

## ARF003 Health Safety and Wellbeing Vulnerabilities

### Risk Status Progress Report for May 2021

Prepared 09/04/2021

#### Description of risk and impact

Health, Safety and Wellbeing Vulnerabilities are those elements defined in the Health and Safety at Work Act (2015).

The Council has a duty to ensure, so far as is reasonably practicable, that our workplace is without risks to the health, safety and wellbeing of any person and has controls in place to firstly eliminate or minimize those risks.

#### Existing Treatments - What has been done so far?

Regular health and safety reporting, with lag and lead indicators, is included in the People and Capability section of the CEO report. Current reporting trend is for an average of 8 health and safety incidents being reported per month.

The Council's 5-year strategic plan is currently into year three of Horizon 2. Planned activities are on track with 67% of the planned activities completed; and delivery of the remaining planned activities to the revised schedule. It should be noted that two initiatives are not included within the 5-year strategic plan. These are lone worker safety and health monitoring for high risk staff vulnerabilities.

The FNDC Health and Safety Committee continue to meet monthly; and all staff have a Health Safety and Wellbeing focused KPI which is reviewed and monitored quarterly.

The calendar of core Health Safety and Wellbeing activities has been reviewed, due to COVID-19, with some activities being bought forward and others re-scheduled.

Your Voice results for 2020 have been released with a continued overall increase in the Health & Safety index score (when compared year on year). Wellbeing has been identified as a focus area for further improvement with an initiative to review and implement further support mechanisms as part of the survey's engagement action plan being led by Tier-3 people leaders.

Current health and safety concerns are focused on COVID-19, contractor management, hybrid working and lone worker vulnerabilities. COVID-19 related support to customer facing and field staff include PPE, office hygiene kits and additional engineered solutions (e.g. sneeze guards).

Treatment progress is not to plan for five of the seven health and safety vulnerabilities listed in the table below:

#### High level treatment plan and progress up-date:

Vulnerabilities being addressed:	Progress update:
1. Lone Worker Safety	<p>Progress not to original plan.</p> <p>COVID19 delays has meant a two-phase installation and roll-out, with Phase 1 installs and training for Animal Management and NTA teams completed this reporting period.</p>

	<p>Phase 2 installs commence 19<sup>th</sup> April 2021, with end user training the week following. The project with a review phase for new users will be completed in full by financial year end.</p> <p>An additional project is being developed for District Services monitoring/compliance staff – refer threatening behavior vulnerability below.</p>
2. Health Monitoring for high risk staff (staff who have high levels of health exposure due to their roles e.g. wastewater staff, animal management officers, building officers)	<p>Progress not to original plan.</p> <p>A Health Monitoring programme is being established for high risk roles. The programme provider has been identified and a project plan in place, with delivery delayed to end of Q4 2021.</p>
3. Non-compliance against Health and Safety at Work Act regulations across our assets.	<p>Progress not to plan</p> <p>We remain non-compliant at two of FNDC's water/wastewater Treatment Plants. Contractor partners closed out the actions for five water/wastewater plants and one swimming pool.</p> <p>This work is ongoing with Three Waters Alliance partners and variations have been submitted to FNDC, status on both are "awaiting approval from IAM".</p>
4. Contractor Management	<p>Progress to plan with treatments in place.</p> <p>We have 115 SiteWise registered pre-qualified preferred contractors (an increase of seven contractors from the last report), with an average assessment score of 84%.</p> <p>Current tender documents include the SiteWise requirement with ongoing regular contractor monitoring and site inspections/audits via Project Managers and Contract Managers.</p> <p>District wide workshops were delivered to Tier 3 contractors involved in the externally funded projects workstream.</p> <p>Gap: there may be some legacy service providers who are not SiteWise pre-qualified. This work will form part of scope for the health and safety consultant work in 2021. We expect to finalize scope of work and appoint the consultant by end April 2021.</p>
5. Wellbeing programs to address our changing workforce	<p>Progress not to plan</p> <p>Program to be reviewed with implementation of remote working and hybrid operating modules, including feedback via Your Voice survey (where more support is required in the Wellbeing space was highlighted).</p> <p>Your Voice debrief sessions were completed in late March and focus areas being developed with people leader support as part of next steps.</p>

	A survey, to understand the wellbeing impact of the hybrid remote working and office based model on staff, has been designed and is now ready for roll out.
6. Threatening behavior from members of the public	<p>Progress to plan with treatments in place.</p> <p>Threatening behavior related incidents involving both staff and contractors continue to occur, with this incident type being second highest of all told at council (20% of all incidents in last 12 months relate to threatening behavior).</p> <p>Technical solutions have been procured for 23 front line staff as part of the Lone Worker Project, including 24/7 monitoring services.</p> <p>Support is in place for any threatened staff, including competence training in conflict resolution and de-escalation techniques.</p> <p>District Services project to implement body cameras and stab-proof vests have been fast tracked to high risk roles, project to commence during Q4 2021 (delay from Q3 2021 advised in last report) while Lone Worker project is finalized.</p>
7. FNDC's Generic Hazards and Controls/Treatments	<p>Progress not to plan</p> <p>Generic hazards have been identified and agreed by the Health and Safety Committee. Development of action plans and treatments have been delayed due to remote working. Q3 2021 roll of controls has commenced (and will continue through Q4 2021) via Health and Safety Committee representatives. Remote working is identified as a priority area of focus with a review of 261 staff risk assessments. Current status of this work sits at 64% complete.</p>

### Where are the gaps? / what more could we be doing?

- Worker engagement is developing and ongoing.
- Speed of Council to bring assets up to meet legislative requirements as regulations change.
- Working remotely from home safely as an organisation. Monitoring the impacts of this way of working continue. WorkSafe's "best practice" guidelines are still to be published.
- WorkSafe's Whakaari (White Island) decision prosecute 13 organisations for not meeting their obligations as a PCBU under the Health and Safety at Work Act (2015) has created further uncertainty. This has been identified as an emergent risk in the February 2021 risk management report.
- High potential impact risk has been identified and escalated on the Pou Herenga Tai Twin Coast Cycle Trail. Work with the trust and community has commenced on the identified Opua section to review the mitigations in place.

The impact and likelihood of this risk has increased due to delays in progressing treatments; increase in threatening behavior from the public; and the ongoing non-compliance with Health and Safety at Work Act regulations across our assets.

<b>Inherent Risk:</b>	<b>Trend of risk rating</b>	<b>Residual Risk:</b>	<b>Accountable:</b>	CEO	<b>Date raised:</b>	29/11/18	<b>Report frequency:</b>
	Increase		<b>Responsible:</b>	Mgr. P&C	<b>Date accepted:</b>	16/06/19	3 monthly