

Table 1

Year	Origin	Focus	Cause allocation	Comments	Outcome
2017	Public	Staff Member	Driving	Responding to incident	Upheld and resolved
2019	Public	Service Level	Mistake was made	Fire safety form	Upheld and resolved
2020	Public	Service Level	Attitude and Behaviour	Wrong advice given	Upheld and resolved
2021	Public	Service Level	Attitude and Behaviour	Telephone manner	Upheld and resolved
2021	Public	Staff Member	Driving		Upheld and resolved
2022	Public	Staff Member	Attitude and Behaviour		Partially upheld and resolved
2022	Public	Equipment	Property and Assets	Drones	Partially upheld and resolved
2022	Public	Equipment	Property and Assets	Hydrants	Upheld and resolved