

# NOTICE OF MEETING

<b>Meeting:</b>	<b>HR COMMITTEE</b>
<b>Date and Time:</b>	<b>THURSDAY, 8 JUNE 2023, AT 10.15 AM*</b>
<b>Place:</b>	<b>COUNCIL CHAMBER - APPLETREE COURT, BEAULIEU ROAD, LYNDHURST, SO43 7PA</b>
<b>Enquiries to:</b>	<b>Email: <a href="mailto:andy.rogers@nfdc.gov.uk">andy.rogers@nfdc.gov.uk</a> Tel: 023 8028 5070</b>

## **PUBLIC PARTICIPATION:**

Members of the public may watch this meeting live on the [Council's website](#).

\*Members of the public may speak in accordance with the Council's public participation scheme:

- (a) on items within the HR Committee's terms of reference which are not on the public agenda, when the Chairman calls the public participation item; and/or
- (b) on individual items on the public agenda, when the Chairman calls that item. Speeches may not exceed three minutes.

Anyone wishing to speak must register using the contact name and number shown above no later than 12.00 noon on Monday, 5 June 2023.

**Kate Ryan**  
Chief Executive

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[www.newforest.gov.uk](http://www.newforest.gov.uk)

This agenda can be viewed online (<https://democracy.newforest.gov.uk>).

It can also be made available on audio tape, in Braille and large print.

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# AGENDA

## **Apologies**

### **1. MINUTES**

To confirm the minutes of the meetings held on 16 March and 22 May 2023 as correct records.

### **2. DECLARATIONS OF INTEREST**

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

**3. PUBLIC PARTICIPATION**

To receive any public participation in accordance with the Council's public participation scheme.

**4. HR UPDATE (Pages 3 - 8)**

To receive an update on HR matters since the last HR Committee meeting.

**5. RECRUITMENT UPDATE - APRIL 2023 (Pages 9 - 14)**

To receive an update on recruitment for the year ended 31st March 2023, including progress made with recruitment tools and plans to improve branding.

**6. ATTENDANCE MANAGEMENT 2022/23 (Pages 15 - 24)**

To receive attendance management data from 1st April 2022 – 31st March 2023, including trend data where it is applicable as well as Trend data from financial year 2018 onward.

**7. QUARTERLY HEALTH AND SAFETY REPORT (Q4 2022-2023) (Pages 25 - 48)**

To receive the quarterly health and safety report, including accidents and incidents data, the merged action plan from the safety panels, progress and actions completed by the health and safety team, and projects completed across the Council over the last financial year.

**8. CHANGE TO DISMISSAL APPEAL PROCESS (Pages 49 - 52)**

To consider a proposal to change the internal Appeal process in relation to dismissals.

**9. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT**

To:

**Councillors**

Jill Cleary (Chairman)  
Steve Davies (Vice-  
Chairman)  
Mark Clark  
Keith Craze  
Kate Crisell

**Councillors**

Sean Cullen  
Jeremy Heron  
Colm McCarthy  
Joe Reilly

## HR COMMITTEE – 8 JUNE 2023

### HR UPDATE

#### 1. RECOMMENDATION

- 1.1 That the Committee note the contents of this report.

#### 2. BACKGROUND

- 2.1 This report gives an update on HR matters since the last HR Committee. These matters are in addition to the reactive caseload which includes job evaluations, restructuring advice, grievances, disciplinaries and sickness absence matters.
- 2.2 We also continue to provide Payroll and HR Advisory services to the National Park Authority.

#### 3. PENSION YEAR END

- 3.1 The annual Pension Year end reconciliation process has been completed on time.

#### 4. LEARNING MANAGEMENT SYSTEM

- 4.1 The procurement exercise has now been completed, with presentations held from the final three bidders.
- 4.2 A recommendation will now be made to the Project Board and the final bidders will be informed.
- 4.3 We are aiming to have a new system in place by the end of the Summer.

#### 5. GET INSPIRED – SOUTHAMPTON and NEW FOREST

- 5.1 We are really pleased to share details of the Get Inspired day that we took part in on 11<sup>th</sup> May, attended by over 50 businesses and other employers and over 1,200 students, including from New Forest schools, just choosing GCSE options.
- 5.2 But our involvement started much earlier on – Sally Igra in our Economic Development team played a key role as an event partner helping to develop the event and promote opportunities for local businesses to take part.
- 5.3 Get Inspired aims to challenge preconceived ideas of specific types of employers or the careers available in the local area and it provides young people with an insight into organisations and careers they may not have previously considered.
- 5.4 Our HR Admin team coordinated the Council's stand and attended on the day, and colleagues from Coastal (Lizzie Warwick-Champion & Paul Alderton) and Housing Maintenance (Jane Follet) joined us too – captivating students on how drone activities assist with our coastal management, and wowing them with some interesting facts about our Housing properties in a game of 'play your cards right'.

- 5.5 We have recently updated our recruitment branding, and this was an excellent opportunity to show off our new look. The 'giveaways' went down a storm, and we ran out of our 250 sustainable tote bags, rulers, post it's and pencils – so there's lots of NFDC jobs branding out across the New Forest and Southampton area.
- 5.6 It was an excellent opportunity to engage with our young people and potential future employees. It was also great fun! We aim to get out to recruitment events as often as possible moving forwards.
- 5.7 Some pictures of the event can be viewed in the attached Appendix.

## **6. STAFF ARMY TRAINING DAY**

- 6.1 10 of our employees from across services took part in the Army in the South East Challenge, on 24<sup>th</sup> March this year.
- 6.2 The event provided an opportunity to take part in a series of team challenges delivered by the Army at their Longmoor site, allowing participants to develop teamwork and leadership skills, as well as boosting confidence, and building resilience and courage in themselves and team mates but taking part in fun, interactive mental and physical activities. The skills learnt have been taken back and applied to daily life, and work at the council, as well as gaining an insight into the variety of roles carried out by the Army.
- 6.3 Quotes from our employees were:  
"The army day was a great opportunity to get to know colleagues who work for the same company, participating in challenges that involve crawling through mud and using paintball guns was great fun!! I would recommend to all colleagues and future starters!!"  
"The Army soldiers literally had us commando crawling on our stomachs through the woods in muddy ditches and puddles with guns, it was great fun. The best bit however was meeting other NFDC colleagues who I would never have normally had the opportunity to work with. I would recommend other staff to give it a go next year!"  
"I really enjoyed the challenge day, from not only pushing myself in PT, to crawling through muddy ditches in paintballing and solving various mental challenges with the intelligence corp; but it was also a great opportunity to get to know other colleagues who I would never normally meet or only quickly in passing. I was worried i wouldn't be fit enough for it but there is options to opt in or out based on your abilities, I would highly recommend it to others!"
- 6.4 Chatting to many of those that attended afterwards, they all reported trouble walking the next day - but found it an amazing event to take part in.
- 6.5 It is likely there will be a further event in Autumn, and we have publicised the success of this event, so that hopefully we can capture the interest of other employees to take part then.
- 6.6 Some pictures of the event can be viewed in the attached Appendix.

## **7. LOCAL GOVERNMENT APPRENTICE OF THE YEAR**

- 7.1 These national awards run by the Local Government Association take place 24/25 May for entry level 2 and 3 apprentices. This exciting virtual event provides apprentices with the opportunity to learn, network and showcase their skills and initiative through coordinated collaborative team challenges – working with other apprentices from across the country they have never previously met. It is also an opportunity for mentors and managers to see their apprentices in action outside of the day job, and cheer them on in their challenges.
- 7.2 This year's theme is climate change and there are awards and prizes up for grabs, such as Local Government Apprentice of the Year, runners up, and Best Team.
- 7.3 We are pleased that all four of our apprentice recruits will be attending with their manager; Ned Jackson with Phil Dunsdon from Accountancy, Matt Ellery with Leigh Nash from Engineering, Callum Smith with Wayne Dawkins from Grounds Maintenance, and Harry Roberts with Neil Passmore from Streetscene.
- 7.4 There is a celebration event to present the awards, and HR will also attend this final event to show corporate support for the apprentices. Go NFDC apprentices!!

## **8. MENTAL HEALTH AWARENESS WEEK**

- 8.1 Anxiety was the theme for Mental Health Awareness Week which ran from 15 – 21 May 2023. A dedicated page featured links to help manage anxiety and also focused on anxiety as a result of the current cost of living crisis.
- 8.2 To help promote the existence of our Wellbeing Champions based across the council an article featured the work of Sarah Jennings who is a wellbeing champion. Sarah gave some hints and tips on how to manage our mental health, together with explaining what the role involves.
- 8.3 During mental health awareness week we re-launched our Wellbeing Walks (see para below) and suggested how mindfulness colouring can help be a distraction for our minds, with the opportunity to drop in to the Workplace Café to find out more.
- 8.4 A Brief Bite training session on mental health awareness for managers will also be running on 8 June and is currently open for booking via the HR Hub.
- 8.5 Vita, our employee support line provider have also launched a digital learning platform with the links being promoted during mental health awareness week and in particular the module focusing on mindfulness.
- 8.6 Anxiety in children was also referenced on these pages and for staff who have children we highlighted an online platform called Kooth which released lots of new content at the start of mental health week. The aim of the free platform is to provide support to the younger generation on coping with panic attacks and social anxiety in a way that is appealing, safe and easy to use.

## **9. WELLBEING WALKS**

- 9.1 As an event running in Mental Health Awareness week, a new set of dates were published for wellbeing walks to take place from Appletree Court during May to August during lunchtime.
- 9.2 The aim of such walks is to take time out of the day, walk outdoors, enjoy the forest surroundings and catch up with others. The first of this new batch of dates took place on 17 May and was attended by 6 members of staff. From those who attended there is an interest to meet others who like to walk at lunchtimes.
- 9.3 Due to our hybrid working approach the scheduled dates may not be suitable for everyone and from those who attended the recent walk, a Teams group has been set up for those people to message their new found colleagues and suggest other dates to catch up and walk together. It is hoped that this group will grow as others join future walks.
- 9.4 During Covid a lot of new employees started the Council and are still yet to meet others in the council. Catching up walking in the forest enables staff to put faces to names they have seen on emails or spoken to on the phone and even network and discuss work when they are walking together.
- 9.5 It is also acknowledged that these walks take place from Appletree Court and not our satellite sites/depots. However, those at such sites have been encouraged to join a walk if they wish or set up something from their own site. It was also recognised that those who are in already very physical roles, e.g. refuse teams are unlikely to join a wellbeing walk. Other suggestions for wellbeing activities are being sought by the council's wellbeing champions.

## **10. NEW STAFF ENGAGEMENT GROUPS**

- 10.1 Two new staff engagement groups have been set up, one to look at the Staff Survey results and one to consider Equality, Diversity and Inclusion matters.
- 10.2 Each group has met once so far and further feedback from the groups will be considered by EMT in due course.

## **11. LEADERSHIP DEVELOPMENT PROGRAMME**

- 11.1 A tender process has commenced for the delivery of a Senior Leadership Development Programme.
- 11.2 The tender closes on 2<sup>nd</sup> June and then the proposals put forward will be considered and the final 4-6 will be reviewed by EMT before presentations are arranged.

### **For further information contact:**

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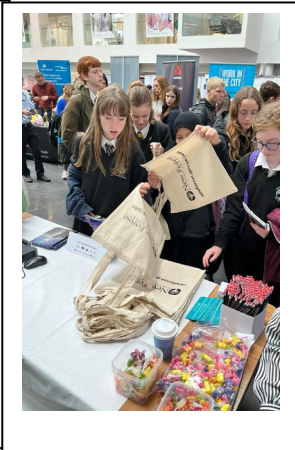
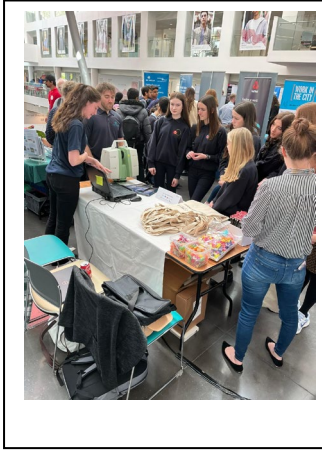
### **Background Papers:**

None.

## HR UPDATE

## Appendix

### Get Inspired



### Army Event



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## HR COMMITTEE – 8<sup>TH</sup> JUNE 2023

### RECRUITMENT UPDATE APRIL 2023

#### 1. RECOMMENDATION

- 1.1 That HR Committee acknowledge the content of the report and support the proactive steps aimed to improve recruitment campaigns.

