

Quarterly Health and Safety Report - Quarter One FY 2019

File No.: CP2018/22576

Item 12

Te take mō te pūrongo / Purpose of the report

1. To update the Audit and Risk Committee on Auckland Council's health and safety performance during the first quarter of the 2018/2019 financial year.

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'. Over the last quarter, most of our key health and safety metrics continue to track in the right direction.
3. Council is now using Safe365 as a tool that measures capability at a level set by the Executive Leadership Team as required based on risk. 47 council business units are currently using the tool.
4. The 'Five Ways to Wellbeing', mental health workshops have just started to be rolled out across the organisation.

Ngā tūtohunga / Recommendation/s

That the Audit and Risk Committee:

- a) receive the report on Auckland Council's health and safety performance for the first quarter of the 2018/2019 financial year.
- 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 be provided to all local boards for their information.

Horopaki / Context

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

Tātaritanga me ngā tohutohu / Analysis and advice

Key metrics

6. 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 over the last quarter for each of those metrics is set out below.
7. In September 2018, the Executive Lead Team introduced a new tool to allow the measurement of safety capability, called Safe365. This will provide capability insights into 47 of council's business units and allow us to track health and safety maturity across them and therefore a better risk, compliance and capability picture of Auckland Council as a whole. This measure will be the focus of next quarter's performance report and a proposed workshop.

Lost time Injury Frequency Rate

8. In 2015, council set an aspirational target for the LTIFR of <2.25. This measures the number of lost time injuries per one million hours worked. We have seen an increase over the last quarter which took us over the target in September 2018. This was due to some incidents being reclassified from medical injuries to loss-time injuries. We also had four incidents in September 2018 which has resulted in the increase.
9. In the third quarter of the 2017/2018 financial year 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 injury profile and approach to injury prevention.

Summary of lost injury trends

	Trend	Oct	Sep	Aug
Rolling LTIFR (indicative)		2.34	2.28	2.11
Number of Lost Time Injuries (LTI)		1	4	2
Rolling TRIFR		16.15	16.76	16.93

Near misses and unsafe conditions

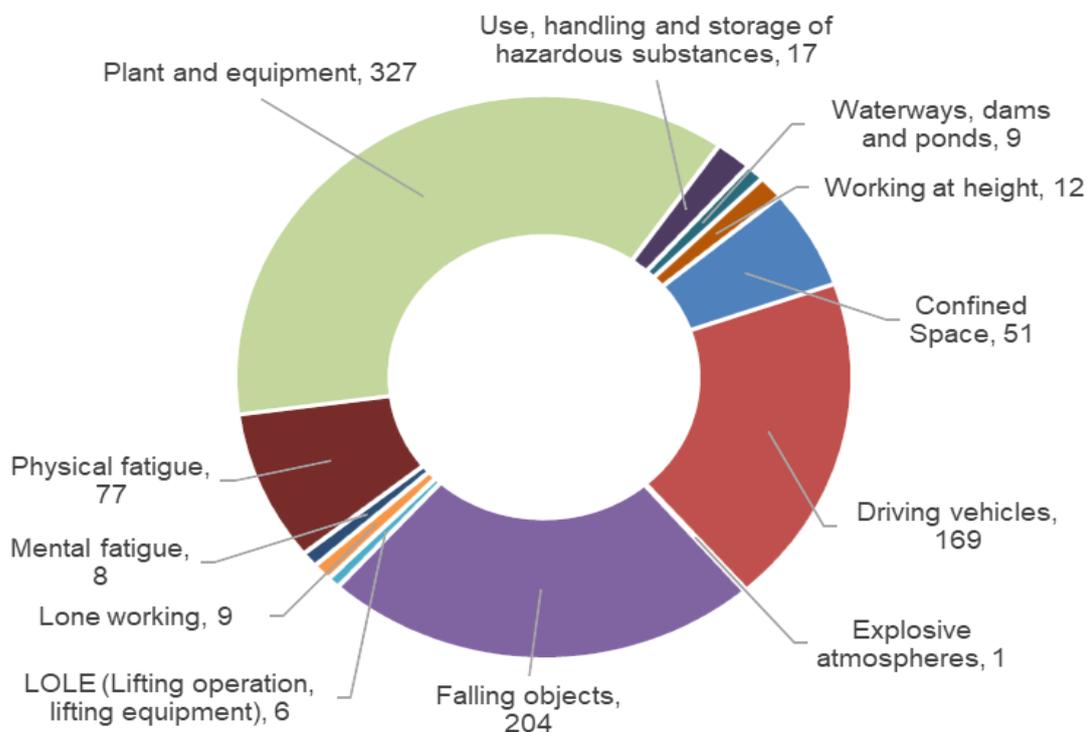
10. The council uses the Risk Manager System to report near misses and unsafe conditions. At the end of the first quarter:
 - there was an increase of 15 per cent in the number of reported unsafe conditions compared to previous quarter.
 - there was a decrease of six per cent in the number of reported near misses compared to the previous quarter.

