

Health Safety and Wellbeing

Audit and Risk Committee – August 2016



Health, Safety and Wellbeing : Overview

As per the committee agenda report this presentation provides an overview in the areas of :

- **Health, safety and wellbeing performance**
- **Key milestones, staff engagement and ACC WSMP pre-audit**
- **Due Diligence**

Health and Safety starts with me – Ka timata te hauora me te aria hauata ki a au

Health, Safety and Wellbeing Performance: Lead indicators

Lead indicators

The lead indicator table illustrates areas that we want to target and focus for future reports.

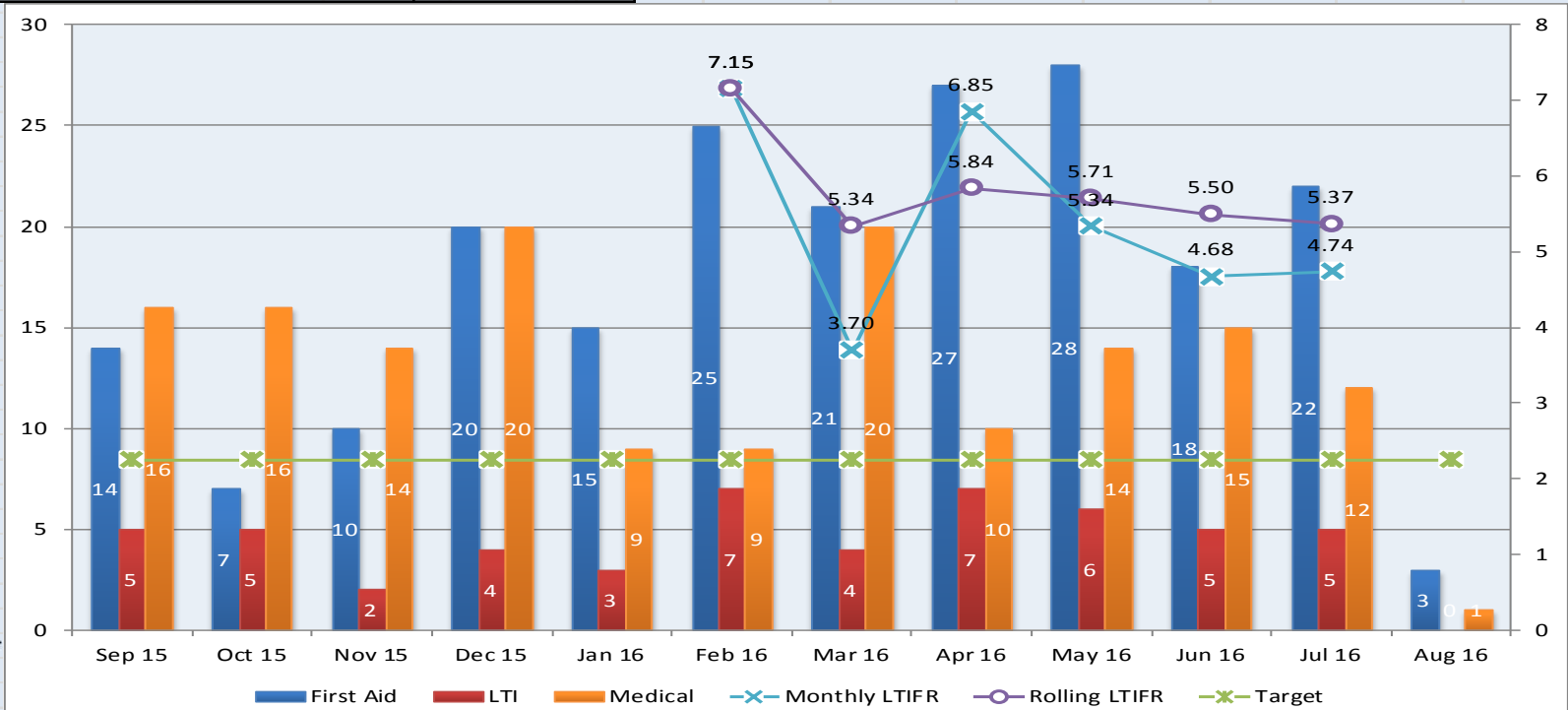
	Month (July - indicative)	Year to date	12 Month
Employee Inductions <i>*NB from 1 August new induction module being launched</i>	77	1395	3438
Hazards Identified	18	236	302
Hazards Closed	6	116	196
Site inspections	6	273	543
Near miss incidents reported	42	242	373
ACC WSMP internal Audits Scheduled	2	9	9
ACC WSMP internal Audits Completed	2	5	5
Executive Site visits completed	1	27	30
Elected member site visits planned	1	3	-
Elected member site visits completed	1	3	-