#### 2. INTRODUCTION

- 2.1 This report provides an update on recruitment for the year ended 31<sup>st</sup> March 2023. It outlines progress made with recruitment tools and includes plans to improve branding and generic tools in the coming months.

#### 3. VACANCY INFORMATION

- 3.1 The table below details an overview of historical vacancy information. Much greater detail will be included in a broader update in September with all other HR statistics.

Date range	Number of recruitment campaigns	Number of applications	Number of posts filled 1 <sup>st</sup> time	Average number of new starters per month
01/04/22-31/03/23	177	1,162	81.5%	15
		A mean average of 6.56 per campaign	6 were still out for 2 <sup>nd</sup> advert in April 2023	Additionally, April 2023 saw 27 new starters

- 3.2 Recruitment at every banding level has been challenging in the last year as demonstrated in the number of posts filled 1<sup>st</sup> time. Retention has remained an additional challenge at lower banded roles with employees leaving for very little difference in salary but detailing that any amount meant easier to meet growing costs, or a little less travel saving significantly on transport. The 2022 pay award will have assisted with this matter to some extent.
- 3.3 Posts requiring further rounds of recruitment have been across the board but have reduced in the second half of the year, helped in part by our efforts to utilise different publications, changing tenure of post, and updating our advert template.
- 3.4 The HR Admin team assist managers with all aspects of recruitment from adverts and where to advertise, arranging interviews, informing candidates of outcomes, pre-employment checks and contract documentation, new starter set up and induction.
- 3.5 The team also carry out administrative functions for the HR Service, including all aspects of system administration & maintenance for the HR Hub, employee queries, job evaluations, forestnet updates, arranging Health Surveillance, Agency Worker Framework administration, work experience administration, SharePoint upkeep, the HR Newsletter, monthly wellbeing meetings with our apprentices, as well as any other adhoc activities (such as arranging the popular Christmas quiz).

- 3.6 The implementation of the additional days' leave from April 2023 was a particularly lengthy project to resolve and required significant time from the team. In part this is because not all employees have a leave year start date of 1<sup>st</sup> April. In some instances, their leave year is dictated by their start date.
- 3.7 The level of recruitment, along with the additional tasks means the HR Admin team, consisting of 4 people, equating to 3FTE's, are always very busy. Following several recruitment attempts, resulting in the successful appointment, our HR apprentice has unfortunately now recently resigned from her position.
- 3.8 To accommodate all requests successfully, we work to a two-day turnaround standard on all the above HR Admin matters, enabling us to provide an effective, accurate and efficient service. Increasingly, managers ask for same day turnaround on adverts, and on invites to interviews and many other processes. Whilst we understand pressures of managers to fill their posts, this puts additional pressure on the already tight resource.
- 3.9 In iTrent currently, the team spend a very small amount of time (approximately 1 – 2 hours per week) on the Learning module. We will shortly be moving to a dedicated Learning Management System, and consideration needs to be given as to the resource required to ensure that achieve the maximum benefit from the system moving forwards, particularly in relation to management reports, system setup and ongoing development and optimum utilisation of the system available.

#### **4. PROACTIVE STEPS TO IMPROVE RECRUITMENT CAMPAIGNS AND PROCESSES**

- 4.1 In the September 2022 Recruitment Update report, there were detailed improvements such as, updated 'Recruitment' forestnet pages with a range of useful documents and flow charts, an improved advert template and training for our team on advertising, and a 'where to advertise' guide.
- 4.2 In the last six months we have worked to improve our service further and are currently implementing the following aspects. These are not quick fixes and with our small team, these are still work in progress:
  - i. Improving our vacancy management e-form and e-processes (in conjunction with ICT) with the aim is to make the process quicker and easier for all involved.
  - ii. Improving the iTrent recruitment application form within system limitations to improve user experience and the information we receive on applicants.
  - iii. Undertaking LinkedIn training, updating our own profiles within the team, and linking all recruitment campaigns to LinkedIn. We are also working to provide weekly 'employer of choice' posts to LinkedIn, such as Army Team Building event, Apprenticeship successes etc.
  - iv. Streamlining and updating the process with the Communications Team for social media images. We now have a range of images in line with our new branding, which we will update periodically to use as soon as we are ready to go live for any advert. We can now send this to the recruiting manager as a professional easy to use link that they can share as they wish.
  - v. We are working with our advertising agency to provide advertising media statistics, which will be publicised on the recruitment pages of forestnet for managers to view and consider for future campaigns.

- vi. As part of our branding and generic recruitment advertising, banners for our refuse vehicles are currently being produced, there will be one vehicle from each depot with this on. We are also purchasing sustainable branded items to give out at our recruitment events (such as rulers/pencils/post it notes).
- vii. We have attended two recruitment events recently at different job centres across the district. One was focussed on employing people who have disabilities and helping to show how we work towards reasonable adjustments for the right candidates. The other was generic, and we met with over 80 prospective candidates. Both were really engaging events to showcase the council and the jobs we have available. In May, we will attend the regional 'Get Inspired' event, which our Economic Development team are heavily involved with. This is aimed at young people starting their GCSEs with the aim of showcasing different businesses and where their studies can take them. Coastal and Environmental Health will have practical activities for attendees to try out. We will look to attend further events throughout the year.
- viii. There is also potential for an exciting new 3-month work experience placement. We have a framework procurement agreement with Travis Perkins (TP) for our housing stock materials and equipment. As part of the framework, based on our spend, we accrue 'points' for social responsibility issues. During covid we accrued lots of points, and these equate to approx. 3 months' worth of work experience, that TP would run and offer, with our branding as a joint venture. This would be 'store-based' in the Lymington branch, and the candidate would get experience in every aspect of work in the store, as well as getting out with a driver and seeing some other end to end processes; the final programme is being designed as we speak. We will check the content and risk assessments once finalised and will receive regular updates.

The advertising will be led by TP with our input and joint branding and will be targeted to those aged over 18.

The placement is unpaid, but the lucky candidate will be mentored throughout their work experience by TP and build their skills on the job and through personal development eLearning modules, hopefully to a level where if TP had a vacancy they would take the person on - (it'll work much like the government lead Kickstart scheme in covid times, in essence). They will also be able to use the TP staff discount scheme. It is hopeful that this will go live in June.

- ix. In the future, and with assistance from Communications, we would like to engage with a videographer to design a short attractive corporate recruitment video.

## **5. RESOURCE IMPLICATIONS**

- 5.1 In order to remain able to provide an excellent service to our customers we are at a point where an additional resource is required for the HR Admin team. At a time when we are trying to be more proactive in our attempts to attract people to our vacancies it is imperative that we use all the methods available to us. Many of the points raised in section 4 are new to the team but all have resource implications.
- 5.2 In light of this it is proposed that an additional full time HR Administrator is recruited.
- 5.3 In relation to the Learning Management system mentioned in point 3.9 above, there is huge potential within the systems that we have now seen demonstrations on to provide a much improved offering to all staff, including managers and system administrators.

- 5.4 A well developed system would be able to provide learning pathways for staff, career options, and longer term training including leadership and general management, all of which were items brought up through the staff survey as areas of concern for staff.
- 5.5 As an Organisational Development tool a well implemented and updated system would also assist managers with ensuring that staff are attending the training required but can also link to their appraisals and forward career plans. In some systems there is also capacity for a 360 option to be delivered.
- 5.6 There is currently no capacity within the HR Admin team to support the development of the LMS system to it's full potential, even with the additional resource referred to in 5.2.
- 5.7 As a result an additional resource is proposed to support the LMS system. This would be at a competent Administrator level. It does not require an IT systems post as there is no programming required, but a good knowledge of the council structure, reporting lines and learning requirements across the council.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 There will be small costs absorbed by existing budgets for the development of the branding campaign, banners, flyers, and branded stationery.
- 6.2 All of these measures however are intended to improve first time recruitment rates, and so will negate the need for costly follow up recruitment campaigns.
- 6.3 The addition of two posts at Band 4 would equate to approx. 46 – 50k plus on costs.

## **7. ENVIRONMENTAL IMPLICATIONS**

- 7.1 Many staff are now able to work in a flexible hybrid way, which means a reduced commute and therefore positive environmental impact.

## **8. EQUALITY & DIVERSITY IMPLICATIONS**

- 8.1 All campaigns aim to promote equal opportunity for all applicants. Our attendance at recruitment events across the district and further afield assist with this. All of the ways that we are trying to promote and improve our recruitment campaigns aim to have an inclusive appeal, and this should improve our image as an employer of choice. As detailed at the start of the report, much more detailed statistics, including equality and diversity recruitment data, will be included in the broader HR Statistics report in September.

## **9. DATA PROTECTION IMPLICATIONS**

- 9.1 We will continue with our current practices which are GDPR compliant, no changes are envisaged.

## **10. EMT COMMENTS**

- 10.1 EMT were pleased with the proactive steps that have been taken with regards to recruitment.

- 10.2 EMT acknowledged that the anticipated drop in recruitment campaigns due to the outsourcing of the Health and Leisure centres has not materialised and therefore support the recruitment of an additional HR Administrator.
- 10.3 With regards to the Learning Management System EMT proposed that a corporate view is taken on current resources and impact of the new system moving forward.

## **11. EMPLOYEE SIDE COMMENTS**

- 11.1 It was commented that it would be useful to know the turnover figure for the last year as well as the vacancy information.
- 11.2 This would be provided at the next meeting as part of the Annual Workforce report.

### **For further information contact:**

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HR COMMITTEE – 8 JUNE 2023

## ATTENDANCE MANAGEMENT 2022 - 2023

### 1. RECOMMENDATIONS

- 1.1 HR Ctte note the content of the report and support the proposed attendance management action plan detailed in section 7.

### 2. INTRODUCTION

- 2.1 This report provides attendance management data from 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023, including trend data where it is applicable. Trend data from financial year 2018 onwards has been included where possible to enable a three year comparison outside of the pandemic years.
- 2.2 Working time lost because of sickness is 3.92% in the last 12 months. The total number of sickness days has reduced by 10.31% in comparison to the previous 12 month period.
- 2.3 Information within this report also includes the Councils approach to managing sickness absence in the last 12 months and an action plan for its continued management.

### 3. BACKGROUND

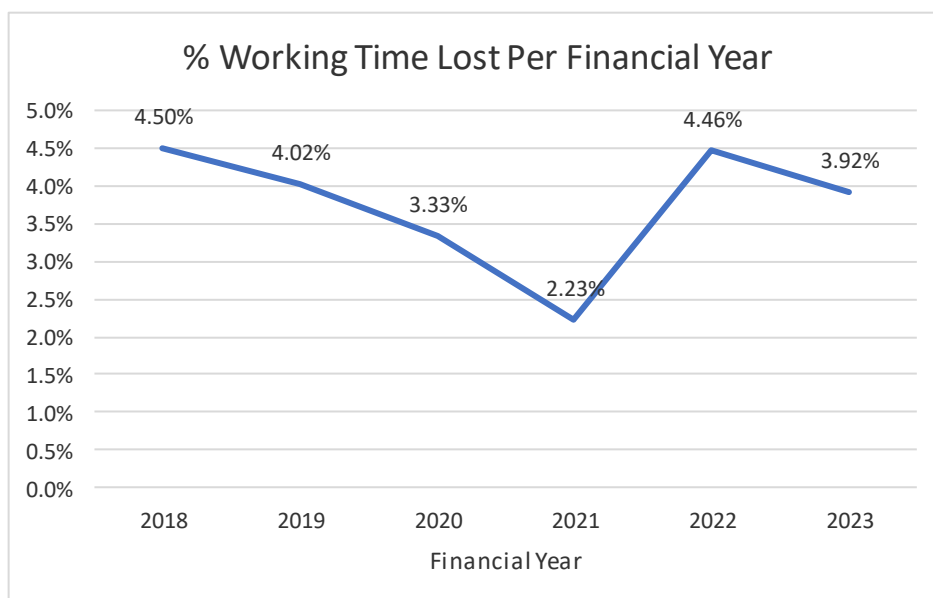
- 3.1 The annual sickness absence reports for financial years 2020 – 2021 and 2021 – 2022 detailed covid absences separately to sickness absence. From 1<sup>st</sup> July 2022 the Council adopted treating covid absences in the same way as any other sickness for sickness trigger and pay purposes. On this basis covid absences are not detailed separately in this data and are indicated as 'Covid-19' as a reason for sickness absence.
- 3.2 As of 31<sup>st</sup> March 2023 the Councils workforce headcount is 782, this equates to 690 full time equivalents (FTE's). The Councils workforce size has not significantly changed in the past financial year.
- 3.3 Approximately 45% of the workforce are in operational manual roles (Waste and Transport, Grounds and Streetscene, Housing Maintenance). Proportionally the operational workforce account for 73% of the Councils sickness absence in the last financial year.
- 3.4 The Council promotes hybrid working for its office based staff through the WorkSmart policy, with primarily a 50:50 office and remote split depending on the nature of roles. This is available to approximately 55% of employees. The Council promotes good judgement to the management of reducing the spread of common infections amongst teams. The ability to remote work also supports some employees to remain working, for example those recovering from an operation who temporarily are unable to drive or are managing reduced mobility.

