

**SERVICES TO PLACE
HEALTH AND SAFETY ENFORCEMENT SERVICE PLAN
2013/14 **Final****

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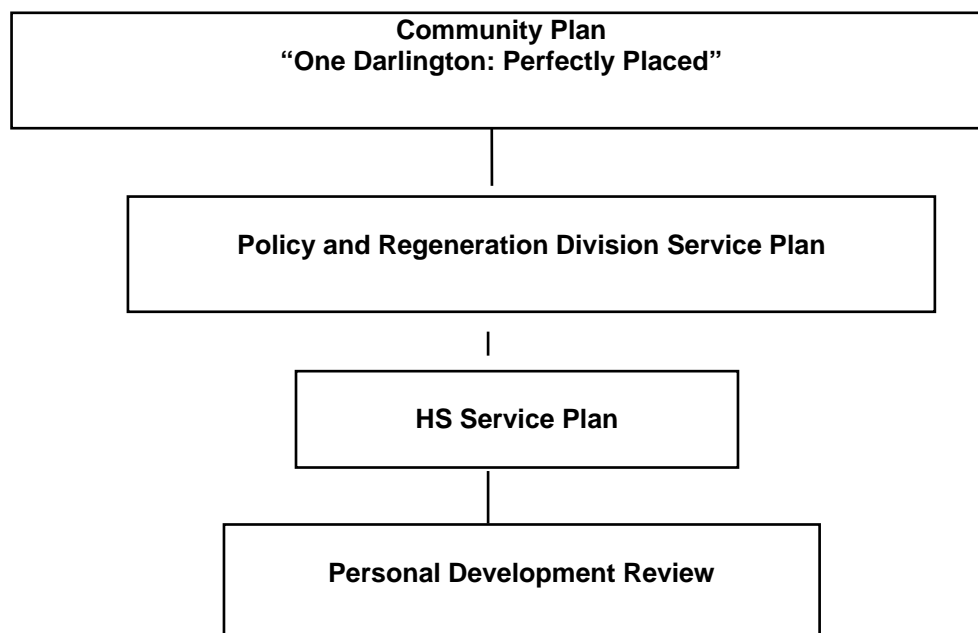
1. INTRODUCTION

This Service Plan explains how the Health and Safety service will be delivered in accordance with the requirements of the mandatory guidance issued by the Health and Safety Executive (HSE) under Section 18 of the Health and Safety at Work etc. Act 1974 (HSWA).

The Cabinet member with responsibility for Regulatory Services was consulted on the content of the plan before its publication.

1.1 Links to Corporate Objectives and Plans

This service plan fits into the hierarchy of the Council's planning process as follows:



“One Darlington and Perfectly Placed” is the Sustainable Community Strategy that provides the vision for Darlington up to 2021. It has five delivery themes:

Prosperous Darlington - focused on creating a vibrant economy and prosperity for all, recognising the quality of life that makes Darlington perfectly placed

Aspiring Darlington - enabling people to develop and achieve their aspirations, and to maximise their potential

Healthy Darlington - improving health and wellbeing for everybody, irrespective of social, economic and environmental constraints

Greener Darlington - ensuring an attractive and ‘liveable’ local environment, and contributing to tackling global environmental challenges

Safer Darlington - creating a safer and more cohesive Darlington.

Each theme is structured into long-term outcomes that provide a framework for future action planning. This Health and Safety Service Plan contributes towards the vision and the Council’s main priorities contained within “One Darlington and Perfectly Placed” in the following ways:

- Providing advice and information to new and existing businesses and promoting high standards of compliance with health, safety and welfare law to assist them in meeting their legal requirements with regard to health, safety and welfare, and avoid potential costly action at a later stage.
- Providing advice as regards to what training is appropriate for particular jobs. This advisory role is supplemented with enforcement action where necessary to ensure that the appropriate training is provided to employees. The team also provides seminars on current health and safety issues to the wider community.
- In assisting businesses meet their obligations as regards health and safety both employees and the public will be protected.
- Encouraging awareness amongst businesses of the role they can play in reducing problems in their community by keeping premises in a clean, tidy and safe condition.
- Encouraging businesses to be aware of environmental issues which they can control, such as proper disposal of hazardous waste.
- Recognising that our customers have varying needs and backgrounds and work to communicate effectively with all, including proprietors of businesses whose first language is not English, to deliver the same high standards of service.

