

# Sunderland City Council

## Commercial Development Directorate

### Public Protection and Regulatory Services

#### Health and Safety Enforcement Service Plan 2016/17



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## Foreword

Each year the Health and Safety Team of the Council responds to over 450 accidents and complaints. We also undertake over 1200 interventions in a wide range of premises in order to build stronger, healthier, prosperous and sustainable businesses.

Nationally there are over 20,000 hospitalisations and 13,000 deaths. In 2014/15 this cost the economy £14.3 billion and 27.3 million working days were lost due to work related illness or injury and 142 workers were killed at work. (HSE Statistics 2014/15)

The Health and Safety Code (The Code) requires Local Authorities to be transparent in their enforcement role. In order to achieve this we need to publish our intervention plan and report on our performance against that plan.

Sunderland City Council is responsible for the enforcement approximately 4700 premises of which 2100 are food premises. Our food premises range from food manufacturers to retailers and restaurants, whilst health and safety covers the service industries including warehouses, retail premises, hotels and leisure facilities.

This plan sets out how the Council will deliver the health and safety enforcement functions in the financial year 2016/17.

## Introduction

1. This is Sunderland City Council's annual Safety and Occupational Health Operational Service Plan. The plan covers the period 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017. The plan has been produced in accordance with guidance issued by the Health and Safety Executive (HSE) under S.18 of the Health and Safety at Work etc Act 1974. It demonstrates the Council's commitment to fulfil its statutory obligations, and aims to ensure that work activities within Sunderland meet legal requirements. Sunderland City Council is an enforcing authority for the purposes of the Health and Safety at Work etc Act 1974. The plan outlines how the health and safety service will be delivered over the course of the financial year and how the effectiveness of the plan will be monitored.
2. The HSE is the Government body that sets out the national strategic agenda in relation to health and safety issues and helps ensure that local authority duties are performed in an effective and proportionate manner. Where possible it aligns to the current [HSE strategy: 'The Health and Safety of Great Britain \ Be part of the solution'](#).
3. The Council, as a regulator, has taken into account the principles of better regulation outlined in the 'Hampton Report' and the Regulators Compliance Code during the preparation of this plan, specifically:
  - Regulators should allow, or even encourage, economic progress and only to intervene when there is a clear case for protection.
  - Regulators should use comprehensive risk assessment to concentrate

resources on the areas that need them most.

- Regulators should provide authoritative advice easily and cheaply.
- No inspection should take place without a reason.
- Businesses should not have to give unnecessary information.
- Businesses that persistently break regulations should face meaningful sanctions.
- Regulators should be accountable for the effectiveness of their activities

## **Aims and Objectives**

4. The overall aim of the service is *'to protect people's health and wellbeing by improving the health and safety standards of businesses within Sunderland'*.
5. The overall aim of the service will be achieved by the following combination of proactive and reactive objectives:
  - Delivery of a programme of proactive inspections and interventions in local authority enforced workplaces.
  - Delivery of reactive interventions through the investigation of workplace accidents, service requests and complaints concerning occupational health and safety.
  - Working with others in the delivery of national and local campaigns to promote better regulation and awareness of health and safety issues.
  - Supporting businesses to improve health and safety standards
  - Ensuring compliance with the law through the use of proportionate enforcement methods in accordance with the authority's Enforcement Policy.

## **Links To Corporate Objectives And Plans**

The Corporate Plan for the Council of the City of Sunderland sets out the vision for the Council and outlines what the Council is seeking to achieve in the year ahead. The Corporate Plan can be found on the Council's website detailing the three strands chosen by the Council to focus service delivery, People, Place and Economy.

Included in the People work stream is protecting and improving the health and wellbeing of the people of Sunderland. The delivery of the Food Service Plan will address this requirement with work to protect public health through inspection and education and improve wellbeing through initiatives to promote healthier eating.

The Place strand is addressed by the protection of the rural economy by preventing the contamination of the animal feed chain from items that could harm the health and welfare of livestock in the local farming community.

The Economy part of the Corporate Plan is fulfilled by the enforcement and advice given to business. Proportionate enforcement provides a fair and equitable trading environment in which businesses can develop and be protected from those who cut

corners. Initiatives to develop best practice in small to medium enterprises allow them to promote their business.

