

Health, Safety and Wellbeing report to the Assurance, Risk & Finance Committee Q1 2023

1. Introduction

This is the Q1 2023 Health, Safety and Wellbeing report to the Assurance, Risk and Finance (ARF) Committee of the Far North District Council (FNDC). The report uses data from various sources to demonstrate how the main critical risks to Council are identified and managed as well as how wellbeing is monitored. The report will identify health, safety and wellbeing risk to FNDC, how those risks are managed, and where are needs for improvement.

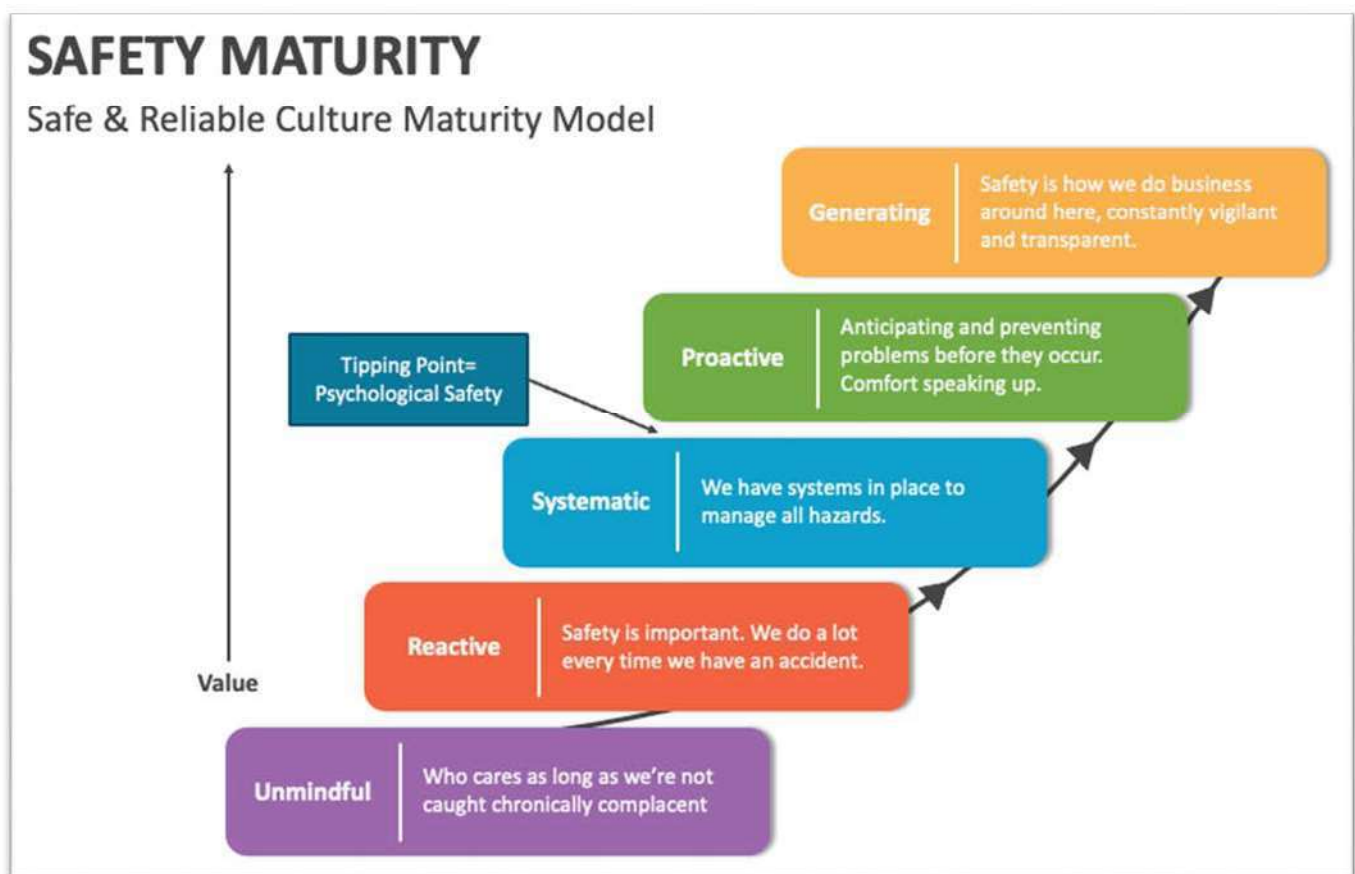


Figure 1: the graph above represents how safety systems mature over time when managed well. The HSW team believe the FNDC H&S system maturity currently sits past reactive but not quite fully systematic.

2. Executive Summary

These are key items that Elected Members (EMs) should note as important from this report:

- Staff wellbeing is an issue as indicated in the last staff survey.
- Security guards have been requested for libraries due to aggressive behaviour from customers.
- Mike Cosman has been engaged to provide Elected Members with an overview of their duties under the Health and Safety at Work Act 2015 (HSAWA).
- A risk has been highlighted that FNDC does not have an overlapping duties framework.
- FNDC's critical risks and critical controls are addressed in this report.
- Overall risk being addressed through implementation of ISO45001.

3. Stop work notices and handling

There are no current stop work notices issued against FNDC.

4. Key risk areas and compliance

Risks to health, safety and wellbeing arise from people being exposed to hazards.

- A hazard is anything that could cause harm (mental, emotional, physical, environmental and organisational).
- Risk has two components: the likelihood that it will occur, and the consequences (degree of harm) if it happens.

The highest risk and therefore the highest priority activities are called 'critical risks'. A critical risk is one that could result in one or more workers:

- Being killed.
- Being seriously injured (physically or psychologically).
- Developing a serious illness

Table 1: State of critical risks to Council, the controls in place and remaining, or residual, risk at Q1, 2023.

Critical risk	Critical controls	Residual risk to Council
