

HOUSING, HEALTH & COMMUNITY CARE HEALTH & SAFETY SERVICE PLAN 2003/2004

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1.0 SERVICE AIMS AND OBJECTIVES

1.1 Aims and Objectives

The Housing, Health & Community Care Service is committed to ensuring that the highest health & safety standards are maintained throughout the district in premises for which they are the Enforcing Authority, in order to protect employees, the self-employed and members of the public.

Staff will adopt an approach to enforcement which will encompass the investigation of all complaints, serious accidents, dangerous occurrence and cases of occupational ill health in accordance with HSC/HELA objectives and priorities, as well as inspections based on risk assessment so as to make effective use of the staff resources allocated.

Staff will follow the principles and guidance on health and safety enforcement contained in the Health & Safety Commission's Enforcement Policy Statement (Appendix 1) which includes the criteria used to select which accidents, incidents, cases of ill health to investigate.

Staff will act within the Division's overall enforcement policy (Appendix 2) but due regard will be had to guidance from recognised bodies. Rochford District Council has adopted the Enforcement Concordat (Appendix 3) and therefore staff will carry out activities in this service plan in accordance with the Concordat.

Education plays an important part in improving health & safety standards and therefore staff will carry out the activities in this service plan with an educative approach wherever possible.

1.2 Links to Corporate Objectives and Plans	This service supports Rochford District Council Corporate Plan and Best Value Performance Plan (Appendix 4). The health & safety service is included in the Best Value Review of "Public Regulation, Inspection and Protection".
2.0 BACKGROUND 2.1 Profile of Rochford District 2.1.1 Profile of Housing, Health & Community Care Service 2.2 Organisational Structure 2.2.1 Rochford District Council 2.2.2 Housing, Health & Community Care 2.2.3 Manager Responsible for Health & Safety Service 2.2.4 Specialist Services	 See Appendix 4. See Appendix 4. See Appendix 4. See service chart Appendix 5. Safety, Food & Regulation Manager. None.

2.3	The Scope of the Health & Safety Service	
2.3.1		Establish and maintain an up to date register of all premises in the district for which the Council is the health & safety enforcing authority.
2.3.2		Inspect all premises for which the Council is the enforcing authority on a risk based, rolling programme in accordance with HELA LAC 67/1 (rev2) and take enforcement action as necessary.
2.3.3		Carry out visits and inspections to premises as necessary within the plan period, including revisits and investigative visits.
2.3.4		Investigate and resolve all serious health & safety complaints.
2.3.5		Provide advice and assistance to businesses, employees and customers on health & safety related issues.
2.3.6		Receive and act as appropriate for all notifications of accidents, dangerous occurrences and cases of occupational ill health.
2.3.7		Register notifications of cooling towers and evaporative condensers.
2.3.8		Investigate reports from engineers relating to the examination of lifting gear, pressure vessels etc. and take appropriate action.

