

Health and Safety Service Plan 2013-2014

Appendix 2

Review of 2010-2013 (3 years)

Health and Safety Service Plan

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1.0 Background

In accordance with **HSE (Health and Safety Executive)** Section 18 guidance, every Local Authority is required to review its previous year's performance against its service plan. The review must identify where the Authority was at variance from the service plan and, where appropriate, the reasons for that variance.

This review details the performance of the health and safety service for the financial years 2010-2011, 2011-2012 and 2012-2013 and outlines any significant issues that impacted on the delivery of the service.

2.0 Interventions

Table 1: Number of specific interventions carried out between 2010-2013:

Activity	2010-2011	2011-2012	2012-2013
Health and Safety inspections of workplaces (including combined food inspections)	35 (18)	27 (7)	8 (3)
Accidents investigated by visit	7	9	5
Service Requests	30	27	21
Surveys	86	502	513
Other visits, including revisits	110	99	92
Notices served	1	0	0

The inspection figures remain consistent in years 2010-2011 and 2011-2012, and yet drop significantly in the final year in response to the changes in current HSE guidance.

Accident investigations were carried out by visit in only a small number of premises, however all notifiable accidents received are assessed. On average the team receive 100 accident notifications annually and all parties involved are required to complete a questionnaire to detail their version of events; this information is used to inform if further investigation is necessary.

The increase in surveys was due to the introduction of the self-assessment survey used to gather information about local businesses. This process helps us to find out more about the risks associated with local businesses, how risks are managed and the level of compliance with the law. You can find out about the surveys at www.eastbourne.gov.uk/safetysurvey

The team have processed 61 new skin piercing applications in the last 3 years. Extensive work has also been carried out to transfer

the paper database of skin piercers on to the electronic database to improve Data Protection compliance and for ease of access.

System changes to the database were introduced in April 2010 following the HSE recommendations that premises should be transferred en-bloc to the new rating scheme (LAC 67/2) in order to minimise the need to evaluate cases individually within a short space of time. Many hundreds of premises required re-rating which involved extensive database interrogation and updating.

Improvements to the Health and Safety web pages on EBC's website took place over the last 3 years. It is a source of health and safety information for local employers, employees and the general public. To view the health and safety related pages visit www.eastbourne.gov.uk/safety

The team have continued to give free advice and assistance to businesses and consumers throughout the last three years on occupational health and safety matters. Often this was facilitated during the inspection process, but also through phone calls and the production and distribution of advisory leaflets and pamphlets.

Consultative advice and guidance were provided to various consumers, voluntary groups, businesses and outdoor events throughout the borough.

- Safe Maintenance Campaign

As part of European Health and Safety Week in October 2010 we invited the public to visit our display in the Customer Contact Centre at the Council offices. We also provide Eastbourne Homes with campaign packs containing good practice safety advice to pass on to their contractors.

- Lift safety campaign

In 2010 a 3-year campaign was launched to reduce the number of incidents that occur with lifting equipment in Eastbourne. The campaign highlighted an important message - that lifting equipment used at work must be maintained by the lift owner.

For the first year of the 3-year campaign retail shops were targeted; year two focused on warehouses (including lifting equipment and fork lift trucks) and year three focused on hotels, accommodation providers and residential care homes.

Details of the campaign can be found at www.eastbourne.gov.uk/business/safety/topics/lifts along with further help and advice for businesses.

- Advice for Small Businesses

The team revised their popular free Business Advice Pack for 2012. The pack was designed with small businesses in mind and provides basic advice about how to comply with health and safety at work regulations.

The pack is available at www.eastbourne.gov.uk/safetypack The A5-size pack and accompanying letter was been posted out to 370 low-risk businesses in Eastbourne, allowing the team to use their resources to focus on the higher-risk premises and work activities.



The pack also contains a helpful list of contacts and links general business advice and where businesses can go to keep up to date with health and safety information. For further information visit www.eastbourne.gov.uk/safetypack

- Dangerous Catering Equipment

The team held three training sessions with large local seafront hotels and catering outlets in 2010-2011 as part of the planned campaign. Utilising the kitchen of the Langham Hotel to demonstrate the potential hazards, the delegates were informed about the legal requirements surrounding dangerous kitchen equipment and how to reduce associated accidents.



John Demetriou with some of the chefs and managers from the hotels.

