

CHESHIRE EAST COUNCIL

Staffing Committee

Date of Meeting:	25 July 2013
Report of:	Head of Organisational Development
Subject/Title:	HR Update

1.0 Report Summary

1.1 To update the Committee on progress with Human Resource issues.

2.0 Recommendations

2.1 To note the report.

3.0 Reasons for Recommendations

3.1 To ensure Members are kept up to date with HR developments.

4.0 Wards Affected

4.1 No specific wards affected.

5.0 Local Ward Members

5.1 Not applicable.

6.0 Policy Implications

6.1 No significant implications.

7.0 Financial Implications

7.1 No direct implications arising from this report.

8.0 Legal Implications

8.1 No direct implications arising from this report.

9.0 Risk Management

9.1 No significant risks identified as a result of this update report. Risks relating to specific issues will be dealt with separately.

10.0 Delivery of Corporate Health and Safety Training

21 courses and briefing sessions (available via the Corporate Training Programme), have been delivered to 193 delegates during Quarter 4 (01.01.13 – 31.03.13) – as detailed below:

COURSE TITLE & DURATION	NO. OF COURSES	NO. OF DELEGATES
Basic Health & Safety Workshop – non accredited	2	7 Corporate 10 School
Health & Safety Corporate Induction	2	40 (mixed)
Reporting Incidents on PRIME (software)	3	14 (mixed)
Defibrillator Re-qualification	3	18 Corporate
First Aid Re-qualification (3 days)	2	8 Corporate
CIEH Level 2 Basic Health & Safety (accredited)	1	10 Corporate
Emergency First Aid (1 day)	1	9 Corporate
PRIME / Accident Investigation	1	2 Corporate 4 School
First Aid at Work (3 days)	1	12 Corporate
Generic Risk Assessment Workshop – non accredited	1	9 Corporate
IOSH Managing Safely (4 days)	1	15 Corporate
Risk Assessment – non accredited	1	9 School
Manual Handling – non accredited	2	4 Corporate 22 School
	21	
Total Corporate Delegates		94
Total School Delegates		45
Mixed Delegates		54
Grand Total Delegates		193
Total Courses Delivered		21

10.1 Corporate Health and Safety Audit programme

This programme continues to be delivered on target with the completion of an In-depth / Corporate audit in Legal and Democratic Services during this Quarter.

Outstanding audits remaining are a Self Audit within Public Health and In-depth / Corporate Audits in Care4CE and Children & Families. These will all commence during Quarter 1 (2013 – 2014), with completion of the entire Audit Programme due anticipated during Quarter 4 in 2014.

Arrangements for a new Corporate Health & Safety Audit Programme will be discussed during Quarter 3 and a précis will be reported to Corporate Health & Safety Forum members at the forthcoming meeting in March 2014.

10.2 Corporate Health & Safety Webpage Review

In order to continuously improve the content and documentation available on the Corporate Health & Safety webpage, a programme is in place to ensure that access to inner pages is simplified; all advisory documents are harmonised and available as Guidance Notes to support a new Corporate Health & Safety Policy (also being refreshed). All model forms and documents which are available will be updated and simplified where possible.

A member of the Corporate Health & Safety Team now has the remit for overseeing the whole webpage activity.

10.3 RoSPA Recognition Award for the Corporate Health and Safety team

Following a successful portfolio submission in February 2013, the Corporate Health & Safety Team has been awarded a RoSPA Gold Award for Recognition. This was especially exciting as this was the team's first attempt. As a result of this award, all Council employees are invited to display the gold logo on their email signatures.

Approval has been given for the team to submit a portfolio for consideration by RoSPA for assessment in February 2014.

10.4 Corporate Accident & Incident Statistics Quarter 4 2012 - 2013 (01.01.13 – 31.03.13)

In Quarter 4, **1505** accidents and **164** incident reports were entered onto PRIME (totaling 1169), of which **35** were **RIDDOR** reportable to the Health & Safety Executive: **See Appendix 1**

Care4CE reported a total of 384 accidents and 108 incidents, 1 of which was RIDDOR Reportable. Overall, the Service reported 32.6% of accidents in Quarter 4.

