
ORDINARY MEETING

OF

FINANCE, AUDIT AND RISK SUBCOMMITTEE

MINUTES

Time: 9:30am
Date: Wednesday, 20 May 2020
Venue: Virtual Meeting

PRESENT

Mayor Foster (via audiovisual link)
Councillor Calvert (Chair) (via audiovisual link)
Councillor Condie (Deputy Chair) (via audiovisual link)
Councillor Pannett (via audiovisual link)
Councillor Paul (via audiovisual link)
Councillor Rush (via audiovisual link)
Roy Tiffin (External) (via audiovisual link)
Linda Rieper (External) (via audiovisual link)

IN ATTENDANCE

Deputy Mayor Free (via audiovisual link)

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1. Meeting Conduct

1.1 Karakia

The Chairperson declared the meeting open at 9:31am and Councillor Condie read the following karakia to open the meeting.

**Whakataka te hau ki te uru,
Whakataka te hau ki te tonga.
Kia mākinakina ki uta,
Kia mātaratara ki tai.
E hī ake ana te atākura.
He tio, he huka, he hauhū.
Tihei Mauri Ora!**

Cease oh winds of the west
and of the south
Let the bracing breezes flow,
over the land and the sea.
Let the red-tipped dawn come
with a sharpened edge, a touch of frost,
a promise of a glorious day

(Mayor Foster entered the meeting at 9:32am)

1.2 Apologies

Moved Councillor Calvert, seconded Councillor Pannett

Resolved

That the Finance, Audit and Risk Subcommittee:

1. Accept the apologies received from Mayor Foster for early departure.

Carried

1.3 Conflict of Interest Declarations

No conflicts of interest were declared.

1.4 Items not on the Agenda

There are not items not on the agenda.

1.5 Public Participation

There was no request for public participation.

Suspension of standing orders

Note: In accordance with standing order 2.4 a motion to suspend standing orders requires a 75% majority in order to be carried.

Moved Councillor Calvert, seconded Councillor Condie

Resolved

That the Finance, Audit and Risk Subcommittee:

1. Temporarily suspend the standing order 27.7 to allow the division be recorded by a show of hands rather than taking down names by the Chief Executive.

Carried

2. General Business

2.1 Draft 2019/20 Annual Report format including Financial Statements and proposed sign-off process

Moved Councillor Diane Calvert, seconded Councillor Jenny Condie

Resolved

That the Finance, Audit and Risk Subcommittee:

1. Receive the information.
2. Note the approach and structure for the 2019/20 Annual Report (and Summary Annual Report) is similar to the 2018/19 Annual Report. This is subject to:
 - a. The performance story for actual full year results; and
 - b. The key messages for the summary story for the year.
3. Approve the proposed format and disclosures for the 2019/20 financial statements subject to:
 - a. Consideration of the implications of any changes in NZ GAAP arising up to 30 June 2020 which may be required to be applied retrospectively;
 - b. The determination and disclosure of the final results of operations, cash-flows and financial position for the year ending 30 June 2020 (and any subsequent impact on the notes to the financial statements); and
 - c. Receiving final clearance from Audit New Zealand.
4. Approve the sign-off process and timetable for the 2019/20 financial statements.

Carried

2.2 Health & Safety Report

Moved Councillor Calvert pro-forma, seconded Councillor Rush

Resolved

That the Finance, Audit and Risk Subcommittee:

1. Receive the information.
2. Receive the information as per the tabled document, the Health and Safety Report written for 24 March 2020.
3. Recommend to the Strategy and Policy Committee to receive the information at its meeting of 16 April 2020.

Carried

Attachments

- 1 Health and Safety Report at 24 March 2020 tabled by Councillor Calvert
- 2 Health and Safety Dashboard tabled by Councillor Calvert

The meeting adjourned at 11:00am and returned at 11:15am with all members present.

(Mayor Foster left the meeting at 11:31am.)

2.3 Audit NZ 2019 Governing Body Report

Moved Councillor Calvert, seconded Roy Tiffin

Resolved

That the Finance, Audit and Risk Subcommittee:

1. Receive the information.
2. Note the content of the Report to Council on the audit of 2018/19 Annual Report from Audit New Zealand.

