

South Cambridgeshire District Council

Health & Environmental Services



Not the most appropriate dust mask

Health & Safety Service Plan 2009/10

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Approved: 28th July 2009

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1.0 Introduction

1.1 National picture, Aims and Key Tasks

In the UK during 2007/08 (most current statistics)¹:

- **2.1 million** people were suffering from an illness they believed was caused or made worse by their current or past work.
- **229** workers were killed at work, a rate of 0.8 per 100,000 workers.
- **136 771** reportable injuries occurred, according to the Labour Force Survey, a rate of 517.9 per 100 000 workers.
- **34 million days** were lost overall (1.4 days per worker), 28 million due to work-related ill health, and 6 million due to workplace injury.

In the East of England², during 2007/08 there was 19 fatal injuries to employees, 2432 major injuries, 9569 over 3 day injuries and 4 fatal accidents and 1585 non fatal accidents to members of the public.

Local Authorities as defined in the Health and Safety (Enforcing Authority) Regulations 1998 (EA Regulations) are responsible for the enforcement of the Health and Safety at Work etc Act 1974 (HSW Act) and subordinate legislation to the extent prescribed by the EA Regulations.

Section 18(4) of the HSW Act requires that enforcing authorities perform their duties in accordance with guidance from the Health & Safety Executive (HSE). This guidance commonly known as 'Section 18 Guidance' is, therefore, mandatory.

One of the key elements of the guidance is a requirement to produce an annual service plan detailing the Authority's arrangements for discharging its duty whilst contributing to current HSE priorities. The Fit 3 (Fit for Life, Fit for Work, Fit for Tomorrow) Strategic programme has identified three key targets to be achieved by 2010, these are: -

- A 3% reduction in the incidence rate of work-related fatal and major injuries
- A 6% reduction in the incidence rate of cases of work-related ill health
- A 9% reduction in the incidence rate of days lost due to work-related injuries and ill health

This service plan details how this Council plans to undertake its duties and contribute to the overall national targets.

1.2 Corporate Objectives and Plans

The Council's Vision, from which this Service Plan is structured is shown overleaf.

¹ <http://www.hse.gov.uk/statistics/index.htm> (accessed June 2009; last updated 25/06/09)

² <http://www.hse.gov.uk/statistics/regions/east/index.htm> (accessed June 2009; last updated 24/11/08)

Our vision
We will make South Cambridgeshire a safe and healthy place where residents are proud to live and where there will be opportunities for employment, enterprise and world-leading innovation.
We will be a listening Council, providing a voice for rural life and first class services

- Aims, Approaches, Actions**
We are committed to
- being a listening council, providing first class services accessible to all
 - ensuring South Cambridgeshire continues to be a safe and healthy place
 - making South Cambridgeshire a place where residents are proud to live
 - assisting provision for local jobs
 - providing a voice for rural life

Aims, Approaches and Actions to deliver the Vision

Our values
Customer Service **Mutual Respect**
Trust **Commitment to Improving Services**

The behaviours that underpin the Three A's

Service planning
Annual and six-monthly appraisals

EMPLOYEE COMPETENCY FRAMEWORK

The skills, knowledge and abilities required to deliver Service Plans

1.2.1 The Council Corporate Aims, Approaches & Actions

The relevant Councils Corporate Aims, Approaches & Actions are as follows: -

- Aim:** We are committed to being a listening council, providing first class services accessible to all
- Approach:** Listening to and engaging with our local community
- Action:** Establish a system of satisfaction surveys by May 2010 that will be used to improve all the services that we provide

Health & Environmental Services undertake a monthly survey of businesses recently visited to determine the level of satisfaction with the Service. Contacts made by Health & Safety Enforcement Officers and Environmental Health Officers contribute to this regular survey.

- Aim:** We are committed to assisting provision for local jobs for you and your family
- Approach:** Promoting economic development
- Action:** Support businesses to comply with the law while targeting those who flout it.

The Health & Safety Service actively works and guides businesses to develop sensible working practices that enable compliance with legal requirements. The Service uses formal action where it is clear that businesses are unwilling to accept officer guidance and advice informally. There are a variety of actions that can be used formally; formal letter, Improvement Notices, Prohibition Notice, Formal Caution, Prosecution.