#### 4. SICKNESS ABSENCE DATA

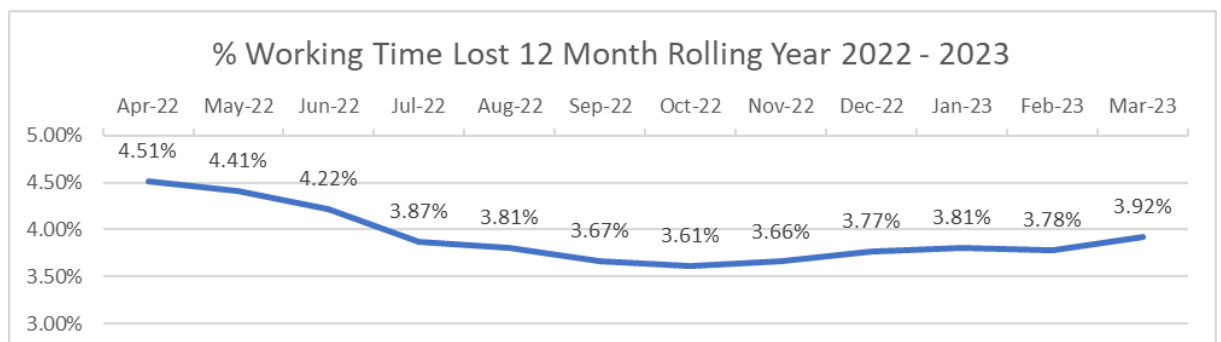
##### 4.1 Average sickness absence rate per FTE and percentage of working time lost:

	April 20 – March 21	April 21 – March 22	April 22 – March 23
Total number of sickness absence days	4,579*	7,865	7,054
Average number of sickness days per FTE	5.81*	11.63	10.22
Percentage of working time lost	2.23%*	4.46%	3.92%

\* These figures are significantly lower in the 20/21 financial year because whilst the Council responded to the Covid pandemic many employees were absent with permission self-isolating following Government guidance at that time. This totalled 7783 working days. For at least seven months of that year most of the Council's 400 Leisure Centre employees (TUPE'd on 30 June 2021) were absent on furlough.



Month by month % working time lost for the 12-month rolling year from April 22 – March 23:

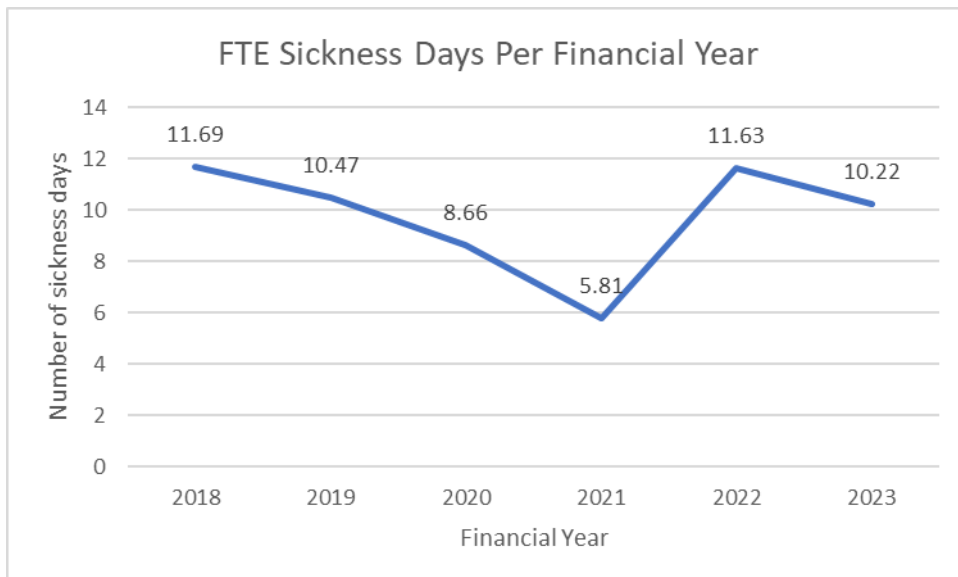
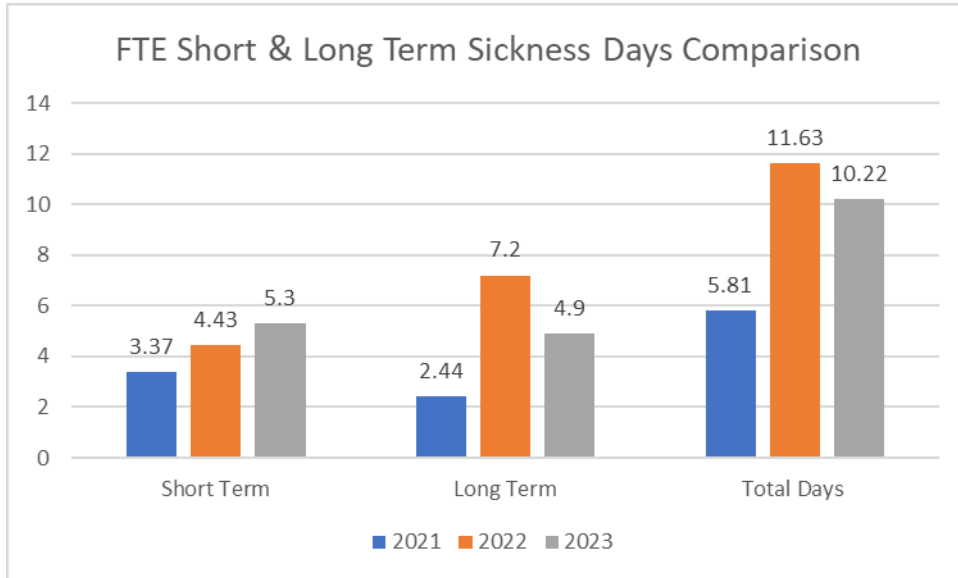


The percentage of working time lost because of sickness in the last 12 months has decreased from 4.46% to 3.92%. The total number of sickness absence days has



reduced by 10.31%. The total estimated productivity cost of sickness absence is circa £729,750. This is based on the median average salary and does not take account of full/half/no pay or agency cover costs.

4.2 The tables below show trend data for short, long term and total sickness absence per FTE. Long term sickness absence is defined as any absence lasting longer than 20 working days, in comparison to short term which are absences less than 20 working days.



This indicates primarily a return to pre pandemic sickness levels in the past two years, and a reduction of 1.41 sickness days per FTE in the past 12 months.

4.3 Appendix 1 details the total sickness days per FTE and their percentage of working time lost by Service Area. This indicates that primarily the three operational service area's are continuing to manage the highest sickness absence levels.

- 4.4 The table below shows Musculo Skeletal remains the top detailed reason for sickness absence in the last financial year.

Sickness Reason	% of total number of sickness days	
	April 21 – March 22	April 22 – March 23
Musculo Skeletal	24%	25%
Stress/Depression	23%	15%
Covid 19	11%	11%
Stomach and Kidney	7%	10%
Chest and Respiratory	8%	11%
Other (amalgamation of remaining sickness reasons)	28%	28%

Within the 'Other' category there were 17 work related absences. Work related absence over 7 days are reported to EMT through the H & S quarterly reports and are listed as RIDDOR incidents.

Absences related to Musculo skeletal issues remains the highest proportion of the Councils sickness absence. This is reflected in our large operational workforce, who do account for 73% of the Councils total sickness absences for this financial year. Management work closely with the Health and Safety team to prevent absences wherever possible by supporting safe ways of working.

Stress/Depression remains the second highest reason for absences, although significantly reduced to the previous year. Supporting employee wellbeing remains a top priority, the Councils continued approach is detailed in section 6.

There have been no absences because of Long Covid. All Covid 19 absences have been short term.

The CIPD 2023 Health and Wellbeing Report will be published in September. The HR team will use this at that time to compare against trends in other public sector employers regarding attendance management.

## 5. ATTENDANCE MANAGEMENT

### 5.1 Attendance Management resolutions April 2022 – March 23

Resolution Category	Number of Cases	Percentage
Informal advice given	13	22%
Long Term Absence Return to Work at Step 1	14	24%
Long Term Absence Return to Work at Step 2	11	19%
Short Term Sickness Closed at Step 2*	10	17%
Step 3 Case Review not resulting in Dismissal	1	2%

Dismissal	2	3%
Ill Health Retirement	1	2%
Resignation during process	7	12%
<b>Total</b>	<b>59</b>	<b>100%</b>

\* This figure will be significantly higher across the workforce because HR are not required to attend these meetings unless the case needs Occupational health support and will progress to Step 2 Review.

The table below indicates the number of open cases at the time of writing in April 2023.

Open Cases Category	Number of Cases	Percentage
Short Term Step 2	6	32%
Long Term Step 1 or 2	11	58%
Case Review	2 (1 awaiting ill health retirement decision)	11%
<b>Total</b>	<b>19</b>	<b>100%</b>

- 5.2 For employees managing long term health conditions in the workplace adjustments are made wherever possible. Occupational Health advice supports the Council to make appropriate adjustments for employee's based on their needs. In most cases temporary adjustments are needed to support an employee either during an illness whilst they remain at work or upon their return once recovered/recovering.
- 5.3 In the 22-23 financial year 42 Occupational Health referrals were made, an increase from 37 in the previous financial year.
- 5.4 9 employees are supported by permanent reasonable adjustments to their role/working environment.

## 6. ATTENDANCE MANAGEMENT ONGOING ACTIONS

### 6.1 Ongoing actions:

- i. The HR Advisory Team have improved management information available to Service Managers in the past 12 months. This includes monthly tracking of percentage of working time lost per service area and the number of short and long term absences. Online sickness absence reports and trend data remain available through HR Hub Management Information.
- ii. A robust sickness absence procedure is in place, this includes a return to work meeting with management after every absence and short and long term triggers to initiate absence management meetings.
- iii. The HR Advisory Team advise and support managers through the Absence Management procedure, this includes attendance at sickness meetings from Step 2 onwards. The aim of their advice is proactive, supporting successful

resolutions to absences, whilst sensitively treating cases based on their circumstances.

- iv. Internal Absence Management training sessions continue to be run twice yearly for supervisors and managers. This supports the introduction of new line managers and those needing a refresher to be trained in proactive absence management within the parameters of the formal process.
- v. The management of reasonable adjustments was formalised in January 2023. This included improved guidance to agree reasonable adjustments, documenting and ongoing review of tailored support, based on employee circumstances. The Council continues to work with Occupational Health to support employee adjustments.
- vi. A menopause policy was adopted in September 2022 which included the introduction of a menopause brief bite training session for managers and employees.
- vii. The Senior HR Advisor has fortnightly meetings with the Waste Operations Manager and Grounds and Streetscene Manager to provide regular people support, including absence management. This was introduced as a measure to tackle the highest area of concern in relation to sickness absence.
- viii. Flu jabs were offered to all Operational employees and other employees where appropriate

6.2 Wellbeing support for all employees remains a priority. The below lists various preventative support promoted by the HR Team:

- i. Ongoing promotion of the Employee Assistance Programme offering 24/7 support for all of life's events, including emotional/personal, legal, financial, addiction and career.
- ii. A suite of Wellbeing Champions are available and the benefits of using the support promoted to the workforce. Regular group meetings are held to improve skills and a consistent approach.
- iii. HR ran the 'Managing our Mental Health' session.
- iv. Championing managers to support employees with Wellbeing Action Plans. These help managers to develop an awareness of working style, stress triggers and responses. The aim is to support employee wellbeing at work.
- v. Ongoing review of up to date and ongoing mental health resources on our pages.

## **7. ATTENDANCE MANAGEMENT ACTION PLAN**

7.1 Proposed future actions:

- i. The HR Advisory Team will consult with Service Area's on the format of the sickness statistics provided to ensure it continues to meet service area needs.

