

Quarterly health and safety performance report

File No.: CP2018/14885

Item 11

Te take mō te pūrongo / Purpose of the report

1. To receive the fourth quarter report on Auckland Council's health and safety performance.

Whakarāpopototanga matua / Executive summary

2. Auckland Council's strategic health and safety vision is 'to become a leading organisation for health and safety by 2020'.
3. Over the fourth quarter, most of the key health and safety metrics continue to track in the right direction.

Ngā tūtohunga / Recommendation/s

That the Audit and Risk Committee:

- a) receive the fourth quarter report on the Auckland Council's health and safety performance
- b) refer this report to the Governing Body and draw the attention of elected members to their duties under the Health and Safety at Work Act 2015
- c) note that this report will also be provided to all local boards for their information.

Horopaki / Context

4. 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. These quarterly reports provide information to assist elected members to carry out that role.

Tātaritanga me ngā tohutohu / Analysis and advice

Key metrics

5. The council's key safety indicators include four key metrics: Lost Time Injury Frequency Rate (LTIFR), near misses, unsafe conditions, and corrective actions/critical risks. The council's performance for the fourth quarter for each of those metrics is set out below.

Lost time Injury Frequency Rate

6. In 2015 the council set an aspirational for the LTIFR of <2.25. This measures the number of lost time injuries per one million hours worked. By the end of the fourth quarter, this target had continued to trend downwards, which is a positive result.
7. In quarter three we introduced the Total Recordable Injury Frequency Rate (TRIFR) measure. This measures the number of all Lost Time Injuries and Medically Treated Injuries standardised over a period of 1,000,000 working hours. This measure is considered a more accurate reflection of an organisation's risk profile and approach to injury prevention.

Summary of lost injury trends

	Trend	Jul	Jun	May
Rolling LTIFR (indicative)	↓	1.80	1.96	2.12
Rolling TRIFR	↓	15.61	16.04	16.16
Number of Lost Time Injuries	↔	3	3	1
Number of all injuries inclusive of first aid, medical treatment and lost time	↑	32	31	46