The Service will also contribute to the Business Breakfasts co-ordinated by the Economic Development Officer, as appropriate, as a method to inform on aspects of health & safety in small & medium enterprises. The section will liaise through Iain Green (EHO: Public Health Specialist) for this.

1.2.2 Health & Environmental Services Service Plan 2009/10 – 2011/12

In order to meet the key corporate goals and ensure continuous improvement the Health & Environmental Service has a Service Plan covering 2009/10. This incorporates key actions, improvements and performance indicators specifically for health and safety.

The Authority has regard to the Regulator's Compliance Code and subscribes to the Lead Authority Principle, where we deal with health & safety issues centrally for national companies based within South Cambridgeshire. The service operates to the principles of transparency, helpfulness, proportionality, and consistency contained within these documents.

The Health & Environmental Services Statement of Purpose is directly relevant to the Health & Safety Service:

OBJECTIVES

The objectives of Health & Environmental Services within South Cambridgeshire District Council are to work with local organisations, businesses and the wider community to:

- ◆ Minimise environmental damage, now and in the future
- ◆ Improve on the sense of health, safety and well being within our existing and future villages, communities and businesses
- ◆ Safeguard and improve public health
- ◆ Enhance the quality of life of citizens generally and for those most vulnerable and disadvantaged specifically.

VALUES

- High quality customer service to the public
- Target resources to areas of greatest risk/effect/change.
- Consult and provide sensible, clear, open, honest and fair decisions
- To improve service to the public that represents best value
- Be professional, consistent and equitable, showing mutual respect towards others
- Use common sense
- To engage and listen and be responsive and flexible to people's needs
- Set standards by which to be judged

The health and safety service contributes to this purpose by ensuring that risks to a person's health, safety and welfare from work activities are properly controlled through advice and enforcement.

Key tasks, which lead towards fulfilling this objective, are;

- To maintain a register of all premises where the service enforces health and safety legislation.
- To inspect at predetermined intervals or by the use of other intervention strategies, and in response to complaints, relevant workplaces to determine compliance with relevant legislation.
- To take the most appropriate action upon inspection of relevant workplaces including the use of advice, informal correspondence, improvement and prohibition notices, formal cautions and the institution of legal proceedings.
- To educate proprietors of relevant workplaces in health, safety and welfare matters and their legal responsibilities in relation to their occupation by the distribution of leaflets and the provision of advice and information.

- To investigate specific accident notifications.
- To advise on the design of relevant workplace premises prior to and during alterations and construction.
- To liaise and work in partnership with the Health and Safety Executive (HSE), Trading Standards and the Fire Authority regarding the enforcement of the legislation.
- Permitting asbestos removal in local authority enforced premises
- Licensing and registration of acupuncturists and tattooists
- Licensing of zoos
- To comply with the HSE section 18 guidance in respect of inspection programmes, competent inspectors, intervention strategies and service plans.

1.3 Performance Measures

In order to achieve the stated objectives the service has identified key performance measures as required in the Health & Environmental Services Service Plan;

- The % health & safety inspections carried out for high risk premises (including other interventions)
- The % of non-urgent complaints, accidents and requests for service, which were first responded to within 3 working days.
- All reportable accidents first responded to in 24 hours
- The benchmark score for the service against a Quality and Performance matrix (Hampshire Matrix)
- The % of local-authority enforced commercial premises which felt their business was treated fairly (NI182)
- The % of local authority enforced commercial premises which felt the contact the service had with them was helpful (NI182)

The Council has previously approved customer service standards that are applied to the service.

1.3.1 The Sustainable Community Strategy for South Cambridgeshire

The Sustainable Community Strategy paints a picture of our district, as we want it to become over the next 15 or more years. It takes account of the changes and challenges facing the district, including creating the new town of Northstowe. The strategy is closely related to the Cambridgeshire Local Area Agreement and contains targets to improve the health safety and wellbeing of our residents and those working or visiting South Cambridgeshire.

1.3.2 Partnership Working

If the strategy is to be delivered it is important to get support from other outside agencies and organisations as the work to improve health and safety lies both inside and outside the scope of council services.