Schools reported 791 accidents and 14 incidents in Quarter 4, of which 26 were RIDDOR reportable. This is approximately 53% of the total accident and incidents reported. Slips, trips or falls and sport injuries accounted for 14 of the 26 RIDDOR accidents reported by Schools in this Quarter.

Tatton Park reported 10 accidents in Quarter 4 and 0 incidents. This includes 0 RIDDOR reportable accidents. This is well down from the 17 reported in Quarter 3 and raises the question: was this despite or because of the severe winter weather experience in this period?

Leisure Facilities reported 3 RIDDOR reports out of 300 accidents and 6 incidents during this Quarter. All RIDDOR reports involved sports-related injuries.

Details of RIDDOR incidents during Quarter 4 are shown at Appendix 1 - by Division and Service Area and at Appendix 2 - by Division and Accident Cause. Appendix 3 is a graphical representation of the trends for the past two

and a half years and demonstrates that the accident reporting rates and RIDDOR reports have now stabilised. The Corporate Health and Safety Team continues to carefully monitor rates and trends.

10.5 **aspire4excellence**

The aspire4excellence staff recognition scheme has recently been refreshed to ensure all of the people who are nominated are celebrated. Nominations opened in early June for both individuals and teams who have role modelled the **aspire** values. In total 99 members of staff have been recognised for the month of June through individual or team nominations. A summary of all the nominations is available on [aspire4excellence](#).

A rolling process is now in place providing the opportunity to nominate an individual or a team that has gone “above and beyond” at any time of the year. Every member of staff who receives a nomination will be given a small recognition reward and will be eligible for an entry to a grand finale event to be held in December, where overall winners in each category will be recognised.

10.6 **Building capability and engagement – change project**

Recognising the size and shape of the Council will change significantly over the next two years, change project 8.2 “building capability and engagement” has been initiated to support the Councils transformational agenda. The aim of this project is to help enable individuals and the organisation to successfully implement the unprecedented changes ahead. The focus of the project is on identifying changing skill requirements over the medium term and equipping the organisation with these, alongside helping to build levels of employee engagement through which the Council can deliver effective and lasting change.

Specific project objectives are to:

- Identify and equip the organisation with the **key organisational capabilities** (knowledge, skills and behaviours) that will be required to operate effectively as a strategic commissioning council and deliver the three year Council plan – by March 2015.
- Develop and implement a **talent management strategy** which spots, develops and deploys talent effectively across the organisation to fully exploit the abilities and potential of the workforce – by March 2015
- Initiate, accredit and co-ordinate a **network of approximately 100 “change champions”** to help initiate, facilitate and implement effective change across the Council – fully trained network to be in place by November 2013.
- Lead or support other **change interventions and internal communications** to keep staff informed and engaged through-out the Councils change journey – ongoing to March 2015

- Undertake an **employee engagement survey** across the Council to understand how staff feel about working for the Council, the change agenda and establish a baseline measure of employee engagement from which specific action can be taken. This is outlined more fully below.

Regular updates will be provided to Staffing Committee on project progress the first being an overview of the employee engagement survey below.

10.7 Employee engagement survey

A full employee survey was last carried out in 2009. Since then, Cheshire East Council has changed significantly, and, as we embark on this next critical stage of transformation, it is important to fully understand the current views, perceptions and levels of engagement of staff across the Council, so that major change can be led, managed effectively and performance enhanced.

We plan to launch an employee engagement survey on **1st November** and to let it run for approximately three weeks. It will go to non- schools employees only, which is approximately 5,200 in total. Working with a highly experienced employee research company **Survey Solutions** our aim is to explore seven key themes:

- **Your job** – clarity, motivation, performance, valued
- **Managers & leaders** – support, interest in, confidence
- **Communication** – informed, involved, open and honest
- **Development** – needs, feedback, responsibility, potential
- **Wellbeing** – resources, fairness, respect, pressure
- **Change** – understanding, commitment, influence
- **Our Council** – pride, advocacy, aspire values, culture

The full survey results will be available in **January** and will include an overall measure of employee engagement alongside other indicators about change, communication, management and leadership and 'new deal' indicators. The results will be benchmarked internally and externally, using public and private sector norm groups.

