



**Bassetlaw**  
DISTRICT COUNCIL  
— North Nottinghamshire —

# JOINT EMPLOYEE COUNCIL

## AGENDA

Meeting to be held in the  
Ceres Suite,  
Worksop Town Hall, S80 2AH  
on Thursday, 10<sup>th</sup> March 2016  
at 3.00pm

**(Please note time and venue)**

**Please turn mobile telephones to silent during meetings.  
In case of emergency, Members/officers can be contacted  
on the Council's mobile telephone: 07702 670209.**

**In accordance with Regulation 4(6) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, audio/visual recording and photography at Council meetings is permitted in accordance with the Council's protocol 'Filming of Public Meetings'.**

# JOINT EMPLOYEE COUNCIL

**Membership** 2015/16

**Councillors** C. Entwistle, J. Evans, M. T. Gray, S. A. Greaves and D. Pidwell

**Substitute Members:** In the event of any member of either side being unable to attend any meeting, another representative may be appointed to attend in his/her place, provided that the substitute is drawn from the same area of representation as the member unable to attend

**Quorum:** 2 Members

## **Lead Officer for this Meeting**

Karen Childs - Ext. 4123

## **Administrator for this Meeting**

Cara Crossland - Ext. 3254

## **JOINT EMPLOYEE COUNCIL**

**Thursday, 10<sup>th</sup> March 2016**

### **AGENDA**

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS \* (pages (Members' and Officers' attention is drawn to the attached notes and form)
  - (a) Members
  - (b) Officers
3. MINUTES OF MEETING HELD ON 9<sup>TH</sup> DECEMBER 2015 \* (pages 7 - 10)
4. MINUTES FOR ACTION \* (pages 11 - 12)
5. OUTSTANDING MINUTES LIST \* (page 13)

### **SECTION A – ITEMS FOR DISCUSSION IN PUBLIC**

#### **Key Decisions**

None

#### **Other Decisions**

6. REPORT(S) OF THE EMPLOYER'S REPRESENTATIVES \*
  - (a) Hate Crime Policy (pages 15 - 36)
  - (b) Queen's Buildings Project+
  - (c) Employee Survey Results 2015/16 (pages 37 - 46)
  - (d) Managing Employee Health and Wellbeing (pages 47 - 50)

#### **Exempt Information Items**

*The press and public are likely to be excluded from the meeting during the consideration of the following items in accordance with Section 100A(4) of the Local Government Act 1972.*

### **SECTION B - ITEMS FOR DISCUSSION IN PRIVATE**

#### **Key Decisions**

None

#### **Other Decisions**

7. REPORT(S) OF THE EMPLOYER'S REPRESENTATIVES \*
  - (a) Review of Agency Workers (pages 51 - 54)
  - (b) Pay and Grading Review (pages 55 - 58)

8. REPORT(S) OF THE EMPLOYEES' REPRESENTATIVES \*
  - (a) Queen's Buildings – Security (pages 59 - 62)
9. ANY OTHER BUSINESS WHICH THE CHAIRMAN CONSIDERS TO BE URGENT

- \* Report attached
- + Verbal report

---

NOTES:

1. The papers enclosed with this Agenda are available in large print if required.
  2. Copies can be requested by contacting us on 01909 533249 or by email:  
[cara.crossland@bassetlaw.gov.uk](mailto:cara.crossland@bassetlaw.gov.uk)
-



## DECLARATION OF INTERESTS

### **HOW TO USE THIS FORM**

There are now only two types of Declaration of Interest:

Disclosable Pecuniary Interests	)	Details can be found in the Councillors Code of Conduct which is contained in the Council's Constitution (a summary is printed below)
	)	
	)	
Non Pecuniary Interests	)	

Upon receipt of the attached form you will need to enter the name and date of the Committee and your own name. By looking at the Agenda you will no doubt know immediately which Agenda Items will require you to make a Declaration of Interest.

Fill in the Agenda Item number in the first column of the form.

Enter the subject matter and any explanations you may wish to add in the second column.

In the third column you will need to enter **either** if you are declaring a disclosable pecuniary interest, **or** a non pecuniary interest.

The form must then be signed and dated. Please remember that if during the actual meeting you realise that you need to declare an interest on an additional Agenda Item number please simply amend the form during the meeting.

The form must be handed into the Committee Administrator at the end of the meeting.

NB. The following is a summary prepared to assist Members in deciding at the actual meetings their position on INTERESTS it is not a substitute for studying the full explanation regarding INTERESTS, which is contained in the Council's Constitution and the Code of Conduct for Councillors, which is legally binding.

Members and Officers are welcome to seek, PREFERABLY WELL IN ADVANCE of a meeting advice from the Council's Monitoring Officer on INTERESTS.

#### **Disclosable Pecuniary Interests**

May relate to employment, office, trade, profession or vocation carried on for profit or gain  
May relate to sponsorship  
May relate to contracts  
May relate to interests in land  
May relate to licences to occupy land  
May relate to corporate tenancies  
May relate to securities

#### **Action to be Taken**

Must disclose to the meeting  
- existence of the interest  
- the nature of the interest  
- withdraw from the room  
- not seek improperly to influence a decision on the matter

#### **Non Pecuniary Interests**

May relate to any body of which you are a member or in a position of general control or management and to which you are appointed or nominated by the Council  
May relate to any person from whom you have received a gift or hospitality with an estimated value of at least £25  
A Member may also have a non pecuniary interest where a decision in relation to that business might reasonably be regarded as affecting wellbeing or the wellbeing of other council tax payers, or ratepayers or inhabitants in the electoral division or ward, as the case may be, affected by the decision.

#### **Action to be Taken**

Must disclose to the meeting  
- existence of the interest  
- the nature of the interest  
- not seek improperly to influence a decision on the matter.

(Note – there are special provisions relating to “Sensitive Interests” which may exclude the above provisions in certain circumstances.)

**JOINT EMPLOYEE COUNCIL**

**Minutes of the Meeting held on Wednesday, 9<sup>th</sup> December 2015 at Worksop Town Hall**

**Present:**

Employer's Representatives:

Councillor S Greaves (Chair)  
Councillors C Entwistle, M T Gray, J Evans and D R Pressley.

Employee Representatives:

K Circuit, P Rodgers, T Roe and T Walstow.

Officers in attendance: K Childs and C Crossland.

(Meeting commenced at 3.05 pm.)

(The Chair welcomed all to the meeting and read out the Fire Alarm/Evacuation Procedure. He also enquired as to whether any member of the public wished to film/record the meeting or any part thereof; however, there were no members of public present.)

**24. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor D Pidwell.

**25. DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS**

(a) Members

There were no declarations by Members.

(b) Officers

There were no declarations of interest by officers.

**26. MINUTES OF MEETINGS HELD ON 17<sup>th</sup> SEPTEMBER 2015**

**RESOLVED** that the Minutes of the meetings held on 17<sup>th</sup> September 2015 be approved.

**27. MINUTES FOR ACTION**

Members were advised that work is being undertaken with the Communications Team to increase awareness of the new ICT Policies.

**RESOLVED** that the Minutes for Action be received.

## 28. OUTSTANDING MINUTES

In relation to the employee survey Members were advised that the survey will be circulated to all employees before Christmas and the results will be presented to a future meeting. Members were advised that the provision of bicycle storage was raised at the accommodation review meeting. The feedback from the meeting was that bicycle storage was not part of the agenda and therefore would not be considered at this stage. The priority is accommodation for staff then bicycle storage provision can be looked at.

Members expressed their disappointment at the response. The Queen's Buildings project could take up to two years and it was felt that the provision of bicycle storage needed to be progressed as soon as possible.

In regards to the Outstanding Minute in relation to the budget position for the pay and grading review the HR Service Manger read out a statement from the Chief Executive.

**RESOLVED** that:

1. The Chair raises the matter of bicycle storage with the Chief Executive.
2. The Outstanding Minutes be received.

## SECTION A – ITEMS FOR DISCUSSION IN PUBLIC

### Key Decisions

None.

### Other Decisions

## 29. REPORT(S) OF THE EMPLOYER'S REPRESENTATIVES

### (a) Living Wage

Members were presented with an update regarding the Council's Living Wage status. It was proposed that the Council adopts the revised Living Wage rate from 1<sup>st</sup> April 2016. The decision would benefit approximately 44 employees with the rate rising from £7.85 per hour to £8.25 per hour.

In response to questions raised about the pay and grading review the HR Service Manager advised that it is the intention that when the pay modelling takes place the living wage will be mandatory. The Council will need to consider the impacts now and for the future.

Questions were raised about employees at the leisure centres. Members were advised that the new contract with Barnsley Premier Leisure is on the basis that they will become a living wage employer from 2017. A structure has had to be built so that there is sufficient money to pay the living wage.

**RESOLVED** that a recommendation to Cabinet to adopt the new Living Wage rate be supported.

### (b) Employee Self Service

Members were presented with a report to inform them of the proposals for the roll out of Employee Self Service to staff.

In 2013 the Council and A1 Housing took the decision to procure a new HR and payroll system. Members were given a summary of the advantages in introducing an integrated HR



and payroll system. The system will provide effective management of employee data; eliminate duplication; improve workflow; include a manager self-service portal; an employee self-service portal; and include options for staff to access information on mobile devices. The employee self-service will allow staff to directly access key information and update certain aspects of their record.

The system is currently being piloted with Teams from the Council and A1 Housing. So far feedback has been positive and the launch of the system is planned for early 2016 for the new financial year.

In response to questions raised Members were advised that elements of the system will be automated. For example if an employee requests annual leave an alert will automatically be sent to the line manager to log into the system. Once authorised the employee will receive an email and their annual leave balance will be adjusted.

