

Service Delivery Plan 2015/16



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**
- **Licensing Teams**
- **Community Safety**
- **CCTV & Careline**

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

Slough Borough Council is responsible for health and safety regulation under The Health and Safety at Work etc Act 1974, and associated regulations. We provide advice and enforce health & safety within approximately 1,600 commercial premises in the borough, including warehouses, residential care homes, leisure centre's, shops, pubs and restaurants. Health and safety enforcement is divided between the HSE & LA under The Health and Safety (Enforcement Authority) Regulations 1998.

Our approach to health & safety regulation is largely reactive and follows formal guidance issued by HSE, namely the National Local Authority Enforcement Code, introduced in 2013. The aim of this code is to ensure a consistent and sensible approach to Health & Safety regulation, which has 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 our intervention strategy is targeted on local and national priorities, where evidence suggests necessary, with proactive inspections preserving only for premises who do not manage their own risks or premises on the HSE's list of high risk sectors. This means few proactive inspections are undertaken, which releases capacity for more effective outcome focused interventions and 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.

The aim of this service delivery plan is to provide a graduated enforcement approach based on risk to public health; show our commitment to carrying out our work in an open, transparent and fair manner, protecting employees and

the wider public from risk, whilst supporting business and economic growth. We recognise that most business want to comply with the law, therefore we will support those businesses to meet their legal duties and be safe.

Employees and members of the public made 116 complaints and enquires about health and safety last year in relation to, for example, asbestos, slip or trip hazards, faulty lifting equipment, workplace temperatures, unsafe vehicle movements and licensing, planning and temporary event enquires.



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, interventions and investigating accidents and complaints 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 HSE national Local Authority Enforcement Code. This also supports the strong drive from central government on reducing the regulatory burden on businesses, not to undertake inspection or enforcement upon a business without good reason. This also links to the councils Primary Authority Scheme, where our work on improving safety standards on a national scale. Further information on Primary Authority is given below.

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 enforced in a manner which is proportionate to risk;
- 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;
- 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. A relatively small amount of officer time is dedicated to health and safety work, due to the direction of the National Local Authority Enforcement Code. However, allocation of officer time is fluid and reactive to service need, thus officers will spend a significant amount of time investigating serious workplace accident when necessary, however this does of course mean other work has to be re-prioritised.

We support and work with businesses by providing advice when issues are noted during other work, such as food visits, helping businesses to comply with requirements and good practice. We also undertake local focused projects such as safety within the beauty industry.

We work to help safeguard vulnerable workers linking in with the Licensing team, 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
- Visiting 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.

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.

Levine Whitham, Food & Safety Manager

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Or

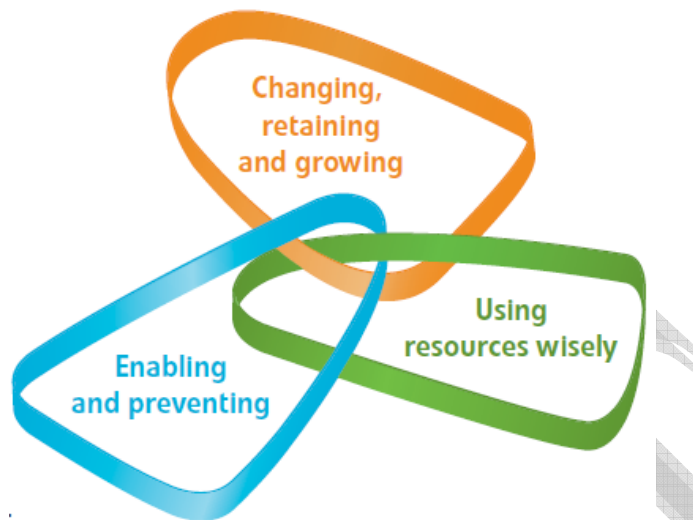
Ginny de Haan, Head of Consumer Protection & Business Compliance,
Tel: 01753 875255 or e-mail: ginny.dehaan@slough.gov.uk Or

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/>

Growing a place of opportunity and ambition.

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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 Council's 5 Year Plan and the Joint Wellbeing Strategy 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:

- Changing, Retaining and growing
- Enabling and preventing
- Using resources wisely

Our work also supports the two cross-cutting themes of the Slough Wellbeing Strategy and Joint Strategic Needs Assessment; civic responsibility and promoting the image of the town.

