



Health & Safety Intervention Plan 2013/14

RIBBLE VALLEY BOROUGH COUNCIL

CHIEF EXECUTIVES DEPARTMENT

ENVIRONMENTAL HEALTH SECTION

**HEALTH & SAFETY INTERVENTION PLAN
2013/14**

August 2013

CONTENTS

1.0 Service Aims and Objectives	1
1.1 Aims and Objectives	1
1.2 The Council's Vision	2
KEY OBJECTIVES AND POLICY STATEMENTS	3
1.3 Links to annual 'Corporate Strategy'	4
2.0 Background	5
2.1 Profile of the Local Authority	5
2. SERVICE STRUCTURE	6
2.3 The Scope of the Environmental Health Section's Health & Safety Service	7
2.4 Service Delivery Points	8
2.5 Demands on the Environmental Health Section	8
2.6 Enforcement Policies	9
3.0 Service Delivery	9
3.1 Health & Safety Premises Inspections	9
Smoke-free Enforcement	9
3.2 Health & Safety Complaints	10
3.4 Lead Authority Principle	10
3.5 Advice to Business	11
3.6 Accident/Dangerous Occurrence Investigation	11
3.7 Liaison with other Organisations	11
3.9 Health & Safety Training for Officers	12
3.10 Health & Safety Service Management	12
3.11 Total estimated Officer hours required to deliver Health and Safety Function	12
4.0 Resources	12
4.1 Financial Allocation	12
4.2 Staffing Allocation	13
4.3 Staff Development Plan	15
5.0 Analysis of Present Position	16
6.0 Quality Systems	17
7.0 Review	17
7.1 Review Against the Service Plan	17
7.2 Identification of Any Variance from Service Plan	17
7.3 Annual Performance	17
7.4 Service user Satisfaction	18
7.5 Complaints against service delivery	18
7.6 Service Achievement and Improvement 2011/12	18

1.0 Service Aims and Objectives

1.1 Aims and Objectives

Departmental Aims

- To respond promptly and courteously.
- Be accessible, open and fair.
- Provide quality services.

Service Objectives

- Ensure the health, safety and welfare of people at work and also to protect society from such activities through the proportionate enforcement of legislation, the provision of advice to members of the community and training and information to operators of local businesses and their employees, and to:
 - To move to a lighter touch approach concentrating on higher risk businesses, tackling serious breaches of the regulations and to carry out an annual programme of 'higher risk' health and safety inspections in accordance with Government policy framework, National Local Authority Enforcement Code - Health & safety at Work for England, Scotland & Wales and HELA LAC 67/2 (Rev 3 as modified by supplementary material) service guidance.
 - Investigate notified accidents reported under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) (as amended) in accordance with HSE guidance;
 - To investigate complaints within service target response times (2 working days) contained within the Council's Environmental Health Plan and to take appropriate action in accordance with the Council's Health and Safety Enforcement Policy, HSE and HELA Guidance;
 - To give due consideration to act as "lead authority" to any businesses originating within the borough of Ribble Valley and to undertake lead authority enquiries referred by other agencies;
 - Undertake the annual inspection programme with targeted promotional advice and educational initiatives, together with providing information and advice on health and safety to businesses. In particular, to encourage effective management structures and policy are in place by businesses to embrace the culture of health and safety to manage risk and to increase information to small businesses in a form that is both accessible and relevant to their needs

1.2 The Council's Vision

Council's vision shared with the Ribble Valley Strategic Partnership states that: **"Ribble Valley will be an area with an exceptional environment and quality of life for all; sustained by vital and vibrant market towns and villages acting as thriving service centres meeting the needs of residents, business and visitors."**

The Council's overarching corporate priority is **'to ensure a well-managed Council providing efficient services based on identified customer needs'**.

Environmental Health activity is driven by 3 of the 4 Council's ambitions, namely:

- To ensure a well-managed Council providing efficient services based on identified customer needs'.
- **To help make peoples lives safer and healthier;**
- **To protect and enhance the existing environmental quality of our area.**

From these ambitions, the Council's Corporate Strategy has identified a number of objectives to be delivered through the Council's supporting Action Plan.

There are also other corporate documents that influence service delivery including the Sustainable Community Strategy, the Community Safety Plan, Data Quality Policy, Equality Framework for Local Govt., Customer Care Policy, Consultation Strategy and Citizens Charter.

Along with these key corporate documents, it is important that the services are delivered in a manner that provides satisfaction to the public. Therefore it is an integral element of all the services delivered that they are done so efficiently and effectively by appropriately qualified and experienced staff.

