Quarterly Health Safety & Wellbeing performance update

File No.: CP2018/01242

Te take mō te pūrongo / Purpose of the report

1. To report on Auckland Council's performance for health, safety and wellbeing including priority actions for the second quarter of 2017/2018.

Whakarāpopototanga matua / Executive summary

2. Auckland Council is committed to being a leading employer in its approach to health, safety and wellbeing.

3. This second quarter report:

   - provides a summary of the council's performance against four key health and safety metrics

   - identifies work underway for a new council Wellbeing Strategy

   - sets out elected members' due diligence duties under the Health and Safety at Work Act 2015.

Ngā tūtohunga / Recommendation/s

That the Audit and Risk Committee:

a) receive this report on the second quarter of 2017/2018 about health, safety and wellbeing

b) refer this report to the Governing Body for its consideration

c) note that this report will also be provided to all local boards for their information.

Horopaki / Context

4. Auckland Council has a three-year Health and Safety Strategy (2017-2020) to move the organisation from being reactive to becoming a leading organisation in the protection of its people.

5. Under the Health and Safety at Work Act 2015 all elected members are deemed 'officers' and must exercise a duty of due diligence in relation to health and safety. This report also provides information which enables elected members to carry out that role.

Tātaritanga me ngā tohutohu / Analysis and advice

6. The council's key safety indicators include four key metrics:

   - lost time injury frequency rate (LTIFR) which measures the number of lost time injuries per one million hours worked

   - near misses including unsafe conditions

   - corrective actions

   - critical risks.

7. Performance against each of those metrics is set out below.

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Lost time injury frequency rate

8. In 2015 the council set an aspirational target for LTIFR of <2.25.

9. The LTIFR is tracking downward for the quarter and below the target (refer to Table 1 below).

Table 1 Summary of lost injury trends

Trend		Jan 18	Dec 17	Nov 17
Rolling Lost Time Injury Frequency Rate (indicative)	⬇	2.02	2.06	1.98
Number of LTI	⬇	1	4	1
Number of all injuries inclusive of first aid, medical treatment and lost time	⬇	21	26	18

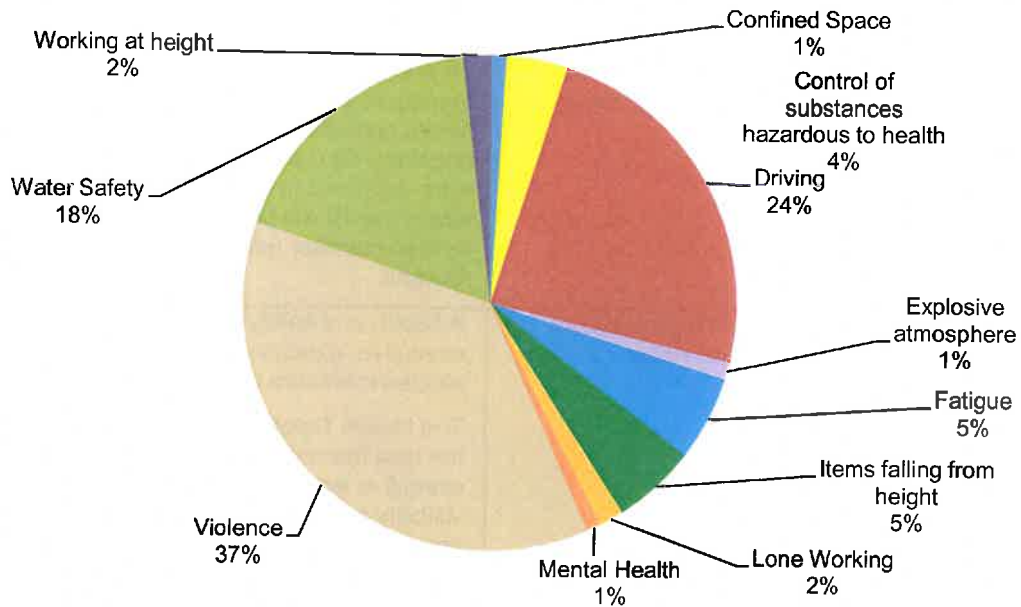## Near misses including unsafe conditions

10. For the quarter, there was:

   - an increase of three per cent in the number of reported unsafe conditions

   - an increase of 15 per cent in the number of reported near misses

   - an overall decrease in reporting of incidents (unsafe conditions, incidents, and near misses). This was likely due to the Christmas break.

