

Health Safety and Wellbeing

ELT & Officer report – September 2016



*Elected Member and ELT
August site visit – Regional
Parks, Northern (Wenderholm)*

Health, Safety and Wellbeing – performance and delivery overview

September report

Executive summary and key initiatives for the month of August:

- **Good practice (& compliance).** The online e-learning induction campaign “Be the winning team” was launched on 1 September (an update on completion numbers so far will be provided at the meeting). A safety leadership workshop took place on 30 August for executive and senior leaders, linked to our new role as a member of the Zero Harm Business Leaders Forum. Health, Safety and Wellbeing is a key feature of the September SLT forum and discussions are taking place on how to share good practice and lessons learned across the organisation. Targeted training for elected members is on track for late November, to equip new elected members with skills in how to exercise their due diligence as officers and raise overall awareness of the importance of H&S in daily operations.
- **Wellbeing.** During August, lunchtime mindfulness seminars on building a resilient brain were run at 6 locations across the region. Due to the success and demand for both these sessions and the mental health and wellbeing sessions, the series will be repeated again in the first few months of 2017. **ACC return to work** workshops for Managers – more of these will be delivered during September and October after the success of the first session. This year’s **Healthy Money** seminars launched in Orewa on 26 August and will continue through September. The latest EAP report will be provided separately, in addition to this report.
- **Health and safety incidents and indicators.** There have been six Lost time injuries (LTI) for August. Overall, there were 67 reported injuries to employees for August, although 75 per cent of those injured did not require medical treatment. Despite a good increase in near missing reporting in July, as a result of targeted effort by I&ES and City Parks, there was a 32% decrease between 1-28 Aug. **Jun (69) Jul (121) Aug (82)**

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Health, Safety and Wellbeing – performance and delivery overview

September report

Executive summary and key initiatives for the month of August (cont'd)

- **Monitoring and reporting.** The HSW team have been providing training and support to business units across Council to improve Vault use and confidence to lead and close out corrective actions. Reporting super-users and champions within departments/directorates have started to be identified and they are being trained to help with Vault use. A proposal on the future state of council's safety reporting management system was tabled at the ELT H&S Committee in August with the recommendation to replace Vault. A business case is being prepared for ELT and the Investment Group.
- **ACC WSMP Audit.**
 - All **pre-audits assessments** have been completed by the external auditor and one council led internal assessment took place with Libraries in early August. Business units are working through their pre-audit reports in preparation for the audit in October and all divisions have been provided with guidance on the audit requirements.
 - The Auckland Council application was signed by the chief executive and submitted to ACC on 2 September. An external auditor has been selected to undertake the audit. The same auditor will be used by council, RFA and ATEED. The window for the audit is between 10 – 20 October 2016. Specific dates will be confirmed once ACC advise which offices/services centres and business units in council have been selected for the audit.

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Health, Safety and Wellbeing performance:

September report

In summary:

- The total LTIFR has decreased, there were six injuries leading to lost time (1 x less than July)*
- A total of nine health and safety inspections were reported into Vault. A total of 122 corrective actions were issued in Vault and 103 of which have since been completed. A breakdown of corrective actions can be found on slide 12.
- 82 near misses were reported at 28th August.

19 incidents were reported in Vault before an ACC notification was received. 12 incidents were not reported before an ACC claim was received.

Factors as to why we receive these letters without notifications in Vault would be:

- staff member reported directly to a medical provider after their injury and has not had time to enter the injury into Vault
- staff member directed by doctor to take time off work and has not been able to enter injury into Vault
- staff member has not been aware of the process and has not entered it into Vault
- staff member has had a non-work related injury and it has been diagnosed as a work related injury
- staff member has aggravated a previous unreported injury and has only just sought medical attention

July Indicative LTIFR	5.53	July Actual LTIFR	5.71 (based on new system)	Aug Notifiable Events	1**
LTIFR Target	<2.25	Aug Indicative LTIFR	5.71 (based on new system)		

*NB: Two lost time injuries were added to July after people leader updated Vault.