As a frontline Council service environmental health services commit to treat all customers fairly, with respect and professionalism regardless of gender, race, nationality or ethnicity, age, religion or belief, disability or sexual orientation.

KEY OBJECTIVES AND POLICY STATEMENTS

Links to Sustainable Community Strategy

- **To improve the health of people living and working in our area**

- **To encourage economic activity to increase business and employment opportunities**
- **To support the regeneration of Market Towns as sustainable service centres**

- **To support the priority outcomes of the Strategic Health Improvement Group within the Ribble Valley Local Strategic Partnership (LSP)**

- **To seek continuous improvement**
- **To treat everyone equally and ensure access to services is available to all**

Corporate Perf & Imp.Plan

“ To help make people’s lives safer and healthier”

To encourage the adoption of healthy lifestyles in the local community

Service Committee Policies

Health & Housing Committee:

To protect and where possible improve the environment and the general public health of the community, by taking all reasonable measures available;

To ensure that all other eligible organisations and establishments comply with the relevant public health requirements.

Health Prevention Strategy:

To support through local activities, campaigns organised nationally by ROSPA.

To support through local activities, campaigns organised nationally by the Department of Trade and Industry (Health & Safety Executive).

To support relevant safety issues outside of the home, eg firework safety.

- **e.Government:**

to develop greater provision of information and service through this media in line with Corporate Policy.

1.3 Links to annual 'Corporate Strategy'

The Council produces an annual Corporate Strategy.

This strategy contains key summary service information, performance information and includes key actions for the forthcoming year. It is anticipated that this year's Corporate Strategy will not contain anything specific in relation to health & safety

1.3.1 Service development history

In his report "*Reclaiming health & safety for all: An independent review of health and safety legislation*", commissioned by the Minister for Employment, recommended that HSE be given a stronger role in directing Local Authority (LA) health & safety inspection and enforcement activity. This has resulted in significantly revised guidance being issued in 2013 and set out in the 'National Local Authority Enforcement Code - Health & safety at Work for England, Scotland & Wales'. Protecting people in the workplace and in society as a whole remains a key priority. **The focus and emphasis of health and safety enforcement regime being moved to a 'lighter touch approach' concentrating on Category 'A' high risk operations and on tackling serious breaches of the rules.** Government reforms require HSE and Local Authorities to reduce numbers of routine inspections undertaken; to have greater targeting where proactive inspections continue; **and to increase information to small businesses in a form that is both accessible and relevant to their needs.** As such, this intervention plan has been prepared to meet this new approach.

Detailed individual Service Plans for Food Safety, Health and Safety are prepared on an annual basis.

The Health & Safety Intervention Plan will contribute to the corporate vision, values and objectives set out in the Council's Corporate Strategy and, will be a key contributor to the delivery of the Environmental Health Service.

2.0 Background

2.1 Profile of the Local Authority Ribble Valley Borough is situated in North East Lancashire, and with an area of 226 sq miles is the largest geographical district in the County. The Borough Council is one of 12 District Councils, 1 County Council and 2 Unitary Authorities within the County of Lancashire. Within the Borough, some functions relating to health and safety are the responsibility of the Health & Safety Executive, based regionally at Leeds eg inspections of large industrial complexes and most factories and agricultural activities.

Over 70% of the Borough is in the 'Forest of Bowland' Area of Outstanding Natural Beauty, a clear reflection of the landscape quality of the area.

The borough has a population of approx. 57,300 (2011), with Clitheroe, the main administrative centre having 15,000 inhabitants. Clitheroe lies at the heart of the borough, whilst Longridge, the other main town, lies in the West. Longridge has a population of approximately 7,724. The remainder of the area is mainly rural with a number of villages ranging in size from large villages such as Whalley, Sabden and Chatburn through to small hamlets such as Great Mitton and Paythorne.

