

Response to information request from Mal Robertson

29 June 2023

Dear Mal

Thanks for your email earlier this month asking for information about staff surveys and working conditions.

Here is a report provided to our Audit and Risk committee recently from our Health and Safety Coordinator.

Annual Survey

The annual Health and Safety Audit was conducted in November via Survey Monkey. Twenty-Seven staff completed the survey across all Council departments.

The survey results were generally positive, with areas of improvement identified. Those surveyed indicated a positive change in the safety culture and felt they were supplied with the right resources, PPE, and training to complete their jobs safely.

There was increased awareness around reporting incidents; staff felt comfortable raising health and safety issues and felt the senior management team was active and supportive in this space.

The improvement suggestions were outlined in the health and safety audit report as:

- Emergency management awareness (Training has been and is continuing to be provided)
- Maintaining plant and equipment and scheduling electrical testers to make sure they are being checked often. (A new contractor has been engaged, and a programme of work has been initiated)
- Stand-up desks for the admin building (A stand-up desk has been set up in the admin building)
- 2023 has a focus on conducting workshops around critical risk programmes. (Consultant and Critical Risk programme being scoped for Council approval)
- There was a need for improvement in communication between health and safety reps and the staff. (Raised at H&S Committee Meeting, with ways to communicate more effectively being discussed)
- Having a centralised place for all health and safety documentation. (Home button is to be developed for all desktops that hypelinks to H&S minutes and newsletters)

I have also attached the raw data from the November survey.

If you are unsatisfied with the response, you are entitled to lodge a complaint with the Office of the Ombudsmen. You can find more information on its website <http://www.ombudsman.parliament.nz>

Kind regards

A handwritten signature in black ink, appearing to read 'Sonia Gerken', written in a cursive style.

Sonia Gerken
GM Communications & Customer Support

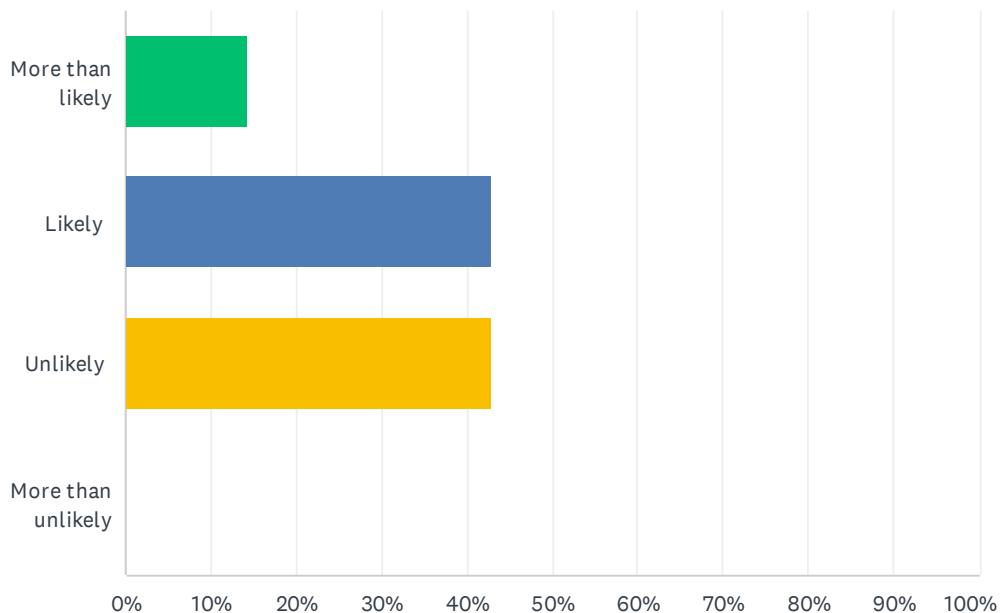
Q1 Please enter the date and time of completion

Answered: 27 Skipped: 1

ANSWER CHOICES	RESPONSES	
Date / Time	100.00%	27

Q2 Do you believe that all incidents which are occurring are being reported?

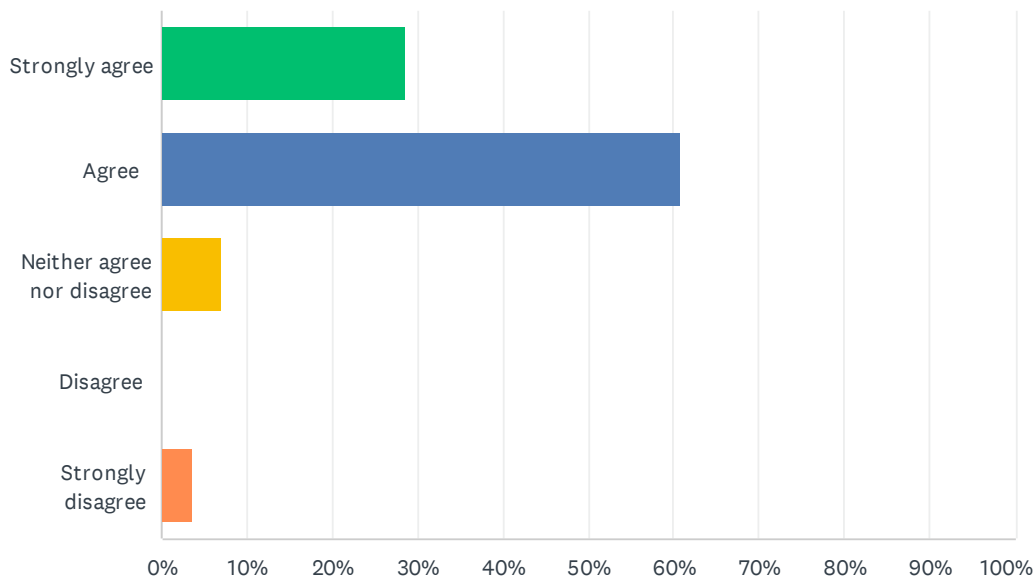
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
More than likely	14.29%	4
Likely	42.86%	12
Unlikely	42.86%	12
More than unlikely	0.00%	0
TOTAL		28

Q3 My organisation investigates health and safety incidents and makes changes to how I do things as a result.

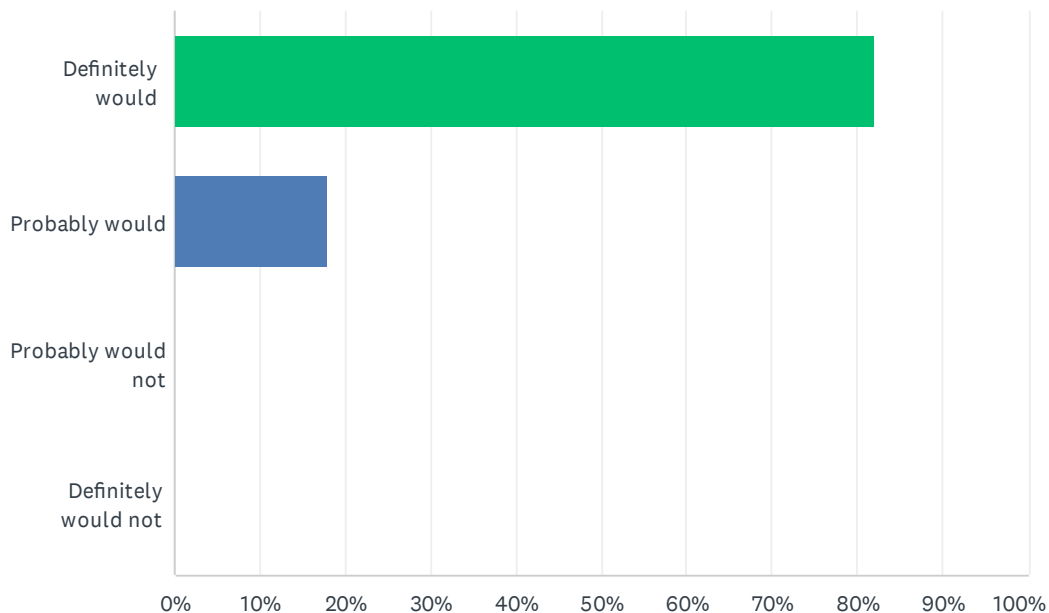
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	28.57%	8
Agree	60.71%	17
Neither agree nor disagree	7.14%	2
Disagree	0.00%	0
Strongly disagree	3.57%	1
TOTAL		28

Q4 I always feel comfortable to speak up and report health and safety risk or incidents.

