



PAPAIOEA
PALMERSTON
NORTH
CITY

PALMERSTON NORTH CITY COUNCIL

AGENDA

RISK & ASSURANCE COMMITTEE

9AM, WEDNESDAY 18 OCTOBER 2023

COUNCIL CHAMBER, FIRST FLOOR
CIVIC ADMINISTRATION BUILDING
32 THE SQUARE, PALMERSTON NORTH

MEMBERS

Mr Stephen Armstrong (Chair)
Cr Karen Naylor (Deputy Chair)
Grant Smith (The Mayor)

Cr Mark Arnott
Cr Brent Barrett
Cr Vaughan Dennison
Cr Leonie Hapeta

Cr Lorna Johnson
Cr Orphée Mickalad
Cr William Wood
Cr Kaydee Zabelin

AGENDA ITEMS, IF NOT ATTACHED, CAN BE VIEWED AT

pncc.govt.nz | Civic Administration Building, 32 The Square
City Library | Ashhurst Community Library | Linton Library

Waid Crockett

Chief Executive | PALMERSTON NORTH CITY COUNCIL

Te Marae o Hine | 32 The Square
Private Bag 11034 | Palmerston North 4442 | New Zealand
pncc.govt.nz

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RISK & ASSURANCE COMMITTEE MEETING

18 October 2023

ORDER OF BUSINESS

1. Karakia Timatanga

2. Apologies

3. Notification of Additional Items

Pursuant to Sections 46A(7) and 46A(7A) of the Local Government Official Information and Meetings Act 1987, to receive the Chairperson's explanation that specified item(s), which do not appear on the Agenda of this meeting and/or the meeting to be held with the public excluded, will be discussed.

Any additions in accordance with Section 46A(7) must be approved by resolution with an explanation as to why they cannot be delayed until a future meeting.

Any additions in accordance with Section 46A(7A) may be received or referred to a subsequent meeting for further discussion. No resolution, decision or recommendation can be made in respect of a minor item.

4. Declarations of Interest (if any)

Members are reminded of their duty to give a general notice of any interest of items to be considered on this agenda and the need to declare these interests.

5. Public Comment

To receive comments from members of the public on matters specified on this Agenda or, if time permits, on other Committee matters.

(NOTE: If the Committee wishes to consider or discuss any issue raised that is not specified on the Agenda, other than to receive the comment made or refer it to the Chief Executive, then a resolution will need to be made in accordance with clause 2 above.)

6. Confirmation of Minutes

Page 7

"That the minutes of the Risk & Assurance Committee meeting of 23 August 2023 Part I Public be confirmed as a true and correct record."

7. Business Assurance 6 Monthly Accountability Report

Page 11

Memorandum, presented by Masooma Akhter, Business Assurance Manager.

8. Risk Management Update

Page 31

Memorandum, presented by Stephen Minton, Risk Management Advisor and Jason McDowell, Head of Risk & Resilience.

9. Adoption of Annual Report 2022/23

Page 99

Memorandum, presented by Scott Mancer, Finance Manager and Debbie Perera, Audit Director.

10. Wellbeing Report, July to September 2023

Page 143

Memorandum, presented by Connie Roos - Employee Experience Manager
Wayne Wilson - People Operations Manager.

11. Committee Work Schedule

Page 149

12. Exclusion of Public

To be moved:

“That the public be excluded from the following parts of the proceedings of this meeting listed in the table below.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered		Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution
13.	Health and Safety Report, July to September 2023 (Quarter 1)	PREJUDICE THE SUPPLY OF SIMILAR INFORMATION: Releasing this information could negatively effect similar confidential information or discourage people from sharing such information and ENDANGER THE SAFETY OF A PERSON: Sharing this information could put someone's health and safety at risk	s7(2)(c)(i) and s6(d)
14.	Post Implementation Review - Kotuia (Ozone Replacement) Project	THIRD PARTY COMMERCIAL: Disclosing the information could harm a company's commercial position	s7(2)(b)(ii)
15.	Assurance Report - Animal Shelter Review	THIRD PARTY COMMERCIAL: Disclosing the information could harm a company's commercial position and MAINTAIN THE EFFECTIVE CONDUCT OF PUBLIC AFFAIRS: The withholding of the information is necessary to maintain the effective conduct of public affairs through the free and frank expression of opinions by or between or to members or officers or employees of any local authority in the course of their duty.	s7(2)(b)(ii) and s7(2)(f)(i)

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the

holding of the whole or the relevant part of the proceedings of the meeting in public as stated in the above table.

