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HEALTH AND SAFETY SERVICE PLAN 2019-20

**ENVIRONMENTAL HEALTH
COMMUNITY SERVICES
SURREY HEATH BOROUGH COUNCIL**

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**SURREY HEATH BOROUGH COUNCIL
HEALTH AND SAFETY SERVICE PLAN 2019/2020**

1. Service Aims and Objectives

1.1. Aims and Objectives

1.1.1. The purpose of Community Services is to build and encourage communities where people can live happily and healthily in Surrey Heath. The objectives of the health and safety service are:

- to meet the Council's statutory responsibilities to ensure that working environments are safe and without risks to health or welfare, and that work activities do not have an adverse effect on the public.
- to investigate all complaints about health and safety standards and notifications of accidents, occupational ill-health and dangerous occurrences, in premises for which the Council is the enforcing authority i.e. retail, leisure, service sector.

1.2. Links to Corporate Objectives and Plans

1.2.1. The aims of the Health & Safety Plan can be clearly linked to the overall aims and objectives of the Council.

1.2.2. Annual Plan 2019/20 – The Annual Plan sets out how the Council will deliver its objectives for 2019/20 as defined in its Five Year Strategy. Each objective breaks down into key priorities; key management projects and service specific milestones. The Council's Objectives and key priorities for 2019/20 are:

Place – continued focus on our vision to make Surrey Heath an even better place to live. Clean, green and safe. Where people enjoy and contribute to a high quality of life and a sustainable future.

Prosperity – to sustain and promote our local economy so people can work and do business across Surrey Heath, promoting an open business approach that attracts investment and complements our place.

People – to build and encourage communities where people can live happily and healthily in an environment that the community is proud to be part of.

Performance – to deliver effective and efficient services better and faster.

1.2.3. This plan provides information about the health and safety service provided, the means by which they are provided and the means for monitoring and reviewing service performance against set standards.

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2. Background

2.1. Profile of the Borough of Surrey Heath

2.1.1. Surrey Heath covers 36.5 square miles in North West Surrey. It is an attractive mix of urban and rural environments and is one of the safest districts in England. Surrey Heath shares boundaries with other Surrey authorities as well as those in Hampshire and Berkshire.

2.1.2. The Borough has a population of 86,144 (Census 2011). Approximately 9.8% of the Borough's residents are from a range of ethnic minorities. Camberley is a substantial and developing shopping, commercial and entertainment centre with outlying villages surrounding the town centre, providing a variety of workplaces for which the Council is the enforcing authority.

2.2. Organisational Structure

2.2.1. The health and safety service is delivered by the Environmental Health Service which is part of Community Services. Appendix 1 shows the organisational structure of the Environmental Health Team and Appendix 2 shows the Committee structure.

2.3. Scope of the Health and Safety Service

2.3.1. The health and safety service provides the following:

- inspections of businesses for which the Council is the enforcing authority
- investigation of complaints regarding health, safety and welfare in workplaces
- investigation of notifications of accidents, dangerous occurrences and occupational ill health arising from work activities affecting employees or others
- promotion of high health and safety standards through advice, education and training to businesses and the public
- registration of premises and operators carrying out skin piercing activities
- registration of premises with cooling towers
- enforcement action under the Health and Safety at Work (Etc) Act 1974 (HSWA) and associated legislation

2.4. Demands on the Health and Safety Service

2.4.1. We have a duty to 'make adequate arrangements for enforcement' under section 18 of HSWA. The National Local Authority Enforcement Code (National Code) sets out the adequate arrangements for enforcement. Compliance with the National Code is mandatory and focuses on delivering proportionate and targeted enforcement using a full range of regulatory interventions.

2.4.2. There are an estimated 1500 businesses in the Borough, for which the Council is the enforcing authority. These consist of shops, offices,

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caterers, leisure and consumer services and a wide range of other commercial activities. We are required to establish and maintain an accurate and comprehensive database of businesses subject to enforcement. It is recognised that the database of health and safety premises is constantly changing as existing businesses close and new businesses start up within the Borough.

2.4.3. Whilst Acolaid currently holds the database which contains business details and risk rating scores for some businesses, this is in the process of being transferred to IDOX Uniform computer software. This enables us to determine which businesses are 'high risk' in terms of health and safety so that we can effectively target interventions on those premises that need it most.

2.4.4. It is difficult to maintain an accurate health and safety premises database as there is no requirement for most businesses to register with us. Ongoing work is required to obtain accurate and up to date premises information about local businesses and officers conduct adhoc surveys of the trading and industrial estates on occasion. Officers also update the database by obtaining information from routine inspections, investigations, new business notifications, particular trade sectors, business rates and the HSE.