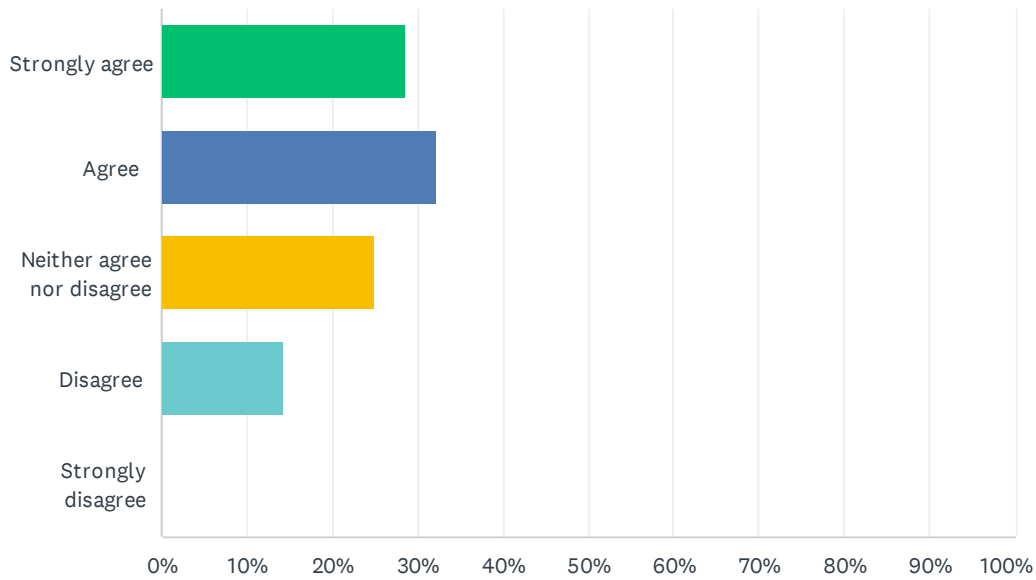
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Definitely would	82.14%	23
Probably would	17.86%	5
Probably would not	0.00%	0
Definitely would not	0.00%	0
Total Respondents: 28		

Q5 I'm involved in deciding how health and safety risks will be managed.

Answered: 28 Skipped: 0



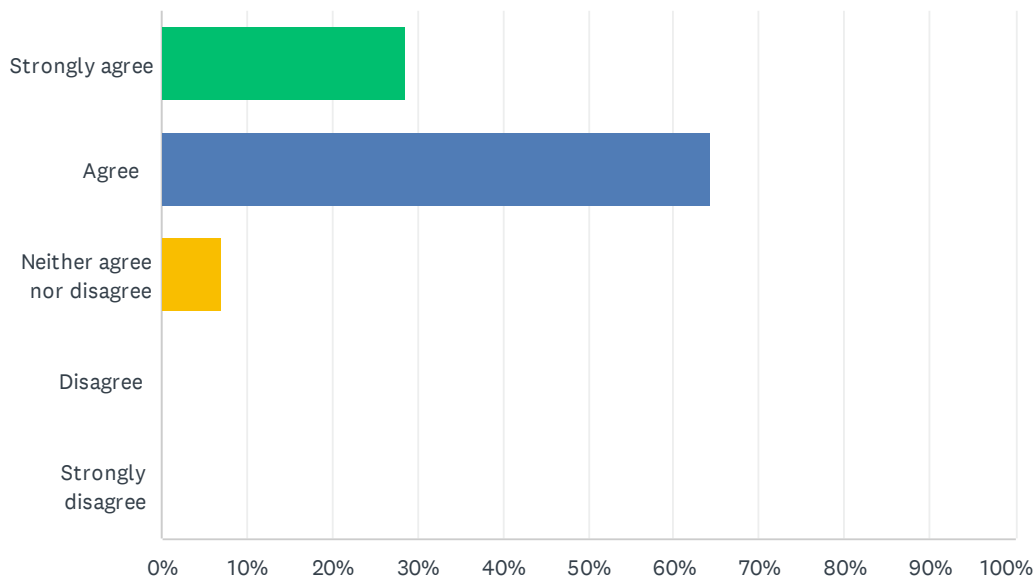
ANSWER CHOICES	RESPONSES	
Strongly agree	28.57%	8
Agree	32.14%	9
Neither agree nor disagree	25.00%	7
Disagree	14.29%	4
Strongly disagree	0.00%	0
Total Respondents: 28		

Q6 In terms of risk management, what do you think we do well and what do you think we need to improve on?

Answered: 26 Skipped: 2

Q7 My organisation has taken actions to reduce risk and implement control measures for activities that may cause me serious harm.

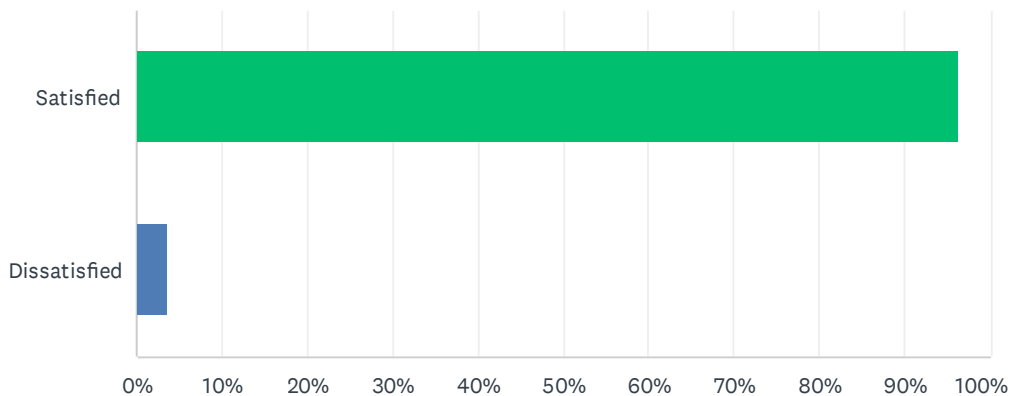
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	28.57%	8
Agree	64.29%	18
Neither agree nor disagree	7.14%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		28

Q8 Are you satisfied with the way incident reporting is recorded and maintained? (Safe 365)

Answered: 28 Skipped: 0



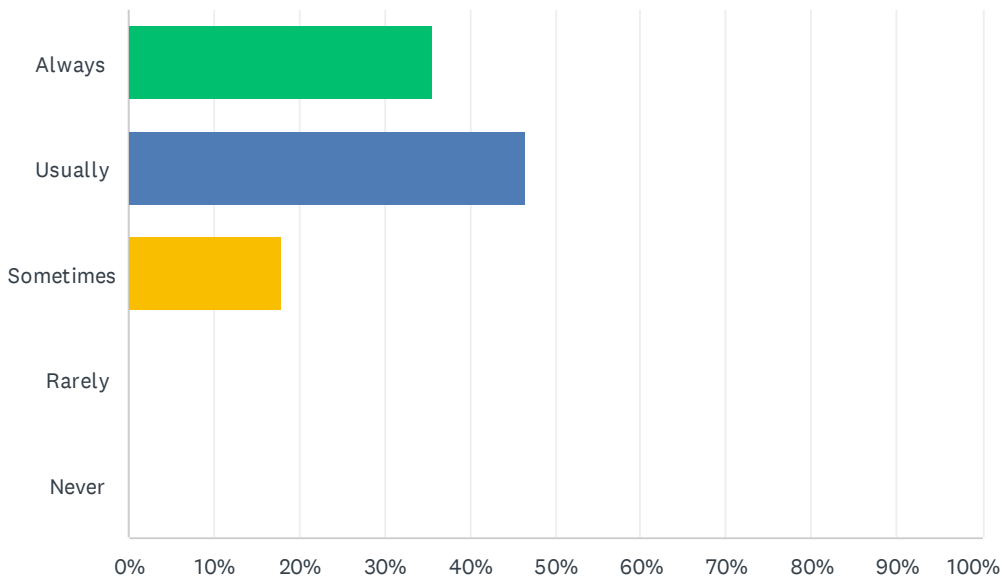
ANSWER CHOICES	RESPONSES	
Satisfied	96.43%	27
Dissatisfied	3.57%	1
TOTAL		28

Q9 If you selected dissatisfied for the above question, what are your improvement suggestions?