Also that the persons listed below be permitted to remain after the public has been excluded for the reasons stated.

[Add Third Parties], because of their knowledge and ability to assist the meeting in speaking to their report/s [or other matters as specified] and answering questions, noting that such person/s will be present at the meeting only for the items that relate to their respective report/s [or matters as specified].

PALMERSTON NORTH CITY COUNCIL

Minutes of the Risk & Assurance Committee Meeting Part I Public, held in the Council Chamber, First Floor, Civic Administration Building, 32 The Square, Palmerston North on 23 August 2023, commencing at 9.00am

Members Present: Mr Stephen Armstrong (in the Chair) and Councillors Mark Arnott, Brent Barrett, Lorna Johnson, Orphée Mickalad, William Wood and Kaydee Zabelin.

Non Members: Councillors Lew Findlay, Patrick Handcock, Debi Marshall-Lobb and Billy Meehan.

Apologies: The Mayor (Grant Smith) (lateness on Council business), Councillors Vaughan Dennison, Karen Naylor and Leonie Hapeta.

The Mayor (Grant Smith) entered the meeting at 10.01am during consideration of clause 16. He was not present for clauses 13 to 15 inclusive.

Councillor Rachel Bowen entered the meeting at 9.52am during consideration of clause 16. She was not present for clauses 13 to 15 inclusive. She left the meeting again at 10.18 during consideration of clause 18. She was not present when the meeting resumed at 10.49am. She entered the meeting again at 11.22am. She was not present for clauses 18 to 20 inclusive.

Karakia Timatanga

Councillor Debi Marshall-Lobb opened the meeting with karakia

13-23 Apologies

Moved Stephen Armstrong, seconded Brent Barrett.

The COMMITTEE RESOLVED

1. That the Committee receive the apologies.

Clause 13-23 above was carried 11 votes to 0, the voting being as follows:

For:

Councillors Stephen Armstrong, Mark Arnott, Brent Barrett, Lorna Johnson, Orphée Mickalad, William Wood, Kaydee Zabelin, Lew Findlay, Patrick Handcock, Debi Marshall-Lobb and Billy Meehan.

14-23 Confirmation of Minutes

Moved Stephen Armstrong, seconded Brent Barrett.

The **COMMITTEE RESOLVED**

1. That the minutes of the Risk & Assurance Committee meeting of 26 April 2023 Part I Public and Part II Confidential, both be confirmed as a true and correct record.

Clause 14-23 above was carried 11 votes to 0, the voting being as follows:

For:

Councillors Stephen Armstrong, Mark Arnott, Brent Barrett, Lorna Johnson, Orphée Mickalad, William Wood, Kaydee Zabelin, Lew Findlay, Patrick Handcock, Debi Marshall-Lobb and Billy Meehan.

15-23 Health and Safety Report, April to June 2023 (Q4 inclusive March)

Memorandum, presented by Selwyn Ponga-Davis, Health and Safety Manager.

Moved Stephen Armstrong, seconded Brent Barrett.

The **COMMITTEE RESOLVED**

1. That the Committee received the memorandum titled 'Health and Safety Report, April to June 2023 (Q4 inclusive March)' presented to the Risk & Assurance Committee on 23 August 2023.

Clause 15-23 above was carried 11 votes to 0, the voting being as follows:

For:

Councillors Stephen Armstrong, Mark Arnott, Brent Barrett, Lorna Johnson, Orphée Mickalad, William Wood, Kaydee Zabelin, Lew Findlay, Patrick Handcock, Debi Marshall-Lobb and Billy Meehan.

16-23 Wellbeing Report, April to June 2023 (Q4 inclusive March)

Report, presented by Connie Roos, Employee Experience Manager and Wayne Wilson, People Operations Manager.

Councillor Rachel Bowen entered the meeting at 9.52am.

The Mayor (Grant Smith) entered the meeting at 10.01am.

Moved Stephen Armstrong, seconded Kaydee Zabelin.

