

Service Delivery Plan 2014/15



Health, Safety and Wellbeing in Slough

Consumer Protection & Business Compliance Group

The Consumer Protection & Business Compliance is an outward facing service group made up from the:

- **Trading Standards,**
- **Food & Safety and**
- **Licensing Teams**
- **Community Safety & CCTV**

Our aim is to achieve a safe, healthy and fair trading town for our residents, businesses and visitors. The wide ranging work of the group is risk based and fundamental in creating a level playing field in which responsible businesses can flourish and our communities remain protected from rogues.

Health & Safety Service

Here are some interesting facts that you may not know about Slough Borough Council's Health & Safety Service.

We are responsible for enforcing Health & Safety in approximately 1,600 business premises including offices, warehouses, residential care homes, leisure centre's, shops, pubs and restaurants.

Employees and members of the public made 90 complaints and enquires about health and safety last year in relation to, for example, asbestos, slip or trip hazards, faulty lifting equipment, workplace temperatures and electrical safety.



Slough Borough Council plays a major role in protecting the health, safety and welfare of employees and members of the public in Slough.

We achieve this by targeted projects, inspections, seminars and media campaigns to help reduce accidents and ill health in the work place and to protect others from risks.

We have adopted a 'sensible risk management approach' in line with the Health & Safety Executive (HSE) strategy:

'The Health & Safety of Great Britain\\ Be part of the solution'



The HSE and local authorities, as co-regulators for health and safety legislation have a vital role to play in ensuring that the regulatory system:

- is focused on better health and safety outcomes and not purely technical breaches of the law;
- makes it as straightforward as possible for business, and in particular, small businesses, to deliver a healthy and safe working environment;
- is enforced in a manner which is proportionate to risk;
- avoids placing unnecessary burdens on businesses which manage health and safety effectively; and
- maintains a strong deterrent against those who fail to meet their health safety obligations and put their employees at material risk thereby also deriving an unfair competitive advantage.

The Health & Safety service is delivered via the Food and Safety Team. The team supports and works with businesses through local projects such as, safety in Care Homes, Asbestos 'duty to manage' and by publicising News Letters – all helping businesses to comply with requirements and good practice.

We also actively support businesses via the Primary Authority scheme, where our work on improving safety standards has a national impact. Further information on Primary Authority is given below.

We work to help safeguard migrant and other vulnerable workers linking in with the Private Sector Housing Team, Licensing, the Police and Immigration Enforcement.

The purpose of this plan is to let you know how we are going to achieve the various measures that we will be taking, in conjunction with our partners and other agencies, to enhance public health, safety and wellbeing.

We will do this by:

- Providing advice and information to Slough businesses and residents
- Inspecting businesses on the basis of risk, so reducing the burden on compliant businesses whilst targeting those that seek to gain an advantage from non-compliance
- Investigating complaints and listening and responding to your concerns
- Investigating accidents, giving priority to those involving major injury or death in the workplace
- Developing safety and health promotion initiatives

- Consulting our customers on the quality of our service
- Working in partnership with others to improve our outcomes for Slough. For example - The Health & Safety Executive, Slough Business Community Partnership, Thames Valley H&S Group, UK Border Agency, Thames Valley Police, the Royal Berkshire Fire and Rescue Service and other council teams.

We are committed to helping change the health and safety culture in Britain and retain common sense in the approach we take to ensuring the protection of employees and the public.

Good Health and Safety, Good For Everyone.

The HSE introduced a new **National Code for Local Authority Enforcement** in May 2013, and accompanying formal guidance in December 2013, which significantly changed the direction of health and safety enforcement nationally. The Code targets resources on risks, and aims to reduce the regulatory burden on compliant businesses, which is the direction Slough has been heading for several years. As a result we have refined our intervention strategies by targeting interventions on local and national priorities where evidence suggests necessary, and by preserving proactive inspections only for premises who do not manage their own risks or premises on the HSE's list of high risk sectors. This has reduced number of proactive inspections undertaken and released capacity for more effective outcome focussed interventions and more thorough reactive work.

Greater emphasis is placed dealing with complaints, accidents and incidents in accordance with Government directive to target those businesses that are poor performers and not meeting the requirements under health and safety legislation.

We continue to work in partnership with the other enforcing authorities and stakeholders to reduce the inspection burden on business alongside focussing on better outcomes.

