

Service delivery plan 2016/17



Health, safety and wellbeing in Slough

Consumer protection and business compliance group

Consumer protection and business compliance is an outward facing service group made up from:

- **Trading standards**
- **Food and safety**
- **Licensing teams**
- **Community safety**
- **CCTV and 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 and 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 and safety within approximately 1,600 commercial premises in the borough, including warehouses, residential care homes, leisure centres, shops, pubs and restaurants. Health and safety enforcement is divided between the Health and Safety Executive (HSE) and local authority under The Health and Safety (Enforcement Authority) Regulations 1998.

Our approach to health and 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 and safety regulation, which since its introduction 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 risks are not being controlled. Proactive inspections preserved 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 on 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, and protecting employees and the wider public from risk, while 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.

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 council's Primary Authority scheme, where our work on improving safety standards is on a national scale. Further information on Primary Authority is below.

The HSE and local authorities, as co-regulators for health and safety legislation, have a vital role to play in ensuring 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 that manage health and safety effectively
- 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 and 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 legionella control in hot and cold water systems within care homes.

We work to help safeguard vulnerable workers, linking in with the licensing team, police and Home Office immigration enforcement.

The purpose of this plan is to let you know how we are going to achieve the various measures 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 while targeting those that seek to gain an advantage from non-compliance
- Investigating complaints and listening and responding to 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 -HSE, Thames Valley Health and Safety Group, Home Office immigration enforcement, Thames Valley Police, 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 focusing 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 and safety manager

Tel: 01753 875255 or e-mail: levine.whitham@slough.gov.uk

Or

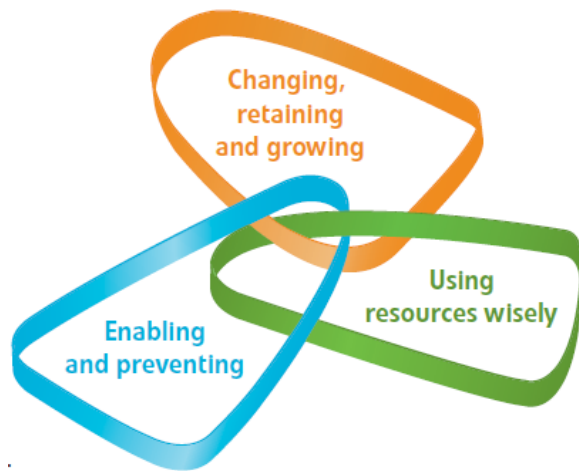
Ginny de Haan, head of consumer protection and business compliance,
Tel: 01753 875255 or e-mail: ginny.dehaan@slough.gov.uk Or

To find out more about our service and initiatives 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

DRAFT



Our vision

The focus of work within the health and safety service is to ensure the council is able to fulfil its statutory obligations under the relevant legislation and that this is geared towards Slough's specific community and business needs, based on local intelligence and 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 while supporting local businesses. The action plan at the back of this service delivery plan shows how we are going to achieve this, and demonstrates the golden thread in how we directly link with the 5 year plan to achieve the council's wider outcomes. 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. However, firm action 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 2015/16?

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 and 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, newsletters
- 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, and Thames Valley Health & Safety Group

During 2015/16 our key achievements included:

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**

BRDO

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 and safety.

Our officers are able to provide companies that trade across council boundaries robust and reliable advice, through the creation of these legally recognised partnerships. The scheme also provides a safety net to ensure 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 39 successful Primary Authority partnership agreements. These services are uniquely provided by in-house by specialist officers.

Cost recovery is an essential element of the contracts and is applied to Primary Authority partnerships, with an hourly charge for any work undertaken. We have set an annual income target of £110k, which covers all income from partnerships. It covers the whole range of primary authority categories - food hygiene and health and safety are just two of the possible 23 categories. In 2014/15 cost recovery was £104,000k, and in 2015/16 it was £94,000k. Although we did not meet our income target, we have increased our income target for 2016/17 by £5k to £115K. 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 more than 1,460 hours of advice interactions with our Primary Authority companies was given, a high proportion of which were advice and support requests from our partners.

As a Primary Authority we have had communication with many other councils to ensure 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 and leaving Primary Authority partnerships with the council remains changeable. However, the demand on Primary Authority has remained relatively constant over the past year. Three new partnerships were set up last year. However, five partnerships ceased, due to two stopping trading and three being taken over by other businesses.

