



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 Southover House, Southover Road, Lewes** on **Monday, 13 June 2016** 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.

01/06/2016

Catherine Knight
Assistant Director - Corporate Services

Agenda

- 1 Minutes**
To approve the Minutes of the meeting held on 7 March 2016 (copy previously circulated)
- 2 Apologies for Absence/Declaration of Substitute Members**
- 3 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 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 To deal with written questions from councillors pursuant to Council**

Procedure Rule 11.3 (page D8 of the Constitution)

- 6 Staff Survey 2016 (page 4)**
To consider the Report of the Head of Organisational Development (Report No 71/16 herewith)
- 7 Sickness Report (page 44)**
To receive the Report of the HR Manager and Head of Organisational Development (Report No 72/16 herewith)
- 8 Accidents to staff from April 2015 to March 2016 (page 54)**
To receive the Report of the Health and Safety Officer (Report No 73/16 herewith)
- 9 Health and Safety in Lewes District Council May 2016 (page 64)**
To receive the Report of the Health and Safety Officer (Report No 74/16 herewith)

Exclusion of the Public and Press

To consider, under Section 100(A)(4) of the Local Government Act 1972 (as amended), excluding the public and press from the meeting during the discussion of Items 10 and 11 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.

- 10 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
- 11 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
- 12 Date of Next Meeting**
To note that the next meeting of the Employment Committee is scheduled to be held on Monday, 12 September 2016 in the Ditchling Room, Southover House, Southover Road, Lewes commencing at 10.00am

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: J Peterson (Chair), M Chartier, P Franklin, S Gauntlett and E Merry

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

Agenda Item No: 6

Report No: 71/16

Report Title: Staff Survey 2016

Report To: Employment Committee

Date: 13 June 2016

Cabinet Member: Councillor Elayne Merry

Ward(s) Affected: All

Report By: Becky Cooke

Contact Officer(s)- Becky Cooke

Post Title(s): Head of Organisational Development

E-mail(s): becky.cooke@lewes.gov.uk

Purpose of Report:

To update the Employment Committee regarding the results from the Annual Staff Survey completed in October/November 2015.

1 Officers Recommendation(s):

To note the broad headlines of the Survey results.

To agree to receive a further report at the next meeting which will update on areas of similarity and difference compared to the results of a recent Eastbourne Borough Council (EBC) Staff Survey, along with a Joint Action Plan to harness areas of good practice and address areas of concern.

2 Reasons for Recommendations

The Committee has historically been interested in seeing the results of the LDC Staff Survey.

EBC's most recent Survey (undertaken in February/March 2016) provides us with an excellent opportunity to compare and contrast results with our Lewes Survey to help inform cultural changes required in both organisations through the Joint Transformation Programme.

3 Information

The data gathered from the staff survey is presented as background papers. This information was collated by officers from HR and the Business Strategy and Performance team. It was discussed by LDC CMT in early January 2016 prior to being circulated to eCMT (extended CMT) for their information.

In the meantime, EBC launched their 2016 Staff Survey in February/March 2016 using the LDC format and questions as a basic template. The results have now been analysed and our new Shared Chief Executive, Robert Cottrill, has expressed a desire to understand where there are notable similarities and differences in responses for similar questions between LDC and EBC.

This 'compare and contrast' analysis will be considered by members of the LDC and EBC CMTs over the coming weeks and it is proposed that a further report is considered by Employment Committee which will detail the results of the analysis and the resulting Joint Action Plan.

The attached report shows some headline data from the results of the LDC Staff Survey:

- *212 people responded to the survey. This is a 53% response rate, up from 49% in 2014*
- *99 respondents submitted their answers on a hard copy. This meant that some questions which are mandatory on the online form were able to be left unanswered.*
- *70% of staff feel they are able to have a say in how they do their work.*
- *62% of staff said they feel fully or fairly informed about the organisation as a whole. This is roughly equal with last year and shows that internal communications within the organisation remain effective.*
- *The proportion of staff who always feel supported during emotionally demanding work has increased from 16% in 2014 to 24% this year.*
- *Generally staff agree that the reasons for change are well communicated (44%) compared with those 25% who disagree.*

Members of Employment Committee will note that after each grouping of questions and results, there is a list of 'Key Points' which summarises the results.

4 Financial Appraisal

No financial implications other than officer time in compiling and analysing results.

5 Legal Implications

No legal implications.

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

Report showing results from staff survey,

Staff Survey 2015

Draft for CMT feedback



Thank you to all staff who took part in this year's survey.

The survey took place in October 2015 and broadly covered the equivalent period as the 2014 staff survey.

Please ensure that members of staff who do not have access to Infolink are shown a copy of the results.

Headlines

- 212 people responded to the survey. This is a 53% response rate, up from 49% in 2014.
- 99 respondents submitted their answers on a hard copy. This meant that some questions which are mandatory on the online form were able to be left unanswered.
- 70% of staff feel they are able to have a say in how they do their work.
- 62% of staff said they feel fully or fairly informed about the organisation as a whole. This is roughly equal with last year and shows that internal communications within the organisation remain effective.
- The proportion of staff who always feel supported during emotionally demanding work has increased from 16% in 2014 to 24% this year.
- Generally staff agree that the reasons for change are well communicated (44%) compared with those 25% who disagree.

Please note, because of rounding some tables do not total 100%.

Response rates by service area

Team	Staff numbers	Response rate
Audit, Fraud and Procurement	6	67%
Business Strategy & Performance	10	20%
Housing and Environmental Health	76	24%
Planning, Revenues and Benefits	55	47%
Customer Services Hub, Mobile Team & Parks	50	76%
Democratic Services including Chief Executive's Office	17	47%
Finance	19	63%
HR	13	46%
IT	18	33%
Legal Services	10	30%
Property and Facilities	12	75%
Regeneration	12	17%
Strategic Policy	8	100%
Waste Services	88	72%
Not given (submitted as hard copy, department not stated)	-	7 responses
Total	394	54%

Attitudes toward 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 and accessible	12%	22%	17%	26%	21%	2%
Top management have a clear vision of where LDC is going	19%	26%	25%	13%	11%	6%
Top management act on the feedback they receive from employees	9%	17%	28%	21%	16%	10%
Top management are interested in listening to employee opinions	13%	29%	17%	17%	19%	6%

Service area 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
Audit, Fraud and Procurement	25%	0%	25%	25%	25%	0%
Business Strategy & Performance	50%	50%	0%	0%	0%	0%
Housing and Environmental Health	11%	11%	28%	28%	22%	0%
Planning, Revenues and Benefits	4%	24%	28%	28%	16%	0%
Customer Services Hub, Mobile Team & Parks	13%	32%	16%	24%	11%	5%
Democratic Services including Chief Executive's Office	17%	67%	0%	17%	0%	0%
Finance	0%	17%	25%	25%	33%	0%
HR	17%	67%	0%	17%	0%	0%
IT	33%	17%	33%	0%	17%	0%
Legal Services	0%	67%	0%	33%	0%	0%
Property and Facilities	11%	33%	0%	33%	22%	0%
Regeneration	0%	50%	0%	0%	50%	0%
Strategic Policy	12%	13%	38%	25%	12%	0%
Waste Services	8%	13%	16%	29%	33%	7%
Not given (submitted as hard copy, department not stated)	0%	29%	0%	29%	29%	14%
Total	12%	22%	18%	26%	21%	2%

Key points

- Top management for the purpose of this survey is defined as Chief Executive, Directors and Heads of Service.
- Across the council, 34% of staff agreed that top management are regularly visible and accessible. This is down from 43% in 2014 and 44% in 2013.
- The highest levels of agreement were within Business Strategy and Performance, HR and Democratic Services and the Chief Executive's Office.
- The highest rates of disagreement with this statement were within Waste Services, and by those submitting responses where their service area is not stated (via paper copy).
- Overall, 21% of respondents strongly disagreed with the statement, up from 16% in 2014. The highest proportion of staff that strongly disagreed were in Finance and Regeneration.
- 45% of staff agree that top management have a clear vision for the council, down from 53% in 2014.
- There has been a 3% increase in the percentage of staff that strongly agree that top management act on the feedback they receive from employees.
- There has been a 4% increase in the percentage of staff who strongly agree that top management are interested in listening to employee opinions, however there has been a roughly equivalent increase in the proportion of staff that disagree with this statement.

Change, promotion, having a say in my work, being treated with fairness and respect

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know / No opinion
The reasons for change are well communicated to me	14%	34%	26%	15%	10%	2%
Change here is well managed	7%	20%	23%	26%	19%	4%
I feel that I can influence change	6%	18%	19%	27%	28%	2%

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
Audit, Fraud and Procurement	0%	0%	33%	0%	33%	33%
Business Strategy & Performance	50%	50%	0%	0%	0%	0%
Housing and Environmental Health	11%	44%	28%	11%	6%	0%
Planning, Revenues and Benefits	4%	36%	40%	16%	8%	0%
Customer Services Hub, Mobile Team & Parks	8%	42%	18%	21%	11%	0%
Democratic Services including Chief Executive's Office	50%	25%	13%	13%	0%	0%
Finance	8%	59%	17%	8%	8%	0%
HR	50%	33%	0%	17%	0%	0%
IT	50%	17%	16%	17%	0%	0%
Legal Services	33%	33%	0%	33%	0%	0%
Property and Facilities	22%	33%	33%	0%	11%	0%
Regeneration	0%	50%	0%	0%	50%	0%
Strategic Policy	50%	38%	0%	0%	13%	0%
Waste Services	2%	27%	36%	18%	13%	3%
Not given (submitted as hard copy, department not stated)	14%	14%	29%	14%	14%	14%
Total	14%	34%	26%	15%	10%	2%

Change here is well managed

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know / No opinion
Audit, Fraud and Procurement	0%	0%	0%	33%	33%	33%
Business Strategy & Performance	50%	50%	0%	0%	0%	0%
Housing and Environmental Health	6%	11%	33%	11%	39%	0%
Planning, Revenues and Benefits	0%	8%	28%	40%	0%	0%
Customer Services Hub, Mobile Team & Parks	3%	31%	18%	21%	24%	3%
Democratic Services including Chief Executive's Office	38%	38%	12%	13%	0%	0%
Finance	0%	8%	17%	50%	17%	8%
HR	50%	33%	0%	17%	0%	0%
IT	17%	33%	17%	33%	0%	0%
Legal Services	0%	33%	0%	33%	0%	33%
Property and Facilities	11%	22%	0%	44%	11%	11%
Regeneration	50%	0%	0%	0%	50%	0%
Strategic Policy	0%	38%	50%	38%	0%	0%
Waste Services	3%	18%	32%	25%	17%	5%
Not given (submitted as hard copy, department not stated)	0%	14%	43%	0%	29%	14%
Total	7%	20%	23%	26%	19%	4%

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
Audit, Fraud and Procurement	0%	0%	0%	0%	67%	33%
Business Strategy & Performance	50%	0%	50%	0%	0%	0%
Housing and Environmental Health	0%	11%	33%	22%	33%	0%
Planning, Revenues and Benefits	4%	4%	12%	36%	48%	0%
Customer Services Hub, Mobile Team & Parks	0%	29%	16%	32%	24%	0%
Democratic Services including Chief Executive's Office	13%	50%	13%	25%	0%	0%
Finance	0%	8%	17%	42%	33%	0%
HR	33%	50%	0%	17%	0%	0%
IT	17%	50%	0%	0%	33%	0%
Legal Services	0%	33%	0%	33%	0%	33%
Property and Facilities	22%	0%	11%	56%	11%	0%
Regeneration	0%	50%	0%	0%	50%	0%
Strategic Policy	13%	50%	13%	25%	0%	0%
Waste Services	5%	10%	25%	25%	33%	2%
Not given (submitted as hard copy, department not stated)	0%	14%	29%	14%	29%	14%
Total	6%	18%	19%	28%	28%	2%

Key points

- Generally staff agree (44%) that the reasons for change are well communicated, compared with 25% who disagree.
- There has been an increase in the percentage of staff who neither agree or disagree that the reasons for change are well communicated, up to 26%, from 15% in 2014.
- 100% of Business Strategy and Performance respondents, 83% of HR and 88% of Strategic Policy respondents felt that the reasons for change are well communicated.
- 45% of staff disagreed that change is well managed, up from 10% in 2014. 19% of staff strongly disagreed, up from 0% in 2014. The service areas which disagreed the most were Audit, Fraud and Procurement (66%) and Finance (67%).
- Generally, the extent to which people feel they can influence change has not changed since the 2014 survey, with a slight increase (3%) increase in the number of people who disagree.
- 75% of Finance respondents and 76% of Audit, Fraud and Procurement respondents disagreed or strong disagreed that they could influence change.

