

Health and safety update

Meeting: Audit, Risk and Finance Committee
Date of meeting: 10 June 2021
Reporting officer: Ricci Matthews, Health and Safety Specialist

Purpose | Ngā whāinga

To update the committee on Kaipara Council's health and safety performance for the 3rd quarter, 1-Jan-2021 to 31-Mar-2021.

Executive summary | Whakarāpopototanga

This report and its attachments provide key information that addresses Organisational Health, Safety and Wellness matters at a governance level.

Recommendation | Ngā tūtohunga

That the Audit, Risk and Finance Committee:

- a) Notes the health and safety update for 1-Jan-2021 to 31-Mar-2021.

Context | Horopaki

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.

The elected members' role is to provide strategic direction to the business, to oversee the management of business risks to ensure that the PCBU (Persons Conducting a Business or Undertaking) has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking.

Discussion | Ngā kōrerorero

Analysis and advice

To ensure Council is informed on the current state of health and safety performance and meeting legal health and safety obligations, we submit the following:

- Risks/Issues/Mitigations - Verify the provision and use of these resources and processes
- How we are meeting our due diligence duties

People & Capability Owned H&S Risk/Issues as at 31-Mar-2021

Risk	Progress Report - Comments/Details	Due
Occupational Driving	The Safe Driving Standard has been reviewed by KDC's Safe Driving Working Group made up of 4 x KDC SME's and a Smartrak representative. The new Standard includes monitoring of all KDC driver behaviour, identification of key driver performance indicators, and how linking high risk behaviour to the Risk Owners/General Manager and Managers within the PCBU Org Chart	June 2021 Completed, due to be presented at H&S committee and then signed off by ET.
Fire Safety Compliance	Drills remain overdue on the back of NZ's response to COVID-19, Drills are scheduled with the assistance of the local Fire Emergency Crew, Dargaville Volunteer Brigade. Planning is underway to ensure all stakeholders are prepared.	H&SS June 2021
Workplace Incident/ Emergencies	KDC's <i>Incident and Investigation Management Procedure</i> has been finalised and reviewed against monthly lagging indicators, (refer Attachment A). Continued focus has been on IT Program <i>SaferMe</i> , ensuring the platform and templates are fit for purpose. Particular focus on linking Key Performance Indicators to KDC GMs/Risk Owners and the reporting line of the Employee. Where high risk behaviour is identified, this automatically demonstrates that the correct Risk Owners and SME's are included in that reporting process, which triggers a process that will eliminate/mitigate that risk, per our obligations re HSWA.	GM P&C to review monthly
Working Alone/ Remote work	<p>Various incidents have been the catalyst for a risk-based investigation into staff safety and security. Combined reports and action plan now sit for review as an open agenda item on the KDC OHS Committee.</p> <p>Customer Service Experience have nominated Subject Matter Experts from Kai-iwi Lakes to document Standard Operating Procedures, drilling down into the risks associated with Lone Working and Remote Work. This offers a secondary review on the Job Safety Analysis developed within the SME Animal Management/Noise Control, which identified minimum Best Industry Guideline controls, that must be implemented in all KDC Business Units, where front facing services are expected with members of the public. Those learnings continue to be supported by existing resources, with the roll out of Policies and Procedures that are set to be Best Industry Practice across the region.</p>	GM P&C + CSX To review monthly
Staff Security/ Aggressive customers	There are ongoing Security assessments being carried out across Council, with a generic approach applied for emergency responses. The Fear Free Training and recent Working Group activity has cemented the importance of identifying risk before it escalates. Design and Layout of the KDC Customer Service areas, where the majority of front facing activity occurs, has been a focus for the Security Design in the new Building. Although there has been no input from this Health and Safety Specialist for the new Security Design, the KDC Subject Matter Experts (SME's), from Digital Services and Property and Commercial, have made assurances that Fear Free have contributed to the Safety and Design aspects of the New Buildings Plans.	GM P&C, GM E&T, GM CX, and GM IS Set 2020
Organisational Health, Safety, Environment & Quality (HSEQ) performance reporting, evaluation & assurance	<p>GM People & Capability has been identified in the Health and Safety Management System (HSMS) Review as the Business Owner. An Organisational H&S Strategy has been completed, with targets and objectives incorporated into all Department Business Plans 20/21.</p> <p>These KPIs have been broken into Contractor HSE Performance and Organisational HS Performance. As the OHS Committee gains momentum, the Organisational KPI's are a set agenda item within those monthly meetings. Being able to evaluate Health and Safety performance with KDC Health and Safety Reps who are also</p>	H&SS

