

Service Delivery Plan 2019/20



Health, Safety and Wellbeing in Slough

The Food and Safety Team, sit's within Regulatory Services, which is an outward facing service group made up of:

- **Food & Safety**
- **Primary Authority**
- **Trading Standards**
- **Licensing**
- **Community Safety**
- **CCTV & Careline**
- **Registration Services**
- **Cemetery and Crematory**

Our aim is to deliver a wide range of effective and responsive public protection services for our residents, businesses and visitors.

Health & Safety Service

Slough Borough Council is responsible for health and safety regulation under the Health and Safety at Work etc. Act 1974, and associated regulations. We provide advice and enforce health & safety within approximately 1,600 commercial premises in the borough, including warehouses, residential care homes, leisure centres, shops, pubs and restaurants. Health and safety enforcement is divided between the Health & Safety Executive (HSE) & LA depending on the main activity in the workplace. We play a major role in protecting the health, safety and welfare of employees and members of the public in Slough.

Our approach to health and safety regulation is largely reactive and follows formal guidance issued by the HSE, namely the National Local Authority Enforcement Code. The aim of this code is to ensure a consistent and sensible approach to health and safety regulation. Since its introduction in 2013 the direction of health and safety enforcement nationally has changed considerably. The Code targets resources on risks and aims to reduce the regulatory burden on compliant businesses. As a result our intervention strategy is targeted at local and national priorities, where evidence suggests risks are not being controlled. Proactive inspections are reserved only for premises that do not manage their own risks or premises on the HSE's list of high risk sectors. This means few proactive inspections are undertaken, which releases capacity for more effective outcome-focused interventions and thorough reactive work. Where we do undertake H&S interventions they are project based, and focus on sectors which are high risk, where we have little information about levels of compliance or where local intelligence suggests an intervention may be necessary.

Greater emphasis is placed on dealing with complaints, accidents and incidents, targeting those businesses which are poor performers and failing to meet their duties under health and safety legislation.

In line with our enforcement policy we provide a graduated enforcement approach based on risk to public health. We show our commitment to carrying out our work in an open, transparent and fair manner, protecting employees and the wider public from risk whilst supporting business and economic growth. We recognise that most businesses want to comply with the law, therefore we will support those businesses in meeting their legal duties and be safe.

We have adopted a 'sensible risk management approach' in line with the Enforcement Code. This also links to the council's Primary Authority Scheme, where our work on improving safety standards extends to the national scale. Further information on Primary Authority is provided below.



The Health & Safety Service is delivered via the Food & Safety Team. A relatively small amount of officer time is dedicated to health and safety work, due to the direction of the Enforcement Code. However, allocation of officer time is fluid and reactive to service need, so officers will spend a significant amount of time investigating serious workplace accidents when necessary. However, this does have a knock on effect on other work which may have to be re-prioritised.

We also support and work with businesses by providing advice when issues are noted during other interventions, such as food visits. This helps businesses to comply with requirements and good practice.

We work in partnership with the Licensing Team, police, immigration enforcement and other partners to help promote awareness of child sexual exploitation and safeguard workers and others who may be exploited.

The purpose of this plan is to let you know how we are going to achieve the various measures that we will be taking in conjunction with our partners and other agencies, to enhance public health, safety and wellbeing.

We will do this by:

- signposting businesses and residents to information and free advice
- visiting businesses on the basis of risk, so reducing the burden on compliant businesses whilst targeting those that seek to gain an advantage from non-compliance
- investigating complaints and listening and responding to concerns
- investigating accidents, giving priority to those involving major injury or death in the workplace
- developing safety and health promotion initiatives
- consulting our customers on the quality of our service
- working in partnership with others to improve our outcomes for Slough. For example - The Health & Safety Executive, Thames Valley H&S Group, UK Border Agency, Thames Valley Police, the Royal Berkshire Fire and Rescue Service and other council teams.

We are committed to helping change the health and safety culture in Britain and retain common sense in the approach we take to ensuring the protection of employees and the public.

Helping Great Britain Work Well

This plan is reviewed annually and we welcome your views, comments and suggestions on how it can be improved.

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To find out more about our service and initiatives visit our website at: <http://www.slough.gov.uk/business/health-and-safety/>



Our vision

The focus of work within the Health & Safety Service is to ensure that the council is able to fulfil its statutory obligations under the relevant legislation and that this is geared towards Slough's specific community and business needs, based on local intelligence and our work with partners.