1.2 Profile of the Local Authority

Darlington Borough Council is a Unitary Authority situated in the North East of England. It covers an area of 19,745 hectares and has a population of 105,600 people living in 45,000 households. It retains its market town character and functions as a sub regional centre for employment, shopping and culture. The town has a wide catchment area with over a million people living within 20 miles of the town centre, attracting people from neighbouring North Yorkshire, South Durham and Teesdale. 2.1% of the resident population come from BME backgrounds. Almost 90% of the population live in the urban area.

About three quarters of the working population have jobs based in Darlington. Employment has shown an overall increase in recent years. Almost 45,000 work in the borough each weekday in over 2,800 businesses. There has also been a significant change in the structure of the Darlington economy. Employment in manufacturing has declined dramatically, but in contrast, the service sector has grown strongly and service sector jobs now account for over 80% of jobs in Darlington.

There are excellent connections with the national transportation network. Darlington's station is on the East Coast Mainline with fast trains to London and elsewhere. Good road connections outside the region exist via the A1(M) and A66. Durham Tees Valley International Airport is within five minutes of the urban part of Darlington.

1.3 Organisational Structure

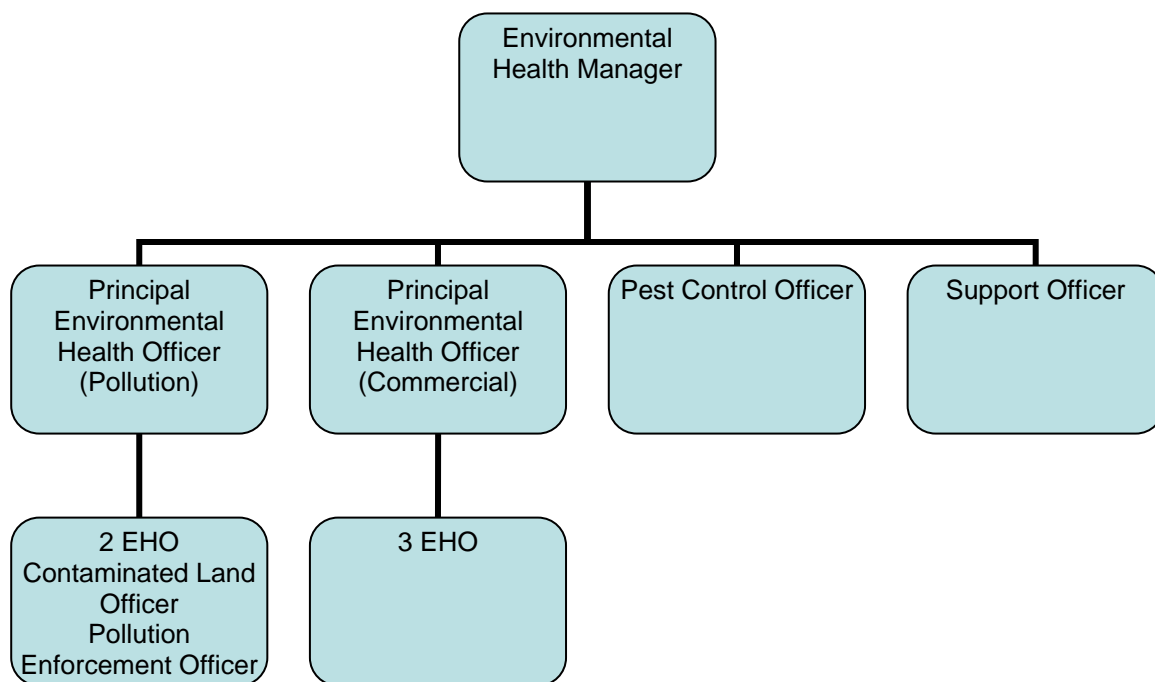
Darlington Borough Council comprises 53 elected Councillors who are responsible for agreeing both the delivery of services and setting the budget. The executive body is the Council's cabinet who are appointed by the leader of the Council.

Councillor Chris McEwan is the Cabinet Member with the portfolio that includes political oversight of enforcement of health and safety at work legislation. (Councillor Dorothy Long is the Chair of the Place Scrutiny Committee.)

The Councils Chief Executive is Ada Burns and officers are employed in three groups: Services for Place; Services for People; and Resources.

The Council has delegated its authority for health and safety enforcement to the Assistant Director (Policy and Regeneration) of the Services for Place Group who has authorised in writing appropriately qualified and experienced officers to carry out specific duties enabling delivery of the service. The health and safety enforcement role is delivered by officers working as the Commercial Team within the Environmental Health Section.