One of our key aims is to protect and enhance public health and wellbeing whilst supporting local businesses. The Action plan at the rear of this service delivery plan shows how we are going to achieve this, and demonstrated the golden thread in how we directly link with the 5 year plan to achieve the councils wider outcome. The action plan should be read in conjunction with our Enforcement Policy.

The Enforcement Policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner, with a graduated approach to enforcement, based on risk. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions. 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. 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 2014/15?

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
- Interventions and projects based on national and local priority where evidence suggest risks are not managed
- Promotion of health, safety and wellbeing awareness including, supporting business start up, education campaigns, news letters
- Accident Investigations
- Proactive Inspections to high risk businesses or those on HSE list of high risk sectors
- 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
- Protection of vulnerable workers
- Working in partnerships, such as advice to the Slough Safety Advisory Group, Slough Working Well and Thames Valley Health & Safety Group

During 2014/15 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**

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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 43 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 2013/14 cost recovery was £108,000, and in 2014/15 it was £104,000k. Projected income for 2015/16 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 170 advice interactions with all our PA companies were successfully completed; a high proportion of these were satisfied consumer complainants and advice requests from our partners.

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 **98** accident notifications, a 37% decrease from the previous year. This could be an indication that risks are being more effectively managed, we also gave advice to a ice skating rink who had previously been incorrectly reporting accidents, 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;

- **64% related to slips, trips or falls**
- **7% related to manual handling and lifting**

- 26% were accidents to employees
- 66% were accidents to members of the public



Unfortunately there were 2 incidents involving workplace transport, one of which was very serious and is currently being investigated. We also devoted a significant amount of officer time investigating an incident whereby an employee fell into a large pan of hot oil, sustaining serious burns to his face. We also completed a successful prosecution against a local supermarket whereby an employee almost died, when he fell down a lift shaft and sustained life changing injuries.

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 116 complaints and enquiries about health & safety issues which included;

- Defective passenger lifts and other lifting equipment.

- Infection control related to ear piercing
- Loose handrails on a staircase
- 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, provision for young persons at work and on toilet facilities.
- Controls required for water cooled air conditioning systems and other water systems in relation to Legionella
- Concerns about fumes from paint spraying
- Complaints about smoking in enclosed places

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 **19** health & safety visits to premises in Slough, of which **14** were reactive following complaints. This is a reduction of 63% on last year.

Beauty Project

We undertook a focused project on high risk beauty treatment, specifically those involving Laser IPL, needle therapies and piercing. The risks from such treatments are high, including eye damage and skin burns. Previously we have undertaken minimal work within this sector; hence one of the main aims of the project was to assess current standards to determine if issues existed and to offer advice and support on compliance.

The project also allowed for joint working with the Licensing department regarding referrals of unregistered piercers. In total 6 salons were visited; an unregistered piercer was referred to the Licensing department, and 3 salons offering laser treatment were identified and inspected. One salon was non compliant, and advice was provided on improvements which was fully implemented.



Cooling Tower Registration

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

We have registered, 17 premises with a total of 31 cooling towers or Evaporative Condensers. 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.

Working with partners

We recognise that working with partners can increase our capacity to deliver health & safety solutions for businesses in Slough. During 2014/15 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, 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 celebrated 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 2014/15 in the form of –



3 Prohibition Notices relating to:

- dangerous machinery in a catering premises
- unsafe lifts

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 a comprehensive health & safety prosecution report.



The case related to a serious workplace accident, resulting in an employee falling down a lift shaft, being in a coma and left with severe brain damage with serious long term health conditions. Offences were taken against 2 partners, who both pleaded guilty to several offences. In total a £96,000 fine was issued, in addition to the council's costs.

We are also currently investigating a serious workplace accident whereby a young employee was crushed by a reversing lorry, causing serious facial and upper body injuries. This also could result in formal action being taken against the company.

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 joint projects with other Berkshire Authorities on sunbed safety, legionella control in care homes, microbiological safety in swimming pools and equipment safety in catering premises. 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 **4.86 (FTE)** Full Time Equivalent. The FTE available for Health & Safety work is **approx 0.5 FTE**. During 2014/15 we were several Environmental Health Officer posts vacant for some time, equating **3.47 FTE filled posts, within the Food Safety Team**.

In addition during 2014/15 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.

