



# People and Capability Group Quarterly and Year end Review

## 30 June 2011

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General Manager





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## 1. Year in Review

The achievements of the People and Capability group are identified in the body of this report. The Group has had a significant change this year with the movement of the Democratic Services department into the Group and the consequential changes that occurred as a result. A new position of Manager, Human Resources was established in the Human Resources Department, an Executive Secretary position was established to support the Group, and the staffing profile of the Democratic Services department was changed to be better equipped to support councillors and managers.

## 2. Group Financial Summaries

### 2.1 Statement of Financial Performance

#### People & Capability Group Financial Performance Statement Year ended 30 June 2011

	Last Year YTD Actual \$000	YTD Actual \$000	YTD Budget \$000	YTD Variance \$000
Rates & Levies	2,793	2,924	2,924	-
Government Grants & Subsidies	-	-	-	-
External Revenue	18	19	18	1
Investment Revenue	9	8	8	-
Internal Revenue	2,465	2,584	2,584	-
<b>TOTAL INCOME</b>	<b>5,285</b>	<b>5,535</b>	<b>5,534</b>	<b>1</b>
Personnel/Councillor Costs	1,434	1,534	1,485	(49)
Materials,Supplies & Services	1,300	1,449	1,520	71
Travel & Transport Costs	93	93	122	29
Contractor & Consultants	147	472	513	41
Internal Charges	1,909	2,103	2,143	40
<b>Total Direct Expenditure</b>	<b>4,883</b>	<b>5,651</b>	<b>5,783</b>	<b>132</b>
Corporate & Department Overheads	(3)	(68)	(68)	-
Depreciation	55	49	36	(13)
Loss / (Gain) on Sale of Assets / Investments	-	(6)	(5)	1
<b>Total Indirect Expenditure</b>	<b>52</b>	<b>(25)</b>	<b>(37)</b>	<b>(12)</b>
<b>TOTAL EXPENDITURE</b>	<b>4,935</b>	<b>5,626</b>	<b>5,746</b>	<b>120</b>
<b>OPERATING SURPLUS / (DEFICIT)</b>	<b>350</b>	<b>(91)</b>	<b>(212)</b>	<b>121</b>

In the year to date the Group operating deficit of \$91,000 is \$121,000 favourable when compared to budget. This is mainly due to staffing and the timing of work done by consultants.

The total direct expenditure of \$5.7 million is \$132,000 less than expected. Favourable variances in committee costs offset costs arising from the restructuring of the Group.

**2.2 Funding Statement**  
**People & Capability Group**  
**Funding Statement**  
Year ended 30 June 2011

	Last Year YTD Actual \$000	YTD Actual \$000	YTD Budget \$000	YTD Variance \$000
Operating Surplus / (Deficit)	350	(91)	(212)	121
Add Back Depreciation	55	49	36	13
Other Non Cash	-	(6)	(5)	(1)
<b>Cash Operating Surplus from Operations</b>	<b>405</b>	<b>(48)</b>	<b>(181)</b>	<b>133</b>
Total Asset Acquisitions	9	110	139	29
Asset Disposal Cash Proceeds	-	(20)	(36)	(16)
Capital Project Expenditure	-	4	-	(4)
<b>Net Asset &amp; Investment expenditure</b>	<b>9</b>	<b>94</b>	<b>103</b>	<b>9</b>
<b>NET OPERATING CASHFLOW BEFORE FUNDING REPAYMENTS</b>	<b>396</b>	<b>(142)</b>	<b>(284)</b>	<b>142</b>
Net Reserves (Increase) / decrease	(178)	162	284	(122)
<b>NET FUNDING BEFORE DEBT ADDITIONS</b>	<b>218</b>	<b>20</b>	<b>-</b>	<b>20</b>

The Group has managed to return a funding surplus of \$20,000. This is due to the savings in Human Resources. There are variances in reserve movements due to election and refurbishment costs.

**2.3 Capital Expenditure**  
**People & Capability Group**  
**Capital Expenditure Statement**  
Year ended 30 June 2011

	Last Year YTD Actual \$000	YTD Actual \$000	YTD Budget \$000	YTD Variance \$000
Total Asset Acquisitions	9	111	139	28
Capital Project Expenditure	-	4	-	(4)
Asset Disposal Cash Proceeds	-	(20)	(36)	(16)
<b>Net Capital Expenditure</b>	<b>9</b>	<b>95</b>	<b>103</b>	<b>8</b>

The Group has delayed the purchase of the Democratic Services vehicle as it will be replaced next year. This has led to a net \$8,000 favourable variance.