- One site visit per month has been scheduled pre-election
 - Animal Management 24/06/2016 ✓
 - CDEM and Waste site visit 29/07/16 ✓
 - Westwave 01/08/2016 ✓
 - A Safety Leadership workshop for senior and executive leadership team members scheduled for 30 August.
- September site visit 30/09 with Libraries

Health and Safety starts with me – Ka timata te hauora me te aria hauata ki a au

Health, Safety and Wellbeing Performance: LTIFR (Lag indicator)

LTIFR Target	<2.25
June Indicative LTIFR	4.20
June Actual LTIFR	4.49
July indicative LTIFR	4.57
July Notifiable event	3



Health and Safety starts with me – Ka timata te hauora me te aria hauata ki a au



Health, Safety and Wellbeing : Performance

Notifiable Events with Work Safe NZ involvement

1. **Te Muri Regional Park** : On 9th February, an employee working at a regional park flipped and rolled their quad bike.
2. **Te Atatu South**: on the 6th July 2016, an incident involving the loading of rubbish bags into a caged trailer, where an enforcement officer tripped and fractured their skull.
3. **6 Henderson Valley Road**: on the 5th July, a report of gas smell was investigated on Level 2 Henderson Building by the Maintenance Building coordinator.
4. **Whakanewha, Waiheke Island**: 10th July, a Park Ranger driving a quad bike on a public road, skidded on loose metal hitting a tree.

Health, Safety and Wellbeing key risks: Driving

Auckland Council is committed to maintaining the safety of its staff when driving Auckland Council vehicles.

In June **over 25,000 events** were identified where an Auckland Council vehicle was being driven 10% over the legal speed limit.

Actions being taken

- Ongoing reporting will be included in HSW performance reporting. Fleet providing data to ELT and People and Capability monthly.
- Communications from the CE to staff to raise awareness of the risk, importance of operating vehicles in a safe manner at all times and consequences .
- HSW safety alert on driving distributed across the council network
- Fatigue and driving is also a critical risk – 2 incidents during July where fatigue resulted in a serious near miss and an accident.
- Given the scale of risk driving poses to the organisation action to be taken by all business units to ensure staff safety is a priority.

Health and Safety starts with me – Ka timata te hauora me te aria hauata ki a au

Health, Safety and Wellbeing key risks: Quad Bikes

- National issue – risk of serious harm or death
- Council incidents show increasing risk
- PSR quad bike use on formal roads is now banned, apart from directly crossing a road
- PSR all quad bikes being phased out and replaced this year as a priority. Renewal funding is being re-prioritised.
- Reviewing whether there is an alternate vehicle that can be used on Waiheke instead of the quad to manage current risk
- Front mounted tool boxes will either be relocated to the back of the quad or full face safety helmets will be provided