Corrective actions/critical risks

11. 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.
12. The number of completed corrective actions for this quarter decreased from 171 in the last quarter to 117. Overdue actions from last quarter increased from 29 to 63. This means that council people-leaders are not completing actions allocated to mitigate risks within the two-week window expected. The Corporate Health and Safety Team are now reviewing this through a new triage process to ensure high consequence actions are addressed.
13. 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. Reporting incidents remains the same from last quarter.
14. 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

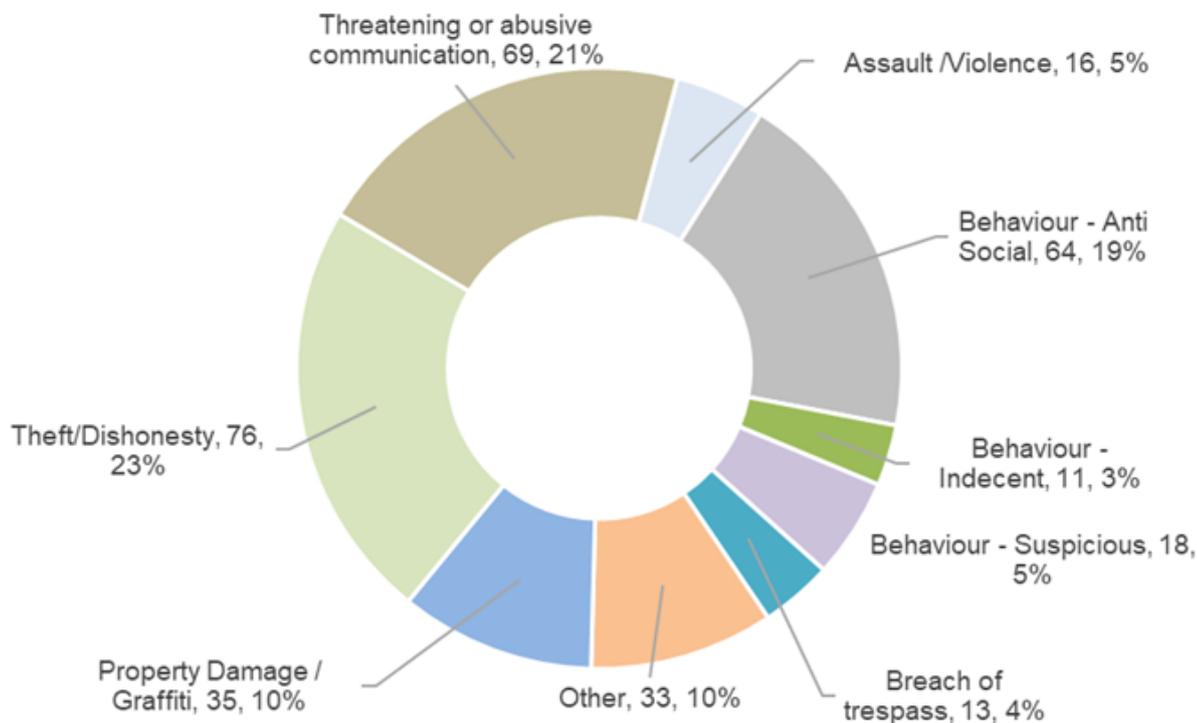
15. This chart represents all critical risks as reported by the business over the last quarter