The event provided an opportunity to train Head Chefs and Managers from the large catering outlets from the Hydro to the Harvester in the harbour. Altogether 22 catering outlets were

represented. Further information can be found at www.eastbourne.gov.uk/cateringequipment

3.0 Liaison with other organisations

Interaction, some regular, some more ad hoc, has taken place with key organisations including the Sussex Health and Safety Liaison Group, NHS Sussex and East Sussex County Council, Health Protection Agency, Health Protection Unit (Horsham), CIEH South East Group, The Sussex Region Chief Officers Group, DEFRA, CIVICA and the APP User Group.

The Sussex Health and Safety Liaison Group aims to collaborate on occupational health and safety issues; to produce common policies and procedures and to promote consistency between both service and authorities. The Liaison Group has produced policy and procedure documents with regard to health and safety matters. Low-cost training courses for enforcement service and businesses have also been organised across the county.

There is regular liaison and consultation with services from other departments within the Council on issues relating to planning and building control applications, business rates, fraud team, licensing, tourism, cleansing, economic development and where appropriate with the borough Solicitor.

4.0 Staff Development

All staff received regular training and briefings in accordance with the Service Plan, statutory CPD requirements and individual personal development plans. Staff also attended a number of external training courses on a wide range of occupational health and safety related matters. All authorised staff have completed the HSE's **Regulators Development of Needs Assessment Tool (RDNA)** which has been used to identify development and training needs.

5.0 Quality assessment

Management monitoring systems and quality control checks were partially operational throughout the year to secure consistency of enforcement and compliance with policies and procedures. The

Senior Environmental Health Officer and Health & Environment Team Manager accompanied staff members on a number of inspections and a percentage of inspection documentation was also monitored.

Not all of the performance indicators set out in the previous plan were collated and reported upon because the practicalities of office moves, system moves and structure moves made these indicators difficult to introduce. However, the number of specific statutory interventions carried out between 2010-2013 (Table 1) were measured. With the full introduction of Covalent across the Council it is anticipated that it will become easier to measure performance for 2013-2014.

6.0 Variations in service plan

Staffing levels fluctuated as one officer resigned in August 2010 and their post was left vacant until successful recruitment in December 2010 to this post on a temporary basis for 2 years. In 2011 and 2012 one officer reduced their hours temporarily and took a leave of absence. Then in 2012 the Senior Environmental Health Officer took 6 months maternity leave, requiring the Health & Environment Team Manager to cover the absence. These matters had an impact on routine workloads. In January 2013 the temporary, 2 year post became vacant and an officer was employed on a casual part-time basis to cover the post until the contract ends in April 2013.

Through these periods, it was not possible to deliver on all of the activities in the service plan as intended, such as community health promotion and the well-being agenda. As a result of re-prioritising of work the service ensured that the higher risk premises requiring an inspection were inspected.

The only significant variation from the service plan was the reduction in the numbers of programmed inspections in line with current government guidance.

The introduction of 'Future Model' will bring about significant changes in the way the service is delivered. In order to ensure the best possible service experience, the Future Model will rely on the development of multi-skilled/trained teams and staff, including Specialist Advisors and Caseworkers. Agile Working introduced this concept with the creation of the merged Customer and Corporate Support Team, and it will be pushed much further across the organisation in the future.

7.0 Areas of Improvement for 2013-2014

Matters outstanding from the 2010-2013 plan are

The implementation of the Section 18 action plan, including –
revision of EBC’s Health and Safety Enforcement Policy

Section 18(4) of the **Health and Safety at Work etc Act 1974 (HSW Act)** requires that enforcing authorities perform their duties in accordance with guidance agreed by the HSE and **Local Authorities (LAs)**. Section 18 guidance sets out the arrangements that LAs and HSE should put in place to meet this duty. All relevant Enforcing Authorities are legally required to meet their Section 18 duty. The Section 18 Standard adds to the Enforcement Policy Statement, setting out the broader requirements for complying with the duty to make ‘adequate arrangements for enforcement’.

The last revision of EBC’s Health and Safety Enforcement Policy was in March 2007, whereby it was part of an extensive consultation process. Section 18 requires revision of enforcement policies from time to time. In light of the peer review conducted in 2010 and the recent Government changes aimed at reducing health and safety inspections, the policy will be subject to review and will require Senior Management input.