The Commercial Team delivers a range of services (food safety, food poisoning investigations, drinking water, licensing enforcement and other environmental health legislation) that relates to the activities of businesses in many cases at the same time as health and safety enforcement. Health and safety enforcement is one of several service areas competing for resources and is subject to overall service priorities. In April 2010 the Council implemented its decision, made during a review of the medium term financial plan, to make one FTE enforcement post redundant. The current structure of the environmental health section can be shown:



1.4 Regulatory Reform

There have been significant changes in regulatory approach over the last few years. The key objective is to free up business growth by transforming regulatory enforcement.

In June 2010 Lord Young was appointed as Adviser to the Prime Minister on health and safety law and practice and following a review published “Common Sense, Common Safety” in October 2010.

The Prime Minister and the Cabinet accepted all of Lord Young’s recommendations and a range of Government bodies are now involved in taking them forward, including the Health and Safety Executive and Local Government partners.

As part of further reforms the Government has:

1. Launched an Occupational Safety and Health Consultants Register to:
 - o clamp down on rogue health and safety consultants; and
 - o ensure that businesses have access to competent and ethical advice;
2. Stated that it will shift the focus of health and safety enforcement activity away from businesses that do the right thing, and concentrate on:
 - o higher risk areas; and
 - o dealing with serious breaches of health and safety regulations;
 - o seek to simplify health and safety legislation and guidance, and in doing so ease the burden on businesses.
3. Established an Independent Review of Health and Safety legislation to make proposals for simplifying the existing raft of health and safety legislation.

1.5 National Priorities for regulatory outcomes

The Better Regulation Delivery Office (BRDO) has under powers contained in the Regulatory Enforcement and Sanctions Act 2008 specified the priority regulatory outcomes for local authorities in England when allocating resources as:

- Support economic growth, especially in small businesses, by ensuring a fair, responsible and competitive trading environment
- Protect the environment for future generations including tackling the threats and impacts of climate change
- Improve quality of life and wellbeing by ensuring clean and safe neighbourhoods
- Help people to live healthier lives by preventing ill health and harm and promoting public health
- Ensure a safe, healthy and sustainable food chain for the benefits of consumers and the rural economy

To achieve the outcomes the key considerations are listed as:

- Prioritisation in regulatory services
- Regulating at the right level
- Effective interventions
- Performance management and reporting.

2 SERVICE AIMS AND OBJECTIVES

The aim is to secure compliance with Health and Safety law and the objective is to protect the health and safety and welfare of employees and visitors in those premises where the Council is the enforcing authority having regard to directions from the Health and Safety Executive, Health and Safety / Local Authority Liaison Committee (HELA), Approved Codes of Practice, the Regulators' Compliance Code, and any other relevant guidance.

The HSE and Local Authorities (LA's) both have a statutory duty to 'make adequate arrangements for enforcement' under Section 18 of Health and Safety at Work etc Act 1974. The Standard sets out the arrangements that LA's and the HSE must put in place to meet the duty in four areas:

- i. **“Make it happen”** – LA’s shall set out their commitment, priorities and planned interventions; put in place the capacity, management infrastructure, performance and information systems to deliver an effective service and comply with their statutory duties; operate systems to train, appoint, authorise, monitor and maintain a competent inspectorate.
- ii. **“Do it right”** – use interventions including enforcement action, in accordance with its enforcement policy and within the principles of proportionality, accountability, consistency, transparency and targeting.
- iii. **“Work together”**- work in partnership within its own organisation and other bodies to make the best use of joint resources and to actively contribute to liaison, policy and governance arrangements at a local, regional and national level.
- iv. **“Sell the story”** – promote sensible risk management.

3.3 Scope of the Health and Safety Service

- Carrying out interventions including inspections;
- Investigating complaints regarding health and safety and associated issues;
- Investigating workplace accidents, diseases and dangerous occurrences;
- Providing advice and information;
- Taking action (formal and informal) to ensure compliance with legislation;
- Responding to asbestos notifications;
- Enforcement in premises and persons requiring licensing for skin piercing activities;
- Acting as a Statutory Consultee for applications made under the Licensing Act 2003;

To achieve strategic aims and objectives it is necessary to work in partnership with other local authorities, the Health and Safety Executive and businesses. The Council aims to ensure that these joint working arrangements are in place and that officers of the service contribute and are committed to the ongoing development of these arrangements.