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 email primary.authority@slough.gov.uk

Accident investigations

The team received **132** accident notifications, a 34 percent increase from the previous year. This could be an indication that premises are not being visited regularly, meaning compliance and standards have slipped. It also could be because we have a new indoor trampoline park in Slough, which results in a significant amount of accident notifications.



Unfortunately, we are still investigating a serious workplace transport accident, which occurred in January 2015. A young employee was crushed by a reversing vehicle, leaving him with serious and long term injuries. This has taken a significant amount of officer time and resource.

In previous years accidents have happened from the misuse of fork lift trucks, movement of delivery vehicles, and from unsafe practices performed while 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 and safety in Slough

Employees and members of the public made 87 complaints and enquires about health and safety last year, which included:

- Faulty lifting equipment
- Fumes from nail salons
- Hijama treatment, and home beauty treatment including Botox
- Unsafe electrics and gas supplied within food premises
- Unsafe legionella controls
- Defective passenger lifts and other lifting equipment.

- Loose handrails on a staircase
- Requests for advice about asbestos risks, removal and disposal, including dumped asbestos
- Complaints about smoking in enclosed places.

Health and safety inspections

In accordance with the HSE National Code, we target our resources on outcome-focused 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 **35** health and safety visits to premises in Slough, of which **13** were reactive following complaints or accident notification. We also undertook eight revisits to ensure standards had improved. This is an increase of 59 percent on last year, which is due to the fact that we undertook increased gas safety checks within food businesses, and undertook two small projects, detailed below.

Management of pool water quality project

As part of a Berkshire-wide initiative, we undertook a project looking at the management of water quality in swimming pools. Since 2001, swimming pools have been the most common setting for outbreaks of waterborne infectious intestinal disease in England and Wales, with *Cryptosporidium* as the leading cause. Previous studies have identified that the risks to public health can be minimised by ensuring swimming pool management, procedures and pool water treatment and disinfection are optimal and in accordance with current guidelines.

The aim of the project was to increase awareness to pool operators of the procedural controls required to minimise risks of microbial infection. This should help play a part in reducing the incidents of swimming pool related *Cryptosporidium* outbreaks in future. The project also allowed us to collect information about swimming pool facilities which can be utilised in the event of an outbreak of infectious disease. 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.

In total, six premises were included in the project (all were run by private operators). They were all found to be well run, with up-to-date procedures. We found that staff were knowledgeable and trained in how to operate emergency procedures. No issues of concern were identified at any premises and we are

confident we now have a greater and more up-to-date overview of these premises, the water systems and the management controls.

Legionella in hot and cold water systems in care homes

As part of a Berkshire-wide initiative, we undertook a project looking at the management of the risk from Legionella in water systems at care homes.

Legionella bacteria are widespread in the environment. They may also contaminate and grow in hot and cold water systems and whirlpool spas. Legionnaires' disease is a potentially fatal form of pneumonia, with elderly people at higher risk. The main control is to ensure water is kept between 20–60°C. This requires care homes to have a thorough knowledge of their water systems and to carry out routine monitoring of the temperatures at various points throughout the system. This control is complicated by the need to control the risk of scalding to residents in the case of water being delivered in excess of 45°C.

The aim of the project was to make businesses aware about the hazards legionella bacteria, and assess whether management of water systems was in compliance with legal requirements and current guidance. We hoped our interventions would improve standards, thereby improving safeguarding to all service users, employees, contractors and families who access the facilities /buildings.

Six premises were identified for inclusion in the project. These were all visited and four were identified for revisits. In these cases all had carried out risk assessments and had an action plan drafted within the previous five years. However, it was clear the documentation was not up-to-date or valid. There were also concerns about monitoring for the appropriate temperatures and lack of management knowledge and involvement in implementing the controls.

A period of time was allowed for these four premises to update their monitoring procedures and related documentation. Once revisits were carried out, clear improvements had been made and all duty holders felt they had benefited enormously, having had their attention brought to this matter, particularly considering the potential seriousness of an incident. Training has now been undertaken by both maintenance staff and managers. It was clear that staff have a much clearer understanding of the systems, how the controls are being monitored and why.

Cooling tower registration

It is a legal requirement to register wet cooling towers with the local authority.

We have 17 premises registered, 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 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 and safety solutions for businesses in Slough. During 2015/16 we worked to develop the following important projects.