Carried

2.4 Update on public benefit entity accounting standards

Moved Councillor Calvert, seconded Councillor Condie

Resolved

That the Finance, Audit and Risk Subcommittee:

1. Receive the information.
2. Agree to recommend for adoption the new Public Benefit standards that have an effective date for periods beginning on or after 1 January 2019 for inclusion in the accounting policies and financial statements of the 30 June 2020 Annual Report.
3. Agree that none of the Public Benefit Entity standards issued but not yet effective will be early adopted for 30 June 2020.

Carried

2.5 Project Governance Update

Moved Councillor Calvert, seconded Councillor Rush

Resolved

That the Finance, Audit and Risk Subcommittee:

1. Receive the information.
2. Note the internal project/programmes controls within Council, including the Significant Project Governance Group.
3. Note the appended significant projects report.
4. Note the temporary status of 'purple' in Appendix B to highlight those projects/programmes that have been impacted by the COVID-19 lockdown period.

Carried

3. Public Excluded

Moved Councillor Calvert, seconded Linda Rieper

Resolved

That the Finance, Audit and Risk Subcommittee:

1. Agree that Karen Young, Audit Director from Audit New Zealand, be permitted to remain for Public Excluded items listed below after the public has been excluded, because of her knowledge of matters which help the Finance, Audit and Risk Subcommittee in its decision making:
 - 3.1 Risk Management Update
 - 3.2 Te Aho Marutau | Internal Audit Update
 - 3.3 Council Debtor Report
2. Pursuant to the provisions of the Local Government Official Information and Meetings Act 1987, exclude the public from the following part of the proceedings of this meeting namely:

General subject of the matter to be considered	Reasons for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
3.1 Risk Management Update	7(2)(c)(ii) The withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to damage the public interest.	s48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7.

3.2 Te Aho Marutau Internal Audit Update	7(2)(c)(i) The withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information or information from the same source and it is in the public interest that such information should continue to be supplied.	s48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7.
	7(2)(c)(ii) The withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to damage the public interest.	
3.3 Council Debtor Report	7(2)(b)(ii) The withholding of the information is necessary to protect information where the making available of the	s48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good

information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.

7(2)(c)(ii)

The withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to damage the public interest.

7(2)(h)

The withholding of the information is necessary to enable the local authority to carry out, without prejudice or disadvantage, commercial activities.

reason for withholding would exist under Section 7.

Carried

The meeting went into public excluded session at 12:17pm.

The meeting returned from public excluded session and concluded at 1:21pm with the reading of the following karakia:

Unuhia, unuhia, unuhia ki te uru tapu nui	Draw on, draw on
Kia wātea, kia māmā, te ngākau, te tinana, te wairua	Draw on the supreme sacredness To clear, to free the heart, the body and the spirit of mankind
I te ara takatū	
Koia rā e Rongo, whakairia ake ki runga	Oh Rongo, above (symbol of peace)
Kia wātea, kia wātea	Let this all be done in unity
Āe rā, kua wātea!	

Confirmed: _____
Chair

ORDINARY MEETING

OF

FINANCE, AUDIT AND RISK SUBCOMMITTEE

MINUTE ITEM ATTACHMENTS

Time:
Date: Wednesday, 20 May 2020
Venue: Virtual Meeting

Business

Page No.

2.2 Health & Safety Report

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HEALTH & SAFETY REPORT

Purpose

1. This report asks the Finance, Audit and Risk Subcommittee to review the Council's health and safety performance for the period 1 July 2019 to 31 December 2019 and including the activities for the period 1 October 2019 to 31 December 2019.
2. The Report provides information that aligns with the Officer due diligence steps under the Health and Safety at Work Act 2015 (HSWA), specifically having:
 - Knowledge of work health and safety matters
 - An understanding of the nature of operations and the hazards and associated risks
 - Appropriate resources and processes to eliminate or minimise risk
 - Appropriate resources to receive and consider information
 - Verification of the provision and use of resources and processes
 - Processes for compliance with duties or obligations under HSWA.

Summary

3. This report comprises qualitative commentary on activities that have occurred in the last twelve months, and are presented in three categories;
 - Risks
 - Relationships
 - Resources.
4. The December 2019 Half Year Dashboard (Attachment 1) provides quantitative lead and lag indicators. Lag indicators are backward looking and relate to incidents, hazard source, incident profiles and risk assessment. The lead indicators as reported in the Dashboard are positive performance indicators that measure activities within Council that promote the Council's health and safety systems and practices.

This style of reporting is based on the Business Leader's Health and Safety Forum: 'Monitoring what matters in Health and Safety' – a guide for CEOs, which was published in May 2016. The Council is a member of the Business Leader's Forum.

