



Health and Safety Service Delivery Plan

2014-15

*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 as stated in the Bridgend County Borough Council Corporate Plan 2013 - 2017. It aims to:

- Show how the service contributes to the objectives.
- 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

May 2014

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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 (Rev 4);
- Advice and education of businesses and employees;
- Investigation of accident notifications;

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- 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; and
- Development and implementation of the enforcement policy for health and safety.
- Planned project work, some in conjunction with other Welsh local authorities.

Service Priorities

Area	Role of the Health and Safety Service
Health and Safety Inspections	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.
Health and Safety Investigation	Investigation of notified workplace accidents, ill-health and dangerous occurrences.
Health and Safety Complaints	Investigation of health and safety complaints - concerning unacceptable management or working practices and poor welfare conditions.
Public Entertainment Licensing	Public Entertainment licensing - consultation and undertaking inspections in respect of applications.
Registration of Activities	Registration - processing applications, undertaking inspections, dealing with complaints, offering advice concerning tattooists, acupuncture practitioners, electrolysis and ear piercing. The registration of cooling towers.
Smoke Free Legislation	Implementation of Smoke-free Premises etc (Wales) Regulations 2007.

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Advice and Partnership

Area	Role of the Health and Safety Service
Advice Provision	Provision of advice and education on Health and Safety issues to stakeholders, other Departments within the Local Authority and other bodies.
Partnership	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.

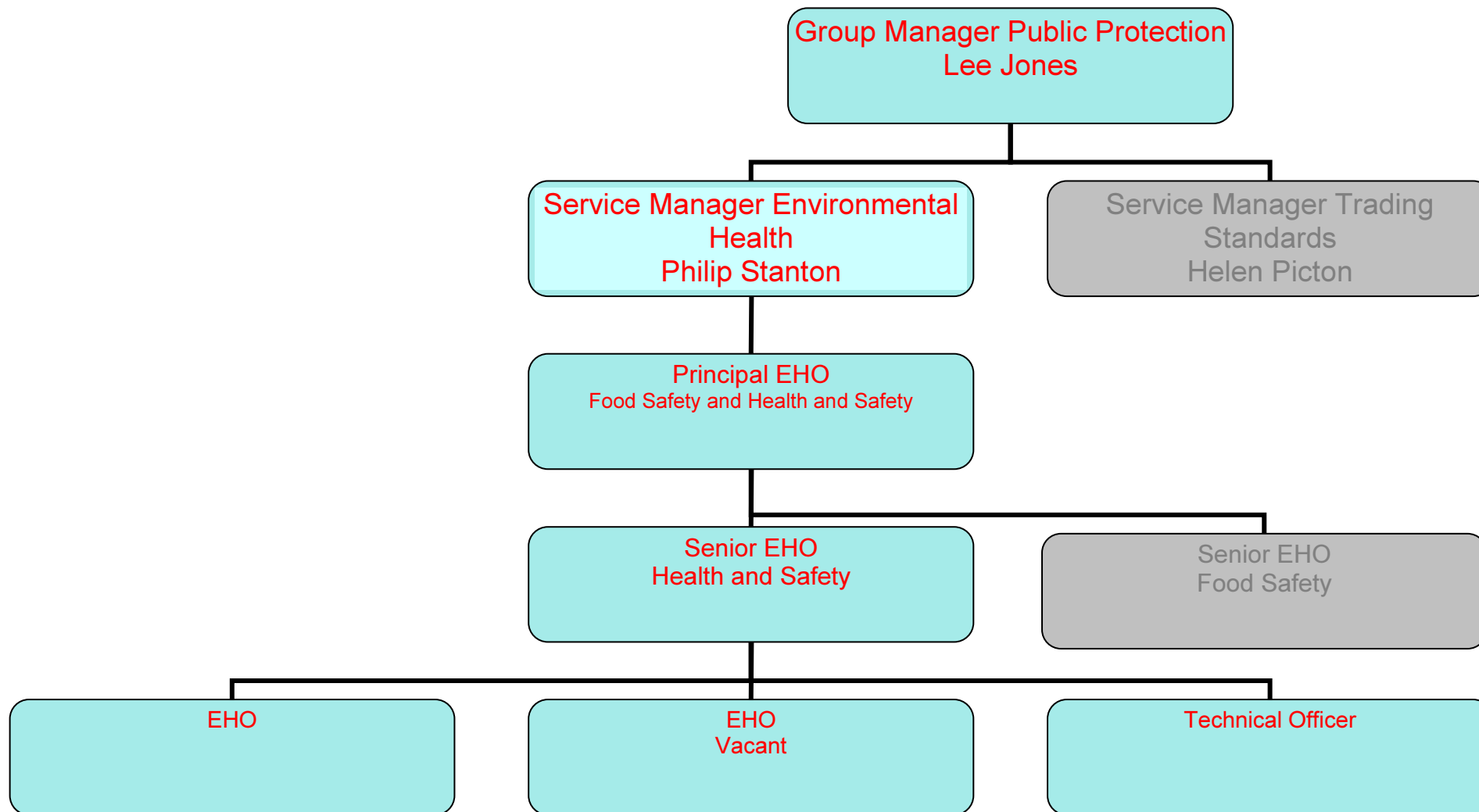
The Team operates from the Civic Offices, Angel Street, Bridgend and is available during normal office hours from Monday to Friday, but officers do work evenings and weekends when the need arises. An out of hours emergency service for Public Protection is available using the Council's emergency 24 hour 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 signed up to the Enforcement Concordat which in turn has been superseded by the Statutory Regulator's Code issued under section 22(1) of the Legislative and Regulatory Reform Act 2006. The principles contained in the Code of Practice for the Crown Prosecution Service have been adopted to produce the Public Protection Compliance and Enforcement Policy. The policy will be subject to consultation with the public, business and 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.