Promotion, having a say and fairness/respect

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know / No opinion
Promotion is based on merit	13%	25%	27%	15%	10%	11%
I am able to have a say in how I do my work	27%	43%	13%	10%	6%	2%
People are treated with fairness and respect here	20%	32%	22%	16%	8%	1%

Promotion is based on merit

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know / No opinion
Audit, Fraud and Procurement	0%	0%	33%	0%	33%	33%
Business Strategy & Performance	50%	50%	0%	0%	0%	0%
Housing and Environmental Health	0%	33%	44%	17%	6%	0%
Planning, Revenues and Benefits	4%	28%	40%	20%	12%	0%
Customer Services Hub, Mobile Team & Parks	16%	29%	21%	16%	5%	13%
Democratic Services including Chief Executive's Office	50%	25%	0%	13%	0%	12%
Finance	0%	17%	33%	33%	0%	17%
HR	33%	50%	0%	0%	0%	17%
IT	0%	67%	17%	0%	17%	0%
Legal Services	33%	0%	0%	33%	33%	0%
Property and Facilities	22%	0%	22%	33%	0%	11%
Regeneration	0%	0%	0%	0%	50%	50%
Strategic Policy	50%	25%	13%	13%	0%	0%
Waste Services	8%	18%	33%	13%	16%	13%
Not given (submitted as hard copy, department not stated)	0%	43%	14%	0%	0%	43%
Total	13%	25%	27%	15%	10%	11%

I am able to have a say in how I do my work

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know / No opinion
Audit, Fraud and Procurement	0%	67%	0%	33%	0%	0%
Business Strategy & Performance	100%	0%	0%	0%	0%	0%
Housing and Environmental Health	22%	39%	17%	17%	6%	0%
Planning, Revenues and Benefits	20%	40%	20%	16%	8%	0%
Customer Services Hub, Mobile Team & Parks	26%	52%	13%	5%	3%	0%
Democratic Services including Chief Executive's Office	50%	50%	0%	0%	0%	0%
Finance	50%	42%	0%	8%	0%	0%
HR	67%	33%	0%	0%	0%	0%
IT	50%	33%	0%	17%	0%	0%
Legal Services	33%	37%	0%	0%	0%	0%
Property and Facilities	33%	33%	33%	0%	0%	0%
Regeneration	0%	50%	0%	50%	0%	0%
Strategic Policy	75%	25%	0%	0%	0%	0%
Waste Services	15%	43%	15%	13%	13%	3%
Not given (submitted as hard copy, department not stated)	0%	43%	29%	0%	0%	29%
Total	27%	43%	13%	10%	6%	2%

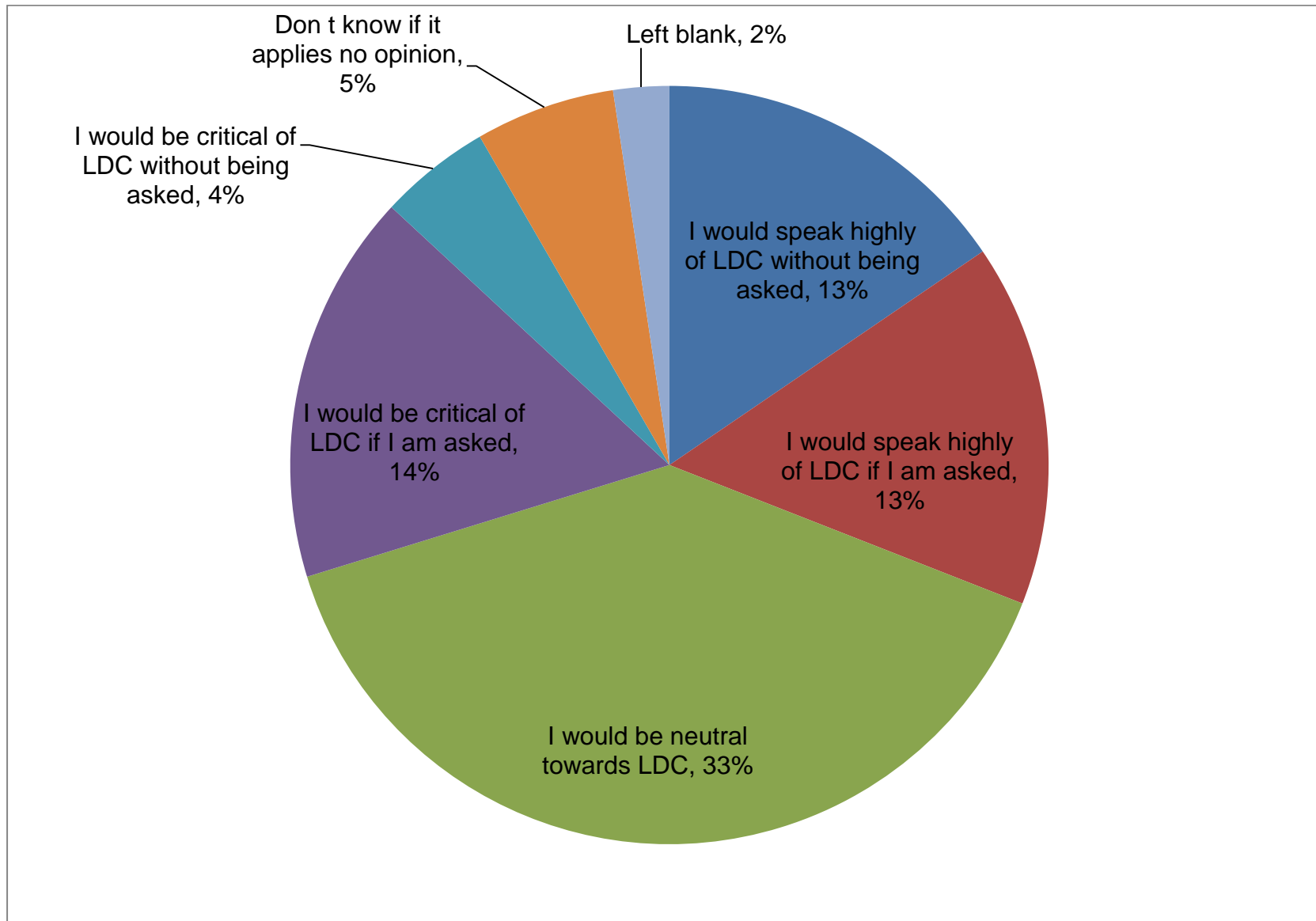
People are treated with fairness and respect here

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know / No opinion
Audit, Fraud and Procurement	0%	33%	33%	0%	33%	0%
Business Strategy & Performance	50%	50%	0%	0%	0%	0%
Housing and Environmental Health	11%	28%	22%	17%	17%	0%
Planning, Revenues and Benefits	12%	28%	24%	36%	4%	0%
Customer Services Hub, Mobile Team & Parks	24%	40%	13%	18%	5%	0%
Democratic Services including Chief Executive's Office	50%	25%	25%	0%	0%	0%
Finance	0%	17%	75%	0%	8%	0%
HR	67%	17%	17%	0%	0%	0%
IT	50%	17%	17%	0%	17%	0%
Legal Services	0%	100%	0%	0%	0%	0%
Property and Facilities	33%	11%	11%	33%	11%	0%
Regeneration	0%	50%	0%	0%	50%	0%
Strategic Policy	25%	63%	13%	0%	0%	0%
Waste Services	16%	35%	20%	16%	10%	3%
Not given (submitted as hard copy, department not stated)	14%	14%	43%	14%	0%	14%
Total	20%	32%	22%	16%	8%	1%

Key points

- 48% of staff agree that promotion is based on merit, 35% disagree.
- The highest levels of agreement that promotion is based on merit were within Business Strategy and Performance, HR, IT, Legal, Democratic Services (including the Chief Executive's Office) and Strategic Policy. 50% of Regeneration and 33% of Audit, Fraud and Procurement strongly disagreed with the statement, however this only represents two respondents.
- 70% of staff feel they are able to have a say in how they do their work. Only 16% of staff disagreed with this statement.
- About half of respondents (52%) feel that people are treated with fairness, dignity and respect.
- The proportion of staff that strongly agree that people are treated with fairness dignity and respect has increased from 14.6% in 2014 to 20% in 2015. The proportion of staff that disagree has reduced by 5%.
- 50% of staff in Regeneration strongly disagree that people are treated with fairness, dignity and respect, an increase from 37.5% in 2014.
- There has been a vast improvement in the proportion of Waste Services staff that strongly disagree, from 32% in 2014 to 0% this year.

Speaking highly/critically of the council as an employer



	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 if it applies no opinion	Left blank
Audit, Fraud and Procurement	0%	25%	25%	0%	25%	0%	25%
Business Strategy & Performance	50%	50%	0%	0%	0%	0%	0%
Housing and Environmental Health	17%	11%	56%	6%	6%	6%	0%
Planning, Revenues and Benefits	0%	40%	32%	32%	0%	0%	0%
Customer Services Hub, Mobile Team & Parks	24%	29%	26%	16%	5%	0%	0%
Democratic Services including Chief Executive's Office	38%	25%	25%	13%	0%	0%	0%
Finance	0%	17%	58%	17%	8%	0%	0%
HR	50%	33%	0%	0%	0%	17%	0%
IT	17%	33%	17%	33%	0%	0%	0%
Legal Services	67%	33%	0%	0%	0%	0%	0%
Property and Facilities	0%	33%	56%	11%	0%	0%	0%
Regeneration	50%	0%	0%	0%	50%	0%	0%
Strategic Policy	13%	25%	50%	13%	0%	0%	0%
Waste Services	6%	30%	30%	11%	3%	14%	5%
Not given (submitted as hard copy, department not stated)	14%	57%	14%	14%	0%	0%	0%
Total	13%	13%	33%	14%	4%	5%	2%

Key points

- The proportion of staff who would speak highly of the council without being asked has remained roughly the same as last year.
- The proportion of staff who would speak highly of the council if asked has more than halved (from 32% in 2014 to 13% this year).

Feeling informed about the organisation

	I feel fully informed	I feel fairly informed	I have only a limited amount of information	I don't know much at all about what is going on	Don't know no opinion
Audit, Fraud and Procurement	25%	25%	25%	0%	25%
Business Strategy & Performance	50%	50%	0%	0%	0%
Housing and Environmental Health	11%	56%	22%	6%	6%
Planning, Revenues and Benefits	4%	60%	32%	8%	0%
Customer Services Hub, Mobile Team & Parks	11%	53%	29%	8%	0%
Democratic Services including Chief Executive's Office	63%	38%	0%	0%	0%
Finance	8%	58%	33%	0%	0%
HR	67%	17%	0%	0%	17%
IT	33%	50%	0%	17%	0%
Legal Services	0%	33%	67%	0%	0%
Property and Facilities	11%	33%	56%	0%	0%
Regeneration	50%	0%	0%	50%	0%
Strategic Policy	38%	63%	0%	0%	0%
Waste Services	3%	48%	33%	14%	2%
Not given (submitted as hard copy, department not stated)	0%	57%	14%	14%	0%
Total	13%	49%	27%	9%	2%

Over all how well do you feel you understand the overall aim of the Council and how your work fits into it

	I fully understand the aims of the Council and how my work fits into this	I fairly well understand the aims of the Council and how my work fits into this	I have only a limited amount of understanding about the Council's aim and how my work fits into it	I don t know much at all about what is going on	Don t know if it applies / no opinion
Audit, Fraud and Procurement	25%	25%	25%	0%	25%
Business Strategy & Performance	50%	50%	0%	0%	0%
Housing and Environmental Health	22%	61%	11%	0%	6%
Planning, Revenues and Benefits	12%	48%	20%	4%	0%
Customer Services Hub, Mobile Team & Parks	16%	53%	26%	5%	0%
Democratic Services including Chief Executive's Office	63%	38%	0%	0%	0%
Finance	8%	58%	33%	0%	0%
HR	67%	17%	0%	0%	0%
IT	17%	50%	17%	17%	0%
Legal Services	67%	0%	33%	0%	0%
Property and Facilities	11%	67%	0%	22%	0%
Regeneration	50%	0%	0%	50%	0%
Strategic Policy	63%	38%	0%	0%	0%
Waste Services	13%	40%	32%	16%	0%
Not given (submitted as hard copy, department not stated)	14%	43%	29%	0%	0% (14% left blank)
Total	21%	44%	25%	8%	1%

Key points

- 62% of staff said they feel fully or fairly informed about the organisation as a whole. This is roughly equal with last year and shows that internal communications within the organisation have remained effective.
- 67% of Legal Services and 58% of Property and Facilities felt they only have limited information and 50% of regeneration felt they don't know much about what is going on across the organisation.
- 65% of respondents said they fully or fairly well understand the overall aims of the council and how their work fits into it.
- 48% of Waste Services staff felt they only have limited / very little understanding about the council's aims.
- 50% of Regeneration staff felt they don't know much about what is going on at all.