- **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 its honorary president, the group celebrated its 50th Anniversary in May 2014, having been originally set up, jointly, by Slough Borough Council and the business health and safety community. The group is part of Safety Groups UK, is affiliated to RoSPA (Royal Society for the Prevention of Accidents) 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 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 of 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 and the 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 and safety team in 2015/16 in the form of:

Four improvement notices relating to:

- Unsafe forklift trucks
- Unsafe gas equipment within a food business

Finding these dangerous situations reinforces 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 not completed any prosecutions this year. However, we have spent a significant amount of officer time and resources investigating a serious work place accident whereby a young employee was crushed by a reversing lorry, causing serous facial and upper body injuries. The on-going investigation is near completion and 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 ensure 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 that 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 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. We are

considering joint projects with other Berkshire authorities on: workplace transport; infectious disease control in licensed premises providing tattooing, piercing and semi-permanent make up; and violence and aggression within late-night food premises. We will also continue to check the safety of gas equipment within catering establishments. 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 high 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 five working days
Provide a full response	Within 10 working days

Customer feedback

We do not have customer feedback data from 2015/16, as we have reviewed the way in which we collect this data. New feedback questionnaires have been trialled and implemented from April 2016 to be included within next year's service plan. No complaints regarding the service have been received, either formally or informally. The team is committed to working with local businesses and the local community to ensure high levels of satisfaction. We aim to

enhance the quality of life of residents within the borough. All feedback received is used to inform and improve our service.

Our quality assurance procedures assess the work of our officers to ensure that it meets the high standard expected by the service.

Members of the team represent the authority in a number of regional bodies with the aim of sharing good practice and achieving value for money, including the Berkshire Food Liaison Group, The Regional Sampling Group and the Berkshire Infectious Disease Group.

Resourcing

The food team employ **5.37 FTE** (full time equivalent). This includes the food and safety manager (one FTE). The FTE available for health and safety work is **approximately 0.5 FTE**. We also employ a business support officer (0.25 FTE allocated to health and safety work). At present our team is fully staffed.

Staff development

On going personal development of the work force is paramount to ensure a comprehensive service is provided to the customer, while 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, training on Legionella control in hot and cold water systems, laser safety with regards to beauty treatments, micro safety in swimming pools, working on fragile roofs and advanced investigative practice.

The health and safety action plan for 2015/16, which outlines our planned work for the year, is detailed in Appendix A.

DRAFT

Appendix A - Health & Safety Action Plan 2016/17

Directorate: CUSTOMER AND COMMUNITY SERVICES	Service Manager: Levine Whitham, Food & Safety Manager
Division: Enforcement & Regulatory Services Consumer Protection & Business Compliance	Budget: £30,000 Number of staff employed: 0.5 FTE, plus 0.25 Business Support Officer and 0.25 FTE food & safety manager
<p>Service Objectives:</p> <p>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.</p> <p>We have strong links to the Councils 5 Year Plan, which is indicated against each service activity below. The work of the Food and Safety team is essential in securing safe building blocks from which the council can deliver its plan. Without the basics, such as safe places to work and visit, it would be impossible to build a safe, healthy and vibrant Slough. We are the prerequisite for a fit and resilient Borough.</p>	

Service Activity	Priority & 5 YP Outcome & Statutory Requirement	Targets	Key Actions	Anticipated Outcomes	Responsible Officer	Time Scale & Measures
Primary Authority (PA) & Compliance Support	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>7. The Councils income and value of its assets will be maximised</p> <p>Economy and Skills</p> <p>Health</p>	<p>Develop existing PA's and explore new PA's opportunities, creating income in line with projected target.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Increase PA revenue in line with increased income targets %.</p> <p>Carry our PA Service Review</p>	<p>Designated officers to work closely with PA businesses to:</p> <p>Develop open and close partnerships with PA clients</p> <p>Provide specific advice in relation to management systems & procedures and controls adopted by the company nationally</p> <p>Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant</p> <p>Handle referrals from other local authorities and central government bodies on behalf of that business</p> <p>Develop and publicise Inspection Plans</p> <p>Issue of advice and guidance to other Enforcement Authorities on the companies activities</p> <p>Maintain an accurate record of any advice and guidance</p> <p>Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans where mutually agreeable.</p> <p>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p> <p>Support business through PA in line with Open for Business goals.</p>	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA).</p> <p>Reduced, efficient and effective regulation by other EA nation wide, via the provision of PA support which has a national impact.</p> <p>Reduced regulatory burden on PA businesses.</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2017</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews</p> <p>Yearly overview of individual company Action Plans</p> <p>Number of PA's in Portfolio</p>