Recommendation/s

That the Finance, Audit and Risk Subcommittee:

1. Receive the information.
2. Recommend to the Strategy and Policy Committee to receive the information at its meeting of 16 April 2020.

Risks

Risk Profiles

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5. The Council's Safety, Security and Wellbeing team focusses on the Council's top nine priority hazard/risk controls, as presented to FARMs in September 2018. The top nine are identified as key components of the 2018/20 Safety, Security and Wellbeing plan.

Category	ELT Lead
Personal Confrontation	Meredith Blackler
Work at Height	Barbara McKerrow
Vehicle Traffic Mobile Equipment	Paul Andrews (Acting ELT Member)
Health and Impairment	Stephen McArthur
Asset Failure	Andy Matthews
Work with or in the Vicinity of Services	Moana Mackey (Acting ELT Member)
Extreme Natural Events	Moana Mackey (Acting ELT Member)
Work Related Health Hazards	Meredith Blackler
Ignition Sources	Stephen McArthur

Specific Areas of Risk

6. The following summarises key pieces of work that have occurred in the last six months as the Council continue to manage the risks associated with specific hazard categories. This work is good health and safety practice and assists the Council to meet our legal obligations under the Health & Safety at Work Act 2015 (HSWA).

Critical Hazard Collaboration Group

7. During the past six months, the Council's Safety, Security and Wellbeing team held two critical hazard collaboration group workshops, engaging staff from the business and representatives of significant contractors to discuss improvement opportunities to strengthen the controls for our critical hazards.

A workshop focussed on the 'Work at Height' hazard identified four key areas for improvement including greater control of access to ladders; ensuring the risks of working at height is articulated to workers most at risk; areas for sharing of knowledge and learnings; and, more consistent signage.

The workshop focussed on 'Respiratory Health' identified three key areas for improvement including reviewing current hazardous substances used and looking at alternative safer alternatives; education around respiratory equipment; incorporating respiratory hazards in early stages of work planning; and, reviewing all current respiratory equipment to check that it is fit for purpose. All key improvements are being implemented and being led by representatives of the Collaboration group in their areas of influence and monitored for completion by the Safety, Security and Wellbeing team.

SafePlus Report update

8. During the year, the Council's Safety, Security and Wellbeing team have continued to implement the recommendations of the 2018 SafePlus Assessment. SafePlus Assessments are undertaken by independent assessors who evaluate 10 Health and Safety performance requirements which are organised under three key elements (Leadership; Worker Engagement; and, Risk Management) and provides for a three-

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level maturity scale to be applied to it (Developing, Performing and Leading). The Council's performance in five of the requirements were rated at 'Leading' and five of the requirements were rated at 'Performing'. The Council are committed to improving the results of it's assessment and recommendations are being implemented and monitored for completion by the Safety, Security and Wellbeing team and reported to ELT. A recommendation status update has been provided (Attachment 2).

Incident Investigations

9. During the past six month reporting period, four incidents were of a serious nature where full investigations have been undertaken. Two investigations are yet to be completed and reported.

The two incidents where investigation reports have been completed have been presented to the Council's Health and Safety Steering Group. Each investigation involved Contractors' staff and human factors as overarching themes. Insufficient hazard controls were identified during the investigations and appropriate actions assigned and agreed to improve the control environment. The table below provides a brief description of the reported incident investigation.

Hazard Category	Person Involved	Description	Business Unit
Personal Confrontation	Security Guard	Assault on Security Guard whilst removing stereo equipment following a noise complaint	Public health
Vehicle Traffic Mobile Equipment	Contractors Worker (Truck Driver)	Unmanned truck tipping waste at Southern landfill site rolled forward due to park brake not being engaged	Waste Operations

Reporting on the monitoring of completed actions for all investigations is provided to the Council's Health and Safety Steering Group.

Relationships

Construction Client Group

10. Council continue to participate in the Construction Clients Group forums. This is a national forum that brings stakeholders together to develop consistent practice for health and safety across the construction industry. The forum provides us with an opportunity to network and have access to national and internationally recognised practices. Of particular interest to the Council are improved systems and practices around 'safety-in-design' principles which assist in the risk management of asset failure.

Government Health & Safety Lead

11. The Council participates in the Government Health and Safety Lead Practitioners' Forum. The forum meets regularly during the year with a focus on specific health, safety and wellbeing subjects of interest. A recent topic for the group has been in understanding what areas of improvement agencies are working on currently and

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identify opportunities where other agencies can learn from this work i.e. a joined up approach.