This plan is reviewed annually and we welcome your views, comments and suggestions on how it can be improved.

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To find out more about our service and initiatives that we are planning this year please read on or visit our website at :

<http://www.slough.gov.uk/business/health-and-safety/>

Proud to be Slough



Our Vision

The focus of work within the Health & Safety service is to ensure that the Council is able to fulfil its statutory obligations under the relevant legislation and that this is geared towards Sloughs specific community and business needs, based on local intelligence, our work with partners.

The Joint Wellbeing Strategy and the Council's Corporate Plan set out a vision for Slough, for the people, the place, the prosperity and the town, and the things that need to be done to make this a reality. Businesses and other partners within Slough are already working together to improve life in the Borough.

The themes incorporated into the Corporate Plan are:

- Health
- Economy & Skills
- Housing
- Regeneration & environment
- Safer Slough

Our work also supports the two cross-cutting themes of the SCS; civic responsibility and promoting the image of the town.

One aim is to protect and enhance public health and wellbeing whilst supporting local businesses. We will achieve this through the attached Action Plan; this should be read in conjunction with our Enforcement Policy which aims to ensure a graduated approach to enforcement based on risk.



The Enforcement Policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner. We recognise that most people want to comply with the law; therefore, we want to support and enable them to meet their legal obligations without unnecessary expense. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions. Firm action, however will be taken, including prosecution, where appropriate.

The service plan sets out the actions we are taking to enhance and improve health, safety and wellbeing in Slough

How did we perform during 2013/14?

Our service plan will be reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still need to be addressed.

The health & safety service can be divided into key activities and projects namely:

- Primary Authority Advice
- Proactive Inspections to high risk businesses or those on HSE list of high risk sectors
- Interventions and projects based on national and local priority where evidence suggest risks are not managed
- Promotion of health, safety and wellbeing awareness including, education campaigns, news letters
- Accident Investigations
- Legionella Controls - assessments, registration and inspection of cooling towers. Advising on the safe maintenance of showers, spa baths and other potential sources of harmful Legionella bacteria in commercial premises
- Listening to and responding to complaints from the public, employees and businesses
- Neighbourhood working on local safety concerns
- Protection of vulnerable and migrant workers
- Working in partnerships, such as advice to the Slough Safety Advisory Group, Slough Working Well, Thames Valley Health & Safety Group and the London & South East Asbestos Group.

During 2013/14 our key achievements included:

Primary Authority Scheme

Assured advice is provided to businesses with the establishment of Primary Authority Partnerships or through co-ordinated partnerships; this has brought many advantages to businesses in Slough.



Primary Authority Partnerships comprises a legally binding contract between the Authority and a business to provide ongoing

specialist advice on specific areas of regulation applicable to that business, such as fair trading, product labelling, product safety, food safety and health & safety.

Our Officers are able to provide companies which trade across council boundaries robust and reliable advice, through the creation of these legal partnerships. The scheme also provides a safety net to ensure that local authorities are consistent in the way they regulate businesses.

Since Slough Borough Council introduced Primary Authority partnerships in April 2011 we have already secured the 32 successful PA partnership agreements. These services are uniquely provided by in house by specialist officers.

Cost recovery is an essential element of the contracts and applicable to Primary Authority partnerships with an hourly charge for any work undertaken. In 2012/13 we obtained cost recovery of nearly £80k, during 2013/14 cost recovery was £108,000 an increase of 26%. Projected income for 2014/15 remains at £110K this cost recovery enables the Council to support businesses in Slough and increase the availability of specialist officers who are funded from Primary Authority at no extra cost to the Council. Last year 728 food advice interactions with all our PA companies were successfully completed; a high proportion of these were satisfied consumer complainants.

As a Primary Authority we have had communication with many other Council's to ensure that inspection and enforcement action reflects the advice we have already given, and is proportionate. We continue to work with the businesses to produce national inspection plans, and give guidelines to other councils to avoid unnecessary checks and tests.

The number of businesses joining Primary Authority Partnerships with the Council continues to grow and this will have a profound impact upon how we deliver the service requiring a flexible approach to our management of resources.