**NB: Hawkins Construction notified WorkSafe NZ of uncontrolled and unplanned drop of an object from Level 29.

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Summary indicators – compared to previous months

September report



Near miss reporting

Jun (69) v Jul (121) v Aug (82)
Near miss reporting decreased.



Injuries to third party/members of the public

Jun (62) v Jul (66) v Aug (53)
Fewer third party/members of public were reported as injured



AC Employees induced

Aug (228) **



Hazard reporting

Jun (80) v Jul (69) v Aug (66)
A reduced amount of hazards were reported.



Injuries to employees

Jun (71) v Jul (61) v Aug(67)
Reported injuries (to date) to employees were less this month.

** New 1 step e-learning induction went live Monday 25 July. Numbers will be presented at 9 September meeting following launch of the September, “Be the winning team” campaign to encourage all staff to undertake the e-learning module. LMS implementation will be critical to assist this being automatically recorded in an ongoing way.

Lead indicators

September report

Lead indicators

The lead indicator table illustrates areas that we want to target and improve on.

	August	Year to date 2016	12 Month
Staff and contractor e-module inductions (Old) - (New)	(84) – (185)	(1502) – (190)	(3067) – (190)
Hazards Identified	66	355	401
Hazards Closed	15	152	211
Site inspections	6	313	500
Near miss incidents reported	82	408	512
ACC WSMP internal Audits Scheduled	1	15	15
ACC WSMP internal Audits Completed	1	12	12
Executive Site visits planned	1	33	33
Executive Site visits completed	2	33	31
Elected member site visits planned	1	5	5
Elected member site visits completed	1	4	4

- One site visit per month has been scheduled leading up to the 2016 election; elected members and ELT/SLT are also undertaking their own site visits.

- Animal Management 24/06/2016 ✓
- Westwave 01/08/2016 ✓
- Libraries 30/09 ✓

- CDEM and Waste 29/07/2016 ✓
- Wenderholm Regional Park 26/08/2016 ✓

- A Safety Leadership workshop for senior and executive leadership team members took place on 30 August

Near Miss Reporting

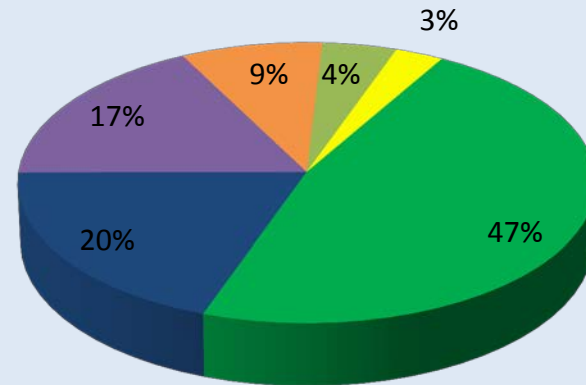
September report

Operations division breakdown – business area where most incidents were reported for the month

The chart shows the amount of near misses reported from Sep '15 to Aug '16 in the Operations division. Overall, it can be seen that City Parks Services (CPS) accounted for majority of all near misses reported.

In detail, CPS provided most of the near miss reporting, at 47%. The other departments were relatively smaller. Community services (CS), which were the second largest, brought in 20% of the overall near miss reports. Infrastructure & Environmental Services (I&ES) contributed 17% and rest of the departments were small sources of near miss reports, accounting for 15% combined.

The total amount of near misses reported was 446 for the period (Sep '15 to Aug '16).



Sep 2015 – Aug 2016

- City Parks Services
- Community Services
- Infrastructure & Environmental Services
- Regulatory Services
- Operations - Commercial and Finance
- Community Facilities

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Key Risk Areas: Driving

September report

Auckland Council is committed to maintaining the safety of its staff when driving Auckland Council vehicles. Motor vehicle accidents are one of Council's top risks due to the number of trips, incidents reported as insurance claims and potential for serious injury or damage.