3.4 Demands on the Health and Safety Service

The Health and Safety Executive and Local Authorities are the principal enforcing authorities for Health and Safety at Work etc Act 1974 (HSWA) in Great Britain.

The primary purpose of the HSWA is to control risks from work activities. The role of the HSE and LAs is to ensure that duty holders manage and control these risks and thus prevent harm to employees and to the public.

The type of premises/nature of work activity falling to local authorities for enforcement is dictated by Health and Safety (Enforcing Authority) Regulations 1989 with further guidance provided by Health and Safety / Local Authority Liaison Committee (HELA) which is the formal enforcement liaison committee between the HSE and LAs.

The Council is the Enforcing Authority for Health and Safety. The businesses are predominantly small, medium and micro businesses (employing less than 10 employees) and the profile of the premises is shown below:

Premises Type	No of Premises (01/04/13)
Retail Shops	662
Wholesale	68
Offices	242
Catering Services	325
Hotel/residential	27
Residential Care Homes	40
Leisure and Cultural	117
Consumer Services	328
Other (Miscellaneous)	25
Total	1834

Other premises within the borough, including premises controlled by Darlington Borough Council, are regulated by the Health & Safety Executive (HSE).

4. SERVICE DELIVERY

4.1 Access to the service

The environmental Health Section is based in Room 101 at the Town Hall, Darlington DL1 5QT. Access to service is by phone, fax, email or in person during office hours:

Service requests are received by the contact centre staff: (01325) 388799

In person: Contact Centre, Town Hall, Darlington
 Email: customerservices@ darlington.gov.uk

Office Hours are:

Monday - Thursday 8.45 am - 4.45 pm
 Friday 8.45 am - 4.15 pm

Outside these hours messages can be left via fax: (01325) 388446 or E mail: environmentalhealth@darlington.gov.uk

There is a target for officers to respond to 88% of requests within one working day.

The enforcement officers operate flexible working between 07.00 hrs and 21.00 hrs. The majority of inspections are carried out between these hours and there is no formal out of hours inspection program. However, officers are expected to use their initiative and assess, on an individual premises basis, when a business should be subject to an inspection outside normal working hours to assess procedures and practices when businesses are operating at full capacity.

Enforcement Officers working for Darlington BC make every effort to ensure efficient and effective enforcement, concentrating on poor performers who present the highest risk.

This service plan sets out the activities that the service intends to carry out in 2012/13 to meet this requirement within the resources available. The programme will be delivered using the following interventions:

4.2 Interventions including Inspections

Premises must not receive an inspection without a reason.

To focus interventions upon businesses that present the greatest risk (and that fit in with national, regional and local priorities) officers use national occupational health data, performance history, business directories, information from business rates and other local intelligence.

Inspections are carried out in accordance with the Council's policy and standard operating procedures, and relevant national guidance. They are focused upon outcomes that reduce the causes of workplace accidents, injuries and ill health and rather than technical breaches of the law. On occasions during food inspection or licensing visit, officers may come across a significant breach of health and safety law and in these cases the issues will be dealt with at the time.

The risk category of the premises (Category A being the highest) dictates the type of intervention which should be implemented. Information on premises liable to health and safety interventions is held on the Idox Uniform computerised system. The following table shows the total number premises recorded in each category and the expected intervention approach.

2013/14	Number of premises	Intervention Type
Cat A	17	Suitable for proactive inspection Identify the risk and consider the use of all interventions to address that risk
Cat B1	23	Not suitable for proactive inspection
Cat B2	95	Identify the risk and consider how you might address it using the remaining 11 interventions
Cat C and unrated	1699	Use reactive interventions only

There are 11 types of proactive intervention, including inspections and 2 types of reactive interventions that can be summarised:

a. Proactive interventions:

1. partnership
2. motivating senior managers
3. supply chain
4. design and supply
5. sector and industry wide initiatives
6. working with those at risk
7. education and awareness
8. inspection (restricted to category A premises only)
9. intermediaries
10. best practice
11. recognising good performance

b. Reactive interventions:

These include incident and ill-health investigation; and dealing with issues of concern that are raised.