Critical risks – quarterly

Risk	Quarterly Trend	Current Quarter	Last Quarter
Confined space	-	8 (4%)	9 (4%)
Driving vehicles	↑	61 (27%)	40 (17%)
Explosive atmospheres	-	0 (0%)	0 (0%)
Falling objects	↓	43 (19%)	50 (21%)
LOLE (Lifting operation, lifting equipment)	↑	5 (2%)	0 (0%)
Lone working	↓	0 (0%)	6 (3%)
Mental fatigue	↑	4 (2%)	2 (1%)
Physical fatigue	↑	31 (14%)	20 (8%)
Plant and equipment	↓	60 (26%)	102 (43%)
Use, handling and storage of hazardous substances	↓	4 (2%)	7 (3%)
Waterways, dams and ponds	↑	4 (2%)	1 (0%)
Working at height	↑	8 (4%)	3 (1%)

Security incidents (Current quarter)



Health and Wellbeing

- Following the approval our Workplace Wellbeing Strategy in September 2018 various programmes are currently being rolled out.

Wellbeing Ambassadors

- In a role similar to the Health and Safety representative these volunteers across the organisation have been specifically trained to support their local teams within their departments in all matters of wellbeing. We currently have 63 ambassadors recruited and active across all departments and directorates.

Five Ways to Wellbeing

- Council has partnered with the Mental Health Foundation NZ to roll out their Open Minds programme to our people. Using the New Zealand Mental Health Foundation 'Five Ways to Wellbeing' actions: 'connect', 'be active', 'take notice', 'keep learning' and 'give', our people will learn: tools and tips to strengthen their ability to cope with the normal stress of life and the workplace, why it's important to think about wellbeing at work, how to take notice of their mental health and that of their colleagues. It also shows how people leaders can use the Five Ways to Wellbeing and how these can be used to improve mental wellbeing as a team.
- The corporate health and safety team are currently preparing a stress standard for the organisation. This will be accompanied by a tool to allow people leaders and our people to more effectively understand and act upon any stresses our people may be under that are work related. We will look to align this into current mechanisms in place such as the MyTime conversations.
- A wellbeing 360 survey is also being planned for February 2019 which will look to gauge the levels of stress and other wellbeing indicators amongst our people.

The Wellbeing Hub

21. Our Wellbeing hub is a centralised electronic location from where to get the latest information and tips including the option to book places on health events such as mole mapping and flu vaccinations. It hosts competitions, programmes and critically access to 24/7 expert advice. Our people are able to customise their Re:NEW hub to help them achieve personal goals, from improvements in general fitness or healthy eating to accessing help and services within and external to council. Since launch it has been brought onto the single sign on platform and is available to any employee with an Auckland council login.

Due diligence duties

22. 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
<p>Duty 1 - Acquire and keep up-to-date with health and safety knowledge and matters</p>	<p>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.</p> <p>A new process has been introduced for new Directors to receive a bespoke health and safety induction, covering their departmental risk profile, their critical risks and establishing expectations for our senior leaders on health and safety.</p>
<p>Duty 2 - Understand council's operations and associated hazards/risks</p>	<p>A health and safety site visit plan for the chief executive, executive lead team members and elected members is in place.</p> <p>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. These have been taking place quarterly.</p>
<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 294 managers to date; 96 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>The corporate health and safety team have also recently provided all people leaders with a risk assessment e-learning tool and are currently preparing to launch a drive on risk assessment across the council.</p>

Duty	Support provided
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. Risk Manager is also working effectively as our reporting tool for unsafe conditions, incidents and near misses.
Duty 5 - Ensure the council has, and implements, processes for complying with any duty or obligation	The chief executive and mayor have signed the Health and Safety Policy Statement, and this has been implemented alongside the new Health and Safety Framework. The health and safety section in Our Charter (we look after our safety and wellbeing) is being prepared for application to all council-controlled organisations. A working group has met and agreed the first draft.
Duty 6 -Take reasonable steps to verify the provision and use of resources and processes through reviews and audits	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 council divisional levels. It is expected this will be the focus of an upcoming workshop. Staff are developing an assurance framework for use within the council working alongside Internal Audit department.