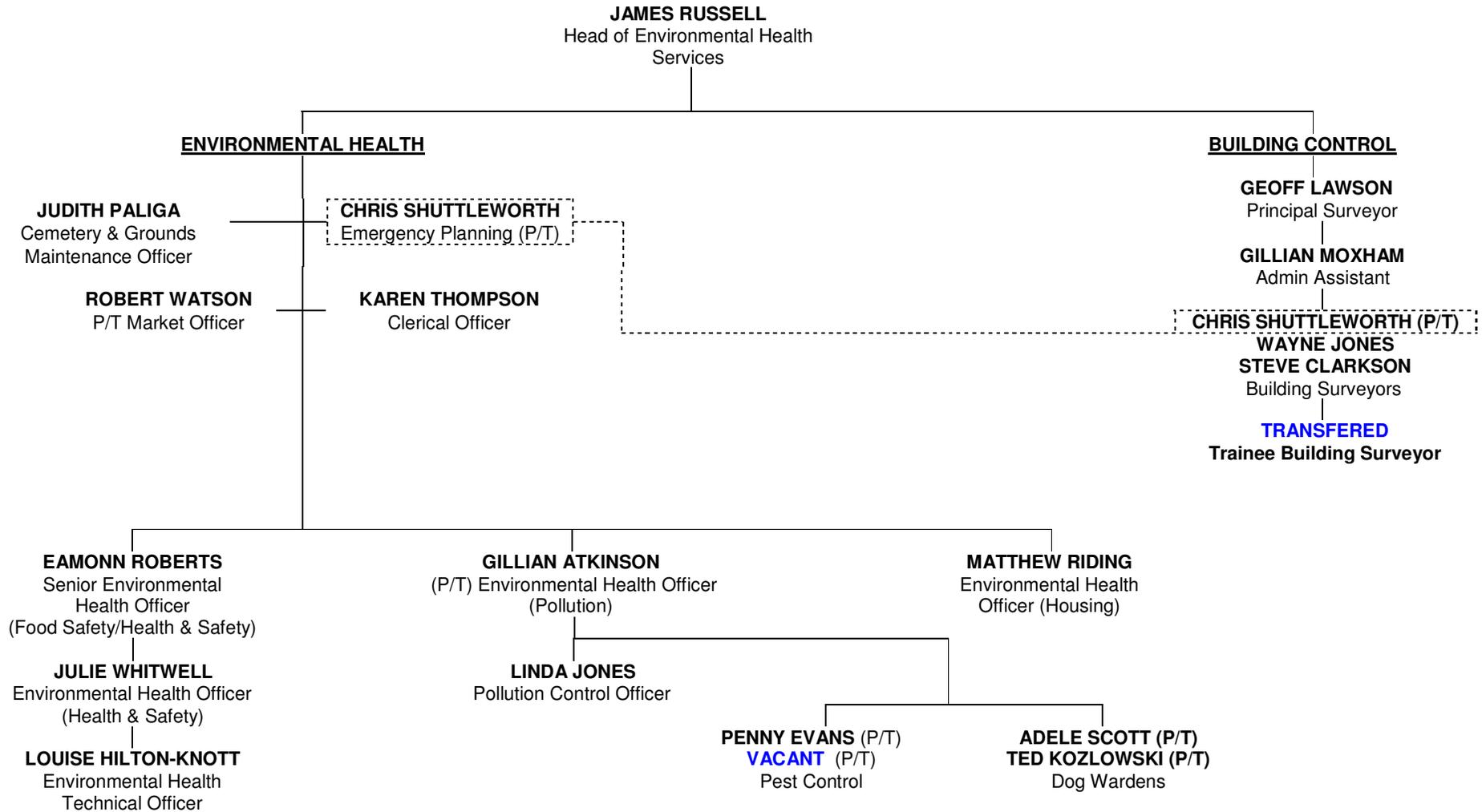
The Borough has a mixed economy, with good employment opportunities and a consistently low rate of unemployment. Given the rural nature of the area it is not surprising that agriculture is a primary employer through the District. Large manufacturing activity is represented by several major national and multi-national companies, for example: British Aerospace, Hanson Cement, Johnson Matthey, Ultraframe and 3M.

The Ribble Valley has excellent lines of communication, which open up the area to the rest of the country. The A59 trunk road, a main artery from the west coast through to the East, dissects the Borough, and links to the M6. Main line rail services are available from Preston, which is only 30 minutes from Clitheroe. In addition, Manchester Airport is only 60 minutes away from Clitheroe and provides links to over 200 destinations worldwide.