The **COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Wellbeing Report, April to June 2023 (Q4 inclusive March)' presented to the Risk & Assurance Committee on 23 August 2023.

Clause 16-23 above was carried 12 votes to 0, with 1 abstention, the voting being as follows:

For:

Councillors Stephen Armstrong, Mark Arnott, Brent Barrett, Lorna Johnson, Orphée Mickalad, William Wood, Kaydee Zabelin, Rachel Bowen, Lew Findlay, Patrick Handcock, Debi Marshall-Lobb and Billy Meehan.

Abstained:

The Mayor (Grant Smith).

17-23

Audit NZ 2022 Management Report with Action Plan

Memorandum, presented by Masooma Akhter, Business Assurance Manager and Cameron McKay, Chief Financial Officer.

Moved Stephen Armstrong, seconded Brent Barrett.

The **COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Audit NZ 2022 Management Report with Action Plan' presented to the Risk and Assurance Committee on 23 August 2023.

Clause 17-23 above was carried 13 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Stephen Armstrong, Mark Arnott, Brent Barrett, Lorna Johnson, Orphée Mickalad, William Wood, Kaydee Zabelin, Rachel Bowen, Lew Findlay, Patrick Handcock, Debi Marshall-Lobb and Billy Meehan.

18-23

Committee Work Schedule - 23 August 2023

Councillor Rachel Bowen left the meeting at 10.18am.

Moved Stephen Armstrong, seconded Brent Barrett.

The **COMMITTEE RESOLVED**

1. That the Risk & Assurance Committee receive the Work Schedule.

Clause 18-23 above was carried 12 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Stephen Armstrong, Mark Arnott, Brent Barrett, Lorna Johnson, Orphée Mickalad, William Wood, Kaydee Zabelin, Lew Findlay, Patrick Handcock, Debi Marshall-Lobb and Billy Meehan.

The meeting adjourned at 10.20am.

The meeting resumed at 10.49am.

Councillor Rachel Bowen was not present when the meeting resumed at 10.49am.

19-23

Long Term Plan - Planning, Budgeting, Prioritisation & Benefits Review with Action Plan

Memorandum, presented by Masooma Akhter, Business Assurance Manager, and Andrew Boyle, Head of Community Planning.

Officers noted the Action Plan will be amended to incorporate

Recommendation 1 from the Long Term Plan Review Report.

Moved Stephen Armstrong, seconded Brent Barrett.

The **COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Long Term Plan - Planning, Budgeting, Prioritisation & Benefits Review with Action Plan' presented at the Risk and Assurance Committee on 23 August 2023.

Clause 19-23 above was carried 12 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Stephen Armstrong, Mark Arnott, Brent Barrett, Lorna Johnson, Orphée Mickalad, William Wood, Kaydee Zabelin, Lew Findlay, Patrick Handcock, Debi Marshall-Lobb and Billy Meehan.

20-23

Sustainable Practices Review with Action Plan

Memorandum, presented by Masooma Akhter, Business Assurance Manager and David Murphy, Chief Planning Officer.

Moved Stephen Armstrong, seconded Kaydee Zabelin.

The **COMMITTEE RESOLVED**

1. That the Committee received the memorandum titled 'Sustainable Practices Review with Action Plan' presented to the Risk & Assurance Committee on 23 August 2023.

Clause 20-23 above was carried 12 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Stephen Armstrong, Mark Arnott, Brent Barrett, Lorna Johnson, Orphée Mickalad, William Wood, Kaydee Zabelin, Lew Findlay, Patrick Handcock, Debi Marshall-Lobb and Billy Meehan.

Karakia Whakamutunga

Councillor Rachel Bowen entered the meeting again at 11.22am.

Councillor Debi Marshall-Lobb closed the meeting with karakia.

The meeting finished at 11.23am

Confirmed 18 October 2023

Chair

MEMORANDUM

TO: Risk & Assurance Committee

MEETING DATE: 18 October 2023

TITLE: Business Assurance 6 Monthly Accountability Report

PRESENTED BY: Masooma Akhter, Business Assurance Manager

APPROVED BY: Donna Baker, Acting Chief Executive Unit Manager

RECOMMENDATION TO RISK & ASSURANCE COMMITTEE

1. That the Committee receive the memorandum titled 'Business Assurance Accountability Report' and its attachment, presented to the Risk & Assurance Committee on 18 October 2023.
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1. ISSUE

- 1.1 The Business Assurance Charter requires that follow-up procedures for review recommendations are undertaken regularly and reported to the Risk & Assurance Committee.

