

CABINET
24 APRIL 2007

DIRECTORATE OF
COMMUNITY AND ENVIRONMENT
ENVIRONMENTAL HEALTH
REPORT NO. ENH07022

HEALTH AND SAFETY SERVICE PLAN 2007/08

INTRODUCTION

- The Council is required to produce an annual Health and Safety Service Plan each year, in line with guidance from the Health and Safety Commission (HSC). The plan has been considered by the Licensing and General Purposes Committee on 16 April and comments will be reported at the meeting. Following Cabinet endorsement, local business and business organisations will be consulted. *A copy of the draft plan is available in the Member Resource Room or from Colin Alborough (see below).*

BACKGROUND

- This draft is set against an emerging background of a national review of regulatory services stemming from the Hampton Review. This aims to reduce red tape and ensures risk based and appropriate interventions. In addition the Chancellor recently announced the results of the Rogers Review, which established the “improving health in the workplace” as one of five “national enforcement priorities for local authority regulatory services” from 64 areas of local authority regulation. This draft acknowledges these findings and proposes new ways of working.

THE DRAFT PLAN

- The health and safety service makes a significant contribution to the Council's corporate objectives:

Safe – the service helps secure high standards of health and safety in businesses, investigates incidents and promotes healthy lifestyles. The service has initiated a Violence at Work project to reduce crime in and around commercial premises and will lead the implementation of the Smoke Free legislation.

Prosperous – by appropriate, timely and business friendly interventions and assistance to the benefit of employers, employees and residents

Clean – dealing with complaints about standards of cleanliness and welfare in the workplace and issues where the public are affected by work activity

Quality – by delivering the service to Charter Mark standard and achieving high standards of customer satisfaction

Your Voice - taking the lead in partnerships to listen and learn from our stakeholders and to promote effective communication

- As required by the HSC, the draft contains:
 - service aims and objectives, linked to the Council's Strategic Objectives
 - enforcement policy and procedures
 - demands on the Service during 2006/07 and a review of performance
 - service planning for 2007/08
 - provision of a trained and competent inspectorate
 - means of assisting businesses to achieve compliance and partnership working

- **In reviewing performance in 2006/07, the draft plan notes:**

- the anticipated completion of 100% of the health and safety inspections due in 2006/07, with the service continuing to be delivered with a 100% satisfaction rating
- our successful implementation of our new role as a licensing “Responsible Authority”
- our partnership working with the Health and Safety Executive (HSE) to make best use of joint resources to meet Government targets including the development of the flexible warranting tool in partnership with the HSE to bring savings, and speedier and more appropriate responses to high risk scenarios
- our work at the Farnborough Air Show 2006
- our Violence at Work project, initially to licensed premises, with the aim of reducing crime and disorder, in and around premises, using health and safety legislation in partnership with the Police
- doubling of requests to the Food/Health and Safety Team due to new legislation on smoking, licensing and food safety management systems as well as in response to our work on the “Fit 3” programme. Environmental Health received over 41,000 calls compared with 25,000 last year
- throughout the year, the wider Food/Health and Safety Team has had vacancies and taken on contract and casual staff to cover. As a result, some “lower risk” targets were not met.

- **Key issues for 2007/08:**

- Completion of 100% of planned inspections, targeting higher risk premises and high priority issues in line with the Government’s regulatory review
- implementing the “Fit 3” (Fit for Work, Fit for Life, Fit for Tomorrow) agenda to target joint LA/HSE resources to meet the Government Health and Safety targets
- delivering the smoke free legislation, recognising the roles of the Council as lead enforcer of the legislation, as an organisation committed to assisting and supporting duty holders to compliance, as an organisation committed to the public health
- developing the joint warranting pilot and our working relationship with the HSE at local and County level, influencing the national agenda where possible
- developing our role as “Responsible Authority” under licensing legislation, actively contributing to the Licensing Forum and developing our role within the crime and disorder agenda primarily through the violence at work project

RECOMMENDATION

- Cabinet is recommended to endorse the draft Health and Safety Service Plan 2007/08 for consultation.

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**RUSHMOOR BOROUGH COUNCIL
HEALTH AND SAFETY SERVICE PLAN 2007/2008**

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1 INTRODUCTION

The Council is designated as an Enforcing Authority under the Health and Safety (Enforcing Authority) Regulations 1998 and is responsible for the enforcement of the Health and Safety at Work Act 1974 (and relevant statutory provisions) for activities which fall to the local authority sector within the Borough.

It is a requirement for the Council to produce an annual health and safety service plan in accordance with guidance issued by the Health and Safety Commission (HSC). The guidance is termed 'Section 18 Guidance', as Section 18 of the Health and Safety at Work Act 1974 requires each local authority to make adequate arrangements for the enforcement of health and safety legislation. Local authorities must make such arrangements in accordance with this guidance. As such, this guidance is mandatory and has standing in law. The Section 18 guidance requires the plan to be submitted for approval by members.

This document sets out the arrangements for enforcement of the relevant statutory provisions within the Borough and details the performance requirements established by the Section 18 guidance, codes of practice and guidance documents. Currently, Section 18 guidance is under review with a new version anticipated by late 2007.

2 BACKGROUND

Profile of Rushmoor

Rushmoor Borough Council covers a geographical area of 40 square kilometres with an estimated population of 90,600 (mid-2002 estimate). The Borough is located in North East Hampshire and includes Aldershot (famous for its military camp) and Farnborough (noted for aeronautical research and development in Britain).