The key stakeholders for this strategy include:

- Residents of South Cambridgeshire

- Those who may work in the district or who may visit businesses for which the Council is the enforcing authority
- Cambridgeshire Primary Care Trust (CPCT) works in partnership with a number of organisations including SCDC on a number of Health and Safety related matters including the work of the Health Protection Agency.
- Often the Council is not the first “port of Call” for Health and Safety advice and it is important to work with the Cambridge Council for Voluntary Services, Age Concern, and the Citizens Advice Bureau etc.
- Other multi-agency groups include the South Cambridgeshire Improving Health Partnership

1.3.3 Service Delivery

In order to provide a comprehensive and inclusive Health and Safety service it is vital to work with and include the above stakeholders in the development and delivery of the plan. It is critical that the services available are publicised to all stakeholders.

1.3.4 Access to Quality Services

Quality Services - Service Standards

South Cambridgeshire has introduced a set of service standards that aim to put customers first, deliver outstanding services and provide easy access to services and information. They place the customer at the centre of its service delivery.

The specific standards for Health and Safety are:

We will:

- Carry out inspections of Local Authority enforced premises
- Investigate health and safety complaints and take appropriate action
- Provide health and safety training courses
- Investigate selected reportable accidents and dangerous incidents
- Redirect your complaint to the appropriate organisation if the matter is not our responsibility
- Record anonymous complaints and decide on appropriate action
- Respond to major accident notifications with 24 hours

The Contact Centre acts as a first point of contact for Health and Safety enquiries. The staff are trained to answer questions on Health and Safety issues. The service is available 8.00 am to 8.00 pm six days a week.

Customer feedback is encouraged and welcomed. Each year the Environmental Health Department carries out a Customer Satisfaction Survey, the results of which are worked on to improve customer service.

The needs of “harder to reach” groups has yet to be addressed and it hoped that the results of further consultation will be incorporated into the strategy in due course.

Various leaflets are also available relating to specific areas of Health and Safety.

The Council is also aware that other non-statutory agencies such as the Citizen's Advice Bureau and Connexions (a Cambridgeshire County Council department facilitating work experience to students under minimum school leaving age) give Health and Safety related information. It is therefore important to keep these agencies updated, as the information given is only as up to date as the information provided by the Council.

1.4 Equality & Diversity

The Council has achieved equalities level 2 in 2009 and is working to progress to level 3. Health & Environmental Services will implement equality impact and needs/requirements assessments initially for the services and policies with greatest impact.

The Council monitors the composition of the population particularly with regards to the ethnicity of the population. (Travellers form the largest ethnic minority in South Cambs).

The Council produces, upon request, letters/leaflets in other languages and formats including Braille and has a contract with Language Line to provide translation services for tenants/clients whose first language is not English.

The team performs an enforcement function requiring commercial businesses to manage health & safety through a risk-based approach. The service will take account and have regard for individual situations as they arise.

2.0 Background

2.1 Authority Profile

The area served by South Cambridgeshire District Council is approximately 350 square miles, much of which is farmland given to primary production of food, mainly cereals and vegetables.

Villages range from small rural settlements to suburban and new village settlements such as Bar Hill and Cambourne. There are no large towns within the district, the largest village currently having a population of 7,060.

There is increasing pressure from development, particularly research and high technology industries and new housing. South Cambridgeshire is part of the Eastern development growth area. The population of approximately 138,000 is rapidly expanding. New build and new villages will take the population to an estimated 162,000 by 2016. The village of Cambourne is continuing to develop and will have a growing population of up to 10,000 persons. Additionally the preparatory work has commenced for the proposed new village of Northstowe. It is currently estimated that the population will be about 23,800 people.

With this projected growth it is anticipated that there will be an increase in the number of commercial businesses in the District year on year. South Cambridgeshire is one of the largest growth areas in the country at the present time.

2.2 Organisational structure

Within the Health & Environmental Services, the Food Control and Health & Safety Team Leader oversees day-to-day service delivery. Overall management responsibility lies with the Corporate Manager through the Principal Environmental Health Officer.

2.3 Scope of the Health and Safety Service

The health and safety service comprises a range of key functions:

- Health and Safety Inspections or other intervention strategies in local authority enforced premises
- Investigating accidents, cases of occupational disease and dangerous occurrences
- Responding to complaints about workplace conditions
- Dealing with other statutory notifications, for example adverse lift reports and asbestos removal
- Health and safety awareness training and initiatives
- Production of a health and safety newsletter for all South Cambridgeshire enforced businesses.
- Provision of health and safety information and advice through the development of the website.