4.3 National, Regional and Local Priorities for 2012/13

The Health and Safety Executive consultation on proposals for a National Local Authority Enforcement Code ended on 1 March 2013. The Code was developed in response to the Professor Ragnar Löfstedt report "Reclaiming health & safety for all: An independent review of health and safety legislation" commissioned by the Minister for Employment which recommended that HSE be given a stronger role in directing Local Authority's health & safety inspection and enforcement activity. The consultation document provided a table that identified a list of activities/sectors for proactive inspection by LAs and that only these activities falling within these sectors or types of organisation should be subject to proactive inspection.

	Hazards	High Risk Sectors	High Risk Activities
1	Legionella infection	Premises with cooling towers/evaporative condensers	Lack of suitable legionella control measures
2	Explosion caused by leaking LPG	Premises (including caravan parks) with buried metal LPG pipework	Buried metal LPG pipe work For caravan parks to communal/amenity blocks only)
3	e.coli/cryptosporidium infection esp. in children	Open Farms/Animal Visitor Attractions	Lack of suitable micro-organism control measures
4	Fatalities/injuries resulting from being struck by vehicles	Tyre fitters*/ MVR* (as part of Car Sales) High volume Warehousing/Distribution	Use of two-post vehicle lifts Workplace transport
5	Fatalities/injuries resulting from falls from height/ amputation and crushing injuries.	Industrial retail/wholesale premises e.g. steel stockholders, builders/timber merchants	Workplace transport/work at height/cutting machinery /lifting equipment.
6	Industrial diseases (occupational asthma/deafness	MVR* Industrial retail/wholesale premises e.g. steel stockholders, builders/timber merchants	Use of Isocyanate paints Noise and dust.
7	Falls from height	High volume Warehousing/Distribution	work at height
8	Crowd control & injuries/fatalities to the public	Large scale public events/sports/leisure facilities e.g. motorised leisure pursuits including off road vehicles and track days	Inadequate consideration of public safety e.g. poor organisation and/or supervision of high speed or off-road vehicle movements
9	Carbon monoxide poisoning and gas explosion	Commercial catering premises using solid fuel cooking equipment	Lack of suitable ventilation and/or unsafe appliances.

10	Violence at work	Premises with vulnerable working conditions (lone/night working/cash handling e.g. betting shops/offlicences/care settings.	Lack of suitable security measures/procedures
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*(SMEs not National Chains)

Key considerations taken in to account when developing this service plan have been:

- reducing the aggregate number of proactive inspections to create capacity to target resources where risk is highest;
- combining health and food safety interventions wherever possible;
- supporting and increasing information and guidance for small businesses and ensuring officers provide clear and consistent advice; and
- ensuring that officers are competent to carry out interventions required to deliver the service plan.

The Council is an active member of the Tees Valley Health and Safety Liaison Group. Through this group the five local authorities have collectively identified targeted work areas for 2013/14 based on: national priorities; and local intelligence and evidence. A joint work plan has been prepared and we aim to deliver this along with other interventions that are a required at a local level in accordance with the revised Health & Safety Executive/Local Authorities Enforcement Liaison Committee (HELA)'s 'Advice/Guidance to Local Authorities on Targeting Interventions', which was published in 2011.

National - LPG Inspection Campaign.

As in previous years visits will be made to sites as part of the co-ordinated national campaign to address LPG underground pipework LPG installations in commercial premises will be inspected and action taken to address potentially dangerous underground pipework.

Regional - Gas Safety in Commercial Catering Premises - working in partnership with the other Tees Valley Authorities and HSE to deliver local awareness based initiatives and enforcement.

Engaging with the Public Health Agenda with particular emphasis on improving health in the workplace working in partnership with the other Tees Valley Authorities.

The workload associated with local priorities is summarised in the table below:

Local Priority	Estimated no of premises That topic is applicable to
Asbestos Management	300
Gas Safety in Commercial Kitchens	310
Deliveries	200
Occupational Disease e.g. Dermatitis	46
Managing Risks from Legionella	150

Contact with businesses for food safety and licensing inspection visits will be used to deliver the local priorities. No additional visits are intended.

Revisits will be carried out to check compliance with all statutory notices and where contraventions have been identified that present a significant risk to health and/or safety.

4.4 Combining Food & Health and Safety Inspections

A joint statement by Food Standards Agency, Local Regulation and Health and Safety Executive was published on 23 February 2011 providing clarification on implementing the Lord Young recommendation to combine food safety and health safety inspections. This statement emphasised that this approach should not result in an increase of inspections in accordance with government mandate.