Profile of Health and Safety Enforcement within Rushmoor

There are approximately **1400** premises in the Borough that fall to the local authority for the enforcement of health and safety. Of these, approximately **1200** are smaller and lower risk activities such as offices and small retail outlets. **200** of the total fall into the medium risk categories, being smaller residential care units, larger offices and premises deemed to be a medium risk by other activities or previous non-compliance. **14** premises fall into Category A, deemed the highest risk category or with a less satisfactory track record in health and safety.

Within Rushmoor, enforcement of health and safety legislation falls to Environmental Health. The policy functions of the Health and Safety Service are the responsibility of the Cabinet. The enforcement functions are the responsibility of the Licensing and General Purposes Committee. In practice, many of these functions have been delegated to the Head of Environmental Health Services

The Principal Health and Safety Officer is responsible for the delivery of the Health and Safety Service Plan. The Health and Safety Service comprises one FTE principal officer post and one FTE technical officer post. The food team is part responsible for delivery of the function in the Boroughs food premises. The health and safety and food functions are managed by an Environmental Health Manager who is responsible to the Head of Service. Administrative support is provided by a service side administration team.

Scope of the Service

The work activity of the health and safety service comprises the following:

- the provision of information, advice and support to local businesses and the public
- the investigation and appropriate response to requests for service
- health and safety inspection of businesses
- maintenance of prescribed public registers
- investigation of accidents, occupational diseases and dangerous occurrences
- the role of “responsible authority” under the Licensing Act 2003
- registration functions in respect of, for example, skin piercing
- disclosure of information collected in exercise of regulatory duties
- provision of mechanisms to support business compliance, for example by training provision

The Service prides itself on the provision of support and guidance through working with relevant stakeholders, particularly in partnership with the Health and Safety Executive.

The Service continues to be delivered during normal working hours, 0830 to 1700 hours, by officers based at the Council Offices (Farnborough). Officers are flexible and are frequently called upon to operate outside these hours. In addition, the Environmental Health Out-Of-Hours Emergency Service is available and can be contacted through the authority’s out-of-hours telephone number.

3 SERVICE AIMS AND OBJECTIVES

In support of the Council’s corporate objectives, it is the specific aim of Environmental Health Services:

“to safeguard the health, safety and welfare of the community and the environment in which people work and live and, wherever possible, to promote and secure improvements in the quality of life.”

Building upon this, it is the key objective of the Health and Safety Service:

“to promote and maintain good standards of occupational health, safety and welfare within the workplace environment” by:

- providing advice and support to businesses, employees and other interested parties on health and safety matters at least within 3 working days of any request
- responding to requests for service regarding safety and health at least within 3 working days and in the case of greater risks to health or safety on the same day
- responding to reported accidents, diseases and dangerous occurrences within 3 working days and, in the case of greater risks to health or safety, on the same day
- undertaking proactive inspections of businesses falling within the local authority sector to monitor, maintain and as necessary improve health and safety standards
- ensuring all premises due for inspection are inspected on time and in accordance with guidance and relevant codes of practice
- taking appropriate enforcement action (proportional to the risks involved) in accordance with the Service Health and Safety Enforcement Policy, providing appropriate help, support and guidance wherever possible
- ensuring all staff involved in the Health and Safety Service are properly qualified and competent and have adequate equipment and other resources to enable them to undertake their work

Links to Strategic Objectives and Key Priorities for Rushmoor for 2007/08

The following is a summary of the Strategic Objectives and Key Priorities for Rushmoor Borough Council for 2007/08. The Objectives are set out in three main themes that cover everything the Council does. These themes are **Safe, Prosperous and Clean**. There are also two supporting theme areas that underpin what we do. These themes are **Quality Services and Your Voice**. The priorities are drawn from public consultation and reflect our Comprehensive Performance Assessment improvement plan.

These corporate strategic objectives are addressed and measured through the Council's performance management system including the service based annual business plans.

Safe - The main strands in this objective include protecting and improving the health of the community. A Key Priority is "Health" recognising our work with partners to improve the health of the local population and minimise health inequalities.

This objective is fundamental to the work of the Health and Safety Service which is tasked with securing high standards of health and safety for employers, employees and people who may be affected by work activities. In addition, the Service investigates complaints, accidents, dangerous occurrences and cases of occupational disease with a view to securing a safe and healthy working environment.

The Service also recognises its role in health education with much to offer in meeting the wider public health remit not least through the role of the team as the primary lead for the Council in respect of the new smoke free legislation which has implications for the Council as enforcers of the ban, as an owner of premises to which the ban applies and as an organisation committed to improving the public health generally.

The Health and Safety Service is a designated "Responsible Authority" in accordance with the Licensing Act 2003 and this work has impacted heavily upon the Health and Safety Service.

The team has also developed the Violence at Work initiative with other partners, not least with the Police and Licensing Officers, which effectively assists local businesses to implement measures to control crime and disorder in and around businesses.

Prosperous - This objective has five strands: regenerating our town centres and developing communities; developing sustainable and diverse employment opportunities; providing affordable housing; promoting learning opportunities and developing sustainable transport.

The Health and Safety Service directly supports this objective through its work in the commercial and industrial sector providing benefit for employers, employees and residents within the local community alike. The Service offers advice and support, providing relevant and timely health and safety interventions, for example, through Partnership Matters (the service business newsletter).

Clean - This objective includes improving the appearance and cleanliness of the Borough, encouraging sustainable development and promoting environmentally responsible practices. Key priorities include promoting a clean Borough. The Service is committed to ensuring clean environments in relation to its health and safety role but also currently carries responsibilities for wider health issues in relation to, for example, commercial drainage and refuse complaints.