We care deeply about the work we do for our town and its residents, visitors and businesses; all the people we are **accountable** to. We are **ambitious** in our plans for the borough, **innovative** in our thinking and actions; all the time listening and **responsive** to those who need us, **empowering** and supporting everyone to reach their goals.

We are one team. We are Slough Borough Council

The council's Five Year Plan and the Joint Wellbeing Strategy set out a vision for Slough, for the people, the place, the prosperity and the town, and the things that need to be done to make this a reality. Businesses and other partners within Slough are already working together to improve life in the borough.

One of our key aims is to protect and enhance public health and wellbeing whilst supporting local businesses. The action plan at the rear of this service delivery plan shows how we are going to achieve this. It demonstrates how we directly link with the Five Year Plan to achieve the council's wider outcomes. The action plan should be read in conjunction with our Enforcement Policy.

The Enforcement Policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner with a graduated approach to enforcement, based on risk. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions. We recognise that most people want to comply with the law; therefore, we want to support and enable them to meet their legal obligations without unnecessary expense. Firm action, however will be taken, including

prosecution, where appropriate. The service plan sets out the actions we are taking to enhance and improve health, safety and wellbeing in Slough.

Our plan for 2019/20 and looking ahead

The Health & Safety action plan for 2019/20, which outlines our planned work for the year is detailed in appendix A. As with previous years, we plan to undertake our statutory obligations by investigating accidents, complaints, and undertaking proactive interventions based on risk. This year, we also aim to undertake several projects based on the HSE list of sectors and activities suitable for an intervention, which forms part of the Enforcement Code.

We are planning focused projects in:

- under reporting of incidents and accidents generally
- reporting under RIDDOR in higher risk sporting activities
- Gas safety in catering premises
- Welfare conditions in Nail bars
- Preventing access to large commercial waste bins
- Asbestos management in catering and hospitality premises built before 2000

Such projects will also allow us to update our knowledge/database of premises in Slough.

Some of these priorities will be looked at during whilst undertaking food hygiene visits. This is to reduce the burden on businesses by undertaking separate visits, whilst linking in with the HSE's priorities.

It's important to note that this year we aim to undertake more proactive interventions than we have in previous years. This is due raised local intel that risks are not managed, and due to a change in the HSE's list of sectors and activities suitable for an intervention, more of which are applicable to premises in Slough.

Our health and safety plan is ambitious and aspirational. Its important to note the comments made in the resourcing section below, in particular, the level of resource needed to meet the plans objectives and that available are not equal. Ultimately we do not have the resources available to complete all aspirations within the plan. This is also mirrored in the Food Safety and Standards Service Plan. It is likely that some of the planned work will be re-prioritised throughout the year, particularly if unforeseen demands on the service arise such as serious workplace accident investigations.

Our service plan will be reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still need to be addressed.

How did we perform during 2018/19?

The Health and Safety Service can be divided into key activities and projects, listed below.

- Primary Authority Scheme and our Commercial Offer
- Accident investigations.
- Complaints about Health & Safety in Slough
- Health and safety interventions and projects
- Enforcement Actions
- Striving for Excellent and resourcing

Primary Authority Scheme and our Commercial Offer



Primary Authority (PA) Partnerships comprises a legally binding contract between the Authority and a business to provide ongoing specialist advice on specific areas of regulation applicable to that business, such as fair trading, product labelling, product safety, food safety and health & safety.

Our Officers are able to provide companies which trade across council boundaries robust and reliable advice, through the creation of these legally recognised partnerships. The scheme also provides a safety net to ensure that local authorities are consistent in the way they regulate businesses.

Since Slough Borough Council introduced Primary Authority partnerships in April 2011 we have already secured more than 40 successful PA partnership agreements. These services are uniquely provided by in house by specialist officers.

Cost recovery is an essential element of the contracts and is applied to Primary Authority partnerships with an hourly charge for any work undertaken; in 2018/19 our income was £89,000 (jointly with the trading standards team). This cost recovery enables the Council to support businesses in Slough and increase the availability of specialist officers who are funded from PA at no extra cost to the Council. Last year the food & safety team had over 487 hours of advice interactions with our PA companies; a high proportion of this was advice and support requests from our partners.