My immediate manager supervisor creates a workplace where I feel supported

	Always applies	Usually applies	Sometimes applies	Never applies	Don t know if it applies / no opinion
Audit, Fraud and Procurement	50%	25%	0%	25%	0%
Business Strategy & Performance	100%	0%	0%	0%	0%
Housing and Environmental Health	39%	50%	6%	6%	0%
Planning, Revenues and Benefits	40%	36%	28%	0%	0%
Customer Services Hub, Mobile Team & Parks	50%	34%	16%	0%	0%
Democratic Services including Chief Executive's Office	88%	12%	0%	0%	0%
Finance	17%	33%	25%	8%	17%
HR	100%	0%	0%	0%	0%
IT	67%	33%	0%	0%	0%
Legal Services	33%	33%	33%	0%	0%
Property and Facilities	33%	22%	44%	0%	0%
Regeneration	50%	0%	50%	0%	0%
Strategic Policy	75%	13%	13%	0%	0%
Waste Services	22%	25%	41%	10%	2%
Not given (submitted as hard copy, department not stated)	43%	43%	0%	0%	0% (14% left blank)
Total	41%	29%	24%	4%	1%

Key points

- 70% of staff felt their line manager always or usually creates a workplace where they feel supported.
- Only 4% of staff felt this never applies.

Appraisals and team meetings – council-wide

	Yes	No	No but I have been working at Lewes District Council for less than 12 months	Don't know can't remember
Have you had an appraisal in the last 12 months	82%	9%	9%	1%
Have you had a team meeting in the last 3 months	85%	11%	0%	1

Have you had an appraisal in the last 12 months?

	Yes	No	No but I have been working at Lewes District Council for less than 12 months	Don't know can't remember
Audit, Fraud and Procurement	100%	0%	0%	0%
Business Strategy & Performance	100%	0%	0%	0%
Housing and Environmental Health	83%	11%	6%	0%
Planning, Revenues and Benefits	88%	4%	12%	0%
Customer Services Hub, Mobile Team & Parks	82%	3%	16%	0%
Democratic Services including Chief Executive's Office	88%	0%	12%	0%
Finance	75%	25%	0%	0%
HR	83%	17%	0%	0%
IT	83%	17%	0%	0%
Legal Services	33%	0%	67%	0%
Property and Facilities	89%	11%	0%	0%
Regeneration	100%	0%	0%	0%
Strategic Policy	100%	0%	0%	0%
Waste Services	78%	13%	6%	3%
Not given (submitted as hard copy, department not stated)	71%	14%	0%	0% (14% left blank)
Total	82%	9%	9%	1%

Have you had team meeting in the last 3 months?

	Yes	No	No but I have been working at Lewes District Council for less than 12 months	Don't know can't remember
Audit, Fraud and Procurement	100%	0%	0%	0%
Business Strategy & Performance	100%	0%	0%	0%
Housing and Environmental Health	94%	6%	0%	0%
Planning, Revenues and Benefits	100%	0%	0%	0%
Customer Services Hub, Mobile Team & Parks	82%	3%	16%	0%
Democratic Services including Chief Executive's Office	88%	13%	0%	0%
Finance	92%	8%	0%	0%
HR	83%	0%	17%	0%
IT	100%	0%	0%	0%
Legal Services	100%	0%	0%	0%
Property and Facilities	89%	0%	11%	0%
Regeneration	100%	0%	0%	0%
Strategic Policy	100%	0%	0%	0%
Waste Services	65%	30%	0%	5%
Not given (submitted as hard copy, department not stated)	43%	14%	0%	0% (43% left blank)
Total	85%	11%	0%	1

Key points

- 82% of staff said they have had an appraisal in the last 12 months, up from 75% in 2014.
- 25% of respondents in Finance said they have not had an appraisal in the last 12 months, an improvement from 31% in 2014.
- 85% of staff said they have had a team meeting in the last 3 months, down from 94% in 2014.
- 30% of staff in Waste Services said they had not had a team meeting in the last 3 months, up from 10% in 2014.

Comments and suggestions about working for Lewes District Council

Out of 212 completed surveys, 40 people provided comments in this section. However, as some people made multiple comments on different subjects, the summary below adds up to more than 40.

Comment type	Frequency
Poor/confusing/ambiguous communication about changes (incl. lacking visibility of senior management)	7
General positive views of the council/working at the council	5
Perception that Council being 'run into the ground'/stretched/understaffed	4
My immediate manager does not support me well	4
Not well supported by senior management	4
Recent restructure not well managed / adverse impact on service delivery	4
My immediate manager supports me well	3
Team meetings not happening regularly	2
Concern about forthcoming changes	2
More training needed	2
Team meetings are good	1
Appraisal process inadequate	1
Need to link competencies to appraisals	1
Staff views not listened to	1
Agile working rules not applied consistently	1
Underpaid for work done	1
Too much spent on unnecessary training	1
'Them and us' attitude of managers to staff	1
Staff unable to voice concerns due to fear of being labelled as 'negative'	1
Customers have to wait too long on phone for answer	1

Discrimination, harassment and bullying

Following responses to the 2014 staff survey, a decision was taken to ask about these areas in more detail in 2015 including;

- if someone experienced or witnessed discrimination, harassment or bullying, whether they had challenged it,
- whether they had reported it and if not, why not,
- whether the person had received appropriate support following reporting,
- whether the discrimination, harassment or bullying had stopped following reporting.

Because of the relatively small numbers involved, the figures are given as whole numbers rather than percentages.

Discrimination

- Across the council, 16 people said they had experienced discrimination.
- Of these, 7 people said they had reported it.
- The reasons given by people who did not report it were that they felt it would be pointless or because they are worried about the implications of reporting the discrimination.
- 5 people who reported discrimination said they received appropriate support. 8 said they did not.
- 3 people said that the discrimination stopped after they report it. 6 people said it did not.
- The characteristics on which the discrimination was based were (each 1 instance except where stated);
 - age (3 instances)
 - sex
 - gender
 - ethnicity
 - disability
 - position in the council

Harassment

- Across the council, 18 people said they had experienced or witnessed harassment.
- 5 people said they had challenged the harassment. 10 people said they had not.
- 5 people said they had reported the harassment. 9 people said they had not.
- The reasons given for not reporting harassment were;
 - It was quickly sorted out
 - It was not serious enough
 - Too scared to report because it was in relation to a senior manager
 - Worried about the implications of reporting

- 9 people said they had received appropriate support after reporting the harassment. 9 people say they had not.
- Further to reporting, 5 people said the harassment had stopped. 11 people said it did not.
- The characteristics on which the harassment was based were (each 1 instance except where stated):
 - position/role in the council (2 instances)
 - age
 - disagreement with corporate policies
 - disability
 - personal dislike
 - hostility from staff members
 - sex
 - union activities

Bullying

- Across the council, 24 people said they had experienced bullying.
- 31 people said they had witnessed bullying.
- 31 people said they had challenged the bullying.
- 14 people said they had reported the bullying, 18 people said they had not.
- The reasons given for not reporting bullying were;
 - Did not want to report about a senior manager (5)
 - The person being bullied report the incident (3)
 - Did not want to report about senior team members and colleagues
 - The victim did not want me to report
 - It has now stopped
- 4 people said they had received appropriate support after reporting the bullying. 6 people say they had not.
- Further to reporting the bullying, 2 people said the bullying stopped. 6 people said it did not.
- The characteristics on which the bullying was based were:
 - position in the council (3)
 - unclear (2)
 - sex (2)
 - personal dislike (2)
 - pregnancy/maternity
 - union membership
 - views on corporate policy

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	Don't know can't remember
Audit, Fraud and Procurement	25%	25%	25%	25%
Business Strategy & Performance	100%	0%	0%	0%
Housing and Environmental Health	89%	6%	6%	0%
Planning, Revenues and Benefits	60%	20%	16%	8%
Customer Services Hub, Mobile Team & Parks	47%	16%	18%	18%
Democratic Services including Chief Executive's Office	75%	13%	0%	13%
Finance	50%	8%	25%	17%
HR	67%	17%	0%	17%
IT	67%	17%	0%	17%
Legal Services	0%	0%	33%	67%
Property and Facilities	44%	11%	0%	44%
Regeneration	50%	0%	50%	0%
Strategic Policy	88%	0%	12%	0%
Waste Services	57%	6%	5%	32%
Not given (submitted as hard copy, department not stated)	57%	0%	0%	0% (43% left blank)
Total	59%	10%	10%	19%

Key points

- As with last year, most staff were given an opportunity to attend these briefings.
- 19% of staff were not sure or couldn't remember whether they had had an opportunity to attend these briefings.

Experience of going through change at LDC

Out of 212 completed surveys, 40 people provided comments in this section. However, as some people made multiple comments on different subjects, the summary below adds up to more than 40.

Comment type	Frequency
Changes poorly communicated/don't know whats going on/ things being kept from us	11
Lack of management support / lack of confidence in management	6
New employee	5
Excessive pressure on staff/increased workloads	4
Knowledge loss through changes	4
Not been invited to briefings/don't know about briefings/ too busy to go	4
Staff not listened to/views not acted on	4
Things getting worse	3
Comms inconsistent between LDC, EBC and what's in the media – rumours/mis-information	3
Lack of training/more training needed	2
Feel uninvolved	2
Negative impact on staff not being addressed/supported	2
Staff unable to voice concerns due to fear of being labelled as 'negative'	2
Line managers are supportive	2
Negative impact on customers	2
Feel kept up to date/briefings helpful	2
Spin/propaganda rather than honest communication	2
Change too slow	1
Negative views of colleagues unhelpful	1
Seeking other employment	1

Do staff feel supported during emotionally demanding work?

	Yes always	Yes most of the time	Not always	Never	Don't feel this is applicable to my role
Audit, Fraud and Procurement	50%	25%	0%	0%	25%
Business Strategy & Performance	50%	0%	50%	0%	0%
Housing and Environmental Health	28%	44%	22%	6%	0%
Planning, Revenues and Benefits	24%	32%	32%	8%	8%
Customer Services Hub, Mobile Team & Parks	24%	45%	16%	3%	13%
Democratic Services including Chief Executive's Office	63%	25%	0%	0%	13%
Finance	8%	42%	8%	8%	33%
HR	33%	67%	0%	0%	0%
IT	33%	17%	17%	0%	33%
Legal Services	0%	33%	0%	0%	67%
Property and Facilities	33%	0%	33%	0%	33%
Regeneration	0%	50%	50%	0%	0%
Strategic Policy	38%	50%	13%	0%	0%
Waste Services	17%	27%	21%	11%	22%
Not given (submitted as hard copy, department not stated)	0%	14%	0%	0%	29% (57% left blank)
Total	24%	33%	18%	6%	17%

Key points

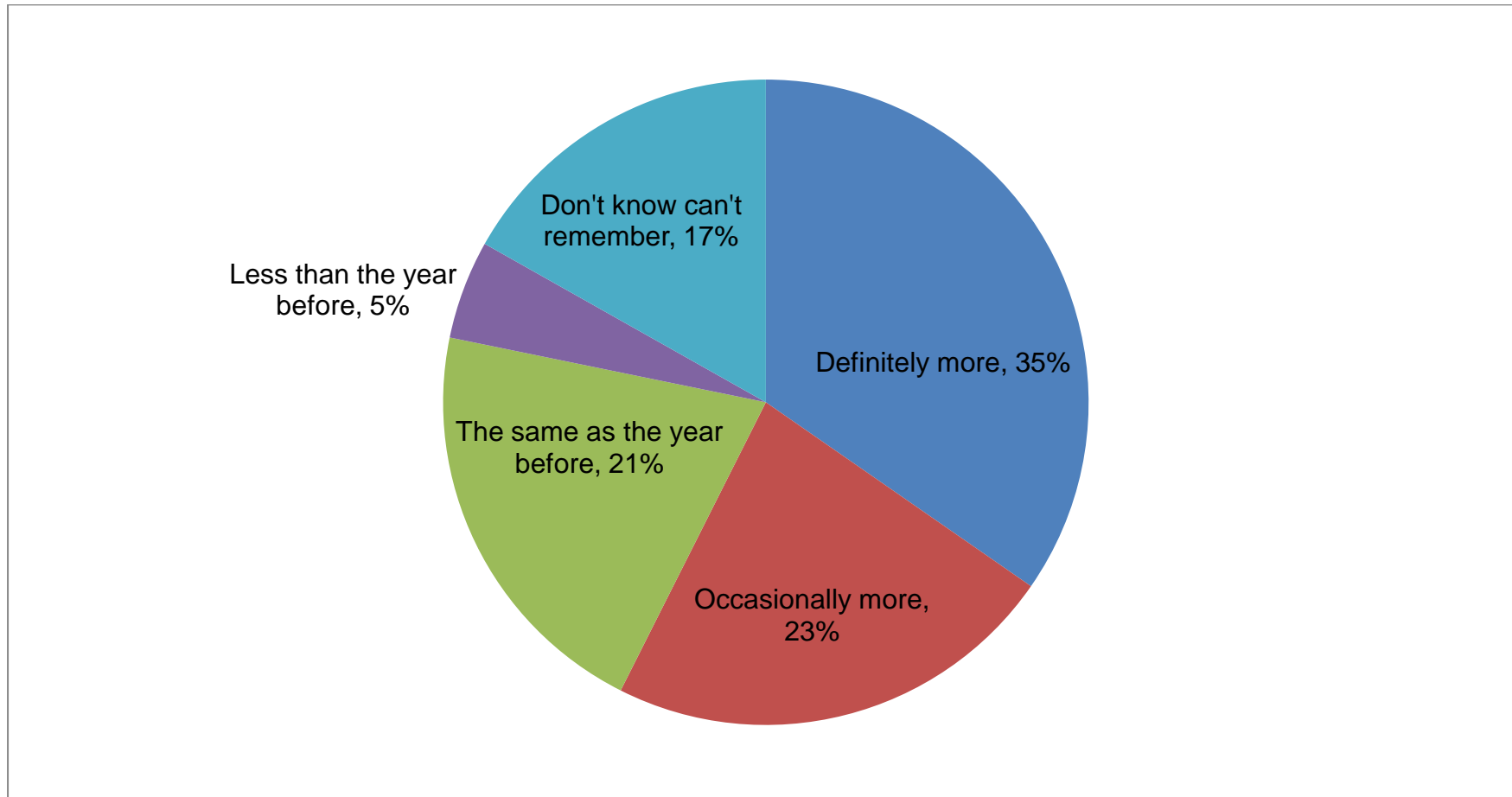
- The proportion of staff who always feel supported during emotionally demanding work has increased from 16% in 2014 to 24% this year.
- The biggest increase in this figure on 2014 was in IT, up from 17% in 2014 to 33% this year.
- The highest levels of feeling supported were in HR (100%), Democratic Services (88%), Strategic Policy (88%) and Audit, Fraud and Procurement (75%).
- The proportion of staff that answered 'not always' or 'never' decreased from 34% in 2014 to 24% this year.