Risk	Progress Report - Comments/Details	Due
	operational SME's across the business, ensures our Policies, Procedures and Safe Systems of Work, are compliant to Legislative Guidelines, and are Best Industry Practice. Appendix B outlines a 12 month calendar for when the OHS Committee is set to meet, ensuring the Risk Owners/GM's as well as their Employee Nominated HS Reps, can guarantee attendance and continue the momentum this forum has gained.	
Staff Mental Wellbeing	Wellbeing has been included as a permanent agenda item in the OHS Committee function, with GM People and Capability noted as the Business Owner. Our wellbeing committee continues to support us with monthly initiatives via a draft 2021 Calendar. Due to the Covid-19 restrictions, limited availability of front-facing training has pushed the scheduled Mental Health Wellbeing training out to the latter end of 2021.	February 2021 June 2021
Hazard Identification & Risk Management	Review is ongoing of the Organisational H&S Risks and new risk register was submitted to the Executive Team, to be monitored via the OHS Committee.	Completed
Incident reporting, investigation and escalation	Evidence of a risk-based approach being applied to KDC's Incident Reporting is now reflected in KDC's <i>Incident and Investigation Management Procedure</i> . Utilising <i>SaferMe</i> IT Software to streamline and implement KDC's Incident Management process, KDC will be monitoring Incident Frequency Rates and the effectiveness of implemented controls via the monthly KDC OHS Committee meetings. Particular focus on linking Key Performance Indicators to KDC GMs/Risk Owners and the reporting line of the Employee. Where high risk behaviour is identified, this automatically demonstrates that the correct Risk Owners and SME's are included in that reporting process, which triggers a process that will eliminate/mitigate that risk, per our obligations re HSWA. Encouraging data relating to the reporting process of Hazards from stakeholders within the organisation, which will ultimately contribute to preventing incidents/injuries, rather than focusing on the reactive nature of applying the injury/incident's cure.	Oct 20 and ongoing
Employee consultation and engagement	The General Managers as risk owners within the HSMS have cemented KDC's PCBU responsibilities within the Health and Safety at Work Act, by introducing <i>KDC's Communication and Consultation Policy</i> . Development of KDC's <i>Communication and Consultation Procedure</i> is currently in draft, (Attachment B), which will direct what process must be followed when there are changes within KDC's Safety Management System. This includes which KDC Owner and their Subject Matter Expert/s must be involved in any Health and Safety Management System review of Policies, Standards, Procedures and Safe Work Methods, where KDC's PCBU Duties are prevalent.	Oct- 20 and ongoing Completed March 2021
H&S training & competencies	Further work is being done on the H&S Training & Competencies Matrix in anticipation for the HRIS system.	Ongoing H&S Specialist
H&S Resourcing	Staff resourcing is regularly reviewed in line with the significant demands of this ever-evolving portfolio.	Ongoing GM P&C
Injury Management	Injury management and rehabilitation has historically been handled in an ad hoc fashion.	Mar 21

Risk	Progress Report - Comments/Details	Due
	<p>A review of KDC's eligibility to become accredited to ACC440 – <i>Accredited Employers Program</i> is currently underway. ACC440 has been added to the HS Specialist Road Map and Performance Plan, with the GM People and Capability noted as the Business Owner.</p> <p>This quarters focus has been on the prequalification of Injury Management Service Provider, Habit Health. Their role will be to ensure KDC have priority assistance within set time-frames for all Work Related/Non-Work Related Injuries. Their focus will also be to assist with the Return to Work/Rehabilitation eligibility of Injured Staff.</p>	and Ongoing
Legal Compliance	A requirement of ISO 45001 is that council maintains a H&S legal register but does not currently exist.	Dec 21