The total number of trips for July was **76,000** with the final incident total of **30,704**. As at 30 August **27,970** incidents 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. Monthly reporting by Fleet to executive leadership team and People and Capability. People and Capability will work with Managers on individual incidents.
- The August meeting of the Audit and Risk Committee requested this risk continue to be within their HSW reports each quarter with the expectation that incidences will decline.
- Leadership teams reviewing the information and reinforcing key safety messages. The Fleet team noted a **10% reduction in incidents since the July communication from the chief executive**.
- Fatigue continues to be a key risk to consider along side driving.

Top 5 Speeds		
Division	Department	Speed
Operations Division	Building Control	142
Operations Division	Parks Sport and Rec	132
Operations Division	Licensing and Compliance	130
Operations Division	Licensing and Compliance	130
Operations Division	Building Control	130

Top 5 Speeders		
Division	Department	Speed Incidents
Operations Division	Building Control	226
Operations Division	Building Control	209
Operations Division	Licensing and Compliance	198
Operations Division	Parks Sport and Rec	196
Operations Division	Parks Sport and Rec	180

*Note : Duration of over 1 Minute

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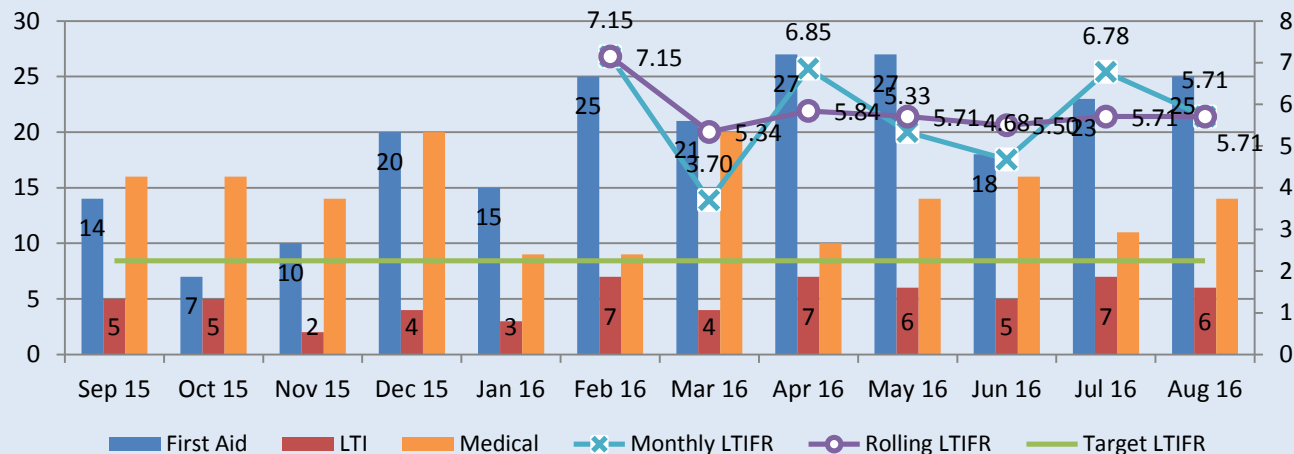
Lost time injury frequency rate – Employee only

Updated 28/08/2016

September report

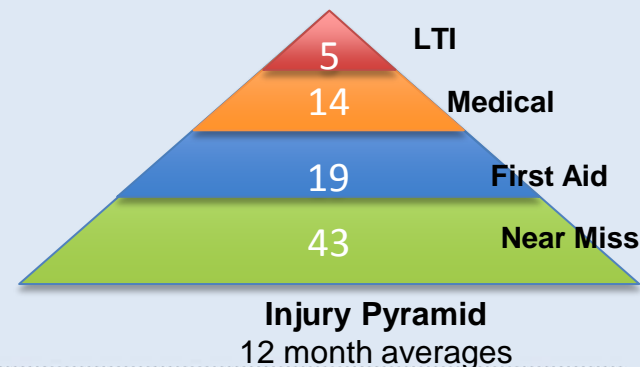
Previous totals

LTIFR Target	<2.25
July Indicative LTIFR	5.53
July Actual LTIFR	5.71*
August indicative LTIFR	5.71
August Notifiable event	1**



Both the rolling and monthly Lost Time Injury Frequency Rate (LTIFR) decreased in August.

