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| HIGH LIFE HIGHLAND  REPORT TO BOARD OF DIRECTORS  22 March 2018 | AGENDA ITEM 12 REPORT No HLH6/18 |

## **HUMAN RESOURCES - Report by Chief Executive**

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| **Summary**  The purpose of this report is to update Directors on Human Resources activity for October to December 2017 including a quarterly report on absence, disciplinary and grievance issues.  It is recommended that Directors:   1. note and comment on the content of the quarterly HR report including the update on the staffing establishment; and 2. note the progress to date relating to the implementation of the General Data Protection Regulation. |

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| **1.** | **Business Plan Contribution** |
| 1.1 | This report supports the highlighted Business Outcomes from the High Life Highland (HLH) Business Plan:   1. To advance sustainable growth and financial sustainability 2. **Deliver the Service Delivery Contract with THC** 3. **Improving staff satisfaction** 4. **Improving customer satisfaction** 5. **A positive company image** 6. Services designed around customers and through market opportunities 7. Sustain a good health and safety performance 8. A trusted partner |
| **2.** | **Background** |
| 2.1 | The quarterly Human Resources (HR) report is a summary of HR activity in the preceding quarter. It gives an update on current staff numbers and any change from previous reports. There is also an outline of the absence levels; activity relating to any disciplinary, grievance and harassment issues; and an employee relations update. |
| **3.**  3.1  3.1.1  3.1.2 | **Human Resources Report: October to December 2017**  Staff Establishment Numbers  Directors should note the changes to establishment in full-time equivalents (FTE):  Establishment at end of Quarter 2 (July to September 2017) = **616.75**  Establishment at end of Quarter 3 (October to December 2017) = **623.3**  Changes to the establishment in last Quarter detailed in **Appendix A** show an increase of **6.53** FTE. |
| 3.2 | Attendance management |
| 3.2.1 | The absence figures up to the end of Quarter 3 were as follows:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **% Absence Rates** | **Quarter 1**  **Apr - Jun** | **Quarter 2**  **Jul - Sep** | **Quarter 3**  **Oct - Dec** | **Quarter 4**  **Jan - Mar** | | **2015/16** | 2.48%  (1.51 days/FTE) | 2.78%  (1.83 days/FTE) | 3.4%  (2.1 days/FTE) | 3.82%  (2.48 days/FTE) | | **2016/17** | *3.59%*  *(2.30 days/FTE)* | 3.09%  (2.04 days/FTE) | 3.02%  (1.96 days/FTE) | 3.83%  (2.49 days/FTE) | | **2017/18** | 3.60%  (2.30 days/FTE) | 3.35%  (2.17 days/FTE) | 3.99%  (2.39 days/FTE) | - | |
| 3.2.2  3.2.3  3.2.4  3.2.5  3.3.  3.3.1  3.4  3.4.1  3.5  3.5.1 | Quarter 3 has shown an increase of 0.64% in the absence rate from the previous quarter.  Of the 3.99% headline figure, 2.9% was due to long term absence (10 consecutive work days or more). There were 28 long-term absences in the quarter of which only two remained absent at the start of Q4.  Directors should note that future reports will be amended to show absence levels split between long-term absence (>10 consecutive working days) and short-term absence (10 consecutive working days or less).  With the support of HR, individual line managers identify attendance management issues which may require support and assistance through measures such as referral to occupational health, counselling, in-situ support/confidante.  Discipline  There were four issues considered under the charity’s disciplinary processes in Q3 2017/18, all of which are now closed.  Grievance  There was one matter considered under the charity’s grievance procedure in Q3 2017/18. This issue has been addressed and resolved.  Harassment  There were no harassment issues raised during Q3 in 2017/18. |
| 3.6  3.6.1  3.6.2 | Employee relations  The Company has engaged with the three Trade Unions that have members within the organisation, namely Unison, Unite and GMB. The Company deals with the TUs formally through the Joint Consultation Forum (JCF) which meets quarterly, the last meeting was held on 11 December 2017.  The main discussion areas at this meeting were:   * Company developments, * TUPE of Countryside Rangers * TUPE of Invergordon Toilet staff * A number of site specific [operational] issues were raised by the Union represented. |
| 3.6.3 | In addition, the above Trade Unions are invited to be represented on the staff Health and Safety Committee. |
| 3.6.4 | Management and representatives of HR also discuss with the Trade Unions individual issues as and when required. |
| **4.** | **Policies update** |
| 4.1 | The following seven policies have been reviewed with no changes.   * Substance Misuse Policy * Employee Induction Policy * Exit Interview Policy * Relocation and Removal Policy * Flexible Retirement Policy * Flexible Working Policy * Absence and Attendance Management Policy |
| **5.** | **Update on General Data Protection Regulation (GDPR)** |
| 5.1  5.2  5.3  5.4 | Directors will be aware that the new GDPR legislation comes into effect in May 2018.  Since the last Board meeting the matters around GDPR remains of high importance and as such a short-term GDPR working group has been set up to consider the implementation across all HLH services. The group membership also includes the Council’s newly appointed Data Protection Officer who will be advising and supporting the HLH throughout and following the implementation process.  A number of actions have been undertaken since the last board meeting in preparation for GDPR introduction which has included: training for senior management on GDPR as well as a full review of all retention schedules across all services. Further training will be offered to SMT and key team members prior to the final implementation of GDPR.  Further updates relating to the GDPR implementation will be supplied to Directors at a future Board meeting. |
| **6.**  6.1  6.2  6.3 | **Implications**  Resource Implications – there are no new resource implications arising from the recommendations of this report.  Legal Implications – there are no new legal implications arising from the recommendations of this report.  Risk Implications – there are no new risks arising from the recommendations of this report. |
| **Recommendation**  It is recommended that Directors:   1. note and comment on the content of the quarterly HR report including the update on the staffing establishment and the attendance management figures; and 2. note the position with the implementation of the General Data Protection Regulation legislation. | |

Designation: Chief Executive

Date: 2 March 2018

**APPENDIX A**

**CHANGES TO STAFFING ESTABLISHMENT IN QUARTER 3 (OCT-DEC 17)**

|  |  |  |
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| Youth Support Officer (temp) | Tain Royal Academy | 1 |
| Leisure Assistant | Leven Centre | -0.07 |
| Clerical Assistant 1 | Old Library, Dingwall | -0.5 |
| Business Support Officer 2 | Ardross Street | 1 |
| Cleaning Operative (Toilet Attendant) x 2 postholders | Invergordon Toilets | 0.48 |
| Network Librarian | Kinlochleven Library | -1 |
| Library Assistant | Kinlochleven Library | -0.2 |
| Library Assistant (term time only) | Kinlochleven Library | -0.23 |
| Library Assistant (term time only) | Kinlochleven Library | 0.4 |
| Library Assistant (holidays only) | Kinlochleven Library | 0.06 |
| Leisure Assistant | Thurso Swimming Pool | -0.2 |
| Leisure Supervisor | Thurso Swimming Pool | 0.79 |
| Leisure Assistant | Thurso Swimming Pool | 1 |
| Leisure Assistant | Thurso Swimming Pool | 1 |
| Leisure Assistant | Thurso Swimming Pool | 0.5 |
| Activities Development Officer (temp 23 mths) | Old Library, Dingwall | 0.5 |
| Macmillan Project Development Officer (temp 23 mths) | Old Library, Dingwall | 1 |
| Adult Learning Support Worker (Syrians) | Invergordon Arts Centre | 1 |
| **TOTAL** |  | **6.53** |