The Sunderland Strategy for the years 2008-2025 sets out the framework for the work of everyone in the council. The full document can be viewed on the council's website. The Environmental Health section, in relation to Health and safety, can impact on all of the five strategic aims to a greater or lesser extent.

They are;

1. To create a strong and diverse local economy that will provide jobs and careers for people in the city now and in the future.
2. To create a city that provides excellent health and social care services, where residents are supported to make healthy life and lifestyle choices.
3. To make Sunderland a place where everyone feels welcome and can be part of a safe and inclusive community.
4. To create a thriving learning culture where everyone can be involved in learning.
5. To ensure that Sunderland becomes a clean, green city with a strong culture of sustainability.

Of the five priorities set to achieve the goals, the Health and Safety section will be involved with – Prosperous city, Healthy city, Safe city and Learning city.

### The Corporate Improvement Plan

The Health and Safety Team is likely to be included in the following Corporate Improvement Objectives whilst undertaking their statutory and advisory roles;

- Delivering Customer Focused Services
- Being One Council
- Efficient and Effective Council
- Improving Partnership Working to deliver One City.

### **Profile of the Local Authority**

Sunderland City Council covers an area of 137 Sq. kilometres and has a population of around 281,000 in some 121,000 households. The area consists of principally urban areas, the City Centre and Washington as well as the former coalfields areas of Houghton-le-Spring, Hetton-le-Hole and Easington Lane. A small number of farms surround the urban population centres.

### **Organisational Structure**

The Council is composed of 75 councillors distributed over 25 wards. Governance is through the Leader and Cabinet model.

The Council is divided into four Directorates for service delivery. These are the Office of the Chief Executive, Peoples Services, Commercial Development and Enterprise Development. The Health and Safety Enforcement Service Plan is

delivered by staff from Public Protection and Regulatory Services within Street Scene, part of the Commercial Development Directorate.

Street Scene includes the Environmental Health, Licensing and the Trading Standards division as well as Cemeteries and Crematorium, Building Maintenance (Education and Civic Buildings), Drainage, Grounds Maintenance, Highways and Winter Maintenance, Refuse Collection and Street Cleaning, and Highways & Transportation.

The Head of Street Scene reports to the Deputy Chief Executive on a number of matters including Public Protection and Regulatory Services. Public Protection and Regulatory Services deliver the Environmental Health, Trading Standards and Licensing functions of the Council. This is overseen by the Head of Public Protection and Regulatory Services who has overall management of delivery of the Health and Safety Service Plan.

The Environmental Health Manager is responsible for health, safety and food matters and the Trading Standards Manager responsible for the delivery of licensing and product safety.

Within the Environmental Health division, the Commercial Health and Safety, and Commercial Food are involved in health and safety related matters and Trading Standards are involved in product safety and some aspects of animal welfare.

### **Scope of the Health and Safety Enforcement Service**

Under the Health and Safety (Enforcing Authority) Regulations 1998 the responsibility for health and safety regulation in Great Britain is split between Local Authorities and the HSE. Local Authorities are responsible for enforcement in offices, shops, warehouses, and other parts of the service sector. The HSE look after health and safety in nuclear installations and mines, factories, farms, hospitals schools, offshore gas and oil installations, the safety of the gas grid and the movement of dangerous goods and substances, and many other aspects of the protection both of workers and the public.

The activities relating to health and safety enforcement in the City are undertaken between the Health and Safety team and the Commercial Food team.

The Health and Safety Team carry out a programme of health and safety inspection duties in all non food premises and several of the larger and more complex food premises. The Commercial Food team carry out programmed health and safety inspection duties in food premises where the authority are the enforcing authority. The section is also responsible for health and safety enforcement in Pet Shops, Animal Boarding Establishments, Dog Breeding Establishments, Horse Riding Establishments, Dangerous Wild Animals, Performing Animals and Zoos, however, the licencing of these premises is now carried out by Trading Standards. In addition the section also registers Tattooists, Ear Piercing Establishments, Acupuncturists, Electrolysis's, Scrap Metal Dealers, and Cooling Towers. The section also responds to all health and safety requests for service and accident notifications, including fatalities.