2. BACKGROUND

- 2.1 Follow-up is a process by which internal auditors evaluate the adequacy, effectiveness, and timeliness of actions taken by management on reported observations and recommendations, including those made by external auditors and others. This process also includes determining whether senior management and/or the Committee have assumed the risk of not taking corrective action on reported observations.
- 2.2 Where an external review/audit has been completed and reported to the Risk & Assurance Committee, the recommendations form part of the accountability report.
- 2.3 Attached is the report that shows the status of each agreed action. As items are reported as completed, they fall off the following report.

3. NEXT STEPS

- 3.1 A six-monthly accountability report will be reported to the Risk & Assurance Committee.

3.2 As further reviews are completed (as per the Business Assurance Plan) and reported to the Risk & Assurance Committee, their recommendations will form part of future accountability reports presented by Business Assurance.

4. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide? If Yes quote relevant clause(s) from S4.8 – TOR for Risk & Assurance Committee		Yes
Are the decisions significant?		No
If they are significant do they affect land or a body of water?		No
Can this decision only be made through a 10 Year Plan?		No
Does this decision require consultation through the Special Consultative procedure?		No
Is there funding in the current Annual Plan for these actions?		Yes
Are the recommendations inconsistent with any of Council's policies or plans?		No
The recommendations contribute to Goal 5: A Driven & Enabling Council		
The recommendations contribute to the achievement of action/actions in (Not Applicable)		
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Business Assurance aims to help the Council succeed by building trust and confidence in the core controls relied on by management.	

ATTACHMENTS

1. Business Assurance 6 Monthly Accountability Report [↓](#) 

MEMORANDUM

TO: Risk & Assurance Committee

MEETING DATE: 18 October 2023

TITLE: Risk Management Update

PRESENTED BY: Stephen Minton, Risk Management Advisor and Jason McDowell, Head of Risk & Resilience

APPROVED BY: Cameron McKay, Chief Financial Officer

RECOMMENDATIONS TO RISK & ASSURANCE COMMITTEE

1. That the Committee receive the Risk Management Policy and Framework for information.
-

1. BACKGROUND

- 1.1 Risk management is one of the principle methods for operating a well-managed organisation. The Organisation has a Risk Management Policy that outlines its policy statement and objectives along with the roles and responsibilities of officers. This policy is operationalised through the Organisation's Risk Management Framework.
- 1.2 Our Risk Management Policy was first issued in January 2020 and has undergone two reviews and iterations to ensure a fit-for-purpose structure.
- 1.3 Our Risk Management Framework was first issued in June 2021 to start our risk management maturity journey.
- 1.4 The Risk Management Framework and its rollout has been subject to a Business Assurance review, which was presented to the Risk and Assurance Committee (the Committee) in April 2023.
- 1.5 The review reported that, amongst other matters, the Framework fully met the recommended standards in ISO:31000: 2018 Risk Management guidelines.
- 1.6 This year, an updated version of the Framework was developed, which provided additional clarity. This was drawn from lessons learnt from the initial rollout and some changes recommended by the Business Assurance review.
- 1.7 All risks of an operational nature have been documented across the Organisation through our Divisional Risk Registers ("a bottom-up approach"). These registers have been created to understand the operational risk picture of Council. The process to create these registers took a journey to understand the processes of the Council with function managers, documenting tasks,

potential failures, causes of identified failures that could take place, understanding the current controls that prevent failure, their effectiveness and what improvements could be put in place to reduce the risk exposure to Council.

- 1.8 Councils are complex and to avoid limitations in our "bottom-up approach" an enterprise view is required to identify from the "top-down organisation wide approach" we call this enterprise risk management. This approach looks at common organisational risks, outside threats, and a portfolio view of the most significant risks to achieving Councils objectives/goals.
- 1.9 Operational nature risks continue to be managed by officers in line with the Framework.
- 1.10 Work continues across the business to align and bring risk management practices into processes across the Organisation which will lift the risk management maturity of the Organisation over the next few years.
- 1.11 Risk management is beginning to be embedded into enterprise project work, and the Risk Management Advisor has become a key advisor to the project lead or sponsor.
- 1.12 Work has been undertaken to enhance risk management within project management and procurement practices within the Infrastructure Unit.
- 1.13 Enterprise risks and strategic risk assessments are being prepared and will form part of future reporting to the Committee.