Proactive aspects of the health and safety service, for example the inspection programme, are delivered jointly with other proactive services such as food hygiene inspections where applicable.

The reactive aspects of the service are responded to within set timescales based on priority. Accident notifications and complaints are dealt with speedily and requests for advice are dealt with within the corporate customer service standards.

The health and safety service is delivered by suitably qualified, trained and experienced officers meeting the requirements of Health and Safety Executive and Local Authority Enforcement Liaison Committee (HELA) Section 18 guidance.

External consultants are occasionally used to undertake inspections or other intervention strategies. The decision to employ contractors will be taken by the Principal Environmental Health Officer in consultation with the Food Safety & Health & Safety Team Leader and will be subject to the following criteria;

- There is a direct need to ensure statutory performance targets are met,
- External contractors must meet the requirements of HELA Section 18 guidance,
- The cost of the work can be met within existing budgets and,
- Knowledge of the competency and quality of the consultants.

The health and safety service operates from the South Cambridgeshire Hall between 8.30am and 5.00pm, Monday to Friday. Evening and weekend inspections are carried out as determined by the risk based inspection programme and the premises opening hours.

Emergency health and safety issues are currently directed initially to a 24-hour out of hours officer via a Contact Centre. In addition the Council's fully revised website is used to provide information about health and safety services for consumers and business and also provides a direct email address for service requests env.health@scambs.gov.uk

2.4 Demands on the Health and Safety Service

On 1 April 2008, the district has approximately 3000 relevant workplaces. The risk ratings of 1196 (based on national guidance) are shown below.

The profile of premises comprises a traditional range of workplaces including offices, warehouses, retail premises and consumer services. The database is constantly being revised and updated.

Priority Premises	Risk Category	Frequency of Inspection	Total number of premises in category
A	High	12 months	8
B1	Intermediate	18 months	29
B2	Intermediate	24 months	76
B3	Intermediate	Use other Intervention Strategies. Review not less than three yearly	208
B4	Intermediate	Use Other Intervention Strategies. Review not less than 5 yearly	226
C	Lowest risk	Use other Intervention strategies	622
UNCLASSIFIED			300
TOTAL			1469

2.5 Enforcement Policy

The health & safety service follows the published Health & Environmental Services Enforcement Policy acknowledging the Enforcement Concordat and the Regulators' Compliance Code. In addition to this, the service uses the Enforcement Management Model, designed by the Health & Safety Executive to assist in enforcement decision-making. The model is used primarily to test consistency between officers and during complex investigations.

2.6 The Roger's Review – National Enforcement Priorities for Local Authority Regulatory Service

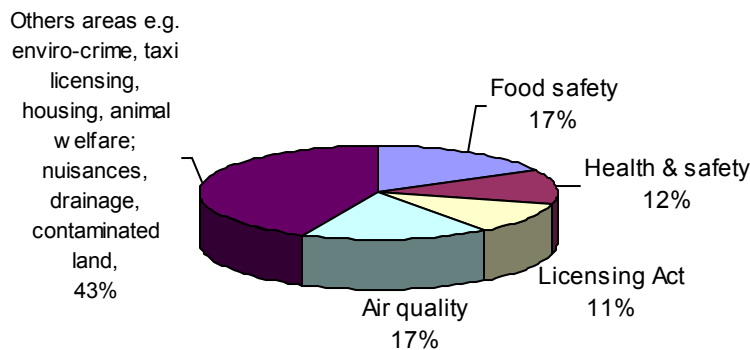
The Roger's Review clarified the priorities that central government considered mattered most in local regulatory services. Within the five priorities 'Improving health in the workplace' is a national enforcement priority due to the high risks posed to individuals, their families, damage to business and the costs to the economy as a whole. It also generates high levels of local concern and local authorities can have a significant impact either working in partnership or individually. In local authority enforced sectors

- 560,000 workers experience ill-health or illness caused by or made worse by their work

- 410 people per day start an episode of work-related illness
- £360-£610 million costs to employers for ill-health
- Several £billion cost to the economy each year

This plan demonstrates that South Cambridgeshire District Council also recognises the health & safety service as a priority area within the total Environmental Health services provided.