During the last year have you felt pressured to work long hours?

	Yes often	Yes but not often	No	Don't know can't remember
Audit, Fraud and Procurement	0%	0%	100%	0%
Business Strategy & Performance	0%	50%	50%	0%
Housing and Environmental Health	56%	39%	6%	0%
Planning, Revenues and Benefits	31%	15%	51%	4%
Customer Services Hub, Mobile Team & Parks	8%	34%	58%	0%
Democratic Services including Chief Executive's Office	0%	38%	63%	0%
Finance	17%	42%	42%	0%
HR	0%	33%	50%	17%
IT	17%	33%	50%	0%
Legal Services	0%	0%	100%	0%
Property and Facilities	11%	33%	56%	0%
Regeneration	0%	50%	50%	0%
Strategic Policy	25%	50%	25%	0%
Waste Services	17%	17%	67%	2%
Not given (submitted as hard copy, department not stated)	0%	14%	29%	0%
Total	17%	27%	53%	1%

Those who felt pressurised to work more hours, is this more or less than the previous year?

The chart below covers the 102 people that answered yes to the previous question.



Key points

- The proportion of staff who have felt pressured to work long hours is lower than in 2014, down from 22% to 17% this year.
- 56% of staff in Housing and Environmental Health said they often feel pressured to work long hours.
- Of those people who answered yes, 58% said this is more or occasionally more than in the previous year, down from 66% in 2014.

Awareness of Counselling Service and whether respondents would use it

Comment type	Frequency
I am aware of the service and would considering using it	126
I am not aware of this service	35
Don't know/can't remember	12
No reason given	11
Concerns about confidentiality	6
Using / would use other (non-council) service	4
Use/would use other forms of support	4
Do not need counselling	3
Don't like counselling/would not use this type of service	3
I don't feel the counselling service would help with current work loads	1
Aware of it but unlikely to use	1

Agenda Item No: 7 **Report No:** 72/16

Report Title: Sickness Report

Report To: Employment Committee **Date:** May 2016

Cabinet Member:

Ward(s) Affected: All

Report By: Helen Knight & Becky Cooke

Contact Officer(s)- Helen Knight & Becky Cooke

Name(s): Helen Knight/Becky Cooke
Post Title(s): HR Manager, Shared Service/Head of Organisational Development
E-mail(s): Helen.knight@lewes.gov.uk
Tel No(s): 01273 661365

Purpose of Report:

To update the Employment Committee regarding the Council's sickness figures.

Officers Recommendation(s):

- 1 To note the report.

Reasons for Recommendations

- 1 The Committee have asked for a regular item to be presented regarding the absence statistics within the Council.

Information

- 2 The figures for Quarter 4 of 2015/16 (1 January to 31 March 2016) are presented as background papers to this report. The average number of days' absence per employee for Q4 was 3.46. Points to note are:
 - 2.1 The data for Q4 is only the second to be presented with the new service area headings therefore direct comparison with Service Area levels of absence from Q4 last year is not easily possible. We will continue to present data on an ongoing basis in these service areas from hereon in so each quarter we will have more information to reflect back on and identify trends.
 - 2.2 Sickness absence for Q4 at LDC has reduced from Q3 where the average number of days absence per employee was 3.57.

- 2.3 Reasons for absence in Q4 were varied and included common cold, flu, musculoskeletal problems (not back) and stomach or bowel disorders. Aside from the high numbers of day lost due to cold and flu (which is common at the time of year in question) there is no apparent common theme or trend either within Service Areas or within the organisation.
- 2.4 At the end of Quarter 4 (31 March 2016) there were 21 members of staff on long term absence. Since the beginning of Quarter 1 (from 1 April) 16 of these have returned to work and 3 are no longer employed by the Council. This demonstrates the close management of absence by managers supported by HR and the large majority of these cases have been welcomed back into the workplace following phased in returns.
- 2.5 Although there was a reduction in Q4 we have exceeded our overall target of 9 days for 2015/16. The management of sickness absence continues to be a priority within the organisation with close scrutiny and management by line managers and HR.
- 2.6 As HR advised at the last Employment Committee, the sickness policy is currently being reviewed in collaboration with Unison. The new policy will be introduced at both Lewes District and Eastbourne Borough Council with members of the HR Shared Service providing training to all managers on this.
- 2.7 In conjunction with the launch of the new attendance management policy we will also be introducing a new Wellbeing offering across both Lewes and Eastbourne. This will enable us to coordinate and publicise the variety of different wellbeing options available for staff and to take a more holistic approach which should include being:
- proactive rather than reactive to the health and wellbeing of staff
 - focused on prevention of injuries and illness
 - effective in the management of staff returning to work following a period of absence
 - committed to creating a health and well-being culture that staff are fully engaged with

3 Financial Appraisal

- 3.1 The financial implications of this report are the number of working days lost to sickness.

4 Legal Implications

- 4.1 The Legal Services Department have not been asked for comments.

5 Sustainability Implications

- 5.1 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

6 Equality Screening

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

7 Background Papers

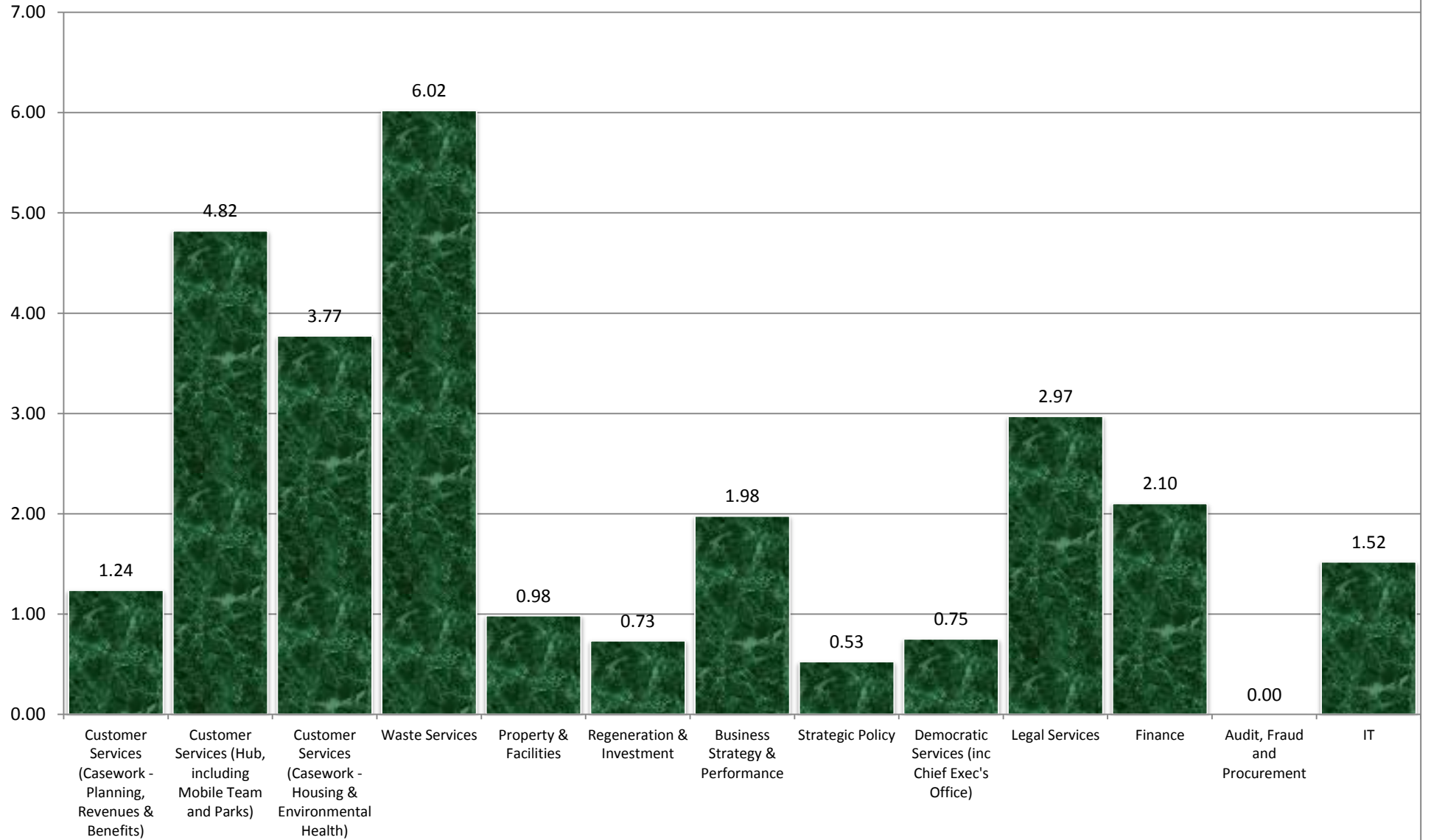
- 7.1 Excel spreadsheet showing the Council's sickness figures for Quarter 4 (1 January to 31 March 2016)
- 7.2 Excel Spreadsheet showing reasons for absence (by service area) during Quarter 4.

Dept	15/16 Q3 FTE	15/16 Q4 FTE
Customer Services (Casework - Planning, Revenues & Benefits)	47.58	51.59
Customer Services (Hub, including Mobile Team and Parks)	39.77	43.02
Customer Services (Casework - Housing & Environmental Health)	66.41	66.56
Waste Services	85.76	90.76
Property & Facilities	10.14	8.81
Regeneration & Investment	7.68	8.22
Business Strategy & Performance	8.16	8.67
Strategic Policy	7.50	9.5
Democratic Services (inc Chief Exec's Office)	15.81	13.81
Legal Services	8.97	9.05
Finance	16.58	15.37
Audit, Fraud and Procurement	5.45	5.05
IT	16.44	16.44
Total	336.25	346.85