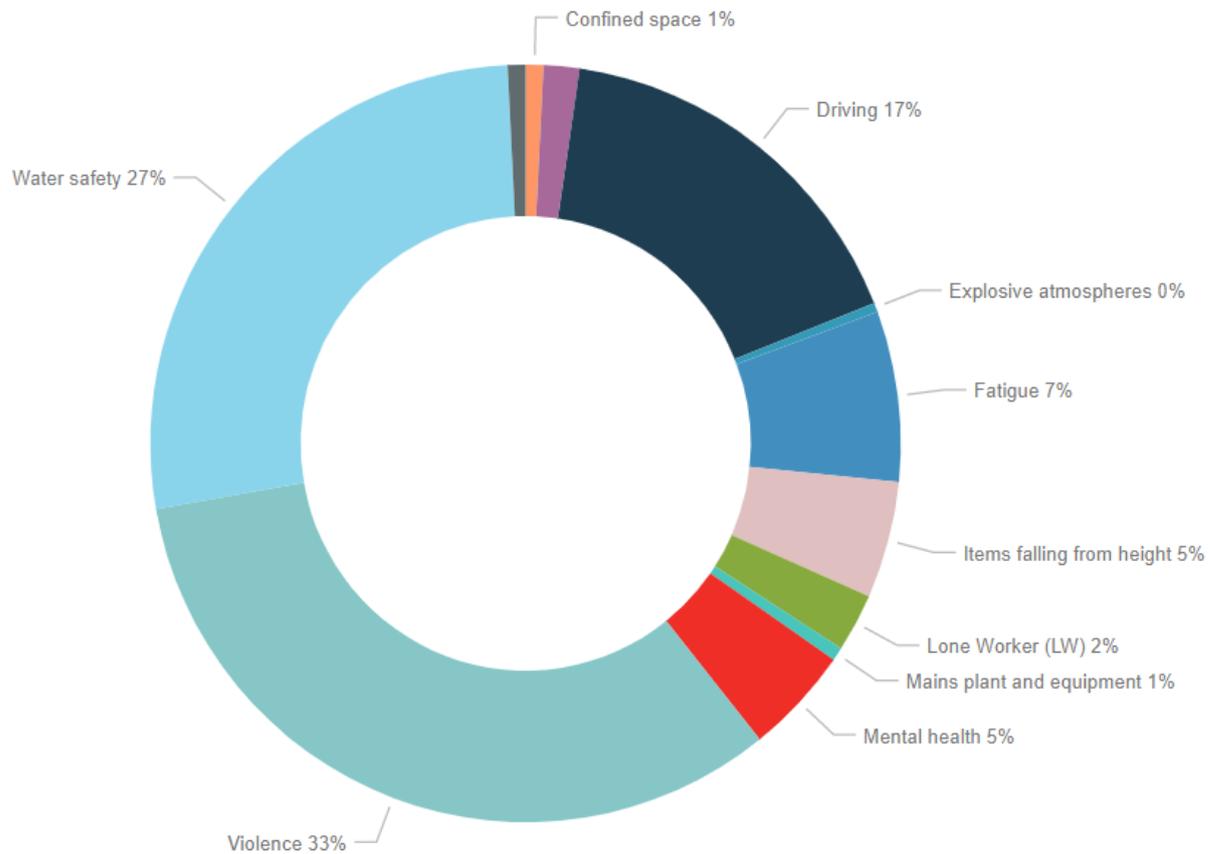
Near misses and unsafe conditions

8. The council uses the Risk Manager System to report near misses and unsafe conditions. At the end of the fourth quarter:
 - there was a decrease of five per cent in the number of reported unsafe conditions compared to previous quarter.
 - there was a decrease of 19 per cent in the number of reported near misses compared to the previous quarter.
9. We have seen one failure to report an incident through the system. This related to a waste truck which appeared to have suffered brake failure. Whilst the incident, which arose from a contractor operation, was properly handled and investigated it was not captured in the Risk Manager System. Staff are investigating this further.

Corrective actions/critical risks

10. The Risk Manager System also allows the council to identify and categorise our critical risks and track corrective actions. ‘Critical risks’ are health and safety hazards that are present in the business and if they occurred 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 system. This is important to drive improvement and reduce risk.
11. The number of completed corrective actions has been on a downward trend since November 2017. At the end of April, the per cent completion of these actions was 45 per cent. This means that council people-leaders are not completing actions allocated to mitigate risks. Staff are currently reviewing a change to a more ‘centrally’ managed process. The new governance framework required from departments will improve this area. The overall organisational maturity level for health and safety contributes to this downward trend.
12. Concurrently however we have seen our incident response rates increase, which indicates that people leaders are responding to the system and notifications sent to them. This is an improvement on previous months.
13. As critical risks are now visible they can be assessed and control measures put in place including tracking. This helps minimise the likely outcomes of these risks.

Rolling year trend - critical risks



Critical risks – quarterly

Risk	Quarterly Trend	Qtr 4	Qtr 3	Qtr2	Qtr 1
Violence	↑	38%	24%	39%	31%
Mental health	↑	9%	7%	1%	2%
Lone Working	↑	4%	1%	1%	6%
Items falling from height	↓	2%	11%	2%	7%
Fatigue	↑	10%	7%	8%	8%
Explosive atmosphere	-	0%	0%	0%	1%
Driving	↓	19%	22%	16%	22%
Control of substance hazardous to health (COSHH)	↓	2%	3%	1%	3%
Confined space	↓	0%	2%	1%	1%
Mains plant and equipment	-	1%	1%	1%	0%
Water safety	↓	13%	23%	31%	18%
Working at height	↑	2%	1%	0%	0%
LOLE (Lifting operations, lifting equipment)	-	0%	0%	0%	0%