Quality - This objective includes reviewing our services in consultation with our local community and by making comparisons with others; improving accessibility to our services and our customer care; maintaining a healthy organisation; meeting our statutory duties and developing and monitoring an integrated corporate and financial planning process.

Key priorities include: dealing with customer transactions quickly and accurately in line with local needs and Government targets; and promoting diversity so that people who live, work and visit the Borough are confident with the Council's services.

The Health and Safety Service is proud of its achievements in terms of quality and responsiveness as illustrated by the award of a third Charter Mark in 2005, this time for the whole of the Environmental Services Directorate.

In terms of accessibility, the Service provides 24-hour, 365-day per year out-of-hours emergency cover on behalf of the Council.

The Service contributes to this supporting theme by ensuring that the services delivered are provided in a manner which meets the obligations placed on us by monitoring authorities such as the Health and Safety Executive Local Authority Unit. Customer satisfaction surveys, overt business plan targets, inter-authority auditing and benchmarking mechanisms are all part of the work of the Health and Safety Service to provide a quality service to customers.

Your Voice - This objective includes developing and implementing a community strategy; encouraging greater public interest and involvement in the well being of the local community; improving systems that provide information and enable effective response to the community; communicating well with the local community and improving the ways we obtain, use and provide information.

The Council will ensure increased customer focus and continuous improvement through promoting the Council and its services by promoting two-way communications with the community. The Health and Safety Team contributes to this overall supporting theme by engaging customers in a variety of interventions to facilitate two-way communication and to ensure appropriate service delivery.

In conclusion, the corporate strategic objectives are addressed and measured through the Council's performance management system including the service based annual business plans.

Community Planning

The Council recognises its role as a community leader and provider of a range of public services for the local population. The Health and Safety Service Plan connects with several of the wider strategic plans which underpin the Council's mission to improve the quality of life of residents and businesses in Rushmoor, including:

- Environmental Health Services Business Plan
- Health Education Strategy
- Local Health Improvement and Modernisation Plan (HIMP)
- Economic Development Strategy
- Communication and Information Strategy
- Crime and Disorder Strategy

4 ENFORCEMENT POLICY AND PROCEDURES

The Service approach to enforcement reflects our responsibilities within the Health and Safety at Work Act 1974. Specifically, the Health and Safety Commission (HSC) guidance (made under Section 18 of the Act) specifies that the Service must aim to:

- Reduce risks and protect people
- Implement priority programmes, having regard to the “Revitalising Health and Safety” strategy
- Work in partnership with other regulatory authorities, particularly with the Health and Safety Executive to deliver the “Fit for life, Fit for Work, Fit for Tomorrow” (Fit 3) programmes (detailed below)
- Achieve a balance of enforcement processes which optimises overall effectiveness
- Ensure the immediate control of serious risks and promote continuous improvement and long-term compliance
- Work with duty holders, employees and their representatives by establishing effective dialogue to encourage open contribution and co-operation in achieving appropriate standards of health and safety
- Use information supplied by duty holders and employee representatives to help target enforcement activity proportionately and appropriately to promote cost-effective compliance
- Maintain transparent arrangements to promote public confidence
- Meet stakeholders expectations and current government response performance targets
- Collect, analyse and disseminate information to improve the effectiveness of processes, law, policy and guidance and inform stakeholders, and
- Work in partnership with other regulatory authorities, particularly with the Health and Safety Executive.

The HSC enforcement policy statement sets out the general principles that it expects all enforcing authorities to follow. Similarly, the HSC have issued an Enforcement Management Model. The HSC policy and model are reflected in our Service Enforcement Policy.

In addition, the Council has signed up to the Central and Local Government Enforcement Concordat, and an existing corporate enforcement policy is in place. A copy of the enforcement policy and a summary leaflet is available on request and is also available on the Council’s website. A copy of the summary leaflet is provided to businesses following every inspection.

The Service will continue to develop and review its existing policies and quality procedures to ensure that its health and safety service is provided in a way that is consistent with HSE guidance, codes of practice and other nationally issued guidance. Indeed, the Council has recently revised the Corporate Enforcement Policy and therefore a subsequent revision of the Service policy will be drafted shortly for Member consideration.

5 DEMANDS ON THE SERVICE DURING 2006/2007

This section reviews the principle demands placed on the Health and Safety Service during the previous year 2006/2007. These have included, in particular:

- The delivery of the planned inspection programme. During 2006/07 the Service anticipates delivery of 100% of the planned inspections due in the period.
- The new and demanding role of “Responsible Authority” under Licensing Act 2003. This demanding role has required the review and subsequent action on **140** applications during the year, together with necessary work on some major outdoor events including the “Beenie Man” and Antiworld 7.7.7. involving literally weeks of work.
- It is estimated that by year end, the Service will have dealt with 325 service requests concerning matters relating to health and safety from enquiries about working conditions to reported accidents at work. Over 800 service requests will have been investigated across the food/health and safety team as service also has the responsibility for investigating a broad range of activities regarding the public health in commercial premises. This represents an approximate doubling of the number of service requests received across the team. A large part of this can be accounted for by an increase in the number of enquiries generated by new legislation concerning licensing, smoking, food safety management systems and as a result of our positive outreach to businesses to assist the health and safety “Fit 3” programme. We have also sought to maintain our support to businesses to assist compliance through Partnership Matters and Arena and the increased demand could be interpreted as positive as business confidence to contact the authorities experts in these areas may have increased.
- Considerable resource was required to maintain standards of health and safety at Farnborough International Air Show 2006. Our work at the Air Show primarily involved dealing with contractors during the build phase of the exhibition, primarily dealing with poor practice concerning ladder safety, poor tower scaffolds and other “work at height” issues. The team’s work at the Air Show was also required to ensure an appropriate response to the extreme weather conditions, with hot weather and power failures across the site leading to health and safety issues that were managed by the team in partnership with the Air Show organisers. A total of 250,000 visitors attended the Air Show with some £12 billion of business done in the trade days.
- The Health and Safety/Food has suffered considerable resource shortfall over the year due to a number of factors:
 - Natalie Osborn, 0.5FTE PHSO opted to take one full year maternity leave throughout 2006/07
 - Brian Thomas, HSTO retired in December 2006 and the post will remain vacant until at least April 2007
 - following a vacancy of a two months in 06/07, Julie Burke rejoined the team in June 2006 to the post of EHO Food
 - following a vacancy of 6 months, Lynn McLaughlin was recruited in October 2006 to work 0.6 FTE in a full time EHO Food post
- The resulting salary savings allowed the team to employ contractors to deliver part of the initial inspection programme and we are grateful to Jane Hancock and David Baker of Environmental Management Solutions Ltd. for their work to support our Service. We also employed David Graham and Toby Leviers on a casual basis at various stages throughout the year to work on specific projects within the Food/Health and Safety Team and their contribution is appreciated.