			<p>Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model. where mutually agreeable.</p> <p>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p> <p>Support business through PA in line with Open for Business goals.</p> <p>Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model.</p> <p>implement action plan following service review</p>			
<p>Risk based interventions within business in Slough</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be</p>	<p>Undertake targeted risk based interventions to businesses in line with HSE LAC 67/2 rev 5 – Guidance to Local Authorities on Targeting Interventions</p> <p>Compliance with National Code for Local Authority Enforcement</p>	<p>Undertake proactive interventions to premises where local intelligence suggests controls are not being managed or where an investigation is warranted following complaint or report of accident</p> <p>Assess the need for interventions and projects based on:</p> <ul style="list-style-type: none"> - HSE high risk list of activities suitable for inspections - HSE national priority list and sector strategies - Local priorities and needs of slough - Berkshire wide priorities <p>Possible Berkshire joint projects identified</p>	<p>Safer businesses in Slough</p> <p>Reduced accident rates and improved safety and wellbeing for people who work within and visit Slough</p>	<p>All officers</p>	<p>March 2017, Monthly monitoring</p>

	<p>one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care & support needs.</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>		<p>include:</p> <ul style="list-style-type: none"> - Vehicle transport safety, with particular focus on shared yards - Violence and Aggression to employees, with focus on late night catering establishments - Tattooist, piercers and premises requiring special treatment license <p>Officers to be vigilant when visiting businesses for other reasons in order to identify and deal with Matters of Evident Concern (MEC) or Matters of Potential Major Concern (MPMC).</p> <p>Monitor MEC & MPMC to identify trends and local issues.</p>			
<p>Ongoing investigations and prosecutions</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p>	<p>Undertake investigations into work related accidents, MEC, MPMC, or concerns raised about a business, to determine if serious and public safety at risk.</p> <p>Where necessary take action to secure sensible health and safety regulation,</p>	<p>Support and advice given to businesses appropriate to the risk presented, in order to allow businesses to manage their own risks safely.</p> <p>Officers to used HSE Enforcement Management Model (EMM) and work in line with department enforcement policy when considering enforcement action.</p> <p>Where enforcement is deemed appropriate, adhere to timescales for prosecutions file submission.</p> <p>Full range of enforcement options used, as appropriate in line with the enforcement policy</p> <p>Explore alternative enforcement opportunities on a case by case basis.</p>	<p>Safer businesses in Slough</p> <p>Reduced accident rates and improved safety and wellbeing for people who work within and visit Slough</p> <p>Justice taken against those business who fail to meet their health safety obligations and put peoples health at</p>	<p>All officers</p>	<p>March 2017</p>

	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p>	proportionate to risk.		<p>risk</p> <p>All Complaints and service requests dealt with in line with Customer Service Charter and Pledge</p>		
<p>Reactive investigations in response to intelligence or reported incidents</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p>	<p>Assess and respond to accident notifications, complaints and service requests relating to workplace health and safety, wellbeing, including referrals via the HSE</p>	<p>Respond to all notifications in line with customer charter and pledge including timescales</p> <p>Determine if investigation is appropriate using the HSE incident selection criteria, and recording decision</p> <p>Promptly close service requests which are not serious or present health risks, managing customer expectation from the beginning. Where appropriate signpost customers to self help resources.</p> <p>Work in line with Enforcement policy, prosecution template and internal procedures. Outcome from QA - in line with procedures</p>	<p>Safer businesses in Slough</p> <p>Reduced accident rates and improved safety and wellbeing for people who work within and visit Slough</p>	All officers	<p>March 2017</p> <p>Quarterly monitoring</p>
<p>Legionella Controls and registration of Cooling Towers</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p>	<p>Maintain and update registration of all cooling towers in Slough and monitor risk of legionella infection in conjunction with HSE</p>	<p>Assess cooling tower controls and risk assessments, to ensure we hold up to date information on controls.</p> <p>Where necessary inspect cooling towers, specifically where change in management, change of process, alteration, replacement or water treatment.</p>	<p>Ensure the risk of legionella infection from cooling towers in Slough is controlled.</p>	Ann Stewart	March 2017