14. Violence remains the council's top health and safety risk. Council has responded as follows:
- In August 2017, the council's executive lead team resolved to take a zero-tolerance stance towards violence or any form abuse towards our staff from our customers.
 - Staff have recently delivered an Enterprise wide communications campaign to raise awareness under the banner of 'Safe Places, Safe People'. The message to our staff is that it is 'ok to walk away'. Numbers of reported incidents are expected to increase during this campaign. This may sound counterintuitive it will help us to understand if there is a genuine problem with underreporting these types of hazards.
 - Staff have also conducted physical security audits of various customer facing locations and reviewed training that staff received. Those audits have advised that training should now be mandatory for customer-facing staff to raise their skills on conflict resolution and de-escalation techniques.
 - Staff have also recently published a new guide to supplement the existing Key Safety Requirements we had on this topic. Staff have been using the findings from the investigation into the Ashburton Work and Income New Zealand shootings to guide council's response.
15. WorkSafe recently visited the council to review our procedures for asbestos. They were impressed with our processes in place to deal with this. Much credit needs to go to the Community Facilities Asset Risk Assessment Programme (ARAP) for the work in this space which is industry leading.

Due diligence duties

16. As officers, elected members have the duties set out in the table below. This also shows measures underway to support those duties.

Duty	Support provided
Duty 1 - Acquire and keep up-to-date with health and safety knowledge and matters	Health and safety training has been ongoing to ensure elected members and senior management are well informed and up to date on health and safety matters, Refresher training and an update session was held with Governing Body in July 2018. Council also completed training of all its Local Board officers. The Kura Kawana (elected member development) programme will now focus on more practical skills for its members.
Duty 2 - Understand council's operations and associated hazards/risks	A health and safety site visit plan for the chief executive, executive lead team members and elected members is in place. The executive lead team operates as the Health Safety and Wellbeing Committee which creates better visibility and understanding of council operations and the health and safety risks in their parts of the organisation. Two local boards (Devonport-Takapuna and Waitemata) have asked for a site visit, and visits were being arranged at the time of writing this report.

<p>Duty 3 - Ensure the council has appropriate resourcing and processes to eliminate/minimise risks</p>	<p>A key focus of the current strategy is to build capability within the organisation and to 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. We have trained 208 managers to date; 113 are registered and are waiting to attend. We are on track to hit our target of 400 by the end of the year. We have prioritised high risk departments for this training first and communicated the importance of attendance.</p>
<p>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</p>	<p>A management framework is now in place. It is designed to ensure robust safety governance, processes, guidance and positive behaviours around health and safety. Risk Manager is also working effectively as our reporting tool for unsafe conditions, incidents and near misses.</p> <p>We have seen one major reporting failure as set out above.</p>
<p>Duty 5 - Ensure the council has, and implements, processes for complying with any duty or obligation</p>	<p>The chief executive and mayor have recently signed the Health and Safety Policy Statement, and this has been implemented alongside the new Health and Safety Framework. It focuses on developing the right behaviours across the whole organisation, including our council-controlled organisations, those being:</p> <ul style="list-style-type: none"> • being open and honest, • working with others • embracing safety • communicating clearly • trusting your instincts. <p>The new framework sets the rules for how safety is expected to be managed.</p>
<p>Duty 6 - Take reasonable steps to verify the provision and use of resources and processes through reviews and audits</p>	<p>Safe365 Audits have been carried out across the operations division. This has identified capability of departments and allowed council to see gaps at the departmental and enterprise levels. It is expected this will be the focus of an upcoming workshop.</p> <p>Staff are developing an assurance framework for use within the council working alongside Internal Audit department.</p>

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

17. Briefings for elected members, including local boards, have now been completed across all local boards
18. This report will be provided to all local boards together with a briefing from staff.

Tauākī whakaaweawe Māori / Māori impact statement

19. Council staff are working with the Independent Māori Statutory Board and the council's co-governance entities, such as the Tūpuna 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 under the legislation.