Figure 1: Estimated number of FTE equivalent field staff allocated to national priority enforcement areas as proportion of total field staff employed



3.0 Service Delivery

3.1 Health and Safety Premises Inspections

The completion of programmed health and safety inspections is one of the key performance measures for the health and safety service and essential in minimising workplace accidents and ill-health. Central government is demanding that the HSE carries out more inspection work and it should be assumed that this would be a similar expectation for local authorities.

The Service exceeded the Council's performance target for health & safety inspections in 2008/09. The number of programmed and topic based inspections carried out was 158 by officers undertaking health & safety solely or in conjunction with a food hygiene visit. The Service was targeted to undertake 56-programmed visits and 202 interventions with lower risk businesses. All of the targeted high-risk programmed visits were completed in this year. Interventions with low-risk premises include receipt of the newsletter 'Health & Safety News', working with businesses following requests for advice or complaints, identifying matters of evident concern during other statutory interventions – i.e. Food or Environmental Protection.

The national emphasis now expects Local Authorities to concentrate inspections on high-risk premises and assist in the delivery of evidence based and targeted national campaigns.

For 2009/10, inspections will only be undertaken within High Risk Premises (A-B2 Categories) and targeted premises for topic based inspections as part of campaigns. Officers will review the lower risk premises as appropriate, in accordance with the time intervals allocated.

Fit3 (Fit for work, fit for Life, Fit for Tomorrow) and Shattered Lives campaigns are the HSE's main national campaign for 2009/10. This will include promotional and enforcement activities in the catering industry primarily. However pertinent topics should be addressed in all visits.

- Slips & trips
- Workplace transport
- Asbestos
- Contact dermatitis
- Falls from height
- Moving Goods Safely
- Smoke Free Implementation
- Musculoskeletal disorders - Better Backs & Upper Limb Disorders

The Council will be committing approximately 1.5 full time equivalent officers during 2009/10 to some of these initiatives.

The table below outlines the inspection programme and alternative interventions planned for 2009/10.

There are also a number of businesses currently on the health and safety database indicated in 2.4, which are unclassified. A proportion of these will be newly opened businesses, which is a constant aspect of the commercial sector. Whilst many of these premises have been previously inspected, due to changes in the recording of the rating system they have not yet been risk-rated to the new rating. Therefore as part of the routine maintenance of the database such premises will be incorporated into the programme.

Additional inspections will also arise during the year by virtue of complaints, new business start-ups, change of use, major alterations/refurbishment's and requests for inspection. It is also estimated that 20% of inspections of category A – B2 premises will generate a revisit. A revisit will always be carried out where statutory notices have been served, in all other cases the officer will make a professional judgement as to the requirement for a revisit.

Category	Provisional inspections due	No. of	Type
A	8		Inspection
B1	10		Inspection
B2	38		Inspection

B3		
B4	Topic based visits to	Alternative
C	10%: approx 100 premises	strategies
Sub total		
Unclassified	100	Survey/Visit
TOTAL	256	

In accordance with the current Health and Safety Executive (HSE) Strategic Plan and HELA Strategy, as outlined in LAC 67/1 rev3, the focus of inspection activity within the planned programme will be topic based. This proactive intervention concentrates on five key topic areas that have been identified by the commission as contributing nationally to the highest rates of accidents/incidents and ill health at work, across all health and safety enforcing authorities. Namely;

- Slips and trips
- Workplace transport
- Musculoskeletal Disorders
- Stress
- Falls from heights

In addition to this the topic-based inspections will also concentrate on Fit3 interventions, as detailed previously.

Smoke-free inspection and enforcement has been passed to the Food & Health & Safety Team for day-to-day management. It is envisaged that this role will be responding to complaints and providing advice in the first instance.

The approach is therefore about focusing health and safety enforcement resources into areas where they are likely to have the greatest impact rather than completing all-encompassing inspections. The above does not preclude the importance of providing wider guidance on health and safety compliance to new businesses and following specific service requests.

During the period 01/04/08 to 31/03/09, 158 inspections were carried out at commercial premises in the district. Most inspections were topic-based visits targeting Fit3 subjects.

3.2 Health and Safety Complaints and Requests for Service

The health and safety service responds to all complaints and requests for service made to the Council in accordance with their priority.

Health and safety matters, which are not the responsibility of the Council, are referred to the Health and Safety Executive, relevant local authority, other relevant agency as appropriate (Trading Standards, DeFRA for example).