Answered: 3 Skipped: 25

Q10 If previous incidents have occurred, are they investigated, documented and solutions recommended to ensure the incident is not repeated?

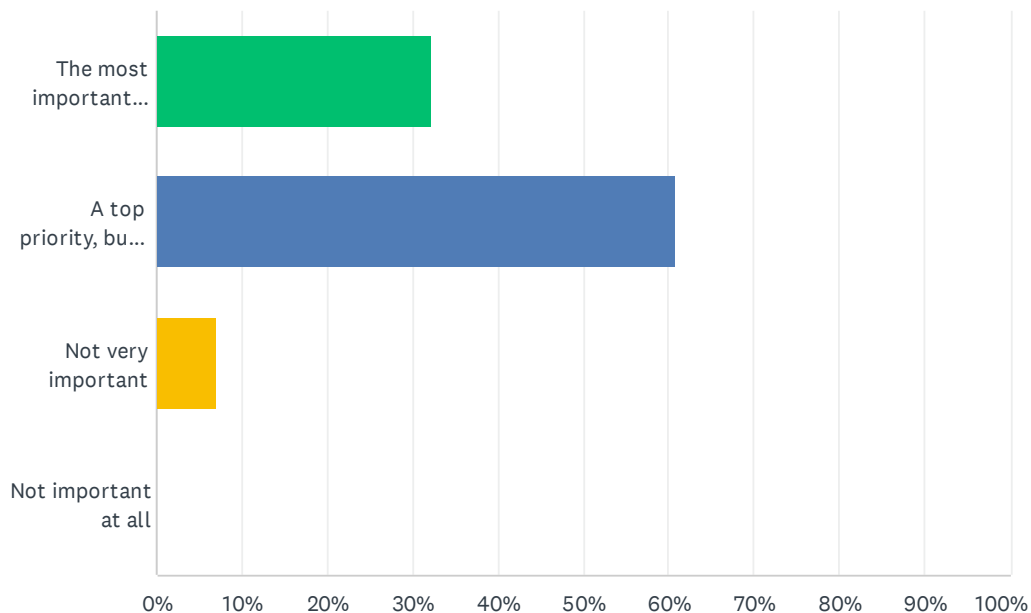
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	35.71%	10
Usually	46.43%	13
Sometimes	17.86%	5
Rarely	0.00%	0
Never	0.00%	0
TOTAL		28

Q11 How important to you is that all visitors who visit job sites and council sites sign in or complete a job start form?

Answered: 28 Skipped: 0



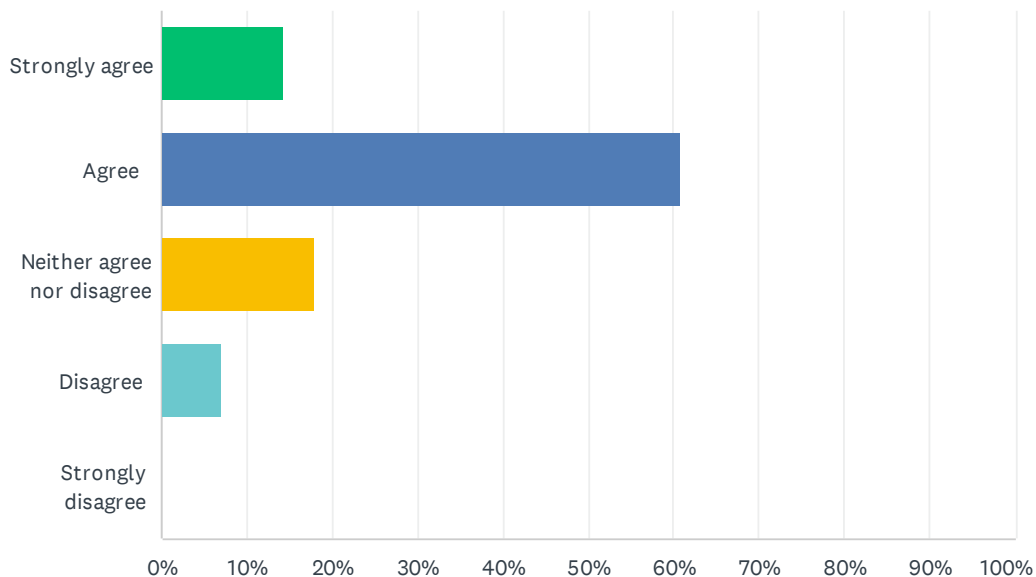
ANSWER CHOICES	RESPONSES	
The most important priority	32.14%	9
A top priority, but not the most important	60.71%	17
Not very important	7.14%	2
Not important at all	0.00%	0
TOTAL		28

Q12 Where can you find the emergency response plans for your department?

Answered: 27 Skipped: 1

Q13 I feel as though my organisation is prepared for an emergency and has told me what to do in the event of one.

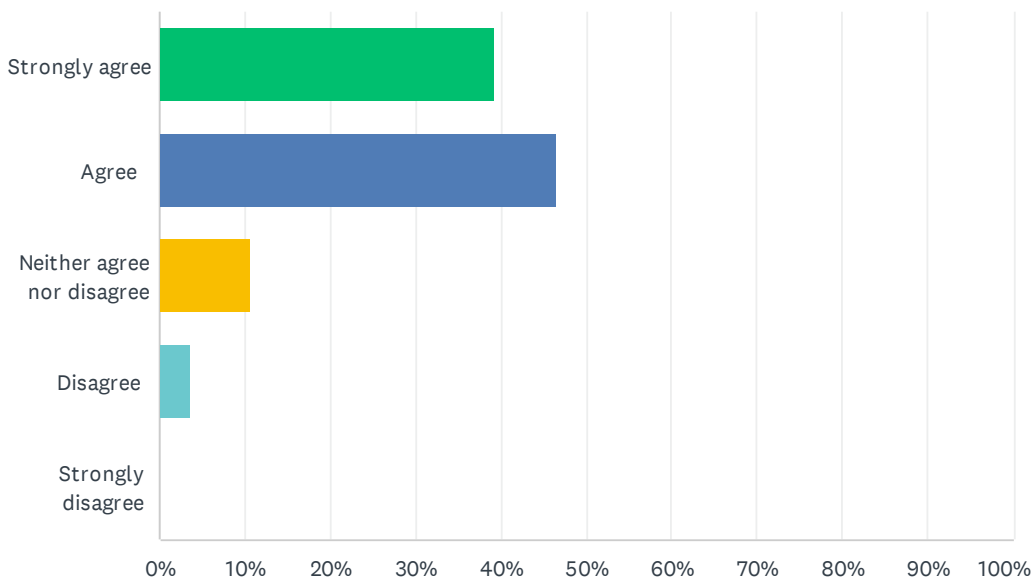
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	14.29%	4
Agree	60.71%	17
Neither agree nor disagree	17.86%	5
Disagree	7.14%	2
Strongly disagree	0.00%	0
TOTAL		28

Q14 If I am physically or emotionally unwell, I am confident the organisation will work alongside me to provide alternative or restricted duties.