The section also deals with all asbestos removal applications in all premises where we are the enforcing authority throughout the City including following up asbestos complaints and giving general advice on asbestos to businesses and residents.

The health and safety service operates from Jack Crawford House and link in to the Contact Centre in Fawcett Street which is open to the public in normal working hours throughout the week, 8:30 to 17:15 (16:45 Friday), although officers from the Environmental Health Team may be contacted by businesses directly. There is an evening and weekend service arrangement for contacting management for out-of-hours emergencies. There are no formal planned "out of hours" arrangements for field Officers, however visits are conducted at events or as necessary outside normal working hours.

The Council website [www.sunderland.gov.uk](http://www.sunderland.gov.uk) encourages the public to communicate with the Department by email and makes information constantly available. Letters from the Department to customers / companies encourage the use of email and by direct telephone lines where appropriate. Initial contact for services to the public is now through the Customer Services Network (0191 520 5550).

### **Demands on the Health and Safety service**

In November 2014 the HSE issued a revised local authority circular (lac) that provided guidance to local authorities on targeting interventions ([lac 67/2\(rev 4.1\) Targeting local authority interventions](#)).

This circular advises local authorities on risk rating and on a range of interventions that can be used to manage health and safety risks within the community. These interventions are:

a. Proactive interventions:

- partnership
- motivating senior managers
- supply chain
- design and supply
- sector and industry wide initiatives
- working with those at risk
- education and awareness
- inspection (restricted to category A premises only)
- intermediaries
- best practice
- recognising good performance

b. Reactive interventions

- incident and ill-health investigation
- dealing with issues of concern that are raised and complaints

In line with this guidance, the Safety and Occupational Health team plans interventions based upon risk. Businesses are risk rated targeted using interventions that are appropriate to their risk category, and only the highest risk premises being subject to proactive inspection:

Description	Risk Category	Intervention Type
Highest Risk	A	Suitable for proactive inspection Identify the risk and consider the use of all interventions to address that risk
	B (formerly categories B1 and B2)	Not suitable for proactive inspection, local authorities must identify the risk and consider how they might address it using the remaining other types of intervention.
Lowest Risk	C	Use reactive interventions only.

In May 2013, the National Local Authority Enforcement Code was introduced accompanied by a list of activities and industry sectors that are suitable for proactive inspection by Local Authorities. This list allows local authorities to address national priorities at a local level.

There are approximately 4700 businesses on the council's database. A comprehensive review of the database is on-going. This will improve data quality, inform the council's risk based intervention plan, and help delivery the council's objectives. The review involves:

- Reviewing all unrated business records on the council's database.
- Improving the accuracy of the rated businesses on the database by updating information on those premises those premises not subject to a visit during the year. We will aim to carry out desk top reviews for 10% of premises in risk categories B1, B2 and C during the year.
- Identifying, and gathering information on businesses that are not currently recorded on the Authority's current databases.

A summary of Sunderland City Council Enforcement activity for 2014/2015 is given below.

Cat A Prog Visit	Cat B Prog visit	Cat C Prog Visit	Non Inspection Interventions	LPG Visits	Accidents	Complaints	Request For visit	Revisit	Imp. Notice	Proh. Notice
<b>1</b>	<b>4</b>	<b>4</b>	<b>1053</b>	<b>1</b>	<b>32</b>	<b>43</b>	<b>7</b>	<b>19</b>	<b>3</b>	<b>0</b>

Numbers and types of premises as on 31/03/2015

Retail Shops	Wholesale Shop	Offices	Catering	Residential Care Homes	Leisure & Cultural	Consumer Services	Hotels, Camp Sites	Other Premises
<b>1409</b>	<b>250</b>	<b>836</b>	<b>1122</b>	<b>114</b>	<b>366</b>	<b>625</b>	<b>36</b>	<b>13</b>

- The majority are classified in the Retail (1409) whilst there are 1122 Caterers, restaurants and bars where Sunderland City Council have health and safety enforcement.