More information on Primary Authority Partnerships can be found on the website <https://primaryauthorityregister.info/par/index.php/home>

- Businesses that would like to join the Scheme can either contact 01753 475111 (option 5) or e mail primary.authority@slough.gov.uk

Accident Investigations

The team received **155** accident notifications, a 26% decrease from the previous year. This could be an indication that risks are being more effectively managed, or due to a change in the reporting requirements; employers now have to report when an employee is unable to undertake their work activities for seven days following an incident, whilst this was previously three days. Accident notifications included;

- **63%** related to slips, trips or falls
- **17%** related to manual handling and lifting



During 2013/14, we have noticed a continued reduction in the number of physical assaults on employees and other incidents of workplace violence in the retail, late night takeaway, taxi business and leisure gaming sectors.



We continue to devote resources as needed and work in partnership with Thames Valley Police and businesses to assess the risk of workplace violence in individual workplaces and increase staff awareness.

We can also report that there were no incidents involving workplace transport, although there was a serious near-miss that did warrant enforcement follow up at a builders' merchants. In previous years accidents have happened from the misuse of fork lift trucks, movement of delivery vehicles and from unsafe practices performed whilst loading and unloading at retail and warehouse premises within the borough. Workplace transport safety has been a major consideration for officers in the team and will remain so.



The need for businesses to report accidents, to examine why the accident has happened and deal with potential risks continues to be a high priority and is included in our advice and support.

Complaints about Health & Safety in Slough

We responded to 90 complaints and enquiries about health & safety issues which included;

- Defective passenger lifts and other lifting equipment.
- Requests for advice about asbestos risks, removal and disposal, including dumped asbestos.

- Low temperatures in work environments during the winter months
- High temperatures and uncomfortable workplace environments during warmer months
- Welfare at work, including stress related concerns, special provision for expectant mothers and provision for young persons at work and on work experience.
- Unsafe practices in the cosmetic beauty industry.
- Various unsafe work practices in different sectors, including childcare activities, sports and leisure clubs
- Controls required for water cooled air conditioning systems and other water systems in relation to Legionella
- Concerns about electrical and gas safety, including proper testing regimes.

Health & Safety Inspections

In accordance with the HSE National Code, we target our resources on outcome focussed interventions and reactive work, rather than proactive inspections. Proactive Inspections are a good tool used in the right circumstances, however they are the most resource intensive for both the council and the business, and therefore not always appropriate for low risk businesses.

As a result we undertook **51** health & safety visits to premises in Slough, of which **21** were reactive following complaints, and **30** project or advice visits.

Care Homes Project

As a result of an accidental death in a Slough Residential Care Home for Elderly Persons, along with concerning reports from the Care Quality Commission (CQC) about safety standards in a local care home, we decided to target an educational project specifically at care homes.

We identified all Care Homes in the Borough and in partnership with Social Services, carried out Health and Safety advisory visits. Advice and information was well received and as a result we have noticed significant improvements within care homes in Slough.

Cooling Tower Registration

Registration of wet cooling towers and evaporative condensers, with the Local Authority, is a legal requirement.



We have registered, **16** premises with a total of **27** cooling towers. This is a significant reduction from 2008 when **63** cooling towers were registered. This is a result of several water based cooling systems being decommissioned due to the high cost of maintenance and water treatment involved and also as a result of the continuing development of quieter, more energy efficient, dry systems.

An important part of the registration and monitoring process is the assessment of stringent controls to prevent multiplication and possible infection with Legionella together with scrutiny of the businesses' own sampling procedures and results. On-site inspections are also carried out for those systems where the Council is the enforcing authority for health and safety. In 2013/14 The Food and Safety Team took part in the (mandatory) National Inspection Programme of all Cooling Towers in the Borough, jointly with the Health and Safety Executive. This National Programme was at Government direction following deaths in outbreaks, in preceding years, in Edinburgh and Stafford.

Working with partners

We recognise that working with partners can increase our capacity to deliver health & safety solutions for businesses in Slough. During 2012/13 we worked to develop the following important projects.

- **Slough Working Well**

We continue to work with the Slough Business Community Partnership, Public Health England, Corporate Health, Mars, Slough Community Leisure and many others to promote the Slough Working Well project which was launched in 2010.



A programme of breakfast events takes place regularly, with three major seminars in 2013/14, providing advice and giving guidance to businesses and employees about workplace health and wellbeing.