2. NEXT STEPS

- 2.1 Future reporting to the Committee will provide progress on continued risk management activity of management and its maturity.
- 2.2 Deep dives into enterprise risks will be provided to the Committee to understand the organisation's risks.
- 2.3 Officers will continue to embed risk management in organisation processes with strategic and enterprise risk reporting to the Committee.
- 2.4 Risk appetite and tolerance will be returned to the Committee for further discussion and confirmation, as defined in the Framework. Where necessary the framework will be updated.
- 2.5 The Policy and Framework is subject to triennial reviews, the next review is due in 2026, however other reviews can occur prior to this if required.

3. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual		Yes
Are the decisions significant?		No
If they are significant do they affect land or a body of water?		No
Can this decision only be made through a 10 Year Plan?		No
Does this decision require consultation through the Special Consultative procedure?		No
Is there funding in the current Annual Plan for these actions?		Yes
Are the recommendations inconsistent with any of Council's policies or plans?		No
The recommendations contribute to Goal 5: A Driven & Enabling Council		
The recommendations contribute to the achievement of action/actions in (Not Applicable)		
Contribution to strategic direction and to social, economic, environmental and cultural well-being	A management system is the Framework of policies, processes and procedures employed by the Palmerston North City Council to ensure it can fulfil the tasks required to achieve its purpose and objectives. These objectives will cover all aspects of the Organisation, including strategy, tactics, operations and compliance. The Risk Management Framework sets out the basis for managing risk across the Organisation to fulfil our goals and objectives.	

ATTACHMENTS

1. Risk Management Policy  
2. Risk Management Framework  

MEMORANDUM

TO: Risk & Assurance Committee

MEETING DATE: 18 October 2023

TITLE: Adoption of Annual Report 2022/23

PRESENTED BY: Scott Mancer, Finance Manager and Debbie Perera, Audit Director

APPROVED BY: Cameron McKay, Chief Financial Officer

RECOMMENDATIONS TO RISK & ASSURANCE COMMITTEE

1. That the Committee note the 2022/23 financial reporting and draft auditor's opinion of Council's 2022/23 Annual Report.

RECOMMENDATIONS TO COUNCIL

2. That Council adopt the Annual Report 2022/23 and Summary Annual Report 2022/23.
 3. That Council note that, assuming Audit clearance is given, the final Auditor's 'opinion' from Audit New Zealand will be received following expected adoption by Council on 25 October 2023 and Council signing of the reports.
 4. That Council delegate authority to the Chief Executive to make minor edits to the Annual Report 2022/23 and Summary Annual Report 2022/23.
-

1. ISSUE

- 1.1 The Council has a legal obligation to adopt its audited Annual Report by 31 October 2023. Adoption of the Annual Report will allow the Council to report to the community on the Council's performance in the 2022/23 year.
- 1.2 The Annual Report is a key part of the 10 Year Plan process. The Annual Plan sets out the strategic direction and shows the community what the Council intended to do in the 2022/23 year. The Annual Report is made publicly available and shows the community how well the Council did that work towards meeting agreed levels of service and performance measures.
- 1.3 Having the committee scrutinise the financials and consider the draft auditor's opinion contributes to a robust process on the part of Council, before adoption.

2. BACKGROUND

- 2.1 The presentation of the Annual Report is the culmination of the quarterly reports presented to Council, which monitored progress against the second year of the Long Term Plan 2021-31.
- 2.2 As of the time of writing this report, Audit New Zealand have completed the bulk of their audit of the Annual Report, and it is expected that verbal clearance will have been granted before 18 October 2023.
- 2.3 A copy of the draft Annual Report and the draft Summary Annual Report are attached.
- 2.4 The adoption of the Council's Annual Report marks a milestone of the Council's accountability and dedication to the public. The wide-ranging and complex nature of Council activities together with the requirements for disclosure under the Local Government Act, and Public Benefit Entity Accounting Standards, means the Council's full Annual Report is relatively lengthy and yet necessary. This complexity makes the Summary Annual Report an ideal document for those readers who wish to have an easy read and yet still understand the Council's activities.
- 2.5 Officers recommend that Council adopt the 2022/23 Annual Report and the Summary Annual Report, following the Committee's consideration.