POLITICAL MAKE-UP OF THE BOROUGH

40 Local District Councillors
33 Parish Councils (and 7 Parish Meetings)
2 Town Councils
1 Member of Parliament

2. SERVICE STRUCTURE



<p>Political Arrangements</p>	<p>Health and Safety falls under the terms of reference of the Health & Housing Committee. The Health & Safety Intervention Plan will be reported to the Council’s Health & Housing Committee for approval and adoption.</p>														
<p>Provision for Specialist Services</p>	<table border="0"> <tr> <td data-bbox="672 268 1030 335">`Chemical’ Analytical Service</td> <td data-bbox="1041 268 2060 335">Lancashire County Council Public Analyst plus specialist service providers as necessary</td> </tr> <tr> <td data-bbox="672 339 1030 406">Legionnaire/Microbiological Examiner</td> <td data-bbox="1041 339 2060 406">Food and Environmental Microbiology Services (PMS), Preston</td> </tr> <tr> <td data-bbox="672 411 1030 510">Public Health Advice</td> <td data-bbox="1041 411 2060 510">National Infectious Disease Centre and Public Health England CHP/DPH – Consultant in Communicable Disease Control/Director of Public Health, Public Health England.</td> </tr> <tr> <td data-bbox="672 515 1030 550">Enforcement Liaison Officer</td> <td data-bbox="1041 515 2060 550">Health & Safety Executive, Regional Offices, Leeds.</td> </tr> <tr> <td data-bbox="672 555 1030 614">Occupational Medical Advice</td> <td data-bbox="1041 555 2060 614">Employment Medical Advisory Service (EMAS) (Contact through Health & Safety Regional Office – Leeds / Manchester)</td> </tr> <tr> <td data-bbox="672 619 1030 686">L A Sector Enforcement Guidance</td> <td data-bbox="1041 619 2060 686">Health & Safety Executive/Local Authority Enforcement Liaison Committee (HELA)</td> </tr> <tr> <td data-bbox="672 691 1030 734">Accident Prevention Advice</td> <td data-bbox="1041 691 2060 734">Royal Society for the Prevention of Accidents (ROSPA)</td> </tr> </table>	`Chemical’ Analytical Service	Lancashire County Council Public Analyst plus specialist service providers as necessary	Legionnaire/Microbiological Examiner	Food and Environmental Microbiology Services (PMS), Preston	Public Health Advice	National Infectious Disease Centre and Public Health England CHP/DPH – Consultant in Communicable Disease Control/Director of Public Health, Public Health England.	Enforcement Liaison Officer	Health & Safety Executive, Regional Offices, Leeds.	Occupational Medical Advice	Employment Medical Advisory Service (EMAS) (Contact through Health & Safety Regional Office – Leeds / Manchester)	L A Sector Enforcement Guidance	Health & Safety Executive/Local Authority Enforcement Liaison Committee (HELA)	Accident Prevention Advice	Royal Society for the Prevention of Accidents (ROSPA)
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<p>2.3 The Scope of the Environmental Health Section’s Health & Safety Service</p>	<p>As a District Council, this Authority is responsible for health and safety enforcement in most offices, shops, warehouses, residential care homes and places of worship as prescribed by the Health & Safety (Enforcing Authority) Regulations 1998.</p> <p>Health and safety enforcement in heavy industrial premises, mines, factories, agricultural activities and local authority operated premises is the responsibility of the Health & Safety Executive.</p> <p>Within the Chief Executives Department the Environmental Health Section also deliver the following services along side health and safety.</p> <table border="0"> <tr> <td data-bbox="672 1053 1332 1300"> <ul style="list-style-type: none"> • Food Safety • Local Authority Air Pollution Control (LAAPC/IPPC) • Air Quality Review • Nuisance Complaints • Management of Clitheroe Market • Emergency Planning </td> <td data-bbox="1344 1053 2060 1300"> <ul style="list-style-type: none"> • Clitheroe Cemetery • Infectious Disease • Pest Control & Dog Warden Services • Health Education • Animal Welfare Licensing • Building Control • Smokefree Workplace </td> </tr> </table>	<ul style="list-style-type: none"> • Food Safety • Local Authority Air Pollution Control (LAAPC/IPPC) • Air Quality Review • Nuisance Complaints • Management of Clitheroe Market • Emergency Planning 	<ul style="list-style-type: none"> • Clitheroe Cemetery • Infectious Disease • Pest Control & Dog Warden Services • Health Education • Animal Welfare Licensing • Building Control • Smokefree Workplace 												
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2.4 Service Delivery Points

Environmental Health Section	☎ (01200) 425111	
Chief Executives Dept.	(switchboard)	Out of Hours:
Council Offices, Church Walk	☎ (01200) 414464 (direct)	Emergency Service
CLITHEROE	Fax: (01200) 414487	available by
Lancashire	Web Site: www.ribblevalley.gov.uk	contacting
BB7 2RA		01200 444448
Email	Opening Hours:	
environmental.health@ribblevalley.gov.uk	08.45 – 17.00 Monday – Friday	

2.5 Demands on the Environmental Health Section

There are ongoing significant demands on the environmental health service in relation to the issues of dealing with food safety, nuisance complaints, maintaining a clean environment, noise control, animal welfare, pest control, licensed premises, emergency planning, and protecting the interests of the local community.

In relation to health and safety, the area contains a mix of office, wholesale, retail, residential care homes and catering premises. Catering and wholesale/retail are the dominant sectors within this mix. The businesses are predominantly small to medium sized establishments.