- The shortfalls however have resulted in some failures in the service although these have not significantly affected higher risk areas. The service has delivered the programmed inspections to higher risk businesses during the year and has satisfactorily investigated and resolved higher risk service requests. However, our response to some areas of business support to compliance has been reduced, not least through our work with self assessment questionnaires to lower risk businesses and our response to some lower risk accident investigations and service requests has been delayed.
- During the year we have continued to develop our close working partnership arrangements with the Health and safety Executive. This has led to increased confidence in working together, as evidenced in our work at the Farnborough Air Show 2006.
- One of the most significant development in partnership working has been the Flexible Warranting Scheme which is now in the process of being rolled out nationally. Traditionally, LAs and the HSE have a dual enforcement role with respect to health and safety matters. However, each may only act in premises where they have enforcement responsibility in accordance with the Enforcing Authority Regulations. In practice, the Regulations have been found to provide unclear allocation and create artificial barriers. This enforcement division presents practical difficulties in that the Council's officers may not be able to act upon matters of immediate concern. To address these concerns, Rushmoor has taken a lead role in inspiring and steering a national pilot that has now reached a national implementation phase. Now each LA can appoint HSE inspectors to undertake work within premises where the LA has responsibility and conversely, the HSE to appoint LA inspectors.
- With Rushmoor's officers accepting the role of Chair of the Hampshire and IoW Health and Safety Advisory Group, a strong lead on joint working with the HSE has been adopted. The group has pioneered a number of County initiatives including partnership working with the HSE in the transport "hubs" of the County, joint training initiatives for officers and stakeholders and joint industry specific inspections. This work will expand in the coming year, notably to take on the Fit 3 agenda (see below).
- As part of the approach to lower risk businesses the Service released a new self-assessment questionnaire focussing on the five priority programmes outlined above. As well as assessing business compliance with health and safety, the booklet also gives advice and support on compliance with the latest legislation ensuring businesses that are approached are up to date. In 2006/07, 544 booklets were issued to the Borough's lower risk businesses with 401 being returned and assessed (representing a return rate of 73%). This figure would have been considerably higher had it not been for staffing vacancies. We similarly aimed to inspect 10% of the poor returns and achieved 49 inspections of these businesses against our target of 54 (representing a 91% inspection rating). Again this failure is due to staffing vacancies and the prioritisation of higher risk activity. Those that have not returned the booklets will be picked up in the coming year by appropriate intervention.
- The Health and Safety Service has continued to issue "Partnership Matters", a newsletter sent quarterly to all businesses in the Borough. The newsletter has been used to deliver up to date information for businesses primarily on food, health and safety and health promotion issues. It continues to be seen as a valuable tool for the Service as well as an excellent and reliable source of information for the business community.

6 SERVICE PLANNING FOR 2007/2008

Governmental Regulatory Review - Prioritising Health and Safety Interventions

The Hampton Review

In 2006, the Government published a report “Implementing Hampton: From Enforcement to Compliance” detailing progress made on the Hampton Report. The Hampton Report considered the scope for reducing administrative burdens by promoting more efficient approaches to inspection and enforcement, without compromising standards, and made recommendations to raise the quality and effectiveness of the regulatory system.

The Government has announced that it will issue a statutory Code of Practice - the Regulators' Compliance Code. The Code will enable the “Hampton principles” that address regulatory inspection and enforcement, as listed in Philip Hampton's report, “Reducing administrative burdens: effective inspection and enforcement”, to be established in UK law. The Code will work alongside the Enforcement Concordat and will ensure that regulatory best practice is adopted and carried out by regulators.

The “Hampton enforcement principles” are that:

- regulators, and the regulatory system as a whole, should use comprehensive risk assessment to concentrate resources on the areas that need them most;
- regulators should be accountable for the efficiency and effectiveness of their activities, while remaining independent in the decisions they take;
- no inspection should take place without a reason;
- businesses should not have to give unnecessary information, nor give the same piece of information twice;
- the few businesses that persistently break regulations should be identified quickly;
- regulators should provide authoritative, accessible advice easily and cheaply; and
- regulators should recognise that a key element of their activity will be to allow, or even encourage, economic progress and only to intervene when there is a clear case for protection.

The inspection regime followed by the Health and Safety Service is that provided for by the HSC in “Section 18” guidance and by LAC 67/1 revised.

The Rogers Review

The Rogers Review was established to set the national enforcement priorities for local regulatory services. The results were published as part of the March 2007 budget.