3. NEXT STEPS

- 3.1 Once the Annual Report and Summary Annual Report have been adopted by Council and the Auditor's opinion received, copies of both documents will be made available for public distribution.
- 3.2 Copies will be sent to the organisations prescribed by legislation and to regular readers according to Council's existing mailing list. The Annual Report and its Summary will also be made available on the Council's website, at the City Library and the Customer Service Centre.

4. COMPLIANCE AND ADMINISTRATION

Does Committee have delegated authority to decide?	No
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes

Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 5: A Driven & Enabling Council	
<p>The recommendations contribute to the achievement of action/actions in Governance and Active Citizenship</p> <p>The action is: Ongoing review of governance systems and structures to support Council's effectiveness and reputation</p>	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Publishing of the Annual Report is a legal requirement and one mechanism by which Council shows accountability to the community on how we deliver on our strategic goals, rooted in the four wellbeings.

ATTACHMENTS

1. Annual Report 2022-23 (attached separately, as at 13 October 2023) 
2. Annual Report Summary 2022-23 (as at 13 October 2023) [↓](#) 

MEMORANDUM

TO: Risk & Assurance Committee

MEETING DATE: 18 October 2023

TITLE: Wellbeing Report, July to September 2023

PRESENTED BY: Connie Roos - Employee Experience Manager and Wayne Wilson - People Operations Manager

APPROVED BY: Danelle Whakatihi, Chief People & Performance Officer

RECOMMENDATION TO RISK & ASSURANCE COMMITTEE

1. That the Committee receive the memorandum titled ‘Wellbeing Report, July to September 2023’ presented to the Risk and Assurance Committee on 18 October 2023.

1. ISSUE

- 1.1 Wellbeing continues to be a focus area for leadership at all levels of Council and is core to our Employee Experience.
- 1.2 Due to feedback from the Risk and Assurance Committee, this report has been adjusted to align with our wellbeing programme. These three components, Prevent Harm, Provide Support and Enhance Wellbeing are a holistic approach to wellbeing. Support relating to each of these components will be found under each section. When applicable comparative data is included for context.
- 1.3 Employee initiated turnover and lost time is included in this report.

Prevent Harm

Quarter 1 Wellbeing Report – Prevent Harm	Q1 2023	YTD	Average Quarter for 2022/23 FY	
Gym usage	1506	1506	1418	The comparative data shows that gym usage has improved compared to the previous year. As the CAB wellness room is situated within the gym it is noted that gym

Quarter 1 Wellbeing Report – Prevent Harm	Q1 2023	YTD	Average Quarter for 2022/23 FY	
				usage is projected to increase in future quarters.
Biennial health / eye check	16	16	20	Biennial Health and Eye Check information is sent directly to staff members on their even birthdays, e.g. age 38. This quarter had a similar uptake to the previous quarter (15), potentially related to organisational capacity.

- 1.4 The Executive Leadership team have endorsed Hybrid working principles in August 2023. These were communicated to the organisation in September. The organisation is approaching hybrid working by providing staff with opportunities to work in alternative locations, if they can and want to do so. Being flexible about how we work contributes to life-work integration which can improve overall wellbeing.

Provide Support

Quarter 1 Wellbeing Report - Provide Support	Q1 2023	YTD	Average Quarter for 2022/23 FY	
Vitae – Pastoral contacts (significant strengths / issues)	202	202	324	In response to staff feedback, Vitae pastoral services in the Civic Administration Building ceased at the end of Q4 2023.
Reflect and Learn sessions	16	16	18	Reflect and Learn sessions were confirmed as a permanent offering in ELT. Following the trial, some areas changed the frequency of these sessions as bimonthly or quarterly.

- 1.5 Reflect and Learn was confirmed as a permanent wellbeing offering by ELT. These are a regular opportunity for kaimahi (staff) in frontline roles to meet with an independent facilitator to reflect on and explore work-related issues, challenges, and achievements in a safe and supportive environment. Sessions are designed to assist staff to deal constructively with high conflict incidents in front facing customer roles. Reflect and Learn sessions can now be opted in by various teams across council. The frequency of these sessions will depend

on the specific needs of the team. The Employee Experience team will guide this process and co-ordinate external facilitators alongside Vitae.