The HSE requires that the Council maintains the competency of its officers and also that we have officers with sufficient skills to maintain the breadth of competency needed for Slough specifically.

This year staff have attended, among other things, Legal Training - Interviewing Skills for Enforcement Officer, Legionella Control, micro safety and infection control in pools, and laser safety within the beauty industry.

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 2015/16, which outlines our planned work for the year is detailed in Appendix A

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Appendix A - Health & Safety Action Plan 2015/16

Directorate: CUSTOMER AND COMMUNITY SERVICES	Service Manager: Levine Whitham, Food & Safety Manager
Division: Enforcement & Regulatory Services Consumer Protection & Business Compliance	Budget: £25,000
	Number of staff employed: 0.5 FTE
Service Objectives: Provide a value for money health & safety service within the Food & Safety Team with excellent customer focus and well motivated competent staff. The timely delivery of this work plan, which focuses on sensible health & safety regulation, based on risk. Implementation of 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. <u>Health</u> ' <u>Improve local people's health and quality of life.</u> ' Ensuring serious work related risks, such as legionella and asbestos are controlled, and taking action in our role as enforcing authority for health & safety issues where there are evident concerns <u>Economy and Skills</u> ' <u>Maintain growth and attract business in the town.</u> ' A quality business is a safe business - providing support for local employers to manage risks sensibly. <u>Regeneration & Environment</u> ' <u>Encourage private sector investment.</u> ' Provide reliable and quality regulatory advice for businesses to reduce the red tape and regulatory burdens for businesses based in the town	

ACTION PLAN FOR 2013/14					
Service Activity	Priority & 5YP Outcome & Statutory Requirement	Targets and anticipated Outcomes	Key Actions	Responsible Officer	Completion Date
Primary Authority (PA) & Compliance Support	Economy and Skills Health 1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay 4. Slough will be one of the safest places in the Thames Valley 7. The Councils income and value of its assets will be maximised	Continue PA business growth in line with projected target Response times in line with Customer Charter and Pledge Feedback from PA businesses Hours of advice provided Amount of 'formal' advice issued Number of businesses in Portfolio Improved standards within partners business, with less enforcement action taken by Enforcement authorities, Provide a suite of support options for all types of businesses in Slough, including SMEs to include <ul style="list-style-type: none"> • Primary Authority • Chargeable Advice • Buy with Confidence • Food Hygiene Rating Scheme • Catering for Health 	Designated officers to work closely with Primary Authority businesses to: <ul style="list-style-type: none"> • develop partnership working relations with PA client businesses • provide specific advice in relation to management systems & procedures and controls adopted by the company nationally • issue 'formal PA advice' where procedures and controls are deemed suitable and compliant • 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, along with annual action plans Document actions, decisions and time spent with the business on FLARE	Food & Safety Manager Trading Standards Manager All Food Safety & Trading Standards Officers	March 2016 Monthly Reports on hours and income generation Quarterly Review Yearly overview of individual company Action Plans

		Supporting the Councils Open for Business Strategy and the Corporate Business Growth plan	Provide support and guidance to new business start ups and existing SME's and where applicable chargeable advice.		
Proactive Inspections	Health Economy and Skills 4. Slough will be one of the safest places in the Thames Valley (4.1) Statutory Requirement	Number of inspections 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 4.1 – Guidance to Local Authorities on Targeting Interventions Compliance with National Code for Local Authority Enforcement	All Officers	March 2016 Monthly review
Other Interventions and Projects	Health Economy and Skills 1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay (1.1) 4. Slough will be one of the safest places in the Thames Valley (4.1)	Number 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 4.1 – Guidance to Local Authorities on Targeting Interventions Compliance with National Code for Local Authority Enforcement Local projects based on national and local priorities and intelligence. Consider Health and Safety during all visits. Monitor MEC & MPMC to identify trends and local issues.	All officers	March 2016 Monthly review

