



# Health and Safety Service Delivery Plan

**2013-14**

*Safeguarding the health, safety, social and economic wellbeing of those living, visiting or working in  
Bridgend County Borough*

APPENDIX A

# Bridgend County Borough Council Health and Safety Service Delivery Plan

## Introduction



This Service Delivery Plan provides the link between the work of the Health and Safety Service and Bridgend County Borough Council's corporate improvement objectives. It aims to:

- Show how the service contributes to the Authority's improvement objectives and Bridgend County Borough's Community Strategy.
- Provide an overview of the Service's performance during the past year and summarise the challenges it faces in the year ahead.
- Identify priorities for service delivery.
- Allocate responsibility for attainment of these priorities.
- Provide an agreed context for the preparation and implementation of operational plans and staff appraisals.
- Show compliance in respect of the Authority's duties for health and safety enforcement under Section 18 of the Health and Safety etc Act 1974. This is the Health and Safety Service's Intervention Plan.

**Philip Stanton, Service Manager Environmental Health**

**June 2013**

# Bridgend County Borough Council Health and Safety Service Delivery Plan

## Contents



### Introduction

**Section 1: Service Overview** 3

**Section 2: Service Assessment** 7

**Section 3: Linking Service Priorities to Corporate Objectives** 12

**Section 4: Action Plan** 14

**Section 5: Operational Work Programme** 19

**Section 6: Performance Indicators** 22

# Bridgend County Borough Council

## Health and Safety Service Delivery Plan

### Section 1: Service Overview



#### Overall Aim & Services Provided

Public Protection comprises Environmental Health, Trading Standards and Licensing. The overall aim is to provide demonstrably high quality professional services within an environment of support, respect and performance management.

Public Protection's aims and objectives are to:

- Safeguard the health, welfare and safety of those living, visiting or working in the County Borough.
- Provide health protection and promotion, through enforcement, advice, persuasion and assistance,
- Further promote and ensure a fair, safe and equitable trading environment by encouraging good business practice and protecting consumers.

Public Protection, along with the Health & Safety Executive (HSE), is responsible for ensuring the regulation of risks to health and safety arising from work activity. Public Protection is the enforcing authority for health and safety in workplaces such as retail outlets, offices, hotels, warehouses, tyre fitting premises and where the main work activity of the business is wholesale, leisure or consumer services based.

The Health and Safety Service's aims are to:

- Promote and ensure safe working practices in the County Borough;
- Promote and ensure adequate workplace welfare arrangements in the County Borough.

These aims will be met by a programme of work, consisting of:

- Risk based inspections based on guidance in HELA LAC 67/2;
- Advice and education of businesses and employees;
- Investigation of accident notifications;

## Bridgend County Borough Council Health and Safety Service Delivery Plan

- Provision of advice relating to applications for entertainment licences;
- Investigation of complaints regarding health and safety or welfare at work issues;
- Provision of advice in relation to planning and building control applications;
- Staff development and training;
- Development and implementation of the enforcement policy for health and safety.

### Service Priorities

Area	Role of the Health and Safety Service
<b>Health and Safety Inspections</b>	Targeted programmed health and safety inspections – ‘A’ risked businesses are routinely inspected, including associated revisits (where necessary) to check compliance of work schedules and/or legal notices issued. In addition the Local Authority participates in national and local project work concentrated on areas of evidential concern.
<b>Health and Safety Investigation</b>	Investigation of notified workplace accidents, ill-health and dangerous occurrences.
<b>Health and Safety Complaints</b>	Investigation of health and safety complaints - concerning unacceptable management or working practices and poor welfare conditions.
<b>Public Entertainment Licensing</b>	Public Entertainment licensing - consultation and undertaking inspections in respect of applications.
<b>Registration of Activities</b>	Registration - processing applications, undertaking inspections, dealing with complaints, offering advice concerning tattooists, acupuncture practitioners, electrolysis and ear piercing. The registration of cooling towers.
<b>Smoke Free Legislation</b>	Implementation of Smoke-free Premises etc (Wales) Regulations 2007.
<b>Planned Project Work</b>	Specific areas of work as agreed and identified by the Wales Heads of Environmental Health Group.

# Bridgend County Borough Council Health and Safety Service Delivery Plan

## Advice and Partnership

Area	Role of the Health and Safety Service
<b>Advice Provision</b>	Provision of advice and education on Health and Safety issues to stakeholders, other Departments within the Local Authority and other bodies
<b>Partnership</b>	Partnership working with the HSE, other local authorities and other agencies as appropriate.