To achieve the >2.25 target for FY17, the Council needs to substantially reduce the total number of lost time injuries to a maximum of two per month. To enable this, near miss reporting and immediate action to remove or fix near miss hazards is crucial.



*NB: Two lost time injuries were added to July after people leader updated Vault.

**NB: Hawkins Construction notified WorkSafe NZ of uncontrolled and unplanned drop of an object from Level 29.

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Reported lost time injuries

September report

A number of the lost time injuries this month involve lifting and/or manual handling that resulted in back, neck or shoulder injury. These are simple, everyday things we can all work and support each other to prevent.

- 1. Panmure Community Library:** On 2 August, a library assistant was moving chairs and tables at work causing a strain to their right shoulder. Three days lost due to the injury. The employee has been to the doctor and will see a physiotherapist and was assigned to light book handling duties. Injury reported 17 days after the event.
- 2. City Parks Services (CPS):** On 3 August, a CPS worker informed his team leader that he was unable to go to work on the day due to a pinched nerve at his back. He had been injured while shovelling at work. Due to the high rain fall he couldn't always use the sweeper but had to unblock gutters. The staff member was diagnosed with a thoracic sprain, shoulder injury. Three days lost as a result of the injury. The HSW wellbeing advisor has requested an Occupational Therapist (OT) to undertake an assessment of the person's works tasks and address areas of concern. Also, to ensure this person is fit for his type of work and what alternatives may be possible. Injury reported 8 days after the event.
- 3. Manukau Animal Shelter:** On 11 of August, a kennel attendant was moving an aggressive dog into the kennel. The staff member knocked her hand against the kennel gate. Two days lost as a result of injury, and injury reported 13 days after the event.

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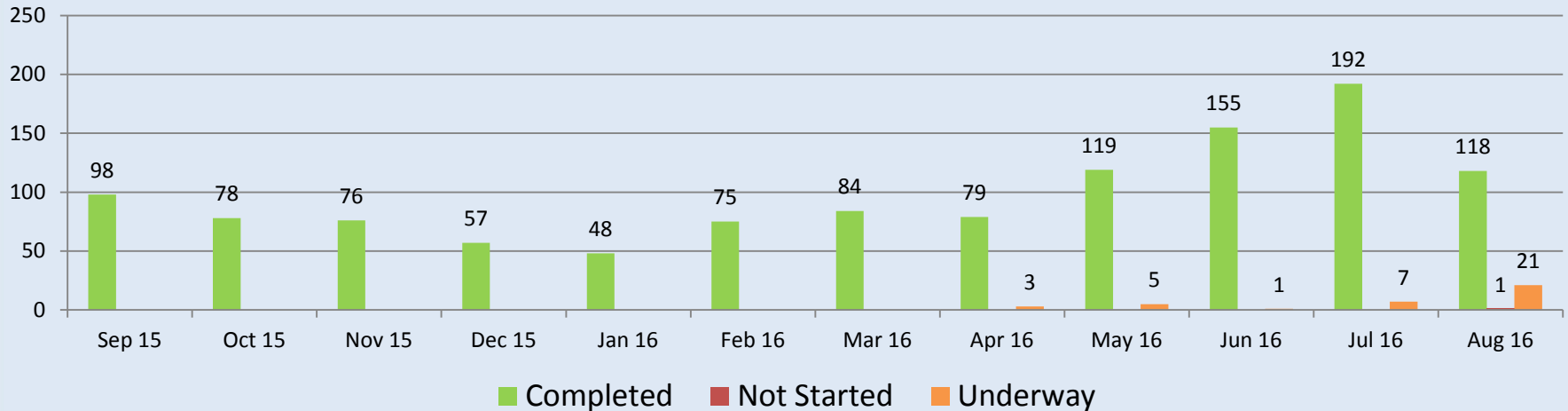
Reported lost time injuries