11. The Risk Manager System continues to be developed to improve support, add value and mitigate risk to the council. This includes the following developments:

   - **access to council's health and safety management via mobile devices.** This is a critical tool for enabling people leaders to fulfill safety leadership responsibilities. It enables them to immediately carry out and record safety observations

   - introduction of tools via interactive applications on mobile devices. This further enables on-the-job risk assessments.

12. The next major developments for the system are:

   - improved data analysis and dashboard reporting

   - enhancement to the current contractor management module within councils health and safety management system to strengthen the council's health and safety oversight of contractors.

Corrective actions and critical risks

13. 'Critical risks' are health and safety hazards that are present in the business and, if they occur, have the potential for a critical outcome. For example, fatality, permanent disability or significant loss of plant/equipment. These can now be identified through the Risk Manager System.

14. The Risk Manager System allows the council to identify and categorise critical risks and track corrective actions. This is vital to drive improvement and reduce risk.

15. The number of completed corrective actions was on a downward trend since November 2017. At the end of January 2018, completion of these actions was at its lowest at 43 percent. Completing these actions is essential to mitigate risks and learn from incidents.

16. As these significant hazards are now visible they can be assessed for risk and control measures put in place and tracked. This helps mitigate the likelihood of these risks from occurring.

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17. Chart 1 below shows the critical risks that have been identified within the council through reporting.

Chart 1 Rolling critical risks

- Working at height 2%
- Confined Space 1%
- Control of substances hazardous to health 4%
- Driving 24%
- Water Safety 18%
- Explosive atmosphere 1%
- Fatigue 5%
- Items falling from height 5%
- Violence 37%
- Lone Working 2%
- Mental Health 1%

18. Work programmes are in place to address these critical risks. The highest recurring risk is violence. Between February 2017 and January 2018 this consisted of physical threats/abuse (20 per cent) and verbal abuse (80 per cent).

19. To address the critical risk of violence, council staff:

   - have developed a project to review the risks to our staff who have direct engagement with the public. This included two staff workshops to identify the effectiveness of current controls and to make recommendations for improvement particularly through design

   - are developing a communications campaign. The campaign aims to target external customers who interact with staff and supporting our people to report incidents of unacceptable behaviour, no matter how small.

Wellbeing Strategy

20. The council is designing a new Wellbeing Strategy in response to a recent survey of staff. The focus for 2018 is to implement an integrated wellbeing programme to improve our performance in key areas, which are mental health, stress and general wellness through exercise, nutrition and social wellbeing.

21. The overall strategy will be designed around the New Zealand Mental Health Foundation's Five Ways to Wellbeing which include:

   - connect - me whakawhanaunga

   - give -tukua

   - take notice - me aro tonu

   - keep learning - me ako tonu

   - be active - me kori tonu.

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22. As part of developing the strategy, staff will also integrate several mental health programmes currently operating within the council into one programme.

Due diligence duties

23. As 'officers' under the Act, elected members have six due diligence duties to meet, as set out below.

Duty 1: acquire and keep up to date with health and safety knowledge and health and safety matters	To ensure elected members and senior management are well informed and up-to-date on health and safety matters, training has been ongoing. To date, 10 local board specific sessions were delivered to 61 elected members. The remaining 10 will be delivered in 2018 through the elected member development programme, Kura Kawana.
Duty 2: understand the council's operations and the associated hazards and risks	A health and safety site visit plan for the chief executive, executive lead team members and elected members is in place. The Health Safety and Wellbeing Committee under the new framework has been realigned to the executive lead team. This will create better visibility and understanding of council operations and the health and safety risks in their parts of the organisation. The first meeting of this committee takes place 7 March 2018.
Duty 3: ensure the council has appropriate resourcing and processes to eliminate or minimise risks to health and safety	A key focus of the current strategy is to build capability within the organisation and prioritise high risk business areas. A corporate training programme has now been agreed mandating all people leaders to complete a one day Managing Safely course. This course has been developed from the Institute of Occupational Safety and Health's own Managing Safely course, a well-respected and known international standard. The Risk Manager System continues to be developed to improve support, add value and mitigate risk to the organisation. We see through outstanding actions that some managers do not engage with the system as often as we'd like. This creates a potential risk.
Duty 4: ensure the council has appropriate processes for receiving and considering information regarding incidents, hazards and risks and for responding in a timely way to that information	A management framework is now in place. It is designed to ensure robust safety governance, processes, guidance and positive behaviours around health and safety. Lessons learnt are being developed and shared with the business following a sauna death at Moana Nui a Kiwa Leisure Centre on 27 August 2016. Worksafe confirmed last year council would not face further action. Two deaths have occurred on council assets since the last report. Worksafe are not taking any of these notifications further. Community Facilities has investigated these in detail to ensure any changes that can reasonably be done, are made.