As a Primary Authority we have had communication with many other Council's to ensure that inspection and enforcement action reflects the advice we have already given, and is proportionate. We continue to work with the businesses to produce national inspection plans, and give guidelines to other councils to avoid unnecessary checks and tests.

The number of businesses joining and leaving Primary Authority Partnerships with the Council remains changeable; however the demand on PA has remained relatively constant over the past year. As a service we currently maintain 40 partnerships.

In July we formally launched our Business Advice and Support Partnership (BAASP). BAASP is a partnership agreement with Kent County Council, Hampshire County Council and East Sussex County Council to increase our capacity to provide and share specialist knowledge and Primary Authority advice in the following areas:

- Trading Standards
- Food & Safety
- Health & Safety
- Fire Safety
- Licensing



Although the partnership is in its infancy, we have been trialling it for some time. This partnership has been recognised by the OPS&S as a strategic Primary Authority provider.

More information on Primary Authority Partnerships can be found on the website <https://primary-authority.beis.gov.uk/about>. Businesses that would like to join the scheme can email primary.authority@slough.gov.uk

Our Commercial offer

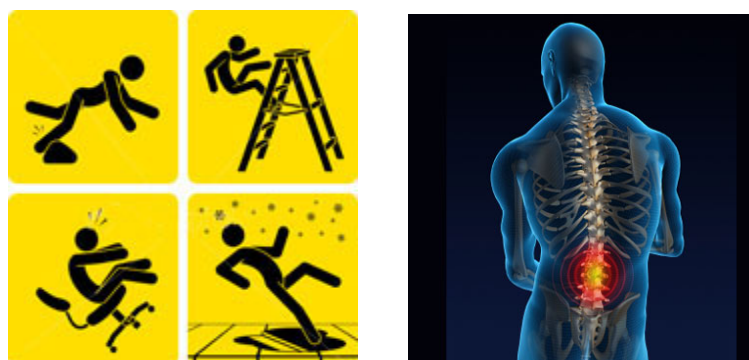
In line with last year's service plan we have been looking at ways of supporting businesses at no cost to Council. We introduced a new range of Business Support packages which have been advertised and made available to local food businesses. Businesses are offered bespoke advice packages either on start-up or before a planned intervention. These are charges at cost price and enable businesses to get additional advice on what they specifically need to do to improve their compliance with legal requirements. Last year we supported 24 local businesses which made an income of £5,115.

Accident investigations

The team received 41 accident notifications, a 31% decrease from the previous year, which was a 25% decrease on the year before. The reduction of accident notifications year on year is a concern, as there is no specific reason to explain this decrease. Therefore this year we plan to undertake an initiative to raise the awareness of accident reporting. It is likely that many accidents are not reported at all by employers, which allows dangerous practices and unsafe working conditions to continue. The majority of notifications are from large multi site employers who are known to have systems in place to promote the health and safety of employees. There have been almost no notifications from medium and small businesses.

Of the 41 accidents reported 26 employees needed to stay off normal work duties for more than 7 days, 3 employees sustained a specified major injury and 12 members of the public needed to go to hospital.

On receipt of each notification we make a decision as to whether the accident warrants an investigation based on current HSE accident investigation guidance. The nature of the accidents reported last year varied, although figures regarding the type of injuries remain the same, with slips, trips and falls continuing to account for the highest proportion of accidents notified (46%) followed by being struck by a moving object/machinery or vehicle (22%). This is in line with national statistics. The results of accidents were relatively minor with 9 fractures, 10 cuts/abrasions and 8 bruising.



Complaints about Health and Safety in Slough

Employees and members of the public made 38 complaints and enquiries about health and safety last year. This is a roughly the same as last year, and still remains low in comparison to other complaints and enquiries we receive. It is unclear why this is and we are exploring other ways in which people can contact us easily. The types of queries received are wide ranging, including complaints about unsafe workplaces, asbestos, legionella, poor welfare conditions, unsafe use of a bandsaw, dangerous fork lift truck driving, and concerns about the safety of lifting equipment.

Health and safety interventions & projects

In accordance with the HSE National Code, we target our resources on outcome focused interventions and reactive work, rather than proactive inspections. Proactive inspections are a good tool used in the right circumstances; however, they are the most resource intensive for both the council and the business, and therefore not always appropriate for low risk businesses.