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



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Section 2: Service Assessment

The Service Context

A National Local Authority Enforcement Code, Health and Safety at Work, England, Scotland and Wales has been designed to ensure that Local Authority health and safety regulators take a more consistent and proportionate approach to enforcement. The National Code was introduced as a result of the current Government's initiation of the "Red Tape Challenge" to reduce the domestic regulative burden on businesses and the recommendation of the Lofstedt Report that the Health and Safety Executive be given a stronger role in directing Local Authority health and safety inspection and enforcement activity. The Code provides a principle based framework that recognises the respective roles of business and the regulator in the management of risk. It is given legal effect as Health and Safety Executive Guidance to Local Authorities under section 18(4) b) of the Health and Safety at Work etc. Act 1974.

The LA National Code sets out the risk based approach to targeting health and safety interventions to be followed by Local Authority regulators. It requires that Local authorities should achieve this by:

- Having risk-based intervention plans focussed on tackling specific risks;
- Considering the risks that they need to address and using the whole range of interventions to target these specific risks;
- Reserving unannounced proactive inspection only for the activities and sectors published by HSE or where intelligence suggests risks are not being effectively managed; and
- Using national and local intelligence to inform priorities.

There is only one high risk business operating within the district that falls under our enforcement responsibility that requires to be proactively inspected to meet the Welsh statutory Local Authority performance Indicator PPN-01. The remainder of the businesses can be broken down into the following risk bands:

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

Risk Band	Inspection Frequency	Total Premises
A	Every year	1
B1	Every 18 months	49

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B2	Not routinely inspected	259
C	Not routinely inspected	1777
Unrated	Not routinely inspected	403
Total		2489

In addition to the one high risk premises, data gathered locally, has resulted in the identification of a need to inspect all businesses that are registered with this local authority in the beauty industry for ear piercing, body piercing, micro pigmentation, acupuncture, tattoo to ensure compliance with health and safety and infectious disease control requirements.

Based on the data from 1 April 2009 to 31 March 2014, 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.

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

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.

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Service Achievements During 1st April 2013 to the 31st March 2014

National Joint Working Projects

LPG Underground Pipework

This national campaign required the inspection of four premises that had been identified, by the Health and Safety Executive, as having LPG supplied by underground pipework. The inspections were designed to ensure that the pipework was adequately maintained and serviced. One premises was found to have ceased the use of LPG and converted to mains gas, another was found to be a domestic premises which was referred to the Health and Safety Executive, and another premises had closed down. The last premises was identified as having to complete works which are currently being carried out.

The Control and Management of Legionella

In Wales, legionella was identified as a local priority due to the Outbreak in Wales in 2010. 10 premises were selected for inspection, being regarded as high risk in relation to the need for implementation of suitable controls to prevent legionella. All of the premises were inspected other than one which had closed. A number of inadequacies in relation to their procedures and work programmes were identified which have since been addressed.

Management of Swimming Pool Water Treatment in relation to Cryptosporidium

This All Wales project was designed to audit the systems in place to prevent cryptosporidium in swimming pools. All swimming pools within the County Borough of Bridgend were visited, including those operated by the Local Authority. Appropriate advice was given to ensure effective controls were in place to prevent cryptosporidium outbreaks. This project highlighted the need for roles and responsibilities of staff in swimming pools to be clearly defined in relation to the implementation of such controls.

Farms and Animal Contact

Visits to premises where members of the public were allowed access to farm animals were programmed in accordance with a national project. The primary aim was to ensure that satisfactory management systems were in place to prevent infection with E coli 0157.