2.3.9	Facilitate health & safety training as necessary, by independent training organisations.																					
2.3.10	Provide advice to the other Council Services on health & safety related issues.																					
2.3.11	Facilitate health & safety promotional and educational activities, by independent organisations																					
2.3.12	Comment on proposed health & safety legislation, codes of practice, guidance and other official documents as necessary and as requested.																					
2.4 Demands on the Health & Safety Service	<p>As at 1 April 2003 the Housing, Health & Community Care Division's database has identified that it is responsible for enforcing health and safety in 1112 premises within the Rochford District. According to HELA 67/1 (rev 2) risk categories can be broken down as follows:-</p> <table border="1" data-bbox="784 829 2016 1165"> <thead> <tr> <th data-bbox="784 829 1075 869"><u>Risk Category</u></th> <th data-bbox="1075 829 1478 869"><u>Number of Premises</u></th> <th data-bbox="1478 829 2016 869"><u>Inspection Frequency</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="784 901 1075 941">A =</td> <td data-bbox="1075 901 1478 941">63</td> <td data-bbox="1478 901 2016 941">1 Year</td> </tr> <tr> <td data-bbox="784 941 1075 981">B1 =</td> <td data-bbox="1075 941 1478 981">45</td> <td data-bbox="1478 941 2016 981">2 Years</td> </tr> <tr> <td data-bbox="784 981 1075 1021">B2 =</td> <td data-bbox="1075 981 1478 1021">149</td> <td data-bbox="1478 981 2016 1021">3 Years</td> </tr> <tr> <td data-bbox="784 1021 1075 1061">B3 =</td> <td data-bbox="1075 1021 1478 1061">92</td> <td data-bbox="1478 1021 2016 1061">4 Years</td> </tr> <tr> <td data-bbox="784 1061 1075 1101">B4 =</td> <td data-bbox="1075 1061 1478 1101">598</td> <td data-bbox="1478 1061 2016 1101">5 Years</td> </tr> <tr> <td data-bbox="784 1101 1075 1141">C =</td> <td data-bbox="1075 1101 1478 1141">165</td> <td data-bbox="1478 1101 2016 1141">No routine frequency but reviewed periodically</td> </tr> </tbody> </table>	<u>Risk Category</u>	<u>Number of Premises</u>	<u>Inspection Frequency</u>	A =	63	1 Year	B1 =	45	2 Years	B2 =	149	3 Years	B3 =	92	4 Years	B4 =	598	5 Years	C =	165	No routine frequency but reviewed periodically
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2.5	Enforcement Policy	<p>The estimated number of premises types was:</p> <table data-bbox="763 316 1400 651"> <tr> <td>Retail shops</td> <td>359</td> </tr> <tr> <td>Wholesale shops, warehouses</td> <td>57</td> </tr> <tr> <td>Offices</td> <td>224</td> </tr> <tr> <td>Catering, restaurants and bars</td> <td>182</td> </tr> <tr> <td>Hotels, camp site, etc.</td> <td>15</td> </tr> <tr> <td>Residential care homes</td> <td>12</td> </tr> <tr> <td>Leisure and cultural services</td> <td>70</td> </tr> <tr> <td>Consumer services</td> <td>161</td> </tr> <tr> <td>Other premises (not classified above)</td> <td>32</td> </tr> </table> <p>No particular external factors that may impact on this service have been identified. There are two languages other than English identified as being significant in food businesses within the district. These are Bengali and Chinese, however the majority of proprietors of food businesses are able to speak adequate English or have somebody present at the premises that can translate. In any cases where there may be language difficulties the service would contact Essex Police (01268 775533) for details of an interpreter.</p> <p>These languages are not seen as placing a particular demand on the health & safety service.</p> <p>This service operates to a documented enforcement policy.</p>	Retail shops	359	Wholesale shops, warehouses	57	Offices	224	Catering, restaurants and bars	182	Hotels, camp site, etc.	15	Residential care homes	12	Leisure and cultural services	70	Consumer services	161	Other premises (not classified above)	32
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3.0	SERVICE DELIVERY	
3.1	Inspection Programmes	
3.1.1	Programmed Inspections	The number of Programmed Health & Safety Inspections for the period is = 208 .
3.1.2	Carry Over Inspections	The number of Programmed Health & Safety Inspections carried over from the last financial year is = 0 .
3.1.3	Total Inspections	Therefore the total number of Programmed Health & Safety Inspections for the period is = 208 . (See Appendix 4 for a breakdown)
3.1.4	Target	The target percentage of inspection due is: High Hazard/Risk (Category A) = 95% Intermediate Hazard/Risk (Categories B1 - B4) = 95% Low Hazard/Risk (Category C) = 95%
3.1.5	Visits to Food Premises	Health & Safety hazard spot and take appropriate action during planned food hygiene inspections. The estimated number of planned food hygiene inspections is = 327 .
3.1.6	Revisits	The estimated number of revisits for this plan period is = 160 .
3.1.7	Special Initiative	None.

<p>3.2 Health & Safety Complaints</p>	<p>All serious health & safety complaints received including anonymous complaints are investigated in accordance with the good enforcement principle of targeting, transparency, consistency and proportionality. The estimated number for this plan period is = 100.</p>
<p>3.3 Lead Authority Principle</p>	<p>There are no formal or informal Lead Authority Partnerships set up for any health & safety business within Rochford District.</p>
<p>3.4 Advice to Business</p>	<p>Advice is provided to existing or proposed businesses, members of the public and, on occasions, to other Council Service Departments. Advice is mainly person to person whilst Officers are carrying out visits/inspections but may also be following a telephone call or letters to the Housing, Health and Community Care Division.</p> <p>Officers aim to give advice in accordance with recognised guidance and codes of practice, and a range of advisory leaflets is available.</p> <p>The estimated number for the plan period is = 67.</p> <p>The Council has regular meetings with the Chamber of Trade and Federation of Small Businesses, who have been consulted on the Division's enforcement policy.</p>

<p>3.5 Accident & Incident Investigation</p>	<p>All notifications of reportable and non-reportable accidents, dangerous occurrences and cases of occupational ill health received are assessed in accordance with paragraphs 30, 31, 32 and 33 of the Health & Safety Commission's Enforcement Policy Statement.</p> <p>HSC recognises that it is neither possible nor necessary to investigate all incidents. Site investigations will be carried out of a reportable work-related death unless there is a specific reasons for not doing so, in which case those reasons will be recorded.</p> <p>The following factors will be taken in account when determining which incidents to investigate:</p> <ul style="list-style-type: none"> ➤ the severity and scale of potential or actual harm; ➤ the seriousness of any potential breach of the law; ➤ knowledge of the duty holder's past health & safety performance; ➤ the enforcement priorities; ➤ the practicality of achieving results; ➤ the wider relevance of the incident, including serious public concern. <p>The estimated number of notifications for the plan period is = 30.</p> <p>The estimated number of investigations for the plan period is = 10.</p>
<p>3.6 Liaison</p>	<p>A number of arrangements have been made to improve the consistency of enforcement with neighbouring Authorities.</p>

