Health and Safety Service Plan 2010-2013 Work plan

Staff Resources: 2.8 Inspecting Officers (Full Time Equivalent)

*Figures will be updated annually

What	How	Where / When	Performance Indicators / Outcomes
Target high risk/ poor performing/ rogue traders. Take formal enforcement as necessary to secure justice.	Total: 98* Inspections due 2010/2011 40 Revisits (estimated) Prioritised according to inspection rating system and based on local knowledge/intelligence	A, B1, B2 & C rated premises due between 2010 & 2013	**Performance Indicators** ▪ % Of inspections/revisits undertaken annually pro rata. ▪ % Have improved overall 'confidence in management' scores in businesses inspected. ▪ Reduced premises risk classification by 1 e.g. A rated improved to B1, etc. **Outcomes** ▪ Compel duty-holders to deal with risks. ▪ To maintain or where necessary improve standards of employee and public health and safety in local businesses.
Notifications of Major Injuries/ Accidents/ Diseases/ Dangerous Occurrences.	Total: 30* (estimated). Investigate 95% of notifications that meet criteria. Review EBC Accident Investigation Policy to assess compliance with HSE Toolkit/Sussex LA criteria.	Throughout years 2010/11 for review	**Performance Indicators** ▪ % Of accident/incident notifications investigated annually pro rata. ▪ Completion of EBC Accident Investigation Policy review. **Outcomes** ▪ Enforcement of the law where there has been a serious breach to secure justice. ▪ Increase in consistency of approach in relation to monitoring and management of investigations.

DRAFT

What	How	Where / When	Performance Indicators / Outcomes
Maintain database, review A-C rated premises according to inspection rating system and risk rate unclassified premises.	Total: 200* premises (estimated) Compare with EBC Business Rates address list. Use local knowledge/intelligence from other regulatory authorities. Visits/questionnaires/desk top scoring.	Premises of uncertain ownership/use classification. Throughout years 2010-2013.	**Performance Indicators** ▪ Database reflects accurate business /premises details. **Outcomes** ▪ Correct enforcing authority code applied ▪ Removal of closed premises from database ▪ Informs decision to target resources effectively ▪ Improves personal and organisational management
Provide health & safety regulatory service in accordance with new Section 18 Standard.	Using a series of HSE self-assessment toolkits and in conjunction with the peer review process, assess EBC enforcement arrangements for health & safety in accordance with the Section 18 Standard. Prepare and implement an action plan and revise the enforcement policy.	All enforcing authorities should be fully compliant with the Standard by April 2011.	**Performance Indicators** ▪ Implementation of the action plan. ▪ Publication of revised enforcement policy. **Outcomes** ▪ Raise regulatory standards of compliance with Section 18 Guidance.
Provide performance return to the HSE (LAE1).	Collate data and submit to Health & Safety Executive (HSE) electronically.	By May pro rata	**Performance Indicators** ▪ Submission of document pro rata. **Outcomes** ▪ Submission of information enables HSE to collate statistics and assess national picture of health & safety.

DRAFT

What	How	Where / When	Performance Indicators / Outcomes
Assess Licensed Asbestos works.	Total: 5* pro rata (estimated) Assess ASB5 Notifications (works with asbestos), visit sites check compliance with legal standards and take enforcement action where necessary.	Throughout years 2010-2013	**Performance Indicators** ▪ % Of inspections/revisits undertaken annually pro rata **Outcomes** ▪ Reduced exposure to asbestos for workers in high- risk groups including licensed workers. ▪ Adequate management controls in place. ▪ Enforcement of the law where there has been a serious breach to secure justice.
Planning/ Licensing Applications.	Total: 25* pro rata (estimated) Scrutinise, and comment on applications where appropriate to provide health and safety advice under CDM Regulations or other health & safety matters.	Throughout years 2010-2013	**Performance Indicators** ▪ Number of planning applications scrutinised. ▪ % Of premises inspected during works pro rata. **Outcomes** ▪ Proactive development of consistent and high standards of health and safety in proposed new commercial operations and licensed premises. ▪ To maintain or where necessary improve standards of employee and public health and safety in local businesses during refurbishment works. ▪ Enforcement of the law where there has been a serious breach to secure justice.
Respond to Service Requests.	Respond to 95% of Service Requests within departmental deadlines.	Throughout years 2010-2013	**Performance Indicators** ▪ % Of Service Requests responded to within departmental deadlines. **Outcomes** ▪ Maintain high standards of customer service.