Contractor management	Contractor management standard operating procedure (SOP) Contractor prequalification system (SiteWise) In house workshops Internal audits	High – auditing has shown that the contractor management SOP is not being followed fully by staff engaging contractors. The SOP was reviewed and condensed end of 2022, and a series of workshops have been held during 2023. Further work is needed to embed the process. There is currently a gap in FNDC's records regarding FNDC's responsibilities around overlapping duties with other Persons Conducting a Business or Undertaking (PCBUs). There is no recorded overlapping duties framework in place that clearly shows what level of duty each PCBU holds under HSAWA. This is quite a large piece of work to do and may need to be done as a project using an external consultant.
Lone working	Working alone policy Working alone SOP Lone working job safety analysis (JSA) Provision of lone worker devices 24/7 device monitoring In house workshops Internal audits	High – auditing has shown that the policy, SOP, and JSA are not being followed completely by staff. Lone worker devices are not being used in accordance with the policy. Workshops have been held with staff and are ongoing. Performance conversations recommended.
Driving on Council business	Motor vehicle policy Driving on Council business JSA Eroads tracking device Online driver training 4x4 training	Low – audits have shown there is a good uptake on safe driving.
Site inspections	Site inspections JSA Situational safety and tactical	Moderate – there are a number of new staff yet to receive SSTC training. This will be addressed in November.

	communications (SSTC) training Working in road corridor training	
Psychosocial hazards	My Everyday Wellbeing Wellbeing Advocates EAP service	High – comments from the last staff survey indicate that wellbeing across the organisation has been affected by the recent realignment, change of CEO and overall workload. The CEO has requested a wellbeing drive to include workshops and tools for leaders and staff.
Threatening behaviour	Antisocial behaviours reference guide 2023 Evacuation/lock down plans Libraries and museums JSA Situational safety and tactical communications (SSTC) training Front counter safety training Staff Warning Flags Trespass notices	High - threatening behaviour incidents were the highest reported during Q1. Libraries are experiencing anti-social behaviour issues. Research is currently underway to contact security at Kaikohe library.