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Three such businesses were identified within the Bridgend area, but only one was operating and no significant issues for action were identified,

Management of Safe Swimming in Swimming Pools

This was a local project identified as a result of a number of local incidents. All swimming pools that had a depth greater than 0.9m and not operated by the Local Authority were audited to ensure that suitable procedures (including a normal operating procedure and an emergency action plan) were in place and that they were effectively implemented to manage the safety of swimmers in their pools. Minor amendments to the procedures requiring action were identified.

Body Piercing and Tattoo Project

This was a local project identified as a result of the increasing popularity of tattooing, piercing and associated body decoration. Every premises likely to offer piercing, tattooing, acupuncture, electrolysis or micro pigmentation was visited to ensure that suitable registration was in place and that practices complied with legal requirements. Advice was also given in relation to the additional requirements needed to comply with Model Welsh Byelaws which are currently in the process of being adopted.

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. 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 it should be done and by when. Employers have 21 days with which to appeal to an Industrial Tribunal.

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.

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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	2013/14
1. Improvement Notices	18	7	13	9	19	37	14	4
2. Prohibition Notices	6	6	11	5	4	7	4	0
3. Formal Cautions	0	0	1	0	0	0	0	0
4. Prosecutions	0	2	2	1	1	1	1	0

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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
H	The pressure on resources across Public Protection has resulted in a review of the services that can be delivered with reduced capacity, based on risk. The inspection of high risk premises, accident investigations and service requests from members of the public are considered to be high priority and will be maintained. However, there is no longer the capacity to fully participate in the proactive national project work, which, though desirable and beneficial, is not the highest priority.	Consideration will be given to participating in the national project schemes but the level of engagement will be dependent on the resources available.	Lee Jones, Philip Stanton
H	Funding for a 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
M	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

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M	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
M	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

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Section 3: Linking Service Priorities to Strategic Objectives

Service Priorities

Bridgend County Borough Council’s Corporate Plan 2013 – 2017 sets out the key outcomes to be achieved and identifies the improvement priorities for the four years covered by the Plan.

Key Outcome	BCBC Improvement Priorities	Service Priorities
<p>People in Bridgend County Borough are Healthier</p>	<p>Working together to tackle health issues and encourage healthy lifestyles</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 will endeavour to participate in national and local project work concentrated on areas of evidential concern where resources permit.</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 in relation to crowds of more than 450 persons.</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>Implementation of Smoke-free Premises etc (Wales) Regulations 2007.</p> <p>Partnership working with the HSE.</p>

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Key Outcome	BCBC Improvement Priorities	Service Priorities
People in Bridgend County Borough Benefit From a Stronger and More Prosperous Economy	Working together to develop the local economy	Provision of advice and education on Health and Safety issues to businesses, stakeholders, other Departments within the Local Authority and other bodies.
Corporate Governance	To improve the way we work to ensure effective and efficient use of our financial, technological, physical and human assets	Effective performance management of all services. Positive external inspections. Exploration of options for joint working as part of the wider collaboration agenda.
	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.

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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 Priority: Working Together to Tackle Health Issues and Encourage Healthy Lifestyles

What are the priorities to achieve this?	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 work.	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 2015.	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

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

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Improvement Priority: Working Together to Make the Best Use of Our Resources.

What are the priorities to achieve this?	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 2015	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

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Gaining continuous improvement and a consistently high level of service.	Performance Management of key performance indicators.	March 2015	Monthly reporting of performance.	Lee Jones
	Time Monitoring of officer activities.	March 2015	Monthly reporting of performance.	Lee Jones

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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 2013-14, 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 2014-15

	Planned actions	Target / Outcome
Category A Premises Inspections	1 inspection is due during 2014/15	This will be completed by 31 March 2015

Projects

Beauty Sector Project

Following on from last year's project it is hoped that the Model Byelaws (Wales) For Acupuncture, Tattooing, Semi-permanent Skin Colouring, Cosmetic Piercing and Electrolysis will be successfully adopted by Bridgend County Borough Council. It is then intended to ensure compliance by all businesses to their requirements by a programme of visits and revisits.

Farms and Animal Contact

During last year's national project we failed to inspect one of the businesses due to their seasonal opening. It is therefore intended to ensure that this business is visited to assess the suitability of management systems to prevent the spread of E coli 0157.

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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	2009/10 Performance	2010/11 Performance	2011/12 Performance	2012/13 Performance	2013/14 Performance	2014/15 Target
Health and Safety	PPN-S-01	Statutory	The percentage of high risk businesses that were liable to a programmed inspection.	100%	100%	100%	100%	100%	95%