- **Thames Valley Health and Safety Group**

We continue as advisors and partners in the continually growing Thames Valley Health and Safety Group. With The Mayor of Slough as it's Honorary President, the Group celebrates its 50th Anniversary in May 2014 having been originally set up, jointly, by Slough BC and the business health and safety community. The Group is part of Safety Groups UK, is affiliated to ROSPA and provides a forum and a focus for safety professionals in the Thames Valley. Many major businesses in Slough are active members of the Group as are those that are in the smaller and medium categories. The

Group meets, monthly, at different company venues in the Thames Valley Region but most often in Slough.

▪ **SAG (Safety Advisory Group)**

We are members of the Slough Borough Council SAG. SAG's role is to advise the Council on the suitability of applications to hold events, safely, in the Borough's parks, open spaces and premises and on the Borough's roads. Our role is to consider Health and Safety issues in the planning, organising, setting up and holding events and to recommend approval or rejection of applications. We also advise SAG and applicants on legal and technical standards in relation to Health and Safety at events.

Enforcement Action

We have a comprehensive set of measures to protect residents of Slough, people who work here as well as visitors and to promote sensible risk management. We actively work with businesses and other stakeholders to achieve our shared goals.



Any enforcement action by us will be graduated, proportionate and in accordance with the council's enforcement policy.

Enforcement action was taken by the Health & Safety team in 2013/14 in the form of –

2 Improvement Notices relating to:

- dangerous electrical systems
- unsafe transport movements in a warehouse, and

3 Prohibition Notices relating to:

- dangerous electrical systems
- dangerous gas equipment

Finding these immediately dangerous situations reinforce the necessity for safeguards to be in place to prevent dangerous occurrences and reduce risk of injury. They also reinforce the importance of verification checks by both employers and enforcing authorities. By maintaining a competent trained inspectorate Slough Borough Council fulfils its obligations under the Health & Safety at Work, etc., Act 1974

Prosecutions



We have spent a significant amount of officer time and resources investigating and preparing two comprehensive health & safety prosecution reports.

One prosecution related to a **workplace fatality**, where a resident fell from a bedroom window in a care home. Offences were taken against the limited company and the personal operator of the home, both of which pleaded guilty to several offences. A £9,600 fine was issued, in addition to a small contribution towards the council's costs.

A second investigation is completed and in its final stages of sentencing. The case is regarding a serious workplace accident, resulting in an employee being in a coma and left with severe brain damage with serious long term health conditions.

Although the time and resources taken to investigate serious cases often outweighs the fines and penalties awarded, such enforcement action is necessary to morally seek justice against those who put others at risk, and ensures duty holders and managers who fail to meet their responsibilities are held accountable for their actions. It also sends a strong deterrent to other businesses that Slough Borough Council will not tolerate poor performing businesses, who take an unfair advantage and put people's lives at risk.

Variation from service plan

Departures from this service plan will be exceptional, capable of justification and be fully considered by the Head of Consumer Protection and Business Compliance, Ginny de Haan, before varying action is taken. Reasons for any departure will be fully documented.

Areas for development

We are always striving to move the service forward. In order to achieve this, we set targets to identify areas for development during the coming year. These include, continue to improve the information about health & safety on the Council's website to support businesses in Slough with compliance and awareness of sensible risk management. We also plan to undertake a comprehensive review of our approach to health & safety enforcement along with our departmental procedures, to ensure we maintain a proportionate and balanced service in line with the HSE National Enforcement Code. We are also planning an inter authority peer-review exercise to gain independent assurance, identify any areas of improvement and share best working practices.

Service Standards

Providing excellent customer services is one of our key priorities. In order to achieve this we will always:

- Be polite, friendly and offer a helpful service
- Take the time to listen and explain things
- Provide accurate information and advice, in a clear and straightforward way
- Deal with enquiries immediately, but if this is not possible, tell you who we have passed your enquiry to and their contact details
- Keep you informed of progress and the outcome of our investigations
- Treat you fairly and with respect



Customer Pledge

We aim to provide every customer with a quality service and will seek feedback from you to help further improve the quality of the services we provide. A manager will contact you personally if you are unhappy with the service received.