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

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

Tauākī whakaaweawe Māori / Māori impact statement

25. 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.
26. The People and Performance department are currently looking at further integrating our Health and Safety Strategy into council's Māori employment strategy (known as the Mahi Strategy).

Ngā ritenga ā-pūtea / Financial implications

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

Ngā raru tūpono / Risks

28. 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

29. 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

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A  	Graphs and Charts	169

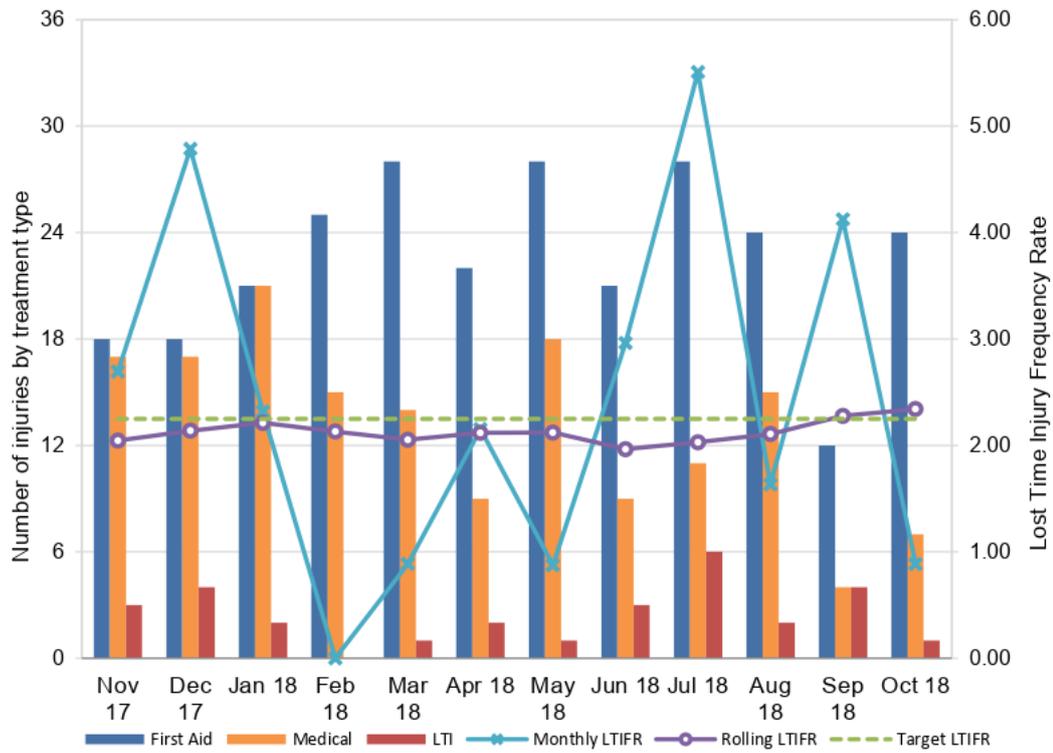
Ngā kaihaina / Signatories

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

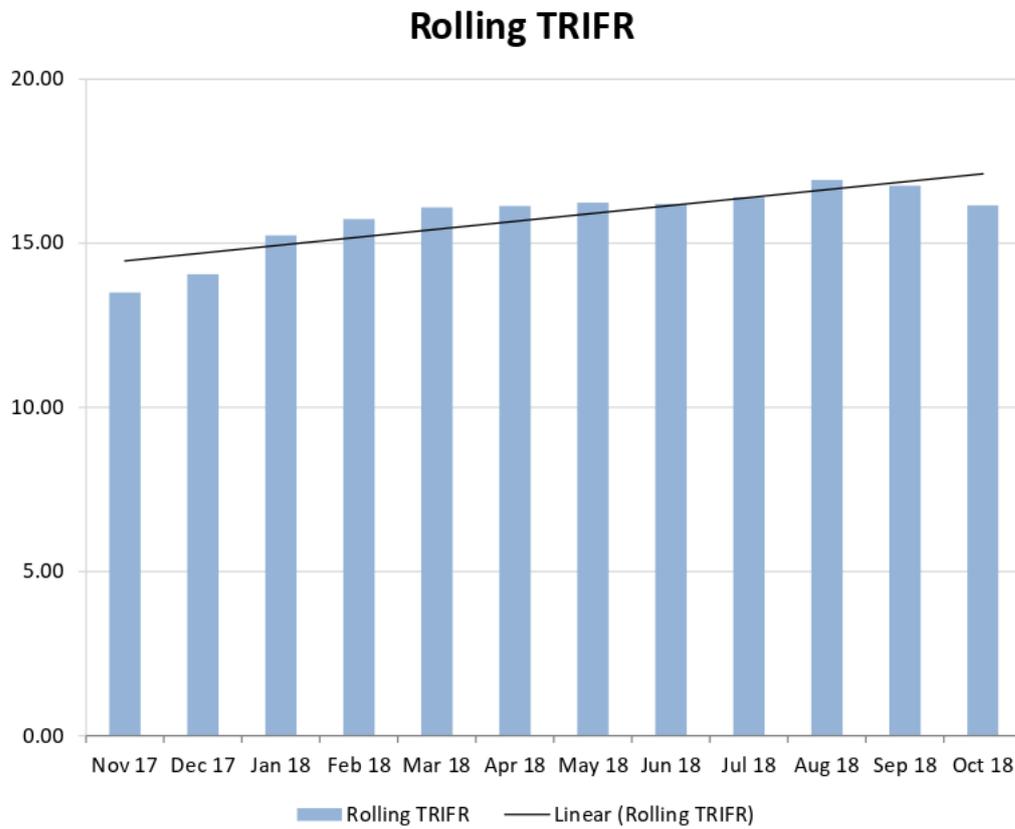
Graphs and Charts

Quarterly Health and Safety Report

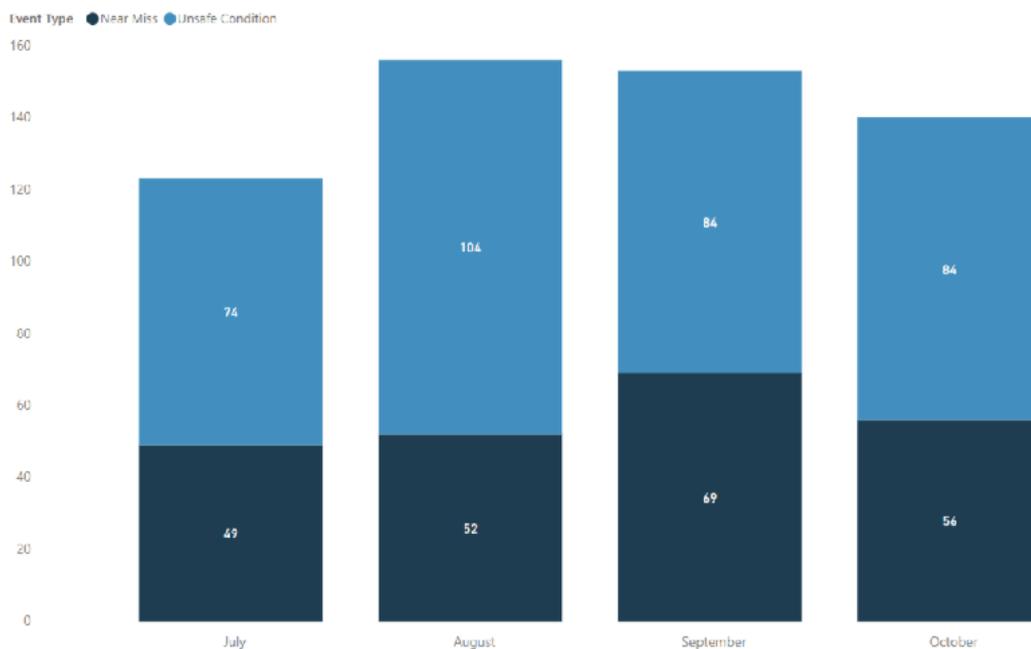
Graph 1 – Showing trend information for LTIFR (Lost Time Injury Frequency Rate)



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



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



Bar Chart 2 – Status of Actions