DRAFT

What	How	Where / When	Performance Indicators / Outcomes
Tattooing, skin piercing, acupuncture and electrolysis.	Register new premises and people as appropriate. Assess compliance with legal standards and take enforcement action where necessary. Maintain an electronic register of local premises and people carrying invasive skin piercing activities.	Throughout years 2010-2013	**Performance Indicators** ▪ Database reflects accurate business/premises details ▪ Enforcement of the law where there has been a serious breach to secure justice. **Outcomes** ▪ Reduce the risk of cross-infection to public and skin piercers alike.
Local Area Agreement (LAA) NI 182	Issue 100% of businesses inspected for health & safety with customer feedback card, collate responses and address any concerns raised.	Throughout years 2010-2013	**Performance Indicators** ▪ % Of businesses strongly agree/agree that: *a)* they were treated fairly & *b)* contact was helpful within EBC health & safety enforcement. **Outcomes** ▪ Maintain standards of customer service at a high level.
Maintain Legionella register for premises with Cooling Towers.	Register new premises as appropriate, assess compliance with legal standards and take enforcement action where necessary. Maintain an electronic register of local premises.	Throughout years 2010-2013	**Performance Indicators** ▪ Database reflects accurate business /premises details. **Outcomes** ▪ Ensures that hazards are firmly in check. ▪ Avoiding catastrophe.
Consistency of Enforcement Decisions.	Deliver investigations and enforcement in line with EBC Enforcement Policy Review 90% of enforcement decisions against HSE Enforcement Management Model (EMM).	Throughout years 2010-2013	**Performance Indicator** ▪ % Of reviewed enforcement decisions complying with EBC Policy. **Outcomes** ▪ Enforcement action conducted in line with enforcement policy ▪ Consistent enforcement approach

DRAFT

What	How	Where / When	Performance Indicators / Outcomes
Sussex Health & Safety Liaison Group (SH&SLG) Commitment and partnership working. Undertake Sussex-wide projects including Local Authority Construction Engagement (LACE)	Represent EBC at SHSLG and contribute to Sussex Regional Health & Safety Plan. Partake in sub-group activities (as directed). Partnership working/inspections with the HSE, Sussex LA's and other agencies including: ▪ Twin Peaks – Visits to premises not often inspected by the HSE including motor vehicle repair aiming for transfer of high-risk premises to LA from HSE. ▪ LACE - Visits to premises as necessary as works commence to assess compliance with legal standards where EBC is the enforcing authority in relation to refurbishment works as defined in the Construction, Design Management Regulations (CDM) 2007. *	4 Meetings per annum. Throughout years 2010-2013	**Performance Indicators** ▪ % Of attendance at SHSLG meetings. ▪ Number of joint initiatives/inspections undertaken. **Outcomes** ▪ Maintain and develop consistency of approach and partnership working to achieve mutual objectives with the HSE, Sussex LA's and other agencies. ▪ Sharing enforcement of high-risk premises to expand LA portfolios, build competence and confidence among officers and improve public health standards for businesses and residents. ▪ Using our position of influence to have a considerable impact on Clients' level of awareness of their CDM duties, for example by employing competent Designers. ** The LA will be the enforcing authority for construction work at premises where they are the enforcing authority, where construction work is carried out by persons who do not normally work at the premises, if:* ▪ *The project is not notifiable;* ***and*** ▪ *All of the work is internal;* ***and*** ▪ *The work is carried out in an area which is not physically segregated, where normal activities are still taking place (or the work is maintenance of insulation on pipes, boilers, or other parts of heating/water systems etc).*