- A total of 9 planned full inspections took place in all of the premises, however, a substantial quantity of 1053 Non-Inspection Interventions also took place on a face to face contact visit but these are not recorded by the computer as an inspection. The latter of which took place mainly in food premises where a food inspection is programmed and health and safety is not due therefore food takes priority and the health and safety is carried out as a hazard spot, until a health and safety inspection is due.
- The Stadium of Light can accommodate over 55,000 spectators, with significant health and safety issues within the stadium. International events are also hosted at the site. Almost every year three or four major music events take place at the Stadium which impacted on the service of the team.
- There are a significant number of outdoor events held regularly each year (e.g. Air Show, Kite Festival) which are attended by up to 1.5 million visitors, with various traders, children's rides, bouncy castles etc. as well as mobile caterers and food businesses from around the region and beyond visiting the Authority to cater at the events.
- The Freedom of Information Act continues to impact on the workload of the teams due to the administration of requests and time spent recovering the information. Press and other enquiries to Local Authorities in the region continue to request specific information regarding comparative businesses in each Local Authority. Whilst there is a legal duty to respond, this can place a burden on resources that would otherwise be productively used in providing the service.
- The Licensing function continues to impact on the workload as many of the premises are inspected for health and safety. New licences and amendments are considered by Officers as part of the Responsible Authority consultation.
- There is some potential for any large outbreak of illness, eg. Legionella or Pontiac Fever or a serious accident or fatality, to impact significantly on the routine service operated by the Authority. There were no major illness outbreaks or fatalities notified in the City in the past year, however, a major Legionella investigation from the previous year spilled over into the past year.
- Accidents notifications continued to be notified. During 2014/2015 there were a total of 194 Accident Notifications, which represents a continual decrease on previous years.

## Enforcement Policy

The Department has a documented Enforcement Policy, which has due regard to the HSE's Enforcement Policy Statement. The Authority works in accordance with the principles of the Regulators' Compliance Code, and future review will take into consideration guidance from the Better Regulation Office.

### Safety and Occupational Health Service Objectives

The Safety and Occupational Health Team's service objectives are:

- A. 'To deliver a programme of proactive inspections and interventions in local authority enforced workplaces'. This will be achieved by:
  - Inspecting all premises falling into the highest risk category A, that are due for inspection during 2016/17. This proportionate approach is consistent with guidance issued by the HSE in [LAC 67/2 \(Rev 4.1\)](#)
  - The development and implementation of targeted, risk based, intervention plans that contribute to both local priorities and the national priorities identified in [LAC 67/2 \(Rev 4.1\)](#) and in the list of activities and industry sectors that are suitable for proactive inspection by Local Authorities issued by the HSE.
- B. 'To deliver reactive interventions through the investigation of workplace accidents, service requests and complaints concerning occupational health and safety'. Sunderland City Council uses incident selection criteria to prioritise the investigation of work related incidents and complaints. Investigations target poor management and seek to improve working practices.
- C. 'To work with others in the delivery of national and local campaigns to promote better regulation and awareness of health and safety issues'. This will be achieved by:
  - Liaising with neighbouring Local Authorities and share good practice in delivering national priorities through the North East Health and Safety Liaison Group (NEHSLG)
  - Participating in inter authority audit schemes operated by the (NEHSLG) that review's the service's compliance with the [National Local Authority Enforcement Code](#).
- D 'Supporting businesses to improve health and safety standards'. This will be achieved by:
  - Working with businesses under the Primary Authority Scheme.
  - Provision of advisory visits to new and unrated businesses
  - Processing licenses and registrations that have health and safety related conditions in accordance with the provision of service regulations

- Harmonisation of licence conditions

## Requests for Service

The Authority is committed to investigating all requests for service, the extent of the investigation depending on the merits of the complaint.

In 2014/15, 450 requests for service requiring a response from Officers were made, including 23 complaints relating to a workplace, 2 complaints relating to non workplace, 13 requests for service for asbestos in domestic and commercial premises. The staff resources required to deal with these requests are drawn from existing Health and Safety Section and Commercial Food teams. It is estimated that the time expended on Requests for service 2016/17 will be equivalent to 0.2 officers (full time equivalent).

## Animal welfare Visits

The Health & Safety Section is responsible for Health and Safety enforcement in licensed Pet Shops, Animal Boarding Establishments, Dog Breeding Establishments, Horse Riding Establishments, Dangerous Wild Animals, Performing Animals and Zoos, although the licensing aspect of these premises was transferred to the Trading Standards Section in 2014.