The Health and Safety Service is part of the Public Protection Team whose management structure is shown below. Working alongside the other environmental health services, Trading Standards and Licensing colleagues, the Service Team covers a range of environmental health duties in connection with health and safety advice, education and enforcement.

The Team operates from the Civic Offices, Angel Street, Bridgend and is available during normal office hours from Monday to Friday, but officers do work evenings and weekends when the need arises. An out of hours emergency service for Public Protection is available using the Council's emergency 24 hour contact number.

Nearly all of the service, the vast majority of which comprises statutory functions, is provided by Environmental Health Officers and Technical Officers and inspections cover a wide variety of premises and activity types. In addition, the service deals with service requests and enquiries from the commercial sector and members of the public. The team also responds to consultations on planning applications, and acts as a statutory consultee for licensing applications, thereby preventing or minimising many potential safety risks before they can occur.

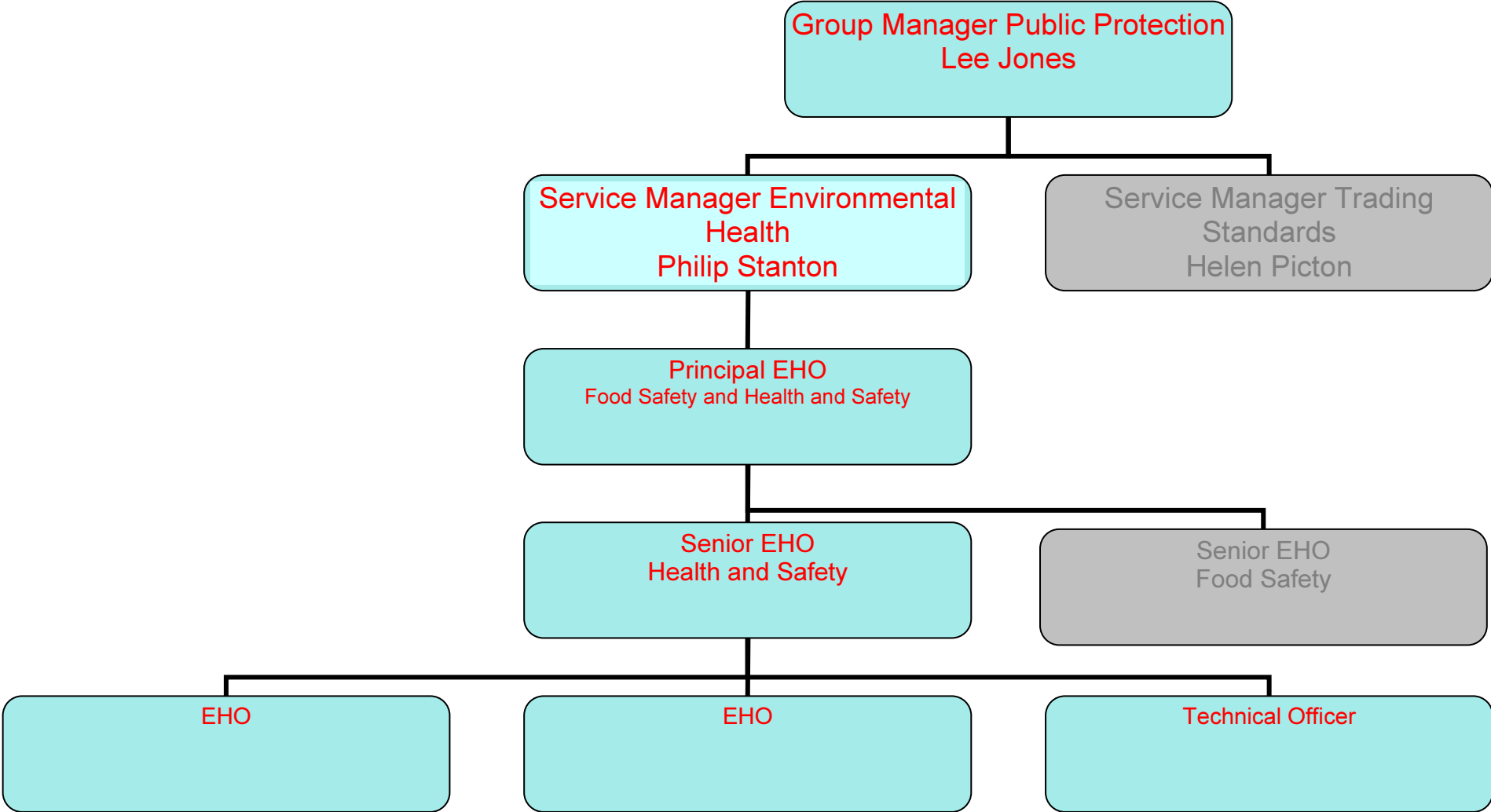
### Enforcement Policy

Bridgend County Borough Council has signed up to the Enforcement Concordat. This has now been replaced by the Statutory Regulator's Code issued under section 22(1) of the Legislative and Regulatory Reform Act 2006. The principles contained in the Concordat and the Code of Practice for the Crown Prosecution Service have been combined to produce the Public Protection Section's Overarching Enforcement Policy which is under review. The policy was subject to consultation with the public, business and

# Bridgend County Borough Council Health and Safety Service Delivery Plan

Members before being formally adopted by the Council. The purpose of the policy is to secure efficient compliance with legislation whilst minimising the burden to the Council, individuals and businesses.

## Structure of the Health and Safety Service within the Public Protection Group



# Bridgend County Borough Council Health and Safety Service Delivery Plan

## Section 2: Service Assessment

### The Service Context

The publication of *Common Sense, Common Safety* by Lord Young in 2010 heralded a Whitehall wide review of the operation of health and safety laws administered by local authorities and the Health and Safety Executive (HSE). It put forward a series of policies for improving the perception of health and safety to ensure that it is taken seriously by employers and the general public, while reducing the burden on businesses. Nearly 30 million working days are lost each year in the UK due to workplace ill health and injury. As far as possible, everyone should be protected from ill health and accidents arising from work activities and should be subject to decent standards of welfare at work. The Health and Safety Team work to improve the health of working age people by ensuring healthier and safer workplaces. It also promotes healthier lifestyles and is a key strand of improving public and environmental health. The policies are welcomed and the team will continue to work in conjunction with its partners in the HSE to ensure safe places of work.