**2.4 Movements in reserves**

The Election reserve was utilised to fund the Election this year.

**2.5 Planned re-budgets for 2011/12**

The Group re-budgeted the replacement of the Democratic Services vehicle which has a net value of \$22,000.

### **3. Highlights for the year**

#### **3.1 Democratic Services**

2010/11 was a significant year for Democratic Services. Being an election year the focus was on building community awareness of the elections, conducting the election, and ensuring the business of Council was effectively conducted.

Other highlights included:

- The development of an induction programme for newly elected members
- Organising the ceremonial inaugural meeting of the new triennium
- Providing advice to assist the establishment of the new committee structure and implementing the new committee arrangements
- Developing a forward work programme of issues for Council and committee meetings and workshops
- Completing and implementing the new decision-making guidelines for staff
- Reviewing Councillor remuneration and allowances for the post-election period 2010/11 and for 2011/12
- The conclusion of several complex and lengthy Ombudsman investigations
- Assisting with the review of the constitutions of the Council's companies
- Reviewing and restructuring the Democratic Services Department
- Putting arrangements in place to refurbish and enhance the Council Chamber, Councillors' Lounge and Democratic Services spaces

#### **3.2 Human Resources**

##### **3.2.1 Performance Management**

The new performance management system, P4P (Partnership for Performance) was implemented at the beginning of the financial year and has now completed its first annual cycle.

- The system was designed (following a full review with staff and managers) to emphasise the partnership between managers and staff
- The link to remuneration is more robust. The system was designed to:
  - take a fairer and more transparent approach to assessing the bonus payment

- deliver a rewards system including market movement and recognition of performance with or without a bonus component. (see Remuneration section for further information)
- Training for the new system was provided to all staff prior to implementation. New managers and staff are trained as soon as possible after they start at Greater Wellington

Note A review of the relevance and success of the new system will be made before the end of the calendar year.

### 3.2.2 Remuneration

- Continued to informally review our remuneration system from a strategic perspective to ensure that we maximise our system and align it appropriately to the relevant markets
- Following indications during the Collective Employment Agreement negotiations, we offered staff on individual employment agreements the opportunity to buy-out their bonuses. A significant number of staff took up this offer. The Unions (PSA, EPMU, CAWU) then approached Greater Wellington to negotiate an amendment to the Collective Employment Agreement to enable union members to also buy-out the bonus. This offer was made to union members during the 2009 negotiations, but at that time, union members had declined to accept the offer and the proposed settlement was not ratified. This amendment was successfully negotiated.
- At 30 June 2011, only 8 staff have retained the bonus
- End of year review of staff remuneration is underway
  - Remuneration changes will be assessed using the P4P performance management system
  - We carried out workshops with the unions to benchmark our roles against the external market as per our remuneration strategy
  - Rolled out presentations, headed by the CEO, to communicate the remuneration strategy and review process to all staff

### 3.2.3 Recruitment

- Entered into the implementation stage of our strategy for improving recruitment services. This included the development of a formalised Recruitment and Selection policy. This policy describes the approach to recruitment at Greater Wellington, articulates the guiding principles, and outlines roles and responsibilities. Changes have included cementing Human Resource's role in the recruitment process, compulsory criminal

history check, verifying entitlement to work through the Immigration service and where appropriate, and psychological tests

- Work is currently underway to develop further guidelines around pre employment health assessments
- The Applicant tracking system (springboard) has been implemented and has resulted in substantial efficiencies for the Human Resources team through being able to email an electronic link of CVs to recruiting managers rather than printing out individual CVs
- The relationships with our recruitment agency preferred suppliers continues to grow, with GBL being the most used agency. The current preferred supplier agreements expire in February 2012 so we will conduct a formal review of our preferred suppliers in late 2011

### 3.2.4 Gallup

The fourth Gallup survey was conducted during November/December 2010 and the organisation received the results in February 2011. The 2010 Gallup results are pleasing and indicate that we are continuing to trend in the right direction.

We had a 90% response rate to our Gallup survey. This was slightly down from last year at 92%, but is much better than Gallup's average rate of response at 83%.

