

**EMPLOYEE ISSUES FORUM**

Minutes of meeting held in Committee Room 5, Council Offices, Almada Street, Hamilton on 22 February 2011

**Chair:**

Councillor Hugh Dunsmuir

**Councillors Present:**

Pam Clearie, Lesley McDonald, Denis McKenna, Anne Maggs, James Malloy, John Murray, Bert Thomson

**Councillor's Apology:**

Sheena Wardhaugh

**Attending:****Corporate Resources**

S McLeod Administration Officer; E McPake, Personnel Officer; K McVeigh, Head of Personnel Services; S Mair, Personnel Adviser

**Community Resources**

A Goldie, Facility Services Adviser (Facilities, Fleet and Ground Services); A McKinnon, Head of Support Services

**Social Work Resources**

H Stevenson, Executive Director; B Hutchinson, Personnel and Improvement Service Manager

**Also Attending:**

A Murphy, Union of Construction, Allied Trades and Technicians

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**1 Declaration of Interests**

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No interests were declared.

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**2 Minutes of Previous Meeting**

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The minutes of the meeting of the Employee Issues Forum held on 24 August 2010 were submitted for approval as a correct record.

**The Forum decided:** that the minutes be approved as a correct record.

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**3 Council-wide Workforce Monitoring - October to December 2010**

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A report dated 24 January 2011 by the Executive Director (Corporate Resources) was submitted on the following Council-wide employee information for the period October to December 2010:-

- ◆ attendance statistics
- ◆ occupational health statistics
- ◆ accident/incident statistics
- ◆ disciplinary hearings, grievances and Dignity at Work cases
- ◆ labour turnover, analysis of leavers and exit interviews
- ◆ recruitment monitoring
- ◆ Joint Staffing Watch as at 11 September 2010

**The Forum decided:**

- (1) that the report be noted; and
- (2) that the efforts made by the workforce to attend work and maintain services during the periods of adverse weather in November and December 2010 be commended.

*[Reference: Minutes of 24 August 2010 (Paragraph 3)]*

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#### **4 Community Resources - Workforce Monitoring - October to December 2010**

A joint report dated 19 January 2011 by the Executive Directors (Corporate Resources) and (Community Resources) was submitted on the following employee information for Community Resources for the period October to December 2010:-

- ◆ attendance statistics
- ◆ occupational health statistics
- ◆ accident/incident statistics
- ◆ disciplinary hearings, grievances and Dignity at Work cases
- ◆ analysis of leavers and exit interviews
- ◆ Joint Staffing Watch as at 11 September 2010

The Facility Services Adviser gave a presentation on the Skills Pack which had been devised for Catering and Cleaning Services' employees.

**The Forum decided:** that the report be noted.

*[Reference: Minutes of 2 March 2010 (Paragraph 4)]*

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#### **5 Social Work Resources - Workforce Monitoring - October to December 2010**

A joint report dated 19 January 2011 by the Executive Directors (Corporate Resources) and (Social Work Resources) was submitted on the following employee information for Social Work Resources for the period October to December 2010:-

- ◆ attendance statistics
- ◆ occupational health statistics
- ◆ accident/incident statistics
- ◆ disciplinary hearings, grievances and Dignity at Work cases
- ◆ analysis of leavers and exit interviews
- ◆ Joint Staffing Watch as at 11 September 2010

The Personnel and Improvement Service Manager gave a presentation on the work that had been carried out by the Resource to improve pathways for children and young people.

**The Forum decided:**

- (1) that the report be noted; and
- (2) that the efforts made by the Home Carers and other members of the workforce to attend work and maintain services during the periods of adverse weather in November and December 2010 be commended.

*[Reference: Minutes of 15 December 2009 (Paragraph 3)]*

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## **6 Customer Service Professional Qualification**

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A report dated 8 February 2011 by the Executive Director (Corporate Resources) was submitted on the Customer Service Professional Qualification.

The Customer Service Professional Qualification was a portable, online qualification accredited by the Scottish Qualification Authority (SQA). It had been developed by councils, in conjunction with the Improvement Service and the SQA, and, to date, had been adopted by 18 councils and 4 associated bodies.

The programme would be available at Award, Certificate and Diploma levels and would be supported by learning coaches who were experienced council employees. The courses would be delivered via an online learning system allowing candidates the flexibility to work at a time and place suitable to them and their line manager.

The pilot programme had been fully evaluated and recommendations in relation to areas of improvement had been made for the group which commenced the programme in January 2011. Workshops had been developed to assist learners and regular meetings would be held to support learning coaches.

All Council Resources would promote good practice in supporting employees to achieve the Customer Service Professional Qualification.

**The Forum decided:** that the report be noted.

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## **7 Health Needs Assessment 2010**

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A report dated 8 February 2011 by the Executive Director (Corporate Resources) was submitted on the outcome of the Health Needs Assessment 2010.

One of the requirements of the Healthy Working Lives (HWL) Award Programme was that employers carried out a Health Needs Assessment (HNA) at least once every 3 years. The last Health Needs Assessment for the Council had been carried out in 2007.

The HNA questionnaire, attached as an appendix to the report, asked employees about their awareness of activities in relation to employee health and wellbeing. The questionnaire had been distributed to employees during June 2010 and 1,963 responses had been returned. The responses and identified actions, summarised in the report, would be used to inform the work of the HWL Group over the next 3 years and would be reflected in the HWL Plan for 2011/2012.

The next HNA would be carried out in 2013. In the meantime, the HWL Group would work towards achieving the Mental Health Commendation Award.

**The Forum decided:**

- (1) that the outcomes of the Health Needs Assessment 2010 and the intention to progress the actions identified through the Healthy Working Lives Group be noted; and
- (2) that proposals to carry out a further Health Needs Assessment in 2013, in line with the requirements of the Healthy Working Lives Award Programme, be endorsed.

*[Reference: Minutes of 24 August 2010 (Paragraph 6)]*

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## **8 Urgent Business**

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There were no items of urgent business.