There are 2401 businesses operating within the district that fall under our enforcement responsibility, which can be broken down into the following risk bands:

Total number of premises within Bridgend County Borough Council in each risk band

<b>Risk Band</b>	<b>Inspection Frequency</b>	<b>Total Premises</b>
A	Every year	4
B1	Every 18 months	52
B2	Not routinely inspected	71
C	Not routinely inspected	1795
Unrated	Not routinely inspected	279
<b>Total</b>		<b>2401</b>

Based on the data from 1 April 2009 to 31 March 2013, it is expected that 250 requests for advice will be received and 120 notifications of workplace accidents, ill-health and dangerous occurrences during the year.



# Bridgend County Borough Council

## Health and Safety Service Delivery Plan

The Health and Safety Team is based at:

Public Protection  
Bridgend County Borough Council  
Level 4  
Civic Offices  
Angel Street  
Bridgend CF31 4WB

Tel: 01656 643643                      Fax: 01656 643285

E-Mail: [publicprotection@bridgend.gov.uk](mailto:publicprotection@bridgend.gov.uk)

Normal office hours:                      8.30am to 5.00pm (Monday to Thursday)  
  8.30am to 4.30pm (Friday)

Out of office hours emergency operator Tel: 01656 643643.

## Service Achievements

### National Joint Working Projects

#### Formal Enforcement Action

The HSE states that the aim of inspectors is to secure compliance with the law and that enforcement should be proportionate, consistent, transparent and targeted. To ensure this aim is fulfilled, an enforcement policy has been approved and is available to view at [www.bridgend.gov.uk](http://www.bridgend.gov.uk). The different types of enforcement action available are:

1. Improvement Notices - These instruct the employer to take action to comply with the law and set out what needs to be done, why and by when. Employers have 21 days with which to appeal to an Industrial Tribunal.

## Bridgend County Borough Council Health and Safety Service Delivery Plan

2. Prohibition Notices - These prohibit any activity that risks causing serious injury. The activity may be prohibited immediately or after a specified period and cannot be resumed until certain conditions are met. Again the employer has a right of appeal.
  
3. Simple Cautions - Alternative to prosecution which requires the admittance of the defender to an offence. A simple caution is recorded on the Central Register of Convictions and may be used to influence decisions if the person should offend again within three years of its issue.
  
4. Prosecutions - Failure to comply with an improvement or prohibition notice can result in prosecution in a Magistrates' Court, as can strict offences under the Health and Safety Act 1974 and relevant Regulations. Prosecutions can result in a fine of up to £20,000 or six months imprisonment or both. Prosecution in higher courts can lead to unlimited fines or imprisonment.