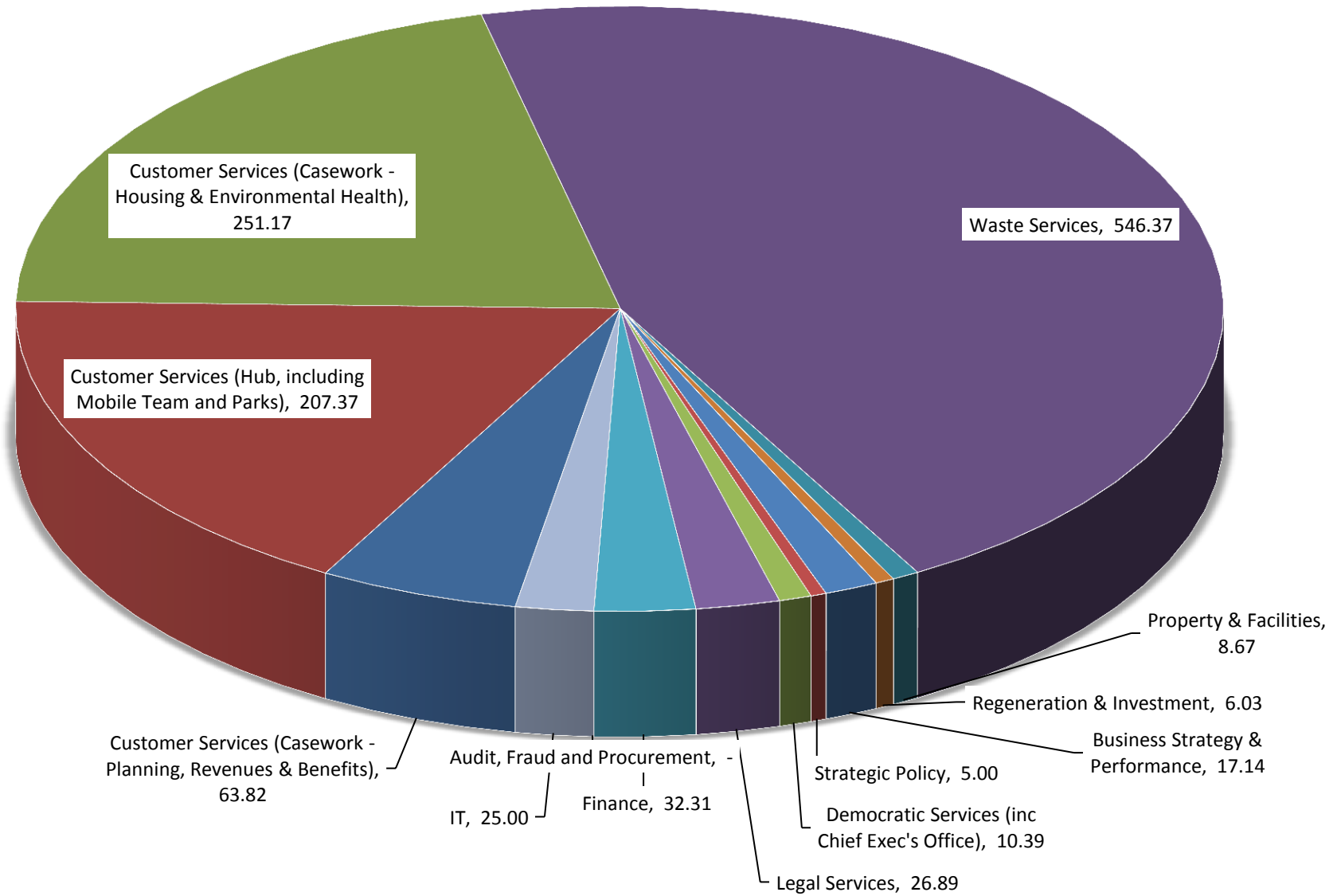
Dept	15/16 Q3 Absences	15/16 Q4 Absences	15/16 Q3 Days per FTE	15/16 Q4 Days Per FTE
Customer Services (Casework - Planning, Revenues & Benefits)	78.00	63.82	1.64	1.24
Customer Services (Hub, including Mobile Team and Parks)	252.00	207.37	6.34	4.82
Customer Services (Casework - Housing & Environmental Health)	252.00	251.17	3.79	3.77

Waste Services	527.00	546.37	6.15	6.02
Property & Facilities	35.00	8.67	3.45	0.98
Regeneration & Investment	0.00	6.03	0.00	0.73
Business Strategy & Performance	8.00	17.14	0.98	1.98
Strategic Policy	10.00	5.00	1.33	0.53
Democratic Services (inc Chief Exec's Office	7.00	10.39	0.44	0.75
Legal Services	5.00	26.89	0.56	2.97
Finance	5.00	32.31	0.30	2.10
Audit, Fraud and Procurement	0.00	-	0.00	0.00
IT	23.00	25.00	1.40	1.52
Total	1202	1200.16	3.57	3.46

15/16 Q4 Days Per FTE



15/16 Q4 FTE Absences



Short Term Absence Reason Q3	
Reason	Number
Back or Spinal Problem	14
Bronchitis	2
Chest Infection	7
Chest Pain	1
Common Cold	30
Cough	3
Depression	1
Dizziness	1
Exhaustion, tiredness or chronic fatigue	2
Ear Disorder	2
Eye Disorder	1
Flu	26
Headache or Migraine	7
Heart Problem	1
Hospital Appointment	2
Kidney bladder or urinary disorder	1
Musculoskeletal problem (not back)	6
Nose mouth or throat disorder	1
Operation & Recovery	1
Other disorder	5
Stomach or bowel disorder	28
Stress	3
Throat infection or tonsillitis	9
Unspecified	14
Viral Infection	10
Total	178

Musculoskeletal Breakdown	
Reason	Number
Arm Problem	1
Hip problem	1
Knee problem	1
Pulled Muscle	3
Total	6

Other Disorder Breakdown	
Reason	Number
Aneurism	2
De Quervains Disease	1
Pancreatitis	1
Respiratory Infection	1
Total	5

Short Term Absence Reasons by Department Q3		
Department	Reason	Number
Business Strategy & Performance	Common cold	1
	Cough	1
	Musculoskeletal (hip)	1
	Stomach or bowel disorder	2
	Total	5
Customer Services Hub	Back or spinal problem	3
	Chest infection	2
	Common cold	7
	Depression	1
	Dizziness	1
	Flu	2
	Headache or migraine	1
	Operation & Recovery	1
	Stomach or bowel disorder	3
	Throat infection or tonsillitis	3
Viral Infection	1	
Unspecified	2	
Total	27	
Democratic Services (inc Chief Executive's Office)	Common cold	1
	Chest infection	1
	Flu	2
	Headache or migraine	1
	Unspecified	1
Viral Infection	2	
Total	8	
Finance	Common cold	4
	Ear Disorder	1
	Eye Disorder	1
	Flu	3
	Stomach or bowel disorder	1
	Viral Infection	1
	Total	11
Housing & Environmental Health	Back or spinal problem	3
	Chest infection	2
	Common cold	4
	Cough	1
	Ear Disorder	1
	Exhaustion tiredness or chronic fatigue	1
	Flu	5
	Headache or migraine	2
	Stomach or bowel disorder	4
	Stress	2
	Unspecified	1
	Viral Infection	1
	Total	27
Information Technology	Chest infection	1
	Common cold	1
	Exhaustion tiredness or chronic fatigue	1
	Flu	1
	Heart problem	1
	Other Disorder (respiratory infection)	1
	Stomach or bowel disorder	1
	Throat infection or tonsillitis	2
Total	9	
Legal	Common cold	1
	Flu	3
	Headache or migraine	1
	Stomach or bowel disorder	1
	Throat infection or tonsillitis	1
Total	7	
Planning, Revenue & Benefits	Back or spinal problem	1
	Common cold	4
	Flu	1
	Headache or migraine	1
	Other Disorder (pancreatitis)	1
	Stomach or bowel disorder	2
Throat infection or tonsillitis	2	

	Unspecified	1
	Total	13
Property & Facilities	Headache or migraine	1
	Stomach or bowel disorder	3
	Unspecified	1
	Total	5
Regeneration & Investment	Common cold	2
	Kidney bladder or urinary disorder	1
	Stomach or bowel disorder	2
	Total	5
Service Delivery	Flu	1
	Total	1
Strategic Policy	Common cold	1
	Flu	1
	Hospital Appointment	1
	Total	3
Waste Services	Back or spinal problem	7
	Bronchitis	2
	Chest infection	1
	Chest Pain	1
	Common cold	3
	Cough	1
	Flu	7
	Hospital Appointment	1
	Musculoskeletal problem (knee)	1
	Musculoskeletal problem (pulled muscle)	3
	Musculoskeletal problem (arm)	2
	Nose Mouth or throat disorder	1
	Other Disorder (De Quervains Disease)	1
	Other Disorder (Anerism)	2
	Stomach or bowel disorder	9
	Stress	1
	Throat Infection or tonislitie	1
	Unspecified	8
	Viral Infection	5
	Total	57

Long Term Absence Reasons	
Reason	Number
Back or spinal problem	1
Depression	4
Eye Disorder	1
Influenza	1
Musculoskeletal problem (not back)	5
Nose mouth or throat disorder	1
Operation & Recovery	2
Other Disorder	2
Stress	3
Total	20

Musculoskeletal Breakdown	
Reason	Number
Arthritis	1
Carple Tunnel Syndrome	1
Finger Injury	1
Hip problem	1
Knee pain	1
Total	5

Long Term Absence Reasons by Department		
Department	Reason	Number
Customer Services Hub	Depression	1
	Influenza	1
	Musculoskeletal problem (Carpel Tunnel)	1
	Other disorder (Mental Health)	1
	Total	4
Housing & Environmental Health	Depression	1
	Musculoskeletal problem (hip)	1
	Total	2
Parks & Cemeteries	Depression	1
	Total	1
Planning Revenue & Benefits	Nose mouth or throat disorder	1
	Stress	1
	Total	2
Waste Services	Back or spinal problem	1
	Depression	2
	Musculoskeletal problem (arthritis)	1
	Musculoskeletal problem (hip)	1
	Musculoskeletal problem (knee)	1
	Musculoskeletal problem (shoulder)	1
	Operation & recovery	2
	Stress	2
	Total	11

Agenda Item No: 8 **Report No:** 73/16
Report Title: Accidents to staff from April 2015 to March 2016
Report To: Employment Committee **Date:** 13 June 2016
Cabinet Member:
Ward(s) Affected: Employees and workers
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 2015 and 31 March 2016.

Officer's Recommendation:

- 1 To note the report.
-

Reasons for Recommendations

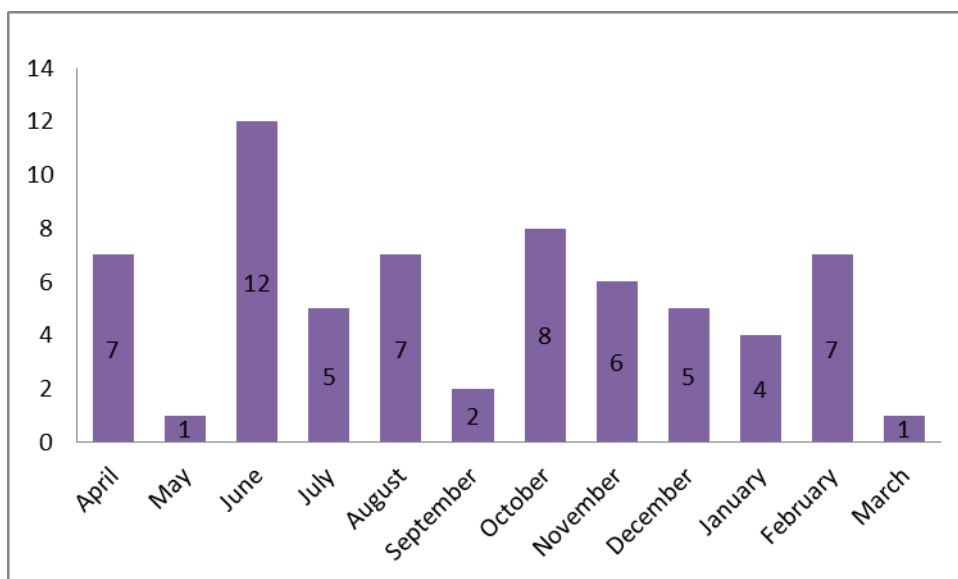
- 1 This regular report to Employment Committee provides accident and near miss information necessary to fulfil items 2.4 (c), and 2.5 (g) and (k) of the Lewes District Council Constitution Section 5 Remit of the Employment Committee.
- 2 **Information**
 - 2.1 The statistics are presented as previously requested – with numbers and percentages, comparisons with the previous year (same period). Insurance has been included as requested.
 - 2.2 Whenever an accident or incident is reported, the individual will have reported it to a supervisor or manager, who will then have discussed the accident or incident with them and completed the second side of the form which looks at the underlying causes, and reports on actions taken. This then comes to the Health and Safety Officer who will follow up any action and ask for updated documents where relevant. For example, the employee who fractured his wrist when falling was litter-picking on a wet grass bank. The updated risk assessment now includes wet grass banks

as areas where litter should not be removed until it is dry. Sweeping a pile of wet leaves causing jarring of the arm where an unexpected kerb was hit with the broom: discussions in team meetings helps encourage people to think about the possible hidden hazards in their work. Where a twisted back was brought on by a pallet truck with broken wheels, the wheels were fixed and the area cleaned; had the individual reported the hazard, the injury would not have happened. The Near Miss campaign is trying to work with staff to prevent precisely this kind of accident. A shin was cut by a key sticking out of a cupboard below the wash basins in the men's WC – and these are now removed from the locks. Where staff try to carry, move, sweep up or push or pull too much – or wrongly, there isn't much we can do except to keep reminding them to make careful judgements, going through safe systems of work and risk assessments with them and ensuring that they have regular manual handling refresher training. We carry out regular inspections. The ultimate sanction is a disciplinary investigation; the ultimate prize is remaining healthy and unhurt.