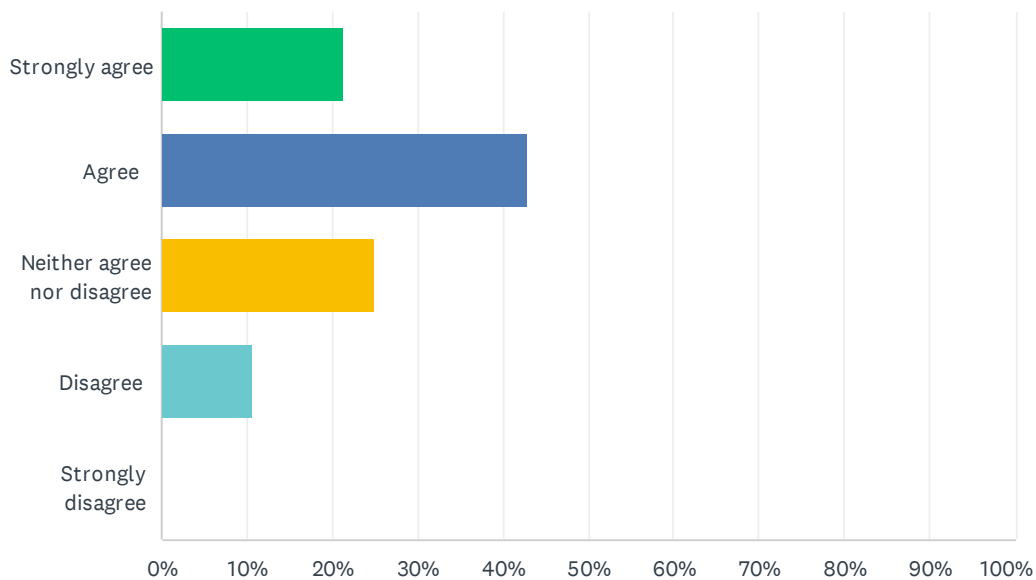
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	39.29%	11
Agree	46.43%	13
Neither agree nor disagree	10.71%	3
Disagree	3.57%	1
Strongly disagree	0.00%	0
Total Respondents: 28		

Q15 My organisation manages the risks to me from bullying and harassment (repeated, unreasonable and harmful behaviors) by having the processes and procedures in place to report/respond to complaints .

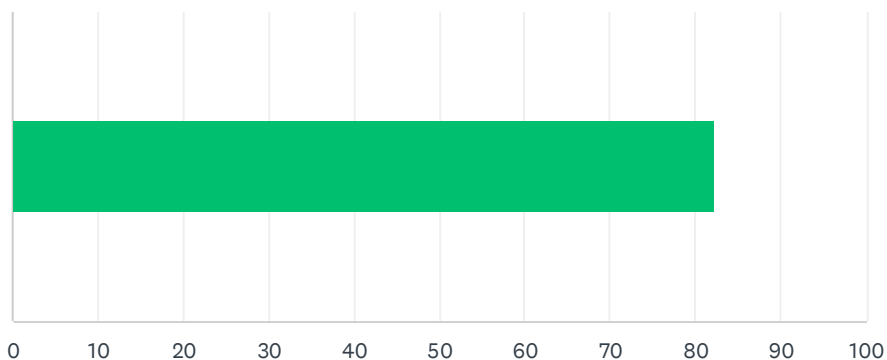
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	21.43%	6
Agree	42.86%	12
Neither agree nor disagree	25.00%	7
Disagree	10.71%	3
Strongly disagree	0.00%	0
Total Respondents: 28		

Q16 Are you confident in what to do in an emergency?

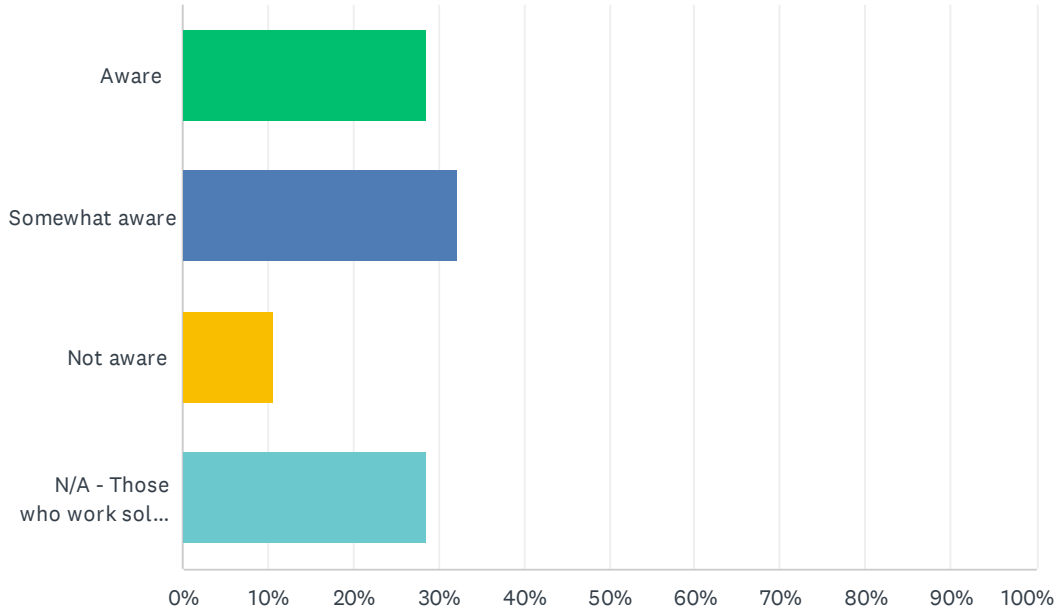
Answered: 28 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	82	2,303	28
Total Respondents: 28			

Q17 Does your department have documented maintenance schedules for plant and equipment?

Answered: 28 Skipped: 0



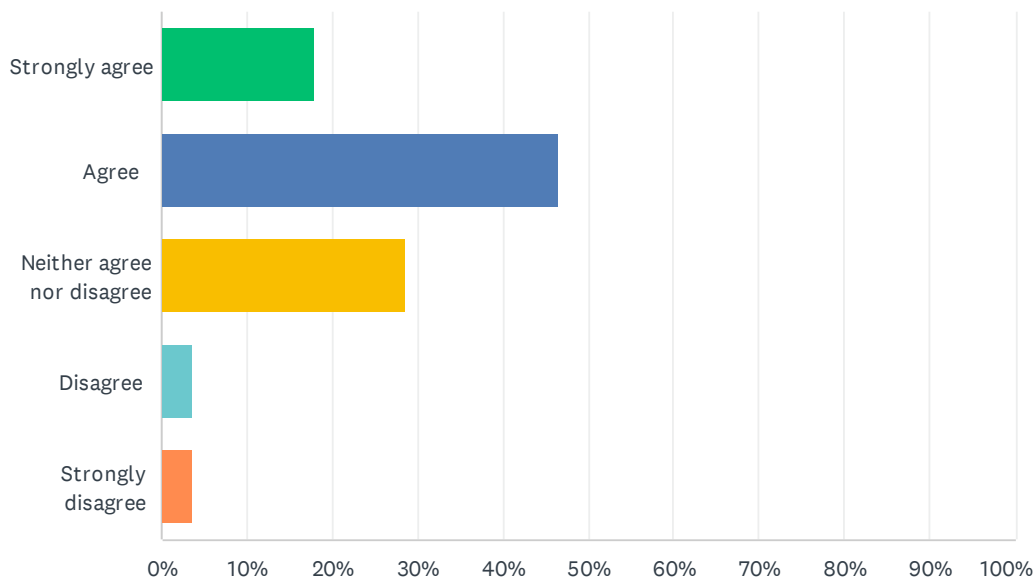
ANSWER CHOICES	RESPONSES	
Aware	28.57%	8
Somewhat aware	32.14%	9
Not aware	10.71%	3
N/A - Those who work solely in the office may select this.	28.57%	8
TOTAL		28

Q18 What is our policy or procedure around lone working?

Answered: 27 Skipped: 1

Q19 My organisation is actively engaged in managing fatigue as an identified risk. Examples could be having a good work environment and regular breaks.