As a result we undertook 14 health and safety visits to premises in Slough, a reduction of 40% on last year. Of which 13 were reactive following complaints or accident

notification and the other was an inspection due to poor standards. We also undertook 12 revisits to ensure standards had improved.

In addition, we undertook 3 focused initiatives in line with HSE priorities on:

- Raising awareness to prevent members of the public accessing large commercial bins, resulting from recent cases where people have gained access to bins for shelter and then been injured or killed when the bins are crushed. We sent a leaflet to 644 food business in January 2019. We plan to repeat this message again next winter and during routine food hygiene inspections.
- Raising awareness of violence at work, and controls to reduce risks to employees. A letter with information and advice was sent to 36 premises selected as higher risk sectors.
- Raising awareness of warehouse safety, including manual handling and working at height. A targeted letter with information and advice was sent to 84 premises.

Gas Safety in Catering

Business operators have a legal obligation to ensure that gas appliances that are used in connection with food business are maintained in a safe condition. Historically, in Slough there have been areas of non compliance within food businesses.

The food and safety team routinely assess compliance with gas safety requirements and assess levels of awareness at local catering businesses, when undertaking routine food hygiene visits. Advice is provided on matters that require attention and timescales are agreed for meeting legal requirements. Where necessary follow up work is undertaken to ensure the improvement of standards where premises are found to be non compliant. Last year the team secured improvements at 6 premises, including, interlocking of ventilation system to the gas supply were secured at 3 premises, a new gas equipment was provided at one premises following the service of an Improvement Notice served.

Cooling tower registration

Registration of wet cooling towers and evaporative condensers, with the local authority, is a legal requirement.

We have registered 14 premises with a total of 113 cooling towers or evaporative condensers.



However, there has been an increase in the number of non-notifiable devices being installed which are more efficient and less costly to operate and maintain. This shift is due to the nature of new large I.T data centres setting up on the trading estate which rely on efficient air treatment plant to cool their data servers, to ensure continuity of service during periods of hot weather.

An important part of the monitoring of cooling tower safety is the assessment of controls to prevent multiplication and possible infection with Legionella, together with scrutiny of the businesses' own sampling procedures and results.

In February 2018 , we audited each of the 5 local authority enforced premises where 95 notifiable devices are installed. At each LA enforced premises: water test results; cleaning and disinfection procedures and controls were satisfactory. Competent individuals are in place, or available, to implement and oversee safe water management controls. We continually review the register of devices and liaise with both Public Health England (PHE) and HSE concerning case investigations or allegations of unsafe practice.

In January 2019, PHE notified our team of a cluster, where 4 Legionella cases were recorded. Working with HSE and PHE our Officers carried out a thorough investigation, including water sampling at both domestic and commercial premises. We are pleased to confirm that no positive legionella results were detected. We found no evidence that the cooling towers in Slough were associated with the 4 cases notified.

Private water supplies

We have two private water supplies located in Slough that we monitor for compliance with the relevant legislation. In June 2018 the Horlicks site was closed and the monitoring of this private water supply ceased. The results of the monitoring for the private water supplies are submitted to the Drinking Water Inspectorate on an annual basis in January for the preceding year. The return for 2018 was completed and submitted on time.

Working with partners & SAG (Safety Advisory Group)

We recognise that working with partners can increase our capacity to deliver health and safety solutions for businesses in Slough.

We are members of the Slough Borough Council SAG. SAG's role is to advise the council on the suitability of applications to hold events, safely, in the borough's parks, open spaces and premises and on the borough's roads. Our role is to consider health and safety issues in planning, organising, setting up and holding events and to recommend approval or rejection of applications. We also advise SAG and applicants on the law and technical standards in relation to health and safety at events. Last year

we gave advice on Vaisakhi, a football tournament, football matches at a local stadium, Langley Carnival, Slough Festival, the national Playday, The Canal festival, the annual bonfire, the Christmas lights turn on and half marathon. Advice given also relates to food safety.

We also attend the Thames Valley Health and Safety Group. The Mayor of Slough is the group's Honorary President. The group was originally set up jointly by Slough Borough Council and the business health and safety community. The group is part of Safety Groups UK, is affiliated to ROSPA and provides a forum and a focus for safety professionals in the Thames Valley. Many major businesses in Slough are active members of the group as are those that are in the smaller and medium categories. The group meets monthly at different company venues in the Thames Valley region. We aim to attend meeting on a regular basis, however due to resource implications, this is not always achieved.

