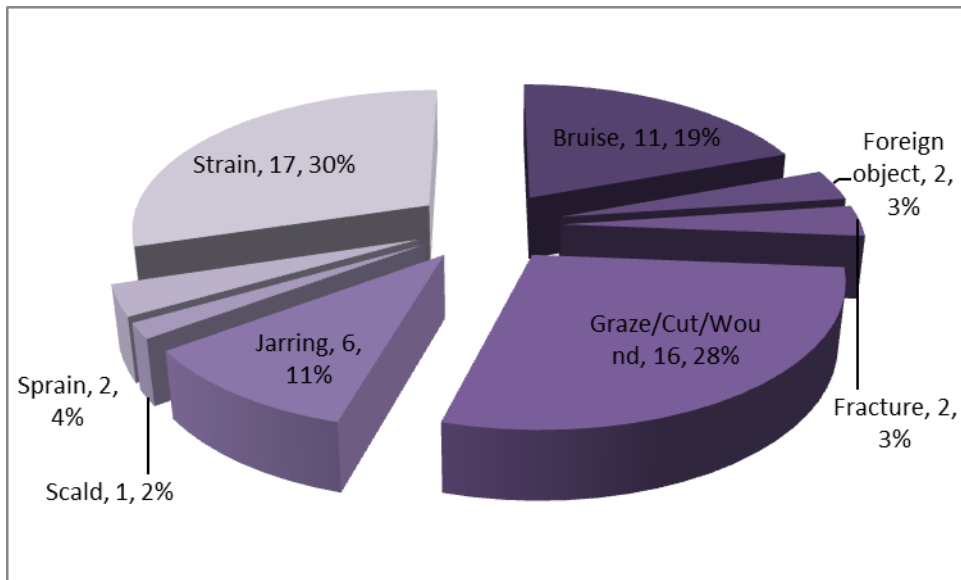
2.4 13 (23%) of the accidents involved slips, trips and falls, 14 (24%) were manual handling problems, 12 (21%) were ergonomic issues, 9 (16%) were contact with a sharp object, 5 were violence and aggression (3 dog bites, 2 personal attacks), 3 were falling objects and 1 was dust flying up and getting into the handler's eyes.



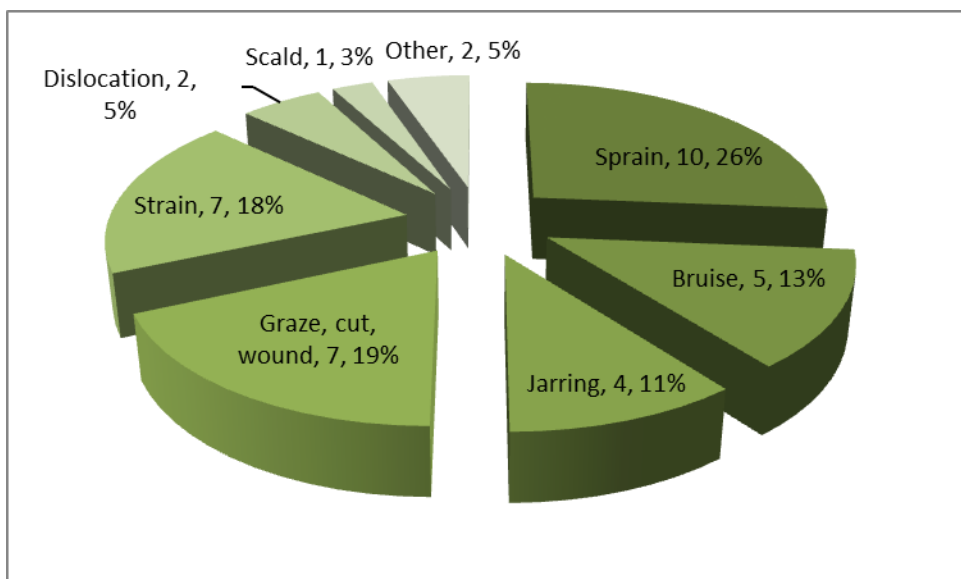
Last year over the same period a greater percentage (34%) were slips, trips and falls, and a greater percentage (32%) were manual handling problems. Ergonomic issues were much less (5%) and contact with sharp objects was less (10%). There had been no violence and aggression, but far more falling/blown object causes (there was a lot of wind in autumn 2013 which caused problems for those working out in it).



2.5 Bruising, strains and wounds still make up the vast majority of the injuries sustained, with a roughly equal amount between strains and wounds, and less bruising. The jarring injuries come next. One fracture was reported to the Health and Safety Executive (the other was an Agency staff and not our role to report it under RIDDOR).



Last year over the same period, sprains were much higher at 26% instead of 4%. Apart from that, this year it was a similar picture except that strains were a higher percentage (30% instead of last year's 18%), as were bruises (19% instead of 13%). Jarring was the same percentage.