**RESOLVED** that the contents of the report be noted.

### 30. REPORT(S) OF THE TRADE UNION SIDE REPRESENTATIVES

#### (a) Council Stress Policy

Members were presented with a report which sought support to commence work on a new/ updated Stress Policy.

Members were advised that the Policy has not been updated or reviewed since 2002. As the Council is shortly due to undertake an employee survey with an emphasis on stress it is considered timely review the Policy.

The HR Service Manager advised that a revised Managing Attendance Policy and Procedure was approved some time ago and has not yet been rolled out due to service demand. One of the top reasons for absence is mental health issues which includes stress. Training on the Policy will be given to managers in January.

Members were advised that Health and wellbeing events for employees are being looked at relating to the top reasons for absence within the Council.

**RESOLVED** that the review and modernisation of the Council's existing Workplace Stress Management Policy be supported following the forthcoming employee survey.

### 31. LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

**RESOLVED** that, in accordance with Part 1 of Schedule 12A of the Local Government Act 1972, and after considering the public interest test as set out by the officer in the body of the report, Members agreed that the following items of business involved the likely disclosure of exempt information as defined in Paragraph 4, and therefore, in accordance with Section 100A of the Act, the press and public be excluded from the meeting:

Agenda Item No. 8(a) – Pay and Grading Review – Paragraph 4

Agenda Item 8(b) - Review of Agency Workers and Workforce Data – Paragraph 4

### **SECTION B – ITEMS FOR DISCUSSION IN PRIVATE**

#### **Key Decisions**

None.

## **Other Decisions**

### **32. REPORT(S) OF THE EMPLOYERS REPRESENTATIVES**

#### **(a) Pay and Grading Review**

Members were presented with a report which provided a summary of progress against the timetable for completion of the outstanding Pay and Grading Review. Details of the timetable were included within the report.

Members were given an update on the completion of job questionnaires and informed about benchmarking, which will be next phase in the process.

The Vice-Chair thanked the HR Team, Managers, employees and Unison Stewards and members who have completed job questionnaires and assisted in the process.

**RESOLVED** that the contents of the report be noted.

#### **(b) Review of Agency Workers and Workforce Data**

The Joint Employee Council were updated on the use of agency workers for the period 1<sup>st</sup> July 2015 to 30<sup>th</sup> September 2015. Information regarding the number of consultants during the period was contained within the report.

The Chair commented on a recent press release from the Taxpayers Alliance regarding the use of agency workers. He advised that less than 2% of the overall staffing budget is for the use of agency workers.

It was commented that there are instances when agency workers are needed and the number of agency workers employed by the Council has reduced over the years.

**RESOLVED** that:

1. The report be noted and option 1 be approved, to monitor the use of agency working by requiring managers to complete the quarterly monitoring form.
2. Information from individual service areas regarding the use of agency workers be circulated to Members and be presented at the next meeting.

### **33. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT**

#### **(a) Long Term Absence**

An elected Member commented in relation to an employee who has been on long term sickness absence. She commented how the job role and his needs have been looked at which says a lot about the Council as an employer and how it regards its employees.

**RESOLVED** that the information be received.

As there was no other urgent business to discuss, the Chair thanked everyone for their attendance and closed the meeting.

(Meeting closed at 4.35pm.)

**MINUTES FOR ACTION AND IMPLEMENTATION SHEET**

**JOINT EMPLOYEE COUNCIL**

9/12/15

FROM: Democratic Services Officer      TO: Chair = Councillor D Challinor  
HRSM= HR Service Manager

The following decisions are brought to your attention for action by the appropriate Officers within your Service:

---

**28. OUTSTANDING MINUTES**

**RESOLVED** that:

1. The Chair raises the matter of bicycle storage with the Chief Executive.
2. The Outstanding Minutes be received.

Chair

---

**29. REPORT(S) OF THE EMPLOYER'S REPRESENTATIVES**

(a) Living Wage

**RESOLVED** that a recommendation to Cabinet to adopt the new Living Wage rate be supported.

HRSM

(b) Employee Self Service

**RESOLVED** that the contents of the report be noted.

HRSM

---

**30. REPORT(S) OF THE TRADE UNION SIDE REPRESENTATIVES**

(a) Council Stress Policy

**RESOLVED** that the review and modernisation of the Council's existing Workplace Stress Management Policy be supported following the forthcoming employee survey.

HRSM

---

**32. REPORT(S) OF THE EMPLOYERS REPRESENTATIVES**

(a) Pay and Grading Review

**RESOLVED** that the contents of the report be noted.

HRSM

(b) Review of Agency Workers and Workforce Data

**RESOLVED** that:

1. The report be noted and option 1 be approved, to monitor the use of agency working by requiring managers to complete the quarterly monitoring form.
2. Information from individual service areas regarding the use of agency workers be circulated to Members and presented at the next meeting.

HRSM

---

**33. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT**

(a) Long Term Absence

**RESOLVED** that the information be received.

HRSM

---

**JOINT EMPLOYEE COUNCIL****10<sup>th</sup> March 2016****OUTSTANDING MINUTES LIST**

**Members please note that the updated positions are shown in bold type following each item.**  
*(HRSM= HR Service Manager)*

<b><u>Min. No.</u></b>	<b><u>Date</u></b>	<b><u>Subject</u></b>	<b><u>Decision</u></b>	<b><u>Officer Responsible</u></b>
7(a)	17.09.15	Employee Survey	2. The results of the survey be reported to a future meeting. <b>See Agenda Item No. 6(c)</b>	HRSM
32(b)	09.12.15	Review of Agency workers and Workforce Data	2. Information from individual service areas regarding the use of agency workers be circulated to Members and presented at the next meeting. <b>See Agenda Item No. 7(a)</b>	HRSM



**BASSETLAW DISTRICT COUNCIL**

**JOINT EMPLOYEE COUNCIL**

**10<sup>th</sup> March 2016**

**REPORT OF THE DIRECTOR OF CORPORATE RESOURCES**

**HATE CRIME POLICY**

Cabinet Member: Policy, Strategy &  
Communications  
Contact: Ros Theakstone  
Ext: 3160

**1. Public Interest Test**

The author of this report Ros Theakstone has determined that the contents are not of a confidential nature.

**2. Purpose of the Report**

To advise members of Joint Employee Council of a proposed Hate Crime Policy which will be presented to Cabinet for approval once finalised.

**3. Background and discussion**

- 3.1 The Police Reform and Social Responsibility Act 2011 (the Act) places a mutual duty on the Police & Crime Commissioner and responsible authorities in the Community Safety Partnerships (CSPs) to cooperate to reduce crime, disorder and reoffending. Bassetlaw District Council is a “responsible authority” under the Act.
- 3.2 The Safer Nottinghamshire Board (SNB) is a County-Wide strategic group that is required under the Crime and Disorder Regulations 2007 to ensure the delivery of shared priorities and a community safety agreement. It supports local Community Safety Partnerships, which were set up as statutory bodies under sections of the Crime and Disorder Act 1998, and aims to bring together agencies and communities to tackle crime and anti-social behaviour in local areas. The three Community Safety Partnerships (CSPs) across Nottinghamshire are: Ashfield and Mansfield CSP; South Notts. CSP; and Bassetlaw, Newark and Sherwood CSP. The SNB has identified seven strategic priorities, which have been allocated champions to progress one of which is Hate Crime.
- 3.5 The Hate Crime “Champion” is Ruth Hyde, the Chief Executive of Broxtowe Borough Council. She is tasked to deliver against an agreed Hate Crime Strategy and Action Plan for the county and Nottingham City as Chair of the Hate Crime Executive Group supported by all representatives of local authorities and representatives from other responsible authorities. She subsequently reports back to the SNB and PCC on delivery of agreed objectives and actions.

- 3.6 The Action Plan within the strategy has mandated all Councils and a raft of other organisations to sign and commit to a “Hate Crime Pledge” for Nottinghamshire which was undertaken at an event on 18th December 2014 at the Holocaust Centre in Laxton. A key element of the Pledge requires each authority to demonstrate its commitment a key part of which is to adopt a Hate Crime Policy. A model policy was therefore produced by the Hate Crime Executive Group for all Councils to do adapt and subsequently adopt.
- 3.5 The draft Hate Crime Policy as presented is the one proposed for BDC and at present is still subject to consultation prior to presenting to Cabinet. It was deemed important that members of the JEC should have the opportunity to have sight of the draft policy as part of that process.

#### **4. Implications**

##### **a) For service users**

Establishing a clear policy and procedures to deal with Hate Crime will ensure that employees, members and members of the public have confidence in the Council taking its responsibilities in this regard seriously.

##### **b) Strategic and Policy**

The Council has a duty to cooperate with the SNB and PCC through its role as a responsible authority, in the overall delivery of agreed priorities and objectives one of which is tackling Hate Crime. This is further reinforced by having signed the Hate Crime Pledge on 18<sup>th</sup> December 2015.

##### **c) Financial – Ref: 16/438**

None from this report.

##### **d) Human Resources**

The development and implementation of a policy and procedure for dealing with Hate Crime contributes to the Council meeting its obligations to ensure the health and safety of employees and prevent unlawful discrimination, harassment and victimisation.

##### **e) Legal – Ref: 403/03/16**

As contained within the report.

##### **f) Community Safety, Equalities, Environmental**

None arising from this report.

##### **g) Key Decision**

None

#### **5. Options, Risks and Reasons for Recommendations**

There is no direct obligation to consult with the JEC however it is considered important to ensure members of the committee are fully aware of the obligations of staff.