### Enforcement action taken per annum

Enforcement Action	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
1. Improvement Notices	18	7	13	9	19	37	14
2. Prohibition Notices	6	6	11	5	4	7	4
3. Formal Cautions	0	0	1	0	0	0	0
4. Prosecutions	0	2	2	1	1	1	1

## Bridgend County Borough Council Health and Safety Service Delivery Plan

### Risks and Challenges

The following have been identified as possible impacts on service delivery during the lifetime of this Service Delivery Plan

Level of Risk	Risk	Mitigating Actions	Owner
<b>M</b>	The collaboration agenda	The collaboration project with the Vale of Glamorgan and Cardiff Councils will be project managed to ensure that, during the process, services will remain at their current level.	Lee Jones, Philip Stanton
	Legislation changes/deregulation in the light of the new UK government administration and the reduction in the resources available to our partners the HSE could have a variety of impacts.	Participation in various national and regional panels and specialist groups will assist in any response to changes. Where necessary reports for member approval will be produced.	Lee Jones, Philip Stanton
<b>M</b>	Staff training/retention, are potential issues with non-salary budget, including training, being the target in cost saving. Mandatory training will be given.	Continuous review of staff training and needs through staff appraisal system and business planning. Where circumstances demand, further training on changes in legislation and responsibilities. Wherever possible low cost training provided in house or via professional bodies and technical panels will be utilised, or otherwise training providers 'bought in' in conjunction with neighbouring authorities to minimise costs.	Philip Stanton

## Bridgend County Borough Council Health and Safety Service Delivery Plan

Level of Risk	Risk	Mitigating Actions	Owner
<b>H</b>	Funding for full and permanent staff structure (operational and strategic risk)	Ensure clarity of impact on budget cuts, seek savings through efficiencies across department and continue to develop joint working.	Lee Jones, Philip Stanton

**Bridgend County Borough Council  
Health and Safety Service Delivery Plan**

**Section 3: Linking Service Priorities to Strategic Objectives**

**Service Priorities**

Each year the Council reviews what it is going to do in order to help support the themes of the single integrated partnership plan for Bridgend ‘*Bridgend County Together*’, and improvement priorities contained in the Council’s Corporate Plan. Each Directorate then identifies what it needs to do in order to meet them. The table below details the relationship between the single integrated partnership plan, owned by the Local Service Board, the Authority’s Corporate Plan Objectives and the Health and Safety Service’s priorities.

<b>Integrated Plan Theme</b>	<b>BCBC Improvement Objectives</b>	<b>Service Priorities</b>
<p><b>People in Bridgend County are Healthier</b></p>	<p>Working together to tackle health issues and encourage healthy lifestyles</p> <p>Working together to help vulnerable people to stay independent</p>	<p>Targeted programmed health and safety inspections – high risk businesses are routinely inspected, including associated revisits (where necessary) to check compliance of work schedules and/or legal notices issued. In addition the Local authority participates in national and local project work concentrated on areas of evidential concern.</p> <p>Investigation of notified workplace accidents, ill-health and dangerous occurrences.</p> <p>Investigation of health and safety complaints - concerning unacceptable management or working practices and poor welfare conditions</p> <p>Public Entertainment licensing - consultation and undertaking inspections in respect of applications.</p> <p>Registration - processing applications, undertaking inspections, dealing with complaints, offering advice concerning tattooists, acupuncture practitioners, electrolysis and ear piercing. The registration of cooling towers.</p>

## Bridgend County Borough Council Health and Safety Service Delivery Plan

Integrated Plan Theme	BCBC Improvement Objectives	Service Priorities
		<p>Implementation of Smoke-free Premises etc (Wales) Regulations 2007.</p> <p>Partnership working with the HSE.</p>
<b>Bridgend County is a great place to live, work and visit</b>	Working together to develop the local economy	Provision of advice and education on Health and Safety issues to stakeholders, other Departments within the Local Authority and other bodies
<b>Corporate Governance</b>	To improve the way we work to ensure effective and efficient use of our financial, technological, physical and human assets	<p>Effective performance management of all services. Positive external inspections</p> <p>Exploration of options for joint working as part of the wider collaboration agenda.</p>
	To ensure that the Authority's moral and statutory duties are met in respect of equalities and human rights legislation	In-house training for staff
	To provide a seamless customer experience by building on the progress we've made	Continue to work closely with the authority's Customer Service Centre.
	To further improve the Council's performance	To maintain strong working relationships with internal departments, external agencies and public.