Enforcement action

We have a range of measures to protect residents of Slough, people who work here as well as visitors and to promote sensible risk management. We actively work with businesses and other stakeholders to achieve our shared goals.



Any enforcement action by us will be graduated, proportionate and in accordance with the council's enforcement policy.

The team take relatively low enforcement actions, which is reflective to the small amount of health and safety work undertaken by the team, in comparison to food safety work. As a result in 2018/19 we served **6 Improvement Notices (compared to 3 last year) and 4 prohibition notices (compared to 1 last year)**. We have

6 warranted health and safety officers who are able to take enforcement action.

Finding these dangerous situations reinforces the necessity for safeguards to be in place to prevent dangerous occurrences and reduce risk of injury. They also reinforce the importance of verification checks by both employers and enforcing authorities. By maintaining a competent trained inspectorate Slough Borough Council fulfils its obligations under the Health and Safety at Work, etc., Act 1974

Prosecutions

We have not taken any prosecutions, or have any pending cases at present.

The time and resource taken to investigate serious cases often outweighs the fines and penalties awarded,



however such enforcement action is necessary to morally seek justice against those who put others at risk, and ensures duty holders and managers who fail to meet their responsibilities are held accountable for their actions. It also acts as a strong deterrent to other businesses, demonstrating that Slough Borough Council will not tolerate poor performing businesses who take an unfair advantage and put peoples lives at risk.

Striving for Excellence and Resourcing

Providing excellent customer services is one of our key priorities. In order to achieve this we will always:



- be polite, friendly and offer a helpful service
- take the time to listen and explain things
- provide accurate information and advice, in a clear and straightforward way
- deal with enquiries immediately, but if this is not possible, tell you who we have passed your enquiry to and their contact details
- keep you informed of progress and the outcome of our investigations
- treat you fairly and with respect

Customer Pledge

We aim to provide every customer with a quality service and will seek feedback from you to help further improve the quality of the services we provide. A manager will contact you personally if you are unhappy with the service received.

In addition, we have the following standards against which we will monitor the responsiveness of our service, namely:

Service standard	Target / response times
Respond to customer complaints and enquiries	Within 5 working days
Provide a full response	Within 10 working days

Customer Feedback and Quality Assurance

We use feedback questionnaires following each intervention. Last year the amount of feedback we received was low, as with previous years. This is a combination of officers failing to hand out the feedback questionnaire, and a poor response from the business. However of what we did receive, 100% agreed or strongly agreed that their business was treated fairly, that they understood the information given to them and that they found it useful.

Only 1 complaint was received regarding the service, which followed the closure of a food business. This complaint was investigated and the outcome was that officers

conduction their work in a professional and correct manner. The team is committed to working with local businesses and the local community ensure high levels of satisfaction. We aim to enhance the quality of life of residents within the borough, and will work on improving our feedback going forward. All feedback received is used to inform and improve our service.

We undertake monthly quality assurance (QA) on the whole range of our service delivery. Our QA procedures assess the work of our officers to ensure that it meets the high standard expected by the service.

We regularly attend the Berkshire and Oxfordshire Food and Health & Safety Liaison Group with the aim of sharing good practice.

Resourcing & Staff development

The food and safety team comprise of 6 FTE officers (full time equivalent). This includes the Food and Safety Manager and a Business Support Officer. However of this, only 0.75 FTE is allocated to health and safety work. This is because the team focus most of their time on food safety work as this has greater statutory demand and obligations. The cost of the service during 2019/20 to meet statutory obligations and aspirations in the action will be approximately £30,000.

To complete all of the obligations within this plan is ambitious. Ultimately priority will be based on risk, and work will be re-prioritised as needs change. It is likely that projects and other non statutory work will not be undertaken, or projects will be downsized and exclude advisory visits. We also aim to make efficiencies and create income to offset this shortfall.

Quarterly monitoring of team performance will be undertaken, and any significant shortfalls or non compliance will be raised with Head of Service and members, along with the associated risks. Where necessary a request for additional resources will be submitted.

On going personal development of the work force is paramount to ensure a comprehensive service is provided to the customer, whilst ensuring continuous improvement and providing value for money. The HSE requires that the council maintains the competency of its officers and that we have officers with sufficient skills to maintain the breadth of competency needed for Slough specifically.