	Health					
<p>Becoming an enabling authority – providing self help and links to guidance and support</p> <p>Promotion of Health and Safety issues and involvement in joint projects with other partners</p> <p>Community engagement</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>8. The council will be a leading digital transformation organisation.</p> <p>Health</p> <p>Economy and Skills</p>	<p>Increasing the number of users accessing the council website for information and self help</p> <p>Increase enquires to the team via foodandsafety@slough.gov.uk</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Increase awareness of health and safety issues via local press and the Council's website</p> <p>Increased community engagement initiatives</p>	<p>Publicise and direct users to council's website and dedicated email on all correspondence to businesses.</p> <p>Review and update information on council website on an annual basis, and when new information becomes available, ensuring its user friendly and information easily accessible. Council website to have clear links to HSE website.</p> <p>Provide business start up support and signposting to free guidance and information.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Issue releases where necessary, such as supporting national campaigns or local enforcement against poor performing premises.</p> <p>Other initiatives undertaken, including sector specific initiatives, joint projects and visits with licensing and TS</p> <p>Lean review all customer facing processes</p> <p>Explore novel ways of using social media to profile work of the service.</p> <p>Explore opportunities to engage with the community, such as campaigns at focused groups, schools, and libraries;</p>	<p>Reduced demand on service from enquires which can be resolved via self help</p> <p>Improved consumer access and awareness of health and safety.</p> <p>Quicker response times to enquires made to the service via foodandsafety@slough.gov.uk</p>	<p>Food & safety Manager</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p> <p>Feedback from website users</p>

<p>Smoke free enforcement and advice</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p>	<p>Ensure all premises offering smoking facilities, including Shisha's are complaint with smoke free requirements</p>	<p>Provide start up advice to new shisha's or premises offering smoking facilities on smoke free compliance</p> <p>Assess premises offering smoking facilities to ensure compliant with smoke free requirements, give advice and take necessary enforcement where appropriate in line with council's enforcement policy and wider growth agenda.</p> <p>Link with other stakeholders, such as planning, BRFRS, NET, police and licensing at soonest opportunity to ensure joint up simple enforcement.</p> <p>Undertake surveillance to facilities allowing smoking to ensure compliance.</p>	<p>Reduce risk to health to employees of shisha's and premises offering a smoking facility, from second hand smoke</p>	<p>Levine Whitham</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly review</p>
<p>Asbestos – Duty to Manage</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p>	<p>Assessment of all ASB5 notifications, and notifications of notifiable non licences work via HSE website.</p> <p>Respond to enquires regarding asbestos</p>	<p>Assess all ASB5 notifications, and notifications of notifiable non licences work to determine if controls suitable, and where necessary visit site to ensure controls in place to minimise risk from exposure to asbestos fibres.</p> <p>Give accuracy advice on control of asbestos, including duty to manage.</p> <p>Signpost to HSE website for information and guidance.</p>	<p>Reduced risk of health from exposure to asbestos fibres.</p> <p>Increased awareness of asbestos</p>	<p>Sandeep Johal</p> <p>All officers</p>	<p>March 2017</p>
<p>Private water supplies and private water distribution systems</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p>	<p>Complete Risk Assessments for Private Water Suppliers and implement Action Plans to ensure safe water supplies</p>	<p>Complete Risk Assessments and implement Action Plans for Private Water Suppliers</p> <p>Assessment of Private Water Supplies information and collation for return to the Drinking Water Inspectorate</p>	<p>Safe water from private water supplies and distribution centres in Slough, with reduced risk of illness.</p>	<p>Sarah Hill</p>	<p>March 2017</p> <p>Quarterly review</p>

	Health	<p>Review PWS Sampling Programmes in line with statutory guidance.</p> <p>Complete annual DWI return.</p> <p>Identify Private Distribution Systems and verify with Thames Water Authority.</p> <p>Risk Assess Private Distribution Systems and set up water sampling programme in line with statutory guidance.</p>	<p>Confirm locations of Private Distribution Systems, verify, Risk Assess, implement Action Plans and set up sampling programme</p>			
<p>Slough Specific:</p> <p>Safety Advisory Group (SAG)</p> <p>Thames Valley Health and Safety Group (TVHSG)</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p>	<p>Attend meetings, give advice on enforcement issues, changes in standards and guidance, support and take necessary follow up actions</p>	<p>Supports partnership working with local businesses and stakeholders.</p> <p>Give advice to SAG to ensure events are operated safely.</p> <p>Benchmark, share intel and information, and support to and from other Berkshire authorities</p> <p>Participate in discussions on health and safety issues regionally, cascading to county groups and the team.</p>	<p>Ensure consistent and proportionate health and safety regulation.</p>	<p>Levine Whitham</p> <p>Other officers to support</p>	<p>March 2017</p> <p>Ongoing monthly and quarterly meeting attendance</p>

**County liaison
group and
Regional
strategy group**

--	--	--	--	--	--	--

DRAFT