Answered: 28 Skipped: 0



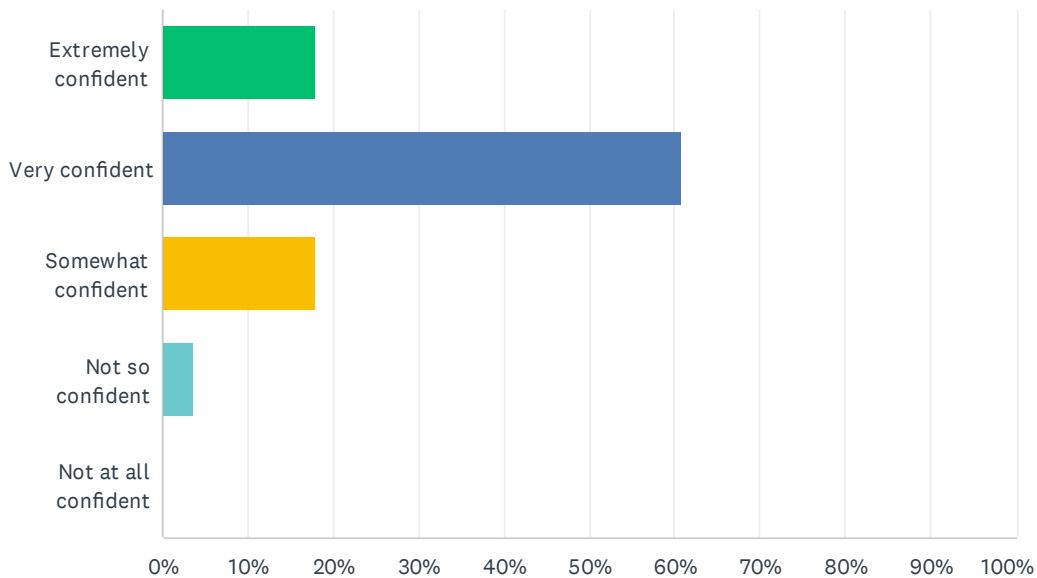
ANSWER CHOICES	RESPONSES	
Strongly agree	17.86%	5
Agree	46.43%	13
Neither agree nor disagree	28.57%	8
Disagree	3.57%	1
Strongly disagree	3.57%	1
TOTAL		28

Q20 What do you believe our top 3 critical risks would be? Critical risks are defined as events that can cause grave damage to a business operation, or result in worker fatality or permanent disability. Please think outside of your own department.

Answered: 26 Skipped: 2

Q21 Are you confident that your equipment, plant and material used to do your job are well maintained? If you work in an office environment, this could be your ergonomic design.

Answered: 28 Skipped: 0



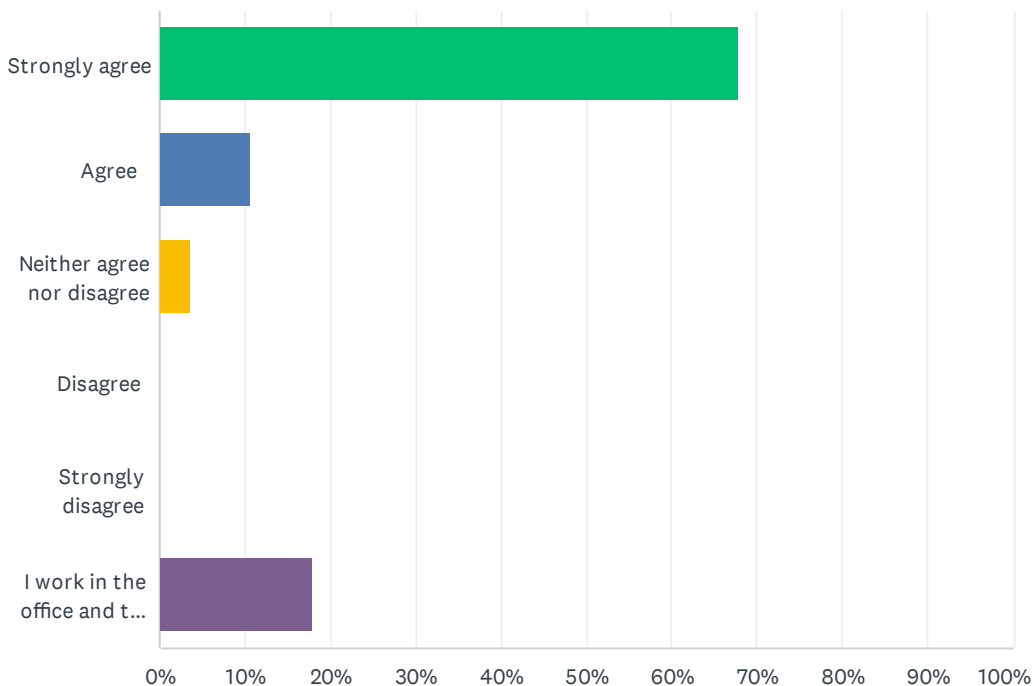
ANSWER CHOICES	RESPONSES
Extremely confident	17.86% 5
Very confident	60.71% 17
Somewhat confident	17.86% 5
Not so confident	3.57% 1
Not at all confident	0.00% 0
TOTAL	28

Q22 In your department, where does your first aid kit live and is it well maintained?

Answered: 28 Skipped: 0

Q23 I have all the required PPE to do my job safely, is it in good repair and I have easy access to a replacement if mine is worn out?

Answered: 28 Skipped: 0



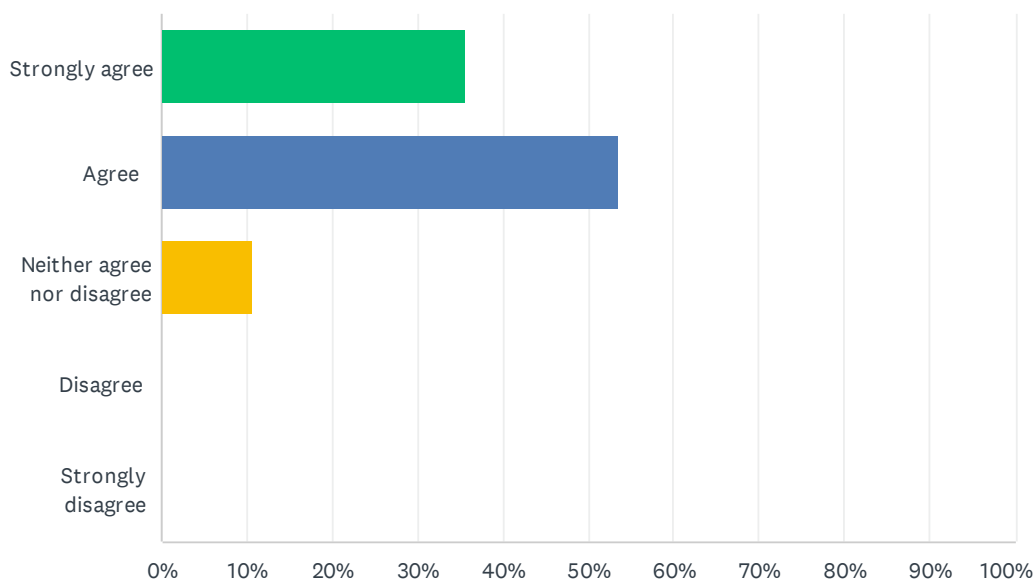
ANSWER CHOICES	RESPONSES	
Strongly agree	67.86%	19
Agree	10.71%	3
Neither agree nor disagree	3.57%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
I work in the office and this does not apply to me	17.86%	5
Total Respondents: 28		

Q24 If you were to be supplied with any extra resources, what would you require and why?

Answered: 19 Skipped: 9

Q25 I feel I am given the right support and gear to look after my safety.

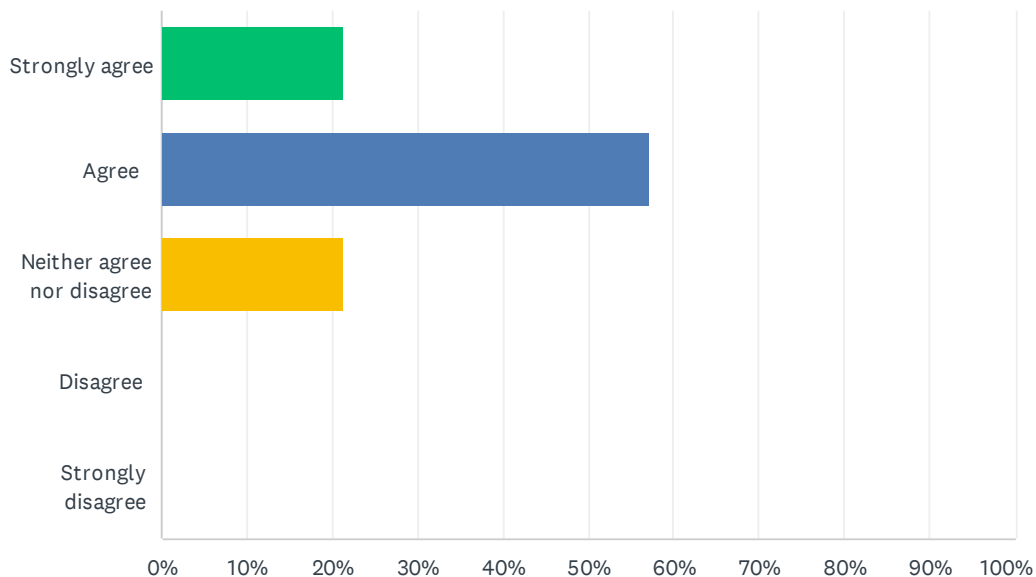
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	35.71%	10
Agree	53.57%	15
Neither agree nor disagree	10.71%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 28		