- ii. Three-year trend data of short-term sickness days per FTE shows an increase in short term absences. Currently the HR Team are informed of long-term absences only through the HR Management System. The intention is to include the HR Advisory Team on the sickness alerts which go to managers for short term sickness triggers. The team will then be aware and can support managers in the proactive management of frequent short absences.
- iii. To extend the fortnightly meetings to the Housing Maintenance Service area because they are the final operational service managing higher than average absences.
- iv. The HR Advisory Team will review the success of providing flu jabs to the workforce.

## **8. CONCLUSIONS**

- 8.1 The Council continues to proactively manage attendance, this is reflected in the reduced sickness absence in the last financial year.

## **9. FINANCIAL IMPLICATIONS**

- 9.1 Attendance management costs are indicated in 4.1.

## **10. CRIME & DISORDER IMPLICATIONS**

- 10.1 None.

## **11. ENVIRONMENTAL IMPLICATIONS**

- 11.1 None.

## **12. EQUALITY & DIVERSITY IMPLICATIONS**

- 12.1 The sickness absence management procedure applies to all employees. This interpreted fairly and consistently across the workforce whilst accounting for individual circumstances, for example where an employee is managing a long term health condition.
- 12.2 Sicknesses absences are managed with sensitivity and based on employee health needs, whilst ensuring a fair, corporate approach.

## **13. DATA PROTECTION IMPLICATIONS**

- 13.1 None.

## **14. EMT COMMENTS**

- 14.1 EMT were pleased to see the reduction in working time lost overall.
- 14.2 EMT were pleased to support the action plan at point 7 in the report.

## 15. EMPLOYEE SIDE COMMENTS

15.1 Employee side asked for clarification on absences related to Covid and whether any were Long Covid. This has been responded to in the main body of the report, but to confirm there are no absences recorded as Long Covid.

### For further information contact:

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### Background Papers:

None

**APPENDIX 1**

<b>Service Area</b>	<b>Short Term Days per FTE</b>	<b>Long Term Days Per FTE</b>	<b>Total Days per FTE</b>	<b>% Working Time Lost</b>
Accountancy and Procurement	1.66	0.00	1.66	0.64%
Human Resources	4.14	0.00	4.14	1.59%
ICT	2.95	2.03	4.98	1.91%
Estates and Valuation	5.02	0.00	5.02	1.93%
Revenues and Benefits	3.63	3.60	7.23	2.77%
Elections and Business Improvement	1.85	13.94	15.79	6.05%
<b>Corporate Resources, Section 151 and Transformation</b>	<b>3.47</b>	<b>2.81</b>	<b>6.27</b>	<b>2.41%</b>
Legal and Information Governance	0.85	0.00	0.85	0.33%
Housing Strategy and Development	0.73	0.00	0.73	0.28%
Democratic Services	1.69	0.00	1.69	0.65%
Housing Options, Rents, Support and Private Sector	4.31	0.83	5.13	1.97%
Estates Management and Support	5.95	0.87	6.81	2.61%
Environmental and Regulation	3.25	4.46	7.71	2.96%
Housing Maintenance	6.82	8.36	15.18	5.82%
<b>Governance, Housing and Communities</b>	<b>5.18</b>	<b>4.38</b>	<b>9.57</b>	<b>3.67%</b>
Building Control	1.34	0.00	1.34	0.51%
Development Management	2.10	0.00	2.10	0.81%
Policy and Strategy	2.49	0.00	2.49	0.96%
Coastal	2.84	0.00	2.84	1.09%
Enforcement	2.91	3.31	6.22	2.39%
Economic Development	8.58	0.00	8.58	3.29%
Grounds and Streetscene	7.12	8.29	15.41	5.91%
Waste and Transport	8.92	10.11	19.02	7.30%
<b>Place, Operations and Sustainability</b>	<b>6.37</b>	<b>6.51</b>	<b>12.88</b>	<b>4.94%</b>
EMT	0.75	0.00	0.75	0.29%
Communications	3.00	0.00	3.00	1.15%
<b>Council Total</b>	<b>5.30</b>	<b>4.91</b>	<b>10.22</b>	<b>3.92%</b>

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HR COMMITTEE – 8th JUNE 2023

## QUARTERLY HEALTH AND SAFETY REPORT (Q4 2022/23)

### 1. RECOMMENDATIONS

- 1.1 HR Committee is asked to consider the contents of this quarterly report and be aware of the accidents and incidents recorded in Q4, and the merged action plan from the safety panels (**Appendix 2**).
- 1.2 HR Committee are to note the progress and actions completed by the health and safety team projects which have been a focus of resources across the Council for this financial year.

### 2. INTRODUCTION

- 2.1 This report highlights the significant health, safety, and welfare work across the Council from January to March 2023, Q4. Feedback from the three Safety Panels is covered in section 5, and the accident, incident and near miss statistics are detailed in section 6 with further information in the appendix.
- 2.2 Q4 accidents, incidents and near misses reported were within normal parameters, but up on the last quarter at 57, and slightly higher than Q4 last year due to more near miss reports. There were four RIDDOR incidents and these and other significant incidents are summarised in section 6. Table 1 provides an opportunity to review all the reported incidents over the last year, and to draw comparisons and patterns with the previous year.
- 2.3 The Corporate Health and Safety Team are based in the Human Resource Service and provide a central resource to all the other services and teams of the Council, with the focus on the higher risk areas - for example housing maintenance and operational teams working from the depots.

### 3. HEALTH & SAFETY MATTERS

#### 3.1 COVID-19 Risk:

There is no longer a legal requirement to have Covid-19 risk assessments in place and these have now been included within Respiratory Infections risk assessments. When staff return a positive LF test they are expected to spend 5 days away from work while they are at their most infectious in line with Government guidance. It is no longer a corporate requirement for staff to book their desk when they are in the offices. Absences due to Covid-19 are still occurring and can be reported on by HR Services through the iTrent sickness management system.

#### 3.2 Health and Safety Team Work Programme:

This year progress has been made on the COSHH reviews, HAVs monitoring (report issued to Grounds Maintenance Manager), Risk Assessment reviews across housing and operational services. Health and Safety audits were completed for: Building Control; Planning Enforcement; & Waste Services (across the three depots).

### 3.3 Lone Working and Conflict Management Working Group:

The Lone Working & Conflict Management Working Group met in January when an update was received on the corporate PNC7 system and when it is expected to no longer be available. It was agreed that conflict management training was a priority for staff. The focus on training needs to be for a wide range of staff and teams to cover the lone worker procedures in place, and also the conflict management skills visiting officers and those dealing with members of the public require. The Council training provider previously used in 2019 provided a bespoke three hour on-line course delivered over MS Teams on 25<sup>th</sup> January. There was mixed feedback to the course with regard to the training provider and a new training consultancy has been procured to provide the next round of training June.

### 3.4 Health and Safety Audits:

The health and safety auditing of the Waste Service started at the end of Q3 and was completed in Q4. In addition the audits of medium risk teams Planning Enforcement and Building Control have been completed in Q4. The Coastal Service audit is on-going.

**Planning Enforcement:** 5 items were recorded in the Action Plan for management actions to be taken on which focused on: risk assessments to be recorded for significant risks and emergency procedures to be included; all staff to be provided access to the internal Warning Marker Register; lone working arrangements to be formalised; provision of PPE supplied to staff and the types/ standard required to be recorded.

**Building Control:** 8 items were recorded in the Action Plan for management actions to be taken on which focused on: risk assessments to be captured on corporate format and updated for 2023; health and safety training to be recorded; staff knowledge on internal H&S processes to be improved, e.g. *Safety Panels*; provision of PPE supplied to staff and the types/ standard required to be recorded; lone working arrangements to be formalised.

**Waste Service:** the audit was undertaken over the three depots and included interviews with multiple managers & supervisors. Feedback from Waste Service management awaited.

Housing Development and the Environmental and Regulation Service audits have slipped to the 2023/24.

#### **Health and Safety Projects from the Work Programme 2023/24**

Detailed below is a selection of some of the projects in the health and safety team Work Programme:

### 3.5 Keyhaven Health and Safety arrangements:

Work to be undertaken following on from the “Review of Water Safety on NFDC Coastline” presented to EMT in August 2022, and the further works which were undertaken. Need to review the health and safety arrangements onsite. Keyhaven has over 400 moorings which is managed by the NFDC River Wardens working out of the local office. There are many other physical assets onsite some of which are used/accessed by members of the public. In order to raise standards it is proposed to have a Keyhaven River Marine Safety Management System (MSMS), which would meet the Port Marine Safety Code – nationally recommended but not a

mandatory standard. Work to be planned over the year. Where necessary additional health and safety controls will be introduced.

### 3.6 **Depot Traffic Management Plans:**

Identified in the recent Waste Service audit there is a need to have a written and up to date *traffic management plan* for each of the three council depot sites. This is an item highlighted in the audit action plan and a provisional target of 3 months has been set to update what is currently in place, to ensure the written plans are suitable and sufficient and the local workforce and other stakeholders (landlord & partners) are consulted on the plans.

### 3.7 **Review of Display Screen Equipment/ Workstation assessments:**

With the increase of hybrid working through the Worksmart scheme there is a need to review the processes for ensuring that DSE assessments are appropriate. The DSE e-learning and the assessment e-forms have been delivered through the seminar system (to be replaced by the new Learning Management System), which has limited functionality and does not allow accurate management reporting. The focus is to be on enhancing the current guidance and accessibility to health and safety intranet pages through the use of QR codes on all office workstations. New e-training and e-form to be delivered to staff which will allow management reports for service managers to use for monitoring compliance.

### 3.8 **Other Health and Safety Policies:**

Other Policies currently in draft and likely to be circulated for consultation at the next round of Safety Panels include:

- Lone Working Policy;
- Occupational Road Risk (Grey-fleet) Policy;
- Risk Management Policy.

## 4. **TASK AND FINISH GROUPS: CDM, & ASBESTOS MANAGEMENT**

- 4.1 The **Construction Design Management working group** had their quarterly meeting on 24th April where the focus was the imbedding of the Housing Standard Operating Procedures (SOPs) which had been recapped on the Housing Maintenance Service Day, for both managers/ supervisors and the trades. Training on the Housing SOPs via toolbox took place in March. An Actions Table is in place for the group which has been updated and circulated.
- 4.2 The Estates and Valuations Standard Operating Procedures (SOPs) have been circulated and the consultation on them have been completed. The Work Authorisation Form is to be used for all qualifying works on the civic building estate. Getting the property maintenance works authorisation form in an electronic format is still outstanding – a meeting is arranged with ICT to assist with the e-form.
- 4.3 IOSH online CDM training for identified property, housing and trade staff was started in February, 85% of Housing Maintenance staff have completed the course.
- 4.4 The **Asbestos Management working group** are due to meet on 3<sup>rd</sup> May. A Draft table of KPI's will be presented to the group which includes a target of 25% of the domestic (Housing) stock to have had an asbestos management survey completed by end of year 2023/24. Asbestos training was delivered by Allium Ltd in February for

trades and property professionals. Some employees were not able to attend the training so a mop up session will be required.

## **5. SAFETY PANEL FEEDBACK**

5.1 Detailed below are the significant issues discussed at the April Safety Panels. All Action Tables were reviewed prior to the April 2023 meetings for the year ahead and the target dates for some of the projects/actions were reviewed. See (**Appendix 2**) for the merged Action Table for the three Safety Panels.

### **5.2 Operations Safety Panel:**

Group met on 25<sup>th</sup> April, the minutes of the meeting have yet to be circulated.

Discussion about ensuring staff having a corporate H&S induction as well as the local induction, agreement that Health and Safety Advisor can have a regular session with the new starters so that staff get informed of the internal consultation process.

The Grounds Maintenance Hand Arm Vibration review report was presented to the group. Recommendations included: to reduce the number of different makes and models of equipment; Implement a purchasing policy that takes into account vibration exposure; ensuring that toolbox talks which cover HAVs are recorded for all relevant staff; consider a tool replacement schedule for older pieces of equipment; introduce a tag system which identifies equipment which have the higher vibration rating, e.g. red label; active monitoring of operatives to review how they handle equipment, to ensure there are no bad habits.

Lack of internal Elected Safety Reps within the services highlighted, discussion about how to gain best feedback from the workforce so there is improved buy in from staff, one suggestion is a monthly health and safety forum at the depots.

Service Health and Safety Plans being reviewed.

### **5.3 Office Based Panel:**

The group met on 24<sup>th</sup> April, the minutes have not yet been circulated. A total of 5 incidents reported in Q4 for office staff/ visitors to the offices, none of them significant.