The borough has a relatively normal cross-section of health and safety businesses but has a significant number of residential care homes, garden centres, industrial unit warehousing, 'large' outdoor events and golf courses which, by their nature, are relatively high risk, complex and resource intensive.

	Number of Premises (as at 01/04/2013)
Total number of Health and Safety Premises (Total)	1148
Categories A (High Risk)	*10 (0.9%)
Categories B ₁	*19 (1.6%)
B ₂ - C (Other)	*988 (86.5 %)
Non Rated	131 (11 %)

The above are contained within the following categories:

Retail Shops	386
Wholesale Shops	25
Offices	142
Catering Services	210
Hotels/Residential Care Homes	51
Leisure	58
Consumer Services	108
Other	168
Premises where the Section acts as "Home Authority"	None
External factors impacting on service delivery:	None

2.6 Enforcement Policies

Corporate adoption of the Enforcement Concordat – 2000
 Health & Safety Enforcement Policy (Revised January 2011)
 Environmental Health General Enforcement Policy (Revised June 2005)

3.0 Service Delivery

3.1 Health & Safety Premises Inspections

It is Ribble Valley Borough Council’s policy to carry out programmed inspections of Category ‘A’ High Risk premises annually in accordance with the minimum inspection frequencies specified which are determined to meet the provisions of ‘National Local Authority Enforcement Code - Health & Safety at Work for England, Scotland & Wales’ and HELA LAC 67/2 (Rev. 3 as modified by supplementary material) service guidance.

Premise Profile:

	Number of Premises as at 01/04/13	Programmed number of inspections required for the year (01/04/13 – 31/03/14)
Category A (annual)	*10 (0.9%)	10
Category B ₁	*19	
Category B ₂	{	
Category C	{ *988	
Non Rated (check 20%)	131	26
TOTAL	1148	36
Smoke-free Enforcement	2,500 est.	non compliance or complaint only

* these figures are indicative as

data cleansing in progress

In line with recent Government reform and HSE guidance, the Council is asked to move away from undertaking a formal annual inspection programme as set previously and to adopt a ‘lighter touch’ approach concentrating on ‘ higher risk’ businesses and on tackling serious breaches of the rules. As such , inspection will be limited to Category A premises and those subject to justified complaint where significant risk factors are identified in line with the general Hampton principle of ‘no inspection of a premises on health and safety grounds only, should be undertaken without good reason’.

Interventions in the form of proactive inspections and/or advisory campaigns will be in line with HSE ‘National Priorities’ focusing on Legionella Infection, explosion caused by LPG, control of E.coli/cryptosporidium esp. in children, fatalities & injuries resulting from being struck by a vehicle, fatalities & injuries resulting from falls from height/amputation or crushing, industrial diseases (asthma/deafness), crowd control & injuries/fatalities to public, carbon monoxide poisoning, violence at work, will be undertaken in Cat B1 and B2 rated small and medium sized enterprises (SME’s) within available resource.

In line with the above principle, routine smoke free enforcement audits will continue not to be undertaken as businesses have accepted and embraced their duties and inspections will only be undertaken in response to observed or reported non compliance or complaint.

	<p>Estimated number of revisits: (including associated management monitoring/administration): 50 Estimated number of officer hours for these visits 750</p> <p>Priority is to be given to the following 'higher risk' businesses:</p> <ul style="list-style-type: none"> • Commercial catering using solid fuel cooking equipment • Swimming/spa pools • Tyre fitters/Motor Vehicle Repair (as part of car sales activity) • Caravan Parks • High volume warehousing & distribution (retail and wholesale) • Large scale public events/sports/leisure facilities including motorised leisure pursuits • Builders/timber merchants • Open farms, animal visitor attractions – Zoo • Premises with vulnerable working conditions – lone/night working/cash handling <p><i>Estimated number of Officer hours for these targeted visits: included in the above</i></p> <p>Local Performance 100% of Category 'A' Health & Safety inspections that should be carried out Indicators EH 2:</p>
<p>3.2 Health & Safety Complaints</p>	<p>It is the policy of Ribble Valley Borough Council to give a first response within 2 working days to all health and safety premise complaints/service requests. The 2012/13 performance target to respond to 98% within 48 hours. We received a total of 45 service requests of which 44 (98%) received a response within the required target time.</p>
<p>3.3 Smoke-free Enforcement</p>	<p>Estimated number of health and safety related service requests: 50 <i>Estimated number of Officer hours per year: 125</i></p> <p>discontinue routine smoke free enforcement audits with inspections only being undertaken in response to observed or reported non compliance or complaint.</p> <p>Estimated number of smoke-free related service requests 10 <i>Estimated number of officer hours per year 25</i></p>
<p>3.4 Lead Authority Principle</p>	<p>Ribble Valley Borough Council subscribes to the current Health & Safety Executive/Local Authority Enforcement Liaison Committee (HELA), Lead Authority Principal (LAP). The Authority has not been approached by or is aware of any local company likely to be within the remit of Lead Authority Partnership Scheme (LAPS) currently entered into a formal agreement with any local company.</p> <p><i>Estimated resources spent on Home Authority Work: 0</i></p>