We have continued to increase our level of engagement as our grand mean has moved from 3.98 (2009) to 4.02. Although this is not statistically meaningful in accordance with Gallup's methodology, we are still continuing to see an upwards movement. The level of satisfaction in the organisation has increased by 0.09 from 3.94 to 4.03.

There has been a meaningful increase in the confidence of the leadership of the organisation as the mean has increased by 0.17 from 3.42 to 3.59. There has also been an increase in the number of staff who have confidence that Greater Wellington is a great place to work. This has increased by 0.07 from 4.06 to 4.13.

### 3.2.5 Change Management

There have been a number of change management processes implemented across the organisation, including the Human Resources and Democratic Services departments in the People and Capability Group, the Biodiversity and Flood Protection departments in the Catchment Management Group, the Water Supply, Emergency Management and Parks departments in the Utilities and Services Group, the Environmental Monitoring and Investigations Department in the Environment Management Group and the Finance Department.

All change processes have been legally compliant from a substantive and procedural perspective. No personal grievance actions arose out of the change management processes.

### **3.3 Health and Safety**

#### **3.3.1 Health and Safety Performance:**

During the last year there has been:

- An increase in the *Lost Time Injury Frequency Rate* from 1.34 to 2.69 per 100,000 hours worked associated with 20 *Lost Time Injuries* to Greater Wellington employees. It does appear to have begun a sustained decline after peaking at 2.80 per 100,000 hours worked in March 2011
- An increase in the *Severity Rate* from 5.42 to 30.50 days lost per 100,000 hours worked due to *Lost Time Injuries*. The majority of these days are attributed to the injuries suffered by two employees. Due to the nature of their work, there has been a longer period to rehabilitate these employees to full fitness so they can return to normal duties. There was a total of 227 days lost due to work related injuries over the year, which equates to 87% of a full time equivalent position
- The improved quality of investigations and reporting of occurrences means that health and safety improvements are being made in the workplace to make it safer, and improve our systems and practices. For example:
  - Revision of the Greater Wellington Incident Management Policy to clarify the reporting, handling and investigation of serious harm incidences
  - The development by Bioworks employees of a small muzzle like cage to fit over the exposed motorcycle exhaust to prevent burns to employee's legs
- Increased early intervention associated with ACC occupational rehabilitation following both work and non-work related injuries. This will continue to be developed in the coming year

#### **3.3.2 Health and Safety Action Plan**

There has been steady progress over the financial year against the 2010/11 Greater Wellington Health and Safety Action Plan objectives. Significant objectives completed included the development of:

- Additional health and safety performance measures. These are now regularly reported to the Executive Leadership Team to encourage a focus on pro-actively identifying and managing health and safety risks at Greater Wellington

- Template health and safety objectives for both managers and employees to support the new *Partnership for Performance* employee performance management system
- Greater Wellington guidelines to support the:
  - Creation of meaningful and effective business area health and safety plans
  - Process for effective review of business area health and safety management systems
- An adaptation of the ACC Workplace Safety Management Practice audit tool and guidelines to assist with the review of health and safety management systems across Greater Wellington and the opportunity for internal benchmarking
- A one-day health and safety leadership workshop delivered to Catchment Management health and safety leadership, which will be offered to other business areas in the coming year
- The election and training of several new *Employee Health and Safety Representatives* and the election of a new *Health and Safety Representative Convenor*. The Health and Safety Representative Convenor is a member of the *Health and Safety Advisory Group* which is Greater Wellington's health and safety governance committee

This plan will be revised to cover planned health and safety activity for Greater Wellington over the 2011/12 financial year.

### 3.3.3 ACC Experienced Rating

New regulations came into force at 1 April 2011 for the experience rating of Greater Wellington's ACC premium. The potential premium discount or loading, up to +/- 50%, is based on the number of work related claims involving earnings compensation greater than 7 days and/or ACC approved medical treatment worth more than \$500.

ACC has also created groupings of companies under common control or ownership to calculate the final rating to be applied. Greater Wellington has been grouped with Centre Port and its joint ventures, as well as Grow Wellington to calculate the final rating. Greater Wellington's Senior Health and Safety Adviser has been appointed the group's administrator to liaise with ACC and to be a central point for ACC information. A benefit to the grouping is that with a bigger total payroll more of the premium discount will be available to all members of the group.

Greater Wellington will not know until the annual ACC premium invoice is received later in the year, as to whether there is a discount or loading applied to our premiums.