Officers have for many years combined food safety and health and safety inspections for many years as an efficiency measure and will continue with this. It is estimated that reactive health and safety interventions may take place during approximately 30% of programmed food safety inspections.

4.5 Reactive Work

4.5.1 Health and Safety Complaints and Service Requests

Significant emphasis will be placed on responding to reactive work such as complaints, accidents and incidents as it is may identify businesses that are poor performers and not meeting the requirements under health and safety legislation we will place.

The target is that 88% of service requests are responded to within 1 working day. The initial response is determined after assessment of the information received, and is based on the risk arising from the conditions that are the subject of the complaint.

Reactive work is variable and unpredictable in nature and volume and includes complaints about poor working conditions and safety concerns.

4.5.2 Accident/Disease/Dangerous Occurrences Investigations

Some accidents, diseases and dangerous occurrences must be reported under the provisions of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. To co-ordinate the reporting of these incidents nationally is the Incident Contact Centre, which receives notification and arranges for these to be notified to the appropriate enforcing authority.

Once a notification is received it is accessed from a secure website. Once accepted a decision has to be made as to whether the matter requires further investigation using selection criteria based on national guidance.

The table below provides detail of the change in workload brought about by the adoption of the national guidance:

	10/11	11/12	12/13
Number of reported Accidents	94	92	79
Number requiring investigation	82	19	6

In some cases incidents can have a considerable impact on planned work as they may need an immediate response (involving a fatality, major and/or multiple injuries) or result in investigations that take several months to complete (and span financial years).

4.5.3 Supporting Businesses & Others

The Council considers that assistance to business to help them to comply with the requirements of legislation, is one of our core activities. For health and safety issues the Council has a policy of offering comprehensive and usefully tailored advice to any business for which we are, or are likely to become, the enforcing authority. Feedback from businesses indicates that they value this type of contact.

Advice will be available during the course of routine visits and interventions, through information publications such as leaflets and booklets and in response to queries. We will signpost individuals/businesses to the Council and/or HSE website accordingly.

4.5.4 Sampling

Samples may be taken in response to health and safety concerns.

4.6 Complaints against the actions of our Staff

1. Darlington Borough Council is committed to providing high quality services that are readily accessible and responsive to comments from the public. This includes services that involve the enforcement of legislation. If you wish to make a comment or complain about any Council Service, information on how to do this is available on the Council's website www.darlington.gov.uk or an information leaflet is available from Council reception counters. This information can also be made available in Braille or large type or in audio format. It can also be provided in other languages on request. Anyone who is aggrieved by the actions of a member of staff is encouraged, in the first instance, to contact the employee's line manager. Details of how and who to make contact with are contained in the inspection report left at the time of an inspection. Where disputes cannot be resolved, any right of complaint or appeal will be explained, with details of the process and the likely time scales involved.

For further information on the Council's Complaints, Compliments & Comments Procedure contact:

Complaints & Information Governance Team
Town Hall
Darlington
DL1 5QT
Tel: (01325) 388043
Email: complaints@darlington.gov.uk

2. The Independent Regulatory Challenge Panel can be contacted where a business considers that:

- (a) they operate in a lower risk sector and have been unreasonably subject to a proactive health and safety inspection; or

- (b) that the inspector has given health and safety regulatory advice they believe to be unreasonable or disproportionate and they are unable to resolve the matter with the inspector; or their manager.

Provide the details online: <http://www.hse.gov.uk/contact/contactchallengepanel.htm> and you will be informed of their findings.

4.7 Liaison Arrangements

The Council actively participates in local and regional activities and is represented on the following:

- Tees Valley Local Authorities Group (includes Middlesbrough, Stockton, Hartlepool and Redcar & Cleveland Councils).
- Tees Valley Public Protection Heads of Service Group;
- Tees Valley Health and Safety Liaison Group - Reporting to this group is a Tees Valley Health and Safety Liaison Group that meets every two months to consider health and safety enforcement. Accountable to the Tees Valley Public Protection Heads of Service Group
- North East Public Protection Partnership;
- North East Regional Petroleum & Explosives Coordination Group (NERPEG)

The Authority receives and takes cognisance of guidance from a number of bodies but principally the Health and Safety Executive Local Authority Unit, Better Regulation Delivery Office and the Chartered Institute of Environmental Health.

The service acts as a Statutory Consultee for applications relating to Premises Licences made under the Licensing Act 2003 and are consultees for planning applications relating to commercial premises.