A Priority for 2016 – 2017 continues to be the hazard from E.Coli and Cryptosporidium infection especially in children from open farms and animal visitor attractions and is included in the Government list of activities for proactive inspections by LA's.

In 2014 -2015 the following numbers of licences were issued:

Premises Type	Numbers issued 2014 - 2015
Pet Shops	<b>15</b>
Animal Boarding Establishments	<b>4 + 8 Home Boarding</b>
Dog Breeding establishments	<b>1</b>
Horse riding Establishments	<b>2</b>
Dangerous Wild Animals	<b>0</b>
Performing Animals	<b>3</b>
Zoo	<b>3</b>

The Trading Standards Section of the Department has the delegated duty to enforce legislation in relation to animal movements, animal health, and feeding stuffs on farms and small holdings.

## Animal Welfare Complaints

The Trading Standards section investigates animal welfare complaints in any of the licensed premises above. If however, there is a specific health related issue concerning any animal, the Authority will rely on expertise from the Council

appointed Vet or a DEFRA appointed vet to perform this duty. In 2014 – 2015 the Section received 38 Animal Welfare complaints and requests.

### **Lead Authority/Home Authority and Primary Authority Principle**

The Health and Safety section has an ongoing Lead Authority Partnership Scheme with ScS, Sunderland, which was set up in December 2004. Various initiatives have taken place between ScS and the Health and Safety section; review of manual handling, inspection of new distribution warehouses, design of new ad hoc manual handling aids etc. The section also deals with all home authority referrals concerning health and safety issues of national importance or specific interest.

There are still proposals to amalgamate lead authority and home authority agreements into a new Primary Authority Scheme, this is a new process brought in by legislation governed by the Local Better Regulation Office (LBRO) whereby businesses operating in more than one Local Authority area can choose to partner individual Authorities in connection with a selection of regulatory elements. In these early stages, the future local impact of health and safety enforcement is difficult to gauge, however this Authority will comply with all legal requirements in the enforcement of legislation under this principle. LACORS is currently issuing advice in relation to this matter and is supporting the status quo.

### **Advice to Business**

The Authority seeks to assist local businesses as part of the City / Community Strategy. The Authority is committed to promote the HSE “Sensible Risk Management” message and promotes the principles of sensible risk management including:

- ensuring that workers and citizens are properly protected
- providing overall benefit to society by balancing benefits and risks, with a focus on controlling real risks – both those which arise more often and those with serious consequences
- enabling innovation and learning not stifling them
- ensuring that those who create risks manage them responsibly and understand that failure to manage real risks responsibly is likely to lead to robust action
- enabling individuals to understand that as well as the right to protection, they also have to exercise personal responsibility

In routine inspections and visits to businesses, Officers pay special attention to advising and explaining matters appropriate to the situation.

Close links have been made with many business organisations in the City and informal agreement reached to cooperate more fully with businesses through these contacts.

## **Flexible Warrants**

Sunderland City Council was one of the first local authorities in Great Britain to sign up to the flexible warrant scheme. The scheme allows the Department to authorise suitably qualified and competent staff to enter premises which are normally enforced by the HSE and vice-versa. This allows for better partnership working and enforcement for all workplaces within agreed parameters.

A memorandum of understanding (MoU) has been developed to lay out clearly the obligations and limitations of the flexible warranting arrangements and also cover such matters as officer competencies and indemnities. This allows the HSE and Local authority staff to work across boundaries, as detailed in a mutually acceptable MoU.

Some of the uses of the scheme include:

- Proactive and educational type enforcement projects, which are mutually agreed by all organisations,
- Dealing with complaints or accidents where the enforcing authority is unclear,
- Dealing with matters of concern within or outside the boundary of the premises, which would normally be the responsibility of another enforcement authority,
- Sharing joint technical expertise and undertaking appropriate joint inspections.

Some of the main benefits are:

- The ability to respond to local health and safety issues in a coordinated manner,
- To share the resources of inspectors with specialist skills as need arises,
- To reduce the burdens on businesses and target enforcement to high risk activities,
- Improved communication and co-operation between health and safety regulators.
- Increased opportunities for shared officer training and development.
- Increased flexibility and responsiveness of health and safety regulators to situations of significant risk.