### 3.3.4 Employee Wellbeing

Key employee wellbeing activity this year includes:

- Seasonal flu vaccinations taken up by approximately 150 employees
- Regional Council Centre based staff taking up the opportunity to participate in an ACC Workplace Tai Chi pilot project. There is now a group of approximately 20 employees regularly participating in one of the two weekly Tai Chi sessions
- In association with the New Zealand Cancer Society and release of Greater Wellington's Workplace Sun Protection Guideline, five workshops were held across the region to raise employee awareness of the risks of working outside in the sun and how to protect themselves

The actual year end position reflects the transition of positions from the Utilities group to the new Biodiversity department. The individual groups have chosen to reflect the pre-biodiversity staff numbers in their quarterly reports as the costs are still being charged as per the budget.

## 4. Human Resources

### 4.1 Recruitment

#### 4.1.1 Advertising

There were a total of 37 vacancies (permanent, fixed term and casual) advertised during the quarter ending 30 June 2011.

	Environment Management	Catchment Management	Utilities & Services	Finance & Support	Public Transport	Strategy & Community Engagement	People & Capability
Total vacancies advertised internally & externally in this quarter (ending 30 June 2011)	7	5	20	1	2	1	1
Total vacancies advertised in the previous quarter (ending 30 September 2010)	7*	2	2	0	8	2	4

**Table 1: Vacancies per group**

\*when a vacancy is posted twice (re-advertised) this will count as 2 vacancies.

In this last quarter our recruitment has remain steady for all groups other than Utilities and Services. Utilities and Services experienced a high number of advertised vacancies through the water supply review process. Outside of the

change management processes, we are continuing to see internal movements. This includes two staff (one in Finance and Support, and the other in Catchment Management) moving from a mid level role to a Team Leader role within their departments.

This quarter we also had two fixed term roles to back fill for internal secondment opportunities.

In the last quarter we continued to use a variety of media to advertise vacancies, this includes advertising on a UK job board for a specialist transport modeller role.

The number of responses to advertised positions per group is as follows:

Environment Management	Catchment Management	Utilities & Services	Finance & Support	Public Transport	Strategy & Community Engagement	People & Capability
235	49	147	2	8	13	37

#### 4.1.2 Commencements

There were 13 new commencements in the quarter ending 30 June 2011.

- Four permanent commencement (replacements for staff who had resigned)
- Two permanent commencements were ex Greater Wellington employees rejoining the organisation
- One permanent employee was a long term contractor
- Six water supply staff who were disestablished through the restructuring of the Water Supply department commenced new roles within that department

#### 4.1.3 Preferred Supplier Agreement

Our review of the preferred supplier agreements shows the following activity:

Agency	Temporary Placements (to 31 March 2011)	Permanent Placements	Commentary
GBL	9 various	0	Total of 217.25 hours

## 4.2 Turnover

There were 47 cessations during the year ending 30 June 2011. This represents an annual turnover rate of 11.3%. The rate of turnover has increased slightly since the last quarter, as the rate at that time was 10.1%.

The 47 employees that left in the last twelve months had collectively served 412 years. This represents 11.8% of the total collective time served by current employees at Greater Wellington being 3491 years.

The average length of service of employees leaving was 8.8 years. The average for women was 8.9 years and the average for men was 8.7 years.

These turnover figures have historically reported all cessations of employment including redundancies and terminations, but excluded the expiry of fixed term or casual employment agreements.

The breakdown of reasons for staff leaving Greater Wellington is as follows:

Career Advancement	32.0%	Personal Reasons	10.6%
Family	10.6%	Change of Career	8.5%
Redundancy/voluntary severance	12.8%	Travel Overseas	8.5%
Retired	10.6%	Didn't return from parental leave	2.1%
Medical	2.0%	Mutual Agreement	2.1%

### 4.3 Training and Development

#### 4.3.1 Organisational Core Training Programmes

The courses which have been organised centrally and funded through the organisational core training budget in the last quarter were as follows:

Training Course	Attendance	Training Course	Attendance
Induction	10	P4P	12
Writing	9	Official Information	23
Media	5	Presentation Skills	4
Project Management	3	Harassment & Bullying	11
Plant Identification	6	PC Skills	3
Priority Mgmt – Outlook	5		
<b>Health and Safety</b>			
Workplace First Aid	42	Driving	3

Site Safety	4	Health & Safety Representative Training	4
<b>Total</b>	<b>144</b>		

## 5. “Greater Managers” Management Development Programme

In the last quarter we have run the following modules:

- Career Planning and Goal Setting – Learning Group 5
- Facilitation – Learning Groups 6 and 7
- Negotiation – Learning Group 6
- Stakeholder Management – Learning Group 8

Learning Group 5 has now completed the Greater Managers programme and its wrap up session.