3.5 Advice to Business	<p>The Authority has a policy of offering advice to any business which has trading premises within our area unless the trader has a Home Authority arrangement with another Local Authority.</p>														
	<table> <tr> <td>Planning/Building Control consultations/property searches</td> <td>60 (Planning & B. Control consultations)</td> </tr> <tr> <td>Estimated officer hours</td> <td>45</td> </tr> <tr> <td>Estimated number of advisory visits:</td> <td>15</td> </tr> <tr> <td><i>Estimated number of Officer hours:</i></td> <td>30</td> </tr> <tr> <td>Number of Health & Safety/Welfare related enquiries involving significant work:</td> <td>30</td> </tr> <tr> <td><i>Estimated number of Officer hours on general customer advice per year:</i></td> <td>45</td> </tr> <tr> <td colspan="2" style="text-align: right;">Total 120</td> </tr> </table>	Planning/Building Control consultations/property searches	60 (Planning & B. Control consultations)	Estimated officer hours	45	Estimated number of advisory visits:	15	<i>Estimated number of Officer hours:</i>	30	Number of Health & Safety/Welfare related enquiries involving significant work:	30	<i>Estimated number of Officer hours on general customer advice per year:</i>	45	Total 120	
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3.6 Accident/Dangerous Occurrence Investigation	<p>The general policy of Ribble Valley Borough Council is to assess and investigate 'as appropriate' reportable accidents and dangerous occurrences as a matter of urgency but at least within 2 working days. This area of work has increased significantly and involves considerable investigative work and remains at approximately 20 per year.</p>														
	<table> <tr> <td>Average annual number of reported accident/dangerous occurrences</td> <td>20</td> </tr> <tr> <td><i>Estimated number of officer hours per year for general investigation</i></td> <td>75</td> </tr> <tr> <td><i>Estimated number of officer hours to undertake 2 full formal investigations per annum</i></td> <td>75</td> </tr> <tr> <td colspan="2" style="text-align: right;">Total 150</td> </tr> </table>	Average annual number of reported accident/dangerous occurrences	20	<i>Estimated number of officer hours per year for general investigation</i>	75	<i>Estimated number of officer hours to undertake 2 full formal investigations per annum</i>	75	Total 150							
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Total 150															
3.7 Liaison with other Organisations	<p>The Authority participates in the following liaison groups related to health and safety issues in order to ensure that enforcement action taken within the Borough of Ribble Valley is consistent with those of neighbouring local authorities:</p> <ul style="list-style-type: none"> • Environmental Health Lancashire (EHL) – Health & Safety Officer Sub-Group (HASOG) <p><i>Estimated number of Officer hours devoted to liaison activities per year:</i> 25</p>														
3.8 Health & Safety Promotion	<p>The Authority will seek to be involved in the following promotional/training activities in relation to health, safety and welfare at work:</p> <p>Training Courses:</p> <ul style="list-style-type: none"> EH Lancs/ Health and Safety Officer Group initiatives Foundation Health & Safety Courses – referred to Lancashire County Council Education Service/Local Colleges 														

		<i>Estimated number of Officer hours devoted to Health & Safety Promotion/ Special Projects per year: (including course administration support)</i>	150
3.9	Health & Safety Training for Officers	The general aim is to provide adequate relevant officer training to achieve and maintain required officer competence levels, this will be achieved within an allowance of 10 hours per Officer each year to attend ad-hoc training seminars. Specific additional training is provided to address needs identified within the Officer annual appraisal system and subject to course availability and within available resources.	
		<i>Estimated number of Officer hours devoted to Health and Safety Training per year:</i>	50
3.10	Health & Safety Service Management	<i>Estimated number of hours on Health & Safety Management per year:</i>	125
3.11	Total estimated Officer hours required to deliver Health and Safety Function		1520 (0.95 FTE) (*excluding clerical support)
4.0	Resources		
4.1	Financial Allocation	<p>The Health & Safety Service financial costs are contained within the main "Environmental Health Services" cost centre. This cost also contains the majority of costs relating to the provision of the Environmental Health Service eg food safety, PPC, complaint/service requests, animal welfare etc.</p> <p>The individual service costs have been partially disaggregated. This has been established by the periodic use of time allocation exercise to determine average Officer time spent undertaking each function.</p> <p>A breakdown of the Officer time estimated and used to calculate the service costs is contained within the Best Value 'Year One' Review which were based on calculated service costs used for CIPFA purposes.</p> <p>The overall budgeted expenditure for the Environmental Health Service cost centre over the last year and forward budget for 2013/14 is as follows. These figures also include income and expenditure related to enforcement, food safety regulation, LAAPC, complaint/service request, annual welfare, clean neighbourhood licensing enforcement, emergency planning.</p>	