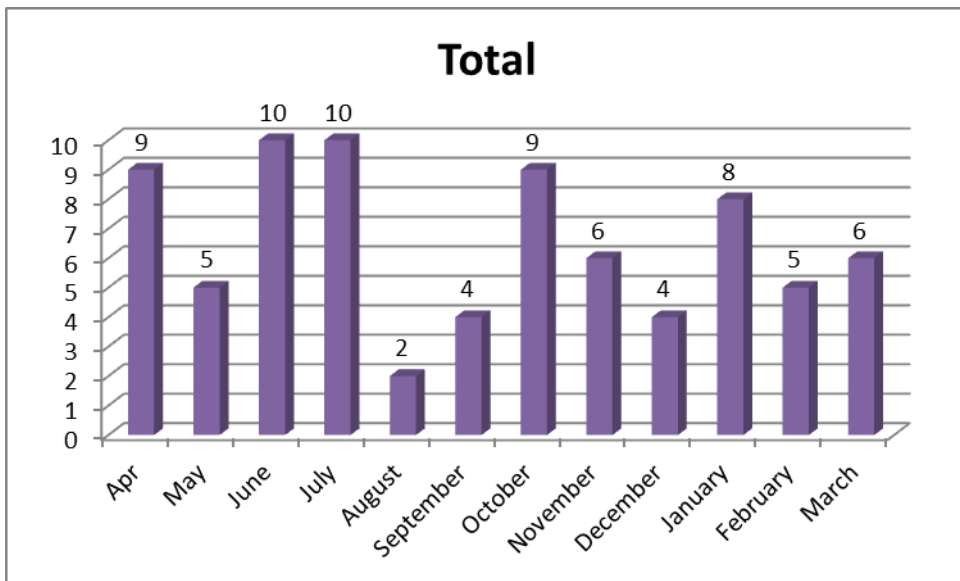
Accident Statistics - Staff

Monthly accidents

During the year April 2015 to March 2016, there were 65 accidents reported (83% of the number reported last year) (16% of mean average of 390 staff – although some had more than one accident). June had the highest monthly accidents, with April, August, October and February close behind; April, June and October were amongst the highest last year too; the year before, however, didn't include these months.

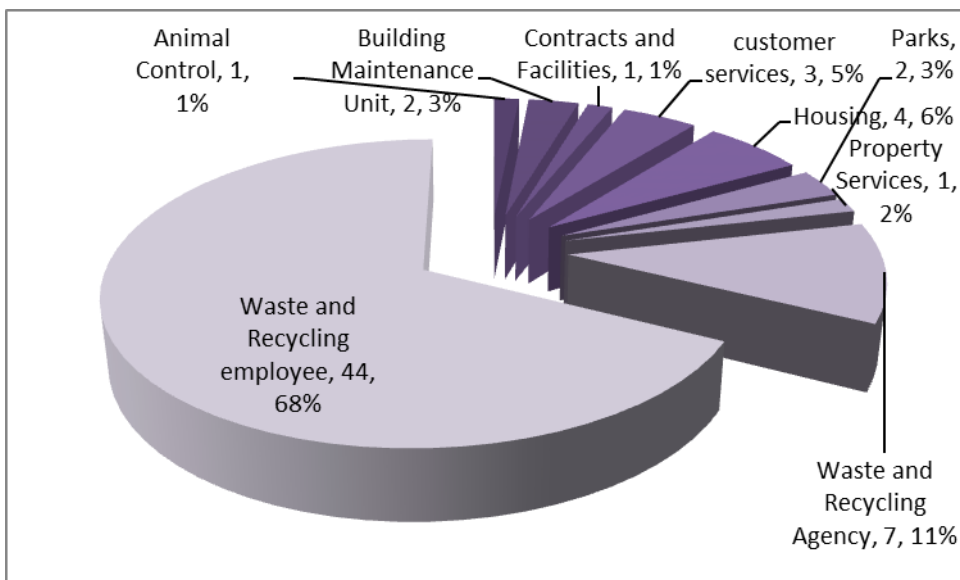


Compared to last year (2014-5) when there were 78 accidents from April 2014 to March 2015, the number of accidents reported has dropped. April, June, July and October had the highest monthly accidents.

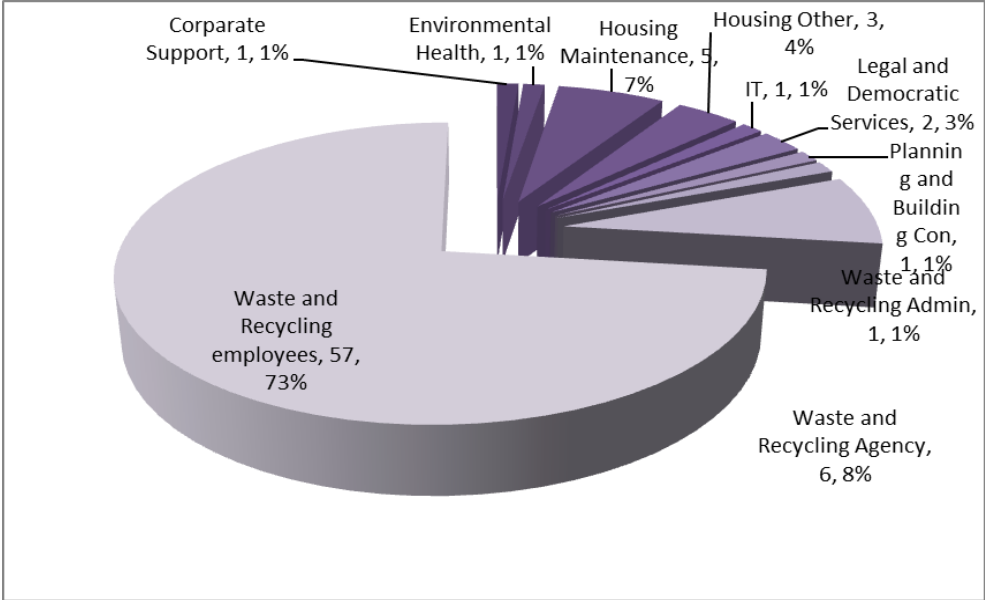


Which teams

This year, 44 employees and 7 agency staff in waste and recycling reported having accidents (79% of the total accidents reported – 2% of the total less than last year), 4 in housing and 2 in the building maintenance unit, 3 in customer services, 2 in parks and one each in animal control, contracts and facilities and property services.

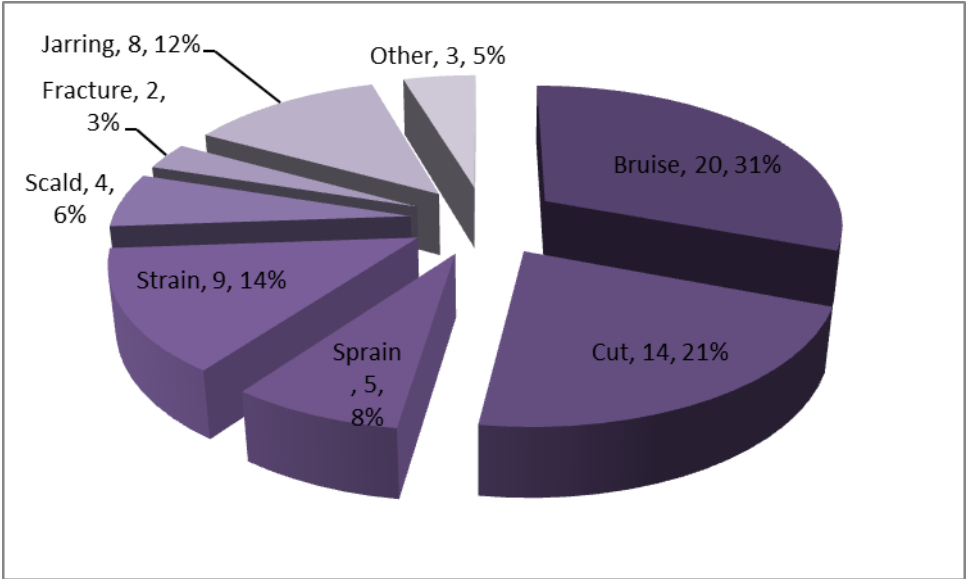


Last year (2014-5) by team, 64 of the accidents were in Waste and Recycling (57 employees, 6 Agency staff and 1 admin employee), 5 Housing Maintenance, 3 Housing other, 2 Legal and Democratic Services, 1 Planning and Building Conservation, 1 IT, 1 Corporate Support and 1 Environmental Health.

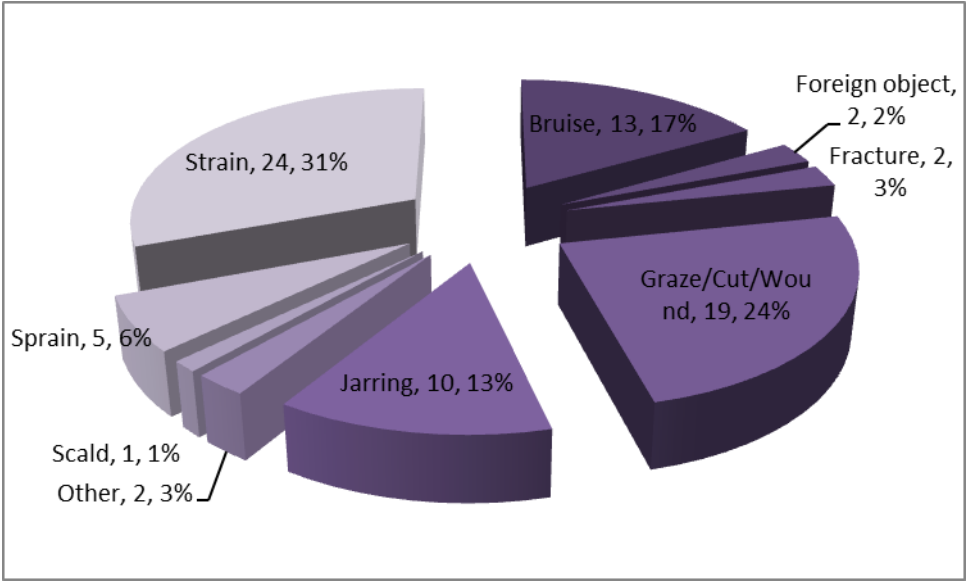


Injuries

20 of the accidents involved bruising, and 14 cuts. Jarring, strains and sprains, and scalds were the other main injuries. There were two fractures – one where someone fell and landed on their wrist and it fractured, and one where someone lifted a bag – not incorrectly and it wasn’t heavy, but for an unknown reason, their finger fractured. There were 4 scalds.

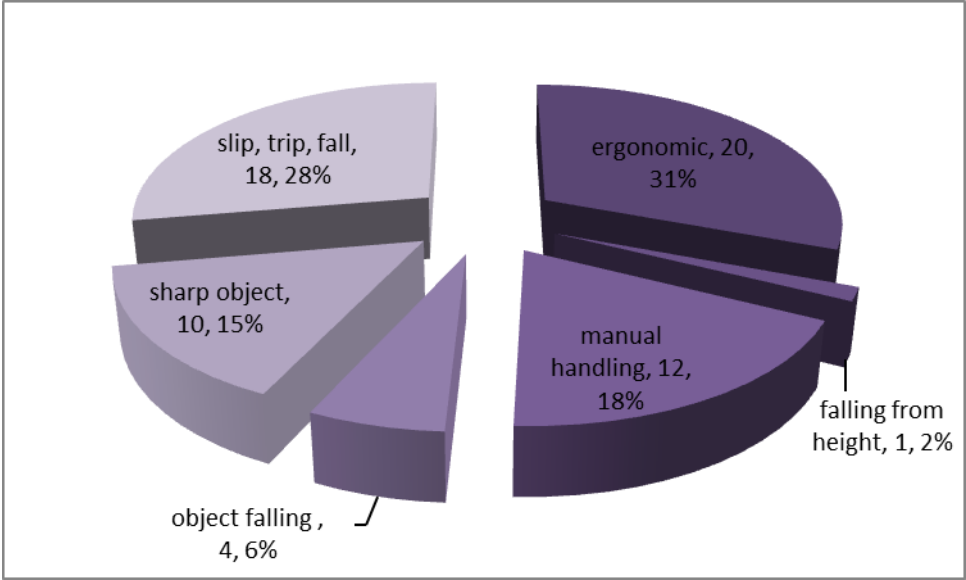


Last year, (2014-5), 24 of the accidents involved strains, 19 grazes, cuts and wounds, 13 bruises, 10 'Jarring' and 5 sprains.

