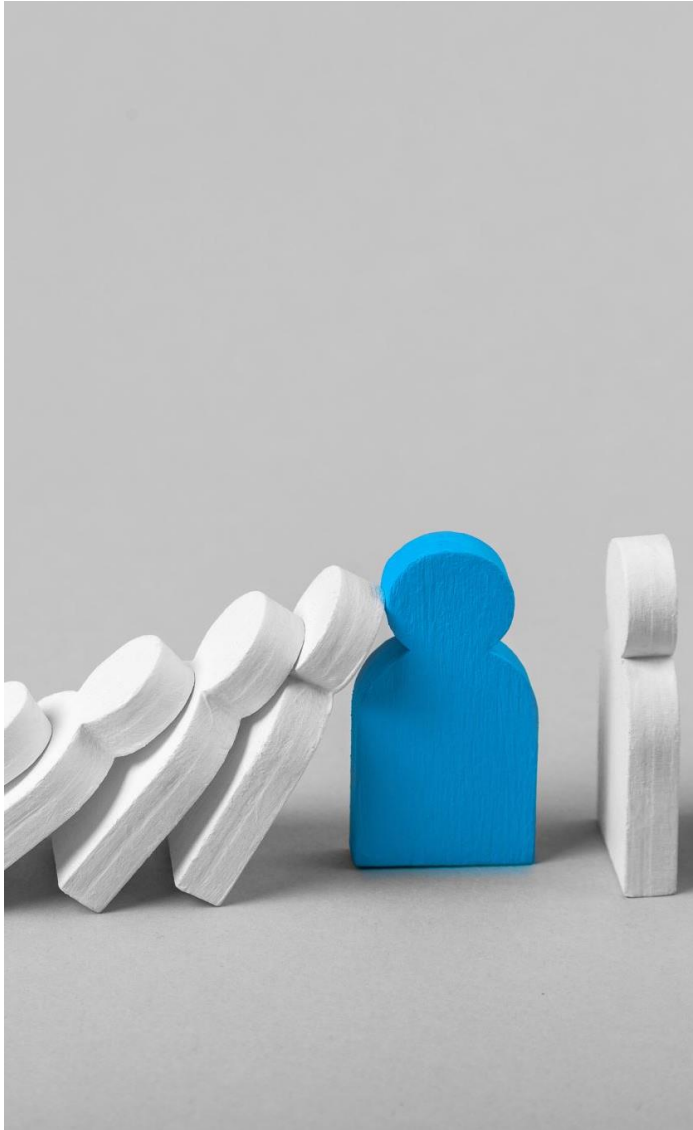




**Health, Safety and Wellbeing Committee
MINUTES ATTACHMENTS**

Date: Friday 7 March 2025
Time: 9.30 am
Venue: Committee Room 1, Level 2, Civic Offices,
53 Hereford Street, Christchurch

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A. Unacceptable Behaviours Working Group - Presentation	2



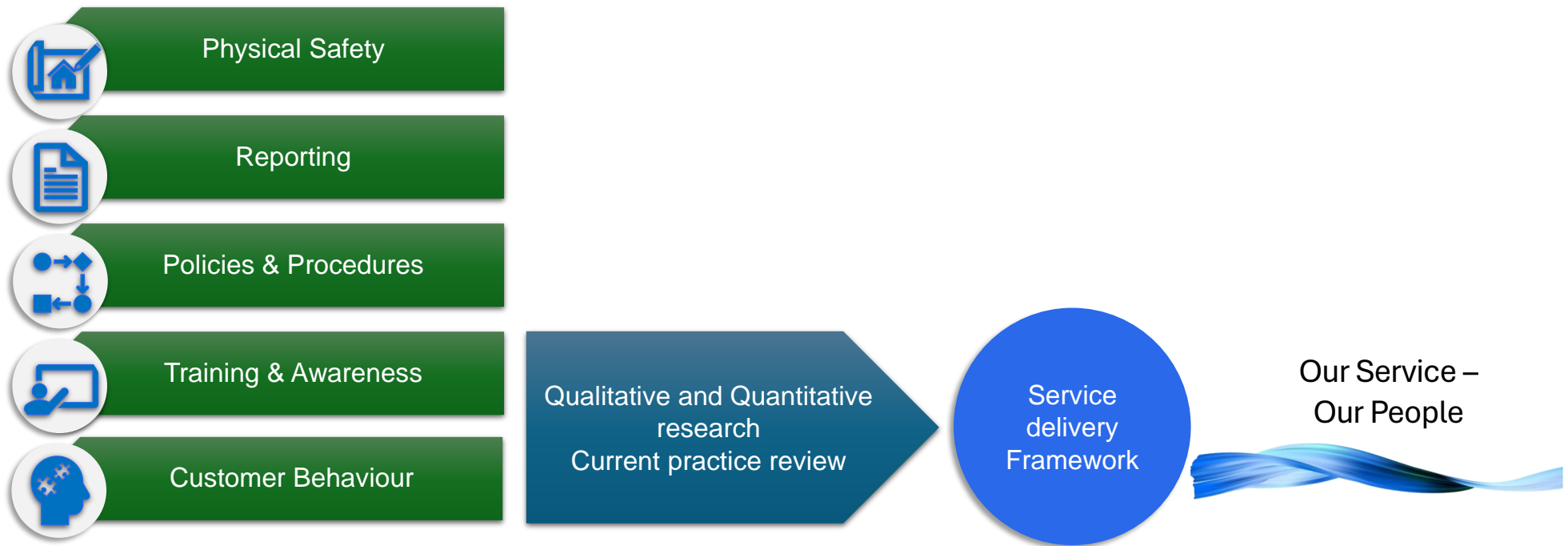
Unacceptable Behaviours Programme

Terms of Reference

The purpose of the Unacceptable Behaviour Working Group (the Working Group) has been established to address increasing accounts of unacceptable behaviour towards Council frontline staff and Elected Members at the workplace. Unacceptable behaviours are a combination of threats, abuse, hate speech, assaults, harassment, and non-compliance.

The Working Group will support the Council to meet its duty of care obligations under the Health and Safety at Work Act 2015 to take all reasonably practicable steps to provide a work environment that is without risks to health and safety.

Unacceptable behaviours programme



Physical safety update

- Infrastructure principles have been created
- Site audits completed
- Project manager appointed

Reporting / Noggin

- Phase One build complete, end to end testing being done the first week of March 2025 using Business SME
- Roll out will be end of March and is a like for like replacement
- System has been simplified and made more user friendly for incident reporters

Policies and Procedures

- Complaints policy: An opportunity to revise the language, making the policy clear and references every day language. Currently being reviewed
- Lone Worker policy: Has been reviewed and submitted to Legal for review and will go to Internal Policy next for their feedback
- Trespass procedure: In the final stages of approval. This procedure is about how we implement the Trespass Act. This procedure now covers all appropriate units

Our Service Our People

The purpose of the framework is to create a safe, respectful, and empowering environment that fosters exceptional service delivery, strengthens community partnerships, and supports staff wellbeing