	Statutory Requirement	Number of Matters of Evident Concern (MEC) or Matters of Potential Major Concern (MPMC) identified during other visits and dealt with.	Consider alternative interventions for poor performers/ major concerns. Liaison with Fire Officer where appropriate.		
On-going investigations and prosecutions	Health Economy and Skills Statutory Requirement	Work in line with Enforcement policy, EMM, prosecutions template and internal procedures. 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
Reactive investigations in response to intelligence or reported incidents	Health Economy and Skills 4. Slough will be one of the safest places in the Thames Valley (4.1)	% 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.	All officers	On going
Legionella Controls. Registration of Cooling Towers	Regeneration & Environment Health Economy and Skills Statutory Requirement	Number of cooling towers registered – 100% Number of risk assessments verified -100%	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. Inspect individual premises at change in management, water treatment company; significant change in risk assessment/water treatment; alteration, replacement or shut down of plant.	Ann Stewart	Ongoing Monthly review

<p>Promotion of Health & Safety</p>	<p>Health</p> <p>Economy and Skills</p> <p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay (1.1)</p> <p>4. Slough will be one of the safest places in the Thames Valley (4.1)</p>	<p>Promote the HSE website and sources of information, and links from SBC website.</p> <p>1 newsletter per year</p> <p>Number of press releases</p>	<p>Direct enquiries to HSE website where possible.</p> <p>Provide H&S advice as an 'add on' during other interventions, i.e. food hygiene inspections. 100%</p> <p><i>Promote and publicise the safety of slough, including for businesses in the town.</i> Increase awareness of health & safety issues via local press, the Council's website and the publication of Newsletter.</p> <p>Regular press releases for new Guidance, Legislative change</p> <p><i>Provide business start up support,</i> H&S information pack for new business start-ups, supporting the councils Open for Business agenda.</p>	<p>All officers</p>	<p>March 2016</p> <p>Quarterly review</p>
<p>Smoke Free – enforcement & advice</p>	<p>Health</p> <p>4. Slough will be one of the safest places in the Thames Valley (4.1)</p> <p>Statutory Requirement</p>	<p>Number of premises assessed and given advice on smoke free compliance.</p> <p>Complaints & service requests deal within in line with customer service charter.</p>	<p><i>Provide business start up support,</i> linking with planning as early as possible.</p> <p>Joint working with Trading standards, Planning, Neighbourhood enforcement tea, licensing and Thames Valley Police, to secure compliance.</p> <p>Where necessary take enforcement in line with councils business growth</p>	<p>All officer</p>	<p>Ongoing</p> <p>March 2016</p>

			agenda, giving <i>incubation periods</i> where suitable.		
Asbestos – Duty to manage	Health Economy and Skills Regeneration & Environment 4. Slough will be one of the safest places in the Thames Valley (4.1) Statutory Requirement	Number of ASB5 (Licensed Works) Notifications assessed - 100% Number of Non-Licensed works assessed 100% Respond to enquiries about asbestos	Assessment of controls in place for minimizing risks from exposure to asbestos fibres. Receipt of notifications and inspect as necessary. Give accurate, easy to understand, advice.	All officers	Ongoing March 2016
Private Water Supplies and Private Distribution Systems (for Water Services)	Health & Wellbeing 4. Slough will be one of the safest places in the Thames Valley (4.1)	Complete Risk Assessments for Private Water Suppliers and implement Action Plans to ensure safe water supplies Review PWS Sampling Programmes in line with statutory guidance. DWI return completed. Identify Private Distribution Systems and verify with Thames Water Authority. Risk Assess Private Distribution Systems and set up water sampling programme in line with statutory guidance.	Complete Risk Assessments and implement Action Plans for Private Water Suppliers Assessment of Private Water Supplies information and collation for return to the Drinking Water Inspectorate Confirm locations of Private Distribution Systems, verify, Risk Assess, implement Action Plans and set up sampling programme	Sarah Hill	March 2016

Slough Specific	Health & Wellbeing				
Slough Safety Advisory Group	Economy and Skills	Attend SAG meetings. Take necessary follow-up action	Attend meetings and advise on H&S standards and requirements. Inspect and enforce for H&S where necessary	Levine Whitham	Ongoing
Slough Working Well	Regeneration & Environment	Link to SWW work plan; supporting partnership with SBCP, Public Health Team, PCT, NHS, etc. Meets HSE intervention criterion.	Attend meetings and help facilitate work detailed in work plan.	Ginny de Haan	Ongoing
Thames Valley H&S Group	4. Slough will be one of the safest places in the Thames Valley (4.1)	Supports partnership with Private Sector businesses. Meetings attended. Meets HSE intervention criterion.	Attend meetings and advise on enforcement issues, changing H&S standards, legislative change, etc.	All Officers	Monthly