<p>3.7 Health & Safety Promotion</p>	<ul style="list-style-type: none"> - This service actively supports the Essex Chief Environmental Health Officer's Health & Safety Group. <p>The service also advises and liaises with other services within Rochford District Council, including: Building Control, Planning, Environmental Protection Team, Contract Services.</p> <p>The service is consulted on planning applications involving business premises.</p> <p>A health and safety event on dangerous substances will take place during European Health and Safety week in October.</p>
<p>4.0 RESOURCES</p> <p>4.1 Financial Allocation</p>	<p>The overall net expenditure for the Environmental Health Service is £799,100. The health & safety service costs are not currently separately identified within this budget.</p> <p>It is therefore not possible to determine whether there is a charge in real terms in expenditure on the health & safety service compared to last financial year.</p> <p>Details of the budget for salaries, travel, subsistence, consultancy, analytical fees are contained in Rochford District Council's Budget 2003/2004.</p> <p>No budget is separately allocated for prosecutions or legal action taken as a result of action under this service, but are provided for within the Legal Service's budget.</p>

<p>4.2 Staffing Allocation</p>	<p>The staff available for this period is</p> <ul style="list-style-type: none"> 1 Safety Food and Regulation Manager 1 Principal Environmental Health Officer (EHO) 1 Contract EHO 1 Senior EHOs 0 Senior EHO (1 vacancy) 2 Part-time Senior EHO 2 Environmental Health Assistants (EHA) 3 Administrative staff <p>This staffing allocation is not solely for this service plan. These officers also carry out the Food Safety, Animal Welfare Licensing, Outbreak Control and Infectious Disease, Public Entertainment licensing and Control of Trading Licensing duties. The administrative staff also support the entire Housing, Health and Community Care Service.</p> <p>It is estimated that the above staffing levels will provide sufficient resources to carry out the service delivery outlined in Paragraph 3.0 .</p> <p>It is estimated that 2.5 full time equivalents work on health & safety.</p>
<p>4.3 Staff Development Plan</p>	<p>This service supports the Corporate Plan for Rochford District Council. The staff covering this service will continue to be encouraged, motivated and trained to develop their potential and use their talents for the benefit of the people of the district.</p>

This service identifies training and development needs by an annual performance and development review of all staff.

The training budget is allocated primarily to those staff in the whole service that are identified as requiring further training to develop their professional and technical skills for the job that they are required to carry out and to deliver Corporate Objectives.

Budget provision is also available for minor, short ad hoc training courses that become available.

For this plan period, the following training needs have been identified:

- PEHO (Health & Safety) and SEHO (Health & Safety) to complete 2 year post graduate diploma course in health and safety.
- Short ad hoc courses when they become available

Cascade training is provided by the officer attending an external training course to other officers in the service.

Periodic meetings are organised to discuss matters and issues of consistency arising under this service plan area.

Minutes of the Essex Chief Environmental Health Officers Health & Safety Group are circulated to officers in the Safety, Food & Regulation Team.

The Housing, Health & Community Care service and the Council supports Environmental Health Officers that wish to obtain corporate membership of the Chartered Institute of Environmental Health (C.I.E.H) by taking the Assessment of Professional Competence (APC).

All Environmental Health Officers that are members of the C.I.E.H. are required to undergo at least 20 hours of Continuous Professional Development (CPD) per year. Whilst officers are responsible for monitoring the amount they have done in a year the service recognises this need and supports staff in achieving the minimum amount required by the CPD scheme. In house training may be organised throughout the year by individuals.

Every officer authorised to carry out health & safety inspections and enforcement will receive structured on-going training, which may take the form of in house training, formal visits or vocational visits. The minimum ongoing/update training is 10 hours per year and is recorded.

Officers who have not enforced health & safety law for some time are put through structured revision training before resuming health & safety law enforcement duties. The minimum revision training is 15 hours and is recorded.

Officers returning to health & safety law enforcement duties after an absence of more than 3 years are monitored by a more senior officer experienced in health & safety law enforcement for a minimum period of 3 months.

Before new officers undertake health & safety law enforcement duties independently, they are supervised and monitored by a more senior officer experienced in health & safety law enforcement for up to 6 months.

5.0 QUALITY ASSESSMENT

This service is part of the "Best Value" Review of public regulation, inspection and protection during this period.