Proposals for further management and leadership development are outlined in a forthcoming ELT paper.

## 6. Employee Assistance Programme

The level of usage of Greater Wellington’s Employee Assistance Programme (EAP) services remained increased in the second quarter and settled in the third quarter. The number of new client contacts has decreased slightly in the last quarter.

The following table outlines the number of cases over the last quarter from 1 March to 31 May 2011:

### 1 March 2011 to 31 May 2011

Activity Summary	Number of cases
Total number of cases	9
Number of new cases	5
Number of re-opened cases	1
Number of pre-existing cases with activity	3
Contact hours for cases	19
Average hours per client	2.11

There have been different reasons for staff contacting EAP. The following table categorises the problems which have been assessed as the primary reason for staff seeking EAP assistance:

Primary Assessed Problem	Number of Staff
Marital/Primary Conflict	3
Divorce/Separation Custody	2
Personal Relationships	1
Work Stress & Personal	1
Career Guidance	1
Redundancy / Restructuring	1

## 7. Change Management

Following the review of the Democratic Services department, a new departmental structure was implemented. The new structure was effective from 1 May 2011 and has been designed to ensure that the department has capability to cross-skill staff members and to service the various council committees. Two of the existing staff within the department were re-deployed into new positions and the remaining two staff were unsuccessful in their applications for new positions within the department and were made redundant.

Following informal consultation, a formal review of the Water Supply department began in the third quarter. This has now been completed. The aim of the review was to ensure that the department is best placed to take advantage of current and future development opportunities. This was addressed by re-aligning teams and consolidating the skill sets of staff. The new structure came into effect from 4 July 2011 and new Team Leaders have been appointed. The department is now working through a transition from the existing structure to the new structure. Staff have been given the opportunity to indicate their preference for particular roles and they are being up-skilled to transition to these roles. Two staff were unsuccessful in securing their preferred roles and although other alternatives were explored with them, they chose to end their employment and were paid redundancy. There was no reduction in staff numbers as a result of bringing in the new structure.

A review of the Parks department was undertaken in the third quarter. The reason for the review is that the Parks network has increased in size with the recent addition of Baring Head and Whitireia Park. The result of the review was to re-structure the department and create a new Principal Ranger role which focuses on asset management, delivery of maintenance work and the administration and management of related expenditure. This role was recruited and has been filled. Maintenance staff from across the Parks department now

report to the Principal Ranger Assets and Maintenance. There was no reduction in staff numbers within Parks.

All change management processes have been legally compliant from a substantive and procedural perspective. No personal grievance actions arose out of the change management processes.

## **8. Health and Safety**

### **8.1 Greater Wellington Health and Safety Activity**

In addition to business as usual, key health and safety activity that occurred during the last quarter included:

- Completion of the Greater Wellington Health and Safety Management Systems Self Assessment tool and promotion of its use across the business
- Revision of the Greater Wellington Incident Management Policy to clarify processes and responsibilities associated with serious harm accidents
- Revision of the Greater Wellington Health Monitoring Policy and development of a new guideline on the Pre Employment Health Assessment processes
- Revision of the Greater Wellington Fatigue Management Policy

### **8.2 Workplace Injury and Occurrence Reporting Trends**

There were three *Lost Time Injuries (LTI's)* to Greater Wellington employees recorded during the last quarter. They were:

- **13 June 2011** – A Flood Protection employee suffered a back strain while using a pole saw and clearing cut branches along the Waiwhetu stream. The employee had 4 days off work before returning to normal duties
- **24 May 2011** – A Flood Protection employee suffered a strained elbow while using a chainsaw to clear a survey sight line along the Ruamahanga. The employee had a day off work and a period of time performing alternative duties before returning to normal duties
- **11 April 2011** – A Bioworks employee's foot was injured while attaching a trailer to a ute when the draw bar slipped out of his hand and dropped onto his foot. The employee returned to normal work after several days off work