	A young man was injured by a collapsing basketball hoop at Tui Park. Councils Community Facilities department immediately performed checks on all other basketball hoops across the Auckland region. Opportunity was also taken to look at other structures and asset check is currently under way.
Duty 5: ensure the council has, and implements, processes for complying with any duty or obligation	The chief executive and Mayor have recently signed the organisation's Health and Safety Policy Statement and this has been implemented alongside the new framework. It focuses on developing the right behaviours across the whole organization, including our CCOs: in short being open, honest, working with others, embracing safety, communicating clearly and trusting your instincts
Duty 6: take reasonable steps to verify the provision and use of resources and processes through reviews and audits	Workplace Safety Management Practices audits no longer operate. Council has identified the Worksafe replacement SafePlus scheme as an appropriate replacement for external validation of its Safety Management System. The Head of Health, Safety and Wellbeing is currently working with the Head of Audit to identify and develop an assurance framework for use within the council.

Ngā whakaaweawe ā-rohe me ngā tirohanga a te poari ā-rohe / Local impacts and local board views

24. Briefings for elected members, including local boards, have been provided since February 2017. To date 10 local board specific sessions were delivered to 61 elected members with the remaining 10 to be delivered in 2018 through the elected member development programme, Kura Kawana.

25. This report will be provided to all local boards together with a briefing on this report.

Tauākī whakaaweawe Māori / Māori impact statement

26. Council staff are working with the Independent Māori Statutory Board and the council's co-governance entities, such as the Maunga Authority, Te Poari o Kaipātiki ki Kaipara, the Ngāti Whātua Ōrākei Reserves Board and Te Motu a Hiaroa (Puketutu Island) Trust to ensure they have information and support to comply with their duties either as a board or individuals.

Ngā ritenga ā-pūtea / Financial implications

27. There are no financial implications over and above those covered by current budgets arising as part of this report.

Ngā raru tūpono / Risks

28. The risk of non-compliance with health and safety is recorded in the council's corporate top risk register.

29. Controls are in place to monitor and respond to critical risks, through the Risk Manager System. The system relies on people leaders actively applying systems, carrying out risk assessment and reporting incidents and learning to ensure management systems remain effective. A behavioural programme has been developed to address this potential risk.

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Ngā koringa ā-muri / Next steps

30. Staff will continue to implement the Health and Safety Strategy and embed the new framework.

31. A Wellbeing Strategy will be developed and reported by the end of quarter four.

Ngā tāpirihanga / Attachments

No.	Title	Page
A⬇ 🔲	Quarterly health and safety report - Graphs and Charts	51

Ngā kaihaina / Signatories

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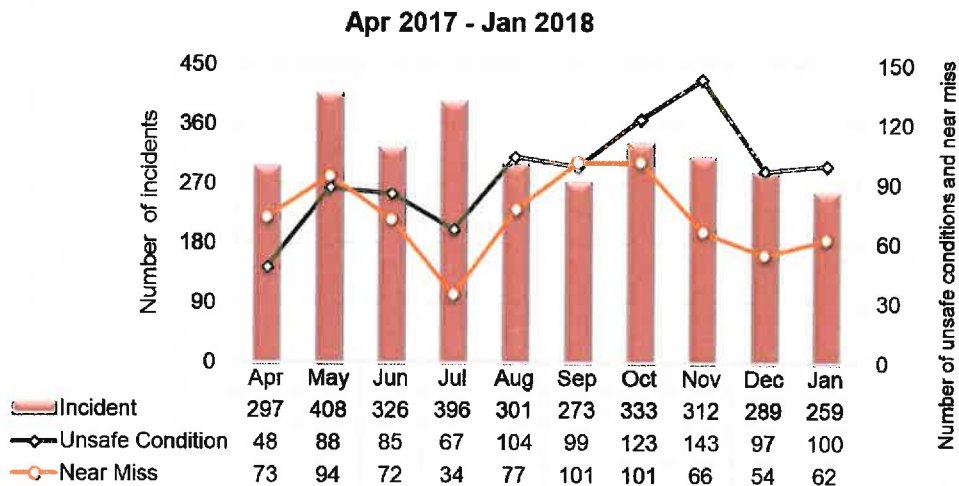Item 12