**6. Recommendations**

That the Joint Employee Council note the content of the Hate Crime Policy which will be presented to a future Cabinet for approval.

**Background Papers**

**Location**



## **Appendix 1**

### **Bassetlaw District Council**

### **Hate Crime Policy Statement & Guidance**

**DRAFT**

**March 2016**

## Contents

Section	Title	Page No
1.	Introduction	2
2.	Aim and Purpose	2-3
3.	Scope of the Policy	3
4.	Definition: <i>What is a Hate Crime?</i>	4
5.	The Impact of Hate Crime	5
6.	Why is it important to report Hate Incidents?	5
7.	Roles and responsibilities	5-8
	7.1 All employees	
	7.2 Managers	
	7.3 Alleged Perpetrators of Hate Crime	
	7.4 Training	
8.	Reporting and Recording Procedures	8
9.	Role of the Community Safety Team	9
10.	Victim Care	10
11.	True Vision	10
12.	Glossary of Terms	11
13.	Appendices	
	A – Report form	
	B – Details of support services	
	C – Hate Crime Pledge	

## 1. INTRODUCTION

Hate Crime will not be tolerated. Everyone who visits, lives or works in Bassetlaw has the right to be treated with dignity and respect and live without fear or discrimination. Bassetlaw District Council (BDC) recognises the seriousness of Hate Crime in all its forms and its impact on the victim(s) and community.

This document sets out the Council's Policy on the reporting, recording and response to Hate Crime and covers reports provided by residents and from Council employees who either witness or are subject to a Hate Crime based primarily on one or more of the following:

- Race/ethnicity and nationality;
- Gender or gender identity;
- Disability;
- Religion, faith or belief;
- Sexual orientation;
- Age;
- Appearance/lifestyle;
- Marriage and civil partnership;
- Pregnancy and maternity.

## 2. AIM AND PURPOSE

The Council has a duty to act positively to create and promote access to services for all citizens, irrespective of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, ethnicity/culture, religion or belief, gender or sexual orientation.

### **The purpose of this Policy is to:**

1. Raise awareness within the Council of what a Hate Crime is and why reporting is important.
2. Provide guidance to all Council employees on how to respond to a Hate Incident they witness or are subject to, and the procedure to follow, to ensure that all such incidents are reported and are dealt with promptly, appropriately and effectively.
3. Raise awareness across the district of Bassetlaw to encourage residents and visitors to report the incident and ensure they have confidence in the response received, regardless of who in the Council they report it to.
4. To improve the response to a hate incident to ensure any victims or witnesses are supported appropriately and individuals' needs are met.
5. Provide a consistent approach across the Council for recording, reporting, investigating and monitoring a hate incident; including triggering a multi-agency approach.

6. Ensure that hate incidents are proactively identified, managed and challenged within the Council.
7. Ensure that hate incidents are properly recorded to build up a complete picture of hate incidents in the area, to ensure Council and Partner resources are targeted appropriately, and to improve community cohesion.
8. Ensure that how we tackle hate crime is linked into BDC's commitment under the Public Sector Equality Duty to eliminate discrimination, promote equality of opportunity and foster good relations.

### 3. SCOPE OF THE POLICY

This Policy is intended to provide guidance relating to:

- victims
- witnesses
- any third party representation

The Policy relates to any Hate Crime occurring:

- on Council premises;
- during the delivery of a service by the Council;
- during the delivery of a service on behalf of the Council;
- within the community that a member of the public wishes to report.

In order to ensure employees know what to do and how to respond when:

- they are a victim of a hate incident, have witnessed a hate incident (by another BDC employee or member of the public) or told about an incident from an employee or member of the public (third party) who do not want to report it themselves.
- a resident or visitor to Bassetlaw wants to report to the Council that they are the victim of a hate incident, they have witnessed a hate incident or are told about an incident from someone who does not want to report it themselves (third party).

Also, in order to ensure managers know what to do when an employee is a victim of a hate incident.

The Policy gives due regard to other existing policies of BDC including:

- Harassment and Bullying Policy and Procedure;
- Disciplinary Policy and Procedure;
- Corporate Health & Safety Policy;
- Diversity and Equality Policy;

- Grievance Policy and Procedure;
- Safeguarding Vulnerable Adults and Children policies and procedures;
- Officer Code of Conduct.

If an allegation of a Hate Crime is believed to have been perpetrated by one employee or employees against another employee(s) or service user(s), this will be addressed by the appropriate existing Human Resources Policy and not the Hate Crime Policy

#### 4. **DEFINITION: *What is a Hate Crime?***

Nottinghamshire Police define Hate Crime as **any incident (which may or may not constitute a criminal offence) which is perceived by the victim or any other person as being motivated by prejudice or hate.**

A crime is deemed as Hate Crime when it is committed against a person or property and it is motivated by the offender's prejudice against a person because of their:

- Race/ethnicity and nationality;
- Gender or gender identity;
- Disability;
- Religion, faith or belief;
- Sexual orientation;
- Age;
- Appearance/lifestyle;
- Marriage and civil partnership;
- Pregnancy and maternity.

Types of behaviour which could be classed as Hate Crimes are listed below: (this list is not exhaustive)

- Verbal abuse;
- Threatening or abusive behaviour towards any person;
- Harassment;
- Damage or threats of damage to property (including arson);
- Writing threatening, abusive or insulting messages by letter, graffiti or on social media;
- Distributing and or displaying racist leaflets, posters or notifications and posts on social media (Twitter, Facebook etc.);
- Physical assault;
- Jokes/'banter';
- Malicious phone calls or text messages;
- Malicious messages on social networking sites;
- Arson or attempted arson;
- Bullying at school/college or in the workplace.

The Equality Act 2010 introduced into legislation that discrimination against another due to one or more “protected characteristics” can be direct; indirect; by association; and perception based.

Romany Gypsies and Irish Travellers (often shortened to Gypsy and Travellers) are legally recognised as ethnic groups, and protected from discrimination by the Equality Act.

## **5. THE IMPACT OF HATE CRIME**

Anyone can be a victim of a Hate Crime. Hate Crime can cause a person to feel humiliated, embarrassed or angry. Repeated episodes may lead to severe distress, making life intolerable; in extreme circumstances they can cause death or injury and will almost certainly cause stress, ill health and fear. They can create a climate of fear and can stop people from taking part in everyday life. Incidents of Hate Crime are not only significant for an individual, family or group; they have widespread implications for the whole community.

## **6. WHY IS IT IMPORTANT TO REPORT HATE INCIDENTS?**

The Council wants everyone to feel safe at home, at work or school/college and on the streets of Bassetlaw. As highlighted the impact can be devastating for the victim. Only by recording incidents can we build up a picture of hate incidents in the area and do something about it. We also want to ensure victims and witnesses are supported and appropriate action is taken.

## **7. ROLES AND RESPONSIBILITIES**

### **7.1 All employees**

Employees who work for (or who are contracted to work for) the Council have a responsibility under this Policy when carrying out their duties to record and report and/or challenge Hate Crime if they:

- witness them (this includes seeing, hearing or reading them)
- have incidents reported to them by victims or witnesses
- have strong suspicion or evidence of a Hate Crime

All employees should recognise the importance of dealing effectively with incidents of Hate Crime. All employees are responsible for ensuring positive action is taken on receipt of an allegation of Hate Crime. This includes recording full and accurate details on the Hate Crime Report Form (Appendix A).

In recording, reporting and challenging incidents, employees should pay due regard to their own health and safety, particularly if working off site and/or alone.



**If the complaint is identified as being criminal in nature it should immediately be reported to the Police for them to follow up and investigate. In these circumstances, any collection of evidence should only be carried out by the police officer in charge of the investigation.**

Employees should be aware that

- A case could be made stronger by evidence from a number of witnesses about one alleged perpetrator. Therefore, details of what may appear to be minor incidents should be fully recorded.
- Not all incidents are manifestly hate related, for example, arson, graffiti, damage to cars and other property. Due consideration should always be given to whether hate or prejudice could be a motivating factor or underlying issue in such incidents.

Employees who believe that they have been the victim of a Hate Crime committed by a member of the public while carrying out their duties should report the incident to their line manager who will support the employee as set out in section 7.2 of this Policy.

## **7.2 Managers**

An employee or service user may have a case of unlawful discrimination against the Council if it can be shown that alleged Hate Crime(s) were not investigated or remedied. Managers should take all reasonable steps to try to prevent discrimination and to ensure employees and service users are protected.

As a provider of services the Council recognises it has a responsibility to protect and support service users; this includes ensuring that any contracts offered for tender encourage those carrying out services on behalf of BDC to adopt the same approach to dealing with Hate Crime.

Although it is the responsibility of all employees to report and challenge episodes of Hate Crime, management have a specific responsibility to ensure that they do everything they can to support and protect service users/employees from intimidation and harassment.

Managers therefore have additional responsibilities under this Policy to:

- Ensure that employees understand the Policy and procedure for recording and reporting Hate Crime;
- Make new staff aware of the Policy and procedures as part of their induction programme;
- Ensure that information on Hate Crime is accurately recorded and reported on the Hate Crime report form;
- Have a process to review and discuss Hate Crime and its resulting implications within the service;

- Ensure that line managers are able to support employees who are affected and advise them on the actions that can be taken to support complainants in taking action against alleged perpetrators.

An employer is potentially liable for the welfare and conduct of its employees. The Council is committed to creating a harassment free environment and has a legal and moral responsibility to protect and support employees who may be subjected to Hate Crime from members of the public, other agencies with whom they engage on behalf of the Council or other employees.