Variation from service plan

Departures from this service will be exceptional, capable of justification and be fully considered by the Group Manager for Consumer Protection, Andrew Clooney, before varying action is taken. Reasons for any departure will be fully documented. **The action plan for 2019/20, which outlines planned work for the year in Appendix B.**

Appendix A - Health & Safety Action Plan 2019/20

Directorate: Adults and Communities	Service Manager: Levine Whitham, Food & Safety Manager
Division: Regulatory Services	Budget: £30,000
Team: Food and Safety Team	Number of staff employed: 1 FTE (0.75 FTE, plus 0.25 Business Support Officer)
<p>Service objectives:</p> <p>We have strong links to the council’s Five Year Plan, which is indicated against each service activity below. The work of the Food & Safety Team is essential in securing safe foundations from which the council can deliver its plan. Without the basics, such as safe places to work and visit, it would be impossible to build a safe, healthy and vibrant Slough. We are the prerequisite for a fit and resilient borough.</p> <p>The timely delivery of this work plan, which focuses on sensible health and safety regulation, based on risk. Implementation of evidence based initiatives focused upon national and local priorities; joint working with partners both within and beyond the council to improving the quality of life for Slough residents, visitors and those that work in Slough.</p>	

Service activity	Priority & 5 YP outcome & statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
Primary Authority (PA) & Compliance Support	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Income generation</p>	<p>Maintain income targets</p> <p>Develop existing PA's and explore new PA opportunities, creating income in line with projected target.</p> <p>Support the Business Advice and Support Partnership (BAASP) and its strategic objectives.</p>	<p>Designated officers to work closely with PA businesses to:</p> <p>Develop partnerships with PA clients</p> <p>Provide specific advice in relation to management systems & procedures and controls adopted by the company nationally</p> <p>Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant</p> <p>Handle referrals from other local authorities and central government bodies on behalf of that business</p> <p>Develop and publicise Inspection Plans</p> <p>Issue of advice and guidance to other Enforcement Authorities on the companies activities</p> <p>Maintain an accurate record of any advice and guidance</p> <p>Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans where mutually agreeable.</p>	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA).</p> <p>Reduced, efficient and effective regulation by other EA nation wide, via the provision of PA support which has a national impact.</p> <p>Reduced regulatory burden on PA businesses.</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2020</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews</p> <p>Yearly overview of individual company Action Plans</p> <p>Number of PA's in Portfolio</p> <p>Virtual PA management team</p>

			Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.			
Risk based interventions within business in Slough	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Statutory requirement</p> <p>Effective use of resources</p>	<p>Undertake targeted risk based interventions to businesses in line with HSE LAC 67/2 rev 7 – Guidance to Local Authorities on Targeting Interventions</p> <p>Compliance with National Code for Local Authority Enforcement.</p>	<p>Undertake proactive interventions to premises where local intelligence suggests controls are not being managed or where an investigation is warranted following complaint or report of accident</p> <p>Assess the need for interventions and projects based on:</p> <ul style="list-style-type: none"> - HSE high risk list of activities suitable for inspections - HSE national priority list and sector strategies - Local priorities and needs of slough - Berkshire wide priorities - Businesses that have poor food safety management standards, as H&S standards are likely to be similar <p>Possible projects/raising awareness in the following areas:</p> <ul style="list-style-type: none"> - Under reporting of incidents and accidents generally, with specific focus on reporting under RIDDOR in higher risk sporting activities - Welfare conditions in Nail bars, using professional curiosity to link into to modern 	<p>Safer businesses in Slough</p> <p>Reduced accident rates</p> <p>Improved safety and wellbeing for people who work within and visit Slough</p> <p>Greater health and safety awareness amongst slough employers and employees</p>	All officers	March 2019, Monthly monitoring