Appendix A – Graphs and Charts

Quarterly Health & Safety Report

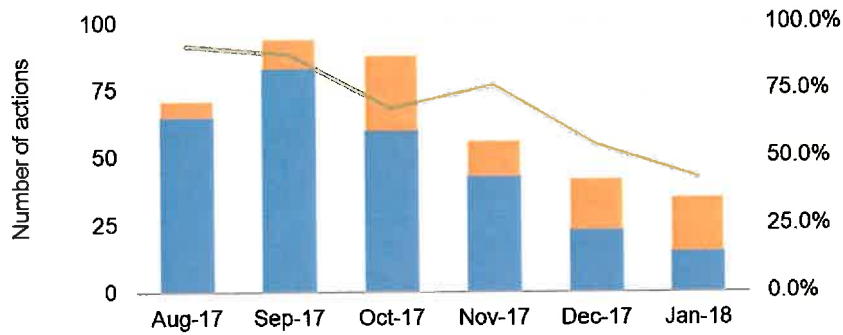Graph 1 – Showing trend information for LTIFR (Lost Time Injury Frequency Rate)
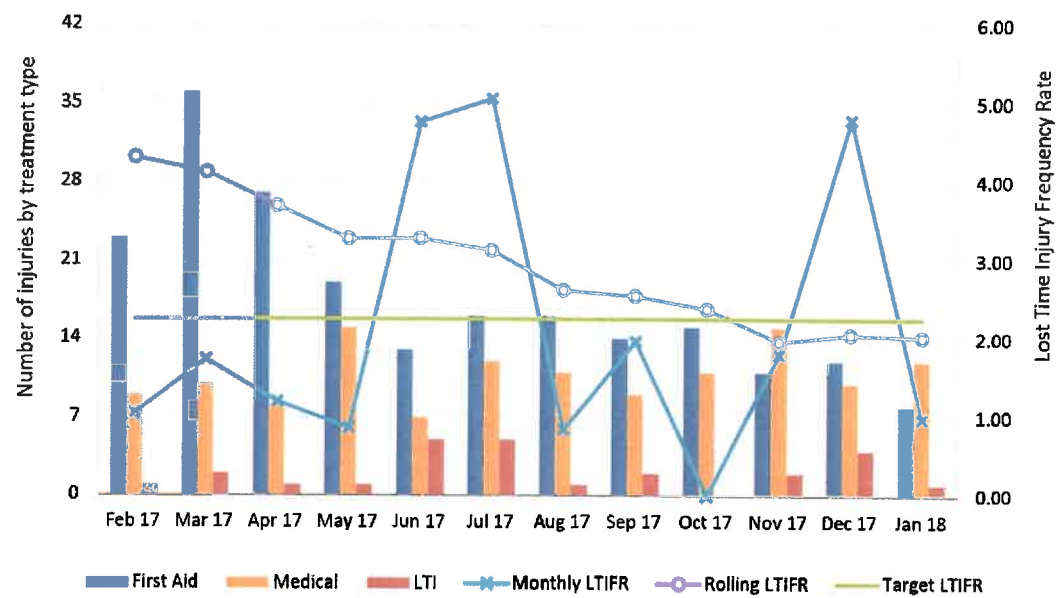
Note: Downward trend in injury rate.

Bar Chart 1 – Number of reported incidents: Incidents, Unsafe Conditions and Near Misses.

Apr 2017 - Jan 2018

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Incident	297	408	326	396	301	273	333	312	289	259
Unsafe Condition	48	88	85	67	104	99	123	143	97	100
Near Miss	73	94	72	34	77	101	101	66	54	62

Attachment A

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Attachment A

Bar Chart 2 – Status of Actions

	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Underway	6	11	28	13	19	20
Completed	65	83	60	43	23	15
Percent Completion	91.5%	88.3%	68.2%	76.8%	54.8%	42.9%