Q26 I feel I am given the right support to look after my own health and wellbeing

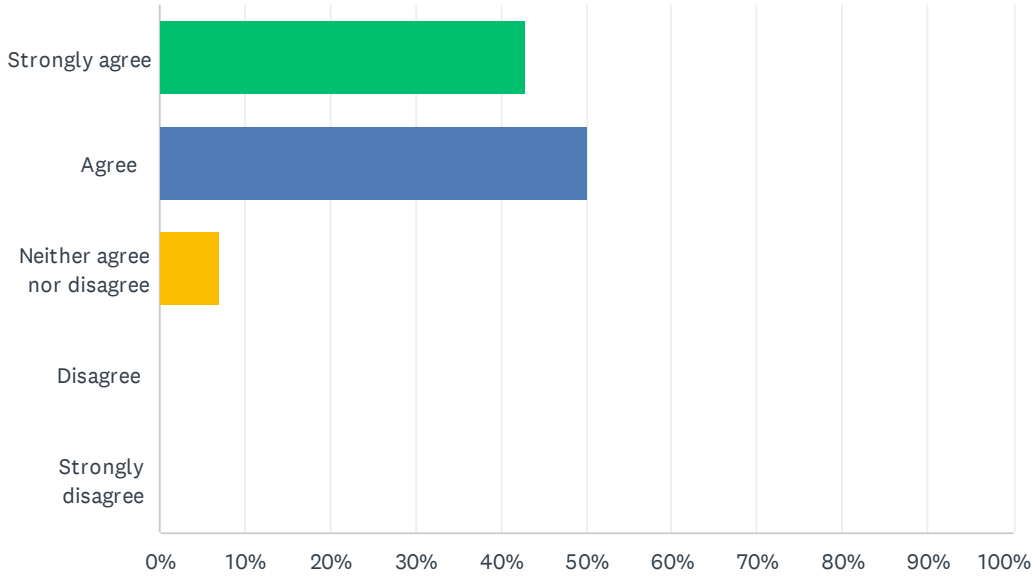
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	21.43%	6
Agree	57.14%	16
Neither agree nor disagree	21.43%	6
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		28

Q27 I feel I have been given adequate training, coaching, feedback, equipment and the support I need to be competent, comfortable and to do my job safely.

Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	42.86%	12
Agree	50.00%	14
Neither agree nor disagree	7.14%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		28

Q28 In terms of communicating regarding workplace health and safety issues or positive outcomes, What do you think we do well and what do you think we need to work on?

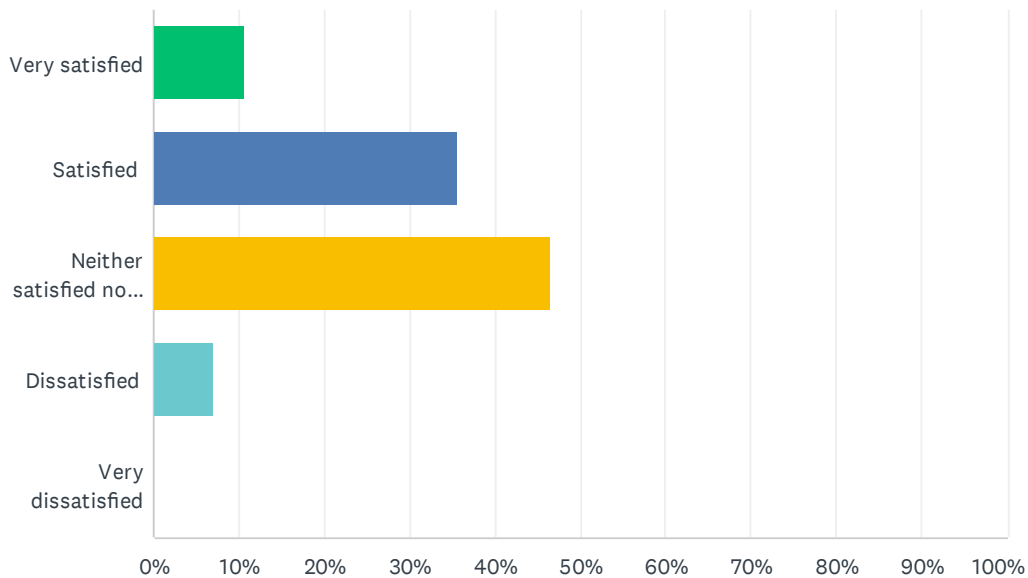
Answered: 27 Skipped: 1

Q29 Where would you find the latest Health and Safety meeting minutes, and are they easily accessible?

Answered: 26 Skipped: 2

Q30 Are you satisfied with our inductions of new employees, including workplace health and safety procedures and guidance on psychological safety?

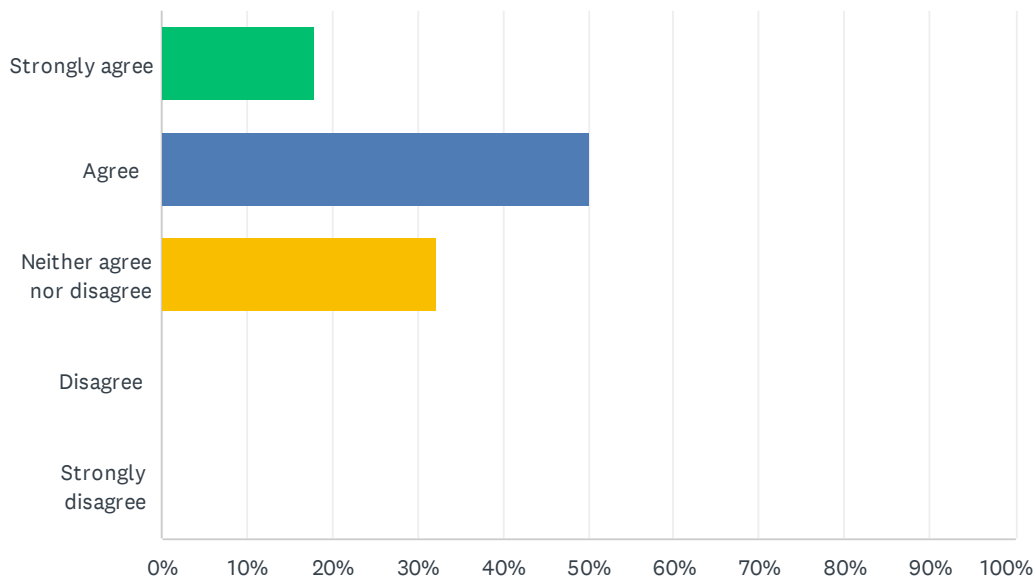
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	10.71%	3
Satisfied	35.71%	10
Neither satisfied nor dissatisfied	46.43%	13
Dissatisfied	7.14%	2
Very dissatisfied	0.00%	0
TOTAL		28

Q31 My organisation considers both health, and safety, before making changes that affect me.