DRAFT

What	How	Where / When	Performance Indicators / Outcomes
Sussex Joint LA/ HSE Major Incident Team.	Continue to commit to the working arrangement as set out in the Memorandum of Understanding.	Throughout years 2010-2013	**Performance Indicators** ▪ Number of hours within which incident was responded. ▪ Number of hours spent on investigation. **Outcomes** ▪ Maintain and develop consistency of approach and partnership working to achieve mutual objectives with Sussex LAs and the HSE. ▪ Coping with catastrophe.
Flexible Warranting.	Contribute to commit to the working arrangement as set out in the Memorandum of Understanding.	Throughout years 2010-2013	**Performance Indicators** ▪ Number of times flexible warrant has been used pro rata. **Outcomes** ▪ Maintain partnership working to achieve mutual objectives within Sussex.
Maintaining Competence.	All inspectors complete and maintain Regulators Development Needs Analysis (RDNA). Training requirements detailed in performance appraisal system. Shadow visits with other experienced officers to share skills/knowledge. Attendance at necessary training courses to maintain competency.	Throughout years 2010-2013	**Performance Indicators** ▪ % Have planned training undertaken as reported at appraisals pro rata. ▪ Number of hours officers spent on training & development pro rata. **Outcomes** ▪ Consistent enforcement approach. ▪ Suitably trained officers up-to-date with changes in legislation. ▪ Increased officer retention.

DRAFT

What	How	Where / When	Performance Indicators / Outcomes
Health & Safety Initiatives particular to Eastbourne			
During routine food hygiene inspections raise awareness of: Y1 Kitchen equipment Y2 Children/Young People in Catering Y3 High level cleaning	Total: 50* Inspections due 2010/2011 20 Revisits (estimated) Raise awareness at inspections and revisits in all premises <u>also</u> due a health & safety inspection during the year, where relevant. Y2: Share intelligence with East Sussex County Council (ESCC) to ensure the child/employer has a 'permit to work'.	Throughout years: Y1 2010-2011 Y2 2011-2012 Y3 2012-2013	**Performance Indicators** ▪ % Of inspections undertaken where awareness raised annually pro rata. **Outcomes** ▪ Compel duty-holders to deal with risks. ▪ To maintain or where necessary improve standards of employee and public health and safety in local businesses. ▪ Enforcement of the law where there has been a serious breach to secure justice.
Lifting Operations & Lifting Equipment (LOLER) reports for goods lifts and passenger lifts. Y1 Retail shops Y2 Warehouses Y3 Hotels/ Residential Care Homes/ Accommodation providers	Assess reports submitted by insurance companies on defective lifting equipment and visit site to check compliance with legal standards. Mail out to businesses pro-rata requesting a copy of their most recent LOLER Report and details of service arrangements within 14 days. If no response, follow up with a visit and check compliance with legal standards.	Throughout years: Y1 2010-2011 Y2 2011-2012 Y3 2012-2013	**Performance Indicators** ▪ Number of inspections undertaken to follow up defective lift report received/no response to request for lift report pro rata. ▪ % Of responses received from local businesses following request by mail. **Outcomes** ▪ Reduced risk of injury to employees and the public from use of defective lifting equipment. ▪ Deal with those who seek economic advantage from non-compliance. ▪ Enforcement of the law where there has been a serious breach to secure justice.

DRAFT

What	How	Where / When	Performance Indicators / Outcomes
Involve the workforce	During inspections using forthcoming inspection HSE toolkit. Promote worker involvement and consultation in unionised and non-unionised workplaces of all sizes.	2011-2012 2012-2013	**Performance Indicators** ▪ Number of inspections/revisits undertaken annually pro rata. **Outcomes** ▪ Create healthier, safer workplaces which is fundamental to good health & safety performance and good for business.
Audit of Industrial Estates & Business Parks to rate premises according to inspection rating system and risk rate unclassified premises. Identify high-risk premises requiring inspection.	Total: 600* premises (estimated). 13 Estates in total and many more small commercial units. Share intelligence with other regulatory agencies including the HSE and Fire Service. Deliver with other agencies including Sussex LA's and Primary Care Trust (PCT), helping others to help themselves.	Throughout years 2010-2013	**Performance Indicators** ▪ Database reflects accurate business /premises details. ▪ Number of new premises identified. **Outcomes** ▪ Assist businesses and other duty holders, including commercial property owners, to sensibly control their risks from health & safety. ▪ Help them to deliver reductions in injury and ill-health rates.
Customise and adapt support for Small Medium Enterprises (SMEs).	Promote on EBC website HSE toolkits, model risk assessments and safety policies for SMEs to help guide them through the safety management process and ensure they concentrate on the real risks.	Throughout years 2010-2013	**Performance Indicators** ▪ Total number of hits on web pages. **Outcome** ▪ Reduce bureaucratic burden on businesses ▪ Secure strong health & safety management. ▪ Sensible, proportionate and cost effective control measures.