			<p>slavery</p> <ul style="list-style-type: none"> - Asbestos management in catering and hospitality premises built before 2000 - Gas safety in catering premises, with focus on maintenance of systems, combining this with routine food hygiene inspections to ensure efficient spend of resources - Preventing access to large commercial waste bins/recycling bins – prevent accidental crushing to those taking shelter <p>Officers to be vigilant when visiting businesses for other reasons in order to identify and deal with Matters of Evident Concern (MEC) or Matters of Potential Major Concern (MPMC)</p> <p>Monitor MEC & MPMC to identify trends and local issues</p>			
Investigations and prosecutions	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide</p>	Undertake investigations into work related accidents, MEC, MPMC, or concerns raised about a business, to determine if serious and public safety at risk	<p>Support and advice given to businesses appropriate to the risk presented, in order to allow businesses to manage their own risks safely</p> <p>Officers to used HSE Enforcement Management Model (EMM) and work in line with department enforcement policy when considering enforcement action</p> <p>Where enforcement is deemed appropriate, adhere to timescales for prosecutions file submission</p>	<p>Safer businesses in Slough</p> <p>Reduced accident rates</p> <p>Improved safety and wellbeing for people who work within and visit Slough</p>	All officers	March 2020

	<p>opportunities for our residents</p> <p>Statutory requirement</p> <p>Effective use of resources</p>	Where necessary take action to secure sensible health and safety regulation, proportionate to risk	<p>Full range of enforcement options used, as appropriate in line with the enforcement policy</p> <p>Explore alternative enforcement opportunities on a case by case basis</p>	Justice taken against those business who fail to meet their health safety obligations and put peoples health at risk		
<p>Reactive investigations in response to intelligence or reported incidents</p>	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Statutory requirement</p>	Assess and respond to accident notifications, complaints and service requests relating to workplace health and safety, wellbeing, including referrals via the HSE	<p>Respond to all notifications in line with customer charter and pledge including timescales</p> <p>Determine if investigation is appropriate using the HSE incident selection criteria, and recording decision</p> <p>Promptly close service requests which are not serious or present health risks, managing customer expectation from the beginning. Where appropriate signpost customers to self help resources.</p> <p>Work in line with enforcement policy, prosecution template and internal procedures.</p>	<p>Safer businesses in Slough</p> <p>Reduced accident rates</p> <p>Improved safety and wellbeing for people who work within and visit Slough</p>	All officers	<p>March 2020</p> <p>Quarterly monitoring</p>
<p>Legionella controls and registration of cooling towers</p>	<p>Statutory requirement</p>	Maintain cooling tower register and ensure legionella controls are in place	<p>Maintain and update registration of all cooling towers in Slough and monitor risk of legionella infection in conjunction with HSE</p> <p>Assess cooling tower controls and risk assessments for</p>	Ensure the risk of legionella infection from cooling towers in Slough is controlled	Thomas Kilduff	March 2020

			<p>all new cooling towers.</p> <p>Assessment undertaken by desk top review. Bi-annually assessment of control of existing cooling towers by sending out self assessment tools, and review of response (due 2019/20)</p> <p>Where necessary inspect cooling towers, specifically where change in management, change of process, alteration, replacement or water treatment or where controls deem unsatisfactory</p>			
<p>Becoming an enabling authority – providing self help and links to guidance and support</p> <p>Promotion of health and safety issues and involvement in joint projects with other partners</p> <p>Community</p>	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Statutory requirement</p> <p>Effective use of our</p>	<p>Increasing the number of users accessing the council website for information and self help</p> <p>Increase enquires to the team via foodandsafety@slough.gov.uk</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups</p>	<p>Publicise and direct users to council’s website and dedicated email on all correspondence to businesses</p> <p>Review and update information on council website on an annual basis, and when new information becomes available, ensuring its user friendly and information easily accessible. Council website to have clear links to HSE website</p> <p>Provide business start up support and signposting to free guidance and information</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements</p> <p>Issue press releases where necessary, such as supporting national campaigns or local enforcement</p>	<p>Reduced demand on service from enquires which can be resolved via self help</p> <p>Improved consumer access and awareness of health and safety.</p> <p>Quicker response times to enquires made to the service via foodandsafety@slough.gov.uk</p>	<p>Food & Safety Manager</p> <p>All officers to support</p>	<p>March 2020</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p>