CCOs

12. The Safety, Security and Wellbeing team have met with three CCOs where Health and Safety advice and support has been sought from us. We continue to build our relationships with CCO's in providing advice and guidance.

Resources

Mental Health and Wellbeing

13. Mental Health First Aid training commenced in the last six months with 50 leaders from across Council undertaking training. The course assists leaders to identify early warning signals where staff may be suffering with mental health issues. Managers are enabled to support their staff and guide them to various professionals who are qualified to support them. We have received positive feedback from participants that the course had enlightened them around mental health and that they felt more prepared to support their staff.

Elected Members Due Diligence

14. Early this year, the Safety, Security and Wellbeing team met with ELT's Executive Assistants to improve our processes around ELT and Elected Members health and safety site visits. These visits allow members to engage with staff in a health and safety conversation and gain insight into the operational hazards that staff are exposed to in their environment. We will provide ongoing updates on Elected Member 'due diligence' activity in this report. The information below outlines the legislative due diligence requirement.

Legislative Due Diligence Requirement

- Acquire and keep up to date with knowledge of work health and safety matters
- Understand nature of operations and hazards and associated risks
- Appropriate resources and processes to eliminate or minimise risks
- Appropriate resources to receive and consider information
- Verify provision and use of resources and processes
- Have processes for compliance with duty or obligation under the HSWA Act 2015

Attachments

- Attachment 1. Safety Security & Wellbeing Dashboard - 31 Dec 2019 Page 161
Attachment 2. SafePlus Recommendation Status Update Page 163

Author	Paku Edwards, Safety, Security and Wellbeing Manager
Authoriser	Meredith Blackler, Director, Human Resources

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Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

Item 2.2

SUPPORTING INFORMATION

Engagement and Consultation
N/A

Treaty of Waitangi considerations
N/A

Financial implications
N/A

Policy and legislative implications

This information to ELT and Councillors assists them to discharge their Officer due diligence obligations under the health and Safety at Work Act 2015.

Risks / legal
N/A

Climate Change Impact and considerations
N/A

Communications Plan
N/A

Health and Safety Impact considered
N/A

November 2018:

SafePlus Assessment Recommendation Status Report Update (Feb 2020)

CONTEXT

WHAT IT IS

SafePlus includes a framework of 10 performance requirements, which are organised under three key elements: Leadership, Worker Engagement, and Risk Management. Each performance requirement has four or five indicators, which explore how the business performs against the requirements in more detail. Each performance requirement also has a three-level maturity scale applied to it: Developing, Performing and Leading.

Continuous improvement underpins all the requirements. Performance is measured against each requirement.



ASSESSMENT FOCUS

The assessment approach is evaluative and behaviour-based with a focus on:

- people
- behaviours
- culture
- values
- attitudes
- systems
- practices

WELLINGTON CITY COUNCIL

ASSESSMENT

This SafePlus assessment was carried out between 1 November and 23 November 2018. The assessor visited the Wellington City Council (WCC) office and

work sites between 5 and 9 November. The assessor engaged with a cross-section of people across most business units and including members of the Executive Leadership Team, managers, workers and contractors.

The assessment included a review of:

- Leadership for health and safety
- Worker engagement
- Risk management

The assessment included a Deep Dive assessment on two of the Council's top nine critical risks and controls:

- Asset Failure
- Work at Height

SCOPE OF THE ASSESSMENT

The assessment report reflects a slice in time and should not be extrapolated beyond the scope noted above. Out of scope was a full technical review of all documentation, work processes, and other risks.

Illustration of Performance

Three levels of performance are used to determine your current health and safety strengths and areas for improvement – Developing, Performing and Leading. Performance is measured against each of the 10 performance requirements, and the overall outcome is based on these results.

OUTCOMES BY PERFORMANCE REQUIREMENTS:



OVERALL OUTCOME:

The following assessment requirements are set out in the SafePlus assessment guide.

For WCC's overall outcome to be Performing, it needed to be assessed at least as Performing in every requirement. If the ten requirement outcomes are a mix of Performing and Leading then the overall outcome could be either of these. If eight or above of the requirements are assessed as Leading (and there are no requirements that are Developing) then the overall outcome will be Leading. If one to seven requirements are assessed as Leading (and there are no requirements that are Developing) then the overall outcome will be Performing.