Annual workplace inspections: completed for all bar one area of the offices, minor items noted only.

Request for new starters who undertake lone visits are made aware of the Warning Marker Register and the process for getting login access.

### **5.4 Housing Panel:**

Accidents and incidents reviewed: total of 23 incidents reported in Q4 including 10 near misses, and 51 lost days during the quarter. Leading issue for incidents was slips, trip and falls. H&S Monitoring: RIDDORS incidents are down on the previous year, and there has been a reduction in manual handling injuries (following training provided at the start of the year).

CDM IOSH training invite to surveying staff was sent out in February, part of the CDM Policy and guidance that this training is completed.

Discussion about staff being exposed to smoking at work when they are working in tenants properties, need to review the guidance which can be issued to staff and how this will be communicated to tenants.

Following on from the January Safety Panel a meeting took place between staff safety reps and management to discuss issues around requests for 2-man jobs, which are often related to manual handling needs. Further meeting to take place.

Housing Hazard identification checklist for void properties requiring a clearance was presented to the group.

Discussion about the timeframes set for works undertaken by the trades, there is feedback that time-limits communicated to the trades are difficult to achieve which can create some rushing for jobs to be completed. Need to ensure there is improved communication between planners and trades so that completion targets are clearer and concerns acted upon.

The Housing Maintenance Employee Health and Safety Handbook was circulated to the group, all trades to receive a copy of this document.

## 6. ACCIDENTS, INCIDENTS AND NEAR MISSES (INCLUDING RIDDOR)

6.1 The accidents, Incidents and near misses reported in quarter 4 are detailed in Table 1 below, the numbers in brackets are the 2021/22 quarterly figures.

Table 1. All reported Accidents, Incidents and Near Misses

<u>Table 1.</u>	Q1	Q2	Q3	Q4	Total
Total Reports	79 (57)	47 (47)	38 (43)	<b>57(53)</b>	221(200)
Non-reportable Accidents	24 (26)	21 (25)	22 (25)	<b>29(40)</b>	96(116)
RIDDOR	2 (4)	1 (5)	3 (7)	<b>*4(5)</b>	10(21)
Near Miss	*53 (27)	25 (17)	13 (11)	<b>24(8)</b>	115(63)

6.2 The graphical report in (**Appendix 1**) details the accidents, incidents, near misses in more detail. There was a total of 57 accidents/ incidents/ near misses reported across the Council, up from the Q3 figure (38). Incidents recorded as a near miss which related to *property vandalism, property arson* or *evidence of drug use* at the public conveniences are recorded separately from accidents.

6.3 There were 4 incidents which required reported under RIDDOR to the Health and Safety Executive. The RIDDOR and other significant incidents are detailed in the paragraphs below:

- i. **RIDDOR 1** (reported on 4/1/2023): Waste loader who during normal duties felt a pain in his ankle and had to stop work whilst on the round and return to the depot. No slip or trip incident related to the injury, or environmental factors involved. Individual attended A & E as a precaution but no breaks or other confirmed injury to the ankle. Time away from work 12 days. **Work related absence of more than 7 days must be reported under RIDDOR by the tenth day of the employee's qualifying absence. Having reviewed this absence the H&S Team concluded it should not have been reported (under RIDDOR) as there was no occupational incident to the employee.**
- ii. **RIDDOR 2** (27/3/2023): Waste loader loading black waste sacks into hopper of the refuse vehicle and received a cut to his upper right thigh most likely caused by a

sharp object. Significance of injury not realised at the time so offending sack not retrieved – incident caught on vehicle CCTV. Within a few minutes of the injury being noted individual was bleeding from right thigh and returned to the depot to receive first aid before attending the hospital where he received stitches to the wound. Toolbox talks to be undertaken to reinforce appropriate manual handling techniques, and the need to examine suspect waste sacks where possible.

- iii. **RIDDOR 3 (24/3/2023):** Gas engineer was collecting a gas boiler from Travis Perkins for installation later in the day at tenant property. The boiler had been delivered in a crate which created an awkward two-person lift. Whilst undertaking the lift the employee felt pain in the middle of their back and had to stop. Employee needed to return home and was advised to take pain killers and rest by doctor. Situation of boiler collection at Travis Perkins was unusual. Task specific manual handling risk assessment to be reviewed by Gas Team manager and business representative, to ensure that this situation does not reoccur.
- iv. **RIDDOR 4 (23/3/2023):** Waste loader who aggravated a pre-existing injury when on domestic waste collection duties. Individual lifted a heavy black sack which caused back injury to flare up, he finished the round but could not return the next day. Referred back to occupational health services for further assessment. An updated individual risk assessment will be completed once the individual is fit enough to return to work.
- v. **Incident 1 (27/1/2023):** Waste loader on normal duties was clipped by a vehicle reversing into their driveway whilst collecting sacks from property. Incident reported to the Police and investigation initiated. Individual was wearing normal full class 3 high visibility clothing at time of incident. Knee sprain/ strain which kept the individual away from work for 12 days.
- vi. **Incident 2 (7/2/2023), Contractor Incident:** a maintenance contractor tasked with works in a void housing property which included works to the front porch. A routine asbestos management check was undertaken by the internal asbestos team and found that the asbestos artex ceiling to the front port had been removed, but there were not any supporting risk assessment or method statements to demonstrate that works had been completed to an appropriate standard. Health and Safety Advisor undertook a full investigation and this confirmed that Asbestos Management Survey had been provided to contractor. Learning points are to ensure the presence of asbestos containing materials (ACM's) is clearly raised with contractors in correspondence, and works to ACM's (if any) confirmed. The asbestos textured coating is a low-risk material and can be removed under simple controls conditions in most situations, but the staff undertaking works must be competent. The removal of the textured coating ceiling should have been passed to the internal Corporate Asbestos Team to review, and for a licensed contractor to undertake the works (and subsequent update of the Keystone Asbestos Register). Void documentation and processes have been reviewed.

6.4 There were 21 vehicle incidents during the quarter 4 (see Table 2), down on Q3, and these will be reviewed as part of the routine quarterly vehicle accident review meeting. Significant issues are reviewed by Insurance Officer, Transport Manager and Health and Safety Advisor.

Table 2. Vehicle Incidents Q4 2022/23

	2019/20	2020/21	2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Waste	40	52	71	25	13	13	<b>10</b>
Housing Maintenance	7	13	17	4	3	3	<b>5</b>
Street Scene	10	13	13	1	1	4	<b>2</b>
Engineering Works	1	0	1	0	0	1	<b>1</b>
Open Spaces	4	6	10	1	2	3	<b>1</b>
Transport	1	1	0	0	0	0	<b>0</b>
Parking Enforcement*	-	-	1	0	0	2	<b>2</b>
Other	4	2	1	1	0	0	<b>0</b>
<b>TOTAL</b>	<b>67</b>	<b>87</b>	<b>114</b>	<b>32</b>	<b>19</b>	<b>26</b>	<b>21</b>

## **7. HEALTH AND SAFETY TRAINING**

- 7.1 The Health and Safety Team provide 4 mandatory e-learning courses for all staff through the Seminar software system: Office Safety; Fire Safety; Manual Handling; and Display Screen Equipment. Additionally there is Driving on Council Business, and COSHH training for relevant staff. Staff are required to undertake refresher training for the four mandatory courses every two years.
- 7.2 A project group is reviewing the potential solution providers for a corporate *Learning Management System*, which will replace the Seminar system, is ongoing with a member of the H&S Team part of the group.

## **8. FINANCIAL IMPLICATIONS**

- 8.1 None. No significant changes to the current practices being considered.

## **9. CRIME & DISORDER IMPLICATIONS**

- 9.1 There are none.

## **10. ENVIRONMENTAL IMPLICATIONS**

- 10.1 There are none.

## **11. EQUALITY & DIVERSITY IMPLICATIONS**

- 11.1 No new requirements or issues identified.

## **12. DATA PROTECTION IMPLICATIONS**

- 12.1 No new requirements or issues identified.

### **13. PORTFOLIO HOLDER COMMENTS**

Not sought, report is not being taken to Cabinet. Report will be taken to HR Committee.

### **14. EMT COMMENTS**

EMT considered the quarterly report and noted the RIDDOR 1 incident which on review did not meet the qualifying criteria.

EMT discussed the need to continue the review of vehicle incidents each quarter to aim to reduce incidents to as low a level as reasonable.

**For further information contact:**

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**Background Papers:**

None



# New Forest District Council Accident and Near Miss Report

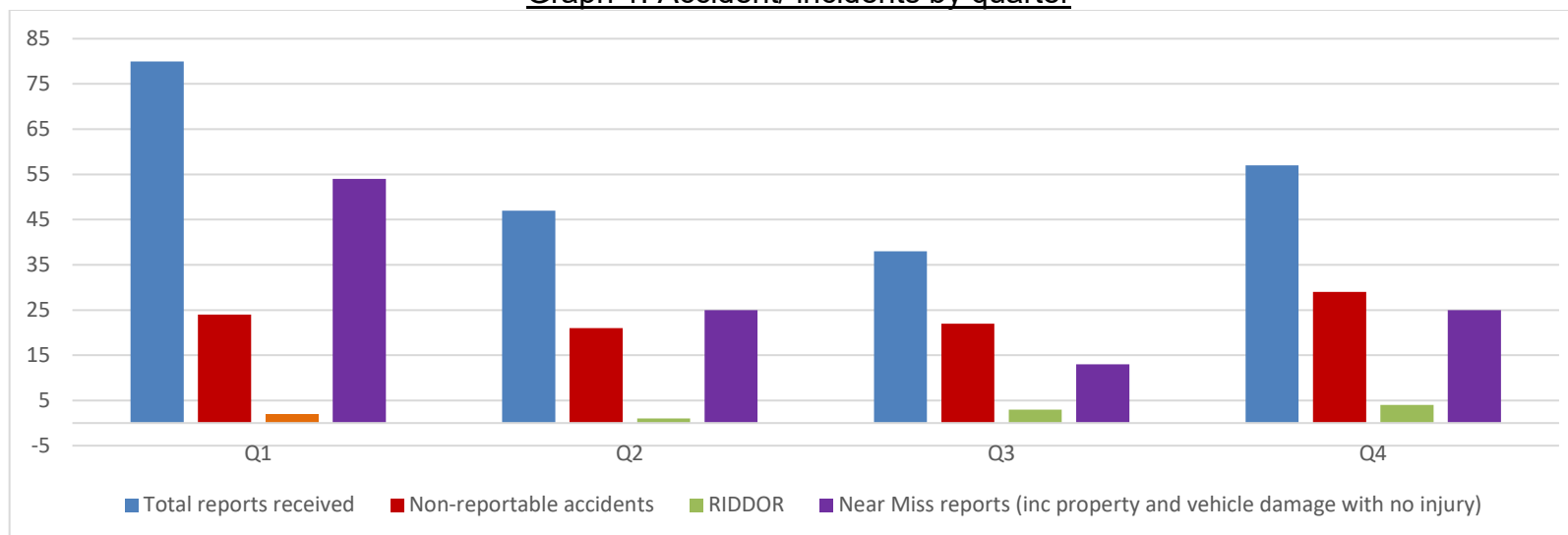
## Quarter 4 January - March 2023

**Table 1. Quarter 4 employee & contractor accident and near miss report for ALL NFDC services:**

	Q1	Q2	Q3	Q4	Year Total
<b>Total reports received</b>	<b>79 (57)</b>	<b>47 (47)</b>	<b>38 (43)</b>	<b>57(53)</b>	<b>221(200)</b>
<b>Non-reportable accidents</b>	<b>24 (26)</b>	<b>21 (25)</b>	<b>22 (25)</b>	<b>29(40)</b>	<b>96(116)</b>
<b>RIDDOR</b>	<b>2 (4)</b>	<b>1 (5)</b>	<b>3 (576)</b>	<b>4(5)</b>	<b>10(21)</b>
<b>Near Miss reports (inc property and vehicle damage with no injury)</b>	<b>*53 (27)</b>	<b>25 (17)</b>	<b>13 (11)</b>	<b>24(8)</b>	<b>115(63)</b>

(\*Note: since Q2 2022/23 *property damage/ vandalism* figures taken out of the near miss category). Figures in brackets from last year (2021/22).