September report

4. **Massey Library:** On 12 August, a library assistant moved large amount of books and bins from one area of the library to another. The staff felt pain and discomfort in her wrist after the shift. One lost day as a result of the injury. Staff is on restricted duties to mitigate any further injury. Injury reported 12 days after the event.
5. **Moana-Nui-a-Kiwa Pool & Leisure Centre:** On 15 August, a staff member assisted his co-worker to move an aerobics instructor stage. He felt a strong pain in his lower back while doing this. This injury resulted to two days of lost time. The person has been to both a physiotherapist and general practitioner. Injury reported 1 day after the event.
6. **Mail & Courier Services:** On the 16th and 17th of August, a mail administrator continuously lifted and shifted heavy boxes for repackaging. The person sustained neck sprain and thoracic sprain. Two days lost due to the injury. Injury reported 2 days after the event.

Corrective actions outstanding

September report



Department	Not Closed
Auckland Plan Strategy & Research	3
City Parks Services	4
Commercial Services	1
Community Facilities	4
Community Services	13
Corporate Finance and Property	3
Infrastructure & Environmental Services	7
Operations - Commercial and Finance	2
Plans & Places	1

The one corrective action not started for August is from an incident that occurred in April in Libraries, however the injuries were not reported until August. The next step is for the injured person to undertake blood tests and X-rays, and book an appointment with a specialist.

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Investigations: Council only

- 1. Te Muri Regional Park :** On 4 August 2016, WorkSafe NZ confirmed its decision not to take any enforcement against Council. However, it noted concerns about Northern Parks Lone Worker Policy that operated at the time of the incident. Northern Parks has since updated its Lone Worker Policy which WorkSafe NZ have considered.
- 2. Te Atatu South :** On 6 July 2016, an incident involving the loading of rubbish bags into a caged trailer, where an enforcement officer tripped and fractured their skull. The injury was notified to Work Safe NZ, Work Safe NZ have informed us they will not be taking any immediate action. Waste solutions are undertaking a causation investigation and reviewing controls around ad-hoc work. HSW and Legal services will work with the team to review the investigation and corrective actions. Completion of this investigation is now urgent to ensure corrective actions are addressed and lessons learned inform future activity.
- 3. Whakanewha, Waiheke Island:** On 10 July, a Park Ranger driving a quad bike on a public road, skidded on loose metal hitting a tree. The worker sustained lacerations to his face and required hospital attention. This incident was notified to WorkSafe NZ; WorkSafe NZ confirmed that no further action was to be taken at this time. During the early stages of the investigation, improved risk management and the lack of lone worker procedures were identified as key areas to immediately address. Legal and HSW along with the Parks team are currently finalising the investigation findings and corrective actions.
- 4. City Parks Services:** On 6 of June 2016 a CPS employee crushed their thumb in a compactor. Work Safe NZ stated that the incident did not meet its criteria for an Notifiable Injury investigation and requested Auckland Council carry out a Duty Holder Review. The investigation identified a number of organisational factors that contributed to the incident. The duty holder review has been provided to Worksafe NZ. WorkSafe raised concerns about the time taken to undertake the Duty Holder Review but, subject to some final information being provided, have indicated they will not be taking further actions.