From 1/04/08 to 31/03/09 the service dealt with 106 complaints and requests for service.

3.3 Lead Authority Principle

The service is a supporter of the lead authority principle, however at present there are no businesses in the District for which South Cambridgeshire is the formal lead authority. This has been actively promoted with businesses in the district; however, this has not been taken up to date.

The HSE has developed a new venture with Local Authorities, which is the Large Organisations Partnership Pilot (LOPP) scheme. This involves major national organisations with account managers from either HSE or LA's leading on health and safety issues on a national basis. The Council supports this and responds to the Account Manager for the relevant organisation. Currently only Tesco, who have three premises in the district, are part of this scheme.

3.4 Primary Authorities

The Primary Authority scheme – commenced 6 April 2009, spans across environmental health, trading standards and licensing functions. It enables businesses to form a statutory partnership with a single local authority, which will provide robust and reliable advice that other councils must take into account when carrying out inspections or dealing with non-compliance. To date, there are three primary authority schemes in existence covering B&Q, Moto Services & Iceland. South Cambridgeshire does not have any of these companies within the district and we are not currently anticipating being approached to develop a statutory partnership.

3.5 Advice to Business

The service recognises the importance of providing advice to businesses as part of effective health and safety enforcement. As well as the provision of specific advice during inspections and with post inspection correspondence, a wide range of general health, safety and welfare advice is distributed to businesses, for example; a health and safety newsletter.

The South Cambridgeshire website has also been totally revised and allows direct access and links to local and national health and safety information detailed within this service plan.

3.6 Enforcement Action

In accordance with the principles of the 'Enforcement Concordat' and the Regulator's Compliance Code as detailed in the Health & Environmental Services Enforcement Policy, the authority takes a proportionate view to enforcement action. Action will be determined on an individual basis, whilst having consideration for Public Interests Tests.

In addition, the Enforcement Management Model is used to assist the enforcement decision-making process.

In following this enforcement ethos 18 Improvement Notices and no Prohibition Notices were served on businesses from 1/04/08 to 31/03/09.

3.7 Investigation of Work Related Injury and Disease.

The service will investigate as a priority those notifications that are encompassed by Fit3. Additionally, serious injuries such as fractures, dislocations and amputations will be prioritised as will those involving young or vulnerable persons. All dangerous occurrences and industrial disease notifications or related service request, will be investigated.

From 1/04/08 to 31/03/09, 58 accidents/disease reports under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) were notified to the service and a proportion investigated. The majority of accident notifications are for over three day injuries; only a small number of major injuries are reported. The Service was also notified about 21 non-reportable accidents from commercial premises in the district. The Council has not received any dangerous occurrences reports or workplace fatalities this year.

3.8 Liaison with other Organisations

Liaison with other organisations is essential in order to achieve consistency and effectiveness of the health and safety service. The service is represented on the Health & Safety County Liaison Group, which meets bimonthly. This group includes representatives from the Health and Safety Executive (HSE) and maintains links with other local authority health and safety enforcement officers.

An important feature of the Group's work is formatting a County-wide work programme and benchmarking procedures. The group also shares good practice and works on joint initiatives, which has given strength to occupational safety issues throughout Cambridgeshire.

The Council also contributes to the Cambridgeshire & Peterborough Health and Safety Newsletter "Health & Safety News"; an annual publication for commercial premises in the district.

The service is a member of the South Cambridgeshire Safety Advisory Group, which is responsible for monitoring the standards of public safety at licensable events in the district; these include Histon Football Club (in conjunction with Cambridgeshire Trading Standards), and village carnivals, exhibitions and special events.

The service works with the Department for Environment, Food & Rural Affairs to license the district's zoos at Linton and Shepreth. During 2009/10 both premises are due an informal licensing inspection. South Cambridgeshire District Council is responsible for administrating this function. In addition to having regard for animal welfare, health safety and welfare considerations are integral to the licence.

3.9 Health and Safety Promotion

Details of health and safety courses (Level 2 & 3) run by the Council are provided on the web site. To improve educational provision the service also offers risk assessment training, the management of work related stress and manual handling.