*Note : Duration of over 1 Minute

Health and Safety starts with me – Ka timata te hauora me te aria hauata ki a au

Health, Safety and Wellbeing key risks: Staff Safety

Increasing numbers of threats and abuse of a serious nature

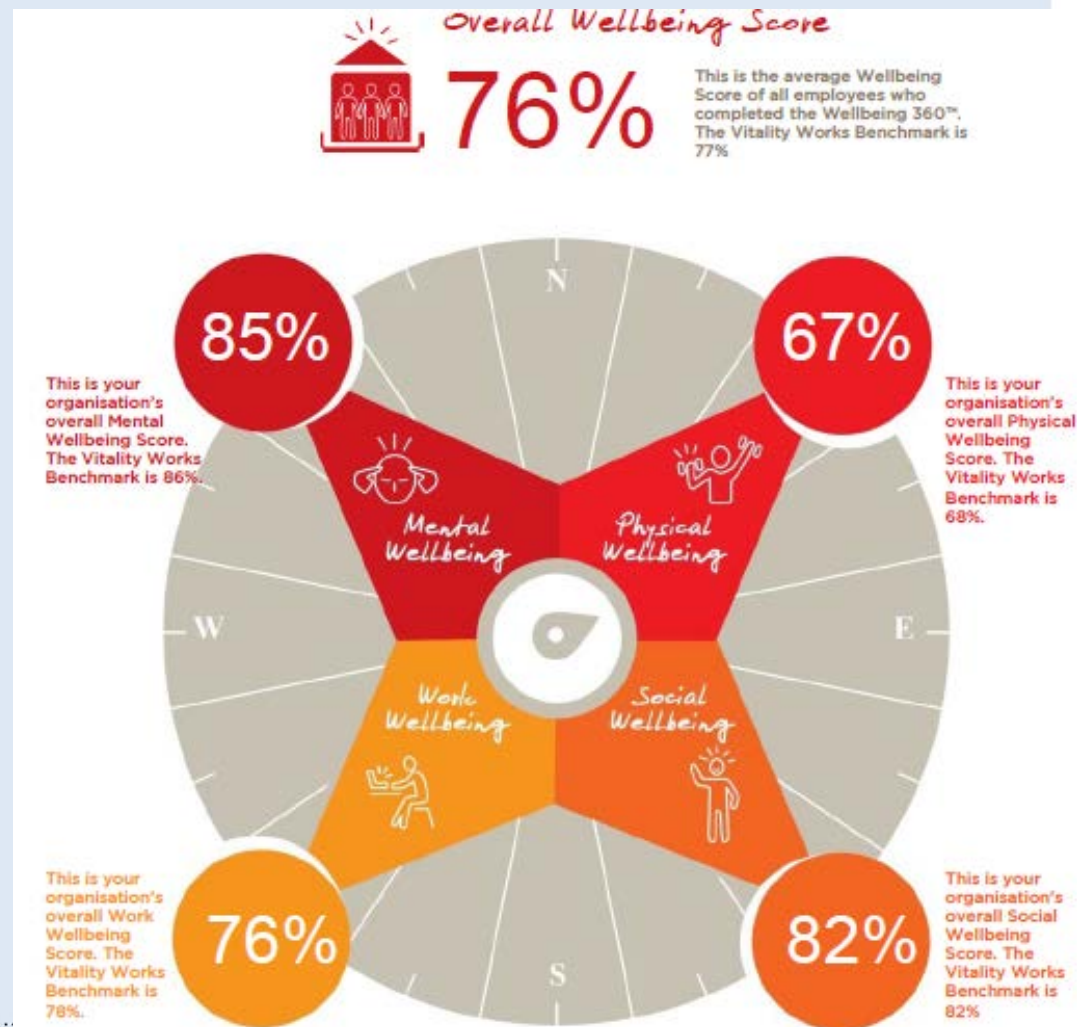
- 23 reported serious threats, abuse and/or assaults in the month of July across council
 - 8 number of serious threats or assaults in Animal Management (Excl online campaign)
 - 15 across other business units
 - other issues
- Encouraging all staff, particularly customer service or customer facing roles to report all serious threats.
- Using lessons learned across organisation for improved threat response.
- Conflict management and de-escalation training review high priority and review of lone worker business model where personal safety is issue

Health and Safety starts with me – Ka timata te hauora me te aria hauata ki a au

Wellbeing Performance: Rehabilitation and Wellbeing

Completed and underway

- **Flu Vaccination Update:** 7% increase in onsite flu vaccinations from 2015. Focus in FY17 is to increase update further
- **Wellbeing 360 :** 3054 employees completed the Wellbeing 360 assessment. Of these individuals, 1267 also completed the assessment in 2015. Goal is to increase by 2% in FY17
- **ACC return to work** workshops for Managers
- **Mental Health Foundation** sessions end of July and start of August – all three fully booked with further sessions planned for Orewa, Henderson and Manukau.



Health and Safety starts with me – Ka timata te hauora me te aria hauata ki a au

Health, Safety and Wellbeing: Milestones, staff engagement

- Phase one legislation transition sessions completed:
 - Targeted officer workshops for elected members and regional workshops for staff
 - Phase two for staff and officers planned for later in the year (incl elected member induction and officer workshops post election).
- New HSW Intranet Page which includes Managers Toolkit with info guidance on H&S legislation and Wellbeing
- New one step HSW induction e-module and My Site induction template
- Resilience and mental health workshops in partnership with the Mental Health Foundation
- Completed ACC WSMP pre-audit assessments (Council, ATEED and Panuku)
- Pilot of streamlined process for contractor pre-qualification

Rep recognitions programme during HSW June and July road shows. Multiple champions nominated by peers and managers.

Elizabeth O'Neill Health (Safety Quality & Environmental Coordinator, City Parks)



Health, Safety and Wellbeing: ACC WSMP Audit

What is it?

- External independent evaluation of council workplace safety management systems (WSMP), in alignment with ACC criteria and factoring in new Health & Safety At Work Act 2015

When is it happening?