Enhance Wellbeing

Quarter 1 2023	Q1 2023 Number of attendees	Target to be completed by End of FY 23/24	
Creating Respectful Workplaces (attendees)	11	60	This training encourages positive workplace relationships by addressing unacceptable behaviours such as bullying and harassment that could create internal and unhealthy conflict.
Challenging Conversations & Resilience (attendees)	7	30	This workshop is designed to provide employees with practical information and frameworks to deal successfully with situations evoking strong emotional responses.
Tools for Change (attendees)	24	150	This training helps employees to identify thinking styles, recognise thinking traps and manage responses to change.
Manager Completion of Leading Through Change (Manager attendees)	35	70	One way to support employee's wellbeing is to provide managers with a toolset to lead their team through changing environments
Manager completion of Understanding Mental Health in the Workplace (Manager attendees)	9	20	Support can be enhanced if managers understand the impact of mental health on wellbeing.
Wellbeing Presentation (number of new starters)	27/37 (77% of new starters)	90% of new starters	This presentation helps to orient new starters to the wellbeing support available here at Council. This presentation was first created in February 2023 and is presented to all staff who attend Orientation Day.

1.6 Mental Health Awareness week was the week of 18-24 September. Activities were held across PNCC to build awareness of Mental Health around the Mental Health Foundations 'Five Ways of Wellbeing'. Each day was dedicated to one of the five ways, with ELT members sharing how they reflect one of the 'Five Ways' in their lives. Activities such as quizzes, play activities, pilates, volunteering opportunities and fitness sessions helped build awareness

of the 'Five Ways' and how kaimahi (staff) can implement them in their everyday lives. Preliminary feedback indicates that this was a success.

- 1.7 The new CAB wellbeing space, Piringa Āio – Peaceful Haven, is available for staff to use. The purpose for this space is for meditation, prayer and group activities. The parents' room, Āhuru Mātua – Safe Haven for Parents/Guardians, as well as the first aid/sick bay - Āwhina Tūroro have been refreshed as they were not suitable in their state. Currently People and Performance are reviewing spaces across sites where similar rooms may be implemented.
- 1.8 Unmind app usage has decreased this quarter. Top completed Unmind Shorts in July to September are Morning Goal Setting, Mindful Relaxation and Breathing Waves.

Turnover – Employee initiated

Year	17/18	18/19	19/20	20/21	21/22	22/23
Number	67	67	85	120	123	119
%	12.0%	12.0%	14.1%	20.9%	19.8%	18.8%

Month	Turnover for Month	Turnover Previous 12 Months	Percentage (annual)
Aug 22	8	121	19.5%
Sep 22	11	122	19.2%
Oct 22	9	114	18.0%
Nov 22	8	115	18.3%
Dec 22	8	119	18.9%
Jan 23	14	127	20.0%
Feb 23	9	130	20.6%
Mar 23	9	128	20.3%
Apr 23	13	128	20.3%
May 23	7	121	19.1%
Jun 23	11	119	18.8%
Jul 23	10	117	18.5%
Aug 23	8	117	18.5%
Sep 23	4	110	17.4%

- 1.9 Turnover is higher than desirable and has been for the last 3 years, although this is not unique to Council.
- 1.10 The turnover rate is improving.
- 1.11 The highest turnover occurs in the first 12 months of employment.

Lost Time (Days)

Dec-21	Mar-22	Jun-22	Oct-22	Dec-22	Mar-23	Jun-23	Sep-23
378	319	286	348	352	257	263	358

- 1.12 The above lost time includes non-work injuries.

Recruitment

Advertised	Filled	Still active
44	24	20

- 1.13 24 roles had the full recruitment process applied (advertised, interviews conducted, offers made and accepted). All 24 roles were successfully filled.
- 1.14 Some roles cross from one quarter to another due to being at different stages of the recruitment process.

2. BACKGROUND

- 2.1 Wellbeing is interconnected with a variety of individual and systemic factors which makes it a difficult area to report on. The above metrics have been recorded with that in mind.
- 2.2 The Employee Experience team continue to review the provision of Mental Health/Resilience training to identify opportunities and improvements to capture our workforce and equip our people with skills and tools.