The Council currently have five officers signed up to the scheme. There are proposals by the HSE Yorkshire and North East region to review and update the current flexible warrant scheme in the next year.

## **Tattooing, Body Piercing, Acupuncture and Electrolysis.**

There has been a substantial increase in numbers of Tattooists, Body Piercing, acupuncture and Electrolysis applications to the section, both from existing businesses wishing to expand and employ new staff but predominantly new tattooing businesses wishing to set up. There were 31 applications in the last year

for these activities, which had an impact on resources due to the amount of time spent giving advice on personal hygiene, sterilization of equipment, fixtures and fittings, after care, pre-treatment checks etc. In addition to the time spend on inspection of these new premises.

Sunderland is a member of the North East Cosmetic Body Art Group where issues surrounding these premises are discussed and all authorities strive to ensure consistency of enforcement especially for new and innovative treatments e.g. tattoo removal, dermal implants, colonic irrigation, mobile tattooing etc.

## **Cooling Towers**

The Health and Safety Section maintains the Cooling Tower Register on behalf of the Authority. Under the Notification of Cooling Towers and Evaporative Condensers Regulations 1992 it is the duty of all businesses which have a notifiable device to notify in writing the local authority in whose area the premises are situated. Notification of all such equipment helps Environmental Health officers and others to act quickly if an outbreak associated with cooling towers occurs (e.g. Legionella). The full cooling tower register can be found on the Sunderland City Council website at: <http://www.sunderland.gov.uk/CHttpHandler.ashx?id=3098&p=0>

## **Liasing with other organisations**

A new liaison body has formed during 2009. The Authority now joins with the six other Authorities – Tyne & Wear plus Durham and Northumberland, in a North East Tyne & Wear Occupational Health and Safety Group which includes representatives from the HSE Partnership and Enforcement Liaison Officers and the North East Cosmetic Body Art sub-group, which includes Communicable disease specialists.

Relevant Building Control and Planning Applications are referred to the Department for consideration and comment.

There is frequent liaison with other Departments and sections in connection with health and safety matters, including Corporate Safety, Event Safety, Planning Enforcement. Potential conflicts of interest are being considered and the enforcement policy will be amended appropriately at the next review in accordance with the anticipated Code of Practice.

The section has an active role in the ROSPA affiliated Sunderland District Safety Group, where we also represent the HSE on this group, and give monthly updates to up to 70 company safety officers on new publications, prosecutions and developments within the HSE and Local enforcement initiatives.

Officers from the Health and Safety section worked in partnership with the Police and Fire Brigade on the 2009 Bonfire and Firework Campaign ensuring that all organised firework displays comply with HSE guidance, and injuries, accidents and incidents was reduced on previous years.

## Competency

The health and safety function is delivered by suitably trained and experienced officers, in accordance with a competency and development scheme called the **Regulators Development of Needs Assessment Tool (RDNA) Tool**. This scheme has been designed to meet the requirements of section 18 Guidance.

The RDNA Tool has been developed by the HSE and is an online self assessment mechanism for identifying development and training needs. It provides a structures approach to identifying front line staff development needs against a benchmark of skills and knowledge required to competently regulate health and safety. The RDNA Tool is based on common tasks performed by all regulators of health and safety and provides some guidance on the standards required within these tasks.

The RDNA Tool ensures that we maintain competence and develop our staff in line with business needs. RDNA allows us to deliver a process and set of tools to help us to do this effectively and efficiently – getting a better return we make on the investment we make in staff development.

Frontline officers have undertaken the RDNA Tool process and will continue to update their competence during 2013/2014.

## RESOURCES

### Staffing Allocation

Staffing resources allocated to health and safety work currently are as follows;

#### Health and Safety Team

- 1 Principal Environmental Health Officer / Team Leader (Full Time 30%)
- 2 Senior Environmental Health Officers (Full time 20%)

#### Food Control Team

- 1 Principal Environmental Health Officer (Part time Health and Safety 5%)
- 2 Environmental Health Officers (Part time Health and Safety 5%)
- 1 Environmental Health Officer (newly qualified part time Health and Safety 5%)
- 1 Technical Officer (Part time Health and Safety 5%)

#### Health Promotion

- 1 Health Promotion Assistant (Part time on Health and Safety 5%)

#### Trading Standards

- 1 Trading Standards Officer (Part time Animal Welfare)

Estimated Total Full-time equivalent = 0.9 Officers on the establishment.