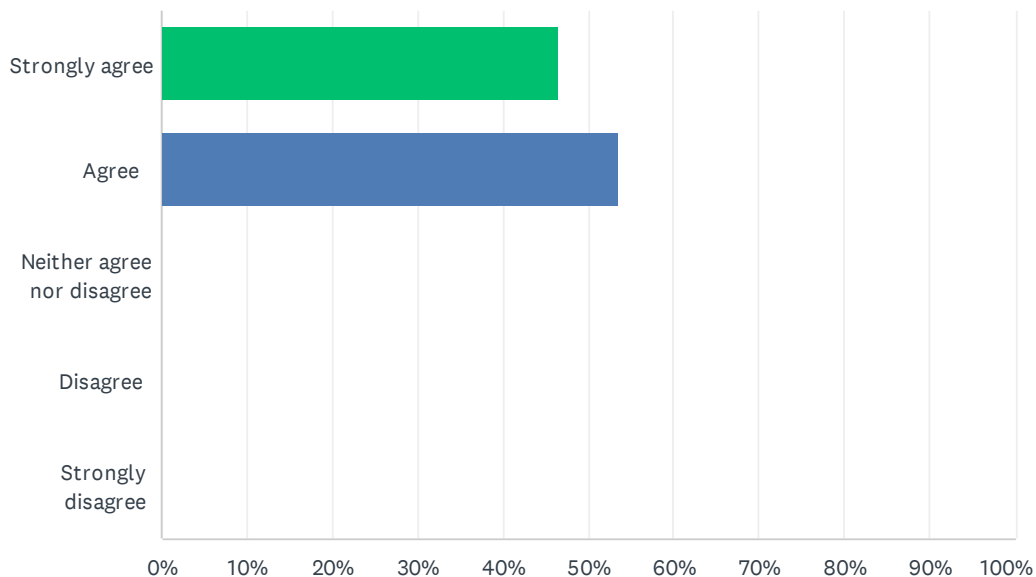
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	17.86%	5
Agree	50.00%	14
Neither agree nor disagree	32.14%	9
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		28

Q32 I am confident in raising health and safety concerns, in regards to myself and any other colleagues as required.

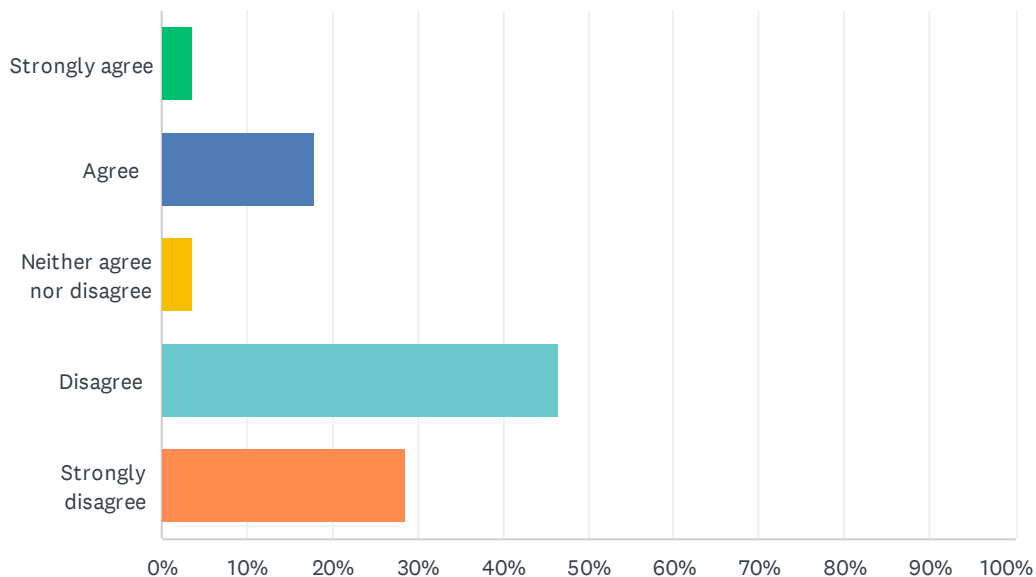
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	46.43%	13
Agree	53.57%	15
Neither agree nor disagree	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 28		

Q33 I am concerned that if I raise a health and safety issue or observation, that I may be peer pressured into not reporting the issue or observation.

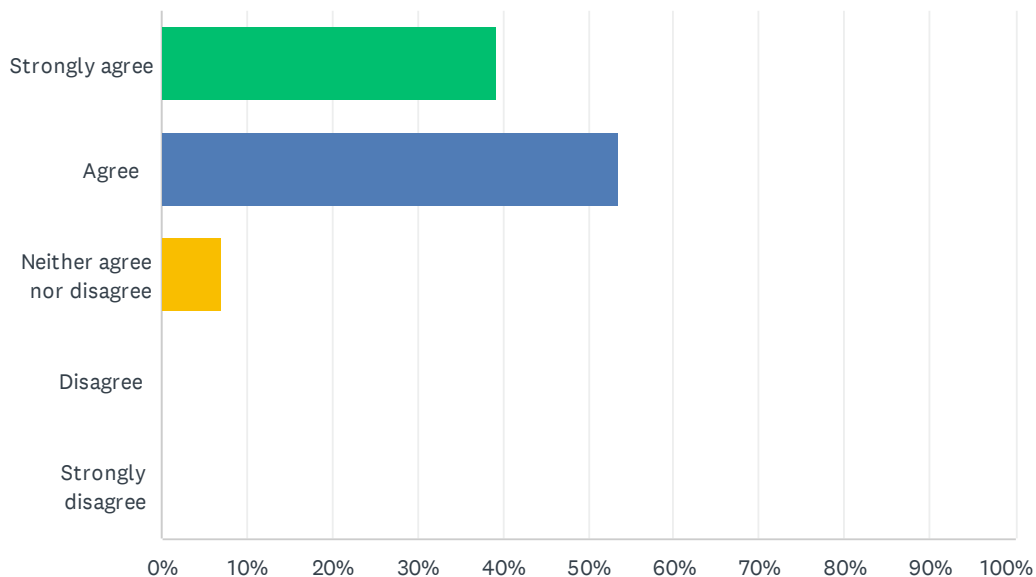
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES
Strongly agree	3.57% 1
Agree	17.86% 5
Neither agree nor disagree	3.57% 1
Disagree	46.43% 13
Strongly disagree	28.57% 8
Total Respondents: 28	

Q34 My organisation talks to me about health and safety in a way that I understand.

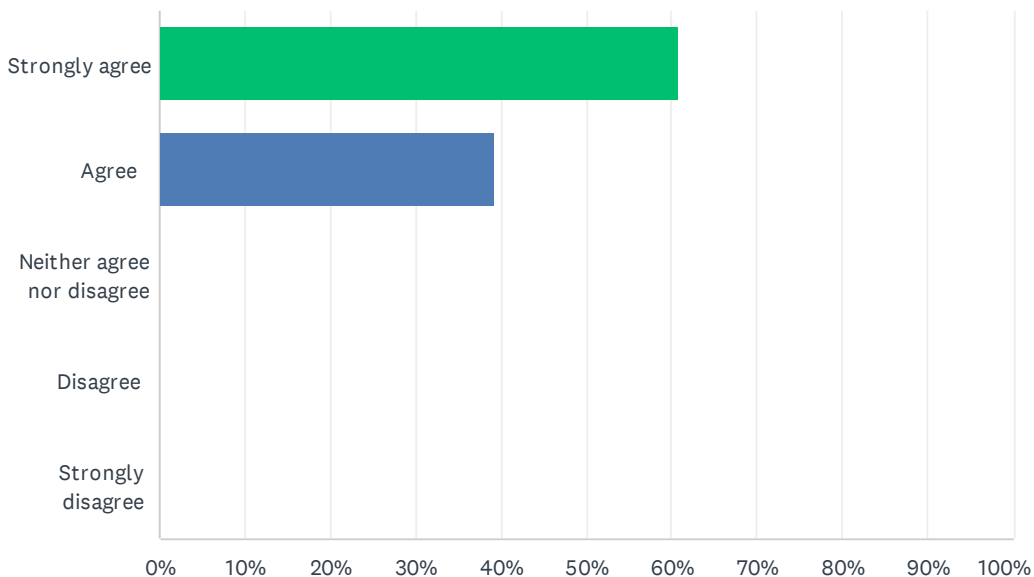
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	39.29%	11
Agree	53.57%	15
Neither agree nor disagree	7.14%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		28

Q35 If myself or a colleague is in danger, I feel that I have the responsibility and authority to take action.