2.4.5. The Environmental Health Service is based at Surrey Heath House, Knoll Road, Camberley, which is open to callers 9.00 to 16.45 Monday to Friday. The team are contactable in the office by telephone, mail, e-mail, via the Council's website and in person and are contactable by colleagues via mobile phone and e-mail whilst out in the field.

In an emergency a member of the team can be contacted outside of office hours by means of the Environmental Health Call-Out Service.

2.5. Enforcement Policy

2.5.1. The service has a documented Environmental Health Enforcement Policy which is in line with the HSE's Enforcement Policy Statement, the Office of Product Safety and Standards and Local Government Regulation (LGR) guidance.

2.5.2. The HSE's Enforcement Management Model (EMM), is available for reference when making decisions about health and safety enforcement actions.

3. Service Delivery

3.1. Health and Safety Inspections

3.1.1 Enforcement in the form of planned interventions must be targeted in specific risk areas in accordance with the National Code. This will be at those premises where activities give rise to the most serious risk and are known to be least well controlled, with the aim of ensuring dutyholders effectively manage and control the risks of their work activities. We must focus resources on those premises most likely to cause working days lost and public injury, ill health or sickness absence and where dutyholders seek economic gain or advantage

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from non-compliance (e.g. rogue traders). The overall aim is targeted intervention involving the right people in businesses and the activities which present the greatest risk, and therefore maximise impact in improving health and safety outcomes.

- 3.1.2 The National Code makes it clear that proactive inspections must only be used to target high risk activities which are set out in Annex 1 of the Code. LA's have a range of other interventions available to them to ensure a business is managing its risks effectively and guidance is provided in LAC 67/2 (revision 6) Targeting Local Authority Interventions. It is important that LA's are able to justify any inspection they undertake and the National Code requires that we use national and local intelligence to inform priorities. LA's must be able to deal reactively with matters of evident or potential major health and safety concern, especially when visiting premises for other reasons, e.g. food safety intervention.
- 3.1.3 We will liaise with other Surrey LAs through the Health and Safety Study Group and gather local intelligence to identify areas of high risk activities in Surrey. We have always benefited from participating in group project work where possible.
- 3.1.4 In 2018/19, a total of 320 health and safety interventions were carried out. (Interventions are contacts with businesses and include inspections as well as revisits, telephone calls and advice.)
- 3.1.5 In 2019/2020 a similar number of interventions are expected.

3.2. Reactive Services for Health and Safety

- 3.2.1 All complaints about health and safety conditions within workplaces for which the Council is the enforcing authority are investigated. Reactive complaint work takes priority over programmed visits to ensure that requests for service are dealt with effectively. Requests for information about health and safety standards and legislation will also be met. In some cases, complaints will trigger a full health and safety inspection of the premises.
- 3.2.2 In 2018/19, 21 visits were made as a result of a complaint relating to health and safety and this number is expected to be similar in 2019/20.

3.3 Investigation of Accidents, Dangerous Occurrences and Occupational Ill Health

- 3.3.1 Notifications of accidents at work made under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 are investigated in accordance with the HSE Accident Investigation Policy. Although the policy states that not all accident notifications will be investigated, in practice, the vast majority of those received meet the criteria for investigation. Non-reportable notifications are not usually investigated, but are acknowledged by means of a standard letter.
- 3.3.2 In 2018/19, 38 accident notifications were investigated. A similar number are expected during 2019/20.

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3.4 Primary Authority Partnership (PAP)

- 3.4.1 Surrey Heath Borough Council has a PAP with Manning Impex, an imported food company and Exclusive Hotel Group, who own Pennyhill Park, which covers health and safety (and food safety). The PAP Scheme entitles any business or organisation to ask for a Partnership with a Local Authority (LA). Those businesses will be expected to work closely with the LA to ensure they comply with the Regulations that apply to them. This is expected to lead to greater compliance by the business, but also greater consistency and co-ordination of regulatory enforcement by LAs. A central register is maintained of all businesses with a PAP. We are expected to consult with other LAs before undertaking any enforcement work when a business has a PAP. This will have an impact on the service both as an enforcing authority needing to consult with other LA's before undertaking enforcement interventions in businesses within Surrey Heath, and as an authority with a PAP.
- 3.4.2 During 2014/15 we agreed a Memorandum of Understanding with Surrey County Council Trading Standards (SCCTS) which sets out how we will work together in future to offer a PAP package to businesses which would allow them to receive advice in both Environmental Health and Trading Standards. To date Manning Impex, and Exclusive Hotel Group have signed up to a PAP with SCCTS and Surrey Heath Borough Council. Businesses are charged for this service.