WCC scored five of the Performance Requirements as Leading and five as Performing. Its overall assessment was therefore Performing.

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Item 2.2 Attachment 1

Item 2.2 Attachment 2

Recommendation Progress Report:				Active Recommendation Status	
Recommendations	Total	Complete	Active	Due Date Extended	# On-track
Leadership	4	0	4	3	1
Worker Engagement	2	2	0	N/A	N/A
Risk Management	4	2	2	1	1
Deep Dive: Asset Failure & Work at Height	2	0	2	1	1
Total	12	4	8	5	3

Safety, Security and Wellbeing Dashboard – Period 1 July 2019 to 31 December 2019

LAG + LEAD INDICATORS

Hazard Source – incidents reported against Council’s “Nasty Nine” H&S critical hazards

The table below represents the number of incidents reported against our top 9 critical hazards. Council have 29 hazard categories and 9 critical H&S hazards “the nasty nine” for Quarter 2 (1st Oct to 31 Dec).

Critical Hazards	19/20 Q2	18/19 Q2	YTD 19/20
Personal confrontation	129	118	257
Vehicles, Traffic and Mobile Equipment	69	52	134
Asset failure	31	19	54
Health and Impairment	30	22	48
Work at height	3	2	7
Extreme natural events	10	4	11
Work related health hazards	10	6	15
Ignition sources	2	5	3
Work with or in the vicinity of services	0	2	1

KEY: Orange = an increase in Quarter 2 incidents from 2018-19; Green = a decrease in Quarter 2 incidents from 2018-19.

Incident Profile

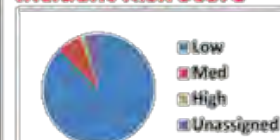
Key person involved	YTD 19/20	YTD 18/19
Worker	NM 464	NM 391
	FA 152	FA 121
	MT 59	MT 78
	NE/LTI 1	NE/LTI 1
Public	NM 331	NM 465
	FA 206	FA 373
	MT 45	MT 72
	NE/LTI 0	NE/LTI 0
Tenant	NM 0	NM 4
	FA 0	FA 0
	MT 1	MT 0

Key:
 NM – Near Miss
 FA – First Aid
 MT – Medical Treatment
 NE/LTI – Notifiable Event or Lost Time Injury

MT & NE/LTI Commentary:
 The medical treatment incidents involved Medical Professionals providing treatment to staff allowing them to return to work quickly. The Worker lost time injury relates to an incident where a staff member suffered from concussion

There has been an increase in worker near miss and first aid incidents and a corresponding decrease in incidents reported by members of the public. We continue to encourage and have seen an increase in staff reporting near miss incidents. This enables us to identify focus areas where we can either remove the risk or implement improvements to reduce the probability of harm occurring. Team Leaders and Managers continue to monitor and address and close out incidents in areas they are responsible for and the SSW team have oversight over all incidents and provide advice and guidance. The results also show that there has been a reduction in Medical Treatment incidents (Refer to MT & NE/LTI Commentary above).

Incident Risk Score



Risk Score Commentary: High Risk Incidents - 3 incidents involved vehicles driven by members of the public and not relating to staff, 2 incidents involved slip hazards with minor impact, 1 heat exposure at Begonia house in relation to change in season and 1 incident where a non compliant electrical switchboard was discovered & fixed.

Annual leave

As at 31/12/2019 186 employees had 25 days or more of annual leave owing which represents a reduction in comparison to the same time last year where 211 employees had 25 days or more. Ensuring that we monitor and encourage staff to take their holidays throughout the year is an important way of ensuring that staff keep well and maintain a healthy work/life balance.

Personal Confrontation incident analysis

Business unit	YTD 19/20	YTD 18/19	Total 18/19
Community Networks - Parking	120	118	206
Parks Sport and Recreation	57	52	117
Community Networks - Libraries / Community	30	21	42
City Housing	20	10	12
City Consenting and Compliance	9	3	7
Customer Service, Innovation and Smart Council	8	2	14
Communications and Engagement	2		
Community Networks - Community Services	5	4	8
Resilience and Sustainability	1		
Human Resources (includes security)	3	1	1
City Design and Place Planning		3	4
Governance		3	3
Property	2		1
Transport		1	1
TOTAL	257	218	417

KEY: Orange = an increase in reported incidents from 2018-19. Green = equal to or a decrease in reported incidents from 2018-19;

Business Units with notable increase:

City Housing – The Manager City Housing has recently encouraged staff to report personal confrontation incidents versus normalising adverse behaviour. The number is now a better reflection of the types of incidents her staff face including tenants verbal abuse towards staff, which can often be attributed to socio economic disadvantage or complex health issues.
Libraries/Community Centres – Continue to attract a number of transient members of the public who have typically complex health issues and can sometimes play out in their interactions with staff and other patrons.