In addition, we have introduced the following standards against which we will monitor the responsiveness of our service, namely:

Service Standard	Target / Response Times
Respond to customer complaints and enquiries	Within 5 working days
Provide a full response	Within 10 working days

Customer Feedback

Last year **100%** of our customers said they were satisfied or very satisfied. The team is committed to working with local businesses and the local community ensure they remain satisfied with our service and continually strives to provide a fair, consistent and quality service. All feedback received is used to inform and improve our service and we hope to maintain our 100% customer satisfaction levels in the year ahead.

Our quality assurance procedures assess the work of our officers to ensure that it meets the high standards set for the service.

Resourcing

The Food & Safety team employs **6.7 (FTE)** Full Time Equivalent. The FTE available for Health & Safety work is **1 FTE**. During 2013/14 were several posts vacant for some of the time, equating to approximately **5.0 FTE filled posts**.

In addition during 2013/14 the team experienced considerable resourcing pressure arising from the need to undertake detailed investigations; including a work related death incident and a number of other serious accident investigations.

Staff Development

On going personal development of the work force is paramount to ensure a comprehensive service is provided to the customer, whilst maintaining continuous improvement and providing value for money.

Benchmarking

The Head of Consumer Protection & Business Compliance has been trained as a 'Peer Challenger' and has carried out peer challenges in two other unitary authorities. This gives a useful insight and comparison for the team.



The work in relation to compliance to the Section 18 Standard also provides an 'excellence standard' for benchmarking the service.



HEALTH WORK WELLBEING

The Health & Safety action plan for 2014/15, which outlines our planned work for the year is detailed in Appendix A.

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Appendix A - Health & Safety Action Plan 2014/15

Directorate: CUSTOMER AND COMMUNITY SERVICES	Service Manager: Levine Whitham, Food & Safety Manager
Division: Enforcement & Regulatory Services Consumer Protection & Business Compliance	Budget: £70,000 Number of staff employed: 1 FTE
<p>Service Objectives: Provide a value for money health & safety service within the Food & Safety Team with excellent customer focus and well motivated competent staff.</p> <p>The timely delivery of specific statutory work plans, evidence based initiatives focused upon national and local priorities; joint working with partners both within and beyond the Council to improving the quality of life for Slough residents, visitors and those that work in Slough.</p>	

ACTION PLAN FOR 2013/14					
Service Activity	Priority	Targets and anticipated Outcomes	Key Actions	Responsible Officer	Completion Date
Primary Authority (PA) and Business Support Regulatory Services Wide Scheme	Economy and Skills	Continue PA business growth in line with projected target	Designated officers to work closely with Primary Authority businesses to:	Ginny de Haan	Ongoing
	Health & Wellbeing	Response times in line with Customer Charter and Pledge	<ul style="list-style-type: none"> develop partnership working relations with PA client businesses 	Trading Standards Manager	Monthly Reports on hours and income generation
	Delivering Services & Facilities that meet local needs	Feedback from PA businesses	<ul style="list-style-type: none"> provide specific advice in relation to management systems & procedures and controls adopted by the company nationally 	Levine Whitham	Quarterly Review
		Hours of advice provided	<ul style="list-style-type: none"> issue 'formal PA advice' where procedures and controls are 	All Officers	Yearly
		Amount of 'formal' advice issued.			
		Number of businesses in Portfolio			

		<p>Improved standards within partners business, with less enforcement action taken by Enforcement authorities,</p> <p>Provide a suite of support options for all types of businesses in Slough, including SMEs to include</p> <ul style="list-style-type: none"> • Primary Authority • Chargeable Advice • Buy with Confidence • Food Hygiene Rating Scheme • Catering for Health <p>Supporting the Councils Open for Business Strategy and the Corporate Business Growth plan</p>	<p>deemed suitable and compliant</p> <ul style="list-style-type: none"> • handle referrals from other local authorities and central government bodies on behalf of that business • publication of Inspection plans • Issue of advice and guidance to other Enforcement Authorities on the companies activities • maintain an accurate record of any advice and guidance • hold meetings with partner businesses on a regular timetable of mutual agreement. <p>Document actions, decisions and time spent with the business on FLARE</p> <p>Provide support and guidance to new business start ups and existing SME's and where applicable chargeable advice.</p>		overview of contract
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Service Activity	Priorities	Targets and anticipated Outcomes	Key Actions	Responsible Officer	Completion Date
Proactive Inspections	Health & Wellbeing Economy and Skills	Number of interactions to premises listed as suitable for proactive inspections, by HSE, or to premises where local intelligence suggest risk are not controlled. Completed - 100%	Delivery in line with LAC 67-2 rev 4 – Guidance to Local Authorities on Targeting Interventions Compliance with National Code for Local Authority Enforcement	All Officers	March 2015 Monthly review
Other Interventions and Projects	Health & Wellbeing Economy and Skills	100% of interventions to premises falling within national or local priorities. Number of interventions to premises where local intelligence suggests controls are not being managed or where an investigation is warranted following complaint or report of accident Number of projects undertaken, and improvements sustained, and joint working with stakeholders.	Delivery in line with LAC 67-2 rev 4 – Guidance to Local Authorities on Targeting Interventions Compliance with National Code for Local Authority Enforcement Local projects based on national and local priorities, including: <ul style="list-style-type: none">- Beauty Industry Sector- Tattooists; joint working with Licensing Team- Gas safety in food premises	All officers	March 2015 Monthly review