Managers therefore have additional responsibilities under this Policy to:

- Clearly state to members of the public who harass employees or other service users due to a protected characteristic that their behaviour will not be tolerated;
- State that the service may be withdrawn, if necessary and appropriate, in order to protect employees and other service users;
- Invoke the Council's Health & Safety Policy as appropriate;
- Support and advise employees who experience Hate Crime from service users, by protecting them and by offering assistance where needed.
- Ensure that all complaints of Hate Crime are taken seriously and investigated as quickly and as effectively as possible and/or referred to Nottinghamshire Police for investigation;
- Make employees who are the subject of a Hate Crime aware of the support available including the Council's confidential counselling service, Occupational Health service and Trade Union support;
- Make employees who are the subject of a Hate Crime aware of the Council's stance and where appropriate formal action will be taken against members of the public/perpetrators such as injunction or disciplinary action to prevent a reoccurrence.
- Make employees who are the subject of a Hate Crime aware that the ASB and Nuisance Team can offer referrals to suitable partner agencies to provide additional support.

### **7.3 Perpetrators of Hate Crime**

Bassetlaw District Council recognises that both victims and perpetrators of Hate Crime may be working for the Council.

Hate Crime perpetrated by employees will not be condoned under any circumstances and it may be necessary to share relevant information about the issues occurring with pertinent partners. Bassetlaw District Council recognises that it has a role in encouraging and supporting employees to address all kinds of Hate Crime.

Bassetlaw District Council will treat any allegation, disclosure or conviction of a Hate Crime or Hate related offences with the aim of reducing risk and supporting change.

Bassetlaw District Council views Hate Crime incidents by an employee, wherever this occurs, as potential gross misconduct, and if criminal in nature will be referred to the police.

In cases where both the victim and the alleged perpetrator work in the organisation, Bassetlaw District Council may take action where appropriate to ensure that the victim and perpetrator do not come into contact in the workplace while the matter is being investigated.

If a colleague is a perpetrator to a victim who is not employed by Bassetlaw District Council and they decide to disclose to the organisation about their behaviour, the Council has a duty to take action. In these cases advice must be sought from HR as soon as the matter has been disclosed.

Where an allegation is made that an employee has perpetrated Hate Crime via a direct complaint from the victim to the Council then the matter will be investigated in accordance with the Council's Disciplinary Policy if appropriate.

If a colleague is a victim to a perpetrator who is not employed by Bassetlaw District Council, the Council will provide advice, guidance and support.

However, in all cases where an employee is alleged to be the perpetrator of a Hate crime, managers should contact HR for advice on how to respond to specific circumstances.

#### **7.4 Training**

The Council will ensure that all employees are aware of this Policy and the role they play in reporting and recording Hate Crime.

It will be a mandatory requirement for all employees to undertake some form of training which may include in the form of access to resources provided online.

Managers will make appropriate arrangements with none office based staff or staff that require additional support.

All employees in a supervisory role will require additional training.

### **8. REPORTING AND RECORDING PROCEDURES**

It is not always easy to deal with a victim's feelings after such an incident and any victims should be treated respectfully and sensitively. Evidence of an offence is not required in order for an allegation of a Hate Crime to be recorded. Perception that a Hate Crime has occurred, on the part of anyone, is all that is required.

It should be remembered that the victim or alleged perpetrator could be either an employee, service user or a member of the public.

All reported incidents should be recorded on the Council's Hate Crime Report Form (Appendix A) and forwarded to the Community Safety Coordinator or in his absence the Head of Corporate Services.

A member of the public who wishes to report an incident should be able to do so in person with any officer of the Council who will fill in the Hate Crime Report Form. You should advise your line manager that you have received a Hate Crime Report and seek any advice or assistance from them if required.

Alternatively the member of the public may report a Hate Crime by telephone or by completing and submitting the Council's Hate Crime Report form to the Community Safety Coordinator or in his absence the Head of Corporate Services either by hand, online or through the post.

An employee may wish to report the incident through their line manager or can do so directly to the Community Safety Coordinator. If the incident is not disclosed to the line manager directly, the employee will be asked to do so, but this will not be disclosed to the line manager.

It is important to take a customer centred approach to gathering information. The Community Safety Coordinator will refer to the consent section on the form whether they can contact the victim/witness/reporting person to follow up the report. If so, the complainant will be asked about what they want, before any further action is taken upon the Council receiving the completed Hate Crime report, again with consent.

Therefore not every complaint will necessarily lead to action. The victim, witness or third party may want to report the incident purely as a record which will assist with building up a picture of the reality of hate crime taking place in Bassetlaw.

**Normal safeguarding procedures should be adhered to. If there are any immediate concerns regarding children or vulnerable adults, please refer to the Council's Safeguarding Policy available on the Council's Intranet.**

**If there is any uncertainty over reporting an incident of Hate Crime, please contact the Community Safety Coordinator for further guidance.**

In the event of Hate Crime being reported which is not about Bassetlaw District Council services e.g. A1 Housing, the report should still be taken. The person reporting will be advised that this information can be passed to the appropriate organisation including the Police (with their permission) and advised they may wish to contact the relevant agency directly.

## **9. ROLE OF THE COMMUNITY SAFETY COORDINATOR**

In order to ensure that the Council is meeting its legal liabilities reports of Hate Crime must be referred to the Community Safety Coordinator who will:

- Acknowledge all Hate Crime reports as early as possible upon receipt if there is consent on the form, or to the employee that has submitted the form to confirm safe delivery;
- Ensure that all incidents which are criminal in nature are referred to the Police (where there is informed consent or a vulnerability concern);
- Ensure that all other incidents are recorded and appropriately investigated and case managed (with consent) and recommend the action to be taken following completion of the investigation;
- Ensure that if an alleged perpetrator is an employee of BDC then consultation must be made with the HR Team immediately;
- Provide advice and signposting to appropriate support services to people experiencing Hate Crime;
- Undertake a Victim Risk Assessment;
- Where appropriate, ensure that victims are referred to other agencies;
- Provide reports for any relevant forums;
- Share good practice when dealing with Hate Crime including with partner agencies.

If there is no consent detailed on the form and safeguarding or vulnerability is not highlighted, the information will be used for monitoring purposes only

## **10. VICTIM CARE**

In order to protect victims, a Risk Assessment will be completed in cases of Hate Crime reported to the Council (with consent provided) and investigated by the Community Safety Coordinator. This will ensure that incidents which may at first sight appear to be low level, take account of the impact upon the victim when deciding on the action to be taken.

In cases where the risk is assessed as 'high' a referral will be made to the Community Safety Partnership's Vulnerable Persons Panel known as 'VPP'. This is a multi-agency forum where all information relevant to the case will be shared with partners to agree the most appropriate response, responsibilities and actions.

The purpose of the VPP meeting is to share information to increase the safety, health and wellbeing of victims and witnesses of Antisocial Behaviour and Hate Crime.

## **11. TRUE VISION**

In Nottinghamshire, True Vision provide a 24 hour third party online reporting service for witnesses and victims of Hate Crime. This reporting service is independent of the Council and the police and information will only be passed to the police if the caller wishes for this to be done on their behalf.

True Vision can be contacted online: details are provided at Appendix B.

## 12. GLOSSARY OF TERMS

Biphobia	Fear and dislike for people who identify themselves as bisexual. A biphobic incident is any incident that is perceived to be biphobic by the victim or any other person.
Disability	A physical, mental or sensory impairment that has substantial and long term adverse effect on a person's ability to carry out day to day activities.
Gender	Refers to male, female or transgender people.
Homophobia	Fear and dislike for people who identify themselves as lesbian, gay or bisexual. A homophobic incident is any incident that is perceived to be homophobic by the victim or any other person.
Protected Characteristics	The term protected characteristics is used in the Equalities Act 2010 to describe the following: <ul style="list-style-type: none"> <li>• Age</li> <li>• Disability</li> <li>• Gender reassignment</li> <li>• Marriage and Civil Partnership</li> <li>• Pregnancy and Maternity</li> <li>• Race</li> <li>• Religion or belief</li> <li>• Sex</li> <li>• Sexual Orientation</li> </ul>
Racially and religiously aggravated crime	Those offences are where the offender demonstrates hostility towards the victim of the offence, based on the victim's membership of a racial or religious group; OR where the offenders are motivated by hostility towards members of racial or religious group based on their membership of that group.
Racism	In general terms consists of conduct or words or practices which disadvantage or advantage people because of their colour, culture or ethnic origin.
Racist Incident	Any incident that is perceived to be racist by the victim or any other person.
Religion	Refers to faith and worship of religious groups and includes people with no religious belief.
Third party reporting	Any crime or incident that is reported by someone other than the victim directly to the police or indirectly to an organisation which has agreed to act as a third party reporting centre.
Transphobia	Fear and dislike for people who identify themselves as transgender. A transphobic incident is any incident that is perceived to be transphobic by the victim or any other person.
Transgender	A generic term to include anyone whose gender identity does not conform to their physical sex or who may adopt a gender role, either full or part time, that does not conform to their physical sex. Consequently it includes; <ul style="list-style-type: none"> <li>• Transsexual people – those who have chosen to adopt the gender role opposite to their physical sex on a permanent basis</li> </ul>

10

- |  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>• Transvestites – those who wear clothing appropriate to the opposite sex, normally on an intermittent basis.</li></ul> |
|--|---|