The Rogers Review team identified over 60 policy areas enforced by local authorities; an initial sift identified 24 key policy areas for which more detailed evidence was sought, focusing on risk and effectiveness.

The review has now established “five national priorities for local authority regulatory services to assist local authorities in prioritising their resources.

The five national priorities for local authority enforcement are:

- **Improving health in the workplace**
- **Air quality** (Air quality, including regulation of pollution from factories and homes) – e.g., reducing air pollution.
- **Alcohol licensing** (Alcohol, entertainment and late night refreshment licensing and its enforcement) – e.g., protecting people from the effects of the misuse of alcohol through licensing.
- **Hygiene of food businesses** (Hygiene of businesses, selling, distributing and manufacturing food and the safety and fitness of food in the premises) – e.g., preventing food poisoning.
- **Fair trading** (Trade description/ trade marking/ mis-description/ doorstep selling) – e.g., protecting the vulnerable from scams and rogue traders.
 - **Animal and public health** (Animal and public health, animal movements and identification) – this priority is time limited.

The Roger Review Team recognise that “a clear set of priorities will help local authority regulatory services to deliver high quality services to businesses and citizens, and demonstrate the crucial role they play in their local communities”.

FIT FOR WORK, FIT FOR LIFE, FIT FOR TOMORROW (FIT 3)

Recognising the above it is our intention to demonstrate that we are setting our targets appropriately for the coming year and applying our limited resources to priority areas.

One of the most innovative HSE/LA partnership programmes known as “Fit 3” has recently been released which focuses activity on delivering the Revitalising Health and Safety targets.

The Revitalising Health and Safety Strategy statement published by DETR and HSC in June 2000 sets out how the Government and the Health and Safety Commission (HSC) will work together to revitalise health and safety, and includes the following targets for Great Britain's health and safety system:

- **to reduce the working days lost per 100,000 workers from work related injury and ill health by 30% by 2010;**
- **to reduce the incidence rate of cases of work-related ill health by 20% by 2010;**
- **to reduce the incidence rate of fatalities and major injuries by 10% by 2010;**
- **to achieve half the improvement under each target by 2004.**

Statistical analysis has now demonstrated the range of interventions necessary from LAs and the HSE to deliver these targets. Without cooperative working by LAs and the HSE on this agenda the targets will not be met.

Rushmoor's Health and Safety Service recognises the importance of these initiatives and their contribution to the “Revitalising Targets”. The Service is wholly committed to working in Partnership with the HSE to deliver locally and to steer others to do so, primarily by working with our own stakeholders and LA partners.

In addition, the Hampshire and IoW Health and Safety Advisory Group have adopted the Fit 3 agenda, already producing model service planning arrangements and joined up training with our HSE partners to deliver on Fit 3.

FIT 3 COORDINATED REGIONAL PLAN

For the first time, local authorities are coordinating their activities across the whole southern region and with the HSE. The Working in Partnership Plan for 2007/08 combines the “Fit 3” strategic programme that targets national priorities at a regional level with interventions targeting local priorities. This operating plan brings together local and national efforts to deliver the Health and Safety Commission’s target to improve health and safety outcomes, and links efforts to improve the health and safety of the working population with the promotion of healthy communities and stronger economies by:

- Targeting interventions to deliver the greatest impact on work related accidents, ill-health and sickness absence.
- Delivering best value to the local community by combining the strengths of local and national regulators
- Coordinating a consistent approach to health and safety regulation – locally, regional and nationally

This plan describes the regional approach that forms part of the Health and Safety Commission’s aim to deliver the following targets by 2007/08: 3% reduction in work related fatal and major injuries; 6% reduction in work related ill health; 9% reduction in days lost due to work related injuries and ill health

The aim is to build and stimulate a supportive culture that shares training and expertise on reactive work and in particular on enforcement. It also sets out the intention to establish a sustainable partnership to focus on improving health and safety from 2008/09 and beyond.

This is the first time that these issues have been tackled in a regionally coordinated way. Bringing together a national regulator with 67 local authorities across the region focusing on a wide range of issues is the most effective way of making an impact on these targets – but this approach means the diversity of projects and interventions across the region has made identification of clear regional approaches very difficult.

The priorities identified for 2007/08 relate to making a significant impact on workplace accidents tackling these issues across a region – but for this first year also focus on making the partnership sustainable and raising the impact of our regulatory approach.

Regional Priorities for 2007/08:

- Reduce the risks associated with the transport, movement and delivery of goods throughout the region
- Implement the smoke free legislation
- Establish a stronger regional direction for health and safety regulation to commence from April 2008
- Raise the profile of health and safety through consistent enforcement, particularly in relation to the Duty to Manage Asbestos
- Establish sustainable partnerships between HSE Delivery Teams and each of the seven county groups within the Region

Priorities for Hampshire/loW for 2007/08

Following analysis of accident data locally using the resources of the HSE the biggest area of concern that we can influence has been determined across the following sectors: **Cleaning contractors, Work at Height and Asbestos - Duty to Manage.** It is therefore proposed that the County focus on these areas as part of our contribution to regional targets. The following provides detail on the projects for this year in these specific areas:

Cleaning contractors

Objective – Intervention to assess systems for managing Slips and trips, skin disease, MSDs and Falls from Height, and enforce relevant standards.