# Bridgend County Borough Council Health and Safety Service Delivery Plan

## Section 4: Action Plan

This section demonstrates how the Service Priorities shown in section 3 will be achieved by identifying actions required. These actions will form the basis of the operational plan set out in Section 6.

### Improvement Objective: To build safe and inclusive communities

What are the priorities to achieve this objective?	How are we going to deliver these priorities?	Achievement by	Measure of success	Responsibility
Targeted programmed health and safety inspections – including ‘A’ rated premises and project	Programmed inspections carried out at a frequency determined by a risk assessment of each premises.	All programmed inspections for ‘A’ rated premises and projects due during the year will be inspected by the 31 March 2014.	Monthly reporting of performance	Philip Stanton
Investigation of notified workplace accidents, ill-health and dangerous occurrences	All accident notifications are categorised on initial receipt. Those that warrant investigation will be progressed and appropriate action taken commensurate with the outcome of the investigation.	All accident notifications are responded to within 3 working days.	Monthly reporting of performance	Philip Stanton
Investigation of health and safety complaints - concerning unacceptable	Complaints are investigated on a priority basis and an initial	All complaints are investigated within 5 days of receipt.	Monthly reporting of performance	Philip Stanton

## Bridgend County Borough Council Health and Safety Service Delivery Plan

<p>management or working practices and poor welfare conditions</p>	<p>response will be provided within, at the latest 5 days of receipt.</p>			
<p>Public Entertainment licensing - consultation and undertaking inspections in respect of applications.</p>	<p>Consultation responses are made in response to license applications or variations.</p>	<p>Within 14 days of receipt</p>	<p>Monthly reporting of performance</p>	<p>Philip Stanton</p>
<p>Registration - processing applications, undertaking inspections, dealing with complaints, offering advice concerning tattooists, acupuncture practitioners, electrolysis and ear piercing. The registration of cooling towers</p>	<p>Registration of those premises that are the responsibility of the team involves the processing of applications and carrying out any casework associated with the premises following registration.</p>	<p>The time taken to process each type of registration varies with the activity being undertaken.</p>	<p>Monthly reporting of performance</p>	<p>Philip Stanton</p>



**Bridgend County Borough Council  
Health and Safety Service Delivery Plan**

**Improvement Objective: To improve physical and emotional wellbeing by promoting active lifestyles, participation and learning**

<b>What are the priorities to achieve this objective?</b>	<b>How are we going to deliver these priorities?</b>	<b>Achievement by</b>	<b>Measure of success</b>	<b>Responsibility</b>
Implementation of Smoke-free Premises etc (Wales) Regulations 2007.	Routine compliance checks during inspections and the investigation of any complaints.	Ongoing, although complaints will receive an initial response within 5 working days	Quarterly reporting of performance	Philip Stanton

**Improvement Objective: To support our disadvantaged communities by promoting economic growth and sustainability**

<b>What are the priorities to achieve this objective?</b>	<b>How are we going to deliver these priorities?</b>	<b>Achievement by</b>	<b>Measure of success</b>	<b>Responsibility</b>
Provision of advice and education on Health and Safety issues to stakeholders, other Departments within the Local Authority and other bodies	Officers are available during office hours to provide help and advice to those who seek it.	Ongoing	Monthly reports	Philip Stanton

## Bridgend County Borough Council Health and Safety Service Delivery Plan

**Improvement Objectives: To improve the way we work to ensure effective and efficient use of our financial, technological, physical and human assets and to ensure that the Authority's moral and statutory duties are met in respect of equalities and human rights legislation.**

What are the priorities to achieve this objective?	How are we going to deliver these priorities?	Achievement by	Measure of success	Responsibility
Effective performance management of all services. Positive external inspections.	Performance Management of key performance indicators.	Ongoing quarterly	Monthly performance reports to LARS Management Team.	Philip Stanton
Exploration of options for joint working.	Consultation with other local authorities on an individual and group basis.	Ongoing	Progress will be reported to LARS Management Team.	Philip Stanton
In-house training for staff.	Staff appraisals identify individual and group training needs. Training is provided on a priority basis subject to funding.	31 March 2014	Training achievements are reviewed on a six monthly basis as part of the staff appraisal process.	Philip Stanton
Continue to work closely with the authority's Customer Service Centre.	Regular liaison meetings between the Service Manager and CSC team.	Ongoing	Customer care surveys and officer feedback.	Philip Stanton
To maintain strong working relationships with internal departments, external agencies and public.	Regular meetings are held with other departments and external agencies. Regular liaison with the public and information provided on the Public Protection web pages.	Ongoing	Customer care surveys and officer feedback.	Philip Stanton