DRAFT

**13. APPENDICES**

**Appendix A: Hate Crime Report Form**

**1. ABOUT THE VICTIM**

**First name(s)** \_\_\_\_\_

**Surname** \_\_\_\_\_

**Address** \_\_\_\_\_

\_\_\_\_\_

**Telephone Number** \_\_\_\_\_

**Email** \_\_\_\_\_

**Workplace and Team**

\_\_\_\_\_

**Age** \_\_\_\_\_ **Ethnicity** \_\_\_\_\_

**Religion/belief** \_\_\_\_\_

**Sexual Orientation** \_\_\_\_\_

**First language** \_\_\_\_\_

**2. ABOUT THE INCIDENT**

**Are you the (please tick one)?:**

**Victim**  **Witness**  **Third Party**

**If you are NOT the victim what is your relation to the victim?**

**Details of the incident (please give as much information as possible)**

**Time** \_\_\_\_\_ **Date** \_\_\_\_\_ **Location** \_\_\_\_\_

**Details of the incident:**



What sort of incident was it? (Please tick all that apply)

- |                     |                          |                        |                          |                 |                          |
|---------------------|--------------------------|------------------------|--------------------------|-----------------|--------------------------|
| Verbal abuse        | <input type="checkbox"/> | Physical assault       | <input type="checkbox"/> | Criminal damage | <input type="checkbox"/> |
| Harassment          | <input type="checkbox"/> | Phone call             | <input type="checkbox"/> | Email           | <input type="checkbox"/> |
| Bullying            | <input type="checkbox"/> | Social media           | <input type="checkbox"/> | Theft/robbery   | <input type="checkbox"/> |
| Threat/intimidation | <input type="checkbox"/> | Discrimination at work | <input type="checkbox"/> | Arson           | <input type="checkbox"/> |
| Graffiti            | <input type="checkbox"/> | Written abuse          | <input type="checkbox"/> |                 |                          |
| Other               | <input type="checkbox"/> |                        |                          |                 |                          |

Details if Other

### 3. ABOUT THE PERPETRATOR

Details of the perpetrator – please supply as much information as possible.

First name(s) \_\_\_\_\_

Surname \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email \_\_\_\_\_

Workplace and Team \_\_\_\_\_

Age \_\_\_\_\_ Ethnicity \_\_\_\_\_

Religion/belief \_\_\_\_\_

Sexual Orientation \_\_\_\_\_

First language \_\_\_\_\_

If perpetrator has disability details please: \_\_\_\_\_

Any other details

Has this incident been reported to anyone else? Details please:

**Has a similar incident happened before?**

**Yes**  **No**

**Details:**

**4. DETAILS OF ANY WITNESS OR THIRD PARTY (NOT THE VICTIM)**

**First name(s)** \_\_\_\_\_

**Surname** \_\_\_\_\_

**Address** \_\_\_\_\_

\_\_\_\_\_

**Telephone Number** \_\_\_\_\_

**Email** \_\_\_\_\_

**Workplace and Team** \_\_\_\_\_

\_\_\_\_\_

## APPENDIX B

### Support Services & Useful Information

Victim Support	<a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>	0845 30 30 900
Crimestoppers	<a href="http://www.crimestoppers-uk.org">www.crimestoppers-uk.org</a>	0800 555 111
True Vision	<a href="http://www.report-it.org.uk">www.report-it.org.uk</a>	0800 138 1625
Nottinghamshire Police	<a href="http://www.nottinghamshire.police.uk">www.nottinghamshire.police.uk</a>	101
NCC Community Safety Team	<a href="mailto:safercommunities.cc@nottsc.gov.uk">safercommunities.cc@nottsc.gov.uk</a>	0115 9774879

#### Equality Act 2010 information

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/85041/equality-duty.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/85041/equality-duty.pdf)

#### Gender Reassignment information

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/85024/vcs-gender-reassignment.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/85024/vcs-gender-reassignment.pdf)

#### Homophobia and Transphobia information

<https://www.cps.gov.uk/publications/prosecution/homophobia.html>



**BASSETLAW DISTRICT COUNCIL**

**JOINT EMPLOYEE COUNCIL**

**10<sup>th</sup> March 2016**

**REPORT OF HR SERVICE MANAGER**

**Employee Survey Results 2015/16**

Cabinet: Policy, Strategy &  
Communications  
Contact: Karen Childs  
Ext: 3266

**1. Public Interest Test**

- 1.1 The author of this report, Karen Childs, HR Service Manager, has determined that its contents are not confidential.

**2. Purpose of the Report**

- 2.1 To communicate the results of the 2015/16 Employee Survey which incorporated questions to measure workplace stress, and invite comments and suggestions from members of the Joint Employee Council which will inform further discussions about the outcomes and actions.

**3. Background and Discussion**

- 3.1 The Council has historically undertaken an employee survey every two to three years to assess employee attitudes and satisfaction. The last survey was undertaken in 2012/13, and the results reported to the March 2013 Joint Employee Council.

- 3.2 The 2015/16 survey followed a similar format and communications plan to that adopted in 2012/13, which was very successful in terms of a response rate, at 62.5%. This included:

- ensuring the survey content was short and easy to complete,
- providing the same or similar questions as the 2012/13 survey to ensure comparability of results, whilst also ensuring they were able to provide an insight into issues of workplace stress,
- offering the opportunity to complete the questionnaire online using the "SurveyMonkey" survey builder and analysis tool,
- ensuring staff who did not have access to a computer were able to complete a paper version which was then typed into the online tool for analysis purposes,
- messages from the Chief Executive explaining the importance of completing the survey,
- periodic reminders to staff throughout the survey period.

- 3.3 The survey was sent to all employees, and had a response rate of 58.2%. This is slightly lower than the previous survey response rate, but nevertheless remains significantly higher than surveys run prior to the change in format (at 33% and 42% for the two prior to 2012/13).
- 3.4 Broken down further, 67% of those surveyed online responded (compared to 76% for the last survey) and 35.5% of those surveyed manually (compared to 30% for the last survey). This shows a greater success rate in engaging with staff who do not have access to computers, which is traditionally the most difficult target area, and this is a positive outcome. In terms of the downturn in participation rates for staff completing the survey online, all staff have recently been asked to complete a very detailed questionnaire as part of the pay and grading review and this may have contributed to individual decisions on whether or not to participate in a further questionnaire exercise.

### **Survey Results - Summary**

- 3.5 Employers were invited to indicate whether they agreed or disagreed with positive statements in relation to four areas: 'The Council', 'Your Job', 'Your Work Environment', and 'Learning and Development'. All 16 questions were also designed to measure issues of workplace stress, by reference to Health and Safety Executive (HSE) questions designed for the same purpose.
- 3.6 Attached at Appendix 1 are the results of the employee survey. This shows each section and statement in turn and gives both the number and percentage of employees who completed the survey ratings in terms of whether they 'strongly agree/agree', 'neither agree nor disagree', or 'disagree/strongly disagree'.
- 3.7 In summary, 10 of the 16 questions were directly comparable to those asked in the 2012/13 survey. In undertaking the comparison to determine improvement or decline, a shift of less than 1% has been disregarded for reporting purposes. Of the 10 comparable questions, eight show a general improvement, with all showing more staff agreeing or strongly agreeing with the statements, and/or fewer staff disagreeing or strongly disagreeing with them. These include:
- Fewer staff feel they do not know or understand what the Council is trying to achieve, and why (a drop from 8% to 4.4%);
  - Fewer staff disagree that the Council is a good employer (a drop from 4% to 1.7%);
  - More staff agree that different parts of the Council work well together (up from 43% to 47%) and there is a significant drop in the number of people who disagree with this statement (from 33% down to 23%);
  - Staff feel better informed about what is going on in the Council generally (up from 47% to 56%) with fewer staff disagreeing with this statement (down from 26% to 20%);
  - More staff agree that the work they do is valued (up by 1.4%), with fewer staff disagreeing with this statement (down by 3%);
  - More staff feel they get all the information they need to do their job (up 1.5%) with fewer staff disagreeing with this statement (down by 5%);
  - More staff agree that the training received has helped them do their job more effectively (up by 2.5%) with a significant decrease in the number of staff who disagree with this statement (down from 13% to 5%);

- More staff agree that they have had an appraisal in the last 12 months where they could have a say in what/how work gets done (up 1%) with a significant reduction in the number of staff disagreeing with this statement (down from 14% to 7%).

3.8 The remaining two questions that are directly comparable to those asked in 2012/13 show a slight downward trend:

- Fewer staff agree that they know and understand what is expected of them in their job (down from 93% to 89%) with 4% of staff disagreeing with this statement (up from 3%);
- Fewer staff agree that the Council provides support to help keep a balance between work and home responsibilities (down from 70% to 62%). The number disagreeing with this statement remains the same at 9%, which means the shift is from positive agreement, to “neither agree nor disagree”.

### Survey Results – Workplace Stress

3.9 The six questions that are not comparable to 2012/13 were new to this survey, and were introduced to work together with the original questions analysed above, to ensure that the six areas identified by the HSE that can contribute to workplace stressors were surveyed. These six areas are:

- **Demands** – this includes issues such as workload, work patterns and the work environment.
- **Control** – how much say the person has in the way they do their work.
- **Support** – this includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues.
- **Relationships** – this includes promoting positive working to avoid conflict and dealing with unacceptable behaviour.
- **Role** – whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles.
- **Change** – how organisational change (large or small) is managed and communicated in the organisation

3.10 All of the survey responses have therefore been analysed to form a picture about the extent of workplace stressors, and the results are depicted in chart form at Appendix 2.

3.11 It is apparent from the responses that areas of Demand, Control, Support and Role are well managed, with more than 70% of respondents agreeing or strongly agreeing with positive statements in regard to those management standards, and fewer than 10% of respondents disagreeing or strongly disagreeing with those statements. The most positive area of all is that of Control, which indicates that staff feel strongly that they can influence how their work is undertaken.