engagement	resources	and existing SME's in Slough Increase awareness of health and safety issues via local press and the council's website	against poor performing premises Other initiatives undertaken, including sector specific initiatives, joint projects and visits with other council departments where possible. Support key messages from public health which impact on health & wellbeing of employees			
Smoke free enforcement and advice	3. Slough will be an attractive place where people choose to live, work and stay 5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents Statutory requirement	Ensure all premises offering smoking facilities, including Shisha's are complaint with smoke free requirements	Provide start up advice to new shisha's or premises offering smoking facilities on smoke free compliance Assess premises offering smoking facilities to ensure compliant with smoke free requirements, give advice and take necessary enforcement where appropriate in line with council's enforcement policy and wider growth agenda Link with other stakeholders, such as public health planning, BFRFS, NET, police and licensing at soonest opportunity to ensure joint up simple enforcement Undertake surveillance to facilities allowing smoking to ensure compliance	Reduce risk to health to employees of shisha's and premises offering a smoking facility, from second hand smoke	All officers	March 2020 Quarterly review
Asbestos – Duty to Manage	3. Slough will be an attractive place where people choose to live,	Assessment of all ASB5 notifications, and notifications of notifiable non	Assess all ASB5 notifications, and notifications of notifiable non licences work to determine if controls suitable, and where necessary visit site to ensure controls in place to minimise risk from exposure to	Reduced risk of health from exposure to asbestos fibres	Sandeep Johal All officers	March 2020

	<p>work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Statutory requirement</p>	<p>licences work via HSE website</p> <p>Respond to enquires regarding asbestos</p>	<p>asbestos fibres</p> <p>Give accuracy advice on control of asbestos, including duty to manage</p> <p>Signpost to HSE website for information and guidance</p>	<p>Increased awareness of asbestos</p>		
<p>Private water supplies and private water distribution systems</p>	<p>3. Slough will be an attractive place where people choose to live, work and visit</p> <p>5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents</p> <p>Statutory requirement</p>	<p>Complete risk assessments for private water suppliers and implement action plans to ensure safe water supplies</p> <p>Review PWS sampling programmes in line with statutory guidance</p> <p>Complete annual DWI return</p>	<p>Complete risk assessments and implement action plans for private water suppliers</p> <p>Assessment of private water supplies information and collation for return to the Drinking Water Inspectorate</p> <p>Confirm locations of private distribution systems, verify, risk assess, implement action plans and set up sampling programme</p>	<p>Safe water from private water supplies and distribution centres in Slough, with reduced risk of illness</p>	<p>Sarah Hill</p>	<p>March 2020</p> <p>Quarterly review</p>

		<p>Identify private distribution systems and verify with Thames Water Authority</p> <p>Risk assess private distribution systems and set up water sampling programme in line with statutory guidance</p>				
<p>Slough specific:</p> <p>Safety Advisory Group (SAG)</p> <p>County liaison group and Regional strategy group</p> <p>TVHSG</p>	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p>	<p>Attend meetings, give advice on enforcement issues, changes in standards and guidance, support and take necessary follow up actions</p>	<p>Supports partnership working with local businesses and stakeholders</p> <p>Give advice to SAG to ensure events are operated safely</p> <p>Benchmark, share intel and information, and support to and from other Berkshire authorities</p> <p>Participate in discussions on health and safety issues regionally, cascading to county groups and the team</p>	<p>Ensure consistent and proportionate health and safety regulation</p>	<p>All officers</p>	<p>March 2020</p> <p>Ongoing monthly and quarterly meeting attendance</p>

<p>Safeguarding and intelligence sharing</p>	<p>1. Slough children will grow up to be happy, healthy and successful</p> <p>3. Slough will be an attractive place where people choose to live, work and stay</p>	<p>All officers to use their professional curiosity when making face to face contact with service users, and refer concerns in a timely manner, 100% of the time</p> <p>Ensure all staff are trained in safeguarding and following the SBC safeguarding principles</p> <p>Continue to share intel and concerns with other partners such as TVH, HMRC, Immigration & RBFRS</p>	<p>Use the 'Concern Card', and assess effectiveness of this avenue to rapid reporting</p> <p>All staff to undertaken SBC online training for safeguarding adults and children on a annual basis</p> <p>Safeguarding to be on the agenda and discussed at team meetings, 121's, and appraisals</p> <p>All officers to be vigilant and aware of safeguarding issues when making any face to face service user contact, and follow the corporate safeguarding principles if any concerns are raised</p> <p>Holistic approach to all operations which involve potential victims with safeguarding issues</p>	<p>Improve the safety of children and vulnerable people in Slough</p> <p>Improved life's of people in Slough</p>	<p>Food & Safety Manager</p> <p>All officers to support</p>	<p>March 2020</p> <p>Monthly review and feedback to Head of Service in department monthly meetings</p>
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