Other Visits	Health & Wellbeing Economy & Skills	Number of Matters of Evident Concern (MEC) or Matters of Potential Major Concern (MPMC) identified during other visits and dealt with.	Consider Health and Safety during all visits. Imminent concerns; gas safety, electrical safety, pressure vessels, equipment guarding, slips and trips. Review officer inspection pro-formas, Flare in-putting and guidance. Monitor MEC & MPMC to identify trends and local issues. Consider alternative interventions for poor performers/ major concerns. Liaison with Fire Officer where appropriate.	All Officers	March 2015 Quarterly Review
On-going investigations and prosecutions	Health & Wellbeing Economy and Skills	Work in line with Enforcement policy, EMM, prosecutions template and internal procedures. 90% quality assurance in line with Enforcement Policy Adhere to timescales for prosecution file submission	Allocation of resources to adequately respond to serious incidents to comply with statutory enforcement obligations	All officers	On going Assessment during 1:1 meetings and Case Reviews
Incidents Accident or complaint investigations; service request response	Health & Wellbeing Economy and Skills	90% Response within Customer Charter and Pledge timescales	Assessment and response to accident notifications, complaints and service requests relating to workplace health, safety and wellbeing; including referrals from HSE, in line with HSE incident selection criteria. Imminent concerns; falls from height, slips and trips workplace transport, etc. Priority to work related	All officers	On going

			<p>death, serious injury, lift/lifting equipment reports</p> <p>Promotion of sensible risk management</p>		
Legionella Controls. Registration of Cooling Towers	Regeneration & Environment	<p>Number of cooling towers registered – 100%</p>	<p>Update of the register of cooling towers in Slough and monitor the controls in place to minimise risk of Legionella infection, in conjunction with the HSE.</p>	<p>Bill Campbell</p>	<p>Ongoing</p>
	Health & Wellbeing	<p>Number of risk assessments verified - 100%</p>	<p>Inspect individual premises at change in management, water treatment company; significant change in risk assessment/water treatment; alteration, replacement or shut down of plant.</p>	<p>Bill Campbell</p>	<p>Monthly review</p> <p>Ongoing</p>
Promotion of Health & Safety	Economy and Skills	<p>Promote the HSE website and sources of information, and links from SBC website.</p> <p>2 newsletters per year</p>	<p>Review Slough BC website for information and direct to HSE website where possible.</p> <p>Increase awareness of health & safety issues via local press, the Council's website and the publication of Newsletters</p>	<p>Bill Campbell</p> <p>All officers to support</p>	<p>March 2015</p> <p>Quarterly review</p>
	Health & Wellbeing	<p>Number of press releases</p> <p>2 targeted sector advice notes produced and delivered; other interventions, such as Food Inspections to educate and increase awareness.</p>	<p>Regular press releases for new Guidance, Legislative change</p> <p>Produce H&S information pack for new business start-ups, supporting the councils Open for Business agenda.</p>		