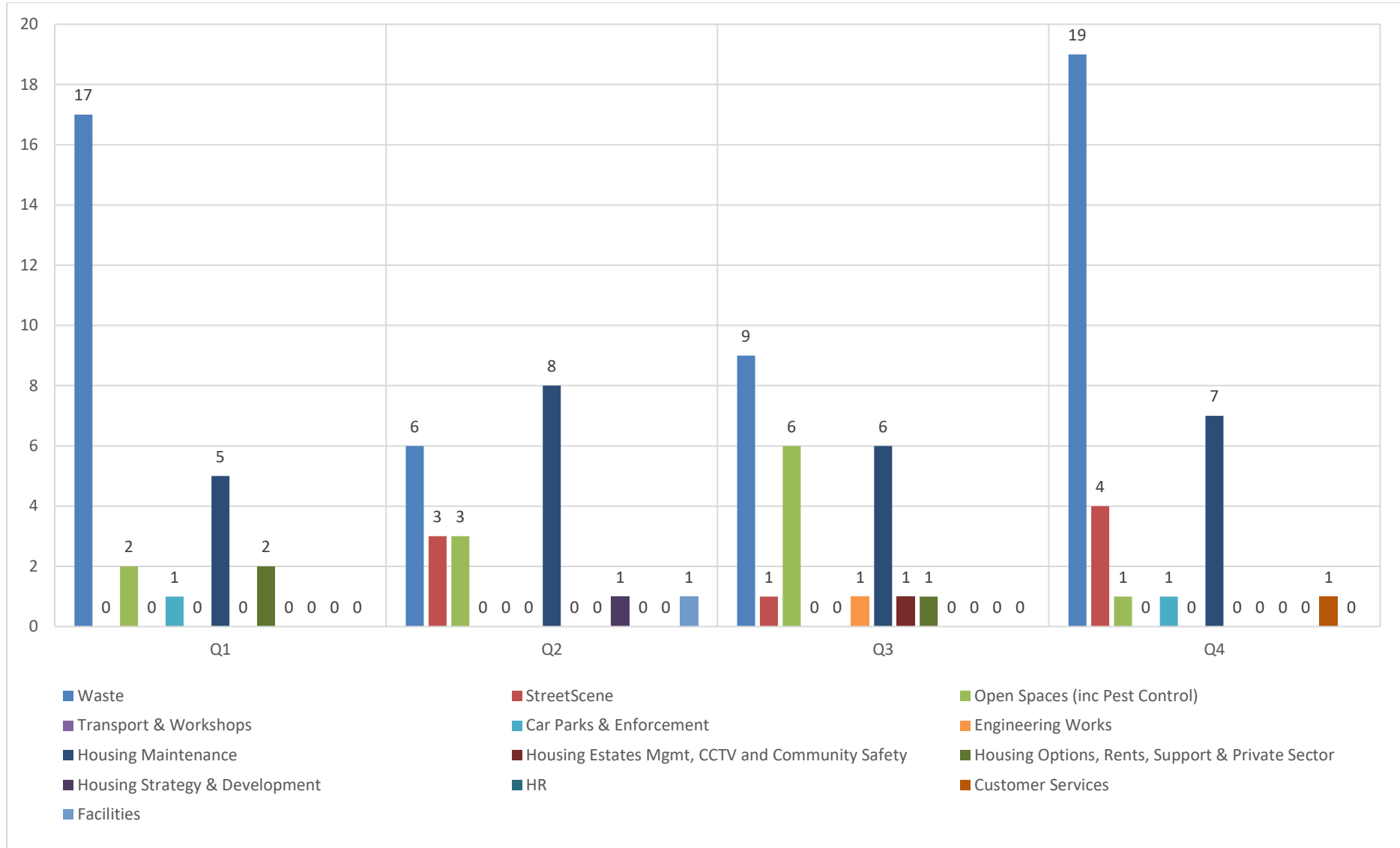
**Graph 1. Accident/ incidents by quarter**



**Table 2. Accident Reports Received by Department**

	<b>Apr-June 22</b>	<b>July – Sep 22</b>	<b>Oct – Dec 22</b>	<b>Jan – Mar 23</b>	<b>Year end</b>
<b>Waste</b>	<b>17 (6)</b>	<b>6 (9)</b>	<b>9 (10)</b>	<b>19(6)</b>	<b>50 (30)</b>
<b>StreetScene</b>	<b>0 (0)</b>	<b>3 (17)</b>	<b>1 (10)</b>	<b>4(15)</b>	<b>8 (65)</b>
<b>Open Spaces (inc Pest Control)</b>	<b>2 (6)</b>	<b>3 (3)</b>	<b>6 (4)</b>	<b>1(2)</b>	<b>12 (15)</b>
<b>Transport &amp; Workshops</b>	<b>0 (2)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>0(0)</b>	<b>0 (2)</b>
<b>Car Parks &amp; Enforcement</b>	<b>1 (0)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>1(?)</b>	<b>2 (?)</b>
<b>Engineering Works</b>	<b>0 (0)</b>	<b>0 (1)</b>	<b>1 (0)</b>	<b>0(?)</b>	<b>1 (?)</b>
<b>Housing Maintenance</b>	<b>5 (8)</b>	<b>8 (4)</b>	<b>6 (8)</b>	<b>7(?)</b>	<b>26 (?)</b>
<b>Housing Estates Mgmt, CCTV and Community Safety</b>	<b>0 (6)</b>	<b>0 (2)</b>	<b>1 (1)</b>	<b>0(?)</b>	<b>1 (?)</b>
<b>Housing Options, Rents, Support &amp; Private Sector</b>	<b>2 (2)</b>	<b>0 (2)</b>	<b>1 (1)</b>	<b>0(?)</b>	<b>3 (?)</b>
<b>Housing Strategy &amp; Development</b>	<b>0</b>	<b>1 (0)</b>	<b>0 (0)</b>	<b>0(?)</b>	<b>1 (?)</b>
<b>HR</b>	<b>0 (1)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>0(?)</b>	<b>0 (?)</b>
<b>Customer Services</b>	<b>0 (1)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>1(?)</b>	<b>1 (?)</b>
<b>Facilities</b>	<b>0 (0)</b>	<b>1 (0)</b>	<b>0 (0)</b>	<b>0(?)</b>	<b>1 (?)</b>

Graph 2. Accident Reports Received by Department

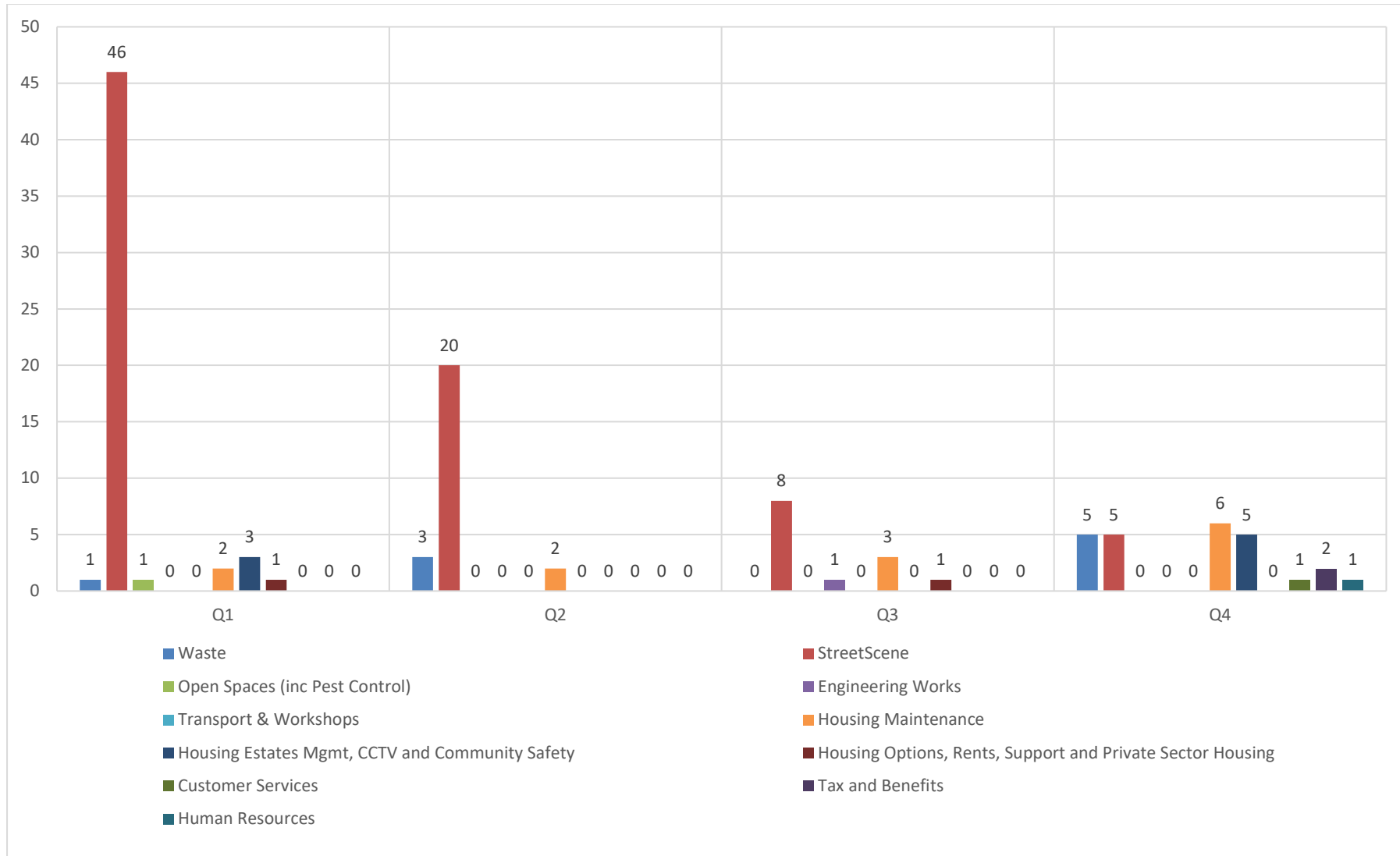


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**Table 3. Near Miss/No injury Reports Received by Department**

	<b>Apr-June 22</b>	<b>July – Sep 22</b>	<b>Oct – Dec 22</b>	<b>Jan – Mar 23</b>	<b>Year end</b>
<b>Waste</b>	<b>1 (0)</b>	<b>3 (0)</b>	<b>0 (0)</b>	<b>5 (0)</b>	<b>9</b>
<b>StreetScene</b>	<b>46 (23)</b>	<b>20 (6)</b>	<b>8 (7)</b>	<b>5 (0)</b>	<b>79</b>
<b>Open Spaces (inc Pest Control)</b>	<b>1 (1)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>1</b>
<b>Engineering Works</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>1 (0)</b>	<b>0 (0)</b>	<b>1</b>
<b>Transport &amp; Workshops</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>0</b>
<b>Housing Maintenance</b>	<b>2 (0)</b>	<b>2 (0)</b>	<b>3 (0)</b>	<b>6 (0)</b>	<b>13</b>
<b>Housing Estates Mgmt, CCTV and Community Safety</b>	<b>3 (0)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>5 (0)</b>	<b>8</b>
<b>Housing Options, Rents, Support and Private Sector Housing</b>	<b>1 (0)</b>	<b>0 (0)</b>	<b>1 (0)</b>	<b>0 (0)</b>	<b>2</b>
<b>Customer Services</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>1 (0)</b>	<b>1</b>
<b>Tax and Benefits</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>2 (0)</b>	<b>2</b>
<b>Human Resources</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>1 (0)</b>	<b>1</b>