3.12 In terms of Relationships, respondents agreeing or strongly agreeing with the positive statements comprise 65.4% of the total, with those disagreeing comprising 13.5% of respondents. Further analysis shows the least positive statement to be “I feel that different parts of the Council are working well together”. However, this was one of the questions from the 2012/13 survey which has shown positive movement since then, and so relatively speaking this is an area that has improved in the past three years.

- 3.13 The least positive area in terms of the management standards is that of Change. In this case, 52.7% agreed or strongly agreed with the positive statements, whilst 17.7% disagreed or strongly disagreed. Further analysis shows the least positive statement to be “I am consulted about change that affects me personally”. This was a new question and therefore there is no comparative data available to show whether this is an area that has improved or declined since the last survey. Nevertheless it is perhaps unsurprising that the area of “change” is perceived least positively, given the challenges and changes facing local government at the present time.
- 3.14 More meaningful analysis will be possible at the time of the next employee survey (provided the same format is adopted) which will enable positive and negative shifts in workplace stressors to be identified, from the position established by this survey. This is the method recommended by the HSE in order to fully understand the collated data.

### **Conclusions and Next Steps**

- 3.15 The survey shows a positive and pleasing trend with the majority of areas showing an improvement. This highlights the benefits of investment in employee wellbeing and improved communications, and reinforces the findings of the peer review undertaken in October 2014. The reviewers noted an unusual high level of staff morale, and described “a happy Council”.
- 3.16 The outcomes of the survey will be discussed further at the regular joint HR and trade union meetings, as well as with the Management Team, with a view to identifying actions and timescales to address specific areas of concern. Those discussions will also consider mechanisms for communication of the outcomes and actions to staff.

### **4. Implications**

- a) For service users

None arising from this report.

- b) Strategic & Policy

Communication and listening to staff is a key component of ensuring an engaged workforce, which in turn improves productivity and supports the corporate aim: A Resilient Local Authority.

- c) Financial – 16/114

None arising from this report.

- d) Legal – 398/03/16

None arising from this report.

- e) Human Resources.

The Human Resource implications are as detailed throughout this report.

- f) Community Safety, Equalities, Environmental.



Questions in the survey are discreetly designed with equalities considerations in mind to ensure that any areas requiring attention are identified. This includes, for example, questions around respect at work, work life balance, access to training and how to raise concerns. Monitoring data was also gathered which showed responses were representative of different gender, age, disability status, ethnic origin, sexual orientation and religious belief.

g) This is not a Key Decision.

**5. Options, Risks and Reasons for Recommendations**

5.1 This report is for information and comment only,

**6. Recommendations**

6.1 It is recommended that members of the Joint Employee Council comment as appropriate on the contents of this report and survey results.

**Background Papers**

**Location**

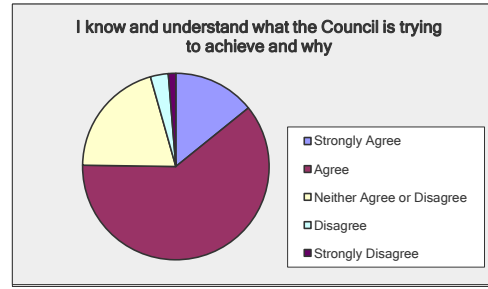


Employee survey results 2015/16

Appendix 1

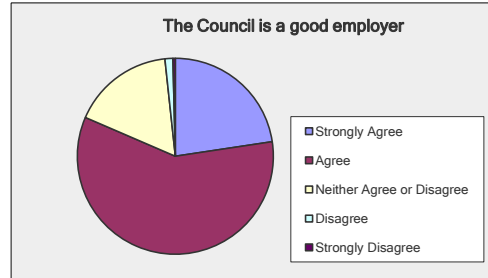
**1. I know and understand what the Council is trying to achieve and why**

Answer Options	Response Percent	Response Count
Strongly Agree	14.2%	32
Agree	61.1%	138
Neither Agree or Disagree	20.4%	46
Disagree	3.1%	7
Strongly Disagree	1.3%	3
<i>answered question</i>		<b>226</b>
<i>skipped question</i>		<b>1</b>



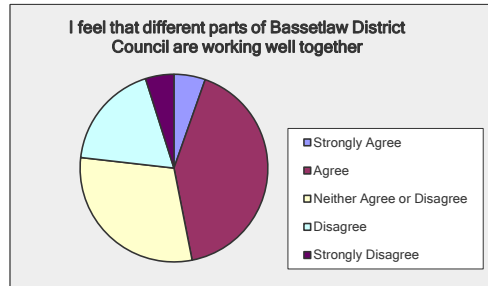
**2. The Council is a good employer**

Answer Options	Response Percent	Response Count
Strongly Agree	22.6%	51
Agree	58.8%	133
Neither Agree or Disagree	16.8%	38
Disagree	1.3%	3
Strongly Disagree	0.4%	1
<i>answered question</i>		<b>226</b>
<i>skipped question</i>		<b>1</b>



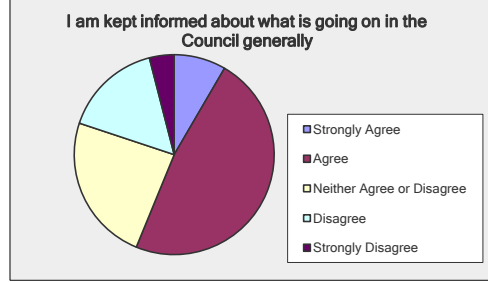
**3. I feel that different parts of Bassetlaw District Council are working well together**

Answer Options	Response Percent	Response Count
Strongly Agree	5.4%	12
Agree	41.5%	93
Neither Agree or Disagree	29.9%	67
Disagree	18.3%	41
Strongly Disagree	4.9%	11
<i>answered question</i>		<b>224</b>
<i>skipped question</i>		<b>3</b>



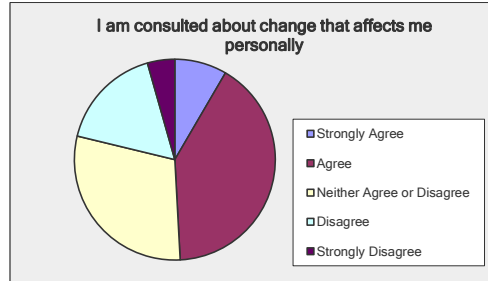
**4. I am kept informed about what is going on in the Council generally**

Answer Options	Response Percent	Response Count
Strongly Agree	8.4%	19
Agree	47.8%	108
Neither Agree or Disagree	23.9%	54
Disagree	15.9%	36
Strongly Disagree	4.0%	9
<i>answered question</i>		<b>226</b>
<i>skipped question</i>		<b>1</b>



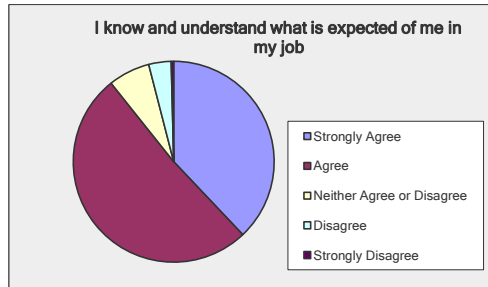
**5. I am consulted about change that affects me personally**

Answer Options	Response Percent	Response Count
Strongly Agree	8.4%	19
Agree	40.7%	92
Neither Agree or Disagree	29.6%	67
Disagree	16.8%	38
Strongly Disagree	4.4%	10
<i>answered question</i>		<b>226</b>
<i>skipped question</i>		<b>1</b>

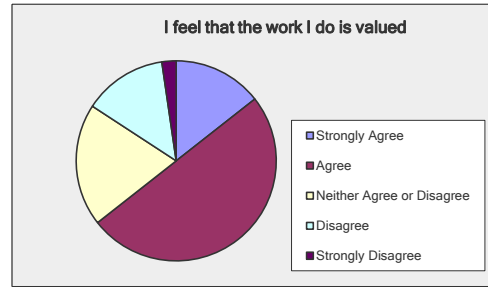


**6. I know and understand what is expected of me in my job**

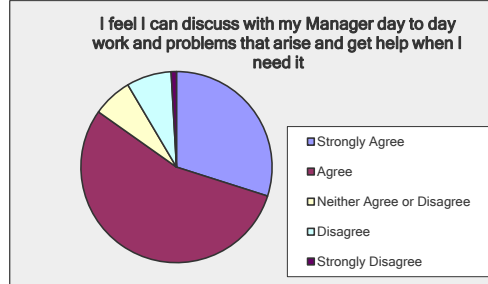
Answer Options	Response Percent	Response Count
Strongly Agree	37.9%	85
Agree	51.3%	115
Neither Agree or Disagree	6.7%	15
Disagree	3.6%	8
Strongly Disagree	0.4%	1
<i>answered question</i>		<b>224</b>
<i>skipped question</i>		<b>3</b>



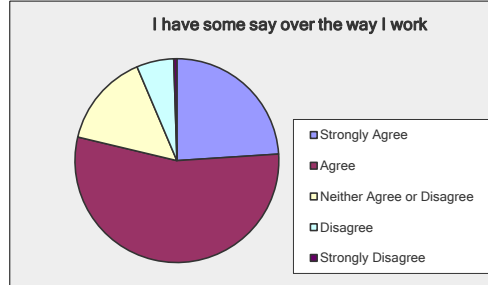
7. I feel that the work I do is valued		
Answer Options	Response Percent	Response Count
Strongly Agree	14.4%	32
Agree	50.0%	111
Neither Agree or Disagree	19.8%	44
Disagree	13.5%	30
Strongly Disagree	2.3%	5
<i>answered question</i>		<b>222</b>
<i>skipped question</i>		<b>5</b>