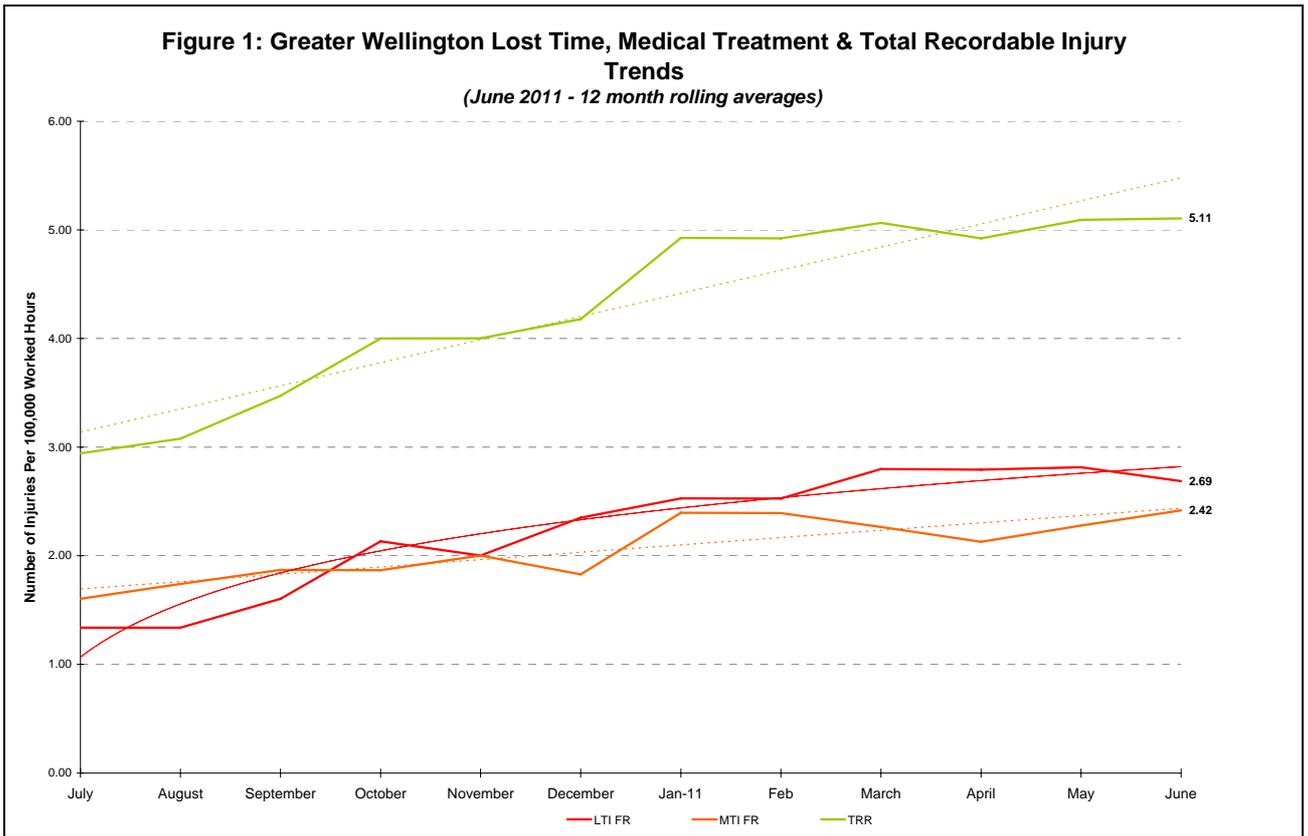
Other significant incidences reported during this quarter included:

- **2 June 2011** – A Biosecurity employee suffered a burn to his hand when accidentally coming in contact with a faulty electric fence on a private farm. The farmer was contacted and the fault identified and corrected

- **16 June 2011** – A Park’s employee driving a work ute accidentally ran into the rear of a car that stopped unexpectedly to turn right. No serious injuries were suffered, however several thousand dollars worth of damage was caused to both vehicles
- **30 June 2011** – Concern has been raised by Environmental Regulation employees regarding the safe protocol when investigating odour complaints potentially involving hazardous substance from industrial sites. The issue has been raised following repeated visit to a Masterton panel beaters/car painter where some Environmental Regulation employees have come away feeling unwell. A protocol is being developed to ensure staff health and safety
- During this quarter there have been several incidents and potentially hazardous occurrences reported involving contractors who are performing various duties for Greater Wellington. A revision of the Greater Wellington Contractor Management Policy ensuring consistent health and safety practices when working with contractors will be a focus of planned health and safety activity for the first six months of 2011/12
- There continues to be a significant number of manual tasks (e.g. lifting, carrying, hand and powered equipment use, as well as travelling by foot over rough terrain) based injuries and incidents to employees across several departments. This issue is also planned to be a continued focus of injury prevention activity for 2011/12