4.8 Lead Authority Partnership Scheme (LAPS) / Primary Authority Scheme

It is the Council's policy to comply with HSE's mandatory guidance in respect of the Lead Authority Partnership Scheme (LAPS) and Primary Authority Scheme.

In particular the Council will contact the Lead/Primary Authority and liaise over:

- any proposed formal enforcement action
- service of Prohibition Notices
- shortcomings in the companies policies that have wide implications
- death, major injury, work related ill health or dangerous occurrences reportable under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations

There are no formal Primary Authority arrangements made with the Council. However officers work closely with local businesses on an informal basis to achieve compliance.

The level of resourcing will have to be reviewed if an opportunity to enter into a formal Primary Authority arrangement arises.

4.9 Enforcement Policy

The Council's Cabinet approved the Enforcement Policy for Services for Place (Minute Sept 2012). This is a generic enforcement policy for many enforcement functions. The policy describes all available enforcement options and the decision making process to be followed by Officers. Separate detailed procedure notes dealing specifically with the enforcement of Health and Safety legislation have also been issued to Authorised Officers. Darlington Borough Council has produced a leaflet "Making Regulation Work" to explain to businesses and residents the principles that it follows in carrying out enforcement action.

In addition to the Councils Enforcement Policy enforcement officers also have regard to the HSE's Enforcement Management Model (EMM), and the Work Related Deaths Protocol, when making enforcement decisions.

5. RESOURCES

5.1 The cost centre for the environmental health section covers all activities. At the present time, there are only estimates of staff time spent on each service area. The estimated cost of providing the health and safety enforcement role is £30,000. The cost of the reception service provided by Customer Services and other corporate costs e.g. legal services, accountancy, human resources etc are not included.

5.2 Staffing Allocation

Under Section 18 of the Health and Safety at Work etc. Act 1974 the Authority is required to set out their commitment, priorities and planned interventions; and put in place the capacity, management infrastructure, performance and information systems to deliver an effective service and comply with their statutory duties; operate systems to train, appoint, authorise, monitor and maintain a competent inspectorate.

The Assistant Director Policy and Regeneration has responsibility for ensuring the delivery of the Council's Regulatory Services, including delivery of the health and safety service, in accordance with the service plan.

The Head of Regulatory Services is the head of the service.

The Environmental Health Manager is the lead officer in relation to the health and safety function and has responsibility for planning, service delivery and management of the service.

The staff to deliver the service in 2013/14 will be the Environmental Health Manager, 1 x 0.10 FTE Principal Environmental Health Officer (Commercial Team); 3 x 0.15 FTE Environmental Health Officer (Commercial Team). These are considered to be the minimum resources required to deliver the commitments set out in this Plan and to comply with the S18 Standard.

The Principal EHO (Commercial Team) has responsibility for the day to day supervision of the officers delivering the Health and Safety Service.

The Principal EHO (Commercial Services) and the EHO's are responsible for carrying out the health and safety premises intervention programme as well as the

delivery of all other aspects of the health and safety service and will undertake complex investigations. In addition these officers undertake other environmental health enforcement work.

All staff engaged in health and safety law enforcement activity are suitably trained and qualified and appropriately authorised in accordance with guidance and internal policy.

5.3 Staff Development

The Staff Performance Development Review Scheme allows for the formal identification of the training needs of staff members in terms of personal development linked with the development needs of the service on an annual basis.

To assess competence standards in respect of regulatory skills and knowledge and identify development needs, officers will also use the HSE's web-based Regulators' Development Needs Analysis (rDNA) tool for inspectors.

It is a mandatory requirement for officers of the health and safety service to maintain their professional competency. This is achieved in a variety of ways including through attendance at accredited short courses, seminars or conferences, by vocational visits, directed reading and e-learning.

A Personal Development Plan that clearly prioritises training requirements of individual staff members will be developed and reviewed bi-annually. Detailed records are maintained by the service relating to all training received by officers.

5.4 Equipment and Facilities

A range of equipment and facilities are required for the effective operation of the health and safety service.

The service has a computerised Idox Uniform system capable of maintaining up to date accurate data relating to the activities of the health and safety service. A documented database management procedure has been produced to ensure that the system is properly maintained, up to date and secure. The system is used for the generation of the inspection programmes, the recording and tracking of all health and safety activities, the production of statutory returns and the effective management of performance.

6. ASSESSMENT OF 2012/13 PERFORMANCE

The Council is committed to quality service provision. To support this commitment the health and safety service seeks to ensure consistent, effective, efficient and ethical service delivery that constitutes value for money.