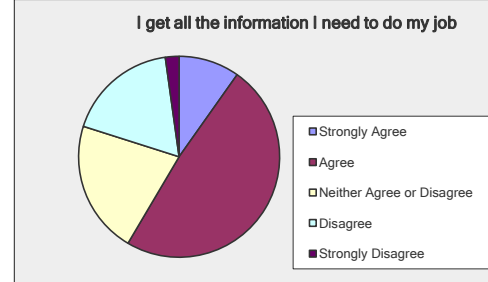
8. I feel I can discuss with my Manager day to day work and problems that arise and get help when I need it		
Answer Options	Response Percent	Response Count
Strongly Agree	29.9%	67
Agree	54.9%	123
Neither Agree or Disagree	6.7%	15
Disagree	7.6%	17
Strongly Disagree	0.9%	2
<i>answered question</i>		<b>224</b>
<i>skipped question</i>		<b>3</b>



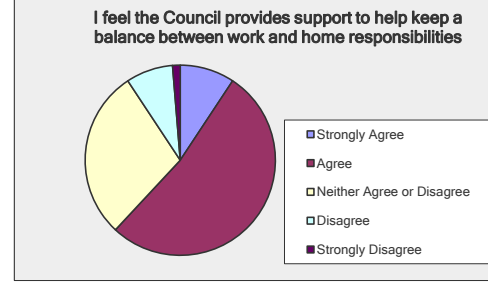
9. I have some say over the way I work		
Answer Options	Response Percent	Response Count
Strongly Agree	24.0%	53
Agree	54.8%	121
Neither Agree or Disagree	14.9%	33
Disagree	5.9%	13
Strongly Disagree	0.5%	1
<i>answered question</i>		<b>221</b>
<i>skipped question</i>		<b>6</b>



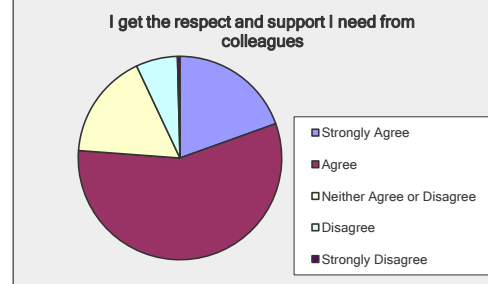
10. I get all the information I need to do my job		
Answer Options	Response Percent	Response Count
Strongly Agree	9.8%	22
Agree	48.7%	109
Neither Agree or Disagree	21.4%	48
Disagree	17.9%	40
Strongly Disagree	2.2%	5
<i>answered question</i>		<b>224</b>
<i>skipped question</i>		<b>3</b>



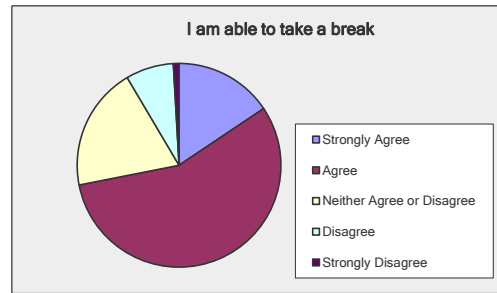
11. I feel the Council provides support to help keep a balance between work and home responsibilities		
Answer Options	Response Percent	Response Count
Strongly Agree	9.3%	21
Agree	52.7%	119
Neither Agree or Disagree	28.8%	65
Disagree	8.0%	18
Strongly Disagree	1.3%	3
<i>answered question</i>		<b>226</b>
<i>skipped question</i>		<b>1</b>



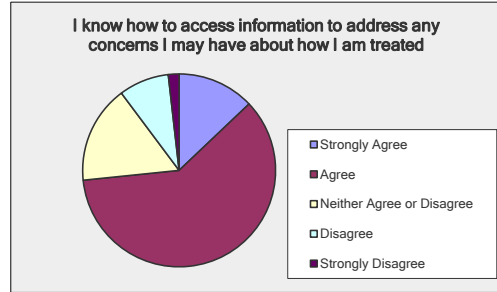
12. I get the respect and support I need from colleagues		
Answer Options	Response Percent	Response Count
Strongly Agree	19.5%	44
Agree	56.6%	128
Neither Agree or Disagree	16.8%	38
Disagree	6.6%	15
Strongly Disagree	0.4%	1
<i>answered question</i>		<b>226</b>
<i>skipped question</i>		<b>1</b>



<b>13. I am able to take a break</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	15.6%	35
Agree	56.3%	126
Neither Agree or Disagree	19.6%	44
Disagree	7.6%	17
Strongly Disagree	0.9%	2
<i>answered question</i>		<b>224</b>
<i>skipped question</i>		<b>3</b>



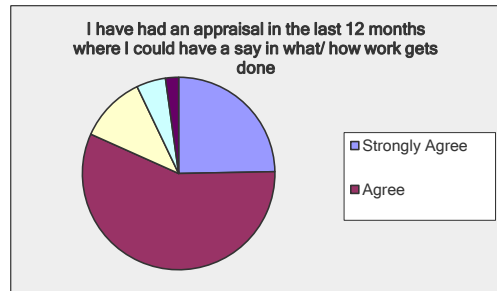
<b>14. I know how to access information to address any concerns I may have about how I am treated</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	12.9%	29
Agree	60.4%	136
Neither Agree or Disagree	16.4%	37
Disagree	8.4%	19
Strongly Disagree	1.8%	4
<i>answered question</i>		<b>225</b>
<i>skipped question</i>		<b>2</b>

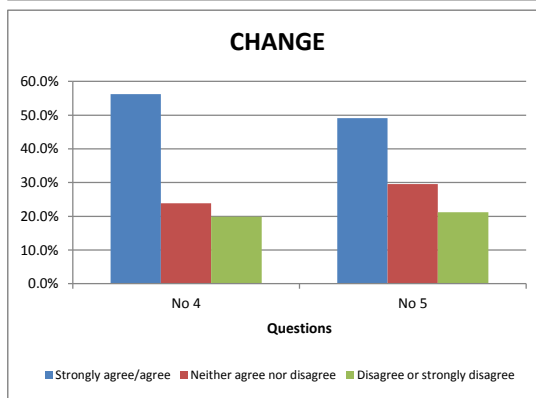
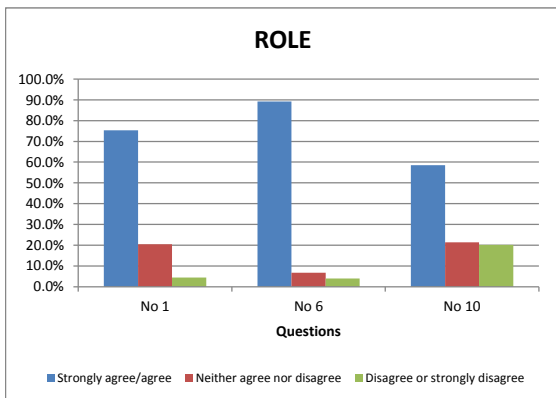
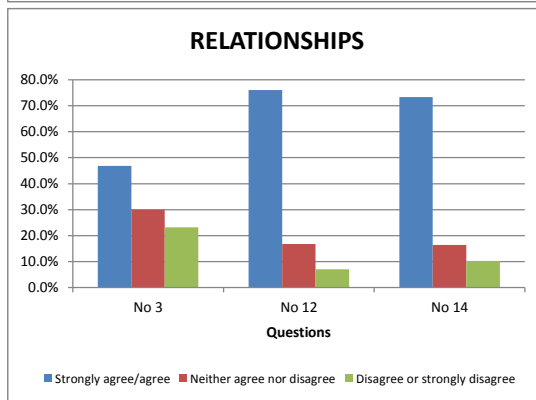
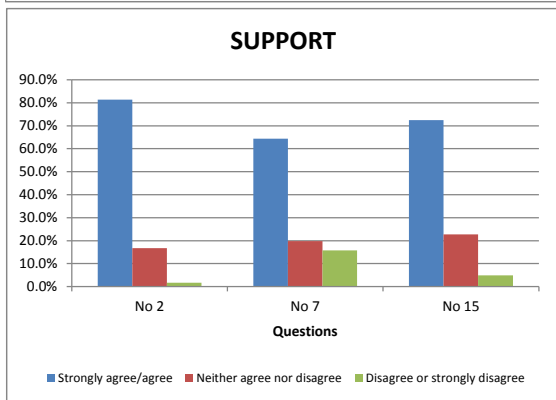
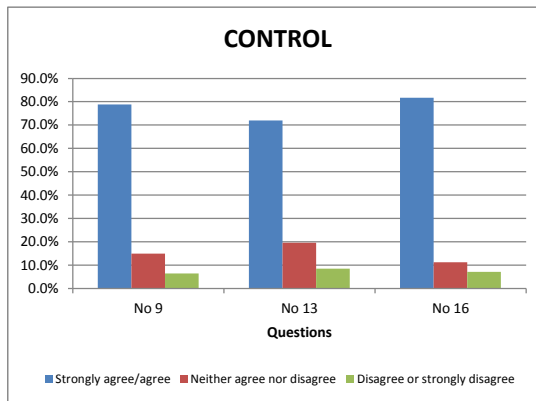
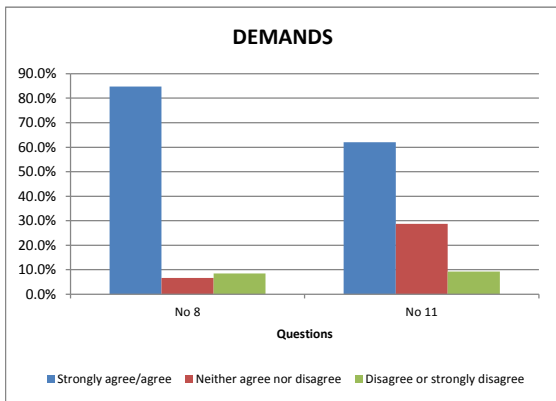
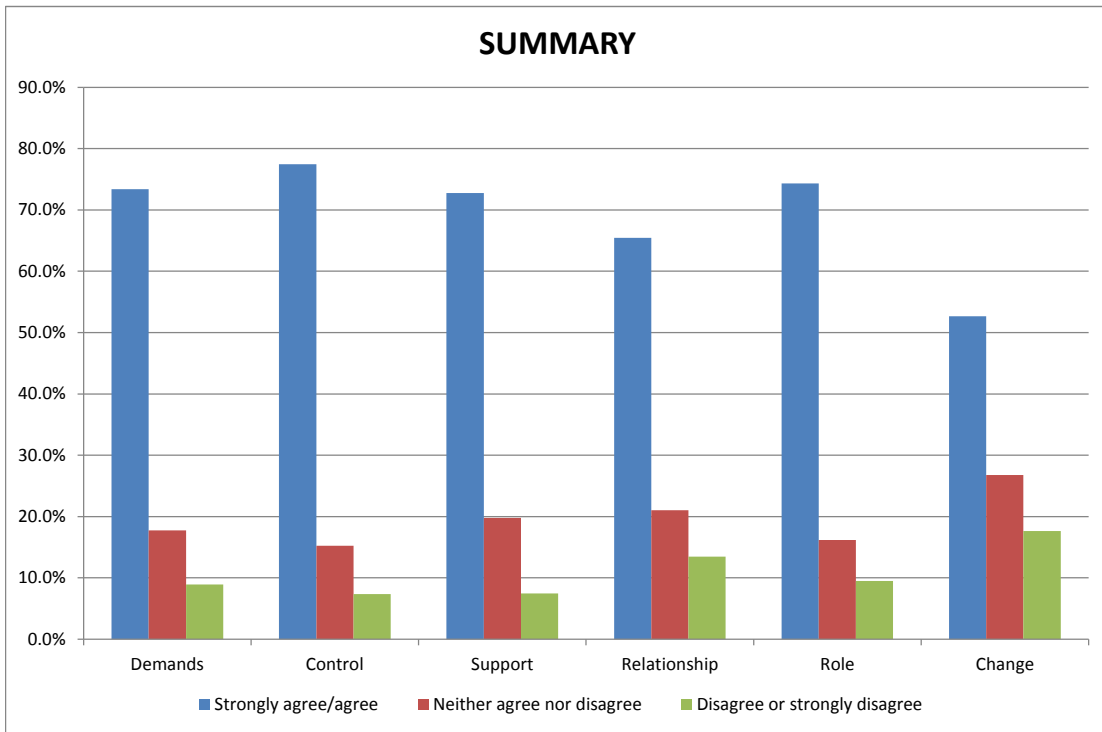