5. Incidents

All health, safety and wellbeing incidents reported by staff and contractors are recorded in PeopleSafe as “stories”.

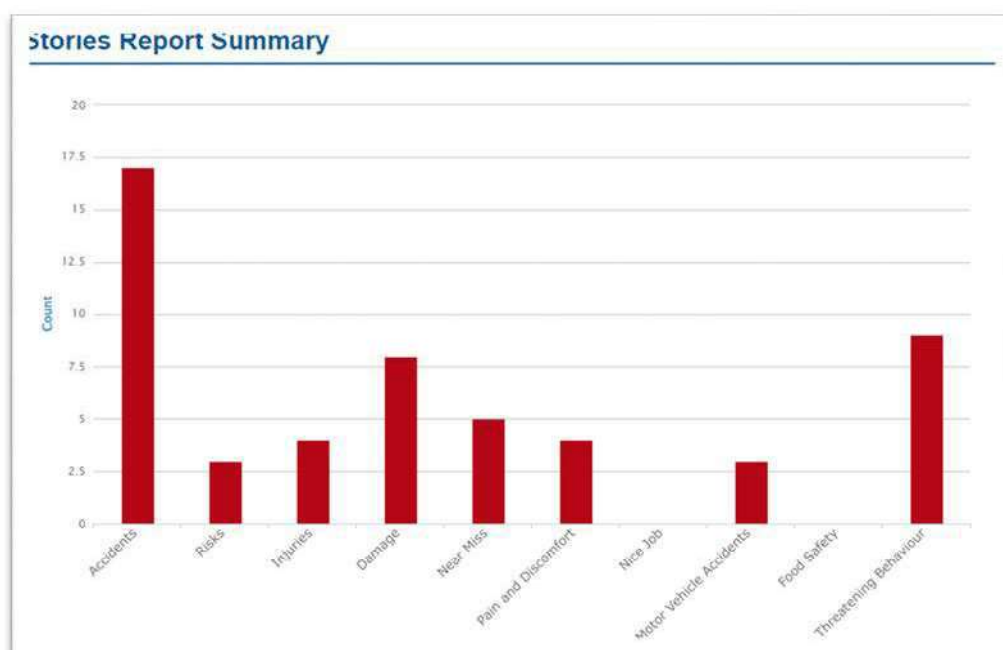


Figure 2: Data used in the graph above was obtained from PeopleSafe, FNDC’s incident management software. There were 34 stories told in PeopleSafe for Q1. Stories can be entered into PeopleSafe using more than one descriptor. All descriptors used in Q1 stories are shown in the graph above. All incidents are investigated by the HSW team, and any improvements required implemented. All serious incidents are reported directly to SLT at the time of occurrence and are subsequently investigated.

Driving

Driving on Council business is considered a critical risk. Staff, who are regular drivers, are provided with online driver training and face to face off road driving training. FNDC currently has 80 vehicles in its fleet, of which 30 are fitted with an eRoads device that provides location and speed information. The data in the figure 3 comes from fleet vehicles with an eRoads device fitted.



Figure 3: The data used in the graph above is taken from eRoads and shows overspeed events in comparison to road speed limits for Q1 2022. During Q1 the fastest speed recorded was 128kph in a 100kph zone. The highest % speed over a limit was 54% as a result of a vehicle recorded driving at 77kph in a 50kph area.