What is involved - Coordination needed as target companies include a number of national and other large organisations. This work involves two key elements

- management audits of specific cleaning companies, and intelligence gathering of performance
- regional seminar focusing on slips and trips

Timing – throughout year

Resources allocated – localised resources applied across the region, with an expectation that actual involvement will increase as performance of these companies is assessed

Project management – project manager and project team to be appointed to provide links to local projects and assist with targeting

Measuring outcomes/success – the following are indicators of success with this work:

- A reduction in major injuries associated with cleaning
- Effective cleaning regimes in place and properly carried out by trained staff
- Better management of cleaning regimes
- Improved communication between suppliers, procurer, cleaners, supervisors, etc.
- Knowledge of, and action taken to implement, key messages in cleaning

Falls and Ladders

Objective – reduction in accidents associated with work at height and in particular focusing on the provision of safe equipment including ladders. Expectation that 10 visits per LA/HSE inspector will remove 4000 defective ladders out of the workplace

What is involved - this work involves two key elements

- targeting organisations that procure and /or manage plant and building maintenance.
- FFH inspections to support Ladders Week

Timing – throughout year with concentrated effort in June 2007 as part of Ladders Week

Resources allocated – significant resources applied across the region

Project management – project manager and project team to be appointed to provide links to local projects

Measuring outcomes/success –

- Management standards in accordance with defined bench marks in Facilities management companies
- Facilities management companies have effective policies, risk management and control arrangements on paper
- Contractors demonstrate a knowledge and understanding of the policies and applying them in the work place
- Duty holders are better informed about key elements of WAHR (planning risk management and selection of equipment

Asbestos – duty to manage

Objective – deliver greater compliance with duty to manage

What is involved – provide frontline inspectors with an agreed enforcement expectation, and guidance to support enforcement in relation to poor management of asbestos

Timing – throughout year

Resources allocated – significant resources applied across the region as part of normal intervention programme

Project management – project manager appointed to set up the arrangements, including development of local support networks

Measuring outcomes/success - the following are indicators of success with this work:

- Increased enforcement on asbestos issues
- Raised profile in local media
- Compliance with DTM Reg (4).
- Compliance with DTM affecting 60000 workers nationally

Rushmoor's Fit 3 work for 2007/08

Recognising the regional and County priorities for Fit 3 it is our intention to take additional advantage of national Fit 3 campaigns and incorporate these into our service planning for 2007/08. In addition to specific projects outlined above, the national programme recognises the following areas:

- Asbestos – raising awareness of the duty to manage, where it is likely to be found and the dangers of disturbing it
- Better Backs 2008 – a continuation of the Backs campaign focusing on return to work and managing sickness absence
- Workplace Transport – focusing on falls from vehicles
- Falls from Height – Featuring 'Ladders Week' and a ladders amnesty designed to remove defective ladders from workplaces
- Dermatitis – focusing on the beauty industry, caterers and cleaners

Already we have coordinated with our County LA partners to make the most out of these campaigns. National campaigns will also be fully evaluated to measure their impact.

The following provides an outline of our intentions:

Asbestos

The aim of the campaign is to raise awareness of the duty to manage asbestos at all appropriate visits, including where asbestos is likely to be and the dangers of disturbing it. The main publicity campaign will be in September 2007. As this is the second year of this campaign there is an expectation of enforcement. It is anticipated that it will be necessary to serve notices at 5% of visits.

Rushmoor will raise asbestos and the duty to manage at all relevant visits, contribute to a Hampshire wide awareness event and develop and utilise literature created by the County group focussing on asbestos

Better Backs Campaign 2008

This campaign will focusing on back pain, including return to work policies and managing sickness absence. The campaign will also include work related upper limb disorders. The main publicity campaign will be in January/February 2008.

Rushmoor will target poor performers from local statistics, accident reports and local knowledge and will intervene in residential care homes, cleaners and organisations that employ more than 70 staff. In addition throughout the year, Better Backs will be raised at all relevant visits.

Workplace transport

This campaign focuses on falls from vehicles and delivering a reduction in major injuries from falls. The major publicity campaign is in October 07 to March 08, which includes European Week of Safety and Health.

Rushmoor will target poor performers from local statistics, accident reports and local knowledge and will intervene in commercial transport operators, warehousing and other relevant sectors. In addition throughout the year, workplace transport will be raised at all relevant visits.

Falls from height and Ladders Week

Ladders week will be in June 2007 is aimed at building maintenance companies and retail premises and will include a ladders amnesty. The aim nationally is to remove 4000 defective ladders from the workplace nationally. The HSC recommend at least 10 visits per local authority.

Rushmoor will target poor performers from local statistics, accident reports and local knowledge and will make 10 visits to these. In addition throughout the year, falls from heights and ladders safety will be raised at all relevant visits.

Skin Disease

This campaign builds on work from this year and will focus on food retailers and catering as well as the beauty sector throughout the year. Nationally, the aim is to prevent 182,000 of new cases of occupational skin disease.

Rushmoor will target poor performers from local statistics, accident reports and local knowledge and will raise this issue at every relevant food inspection. In addition throughout the year, occupational skin disease will be raised at all relevant visits.

New Smoke Free Legislation

The smoke free legislation comes into force on the 1st July 2007. To support the health and safety elements of this public health legislation, Rushmoor's Health and Safety Service has already taken steps to actively engage the relevant stakeholders.

We have worked with the Hampshire authorities and the local PCT to deliver a new website at www.smokefreehampshire.co.uk, a series of leaflets and seminars and a variety of tools that will advise and support local stakeholders.

An officer task and finish group has been created, led by officers from Environmental Health to lead the implementation on behalf of the authority. This major programme will seek to deliver the implications of the new legislation to the Council as well as closing the "health gap" that exists as Rushmoor has a very high proportion of smokers and a high incidence of smoking related ill-health.

Planned General Inspections

In the period 2006/07, it is anticipated that 100% of the inspection programme will be achieved.