Ngā ritenga ā-pūtea / Financial implications

20. There are no financial implications arising from the advice in this report.

Ngā raru tūpono / Risks

21. The risk of non-compliance with health and safety is recorded in the council's top risk register. As set out above, controls are in place to monitor and respond to critical risks through the Risk Manager System.

Ngā koringa ā-muri / Next steps

22. Staff will continue with the implementation of the Health and Safety Strategy, embedding the new Health and Safety Framework, which now includes our Wellbeing Strategy.

Ngā tāpirihanga / Attachments

No.	Title	Page
A  	Quarterly Health & Safety Statistics	71

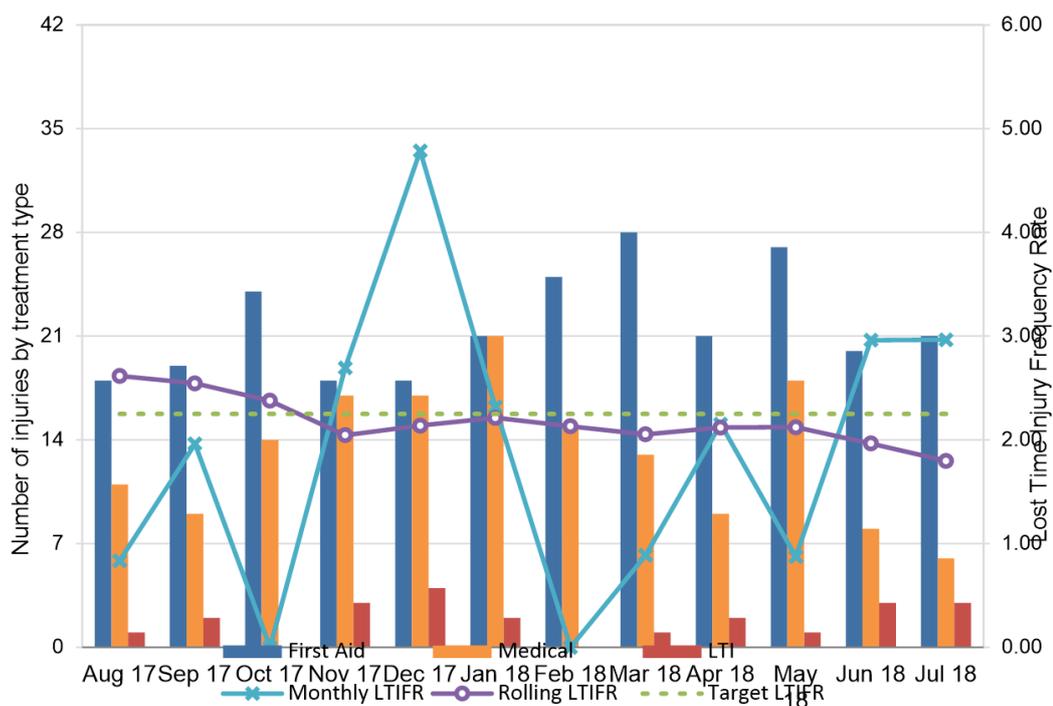
Ngā kaihaina / Signatories

Author	Oliver Sanandres - Head of Health, Safety and Wellbeing
Authorisers	Patricia Reade - Director People and Performance Phil Wilson - Governance Director