Other Division Owned H&S Risk/Issues as at Dec 2020

Risk	Progress Report – Comments/Details
H&S in Events Mgt (Gillian)	With the recent re-organisation events now sits in the Community, Communication and Engagement portfolio. The events process for stakeholders wanting to run events in Kaipara has been developed. We are trialling the new process with community groups at present.
H&S in Community Grants	GM Engagement and Transformation is taking the lead in this review (as risk owner).
H&S in Volunteer associations/ groups working for council on council assets (WIM)	GM Engagement and Transformation in is taking the lead in this review (as risk owner).
H&S in Contractor Mgt	GM Infrastructure Services is continuing to review this activity and there are monthly meetings to track progress.
H&S in Procurement	GM Infrastructure Services is taking the lead in this review (as risk owner). Given the increase volume of work through Waters and Waste, there is renewed focus on elements of risk associated with Mental Wellness. An agenda item will be included in the Contractor Prequalification process, and how KDC continue to monitor the combined and individual PCBU responsibilities.
H&S in Fleet Management	Property and Commercial continue to review ongoing Fleet Management business requirements, on the back of the change in direct reporting lines.
H&S in Building/Asset/Facility	Property and Commercial continue to review ongoing Fleet Management business requirements, on the back of the change in direct reporting lines.

Acronyms:

CSX -	Customer Experience
EAP -	Employee Assistance Programme
GM -	General Manager
H&SS -	Health and Safety Specialist
HSMS -	Health & Safety Management System
HSR -	Health and Safety Representatives
P&C -	People & Capability Unit

Attachment A -Items to note are an increase in reporting culture

Attachment B- OHS Communication and Consultation – directs which KDC subject matter experts need to be involved to address high risk activity identified, and subsequently eliminate/mitigate the identified risk.

Significance and engagement | Hirahira me ngā whakapāpā

The decisions or matters of this report do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via agenda on the website.

Achievements

Finalised OHS Committee Constitution and Objectives
 SaferMe Roll out to all PCBU stakeholders
 Increased Hazard Reporting across KDC divisions

Infrastructure improvements:

- Finalised Security Procedures
- Reviewed Fleet Vehicle Maintenance/Training Needs

Next steps | E whaiake nei

- Adopt corporate H&S targets and objectives for inclusion in the H&S Strategy
- Measure targets and objectives into Divisional and Business Unit Plans and for Executive/T3 Roadmap plans
- Monitor the current H&S Policy.
- Develop and Implement KDC Consultation and Communication Procedure
- Develop and Implement KDC Change Management Procedure
- Prioritise the development of Core H&S Standards for H&S Accountability, H&S Planning and H&S Assurance
 - Lone Working Standard set for Jan – Mar 2021
 - Procurement Procedure set for Jan – Mar 2021
 - Fatigue Management set for Jan – Mar 2021
- HS Training funding has been approved for all GM's as the KDC Risk Owners.
- Commence a full review of existing H&S Standards to ensure currency and alignment to newly adopted Risk Management Framework
- Completion of annual reviews of operational risk registers (Business Unit KPI)
- Maintain the gap/issues register and assign, manage and report on actions
- Continue to review Council's end to end risk management processes
- Assist HSEQ Admin in the further development of the Infrastructure Contractor H&S Performance and Monitoring report (including with KPI's in the Business Plan)
- Monitor outstanding action items from previous AR&F Committee Meetings
- Nominate candidates for incident investigation training (ICAM and entry level)
- Reschedule H&S training after cancellations from COVID-19
- Commence monitoring and reporting of staff mental wellbeing including stress, burnout, bullying, harassment etc
- Work with HRIS to ensure H&S system delivers on expectations
- Develop naming protocols for H&S documents, data and records to suit the final taxonomy model for Te Aka.

Attachments | Ngā tapiritanga

	Title
A	Lagging Indicators Organisational Health and Safety 2020 Oct - Dec
B	KDC OHS Communication and Consultation May 2021
C	20210309 KDC OHS Minutes Final