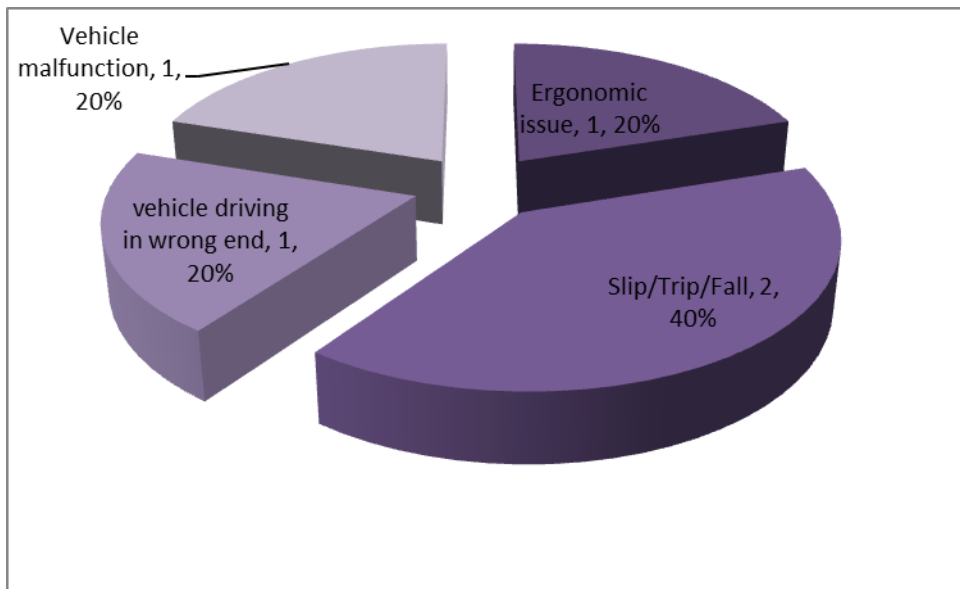


2.6 Near Misses

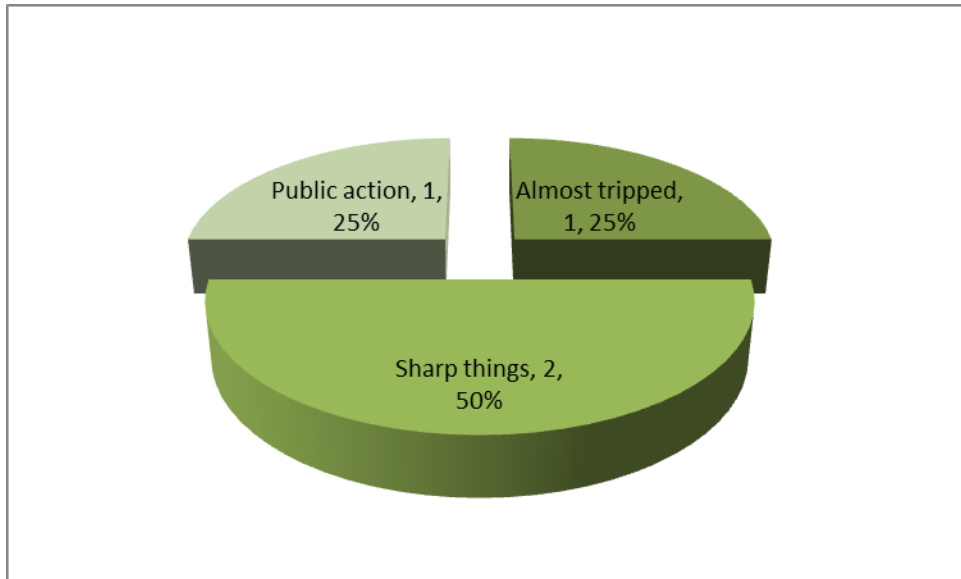
There were five near misses April to December (none reported from October to December). Two were risks of harm from slips, trips and falls, one was risk of harm from an ergonomic issue, one from a vehicle malfunction and one from an external driver ignoring our one way signs.

Four were in Waste and Recycling – three staff and one agency person; one was in Facilities reporting a vehicle travelling the wrong way through the rear thoroughfare of Southover House.

We need to encourage the reporting of more near misses and identified hazards.