The following peer reviews are carried out:

Staff - Health & Safety EHOs

- A full audit using the Section's "Management Quality Audit Form" is carried out on 5% of all high risk inspections. This involves a desk-top check and a visit. It is estimated that the Health & Safety EHOs will carry out about 50 high risk inspections each per year. Therefore, 2 audits will be carried out each for the period.
- A full audit using the Section's "Management Quality Audit Form" will be carried out on 5 complaints/enquiries received each per year.

Staff - Health & Safety EHA

- A full audit using the Section's "Management Quality Audit Form" is carried out on 5% of all low risk inspections. This involves a desk-top check and a visit. It is estimated that the Health & Safety EHA will carry out about 100 low risk inspections per year. Therefore, 5 audits will be carried out for the period.

An audit by the Health & Safety Commission was carried out in March 2002. The next audit, either by another Council or a contractor, is due in 2007 and will follow HELA 23/19.

A customer satisfaction questionnaire is sent to all employers/self-employed persons following a health and safety inspection.

6.0	REVIEW
6.1	Review against the service plan
	<p>An annual review against the service plan is carried out.</p> <p>In addition, performance is monitored monthly and a quarterly report is submitted to Members.</p> <p>The review below is for the plan period financial year 2002-2003.</p>
6.1.1	<p>Programmed Inspections</p> <p>The target number of inspections for the last plan period was:</p> <ul style="list-style-type: none"> ➤ High hazard/risk premises (category A) = ➤ Intermediate Hazard/Risk premises (categories B1-B4) = ➤ Low hazard/risk premises (category C) = <p style="text-align: right;">) 40 in total</p> <p>The actual number achieved was 84.</p>
6.1.2	<p>Revisits</p> <p>The number of revisits carried out were 25 (estimate = 30)</p>
6.1.3	<p>Visits to food premises</p> <p>Health & Safety hazard spotting was carried out during every planned food inspection.</p> <p>The number of planned food inspections carried out was 353 (estimate 327)</p>
6.1.4	<p>Service Request</p> <p>The number of service requests (health & safety complaints and advice to businesses) received was 167 (estimate 225).</p>

6.1.5	Accident & Incident Investigation	The total number of notifications received was 31 (estimate 30) .
6.1.6	Notices	The number of investigations carried out was 13 (estimate = 10)
6.1.6	Notices	<p>The following number of 'notices' were issued</p> <ul style="list-style-type: none"> ➤ informal written warning letters: 140 ➤ Improvement Notices served : 7 ➤ Deferred Prohibition Notices served : 4 ➤ Immediate Prohibition Notices served: 0
6.1.7	Formal Cautions	The number of formal cautions given was 0
6.1.8	Prosecutions	The number of prosecutions was 0
6.2	Identification of any variation from the service plan	<ol style="list-style-type: none"> 1. This was the start of the proactive health and safety inspection programme after 11 years of only dealing with reactive issues. 2. The number of programmed health & safety inspections carried out was higher than anticipated as the target was conservatively set to begin the programme. 3. Although the Principal EHO post has been filled there is now a vacant health and safety Senior EHO post which the Council has so far been unable to fill. 4. Based on existing staffing levels, work responsibilities and the number of premises the Council is currently the enforcing authority for, it is estimated that it will take at least 6 years to complete the inspection programme. If the vacant Senior EHO post is filled quickly, this can be reduced to 5 years.

<p>6.3 Areas of improvement</p>	<p>1. The staffing complement needs to be maintained to enable adequate resources to be directed to health & safety enforcement activities</p> <p><u>Action</u> Ensure that vacancies are filled promptly.</p> <p>2. Benchmarking of enforcement activity levels with other Essex authorities needs to be undertaken.</p> <p><u>Action</u> Benchmarking exercise will be carried out during 2003/04.</p> <p>3. Health & Safety educational/promotional/advisory activities need to be developed.</p> <p><u>Action</u> One seminar for local businesses on HSC priority themes will be carried out during October 2003.</p> <p>4. A customer satisfaction policy and procedure, including a questionnaire, needs to be developed in respect of dealing with complaints.</p> <p><u>Action</u> A customer satisfaction scheme will be developed and implemented by April 2005.</p> <p>5. Health & safety information needs to be provided electronically.</p> <p><u>Action</u> Health & safety information will be available on the Council's website by April 2005.</p> <p>6. Input to business partnerships or forums needs to be developed.</p> <p><u>Action</u> Input to business partnerships and forums will be developed by April 2004.</p>
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PROGRAMMED HEALTH & SAFETY INSPECTIONS

1.04.03 TO 31.03.04

<u>Risk Category</u>	<u>Number of Inspections</u>
A	64
B1	6
B2	21
B3	11
B4	81
C	25