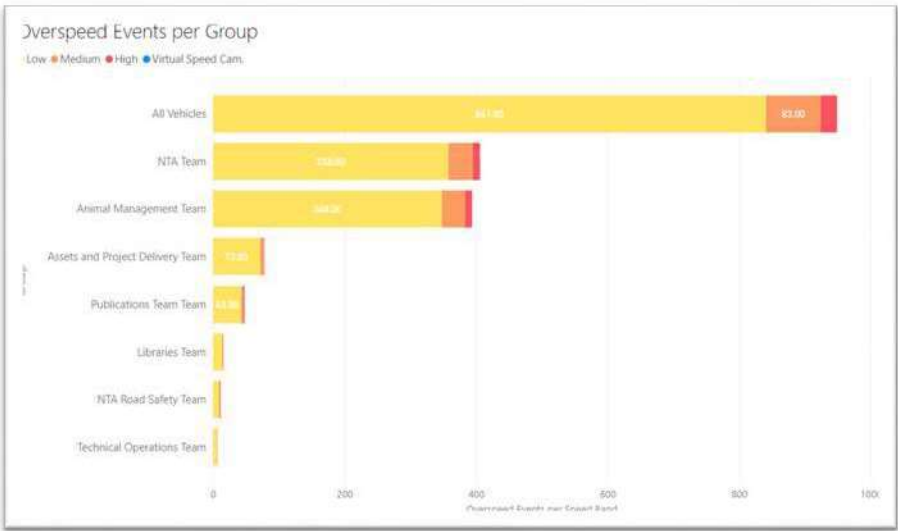


Figure 4: The data used in the graph above is taken from eRoads and shows speeding events by group for Q1 2023.

Lone Working

Lone working is considered a critical risk. The risk is managed through the provision of various lone worker devices. There were no specific alerts related to the use of lone working devices during Q1 that resulted in an incident.