The service continues to support the HELA strategy and will participate in the Fit3 national events that are relevant to local authority enforced businesses. The exact nature of the planned involvements will be developed through the year. It is anticipated that the Council will commit to the following

- Smoke Free regulation
- Topic Based Inspections covering numerous Fit3 campaigns (Work place transport, asbestos, moving goods safely, slips & trips)
- Contact Dermatitis in catering
- Musculoskeletal Disorders
- Duty to manage asbestos.

As previously outlined the Health & Safety newsletter is produced and distributed to all business within the South Cambridgeshire area. This highlights current issues and potential training initiatives. Copies of the newsletters are made available on the web site.

4.0 Resources

4.1 Financial Allocation

The level of financial support for the health & safety service in 2009/10 is outlined below

Staffing costs (Salaries & Travel):	£133,150
Supplies & Services:	£7,020
Corporate costs (Admin, IT etc...):	£32,070

4.2 Staffing Allocation

The Service currently comprises of a Principal Environmental Health Officer and a Team Leader. A Health & Safety Enforcement Officer (1 full time equivalent), 2.5 Environmental Health Officers and 2 Technical Officers (fte) who undertake health & safety duties within their wider service remit. Administrative support is provided centrally within the service. A calculation of 2.35 full time equivalent officer time is allocated annually to health & safety.

4.3 Staff Development Plan

As part of the Council's staff performance & development scheme, all staff in the Service are subject to an annual performance review, which identifies training and development needs. This also supports the Council's 'Investors in People' status, which focuses on personal development of employees. These individual needs are linked into the service-wide training plan, which provides for the priority resourcing of both qualification based training and continuing professional development.

Health & Safety training courses attended by officers in 2008/09 include

- East of England Forum
- Pool Safety

- Health & Safety in Riding Establishments
- LACORS Health & Safety Regulators Conference
- St John's First Aid training
- Addressing conflict resolution

5.0 Quality Assessment

The Team Leader monitors the quality the quality and consistency of health & safety enforcement work through the checking of inspection correspondence and statutory notices. Additionally, the Team Leader peer reviews inspections with officers.

Any formal complaints made against the service are investigated and monitored in accordance with the Council's Complaints Policy. Up to 31/03/09 no such complaints were received in connection with health & safety enforcement.

6.0 Review Process

6.1 Review against the Service Plan

This service plan will be reviewed annually and amended accordingly to the changing needs and demands placed on the service.

Areas of improvement from the 2009/10 Service Plan were in the main completed. Those work tasks carried over to this service plan include;

- Alternative enforcement strategy for low risk premises
- Reviewing documented procedures.

The table below identifies a range of key health & safety improvement actions that are to be achieved during 2009/10

6.2 Areas of Improvement

Planned improvements for 2009/10.

Action	Planned outcome	By when (date)
Develop the alternative enforcement criteria for low risk businesses to incorporate Fit3 interventions	Seminars and training events for selected business sectors. Self assessment packs to low risk businesses	March 2010
Continue to work in partnership with HSE and other LA's to contribute to Fit3 campaigns	Support and take part in selected campaigns	On-going
Review documented procedures covering key aspects of the health & safety service	Procedures reviewed and updated in line with new legislative requirements including documented decision making for	March 2010

Action	Planned outcome	By when (date)
	enforcement work.	
Officers to undertake the Regulators Development Needs Assessment Tool	Identify training and development needs	September 2009
Develop a childcare nursery campaign incorporating inspection and seminar to businesses	Advising/enforcing minimum standards to ensure a safe premises for staff and children	March 2010
Deliver a Safety & Health Awareness Day for caterers targeting slips at work	Information and discussion to delegates – introduce STEP	November 2009
Contribute to the Disease Reduction Programme	For Asbestos and dermatitis	March 2010
<p>Targets from Cambridgeshire Manager's Group;</p> <p>Health & Safety Newsletter</p> <p>Develop a Flexible Warranting Scheme for the Cambridgeshire Authorities with the HSE</p> <p>Undertake a joint project with HSE using flexible warrants</p>	<p>Produce a minimum of one newsletter per year</p> <p>Promote Partnership working between Regulators; act as first responder for HSE; Officer development</p> <p>Most probably migrant workers; Ascertain health & safety welfare standards in this working population; identify and address other Environmental Health Interventions i.e. Housing & Nuisance.</p>	<p>31 March 2010</p> <p>31 December 2009</p> <p>31 March 2010</p>