As last year, it is proposed that Rushmoor's Health and Safety Service will continue to deliver Category A, B1 and B2 rated inspections during 2007/08 in addition to the required Fit 3 focus.

This will go some way to ensuring that the Service attends to the generic health and safety risks which may be present in the higher risk premises as well as addressing the need for our Service to fulfil its obligations to deliver Fit 3 projects.

In respect of lower risk premises (rated B3, B4 and Category C), during the previous 5 years we have used self-assessment questionnaires (plus a 10% physical inspection sample to assess and monitor standards in premises. It is our intention during 2007/08 to cease using these booklets to free up resource to deliver our new in house health and safety role within the team, to deliver against the huge increase in service requests, to enable us to respond to new legislation (for example the new smoking laws) and to better enable us to target our Fit 3 support to businesses.

For the coming year, the anticipated profile of formal premises inspection and intervention is:

Risk Category	Number of Premises	Inspection/ Intervention Period	Number of Inspections due for 2007/08
A	14	1 year	10
B1	24	2 years	10
B2	27	2 years	17
B3*	74	3 years	20*
B4*	102	3 years	23*
C*	1162	5 years	84*
Not Categorised	0		
Total Premises			
A+B1/B2 inspections outstanding from 2005/2006 (Anticipated)			0
Total A+B1/B2 inspections due 2006/2007			37

* Premises due for intervention as opposed to formal inspection

Whilst Category A B1 and B2 premises will undergo formal inspection, being of the highest risk in the Borough, Category B3, B4 and C premises “due” will receive interventions by means other than formal inspection to ensure that they are targeted with relevant support during the year.

Corporate Health and Safety

Following the retirement of the Health and Safety Technical Officer in the team a review of the Council’s wider health and safety role has been undertaken. The role of Corporate health and safety has now been amalgamated into this post creating a new and important role for the Health and Safety Service into 2007/08.

The post has remained vacant since December 2006 which has led to pressure on the Service but it is hoped that we will be in a position to advertise this new role shortly.

Local priorities for inspections are:

- To ensure compliance with the provisions of the Health and Safety at Work Act 1974 and relevant statutory provisions
- To focus on the Fit 3 agenda ensuring that the Fit 3 objectives are secured as part of our routine inspection programme (as well as during targeted interventions)
- To update and maintain an accurate register and database of all commercial premises within the Borough for which the Health and Safety Service has enforcement responsibility

- To ensure the continued provision of a trained and competent inspectorate through appropriate training to ensure consistency, improved and continued knowledge of health and safety specific legislation and related issues
- To pro-actively inspect workplace premises for which the health and safety service has responsibility in accordance with the existing planned programme of inspections and priority system and existing strategies
- To ensure that 100% of all high risk premises due for inspection (i.e. Category A, B1 and B2 risk rated premises) in 2006/07 are inspected
- To ensure that 100% of all Category C, B4 and B3 premises due for inspection in 2006/07 receive an intervention in accordance with the lower risk premises strategy
- To ensure that 10% of all interventions undertaken in accordance with the Category C, B4 and B3 strategy in 2006/07 are subject to full inspection and validation
- To ensure that inspection reports and associated correspondence made in connection with any inspection or intervention are written and issued to the appropriate business proprietor within 10 working days
- To review and update the lower risk businesses strategy self-assessment questionnaire so as to maintain its focus on Fit 3 initiatives
- To advise employee representatives of business premises of the findings of any inspection and/or the actions taken in connection with any such inspection in accordance with HELA LAC 62/1 and 73/2 and the service disclosure policy
- To liaise with and inform the lead authority of partnered businesses of our findings of planned inspection activity and of any associated recommendations or actions
- To provide clear, consistent advice and, where appropriate written clarification on requirements and the actions to be taken to business premises subject to inspection and/or the appropriate employee representatives in accordance with HELA LAC 62/1 and 73/2

Service Requests

Accidents, diseases and dangerous occurrences that are statutorily notified to the Service will be investigated in accordance with HELA guidance and the Service enforcement policy.

During the period 2006/07, it is anticipated that in total the Health and Safety Service will have received and appropriately dealt with 100 incident notifications in accordance with the revised HELA Guidance in Circular LAC 22/13. This note advises that it is not always possible or appropriate to investigate all incidents thus Rushmoor's officers have adopted a systematic approach to incidents to ensure that the more serious incidents are investigated.

The Service is similarly responsible for dealing with complaints and service requests that are related to wider public health issues in commercial premises. In 2006/07 it is anticipated that the Health and Safety Service alone will have investigated over 350 public health service requests.

In addition, by year end over 800 service requests will have been investigated across the food/health and safety team as service also has the responsibility for investigating a broad range of activities regarding the public health.

This represents an approximate doubling of the number of service requests received across the team.

A large part of this can be accounted for by an increase in the number of enquiries generated by new legislation concerning licensing, smoking, food safety management systems and as a result of our positive outreach to businesses to assist the health and safety "Fit 3" programme. We have also sought to maintain our support to businesses to assist compliance through Partnership Matters and Arena and the increased demand could be interpreted as positive as business confidence to contact the authorities experts in these areas may have increased.

Provision of Advice and Support

It is the policy of the Health and Safety Service to provide advice to businesses on health and safety issues at every opportunity and to support business activities wherever possible. Support to businesses is offered in a number of different ways, including:

- Advisory visits on request
- Visits and advice prior to the setting up of any commercial business
- The provision of informal advice on best practice during inspections
- Provision of free advisory leaflets and information where appropriate
- The provision of advice relating to Planning or Building Control applications, and
- The provision of Health and Safety training courses in partnership with Farnborough College of Technology

In any one year the Service will receive a large number of service requests for advice and support. In the past year the Environmental Health Services handled over 41,000 telephone calls by way of informal requests for service, an increase of over 16,000 over last year!