- October 2016. Auckland Council's (WSMP) levy discount expires 30 Nov 2016
- Council and CCOs will submit individual applications this time
- Have taken council family approach to pre-audit

Why is it important?

- ACC rewards and recognises employers that have implemented effective H&S systems and practices in the workplace
 - Level of accreditation determines levy discount (or not)
 - Assesses council's framework for building successful and sustainable H&S systems and practices in the workplace
-

Health, Safety and Wellbeing: ACC WSMP Audit

Key themes so far from the pre-audit assessments:

- Continue to improve understanding of new legislation - Health & Safety at Work Act (2015)
- Increase reporting and essential use of Vault system to report: incidents, injuries, near misses, and hazards.
- Use Vault to record training certification, H&S induction records, and refresher training updates
- Health, Safety and Wellbeing to be talked about and recorded as part of performance management – ELT/SLT performance measure created and guidance being created for MyTime conversations
- Hazard and risk registers to be reviewed and updated
- Fire evacuation plans need to be in place in all buildings and facilities
- Contractor management records – induction and safety plans in place; ongoing monitoring and auditing

Health and Safety starts with me – Ka timata te hauora me te aria hauata ki a au

Health, Safety and Wellbeing: Due Diligence

Up to date (1): Acquire and keep up to date with H&S knowledge and H&S matters

- Through May and June further training sessions for elected members were held throughout the region. These covered putting the legislation into practice, including meeting personal obligations as an officer, what is required for day to day decision making and implications for community groups and volunteers.
- Pilot session for community organisations hosted by Devonport -Takapuna, Kaipataki and Upper Harbour Local Boards. This covered health and safety issues generally, and the implications for community groups and volunteers. Events was a key topic for questions.
- HSW team working with Governance team on induction for elected members post Oct election.
- Officers may also undertake their own personal actions through reading, research, attendance wider forums.

Health, Safety and Wellbeing: Due Diligence

Understand (2): Understand Council's operations and the associated hazards and risks

- The Officer Site visit Programme has commenced: Manukau Field Services and Animal Management (24 June), Civil Defence and Waste Management (29 July) West Wave (1 August).
- The site visits to date have provided useful opportunities to better understand specific business risks and issues and how they are being managed e.g. staff safety and resourcing at Animal Management and improving handling systems for dangerous dogs; Building maintenance risks and improved incident management (including proactive monthly initiatives) at Westwave.

Health, Safety and Wellbeing: Due Diligence

Resources and processes (3): Ensure Council has appropriate resourcing and processes to eliminate or minimise risks to health and safety

- Health, Safety and Wellbeing Business case approved
- Focus on risk assessments and risk management throughout organisation, via
 - departmental or division business planning (e.g. operations division with key targets on risk minimisation and near miss reporting)
 - investment in training in high risk units (e.g. Community Facilities and City Parks Services)
 - Improved guidance and support (e.g. events)
 - change in business model or equipment use (e.g. Parks and quad bikes)

Health and Safety starts with me – Ka timata te hauora me te aria hauata ki a au

Health, Safety and Wellbeing: Due Diligence

Reporting and investigation (4): Ensure Council has appropriate processes for receiving and considering information regarding incidents, hazards and risks and for responding in a timely way to that information

- Health, safety and wellbeing performance reporting has been improved to assist officers and senior management receive and consider information on incidents, hazards and risks. Department specific information is now being provided.
- ELT/SLT Health & Safety committee regularly meets and reviews Council-wide critical risks and issues, including investigations of incidents that involve notifiable events
- Current focus is increasing near miss reporting. Targeted action by Infrastructure and Environmental Services leaders has seen continued increase in July

Health, Safety and Wellbeing: Due Diligence

Monitor (5): Ensure Council has, and implements, processes for complying with any duty or obligation

- Initial performance targets set (LTIFR >2.25; 100+ increase in near miss reporting; 2% increase in wellbeing survey score, ELT and SLT personal performance target)
- New contractor management approach – revised pre-qualification process
- Safety in Design (specific guidelines in line with new legislation)
- Do it Right legislative compliance programme
- Staff training – induction, engagement survey, business unit specific training
- Health and Safety Representatives: transition training, roadshows and handbook
- Officer training and post election induction

Verify (6): Take reasonable steps to verify the provision and use of resources and processes through reviews and audits

- Main activity currently is preparation for the ACC Worksafe Safety Management Practices (WSMP) audit in October 2016, and pre audit process (as noted previously)

Health and Safety starts with me – Ka timata te hauora me te aria hauata ki a au