3. NEXT STEPS

- 3.1 Explore new initiatives in the wellbeing space that prevent harm, provide support and enhance wellbeing.
- 3.2 Explore expanding our wellbeing offerings by investigating Rongoā at Council. Rongoā refers to the traditional Māori healing system, encompassing ancient practices that have been handed down through the generations. This approach employs a range of techniques to address ailments in a holistic manner, and the practitioners participating in the session are endorsed and supported by Rangitāne o Manawatū. This would sit alongside current wellbeing initiatives.

4. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	No
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 5: A Driven & Enabling Council	
The recommendations contribute to the achievement of action/actions in (Not Applicable)	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Providing information to Council about the ongoing progress towards the good performance of the organisation regarding wellbeing. The wellbeing of our kaimahi (staff) directly relate to how the strategic direction is implemented.

ATTACHMENTS

Nil

COMMITTEE WORK SCHEDULE

TO: Risk & Assurance Committee

MEETING DATE: 18 October 2023

TITLE: Committee Work Schedule

RECOMMENDATION TO RISK & ASSURANCE COMMITTEE

1. That the Risk & Assurance Committee receive its Work Schedule dated October 2023.

RISK & ASSURANCE COMMITTEE WORK SCHEDULE

18-Oct-2023	Health and Safety Quarterly Update (Q1 Jul to Sept 23)	Chief People and Performance Officer		
18-Oct-2023	Wellbeing Quarterly Update (Q1 Jul to Sept 23)	Chief People and Performance Officer		
18-Oct-2023	Animal Shelter Review	Business Assurance Manager		Committee of Council 15 June 2022 Clause 38.4.22 26 April 2023 Clause 2.23
18-Oct-2023	Business Assurance six-monthly accountability report	Business Assurance Manager		Finance and Audit Committee 16 December 2020 Clause 68.2
18-Oct-2023	Risk Management Reporting	Chief Financial Officer		Terms of Reference of Committee
18-Oct-2023	Quality Assurance Reporting for Ozone Replacement Project	Business Assurance Manager	Final Review in Progress	Finance and Audit Committee September 2022

18 Oct 2023	Annual Report 2022/23 Consideration	Chief Financial Officer		
18 Oct 2023 TBC 2024	Review of Human Resource Support Processes	Business Assurance Manager	In progress	26 April 2023 Clause 2-23
18 Oct 2023 TBC 2024	Quality Assurance Framework for Wastewater Discharge Consent Project	Business Assurance Manager	Work aligned with timeframes of external authorities. In progress.	Finance and Audit Committee 28 September 2022 Clause 69
18 Oct 2023 2024	Fraud and Whistleblowing Policy Update	Business Assurance Manager	No new matters to report	26 April 2023 Clause 12-23
March 2024	Business Assurance Report - Featherston Street Cycleway and Safety Improvements process and engagement	Business Assurance Manager	Confirmed capacity and resourcing to support this request	Council 27 September 2023 Clause 154-23
TBC 2024	3 Waters Transition - Assets and Liability Assessment	Chief Financial Officer	On hold until direction set after election	
TBC 2024	Delegations Manual - Review of financial delegations and associated definition sections	CE Unit Manager		Council 6 September 2023 Clause 147-23
TBC 2024	Review of Commercial Advisory Framework	Business Assurance Manager		26 April 2023 Clause 2-23
TBC 2024	Review of Contract Management Framework	Business Assurance Manager		26 April 2023 Clause 2-23
TBC 2024	Review of Complaints Policy	Business Assurance Manager		26 April 2023 Clause 2-23

TBC 2024	Review of Legal Services Framework	Business Assurance Manager		26 April 2023 Clause 2-23
TBC 2024	Quality Assurance Reporting - Call Centre Review	Business Assurance Manager		26 April 2023 Clause 2-23
TBC 2024	Quality Assurance Reporting - Risk Review & Future of Libraries	Business Assurance Manager		26 April 2023 Clause 2-23
TBC 2024	Quality Assurance Reporting for Council Controlled Entities	Business Assurance Manager		26 April 2023 Clause 2-23
TBC 2025	Review of CCTV Policy/Processes	Business Assurance Manager		26 April 2023 Clause 2-23