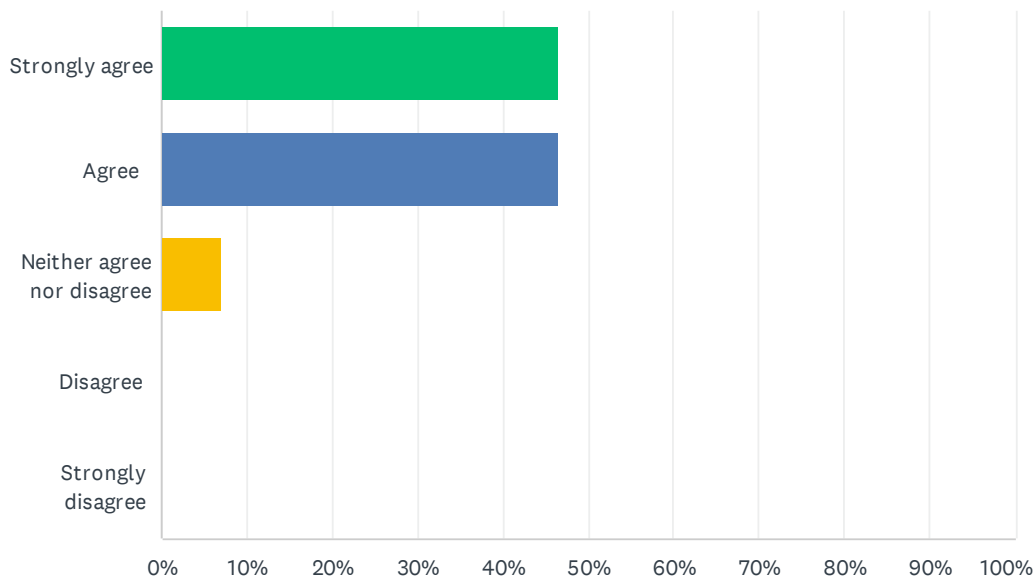
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	60.71%	17
Agree	39.29%	11
Neither agree nor disagree	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 28		

Q36 I feel comfortable getting involved and having my say in health and safety matters.

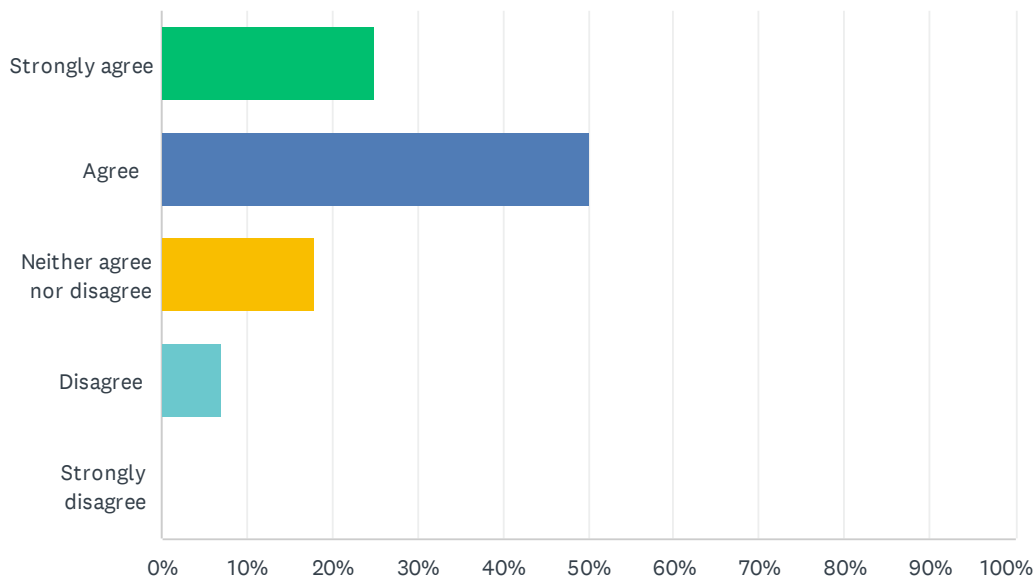
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	46.43%	13
Agree	46.43%	13
Neither agree nor disagree	7.14%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 28		

Q37 My organisation has effective governance and leadership in health and safety.

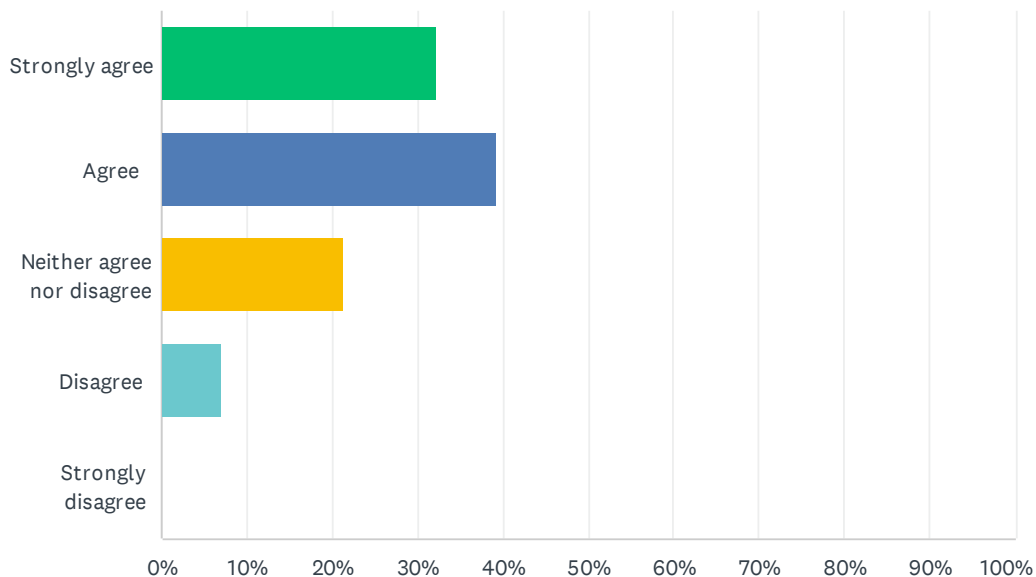
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	7
Agree	50.00%	14
Neither agree nor disagree	17.86%	5
Disagree	7.14%	2
Strongly disagree	0.00%	0
TOTAL		28

Q38 Senior leaders create an environment of trust and fairness within the organisation.

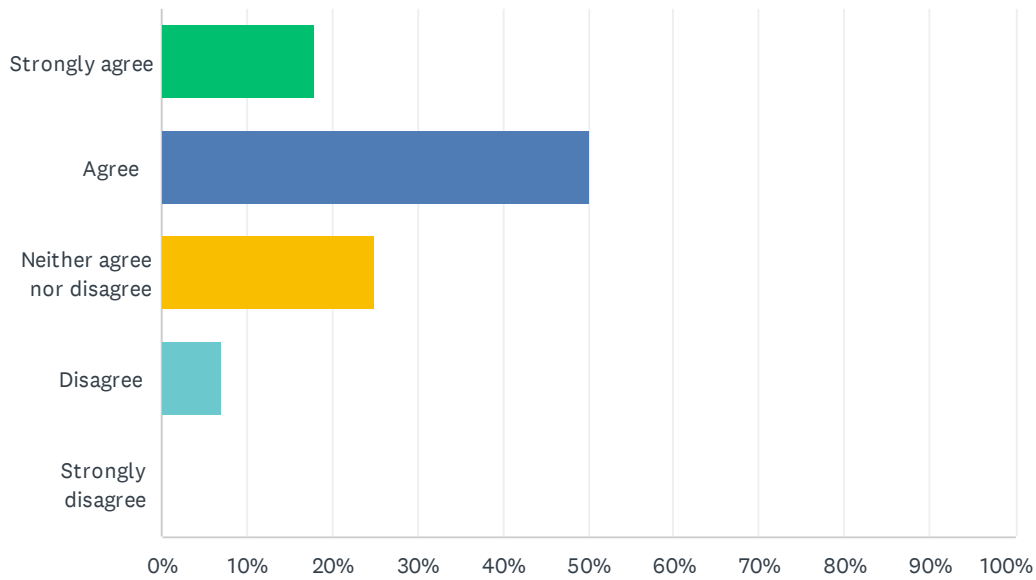
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	32.14%	9
Agree	39.29%	11
Neither agree nor disagree	21.43%	6
Disagree	7.14%	2
Strongly disagree	0.00%	0
TOTAL		28

Q39 The organisation engages with and empowers its workers.

Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	17.86%	5
Agree	50.00%	14
Neither agree nor disagree	25.00%	7
Disagree	7.14%	2
Strongly disagree	0.00%	0
TOTAL		28

Q40 Do you have any other feedback or comments you would like to make?

Answered: 14 Skipped: 14