Environmental Health Function	2012/13	2013/14
Employee Expenditure	0	0
Premises Expenditure	18,820	19,810
Transport Related	3,270	4,310
Supplies & Services	18,020	17,110
Third Party Payments	3,480	5,460
Support Services	344,310	380,670
Capital Financing	2,020	0
Other Grants and reimbursements	-1,650	-2,960
Customer and Client Receipts	-23,920	-30,170
Net Service Expenditure	364,350	394,230

Estimated Health & Safety costs within the Environmental Health Service cost centre are as follows:

Health & Safety Function	2012/13	2013/14
Supplies & Services	1,103	1,150
Support Services	32,290	32,500
Capital Financing	0	0
TOTAL	33,393	33,650
Total Income	0	0
Net Service Expenditure	33,393	33,650

4.2 Staffing Allocation

The Commercial Environmental Health Section is responsible for the delivery of a range of services in addition to health and safety, namely:

- Complaint Investigation (Commercial);
- Local Authority Air Pollution Control (LAAPC);
- Air Quality Assessment and Monitoring;
- Food Safety Regulation;
- Infectious Disease Control;
- Animal Welfare Licensing;
- Pest Control and Dog Warden Service.
- Licensing Enforcement
- Emergency Planning

The total resources currently available within the section for the above is: 9.0 (FTE)

This is made up of:

- Enforcement Officers 8 (FTE)
- Administrative Support 1 (FTE)

of the above, the resource required to deliver the health and safety service is: 0.95 (FTE)

of which:

- Qualified to inspect Cat. A premises: 0.95% (FTE)
- Qualified to inspect Cat B₁ - B₂ as above

It is intended that for the year 2013/14, the health and safety service will be delivered within existing resources ***and will adopt a lighter touch approach concentrating on 'high risk' businesses and on tackling serious breaches of the rules. As such, inspection will be limited to Category A premises and those subject to justified complaint where significant risk factors are identified and in line with the Hampton principle of 'no inspection of a premises on health and safety grounds only should be undertaken without good reason'.***

Interventions in the form of proactive inspections and/or advisory campaigns will be in line with HSE 'National Priorities' focusing on Legionella Infection, explosion caused by LPG, control of E.coli/cryptosporidium esp. in children, fatalities & injuries resulting from being struck by a vehicle, fatalities & injuries resulting from falls from height/amputation or crushing, industrial diseases (asthma/deafness), crowd control & injuries/fatalities to public, carbon monoxide poisoning, violence at work, will be undertaken in Cat B1 and B2 rated small and medium sized enterprises (SME's) within available resource.

In line with the above principle, routine smoke free enforcement audits will continue not to be undertaken as businesses have accepted and embraced their duties and inspections will only be undertaken in response to observed or reported non compliance or complaint.

However, if during the year it becomes apparent that the service is under resourced, priorities in all areas of work will be reassessed and resources will be allocated to the health & safety regulation of Category A businesses and complaint investigations. **In line with Committees previous agreement, Food Safety will continue to be given overall priority.**

Members will be duly informed of any such re-allocation.

4.3 Staff Development Plan

The staff training programme is determined each year through the Council's formal appraisal system on an annual basis. Any training needs are identified and are provided within available resources, normally within the same financial year.

Officers are encouraged to attend relevant training courses as and when available. Officer members attending courses are normally limited to one, who is then required to cascade the information to other team members, normally during section management meetings.

Relevant ad hoc training is provided through the year as course details are received. Ribble Valley Borough Council actively support the initiatives organised through the Environmental Health Lancashire 'Chief Officers' Health and Safety sub group.