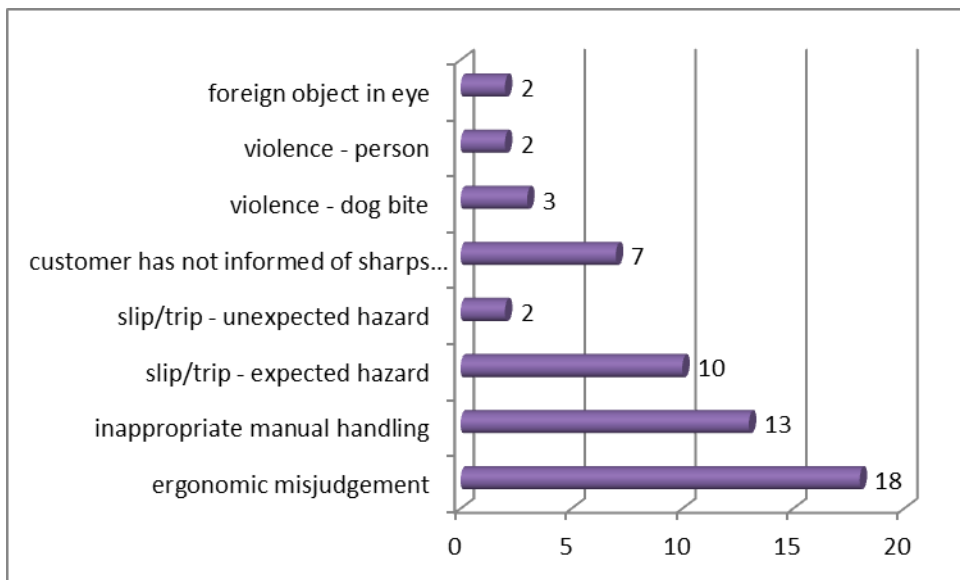
Last year over the same period, there were four near misses (again none reported from October to December): two in Waste and Recycling: one where a member of the public stepped into the road in front of one of our vehicles and one where sharps were not in a sealed sharps container; one in Housing, Fort Road office where a heel caught on a carpet rod, and one in Corporate Support when something sharp was protruding under a table which was being moved.



2.7 Repeat Accidents and near misses

The Health and Safety Officer advised that she would include additional information in future, reporting on repeat accidents and near misses to help the Committee better understand the follow-up actions taken by the Council after accidents had occurred.

The bar chart below shows a general categorisation of accident types so far in 2014-15 for staff (total all 57).



The most accidents are those where people accidentally misjudge situations such as two people carrying a bulky 'fridge, but one is much stronger than the other; or people lifting things and misjudging the effect that will have on other things which are dislodged and therefore fall on them, or thinking that there is more room to carry something through a door/corridor/restricted space than there is and banging part of their body on the way. The follow-up from these accidents is to discuss them with the individual (and in team

meetings) so that people will become more aware and avoid such situations in the future.

The second most accidents are where manual handling is misjudged in some way – either by trying to pick up objects which are too heavy (wet cardboard is common and the bags for cardboard have been halved in size to try and avoid this), or acting in ways that seem easier even though training has said ‘Don’t’ such as twisting to move heavy things. Manual handling refresher training is carried out regularly with staff, and specifically if they have been involved in two or more accidents.

A lot of slips and trips happen where it should be expected such as uneven surfaces even where people know the road, or on wet grass, or when carrying objects on and off kerbs, or stepping in and out of vehicles. Again, this can only be discussed with the individual on reporting the action and any actions to avoid similar accidents in future discussed.

Customers putting sharps (usually broken glass) in waste or recycling without wrapping it or letting people know seems to be hazardous at the moment – cuts even happen through gloves. It may be that these are being reported more, rather than happening more often. Discussions are taking place to develop methods to educate our customers.

Dog bites have happened more this year than previously and we are running a ‘dog-bite avoidance seminar’ for staff in the near future.

2.8 Litigation matters

At the last meeting, the Committee discussed litigation matters, for example where legal action had been pursued as a result of an accident occurring in the workplace. The Health and Safety Officer responded that in the event of this happening, she worked closely with the Council’s Insurance Officer, and she would consider including a summary of litigation matters in future reports when it was appropriate to do so.

In fact, there is only one current staff accident claim – for an arm/shoulder injury resulting from a manual handling accident in 2011; we don’t know when this will be resolved.

3 Financial Appraisal

From the 57 accidents, 55 employee working days have been lost, all of them in Waste and Recycling (12 accidents) which means that 55 days’ Agency staff would have to be paid for as a result of the accidents. [28 of these days were on two accidents, one (15 days) from damaging a replacement hip after slipping on uneven road, and one (13 days) from an ankle fracture after slipping off a kerb (without carrying anything). 43 accidents resulted in no time off work, and 2 are unknown because they were agency staff.]

4 Legal Implications

The Legal Services Department does not need to comment specifically on the accident statistics.

5 Sustainability Implications

I have not completed the Sustainability Implications Questionnaire as this Report is exempt from the requirement because it is a progress report.

6 Risk Management Implications

I have not completed the Risk Management Implications Questionnaire as this Report is exempt from the requirement because it is a progress report.

7 Equality Screening

I have not completed the Equality Questionnaire as this Report is exempt from the requirement because it is a progress report.

8 Background Papers

There are no background papers.

9 Appendices

There are no appendices.