## **Staff Development Plan**

Staff Appraisals are undertaken annually and the findings form the basis of individual staff development and training plans.

Individuals are sent to specific training where appropriate and all Environmental Health Officers are required to maintain a training log in order to comply with Continuing Professional Development.

Training days and training sessions on subjects are programmed as necessary.

Any members of staff "new" to health and safety are supervised and receive training commensurate with their job.

Environmental Health Officers in other sections also receive update training in health and safety matters.

## **QUALITY ASSESSMENT**

Monitored inspections will continue to be recorded within the health and safety premises database during this year.

The necessary arrangements were made, with assistance from the IT section, for the annual return of statistics for 2014/15 (LAE1 – Local Authority Health and safety Return). The 2015/16 return is well on schedule to be provided to the HSE Local Authority Unit by the required internet method, as required before the deadline of end of May 2016. The return gives specific information about every Health and Safety intervention with Business in the City.

In 2009 The "Regulatory Services" in Environmental Health, Trading Standards and Licensing were delighted to be joint winners of the Council's Team of the Year award for Customer Service. The application referred to the high level of satisfaction expressed by businesses in the monthly survey undertaken as part of the National Indicators. This requires a response of whether they feel they were treated fairly, and whether the advice given was helpful. The responses overwhelmingly stated that Officers from the Food Team and Houghton Office provide an excellent service.

## **REVIEW / PERFORMANCE MANAGEMENT**

### **Review against Service Plan**

A formal review against the service plan is undertaken mid-year with consideration of achievements against targets. In the interim periods, line management monitors progress, including utilising the very effective in-house database software.

Monthly targets are set for each officer and teams of officers are expected to achieve the required inspection rate to reach annual service level targets.

The Corporate Improvement Plan and an Annual Report is produced to define achievements made during the previous year.

The Service Plan and Annual Report are submitted to the Chief Executive for consideration by the Council as part of the Director's Performance Agreement.

### **Identification of any variance from the Service Plan**

The health and safety team performed extremely well against the Service Plan for 2016 / 2017 in all areas of Service Delivery.

The comprehensive review of procedure and policy documents is an on-going task.

### **Areas for Improvement**

- Implement the new health and safety risk rating system as required by HELA Circular 67/2 (Rev 4.1) "Advice/Guidance to Local Authorities on Priority Planning" from 1<sup>st</sup> April 2016.
- Implement the new "Incident Selection Criteria Guidance" as required by HELA Circular 22/13 from 1<sup>st</sup> April 2016.
- Agree and implement alternative enforcement strategies for low risk businesses with LAs in the region.
- Continue to implement the requirements / guidance of the Local Better Regulation Office in relation to the Regulatory Reform Act.
- Contribute fully to regional training and support all peer review, Inter Authority Audit and / or internal monitoring exercises between LAs in the region.
- Implement the "non-inspection intervention" Health & Safety Inspection onto the Food Safety Inspection database for recording of programmed health and safety inspections in food premises.
- Progress any necessary actions as a result of future determination of the BIP re departmental computer software.
- Complete the LAE1 annual return to the HSE LAU by 28<sup>th</sup> May 2016.
- Continue to support and encourage businesses to adopt the North East Tattoo Hygiene Scheme including the added value of trying to catch illegal tattooists.

- Adopt the new Byelaws for the Regulation of Cosmetic Piercing and Skin-Colouring Businesses Under section 120 and schedule 6 of the Local Government Act 2003.
- Ensure that all Health and Safety enforcement officers complete the RDNA Tool exercise during the year and ensure their continuing competence against a recognised health and safety benchmark.
- Continue to work towards full compliance with the Section 18 standard in readiness for its full implementation in April 2016.
- Continue to support the HSE on all joint targeted inspection campaigns and contribute to the HSE FOD (Field Operations Directorate) YNE (Yorkshire North East) Strategic Programme.