3.5 Support to Businesses

- 3.5.1 The Council's approach to enforcement includes offering advice to businesses in the first instance to assist them in achieving a satisfactory standard of compliance with health and safety law, where this does not compromise the safety of workers or the public.
- 3.5.2 In addition to the advice that is provided during inspections, revisits and investigatory visits to premises, advice is available to businesses on request at any time. Advice to businesses is also provided by means of our webpages, direct mailings and press releases on particular health and safety issues and new legislation.

3.6 Liaison with other Organisations

- 3.6.1 The Service has various liaison arrangements in place to ensure that enforcement action taken in its area is consistent with those of neighbouring LAs.
- 3.6.2 The Service has a representative on the Surrey Health and Safety Study Group, which meets 4 times a year and is attended by the 11 Surrey LAs, as well as the HSE. This group is also attended by a representative from the Surrey Environmental Health Managers Group, enabling consistency issues to be discussed by the managers of the different health and safety services in Surrey.

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3.6.3 Attendance at these meetings is a worthwhile activity and where demands on the service permit, an officer will attend. Arrangements are in place for referring cases to the relevant enforcing authority e.g. another local authority or the HSE, where this is necessary.

4. Resources

4.1 Financial Allocation

The budget for the Health and Safety Service is jointly held with that of the food safety service. The combined budget for 2019/20 is £333,552.

4.2 Staffing Allocations

4.2.1 There are currently 1.3 Full Time Equivalent (FTE) posts working on Health and Safety. The officers are appropriately qualified for the work undertaken. These posts are as follows:

- Environmental Health Manager - Competent and authorised to inspect all categories of Health and Safety premises, investigate complaints and accidents (0.15 FTE)
- Senior EHO - Competent and authorised to inspect all categories of Health and Safety premises, investigate complaints and accidents (0.10 FTE)
- EHO x 2 - Competent and authorised to inspect all categories of Health and Safety premises, investigate complaints and accidents (0.95 FTE).
- Business Support Officer - Provides administrative support to the Health and Safety service (0.1 FTE)

4.3 Staff Development Plan

4.3.1 All members of staff are subject to ongoing appraisal by their line manager via the staff appraisal process, which includes a discussion on personal and professional development. This provides an opportunity to identify any training needs and arrangements can then be made to meet those needs

4.3.2 Team meetings provide an additional opportunity for staff development to be discussed and training to be delivered. There is an adequate budget for staff training and attendance on external training courses will be arranged as appropriate to maintain their competency. Training provided by Chartered Institute of Environmental Health, HSE, LA's and Study Groups are recognised as good value for money and these courses are most likely to be attended.

4.3.3 A reference library is maintained which contains the relevant legislation, Codes of Practice, guidance and other reference material. Officers also have access to online reference material including the HSE website and HELAExtranet.

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4.4 Quality Assessment

- 4.4.1 Monitoring activities include regular team and one to one officer meetings, ongoing staff appraisals, accompanied inspections / visits, statistical performance monitoring (LAE1 Return) and peer review exercises co-ordinated by the Surrey Health and Safety Study Group. The latter are required as part of the requirements of the National Code and are conducted annually within the Group.

5. Review

5.1. Review Against the Service Plan

- 5.1.1. Performance will be monitored against the objectives and standards set in the Service Plan and supporting policies and procedures at team meetings. A full review of performance against the plan will take place annually when the next year's plan is being drafted. Where variance from the plan is identified, the reasons for this will be investigated and corrective action taken as required.