Notifiable events (continued)

September report

Investigations: Contractor / Other Party

1. **Onyx** : On 10 August 2015 a serious harm incident occurred that resulted in a fatality. Legal Services continue leading Council's participation in the Work Safe prosecution. Council and the Police agreed to a revised summary of facts; a sentencing date is scheduled for October.
2. **Regulatory Services**: On 15 June 2016 a Council car assigned to a Building Control employee was hit on a level train crossing by a freight train. The employee escaped the accident with relatively minor injuries. The police attended the scene. The initial investigation has been completed, and a number of corrective actions have been recommended including managers working to enhance messages of driving hazards and present to team meetings. HSW and Legal are currently reviewing the investigation report. Again the time taken to complete this investigation since the incident highlights the need to improve our response – increased resourcing within the HSW team will help this.
3. **135 Albert Street Reclad** : Work has currently stopped on site. This follows a number of incidents, including an incident on 29 June involving a scaffold tube falling from a scaffolding base platform exposing public to harm. Although there was no injury the tube fell on a bus and there was the potential for serious injury to the public. Immediate action was taken to prevent reoccurrence by the correct storage and movement of scaffolding poles, debris and fall protection and review of hazard identification and risk assessment. The lead contractor Hawkins undertook a causation investigation and presented its findings and recommendations to the Council project manager. HSW and Legal services reviewed the report and as a result of issues raised in the report Council requested a review of the qualification, agreed safety practises and sub-contractor management on site. (See over page for further detail...)

Notifiable events (continued)

Investigations: Contractor / Other Party

135 Albert Street Reclad (cont'd)

The initial Hawkins investigation report raised:

- Significant concerns about the health and safety management system in operation for the re-clad project at 135 Albert Street. A request was made for a full review of the health, safety management system in operation on site.
- The initial investigation report did not address the root cause which appears to be a failure of basic hazard identification and risk control on site, that good practices have not been followed and a risk of recurrence remains.
- On 12 August a further uncontrolled and unplanned drop of an object from Level 29 occurred exposing workers to harm on base; as a result all work on site was stopped.
- WorkSafe NZ were notified by Hawkins and an investigation is underway by Hawkins.
- Auckland Council now seeks reassurance about all health and safety management systems and resources on site. This is underway and council is now reviewing all revised documents provided by Hawkins.

Other serious incidents

September report

1. **Salters Cartage** : On 15 September 2015 an employee of a contractor to Salters Cartage died while welding in a tank blast. Auckland Council, as the Regulator, has issued 2 abatement notices and is co-operating with the Police and WorkSafe NZ. In May 11 charges under the Health and Safety at Work Act 2015 and 22 charges under the Hazardous Substances and New Organisms Act were laid against the company and director. Auckland Council continues to co-operate with WorkSafe NZ in relation to its prosecution against Salters Cartage and its director. WorkSafe NZ has recently laid four further charges against Salters Cartage Ltd and another four charges against the director for breaches of a Prohibition Notice.

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Key reporting trends as at 28st Aug

September report

Reporting of accidents for this month was lower by 14 per cent compared to July. This may be a result of less incidents but ongoing and increased awareness of the extent to which staff are not reporting in Vault, flags this as a risk of lack of reporting.



In total accident reporting across Council.
Jun (437), Jul (468), Aug (401)

Reported incidents for contractors and volunteers dropped again. This is a consistent trend which we need to look at across the organisation.



In incidents reported for contractors and volunteers. Jun (31), Jul (32), Aug (22)

The number of reported, proactive inspections and monitoring assessments were also significantly reduced for this period. In the past few months it has been noted that sometimes inspections and monitoring reports are uploaded to Vault during the early part of the following month but all of these trends demonstrate further decline in action and reporting.



In recorded inspections and monitoring.
Jun (41), Jul (35), Aug (9)