5.0 Analysis of Present Position

5.1 Set out below is the standard SWOT analysis of the Environmental Health & Safety service:

<p><u>Strengths</u></p> <ul style="list-style-type: none"> • Well developed strategies and policies for the service in line with national guidance. • Inspection procedure modified to be topic based in line with recent HELA guidance. • Service well aligned with corporate strategy/policy. • Well established performance monitoring procedures. • Experienced and dedicated staff. • Low staff turnover. • Clear commitment to quality service delivery. 	<p><u>Weaknesses</u></p> <ul style="list-style-type: none"> • Consistently under achieved to meet 'premise' inspection targets based on risk assessment. • Considerable backlog of premises requiring risk rating. • History of insufficient resources (always fire fighting) • Proactive work at risk in event of public health emergency proactive work demands. • Potential remuneration problem in event of vacancies. • Lower priority of health & safety enforcement. • Increasing complexity of regulation and enforcement requirements to specialise to achieve competency. • Diminishing pool of officers nationally.
<p><u>Opportunities</u></p> <ul style="list-style-type: none"> • Multi-skilled public health professionals. • To develop proactive public health agenda with other partners- home safety and accident prevention – No smoking workplaces. 	<p><u>Threats</u></p> <ul style="list-style-type: none"> • Increasing complexity of issues – greater need for research/documented procedures. • Health and safety service audit by HSE (LAU) for consistent under achievement of annual performance targets based on 'risk assessment'. • Increased information gathering and recording – increasing inspection costs. • Projected shortage of EHO's entering profession. • Pressures to Public Health Network to concentrate resources on health care service delivery rather than prevention partnerships. • Increasing duties and demands in relation to food safety, licensing, industrial air pollution regulation, clean environment and animal welfare.

6.0 Quality Systems

It is our policy to carry out all areas of health and safety service delivery in accordance with our Health & Safety documented procedures which were prepared in 2003/04 and are reviewed annually to fulfil HSC Section 11 guidance and any inter and intra authority audit requirements as required with neighbouring authorities.

7.0 Review

7.1 Review Against the Service Plan

The service performance indicators will be reviewed quarterly and reported to members. The review will link into the annual budgetary process and the review of any Performance Plans. Performance monitored monthly and quarterly by management review of progress.

7.2 Identification of Any Variance from Service Plan

* To be completed at the year end.

7.3 Annual Performance

In 2012/13:

38 health and safety audits were undertaken of 'High Risk' businesses. In addition, + 400 businesses received a gas safety audit questionnaire and associated advisory campaign material

- **service requests were recorded of which 44 of 45 (98%) were actioned within the target response time of 2 working days in accordance with the Environmental Health Plan.**
- **18 `Notified Accidents `at work` were received all of which (100%) were reviewed and where appropriate investigated.**
- **Considerable involvement was required with a number of outdoor events within the Borough, most of which principally related to health & safety provisions.**

7.4 Service user Satisfaction No customer satisfaction surveys were undertaken last year

7.5 Complaints against service delivery In addition to the service performance statistics listed in paragraph 6.3 above:

- **Enforcement of health and safety legislation has been implemented in accordance with the Ribble Valley 'Health & Safety' enforcement Policy and associated standard procedures.**
- **In the year 2012/13 there has been no complaints received about the health and safety enforcement activity.**

7.6 Service Achievement and Improvement 2011/12 Status

i)

Corporate Objective	Action	Standard	Method of Measurement	Target	Responsible Officer	Resources	Links	Achieved
To meet mandatory government guidance	Focus resources in line with HSE guidance to audit Cat A 'high risk' premises	As per Appendix	Undertake agreed health & safety workplan – Priority being given to the regulation of Cat 'A - high' risk and 20% of unrated premises.	31/03/13	SEHO/EHO (Health & Safety)			

ii) The following areas of service development were identified for 2013/14:

Corporate Objective	Action	Standard	Method of Measurement	Target	Responsible Officer	Resources	Links	Achieved
To meet mandatory government guidance	To review Health & Safety procedures and Enforcement Policy, and update to comply HELA guidance	HELA circular 67/2 Revision 3 (Nov 2011) & HSE Guidance	Standard Procedures reviewed and standard documents updated	Review by 31.3.14	Senior EHO (Food/Health & Safety)	Within existing		
Cleanse Health & Safety database	Apply new ratings and establish corrected risk categories	HELA circular 67/2 Revision 3 (Nov 2011) & HSE Guidance	All 1148 premises data checked and updated on Civica	31/3/14	Senior EHO (Food/Health & Safety) & EH Clerical officer	Within existing		
To meet recommended government guidance	Participate in Lancashire inter-authority audit programme	HELA guidance	Complete audit of service	31/03/14	Senior EHO (Food/Health & Safety)	Within existing		

Legend: HSE – Health & Safety Executive
LPI – Local Performance Indicator
HELA – Health & Safety Executive/Local Authority Enforcement Liaison Committee