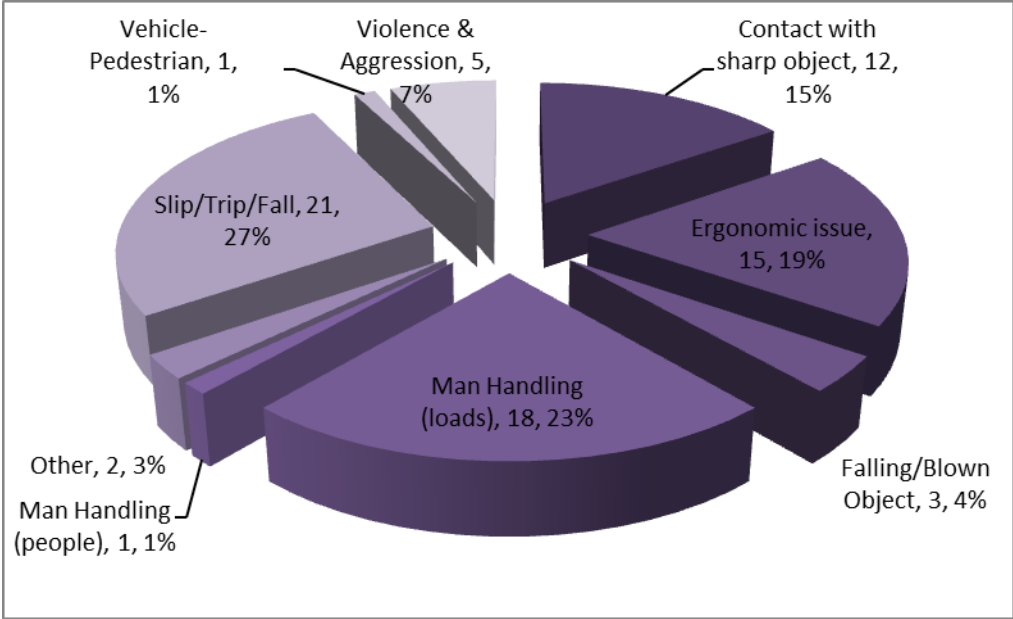


Causes of injury

This year, almost half the accidents have been manual handling and ergonomic (a slightly higher percentage than last year), and a further 28% due to slips, trips and falls (almost the same percentage as last year). 15% were also due to sharp objects (compared to 15% last year). This year, violence and aggression were near misses rather than accidents.

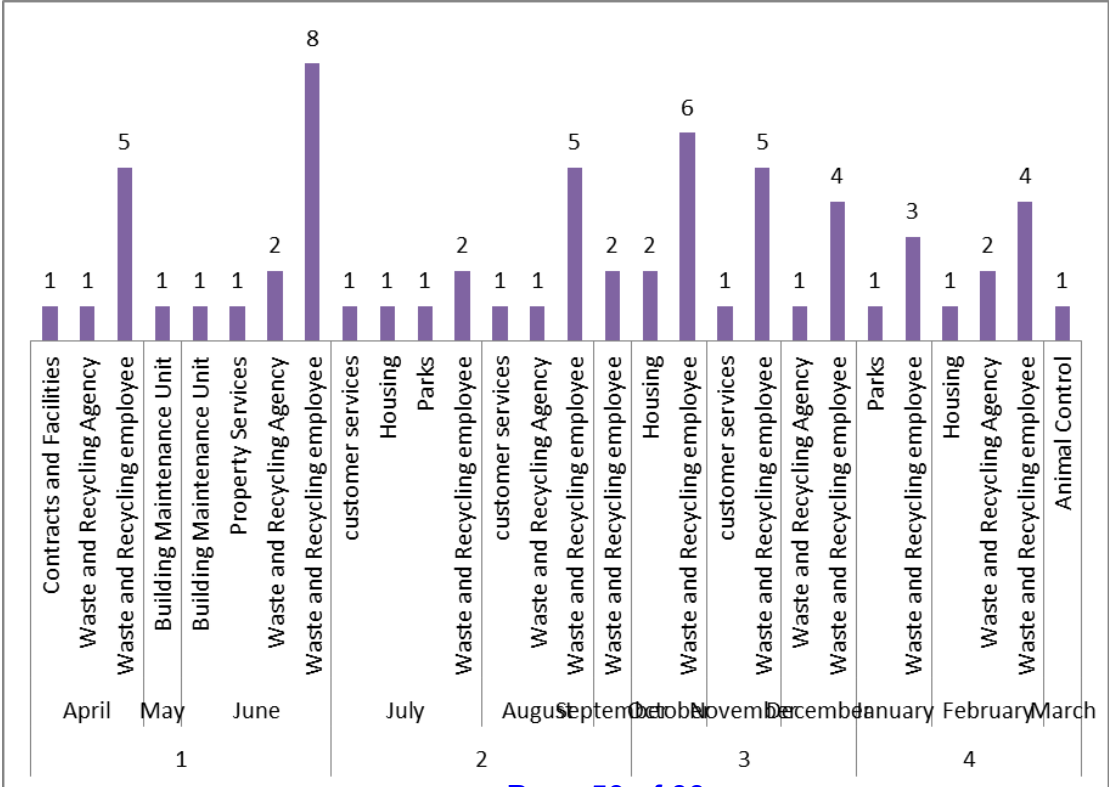


Last year (2014-5) 21 of the accidents involved slips, trips and falls, 18 manual handling of loads, 15 were ergonomic issues and 12 contact with sharp objects.

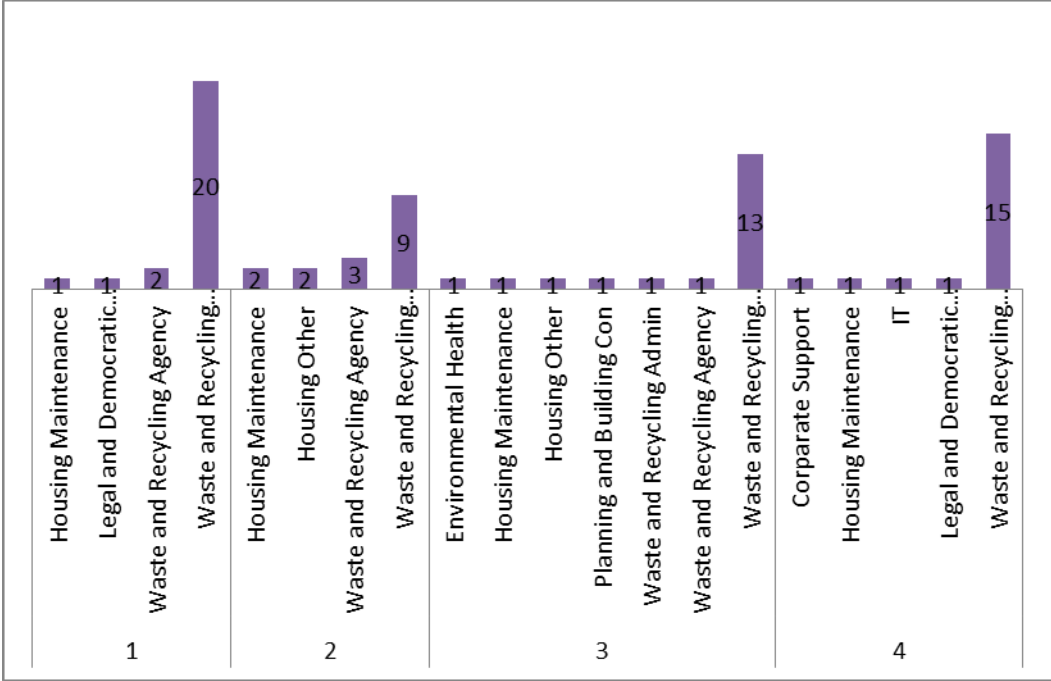


By season

This year, autumn and spring had the highest number of accidents – 20 in spring, 19 in autumn. For waste and recycling there were 16 in autumn and in spring, and winter had fewer than summer.

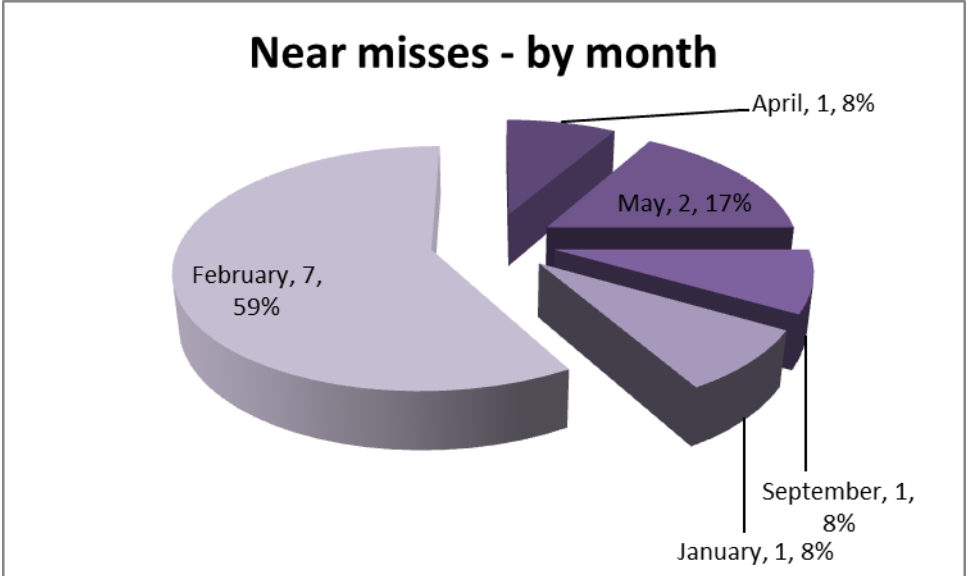


Looking at the seasons last year, the spring had the highest number of accidents, the rest of the year was fairly level, although for Waste and Recycling, the summer had the lowest and this increased each quarter.

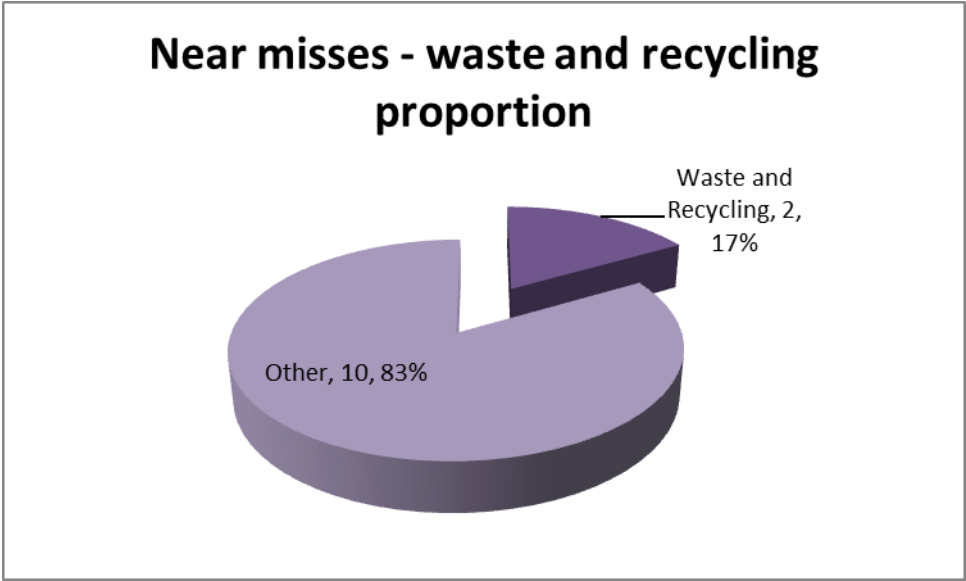


Near misses

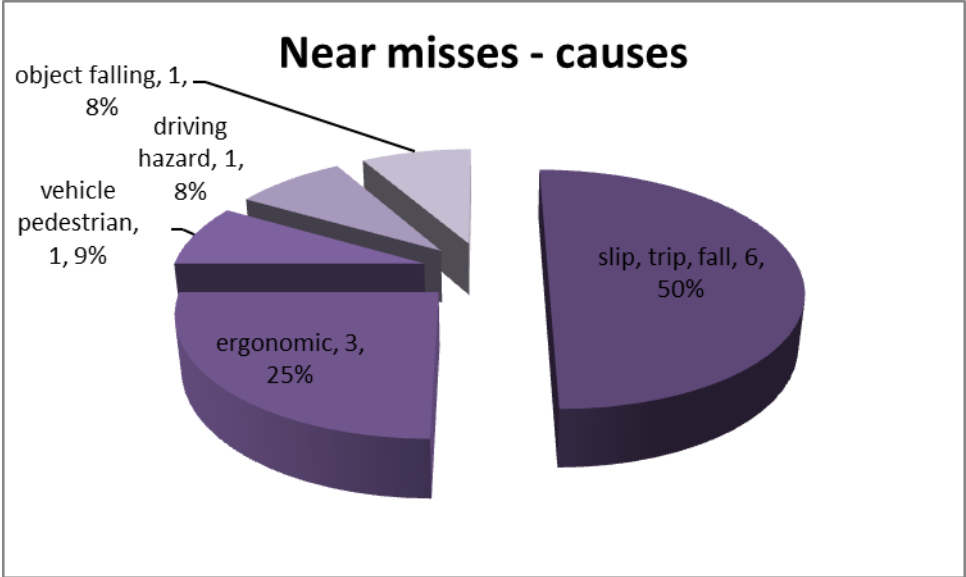
Since the 'near miss campaign' was launched, we have had more near misses reported, but still a total of only 12 in the 2015-6 year.