Security Update

	YTD 19/20	YTD 18/19	Total 18/19
Trespass notices issued*	1	2	3
Incidents reported to Police	62	53	107

60% of incidents reported to the Police were for personal confrontation including reporting threats, and 18% for criminal activity such as theft, suspicious behaviour. * Trespass notices are issued as a reasonable step the Council can take to minimise the risk of harm. A threshold must be met prior to the issuing of a Trespass notice. Trespass notices are in place for two-years and are monitored by the Council’s Security Team. All trespass incidents involved Council workers or public being exposed to a sustained risk of harm as a result of personal confrontation by these individuals, or theft.

Injury Management

	YTD 19/20	YTD 18/19	Total 18/19
Work Related ACC Injury Claim Total	45	48	80
Claim costs to date	\$28,772	\$32,491	\$88,652
Number of work-days lost	52.7	46.3	162.5
Non-work claims WellNZ managed	3	8	
ACC Partnership Programme Accreditation	Tertiary	Tertiary	Tertiary

KEY: Green = on track for a decrease in reported incidents this year; Orange = tracking towards an equal or slight increase in reported incidents this year; Red = significant increase likely.

Core H+S Training	YTD	YTD 18/19	Total 18/19
H&S REP TRAINING	15	15	24
FIRST AID	99	118	178
MENTAL HEALTH FIRST AID	50	N/A	N/A
MANAGEMENT OF ACTUAL OR POTENTIAL AGGRESSION	79	68	87
RESILIENCE	40	52	69
Recognition	YTD	YTD 18/19	Total 18/19
HEALTH AND SAFETY HEROES	4	2	6
ELT Observations	YTD	YTD 18/19	Total 18/19
HEALTH AND SAFETY OBSERVATIONS (ELT)	2	1	1
D+A Test Results	YTD	YTD 18/19	Total 18/19
DRUG AND ALCOHOL TESTING - Pass	73	92	140
DRUG AND ALCOHOL TESTING - Fail	0	3	7
EI and EAP Referrals	YTD	YTD 18/19	Total 18/19
EARLY INTERVENTION PHYSIOTHERAPY REFERRALS	23	24	29
EAP HOURS	281	368	529

- Management of Actual or Potential Aggression is an international training methodology and delivers knowledge and techniques for our ‘front-facing’ staff to help them recognise and respond safely to customers and public who may be acting in a defensive and/or threatening way. MAPA training is identified as an established mitigation/control in the Council’s hazard/risk register for ‘PERSONAL CONFRONTATION’.
 - In 2019 the Council have embarked on trainings it’s leaders on Mental Health First Aid to ensure they are equipped with identifying and providing appropriate support to staff that are suffering from mental health issues.
 - Resilience training continues as a core training programme to assist staff to build and enhance existing resilience skills as well as provide new techniques to help better handle challenges in the workplace and in life.
 - Acknowledging the positive health and safety behaviours demonstrated by our staff is rewarded through the Health and Safety Hero cards – all of which are signed off by the Chief Executive and presented to staff.
 - Visible health and safety leadership is measured through ELT completing safety observations.
 - Failed drug and alcohol results in disciplinary action in addition to requiring employees to attend compulsory rehabilitation which includes six random drug and alcohol tests over a subsequent two-year period.
 - Early intervention referrals to a physio assist employees with discomfort who have not had an accident. Intention to prevent pain becoming an ACC claim.
 - Council offer free EAP services to employees. This offer is widely used by all business units (a positive sign). Personal relationships, anxiety, and depression are the lead reason for people Accessing EAP.
- Employee Participation**
- Total number of trained H&S Reps (Level 1 Training and above) is 59 with a further 39 to undertake induction or Level 1 training
 - H&S Reps newly elected onto the Health & Safety Steering group have attended 1 Steering group meeting and have provided feedback to the rep forum about information tabled at the Steering group meeting.
 - The third 2019-20 quarterly Council H&S Rep forum is scheduled for May.