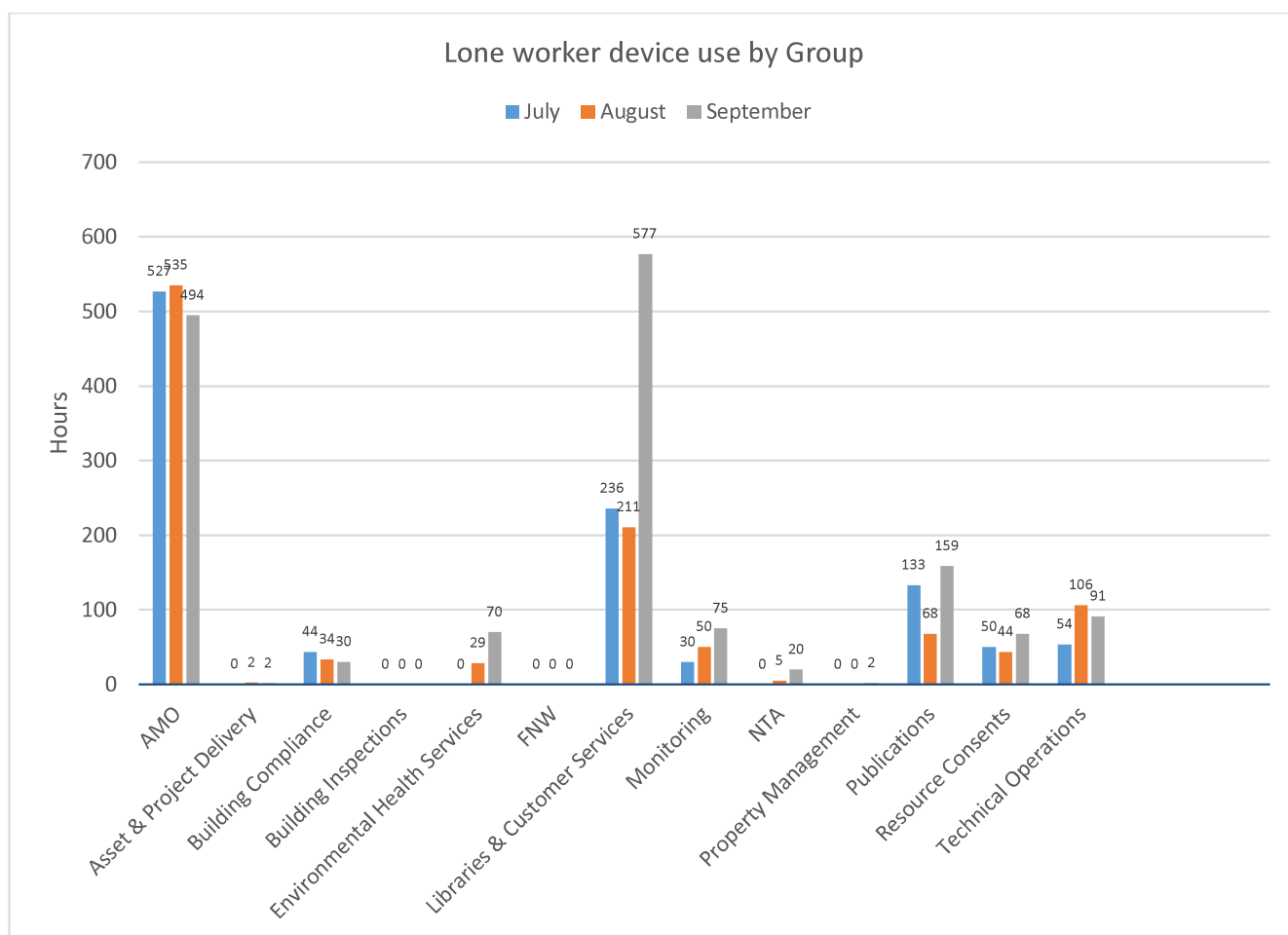


Figure 5: The data used in the graph above is taken from the Blackline Live monitoring software and shows the usage of G7c, G7x, Garmin inReach and Help Pendant lone worker devices during Q1. These devices are monitored 24/7 by Direct Safety.

Failing to use allocated devices represents not only a safety risk to Council but also reputational and financial risks. The HSW team recommends that leaders hold staff to account through performance conversations for not using allocated lone working devices in accordance with the [HSW 002 Working Alone Policy](#).

Threatening Behaviour

Threatening behaviour is considered a critical risk.

One report of threatening behaviour was received during August. The report originated from Kaikohe library staff. Although not considered serious the story reflects the ongoing issues around anti-social behaviour that library staff face. All front facing staff and compliance field officers are required to attend conflict resolution training on an annual basis. That training is arranged by the HSW team.

Kaikohe library is a concern, with regular reports of anti-social behaviour and vandalism being made by staff. It was agreed by SLT in August to fund a security guard on the door at Kaikohe library as a trial. Nicola Smith, Manager libraries and customer services, is currently researching options.

Staff Warning Flags

Staff warning flags (SWFs) are an alert system managed in our Pathway system across all applications when either a property or member of public has been identified as threatening and require safety controls to ensure the safety of our field staff prior to visiting a person or site as part of their work activities i.e. visit two up or

with police assistance. SWFs are reviewed by the approving management as to whether they will be renewed for another 12 months or whether the SWF is to be removed.

Trespass Noticeboard

Trespass notices where members of the public have been restricted from entering Council buildings are displayed on our TK3 Trespass Noticeboard. There is one active trespass notice restricting an individual from the Kaeo Service Centre. This is currently in force until November 2023. This notice board is only visible to our front-facing staff.

HSW training

The HSW team facilitates specific health and safety training throughout the year and upcoming training is visible on the HSW events calendar. Much of the training is covered by the HSW team's budget.

Civil Defence training is provided in collaboration with CDEM staff.

Table 2: Health and safety courses offered by the HSW team.

1st aid comprehensive
1st Aid refresher
4x4 driver training
Accident and Event Investigation Webinar H&S
Civil defence CIMS 3 – e-Learning
Civil defence CIMS 4
Civil defence EOC
Civil defence Intelligence
Civil defence Wellbeing
Civil defence staff exercise
EAP online
Fire Warden/Evacuation Training
Fleetcoach driver training
Front counter safety
Health & Safety Governance for SLT
Health, Safety & Wellbeing Staff Induction
HSR (Health, Safety and Wellbeing representatives)
Manual handling
Mental health 1st aid
National Suicide Prevention Training
Sitewise - know your contractor
Situational safety & tactical communications (1st time)
Situational safety & tactical communications (refresher)
Traffic Management - Inspector