Graph 3. Near Miss/No injury Reports Received by Department

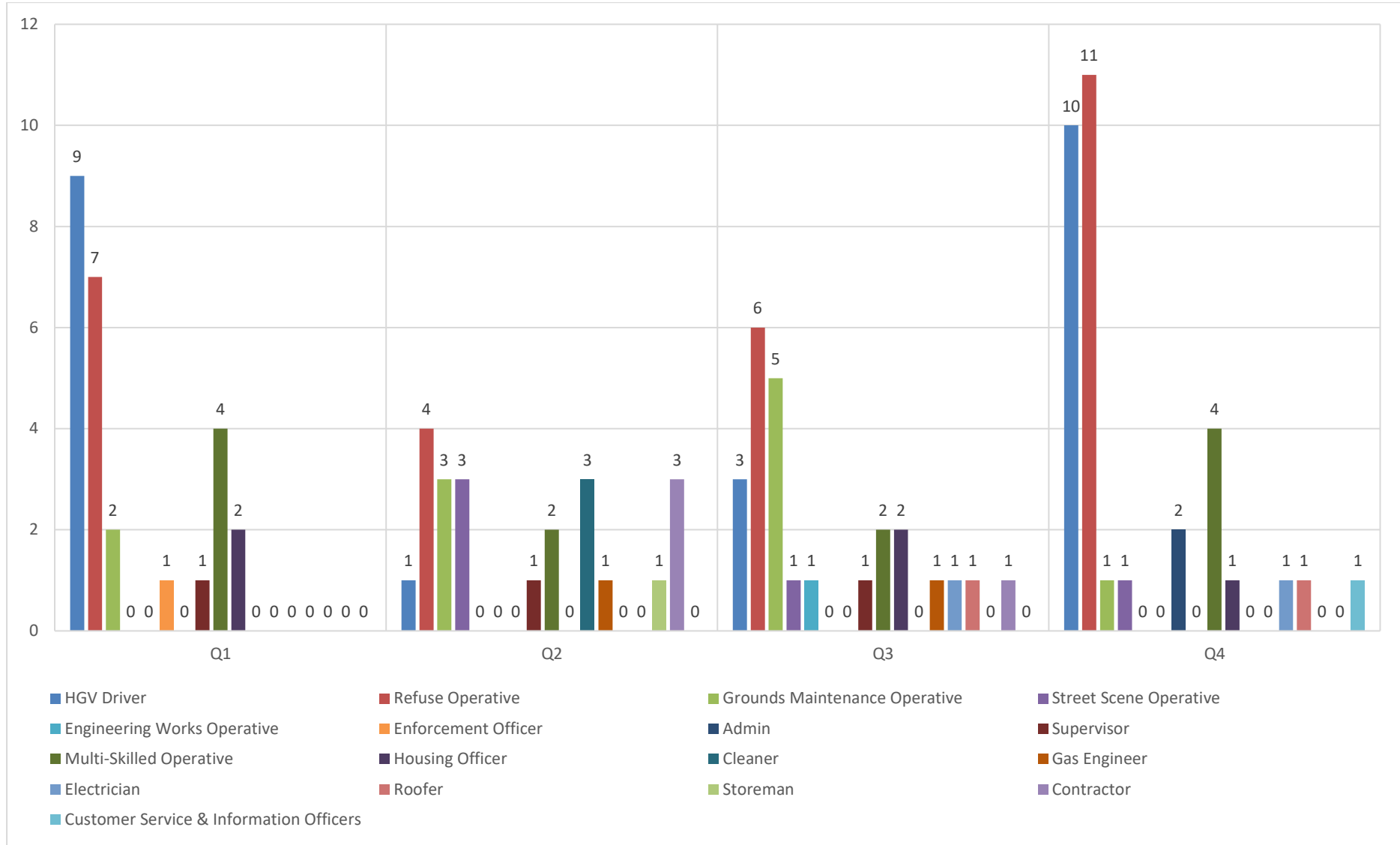


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**Table 4. Accident Reports Received by Role**

	Apr-June 22	July – Sep 22	Oct – Dec 22	Jan – Mar 23	Year end
<b>HGV Driver</b>	<b>9</b>	<b>1</b>	<b>3</b>	<b>10</b>	<b>23</b>
<b>Refuse Operative</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>11</b>	<b>28</b>
<b>Grounds Maintenance Operative</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>11</b>
<b>Street Scene Operative</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>
<b>Engineering Works Operative</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Enforcement Officer</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Admin</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>
<b>Supervisor</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>
<b>Multi-Skilled Operative</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>12</b>
<b>Housing Officer</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>5</b>
<b>Cleaner</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Gas Engineer</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>Electrician</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Roofer</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Storeman</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Contractor</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>4</b>
<b>Customer Service &amp; Information Officers</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

Graph 4. Accident Reports Received by Role



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**Table 5. Lost time due to accidents**

	Q1	Q2	Q3	Q4	Year total
<b>Accident related lost time (days)</b>	<b>120</b>	<b>38</b>	<b>104</b>	<b>71*</b>	<b>333</b>

(\*at least one occurrence of sickness still outstanding)

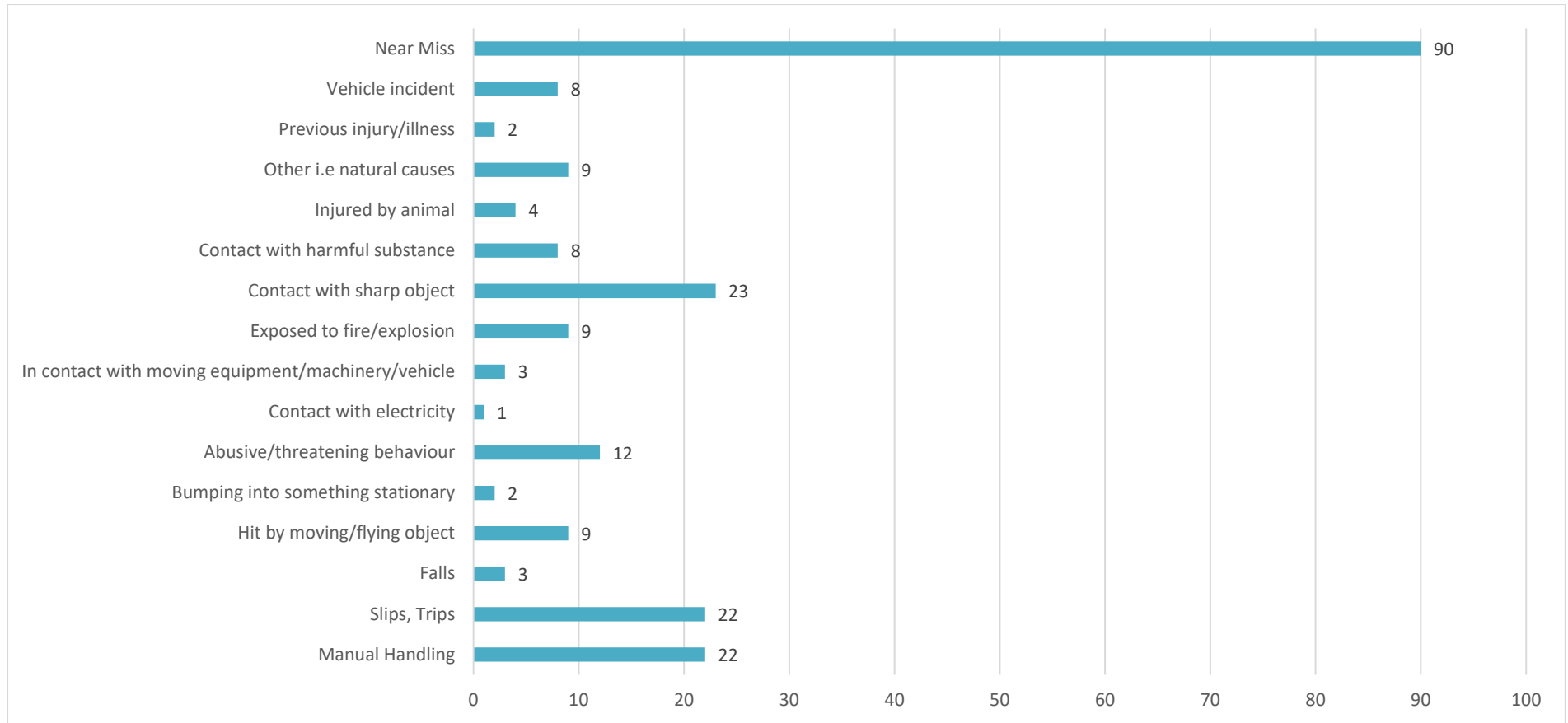
**Table 6. Breakdown by Cause**

	Apr-June 22	July – Sep 22	Oct – Dec 22	Jan – Mar 23	Year end
<b>Manual Handling</b>	<b>8 (4)</b>	<b>4 (2)</b>	<b>3</b>	<b>7</b>	<b>22</b>
<b>Slips, Trips</b>	<b>6 (8)</b>	<b>1 (4)</b>	<b>5</b>	<b>10</b>	<b>22</b>
<b>Falls</b>	<b>2 (0)</b>	<b>0 (1)</b>	<b>0</b>	<b>1</b>	<b>3</b>
<b>Hit by moving/flying object</b>	<b>1 (2)</b>	<b>2 (3)</b>	<b>4</b>	<b>2</b>	<b>9</b>
<b>Bumping into something stationary</b>	<b>0 (2)</b>	<b>0 (0)</b>	<b>0</b>	<b>2</b>	<b>2</b>
<b>Abusive/threatening behaviour</b>	<b>3 (3)</b>	<b>2 (3)</b>	<b>3</b>	<b>4</b>	<b>12</b>
<b>Contact with electricity</b>	<b>0 (0)</b>	<b>1 (0)</b>	<b>0</b>		<b>1</b>
<b>In contact with moving equipment/machinery/vehicle</b>	<b>0 (3)</b>	<b>1 (1)</b>	<b>0</b>	<b>2</b>	<b>3</b>
<b>Exposed to fire/explosion</b>	<b>7 (4)</b>	<b>2 (1)</b>	<b>0</b>	<b>0</b>	<b>9</b>
<b>Contact with sharp object</b>	<b>8 (10)</b>	<b>6 (4)</b>	<b>3</b>	<b>6</b>	<b>23</b>
<b>Contact with harmful substance</b>	<b>6 (5)</b>	<b>0 (4)</b>	<b>1</b>	<b>1</b>	<b>8</b>
<b>Injured by animal</b>	<b>1 (0)</b>	<b>1 (2)</b>	<b>1</b>	<b>1</b>	<b>4</b>
<b>Other i.e natural causes</b>	<b>1 (1)</b>	<b>3 (7)</b>	<b>0</b>	<b>5</b>	<b>9</b>
<b>Previous injury/illness</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>0</b>	<b>2</b>	<b>2</b>
<b>Vehicle incident</b>	<b>3 (4)</b>	<b>0 (0)</b>	<b>4</b>	<b>1</b>	<b>8</b>
<b>Near Miss</b>	<b>40 (3)</b>	<b>24 (5)</b>	<b>14</b>	<b>12</b>	<b>90</b>

Note: Q1 Injury cause statistics include member of public accident reports received by Housing Services



**Graph 6. Breakdown by Cause**



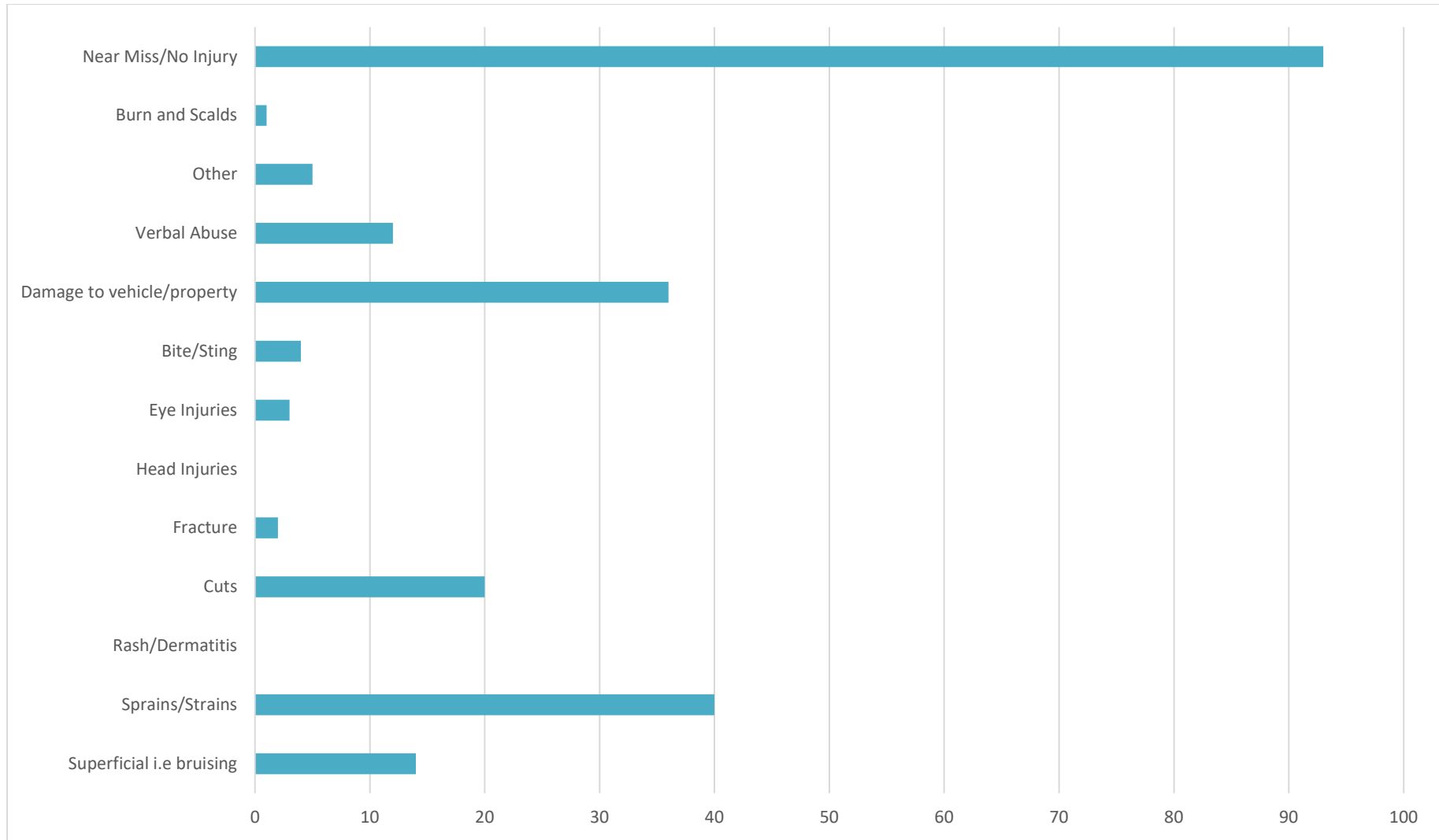
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**Table 7. Breakdown by Injury**