### **8.3 Business Group Health and Safety Performance Summary**

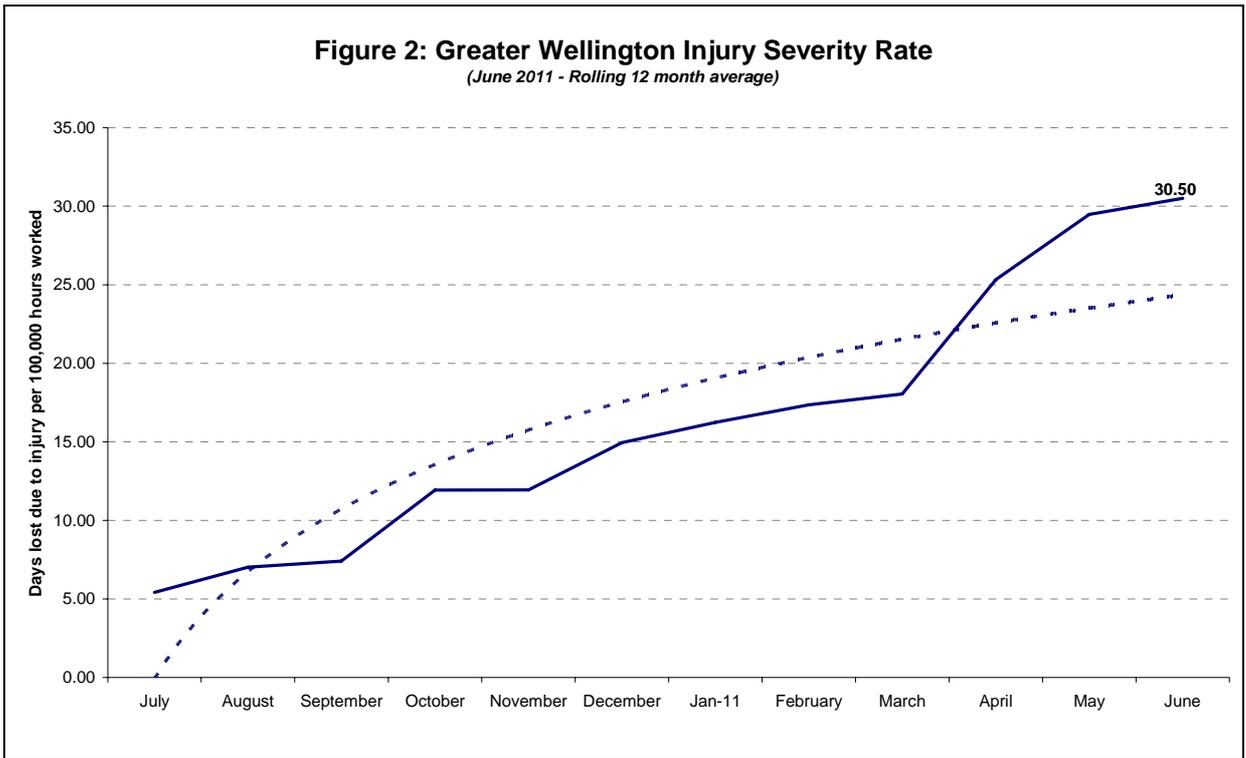
The following graphs summarise Greater Wellington’s health and safety performance over the last 12 months.



This graph shows the relationship between *Lost Time Injuries* which result in time off work (*LTIFR*) and *Medical Treatment Injuries* which requires treatment by a registered medical practitioner (*MTIFR*). The *Total Recordable Rate (TRR)* is the combination of the *LTIFR* and *MTIFR*.

The trend shows that our *TRR* appears to have stabilised this quarter after continually increasing over the first three quarters of the financial year. During the last quarter the *Lost Time Injury Frequency Rate* decreased to 2.69 LTI's/100,000 hours worked which is down from 2.80 LTI's/100,000 hours worked at the end of March 2011.

The *Medical Treatment Injury Frequency Rate* has increased slightly over this quarter from 2.27 to 2.42 MTI's/100,000 hours worked.