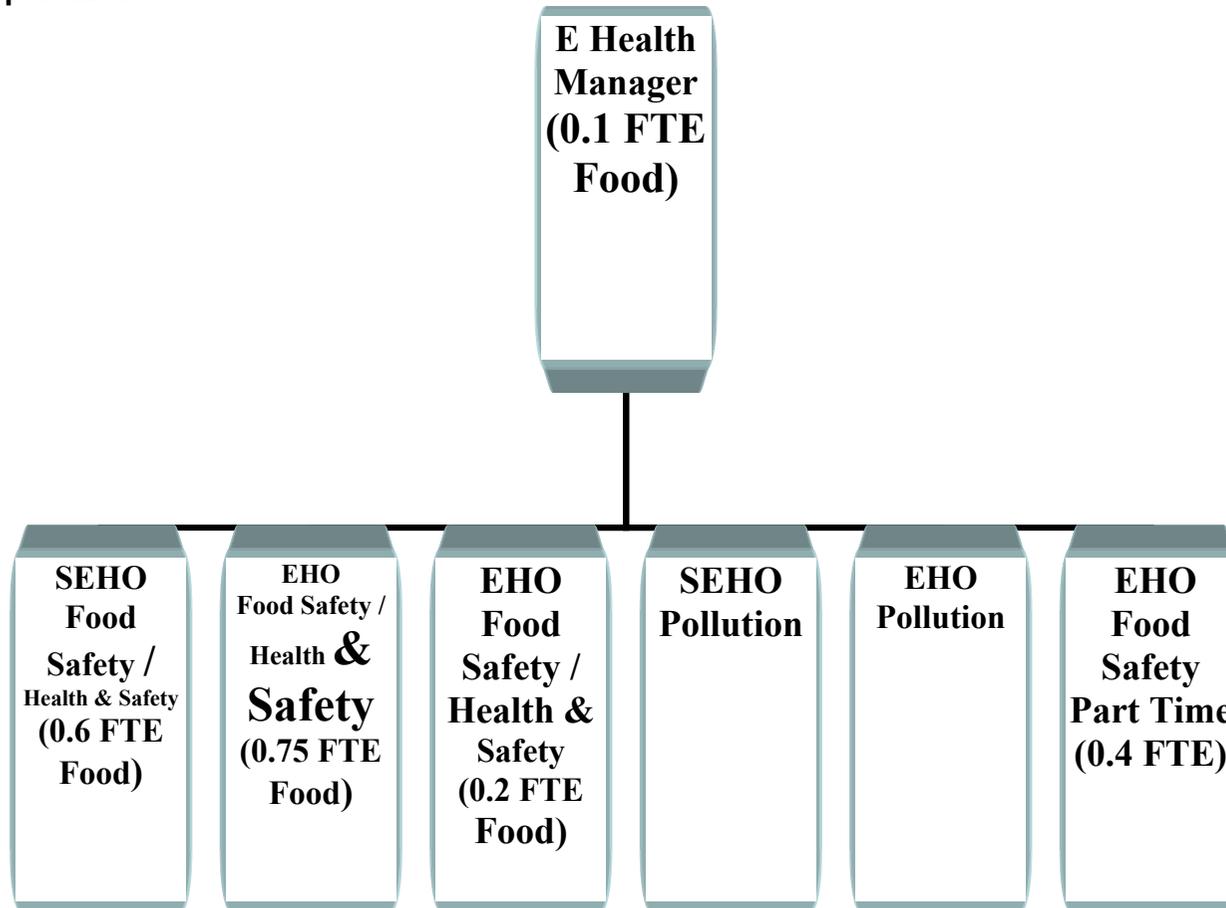
5.2. Forward Planning

- 5.2.1. The introduction of the National Code and LAC 67/2 (rev6) has had significant impact on the provision of the health and safety service. LA's must reduce the burden on businesses and must not visit a business unless they have good reason. This makes the service more heavily weighted on the side of reactive work rather than carrying out proactive inspections based on previous inspection risk ratings. Any planned work must be done in consideration of the National Code and visits justified. This has an impact on service planning as well as reporting of work via the LAE1. The LAE1 Return is completed and submitted annually.
- 5.2.2. As fewer proactive inspections are being carried out and therefore less risk rating assessments as a result, there is a concern that the quality of up to date premises information within our database will be reduced. This is something that we need to remain aware of and efforts made to keep records updated where workloads and intelligence gathering allows.
- 5.2.3. The Surrey LA's have a flexible warranting arrangement where officers are able to assist and support each other when necessary, eg, where a serious incident has taken place and more resources are needed to help take witness statements etc, where another LA may have specialist knowledge in an area, eg, workplace related death investigation and where competent and authorised officers are absent eg, holiday / sickness, and less experienced staff are required to take enforcement action. We have agreed to participate in this and in particular have a good working relationship with Woking Borough Council.
- 5.2.4. During 2018/19 we have spent a large proportion of time dealing with health and safety compliance at a local go kart track. This has meant a significant decrease in proactive work in relation to health and safety during this time. It is hoped that with this work coming to a conclusion, going forward more officer resource will be able to be spent on project and campaign work in accordance with high risk activities highlighted in the National Code.

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Appendix 1



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Appendix 2 –Committee Structure