A range of performance monitoring information will be used to assess the extent to which the health and safety service achieves this objective and will include on-going monitoring against pre-set targets, both internal and external audits and stakeholder feedback.

The Principal EHO (Commercial Services) carries out accompanied visits with officers undertaking inspections, investigations and other duties for the purpose of monitoring consistency and quality of the inspection and other visits carried out as well as maintaining and giving feedback with regard to associated documentation and reports.

The Health and Safety Executive may at any time notify the Council of their intention to carry out an audit of the service.

It is the responsibility of the Environmental Health Manager to carry out a review of past performance and report to the Head of Regulatory Services.

This service plan will be reviewed at the conclusion of the year 2013/14 and at any point during the year where significant legislative changes or other relevant factors occur during the year. The Cabinet Member will be consulted on any proposal to revise the service delivery.

The service plan review will identify any shortfalls in service delivery and will inform decisions about future staffing and resource allocation, service standards, targets and priorities.

Any relevant amendments to the Council's Corporate Plan will be incorporated into the service plan.

6.1 Health & Safety Interventions 2012/13

A total of 119 health and safety visits of which 32 were proactive inspections were completed in 2012/13. In addition officers made 10 revisits to monitor compliance with contraventions identified during planned inspections.

6.2 Promotional and Campaign Work 2012/13

Officers continued to raise awareness of the steps that can be taken to reduce the risk from high noise levels.

Participated in the HSE led LPG Inspection Campaign

Focussed attention during food safety visits to catering premises on the safety of Gas Installations.

Participated in a regional Microbiological Standards Survey of Tattoo and Piercing Premises co-ordinated by the Health Protection Agency's FW&E Microbiology Laboratory in February 2013.

Seeking opportunities to engage with the Public Health Agenda with particular emphasis on improving health in the workplace.

6.3 Health and Safety Complaints & Requests for Service

During the year the service carried out 83 visits in response to complaints / service requests relating to health and safety conditions and working practice.

Officers responded to all statutory consultations relating to planning applications and applications made under the Licensing Act 2003 and licence relating to animal welfare and public health.

6.4 Accidents/Diseases/Dangerous Occurrences Investigations 2012/13

79 accident notifications were responded to within 1 working day. These notifications generated 6 visits by enforcement staff.

6.5 Formal Enforcement Action 2012/13

1 Prosecution case for 2 offences.

1 Simple Caution was offered and accepted.

1 Immediate Prohibition Notice and 19 Improvement Notices were served.

7.0 PROPOSALS FOR 2013/14

1. Continue to review and update our premises database to ensure it is accurate and reliable so that we can target our resources effectively.
2. Respond to any changes resulting from the Governments review of health and safety law and practice.
3. Respond to any centrally issued guidance issued by the Health and Safety Executive.
4. Explore the possible contribution that can be made to the Public Health Outcomes Framework.

Summary of the Occupational Safety Service

Service: Occupational Safety	
Aim: Protect the health and safety and welfare of employees and visitors in those premises where the Council is the enforcing authority	
Objective(s): Secure compliance with Health and Safety law	
Activities	Outcome or Output:
Implement a programme of planned inspections of premises, on the basis of risk, in accordance with guidance issued by HSE.	Visits will focus upon Gas Safety in Commercial Catering Premises; and engaging with the Public Health Agenda with particular emphasis on improving health in the workplace.
Provide annual report on enforcement activity to HSE	Record all inspections made and send written report to business within 10 working days Return completed LAE form in May.
Monitor reporting of notified incidents and accidents.	Investigate significant accidents.(Estimate 20) Advise victim of the conclusion and confirm in writing to the reporting employer.
Take appropriate action (1) to investigate and (2) to achieve compliance with minimum legal requirements	Follow Council Enforcement Policy
Follow the Lead Authority Principles	Respond to requests from enforcement authorities and provide advice to local business
Maintain public registers (Improvement and Prohibition Notices, and list of Wet Cooling Towers)	Held at Town Hall
Provide advice / guidance to employers and employees	Advice provided, issue advice leaflets produced by HSE. Publish information on Council website.
Provide information to the public and business on healthy workplace initiatives developed by the Darlington Partnership	Publish information on Council website. Promote during visits to businesses
Publish Health and Safety Enforcement Plan annually	Present plan to the Cabinet member with responsibility for Regulatory Services and publish on the website.