<p>Asbestos – Duty to manage</p>	<p>Health & Wellbeing Economy and Skills</p> <p>Regeneration & Environment</p>	<p>Number of ASB5 (Licensed Works) Notifications assessed - 100%</p> <p>Number of Non-Licensed works assessed 100%</p> <p>Respond to enquiries about asbestos</p>	<p>Assessment of controls in place for minimizing risks from exposure to asbestos fibres. Inspect for safe working and legal compliance. Link to National and local promotional work</p> <p>Receipt of notifications and inspect as necessary.</p> <p>Give accurate, easy to understand, advice.</p> <p>Joint work with Cleansing, Environmental and Housing Teams</p>	<p>Bill Campbell</p>	<p>March 2015 and ongoing</p>
<p>Support the Open for Business Corporate approach and work with partners and Town Centre Manager on the Business Development Strategy</p>	<p>Economy & Skills</p> <p>Safer Slough</p>	<p>To increase and enhance opportunity for business growth and development.</p> <p>Joined up approach to support economic development.</p> <p>100% attendance at Open for Business training and briefing events</p>	<p>To assist in promoting business development and growth and provide advice and guidance on health & safety issues</p>	<p>All staff</p>	<p>On going</p> <p>Individual personal development plans</p> <p>1 to 1s</p> <p>By March 2015</p>

<p>Slough Specific</p> <p>Slough Safety Advisory Group</p>	<p>Health & Wellbeing</p> <p>Economy and Skills</p> <p>Regeneration & Environment</p>	<p>Attend SAG meetings. Take necessary follow-up action</p>	<p>Attend meetings and advise on H&S standards and requirements. Inspect and enforce for H&S where necessary</p>	<p>Bill Campbell</p>	<p>Ongoing</p>
<p>Slough Working Well</p>		<p>Link to SWW work plan; supporting partnership with SBCP, Public Health Team, PCT, NHS, etc. Meets HSE intervention criterion.</p>	<p>Attend meetings and help facilitate work detailed in work plan.</p>	<p>Bill Campbell</p>	<p>Ongoing</p>
<p>Thames Valley H&S Group</p>		<p>Supports partnership with Private Sector businesses. Meetings attended. Meets HSE intervention criterion.</p>	<p>Attend meetings and advise on enforcement issues, changing H&S standards, legislative change, etc.</p>	<p>Bill Campbell</p>	<p>Monthly</p>
<p>Identification, with local partners and other SBC teams, of key risks that impact specifically upon Slough</p>		<p>Joint outcomes achieved</p> <p>Projects scoped to meet these evidenced needs</p>	<p>Maintain links with local partners and other SBC Teams to gain an awareness of changing/ emerging work/risk activities in Slough.</p> <p>Participate in Crime Reduction and Environment (CRED) events</p>	<p>All officers to support</p>	<p>Ongoing</p>

<p>Berkshire H&S Liaison Group</p>		<p>Regional H&S Strategy Group. Jointly with Berkshire LAs and HSE</p>	<p>Attend meetings and agree regional strategies. Keep up to date on developments in H&S delivery and changes in statutory requirements</p>	<p>Bill Campbell</p>	<p>Ongoing</p>
<p>London and South East Boroughs' Asbestos Group</p>		<p>Regional Asbestos Consultation and Strategy Group. Jointly with Boroughs, HSE and invited interest groups</p>	<p>Attend meetings and consult on asbestos issues and standards. Agree consistencies of approach on asbestos issues Consult on legislative and guidance changes</p>	<p>Bill Campbell</p>	<p>Ongoing</p>
<p>Peer Review</p>		<p>Inter-authority peer review for independent assurance that the requirements of the National Code for Local Authority Enforcement and accompanying LAC 67-2 rev 4 guidance, are being met.</p>	<p>Independent review the councils implementation of the Code and guidance, in comparison with other Berkshire authorities. Identify and address areas of improvement, share best working practices and raise confidence and competence.</p>	<p>Levine Whitham/Bill Campbell</p>	<p>March 2015</p>
<p>Internal Procedures including Officer competency and QA</p>		<p>Review of approach to Health & Safety Enforcement. Annual review of internal procedures. Monthly QA of all service areas</p>	<p>Review and implementation of procedures to ensure compliance with in line with LAC 67/2 and National Enforcement Code. Monitor officer performance to ensure consistent application of procedures.</p>	<p>Levine Whitham All Officers to support</p>	<p>March 2015 & ongoing</p>

		Completion of Regulator Development Needs Assessments (RDNA) and individual Learning Logs	Annual completion of RDNA and completion of Learning Logs with reference to GRIP (Guidance for Regulators Information Point).		
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