## Bridgend County Borough Council Health and Safety Service Delivery Plan

**Improvement Objective: To further improve the Council's performance**

What are the priorities to achieve this objective?	How are we going to deliver these priorities?	Achievement by?	How do we know we are successful?)	Responsibility
Gaining continuous improvement and a consistently high level of service	Performance Management of key performance indicators	March 2014	Monthly reporting of performance	Lee Jones
	Time Monitoring of officer activities	March 2014	Monthly reporting of performance	Lee Jones

# Bridgend County Borough Council Health and Safety Service Delivery Plan

## Section 5: Operational Work Programme

This section demonstrates how the Action Plan outlined in Section 5 above will be delivered through the work of the Service.

It is anticipated, based on the number received in 2012-13, that there will be 450 service requests regarding complaints and investigations for health and safety. These will receive a response within five working days of notification.

### Inspection Programme 2013-14

	Planned actions	Target / Outcome
Category A Premises Inspections	4 inspections are due during 2013/14	All inspections will be completed by 31 March 2014

### Projects

#### LPG Inspection Campaign

This is the continuation of a National campaign and is being co-ordinated by the Health and Safety Executive (HSE) who will provide a list of the premises that require inspection. It is anticipated that there will be between 10 and 20 premises involved and the specific inspection criteria will be provided based on the joint HSE/LA work instruction.

#### Evaluation Method

Up to 20 premises will be inspected during 2013/14.

#### The Control and Management of Legionella

The control and management of legionella is a National priority focusing on cooling towers and evaporative condensers. It is part of a broad multi-strand HSE/LA industry intervention programme. In Wales, legionella has been identified as a local priority following

## **Bridgend County Borough Council Health and Safety Service Delivery Plan**

the Heads of the Valleys outbreak in 2010. A risk based selection of premises will be targeted to ensure effective management of controls in place.

### Evaluation Method

10 Premises will be inspected between April and September 2013.

### Swimming Pool Safety – Cryptosporidium

Recent investigations of cryptosporidium outbreaks across the UK have identified ineffective swimming pool treatment systems and problems with pool plant staff competency. As a result this project will involve audit visits looking at design of the handling and supply of pool water together with raising awareness of the potential risks with pool managers and staff.

### Evaluation Method

All swimming pools within BCBC will be audited between May and June 2013.

### Farms and Animal Contact

Recent incidents and outbreaks involving E. coli contracted following visits to animal petting farms have identified ineffective management systems at these types of establishments. It is intended to carry out audit visits of all open farms, during 2013/14.

### Evaluation Method

3 establishments meeting the criteria have been identified and all will be visited by 31 March 2014.

### Management of Safe Swimming in Swimming Pools

Recent incidents both nationally and locally have highlighted the need for the audit of management of safe swimming in swimming pools. This will focus on ensuring compliance with the guidance document, HSG 179 Managing Health and Safety in Swimming Pools.

### Evaluation methods

## **Bridgend County Borough Council Health and Safety Service Delivery Plan**

10 swimming pools will be inspected during 2013/14.

### Body Piercing and Tattooing Project

This project was set up as a local initiative following the increase in the popularity of tattooing and associated body decoration. The work has been split into three phases.

Phase 1 - The initial phase of the project will involve visiting every tattoo and body piercing studio with the Borough of Bridgend fourteen in total.

Phase 2 - Every hairdresser, barber, beautician, nail bar and jewellers in the Borough of Bridgend will be visited to identify whether they are carrying out ear piercing and in the case of the beauticians electrolysis, a total of 150 premises.

Phase 3 - All businesses offering acupuncture will be identified to ensure that they are registered.

### Evaluation Methods

All identified premises will be visited to ensure compliance with the relevant legislation.

**Bridgend County Borough Council  
Health and Safety Service Delivery Plan**

**Section 6: Performance Indicators**

The following are the key indicators for evaluating performance of the Health and Safety Service.

Service	PI Ref No	Indicator Type	Indicator Description	2008/09 Performance	2009/10 Performance	2010/11 Performance	2011/12 Performance	2012/13 Target	2013/14 Target	2010/11 Welsh Average
Health and Safety	PPN-S-01	Statutory	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for:	100%	100%	100%	100%	100%	100%	95%