Appendix A – Graphs and Charts

Quarterly Health & Safety Report

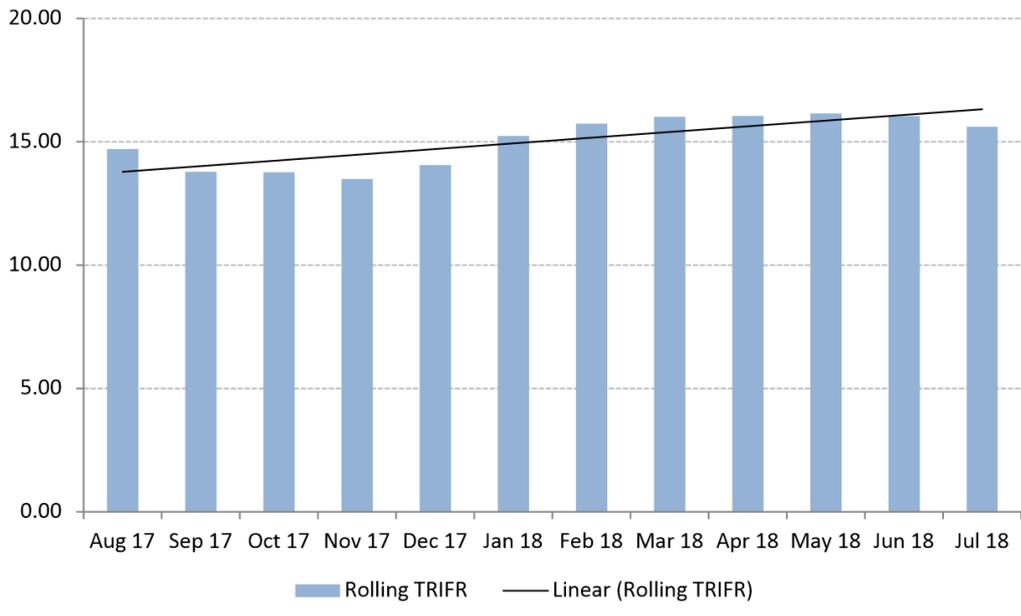
Graph 1 – Showing trend information for LTIFR (Lost Time Injury Frequency Rate)



Note: Downward trend in injury rate.

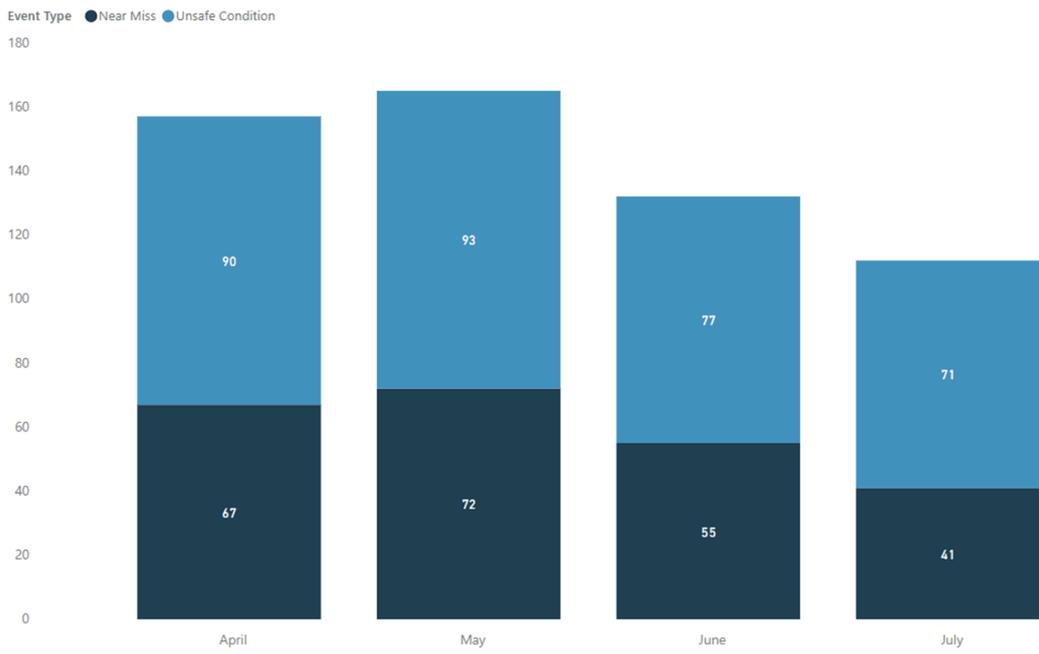
Graph 2 – Showing trend information for TRIFR (Total Recordable Injury Frequency Rate)

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Attachment A

Bar Chart 1 – Number of reported Unsafe Conditions and Near Misses.



Bar Chart 2 – Status of Actions