The communications campaign that supports the survey will be based on the theme "Answers to Action" which is about prioritising and taking action locally and corporately. The key aim is to demonstrate to staff that their views have been listened to and the right things have happened as a result.

10.8 Employee Assistance Programme

A mini competition has been undertaken to call off a contract under the Government Procurement Service for an Employee Assistance Programme to be made available to all non schools employees of Cheshire East Borough Council.

Following an evaluation of the tender bids a contract is to be awarded to Health Management Limited and the service will include:-

- Telephone access to appropriately qualified professionals for counselling, support, advice and information, 24 hours per day, 7 days per week, 365 days per year. The service will cover a wide range of issues, for example stress, financial problems and debt, addictions, matrimonial difficulties, domestic violence, redeployment and redundancy etc.
- 6 sessions of face to face counselling where it is considered appropriate and necessary, per employee, per issue and per year.
- Trauma and critical Incident support to either individuals or groups of employees.
- Management support and advice
- Provision of a dedicated external website to provide access to health, wellbeing and lifestyle advice and information to assist in improving the health, wellbeing and resilience of our employees.
- A full range of data, information and statistics on a monthly basis in order to monitor and assess the success and effectiveness of the programme.

It is expected that the programme will be launched in August 2013.

10.9 HR Support

The HR Delivery Team has been focused on supporting the business cases for the differing operating models under consideration across the Council.

The team is represented on the Caring Together working group incorporating partners from health and social care considering integrated work with health.

Supporting the Management Review has been a large part of the work during the first quarter including interrogation of data, provision of paperwork and involvement in consultation with both groups and individuals.

The team continues to support management in dealing with a range of casework including disciplinarys and grievances. In addition, there is an increasing requirement from managers for advice and assistance relating to restructuring and TUPE situations.

11.0 Access to Information

- 11.1 The background papers relating to this report can be inspected by contacting the report writer:

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Appendix 1

Total number of RIDDOR Accident / Incidents

Quarter	No. of Accidents & Incidents on PRIME	No. of RIDDOR Reports
Q3 2010 - 2011	1581	122
Q4 2010 - 2011	1637	142

Q1 2011 - 2012	1388	94
Q2 2011 - 2012	1365	87
Q3 2011 - 2012	2002	74
Q4 2011 - 2012	1773	67
Annual Total	6528	322

Q1 2012 - 2013	1380	35
Q2 2012 - 2013	1532	46
Q3 2012 - 2013	1375	35
Q4 2012 - 2013	1669	35
Annual Total	5956	151

Quarter 4 RIDDOR Type	
Members of Staff	7
Members of the Public	28
Quarter 4 Accident / Incident Numbers	
Members of Staff	239
Members of the Public	1266
Incidents (no injury)	164

ALL ACCIDENTS BY CAUSE			
	Total	%	RIDDOR
Slipped/Tripped/Fell on the same level	548	36.4	9
Horseplay	149	9.9	0
Sports Injury	141	9.4	10
Hit something fixed or stationary	129	8.6	2
Unknown Cause	126	8.4	2
Assaulted by a person	120	8	1
Hit by a moving/flying/falling object	115	7.6	2
Fell from a height	44	2.9	3
Injured while handling/lifting/carrying	32	2.1	2
Near Miss	23	1.5	1
Self Harming	21	1.4	0
Contact with Hot Surface	11	0.7	0
Contact with Needles or Sharps	9	0.6	0
Trapped by something collapsing	8	0.5	0
Contact with hot liquids	6	0.4	0
Exposed to a harmful substance	6	0.4	2
Hit by a moving vehicle	5	0.3	1
Contact with moving machinery /material being machined	4	0.3	0
Ill Health	3	0.2	0
Injured by an animal	3	0.2	0
Accidental Overdose of medication	1	0.1	0
Attempted Suicide	1	0.1	0
	1505		35