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Reported hazards and risks

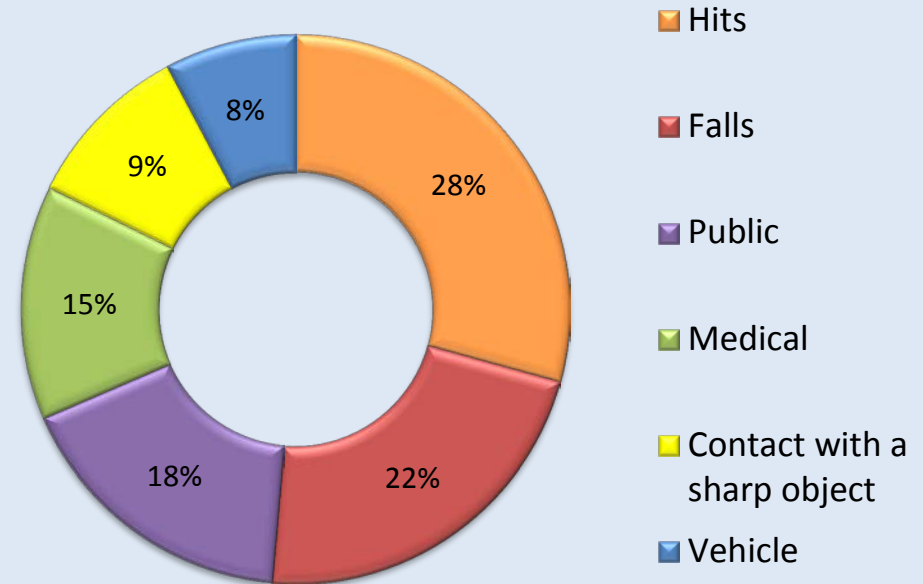
September report

The chart represents the proportion of hazards/risk reported during August.

It is clear that the largest percentage of the reported risks/hazards were in the 'Hits' category. This risk resulted in the majority of the injuries in the Aquatic & Recreation facilities team. Employees were mostly affected by this risk.

The next critical risk is 'Falls'. Members of public using the Aquatic & Recreation services were predominantly injured due to this risk.

Risk from 'Public' which includes threats and abuse continues to be a critical risk for many staff. Incidents reported for this risk were from Libraries, Animal Shelters, and Parks.



Aug 2016

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Employee injuries as at 28th Aug

September report

Employee injuries were higher than last month. There was a downward trend of injured employees since May '16.

For August, the majority (80%) of the reported injured employees were from the Operations division. The total number of injured employees from this division were the same as last month.

The rest of council has reported 20% of all employee injuries. Their injured employees have increased this month.

Staff numbers:

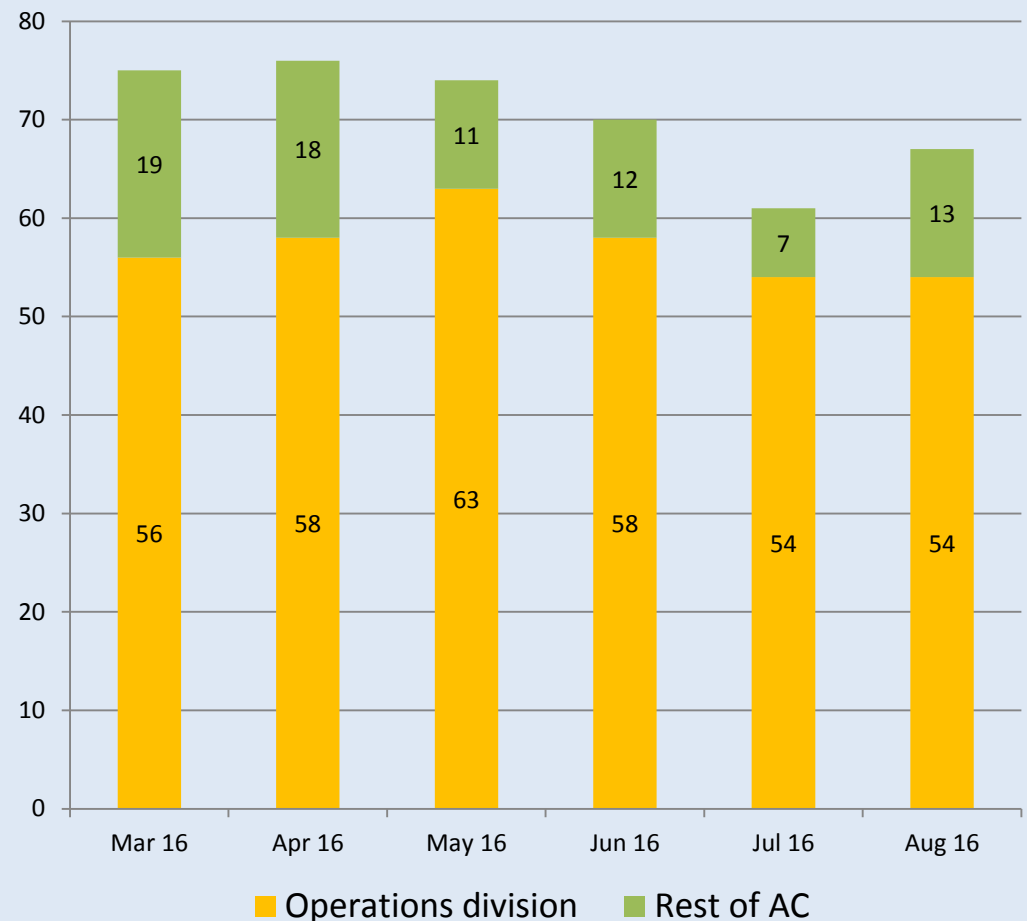
Operations division: 5,688

Chief Planning Office: 476

Office of the Chief Executive: 848

Finance division: 1,312

Governance division: 315



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Employee injuries

Operations division breakdown

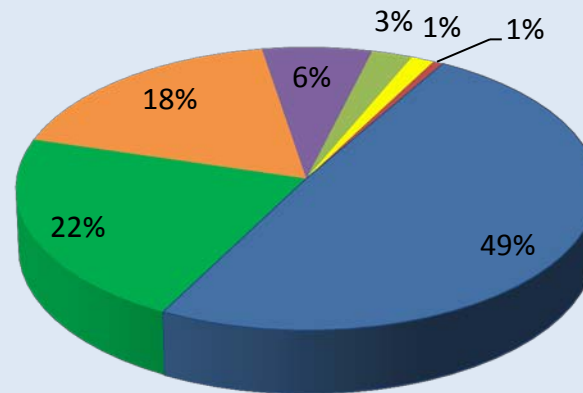
The graph represents the proportion of injured employees from Sep '15 to Aug '16 in the Operations division. Generally, most of the injured employees were from the Community Services (CS) directorate.

In detail, CS had significant amount of injured employees, at 49%. CPS, has the next highest proportion with 22%. This is followed by Regulatory Services at 18%. The rest of the departments combined equal the remaining 11% of injured employees.

The total injured employees was 657 for the period (Sep '16 to Aug '16).

Staff numbers for Community services directorate:

Arts, Community & Events: 339
Libraries and Information 1,149
Parks, Sports & Recreation: 1,207
Services Strategy & Integration: 37



Sep 2015 – Aug 2016

September report

- Community Services
- City Parks Services
- Regulatory Services
- Infrastructure & Environmental Services
- Operations - Commercial and Finance
- Community Facilities
- Civil Defence & Emergency Management

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ACC Claim form breakdown

as at 09/08/2016

September report

Claims received dated Aug for Aug	Already in Vault	Areas of council not reporting	Not at council (misc.)	LTI Already in Vault	LTI not in Vault	Non work related
22	5	Transformation Regulatory Services Community Services CFO I&ES	5 returned to ACC	0	2	0

In August there were 22 ACC claim forms received, 5 of which were already in Vault and the remaining 17 would have been missed if a claim form was not received. Luckily, there were no lost time injuries within the non-reported Claim forms.

Claims received dated Aug Prior to Aug	Already in Vault	Areas of council not reporting	Not at council (misc.)	LTI Already in Vault	LTI not in Vault	Non work related
3	1	Regulatory Services	1	0	0	0

The above tables indicated a lag in reporting for ACC reported injuries. There were 3 claims forms received for injuries prior to Aug and only 1 reported into Vault. (None of the unreported claims were lost time injuries).

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