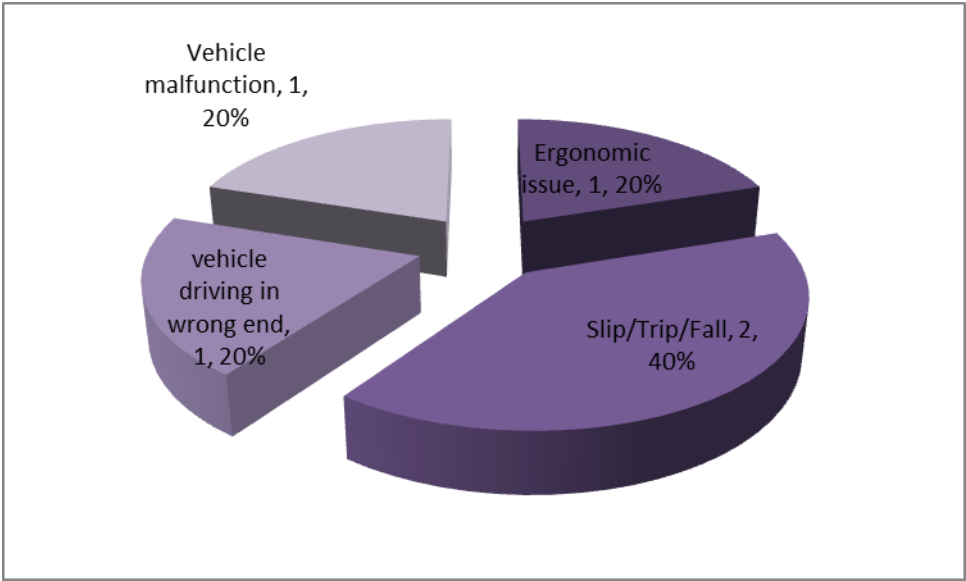
However, only 17% of these are from waste and recycling, compared with their having 79% of the accidents.



The causes of the near misses this year were mainly slips, trips and falls, and ergonomic. This fits with the accidents being reported, except that people aren't reporting near misses with manual handling (and didn't last year either – see below) – presumably because they aren't aware that they are near misses.



Last year (2014-5), we had 5 near misses reported over the whole year:



RIDDOR Reports

There were 9 accidents reported to the HSE under RIDDOR. Two of these were fractures (one a wrist when he fell on a wet bank whilst litter picking, and one a finger when lifting a bag – for no obvious reason). The other seven were due to people having more than 7 days sickness as a result of an accident. Of these, one was 24 days for a cut knee, one was 17 days for a banged chest when slipping off a kerb and falling against a wheelie bin, one was 14 days when stepping down hard from the vehicle and the knee gave way which turned out to be a medical problem, one was 12 days when a chest was banged on an EV cage due to a slip off the EV, two were 11 days due to jarring a back slipping in a churchyard and straining a back when twisting and pulling a bag on an EV, and one was 9 days when pulling a muscle through bending down.

3 Financial Appraisal

At least 165 (79 last year) employee working days have been lost, all but 2 of the accidents in Waste and Recycling (16 accidents – although 3 of these were Agency staff taking 2 days off each (4 days last year)), which means that around 124 (75 last year) days' Agency staff would have to be paid for as a result of the accidents. (Last year, all 17 accidents where time off resulted were in Waste and Recycling.)

This year, 28 of these days were on one accident where a member of Housing staff was litter-picking and slipped and fractured his wrist. 25 days were lost by a fractured finger which appears to be a personal medical problem as the lifting was done properly and it wasn't a heavy item. 24 days were lost by a knee

being badly cut as the result of a trip, leading to hospital treatment and the need to rest it until recovered. 14 days were lost when a knee gave way due to erroneous judgement in stepping off a vehicle. 12 days were lost when a member of Waste and Recycling slipped on an Electric Vehicle and badly bruised his ribs, 11 when another slipped off a kerb and hit a wheelie bin and bruised his chest, and another 11 when a back was strained due to incorrect pushing and pulling. 9 were lost when a recycler bent down (using the correct stance) to pick up a box and felt his leg muscle tear. 47 out of 65 (72%) accidents resulted in no time off work (63 (81%) last year out of 78 accidents).

Insurance

The Council is insured 'for accidents' although much depends on who's having the accident and whether the Council are negligent. Employer's Liability (EL) insurance covers the Council's liability to its employees arising from negligent acts and omissions. Public Liability insurance covers the same in respect of third parties.

We also have a Personal Accident (PA) policy. This is benefit rather than an indemnity policy and no liability need be demonstrated. So if, for example, a worker cut his fingers off in a bizarre accident involving power tools then he or she would be entitled to claim on the PA policy even if an EL claim failed or was not pursued at all. During 2015-2016 we have had no staff claims on either EL or PA.

4 Legal Implications

The Legal Services Department does not need to comment specifically on the accident statistics as it is a progress report.

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.

Agenda Item No: 9 **Report No:** 74/16
Report Title: Health and Safety in Lewes District Council May 2016
Report To: Employment Committee **Date:** 13 June 2016
Cabinet Member:
Ward(s) Affected:
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 representative examples of LDC Health and Safety activity.

Officer's Recommendation:

- 1 To note the report.
-

Reasons for Recommendations

1

- 1.1 This report to Employment Committee provides information about health and safety levels and activities relating to items 2.4 (c), and 2.5 (j), (k) and (m) of the Lewes District Council Constitution Section 5 Remit of the Employment Committee.
- 1.2 In December 2015, a report presented to this Committee covering the activities of the Joint Health and Safety Forum for the previous year detailed areas covered and achievements. The Forum is now meeting bimonthly, and the next report on activities is likely to be in December 2016. However, there have been some important events recently which illustrate the council's external health and safety profile and this report outlines some of these events.

2 **Information**

2.1 Overall Health and Safety Executive contact

The Health and Safety Executive (HSE) is the government organisation responsible for leading, and enforcing, health and safety at work in the UK. Whilst our own Environmental Health Officers enforce health and safety in many of the organisations in our District, the HSE are responsible for enforcement in local authorities (amongst other workplaces). We don't usually have much interaction with the HSE, so to have three inspections/investigations very close together is highly unusual. The managers and staff who have been involved have done really well in their achievements, and should be given credit for the fact that the HSE must have a reasonably good view of health and safety at Lewes District Council at the moment. Details are below.

2.2 HSE Inspection

Susie Matthews, HM Inspector of Health and Safety from the Health and Safety Executive (HSE), gave Greg Martin, Waste Operations Manager, three weeks' notice that she was coming to do a 'routine' inspection of our household waste and recycling collection service. She was with us for nearly six hours on 31 March, talking about policies, procedures, processes (including viewing accident statistics, inspection notes, risk assessments and safe systems of work), and travelling out inspecting various crews as they worked. The actions that the HSE can take are prosecution, prohibition notices (to stop work immediately), improvement notices (to improve within 21 days), written 'advice' which must be followed, or verbal advice.

Ms Matthews gave us four pieces of verbal advice at the end of her inspection which included more job specific manual handling refresher training, and inclusion of hearing protection checks on the inspection monitoring sheets – as well as more guidance on manual handling practices, and reversing assistant practices on those sheets. With regard to Agency staff, she was concerned about their receiving appropriate training and induction before starting work with us – especially those with very poor English, including clear manual handling and reversing assistant training.

We felt that this was a very fair outcome, and credit is due to Scot Reid, Greg Martin, Kevin Mansell and Julia Black for their intensive preparation work for the visit. We now have plans in place to fulfil these requirements, and are communicating with Ms Matthews about our progress.

2.3 HSE Investigation – Waste and Recycling

There seems to have been an unfortunate misunderstanding by an anonymous 'notifier' who raised a Waste concern with the HSE about the use of a compaction vehicle for infectious waste. Greg Martin was asked for information about this issue, and evidence, by the HSE. Greg

provided his response the next day, explaining that they were testing a demonstration vehicle for collecting non-infectious and offensive waste for a week. Drivers (all experienced in these existing duties) were given instruction, and accompanied by a team leader during initial usage. There are already risk assessments and safe systems of work for these collections because they are not new (and these had been provided to the staff). The feedback from the staff on the new vehicles was all positive, and no concerns were raised. Infectious waste will continue to be collected by a separate round with no compaction in that vehicle.

Greg's answer was described as 'comprehensive' and helpful, and our approach appropriate, and the case was closed that day by the HSE.

2.4 HSE Investigation – Parks

Andy Frost, Specialist (Parks and Cemeteries), had an email from the HSE because there had been an accident on a Parkour facility (a free-running obstacle course) outside our District, where there had been a serious head injury. As a result, the HSE are checking Parkour facilities to see what other operators have done with regard to safety (and one of the Sussex authorities has been threatened with a prohibition notice about theirs). They inspected our Parkour in Valley Rd Newhaven, without notice, and then asked Andy some questions because they want to find out about good practice, as well as poor practice, in Parkours.

Andy confirmed that the facility was installed in 2010. When it was installed, as there were no specific standards available (the British Standard was introduced in 2013, BS10075:2013), it was decided that from a safety point of view, it would be treated like a play area – therefore mixed safety surfaces were installed. Andy was thanked for providing the information requested and also received the following comment back from the inspector: "I am also pleased to read that in the absence of any specific standards available, the Council decided to err on the side of caution and proactively take steps to reduce the risk of serious injury, such as head injuries, associated with the use of high play equipment, by installing the safety surface throughout." Andy and Christopher Bibb, who installed this facility after consultation with local people, deserve credit for good safety foresight even before the BS standard was available – with which our Parkour does, in fact, conform.

2.5 Litter picking on fast roads

Last summer, the HSE contacted Chichester District Council because their contractors were litter picking on the A27 in a manner which didn't seem safe to the HSE Inspector who saw them in action. The safety officer there immediately suspended all litter picking on main or difficult roads (thus avoiding a prohibition order from the HSE), and let the rest of

Sussex safety officers know. We also immediately suspended all litter picking on main and difficult roads.

It quickly became obvious that this isn't an easy problem to solve. What was clear is that the HSE will not accept people litter-picking on 'fast' roads without some sort of road/lane closure – and this is complicated and expensive. Greg Martin was keen to look at the problem across Sussex, as were all the Sussex Safety Officers, so he wrote a report, and we arranged for the April Safety Officers quarterly meeting to be a joint one with Waste and Transport managers, and the traffic police. With LDC as the catalyst, and Greg's report as the agenda, this was held in Brighton in April and has set the base for some joint working on litter picking across Sussex. Greg, and I (separately), have also been through his ideas and our approach with Janet Viney (in charge of waste activities) from the HSE, and she is positive about our approach.

We are now working on different approaches for different areas, and on sharing generic risk assessments and safe systems of work across Sussex, and writing our own specific risk assessments for specific parts of the roads in our district.

2.6 Emergency procedures

The new 'Bomb Threats, Suspect Packages and White Powder Incidents' Policy and Procedure has recently been agreed and is on InfoLink: <http://intranet/staff/14551.asp>

All reception, mail room and customer hub staff have been trained in how to recognise suspicious letters and packages by the Sussex Police Counter Terrorism unit, who have congratulated us on our approach and speed of training. However, the Policy doesn't cover details of exactly what to do if there is an alarm because otherwise any assailant would know what was going to happen. Instead, the Counter Terrorism staff are working with us for a session in September to help senior management decide the procedures, which would then be implemented as and when necessary. The rest of us would need to do as we are told at the time.

2.7 Insurance report

In May last year, we were interviewed by our employers liability (EL) and public liability (PL) insurer, Zurich Municipal, about our risk management standards. They also did the same interviews with several of their other Sussex local authority clients, and are holding a meeting for all this summer to discuss appropriate ways forward to further reduce risks.

We achieved 'minimum' acceptable standards on our motor and property areas, and 'good' standards on our combined liability areas (which include legislation, staff management and training, maintenance and inspections, contractors and partnerships, hiring of facilities and claims

management). One of the outcomes was “There are good systems in place to manage health and safety”. Suggestions for improvement include producing a formal manual handling policy across the council, and to have a training matrix in place linked to risk assessments. These will be considered after the joint meeting in July.

3 Financial Appraisal

The Health and Safety Officer does not have a budget. Health and safety is part of every manager’s responsibility and the costs therefore come out of their budgets; where property, fittings and items are involved, Facilities provide the funds.

4 Legal Implications

The Legal Services Department does not need to comment specifically on the accident statistics as it is a progress report. The Health and Safety Officer has responsibility for advising management of their legal health and safety responsibilities.

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

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8 Background Papers

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9 Appendices

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