	<b>Apr-June 22</b>	<b>Jul – Sept 22</b>	<b>Oct – Dec 22</b>	<b>Jan – Mar 2023</b>	<b>Totals</b>
<b>Superficial i.e bruising</b>	<b>2 (5)</b>	<b>1 (2)</b>	<b>4</b>	<b>7</b>	<b>14</b>
<b>Sprains/Strains</b>	<b>13 (12)</b>	<b>4 (4)</b>	<b>6</b>	<b>17</b>	<b>40</b>
<b>Rash/Dermatitis</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Cuts</b>	<b>5 (6)</b>	<b>6 (6)</b>	<b>3</b>	<b>6</b>	<b>20</b>
<b>Fracture</b>	<b>2 (0)</b>	<b>0 (1)</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Head Injuries</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Eye Injuries</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>2</b>	<b>1</b>	<b>3</b>
<b>Bite/Sting</b>	<b>1 (0)</b>	<b>1 (2)</b>	<b>1</b>	<b>1</b>	<b>4</b>
<b>Damage to vehicle/property</b>	<b>33 (2)</b>	<b>1 (8)</b>	<b>1</b>	<b>1</b>	<b>36</b>
<b>Verbal Abuse</b>	<b>3 (3)</b>	<b>2 (3)</b>	<b>3</b>	<b>4</b>	<b>12</b>
<b>Other</b>	<b>2 (1)</b>	<b>1 (1)</b>	<b>1</b>	<b>1</b>	<b>5</b>
<b>Burn and Scalds</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>Near Miss/No Injury</b>	<b>25 (23)</b>	<b>31 (4)</b>	<b>17</b>	<b>19</b>	<b>93</b>

*Note: Q1 Injury statistics include member of public accident reports received by Housing Services*

Graph 7. Breakdown by Injury



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## Appendix 2

Ref	Office Based Safety Panel Items for Action	Owner(s)	Starting Date	Target Date / RAG	Actions/Decision/Comments (once completed item to be archived)
ATC1	<b>Office Security arrangements:</b> Create implement and communicate new security arrangements for all corporate buildings and depots – Incident Response Policy to be re-circulated. Provide additional training to employees identified within the arrangements covering Dispute Management/ Conflict Management. Likely date of training in June 2023.	SW/ SS	Nov 2021	Sept. 2023	Incident Response Policy to be consulted on and to be taken to EMT. H&S to lead on Conflict Management training. New target date set.
ATC2	<b>Fire Safety:</b> Create, implement, and communicate new fire safety arrangements for corporate buildings and depots. Provide feedback on the drill undertaken at ATC to ensure the new fire evacuation procedures become embedded. Annual fire drills to be planned. Review of the Evac Chairs & alternative evacuation equipment (Evac Mats).	SW/AS	Nov 2021	July 2023	New Fire Alarm Panel installed in CCTV team area (basement) of ATC. Staff training provided to volunteer Fire Wardens, with final training in September/ October. 40+ staff trained as Fire Marshall's. Fire Evacuation drill undertaken in January 2023.
ATC3	H&S reps to undertake <i>annual workplace inspections</i> of ATC and LTH. Provide feedback at the Office Safety Panel.	Safety Reps/ H&S Team.	Annually.	Jan 2024	No significant issues identified in 2022/23.
ATC6	<b>Workstations &amp; DSE compliance:</b> Introduction of QR code stickers to desks to improve accessibility to guidance. Furniture budget has now been localised to team budgets, therefore need to ensure items purchased meet the current standards at the offices.	H&S Team.	Q1	Dec 2023	Target date is for the introduction of the QR codes.

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Ref	Housing Safety Panel Items for Action	Owner(s)	Starting Date	Target Date / RAG	Actions/Decision/Comments (once completed item to be archived)
HSP2	<p>Review all risk assessments and safe systems of work within Housing. Identify any risk gaps and implement new risk assessments where gaps have been identified. Update all documents into the new corporate H&amp;S templates. Project to include:-</p> <ul style="list-style-type: none"> <li>• Agreed risk assessments to be uploaded to Sharepoint;</li> <li>• Training to be provided to staff on the updated risk assessments, e.g. toolbox talks, and access to relevant documents.</li> </ul>	Managers/ H&S Advisor.	07/04/2020	Various	
HSP9	<p>Undertake a <i>manual handling</i> risk assessment gap analysis for all tasks undertaken by operatives in Housing Maintenance. Where gaps have been identified create, consult, and implement task specific manual handling risk assessments. Items to be actioned:-</p> <ul style="list-style-type: none"> <li>• Agreed MHRA's to be uploaded to Sharepoint;</li> <li>• Training to be provided to staff on the updated risk assessments, e.g. toolbox talks, and access to relevant documents.</li> </ul>	Managers/ H&S Advisor.	13/01/2021	Various	
HSP10	<p>Corporate H&amp;S team to produce e-learning training for lone working and the use of the <i>Warning Marker Register</i>.</p>	H&S Team	2022/2023	June 2023	PowerPoint training presentation to be used at Team meetings and for toolbox talks, to start in Q1. Seminar system not felt to be the correct option for this training as support ends in March 2023 – new LMS awaited.

HSP11	<p>COSHH Assessments: actions to be completed include:-</p> <ul style="list-style-type: none"> <li>• Create a definitive list of COSHH products used by Housing Maintenance;</li> <li>• From the list create a schedule of COSHH risk assessments which need to be updated/ completed;</li> <li>• Collate all relevant safety data sheets and ensure they are accessible to relevant employees.</li> </ul>	H&S Team/ Stores manager.	2022/2023	June 2023	
HSP12	<p>IOSH CDM Awareness training. Linked to the Contractor Management Policy and the work which has been under by CDM Working Group, actions include:-</p> <ul style="list-style-type: none"> <li>• Employees identified with duties under CDM to complete the online First4safety IOSH course.</li> </ul>	Managers, supervisors, surveyors and trades.	Jan. 2023.	May 2023	Standard Operating Procedures have been produced & consulted and training covered with managers and trades during the Housing Maintenance Service Day.
<b>Operational Services Safety Panel Actions – items under review for 2023/24.</b>					
OPS3	Street Scene Health and Safety Handbook to be produced, similar to the existing Waste and Recycling version, to be issued to all relevant staff.	AW/SP/TW	April 2021	Tbc.	New target date to be set by Panel. Handbook has to be started from scratch so is significant piece of work. Target unlikely to be met.
OSP4	Operations Service Safety Plans: service specific actions for 2022/2023 to be drafted and reviewed and approved at April Safety Panel.	CN/ IP	Annually.	Q1	

OSP5	Health Surveillance: ensure best practice is being adhered to in identification of staff at risk, frequency of testing/ medicals, monitoring of results.	AW/GG/SS	April 2022	October 2023	Preparatory work started with H&S Team and HR leading. Policy under review covers all Services of NFDC.
OSP11	Waste and Recycling Health and Safety Handbook: to be revised and re-issued to all relevant staff.	CM, DWO.	April 2022	October 2023	Ongoing.



HR COMMITTEE – 8 JUNE 2023

## CHANGE TO DISMISSAL APPEAL PROCESS

### 1. RECOMMENDATIONS

- 1.1 That HR Ctte support the proposal to change the internal Appeal process in relation to dismissals.

### 2. INTRODUCTION

- 2.1 Currently employment related dismissal decisions can be appealed by the outplaced employee. This can include dismissals arising from the disciplinary, capability, grievance, redundancy and absence management procedures and are heard by a panel of members selected from the Appeals Committee.
- 2.2 This process applies to all employees except those in their probationary period.

### 3. CURRENT APPEAL PROCESS

#### Dismissal Appeals

- 3.1 An employee has 10 working days to submit an appeal against a dismissal decision.
- 3.2 The hearing is normally held within 28 days of the appeal being lodged. A panel of 3-5 members is agreed, supported by the Service Manager Human Resources with additional legal support as required. The panel is a formally constituted meeting of the local authority.
- 3.3 The panels appeal decision is final. There is no further avenue of appeal available within the Council.

#### Appeals against other sanctions

- 3.4 For other measures – for example a Disciplinary Hearing at a lower level where dismissal could not be a possible outcome, we have an Authority to Act schedule which shows the level of officer which can make the decision, and the level of officer that can hear the appeal.

### 4. CONSIDERATIONS

- 4.1 We do not receive many appeals against dismissals however when we do, due to the involvement of members and diary commitments it takes a considerable time to set up the arrangements.
- 4.2 Due to the infrequency of the appeals, when they do occur it often requires a training session to be set up for members who are not necessarily trained in employment law or have any background in dealing with HR matters.
- 4.3 We have compared with other neighbouring authorities including running a survey through South East Employers in January this year to establish what others do.

The results can be seen here:

Authority	Member Involvement in Appeals	Procedures that include elected member involvement in the appeal process	How many elected members are involved in an appeal?	What is the role of the elected members in the appeal process?	Policy changed in the last 5 years	What were the reasons for making this change?
NFDC	Y	All dismissal Appeals	Up to 5	The panel decides whether to uphold the appeal or not	No	
Unitary 1	No				Yes	To allow for a speedier process
District Council 1	No				No	
District/Borough 2	No				No	
Unitary 2	Yes	All dismissal Appeals  All other appeals	2	To be part of a panel	No	
Unitary 3	Yes	Just dismissal	1	The member is part of the Employee Appeal Panel	No	
Borough Council	No				No	

4.4 As can be seen half of those that answered the survey do not involve members in their dismissal appeals at all. The two (other than us) that do, only use members as part of the panel.

## 5. CONCLUSIONS

5.1 We have a number of senior officers that are experienced in HR matters and would be able to provide an impartial view in an appeal situation.

5.2 It should also be remembered that if required, the chair of any dismissal appeal would be required to provide evidence in an Employment Tribunal.

5.3 We are in the minority when it comes to using members for our dismissal appeals.

## **6. PROPOSALS**

6.1 It is proposed that the council changes its policies to facilitate the following:

All dismissal appeals up to and including Band 11 employees will be heard by a Strategic Director or above. The Strategic Director must not be responsible for the service area that the individual is employed within.

For Chief Executive, Strategic Directors and Assistant Directors it is proposed that an appeal panel would remain as it is now, with the appeal following the procedures as laid out in the councils standing orders.

## **7. FINANCIAL IMPLICATIONS**

7.1 None.

## **8. CRIME & DISORDER IMPLICATIONS**

8.1 None.

## **9. ENVIRONMENTAL IMPLICATIONS**

9.1 None.

## **10. EQUALITY & DIVERSITY IMPLICATIONS**

10.1 All employees except those in probation would be covered by these changes.

## **11. DATA PROTECTION IMPLICATIONS**

11.1 None.

## **12. EMT COMMENTS**

12.1 EMT are happy to support the proposals moving forward.

## **13. EMPLOYEE SIDE COMMENTS**

13.1 Employee Side had no issues or concerns with the changes proposed.

### **For further information contact:**

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