DRAFT

What	How	Where / When	Performance Indicators / Outcomes
Asbestos – Duty to Manage.	Raise awareness with duty-holders during routine inspections to ensure asbestos is properly managed. Promote on EBC website.	Throughout years 2010-2013	**Performance Indicators** ▪ Number of inspections undertaken annually pro rata. ▪ Number of hits on web page. **Outcomes** ▪ Reduced exposure to asbestos for workers in high-risk groups including tradesmen and maintenance workers. ▪ Adequate management controls in place. ▪ Enforcement of the law where there has been a serious breach to secure justice.
Slips & Trips	Raise awareness during routine inspections to reduce the incidence of injury, and days lost arising from slips and trips incidents in the workplace. Promote on EBC website.	Throughout years 2010-2013	**Performance Indicators** ▪ Number of inspections/revisits undertaken annually pro rata. ▪ Number of hits on web page. **Outcomes** ▪ Adequate management controls in place. ▪ Enforcement of the law where there has been a serious breach to secure justice.
Falls from height	Raise awareness during routine inspections to reduce the number of deaths and injuries resulting from falls from heights. Promote annual 'Ladder Exchange' on EBC website.	Throughout years 2010-2013	**Performance Indicators** ▪ Number of inspections/revisits undertaken annually pro rata. ▪ Number of hits on web page. **Outcomes** ▪ Adequate management controls in place. ▪ Enforcement of the law where there has been a serious breach to secure justice.

DRAFT

What	How	Where / When	Performance Indicators / Outcomes
Musculoskeletal disorders (MSDs) such as low back pain, joint injuries and repetitive strain injuries of various sorts.	Raise awareness during routine inspections to prevent and minimise MSDs as they have the potential to ruin peoples lives and they impose heavy costs on the employer and on society. Promote on EBC website.		**Performance Indicators** ▪ Number of inspections/revisits undertaken annually pro rata. ▪ Number of hits on web page. **Outcomes** ▪ Cost –effective and adequate management prevention/control measures in place. ▪ Encourages early symptom reporting to help rehabilitate and treat ailments. ▪ Enforcement of the law where there has been a serious breach to secure justice.
Workplace Transport includes forklift trucks and compact dumpers, cars, vans and large goods vehicles when these are operating off the public highway.	Raise awareness during routine inspections to reduce the number of accidents involving workplace transport. Encourage good vehicle management and driver safety. Promote on EBC website.		**Performance Indicators** ▪ Number of inspections/revisits undertaken annually pro rata. ▪ Number of hits on web page. **Outcomes** ▪ Adequate management controls in place. ▪ Enforcement of the law where there has been a serious breach to secure justice.
Education of young people to raise awareness of potential dangers they face in the workplace.	Raise awareness at inspections and revisits of all premises where relevant. 4 talks/briefings pro rata in schools to youths aged 13-17. Raise awareness on EBC website.	Local colleges/ schools and youth groups. 2010-2013	**Performance Indicators** ▪ % Of duty-holders informed during inspections/revisits pro rata ▪ Number of hits on web page **Outcomes** ▪ Raising long-term awareness of health & safety at work in young people and ensuring they have the best start in life.

DRAFT

What	How	Where / When	Performance Indicators / Outcomes
Well-being agenda targeting key health/ workplace issues including: ▪ Attendance management ▪ Diet/Nutrition ▪ Shift workers ▪ Smoking cessation ▪ Vulnerable Workers ▪ Welfare arrangements	Promote and signpost well-being services during inspections. Building on existing partnerships with PCT & HSE to bring about a reduction in the incidence rate and number of cases of work related ill-health. Promote these topics on EBC website. Target overall inspection resource at workplaces where the risk of injury or ill-health is highest.	Throughout 2011-2012 2012-2013	**Performance Indicators** ▪ Number of inspections/revisits undertaken annually pro rata. ▪ Number of referrals made to sign-post services. ▪ Number of hits on web page. **Outcomes** ▪ Improve health & safety outcomes, primarily by improving information and advice to businesses. ▪ Creating a healthier, safer workplace by tackling old problems in new ways. ▪ Ensuring risks people's health and safety in the changing workplace is managed properly. ▪ Strengthen partnership links to achieve mutual objectives with the HSE, Sussex LA's and other agencies.

DRAFT