<b>15. The training I have received while working at the Council has helped me do my job more effectively</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	14.7%	33
Agree	57.8%	130
Neither Agree or Disagree	22.7%	51
Disagree	4.0%	9
Strongly Disagree	0.9%	2
<i>answered question</i>		<b>225</b>
<i>skipped question</i>		<b>2</b>



<b>16. I have had an appraisal in the last 12 months where I could have a say in what/ how work gets done</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	24.7%	55
Agree	57.0%	127
Neither Agree or Disagree	11.2%	25
Disagree	4.9%	11
Strongly Disagree	2.2%	5
<i>answered question</i>		<b>223</b>
<i>skipped question</i>		<b>4</b>





**BASSETLAW DISTRICT COUNCIL**

**JOINT EMPLOYEE COUNCIL**

**10<sup>th</sup> MARCH 2016**

**REPORT OF THE HR SERVICE MANAGER**

**MANAGING EMPLOYEE HEALTH AND WELLBEING**

Cabinet: Policy, Strategy  
& Communications  
Contact: Karen Childs  
Ext. 3121

**1. Public Interest Test**

- 1.1 The author of this report has determined in preparing this Report that the contents are not of a confidential nature.

**2. Purpose of the Report**

- 2.1 To update members of the Joint Employee Council on sickness absence management and monitoring, progress with the implementation of the revised Managing Attendance Policy and Procedure, and existing and proposed measures in support of promoting employee health and wellbeing.

**3. Background and Discussion**

- 3.1 The Council's sickness absence levels have been in relatively steady decline for several years. At their peak in 2002, they were at 16.3 days per person. By 2007 they had reduced to single figures (9.58 days) and, apart from in 2010, did not rise above 10 days. However, the outturn for the 2014/15 year was significantly higher at an average of 12.49 days per FTE, against a target of 8 days.
- 3.2 Clearly, this significant increase is of concern to the Council's Leadership Team and Senior Management, who asked for a detailed analysis to be undertaken. Although the analysis indicated that both long-term and short-term absence had increased, no specific underlying reasons were identified for the higher absence levels. There were a number of unfortunate but unrelated serious health issues and (non-work) accidents that significantly contributed to the overall outturn.
- 3.3 Close monitoring of absence has taken place this year, which has been in steady decline since its peak at 31 March 2015. From that outturn of 12.49 days per FTE, at 31 December 2015 the figure for the Council stood at 9.66 days per person.

- 3.4 The management of absence requires both a pro-active and reactive approach, putting in place measures to promote health and wellbeing and the importance of good attendance, as well as the effective management of absence when it occurs.
- 3.5 As part of ensuring effective management of absence, during 2015 a revised Managing Attendance Procedure was developed by the Policies Working Group, agreed by the JEC and approved at Cabinet. This has been implemented from 1 February 2016, and its launch was timed to ensure comprehensive training was provided to managers, to enable them to apply the new Policy and Procedure effectively and consistently. The 4 training sessions delivered by the HR Team were very well attended and supported also by trade union colleagues. 58 managers and supervisors are now trained, and a mop up session is being arranged. Evaluation forms are still being returned, but with 36 available at the time of writing, this has enabled a snapshot to be taken of the course's effectiveness. This shows that:
- Over 97% of respondents indicated a response of "good" or "excellent" when asked to rate usefulness to their role
  - Over 97% would recommend the course to others
  - Over 97% indicated they had benefited in some way from attending the course, with 92% citing multiple benefits.
- 3.6 A handy employee guide has also been developed and issued, which ensures that staff who cannot attend work have easy access to the information they need regarding their own obligations, support available to them, and key aspects of the Policy and Procedure.
- 3.7 In terms of the Council's proactive approach to promoting health and wellbeing, the Council has introduced a raft of measures which are designed for this purpose, as well as offering support to those who may be suffering with health issues. This includes:
- Appointment of Firstcare Day One Absence Management Service, giving access to a qualified nurse who can provide health advise 24/7
  - Appointment of People Asset Management Occupational Health
  - Availability of free confidential counselling service
  - Promotion of national health campaigns
  - Promotion of local wellbeing opportunities
  - Manual handling training
  - Workstation assessments
  - Pre-employment medical assessments
  - Managing Attendance Policy and Procedure
  - Return to work interviews
  - Health screening (hand-arm vibration; audiometry, vaccinations, etc)
  - Proactive health promotion (body MOTs, blood pressure checks, etc)

The Council's approach to the health and wellbeing of its employees has resulted in the achievement, in successive years, of the Bronze, Silver and Gold standard for Wellbeing at Work and the maintenance award of this standard the following year.



This is a major achievement and contributes to the Council's wider health and wellbeing agenda.

3.8 Analysis of recent absence shows that the top five reasons (measured in days lost) are:

No	Reason	Days Lost	% of time lost
1	Musculoskeletal	1,247	29.8%
2	Mental Health	609	14.6%
3	Gastrointestinal	311	7.4%
4	Cardiovascular	245	5.9%
5	Surgery – orthopaedic	212	5.1%

3.9 To further support staff and ensure effective management of health issues, measures are being explored and considered in response to these areas, including:

- Targeted preventative assessments for staff employed in areas more prone to musculoskeletal issues
- Employee survey designed to measure workplace stressors
- Focus on heart health
- Awareness raising for managers and staff of maintaining good mental health and dealing with issues that arise
- Information on dietary and lifestyle management

3.10 Initiatives that are supported by Management Team will be introduced in accordance with the availability of resourcing. In the meantime, monitoring of sickness absence will continue and will be reported and communicated via established reporting mechanisms.

#### **4. Implications**

a) For service users.

It is important that employee attendance, health and wellbeing is effectively managed to ensure there is no detrimental impact on service delivery.

b) Strategic & Policy

The effective management and support of employee attendance, health and wellbeing contributes to the Council's strategic priority: A Resilient Local Authority.

c) Financial – Ref: 16/57

None directly from this report.

d) Legal – Ref: 399/03/16

None directly from this report.

e) Human Resources

It is important that employee attendance, health and wellbeing is effectively managed to ensure that staff are appropriately supported and that there is no detrimental impact on colleagues arising through employee absence.

f) Community Safety, Equal Opportunity, Environmental

None arising directly from this report.

g) This is not a Key Decision.

**5. Options, Risks and Reasons for Recommendations**

**Option 1**

To note the contents of this report and support the Council's approach to health and wellbeing matters.

**Option 2**

To note the contents of this report and not support the Council's approach to health and wellbeing matters.

**6. Recommendations**

That the Joint Employee Council adopts Option 1 in paragraph 5 above, which is: "To note the contents of this report and support the Council's approach to health and wellbeing matters."

**Background Papers**

**Location**