

WORKFORCE PANEL

Held on Tuesday 26 March 2019

Meeting started: 11:45

Meeting ended: 12:04

PRESENT: Councillor John Ferguson – Lead Member for Workforce and Industrial Relations – in the chair

Councillors Derek Antrobus, Bill Hinds, David Lancaster and Gina Reynolds

OFFICERS	Gemma Phelan	HR & OD Business Partner
	Catherine Sharples	Strategic HR Manager
	Jim Taylor	Chief Executive
	Carol Eddleston	Senior Democratic Services Advisor

1. APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of the City Mayor, Paul Dennett and Councillors Boshell, Kelly and Stone, and Sam Betts, Assistant Director HR & OD.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES OF PROCEEDINGS

The minutes of the meeting held on 26 February 2019 were approved as a correct record.

4. STAFF SAFETY: WORK-RELATED AGGRESSION AND VIOLENCE

The Lead Member for Workforce and Industrial Relations invited the Strategic HR Manager to present the Work-related Aggression and Violence Framework and Toolkit which essentially represented a refresh of the council's existing arrangements, to take into account, in particular, the increased use of social media.

The Strategic HR Manager, the HR and OD Business Partner and the Chief Executive responded to questions and observations from members of the panel:

The framework and toolkit related specifically to incidents of aggression and violence committed by members of the public. Incidents arising between officers would be covered by the Dignity at Work Policy which itself may require a refresh in light of the increased use of social media.

The council's existing policies on social media covered what was considered to be appropriate (or not) in terms of postings by officers in relation to their employment and role within the council.

Certain roles within the council inevitably exposed officers to greater face-to-face or telephone contact with members of the public. Each role was risk assessed and

appropriate specific training requirements identified, e.g. conflict resolution and dealing with difficult conversations.

The council was sending out a strong message that bullying, aggression and violent behaviour would not be tolerated and would be reported and taken very seriously.

The Personal Incident at Work Report Form (Physical and Non Physical) would be amended in section 2 to include a 'Description of the Incident' section.

RESOLVED: THAT,

- (1) the Employee Safety: Work-related Aggression and Violence Framework be approved for launch, distribution and implementation, and
- (2) the Personal Incident at Work Report Form be amended to include a 'Description of the Incident' section.

5. ANY OTHER BUSINESS

There were no items of any other business.