The Service will continue to engage stakeholders in health and safety through its planned initiatives and partnerships. A wide range of information sheets and guidance notes are available. The Council will continue to develop and publish information on the Service and its performance via the Environmental Services information booklet.

In all cases, however, the Service will seek to:

- Ensure 100% of all advisory service requests are responded to within three working days following receipt
- Ensure 100% of all advisory service requests have been attended to and drawn to a conclusion within 90 working days following receipt, and
- Provide clear, consistent advice and, where appropriate, written clarification. Any verbal advice given outside the context of a planned inspection will be recorded

Visits to New Premises

HELA LAC 67/1 (rev.3) directs that local authorities include a time allowance for initial inspection of new premises within the overall time they allocate to planned general inspections. In addition to the planned inspection cycle and the Category C Strategy (now extended with 67/1 (rev 3) to include Category B3 and B4 premises), the Service has undertaken a number of innovative means of identifying new and previously unrecognised businesses. These processes will continue. New businesses will, according to risk, either be formally inspected or be subject to appropriate intervention.

Charter Mark

The Health and Safety Service was proud to be awarded a unique Charter Mark alongside the whole Environmental Services Directorate during 2005, having been previously awarded Charter Mark in 1999 and 2002. It is our intention to continue to operate to Charter Mark standard.

7 PROVISION OF A TRAINED AND COMPETENT INSPECTORATE

Section 19(1) of the Health and Safety at Work etc. Act 1974 provides that any local authority, which is an enforcing authority under the Act, to appoint officers who have suitable qualifications for their duties. The Council is committed to ensuring that officers undertaking health and safety responsibilities have the required skills, experience and competencies commensurate with the work requirements.

Competence will be assessed on an ongoing basis. Officers will carry out joint exercises to ensure a consistent interpretation of legislation, codes of practice and national guidance. This is to be facilitated by consistency exercises, inspections and case reviews.

Appointment and authorisations will only be made on the prescribed competencies detailed under HSC(G) 4 or equivalent relative to the role of the inspector/officer. This will be supported by clear job descriptions for each position of appointment which stipulate essential and desirable qualifications, experience and other such characteristics.

Authorisation is currently given by the Head of Environmental Health Services through the Council's scheme of delegation. Warrant cards are issued by the HoEHS in accordance with the advice given in HELA LAC 22/8.

Any deficiencies requiring training will be raised at the time of the corporate appraisal and subsequent reviews. In general, training requirements will be identified at appraisal. In addition, members of governing bodies such as the Chartered Institute of Environmental Health Officers and the Institute of Occupational Safety and Health are required to complete elements of continuous professional development.

The training budget for the whole of the Environmental Health Service for 2007/2008 is £15,800.

8 AUDITING AND QUALITY ASSESSMENT

Section 18 Guidance specifies that all enforcing authorities are to utilise appropriate techniques to measure performance against agreed standards and benchmarks to ensure that policies are being adhered to and that the aims and objectives of the organisation are being achieved.

Similarly, HSC expects all enforcing authorities to undergo an audit of their management of health and safety enforcement at least once every five years.

The Service is continuing to develop quality assurance procedures designed to ensure that its health and safety service is provided in a way that is consistent with the Health and Safety Executive guidance, codes of practice and nationally issued guidance.

The Hampshire and Isle of Wight Chief Environmental Health Officers, Health and Safety Advisory Committee has an advanced system of inter-authority auditing. The Service is committed to this initiative and accepts that there is much that can be learned from the process. Reports and findings arising from the inter-authority audit will be used as a programme for improvement of the Service and will assist in the formulation of the next health and safety service plan.

The Service is similarly committed to supporting the Hampshire and Isle of Wight Environmental Health Performance Improvement Group. The aim of this group is to provide a means of comparing services provided by different authorities and to share best practice. Benchmarking via this group has been undertaken for the service and will continue to be supported as may be appropriate.

The authority will review its performance against the Health and Safety Service Plan throughout the year through a monthly report presented to the Service Management Team. The monthly report currently monitors the number of inspections undertaken in any one month relative to the total number of inspections due for the current month and the current year.

Complaints and service requests recorded on the Council's *UNiform* database are also monitored via the monthly report mechanism.

To monitor officer activity, at the end of every food or health and safety inspection, the officer leaves a customer satisfaction survey with the business proprietor. The returns in the year to date maintain a 100% satisfaction rate.

During the coming year, in response to the Corporate Black and Ethnic Minorities Survey, the Service will seek to review our enforcement activities in relation to this service in line with the Corporate Group acting on this issue.

9 LEAD AUTHORITY PARTNERSHIP SCHEMES (LAPS)

LAPS is a voluntary scheme administered by the HSE in which a local authority takes on a leadership role by forming a partnership with one or more national or regionally-based businesses or organisations who operate across a number of local authority areas. The aim of the scheme is to improve consistency in health and safety enforcement by allowing organisations with multiple outlets to deal with one local authority rather than with many; and improve health and safety management systems within these organisations. In this way, business can have a clear understanding of the health and safety standards expected of them.

Whilst the Service supports the LAPS scheme no formal relationships have been made although through the work of the Service, advice and support is offered and given to all businesses alike.

10 RESOURCES

The budget for the health and safety service is shown below:

2006/07 Health and Safety Budget	2007/08 Health and Safety Budget
£168,800	£173,540

The budget increase for this year can be largely accounted for with inflationary rises.