This graph shows the days lost per 100,000 hours worked due to work related injuries. This graph shows that our *Severity Rate* has increased over the last 12 months to 30.50 days lost due to injury/100,000 hours worked. During the last quarter we had 106.5 days lost across the business due to Lost Time Injuries (LTIs). The majority of these days can be attributed to two employees who have been recovering over a longer period of time from more serious injuries that have involved surgery to repair damage associated with their injuries.

The following table shows the breakdown of injuries sustained across the various Groups:

**Business Group Health and Safety Performance Summary**

Business Group	LTIFR (Lost time injuries/100,000 hours worked)	
	Current	12 months ago
Catchment Management	7.23	3.01
CEO	0	0
Environmental Management	0	0.63
Finance & Support	0	0
People & Capability	0	0
Public Transport	0	0
Strategy & Community Engagement	0	0
Utilities & Services	3.33	1.0
<b>Greater Wellington</b>	<b>2.69</b>	<b>1.21</b>

The following table shows the total number of occurrences within the organisation within the last quarter. This includes proactive reporting such as audits, reviews and hazards as well as reactive reporting involving injury or property damage.

### Occurrence Report Summary

		June 2011	May 2011	April 2011
Total number of occurrences	66	30	19	17
LTI's	2	1	0	1
MTI's	3	2	1	0
Proactive Occurrences	36	18	8	10
Reactive Occurrences	30	12	11	7
High risk occurrence#	9	4	3	2
Corrective Actions	28	12	12	4

**Note:** # High risk occurrences can be reported either proactively or reactively but have risk score greater than 8 and the potential for serious consequences.

## 9. Democratic Services

### 9.1 Staffing

The new structure for the Democratic Services department was announced on 28 March 2011. The full staffing complement for the new team will be in place from 1 August 2011.

### 9.2 Committee servicing

Democratic Services provided advisory and support services to 21 Council, committee, advisory group and holdings company meetings during this quarter.

### 9.3 Decision-making guidance

Jonathan Salter, Partner, Simpson Grierson, led a decision-making workshop with Councillors on 5 April 2011. The new guidelines were formally endorsed by Council on 3 May 2011. Staff workshops were held in June 2011 and new report templates have been developed to enable full implementation from July 2011.

### 9.4 LGOIMA – training for staff

Democratic Services provided a training workshop on LGOIMA on 2 May 2011. The workshop, led by Bridget Hewson, Assistant Ombudsman, Policy and Professional Practice, was attended by approximately 30 staff.

## 9.5 LGOIMA – requests for information

There were 42 LGOIMA requests processed this quarter, compared with 31 in the previous quarter:

Quarter Ending	Public Transport	Utilities & Services	Strategy & Community Engagement	Environment Management	Finance & Support	Catchment Management	People & Capability	Total
June 2011	8(1)	7	7(1)	12(2)	3	3	2(1)	42(5)
March 2011	12(1)	4	2	7(1)	4	2	0	31(2)
Dec 2010	11	6(1)	3	14	5	1	0	40(1)
Sept 2010	11(1)	17(1)	0	5(2)	15(2)	8(1)	0	56(7)

- Number in brackets ( ) indicates number of requests where information was withheld.

## 9.6 Review of organisational policies

The Privacy Policy was reviewed and updated.

## 9.7 Review of delegations

New delegations were arranged for the Biodiversity and Biosecurity departments. New Biosecurity warrants are being developed.

## 9.8 Governance matters

Democratic Services managed the following matters relating to the Council's governance responsibilities:

- Policy advice on the establishment of the Chief Executive Employment Committee
- Coordination of issues relating to the future management and control of the Whitireia Park and the Ngāti Toa treaty settlement
- Development of a brochure to explain the Council's committee structure
- Councillor remuneration and allowances for 2011/12
- Councillor attendance at the LGNZ Annual Conference and AGM
- Priority Management Outlook Training – six Councillors participated
- Preparation of reports for the meetings of the Hutt City Council community boards and community committees
- The first meeting of the Greater Wellington Accessibility Reference Group was held in May 2011. Democratic Services has a lead role in providing advice and support to the group

## 9.9 Performance against Annual Plan targets

Activity	2010/11 target	Achievement (year to date)
Democratic Services	Elections will be conducted by 30 November 2010 without any need to re-conduct.	The election was conducted in accordance with the requirements of the Local Electoral Act 2001 and Local Electoral Regulations 2001.
	All meetings will be conducted in accordance with statutory requirements and Council policies.	All statutory and Council requirements have been met.