

Service Delivery Plan 2017/18



Health, Safety and Wellbeing in Slough

Consumer Protection and Business Compliance Group

The Consumer Protection and Business Compliance Group is an outward facing service group including members from:

- **Trading Standards**
- **Food & Safety**
- **Licensing**
- **Community Safety**
- **CCTV & Careline**

Our aim is to achieve a safe, healthy and fair trading town for our residents, businesses and visitors. The wide ranging work of the group is risk based and fundamental to creating a level playing field in which responsible businesses can flourish and our communities are protected from rogues.

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 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, introduced in 2013. The aim of this code is to ensure a consistent and sensible approach to health and safety regulation. Since its introduction 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. This is the stance Slough has been taking for several years. 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.

Good Health and Safety, Good for Everyone

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

Ann Stewart, Food Team Leader

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To find out more about our service and initiatives that we are planning this year please read on or visit our website at :

<http://www.slough.gov.uk/business/health-and-safety/>

Growing a place of opportunity and ambition

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.

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 2017/18 and looking ahead

The Health & Safety action plan for 2017/18, 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 high volume warehousing and distribution premises, focusing on updating our knowledge/database of premises in Slough. We will be assessing the adequacy of controls, specifically with regard to falls from height, workplace transport, lifting equipment, manual handling, and safe loading of vehicles.

We are also planning on undertaking a focused project on violence at work, looking at premises with vulnerable working conditions. We will link in with other partners such as community safety and other relevant bodies to ensure maximum impact.

We plan to check several areas of health and safety, 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. During premises visits we aim to look at carbon monoxide poisoning from the use of solid cooking fuel, gas safety with focus on maintenance of systems, and CO₂ gas safety within pubs and cellars.

It's important to note that this year we aim to undertake more proactive interventions than we have in previous years. This is due to a change in the HSE's list of sectors and activities suitable for an intervention, with the addition of gas safety in catering establishments and greater emphases on warehouse and distribution safety.

In October 2017 there will be changes to the Primary Authority Scheme which will demand additional resources, and the focus of the service has changed to include greater emphasis on income generation.

The need for income generation is greater now than ever, as the amount of money the council receives from central government has been reducing year on year, and we need to become increasingly self sufficient via income generation and commercialisation of services.

The team have developed a commercial package which is available to all local businesses, offering tailored business support at cost recovery. This was launched in early 2017 and has already started to show success.

Our health and safety plan is ambitious and aspirational. 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.

How did we perform during 2016/17?

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.

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

- Primary Authority advice.
- Interventions and projects based on national and local priority where evidence suggests risks are not managed.
- Accident investigations.

- Proactive inspections to high risk businesses or those on HSE list of high risk sectors.
- Legionella controls - assessments, registration and inspection of cooling towers. Advising on the safe maintenance of showers, spa baths and other potential sources of harmful legionella bacteria in commercial premises.
- Listening to and responding to complaints from the public, employees and businesses.
- Protection of vulnerable workers and raising awareness of child sexual exploitation.
- Promotion of health, safety and wellbeing awareness including, supporting business start up, education campaigns, news letters.
- Working in partnerships, such as advice to the Slough Safety Advisory Group, and Thames Valley Health & Safety Group.

Primary Authority Scheme

Assured advice is provided to businesses with the establishment of Primary Authority partnerships or through co-ordinated partnerships. This has brought many advantages to businesses in Slough.

PRIMARY AUTHORITY

BRDO

Primary Authority partnerships are 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 and 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 42 successful PA partnership agreements, an increase of two businesses from last year. These services are uniquely provided by in house specialist officers.

Cost recovery is an essential element of the contract and is applied to Primary Authority partnerships with an hourly charge for any work undertaken. In 2016/17 we generated £85,000 income from our partnerships. This cost recovery enables the council to support businesses in Slough and increase the availability of specialist officers who are funded from Primary Authority at no extra cost to the council. Last year over 415 hours of advice interactions with our PA companies was given, a high proportion of this was advice and support requests from our partners.

As a Primary Authority we have had communication with other councils 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 fluid; however the demand on PA has remained relatively constant over the past year. More information on Primary Authority partnerships can be found at <https://primaryauthorityregister.info/par/index.php/home>

Businesses that would like to join the scheme can email us at primary.authority@slough.gov.uk

Accident investigations

The team received 84* accident notifications, a 36 per cent decrease from the previous year. This is a significant reduction in accident notifications from last year. This may be partly due to the closure of the local ice arena and a reduction in unnecessary notifications of injuries sustained at certain premises following advice to the management on which accidents need to be reported. Additionally the team has been working on improving the analysis and recording of accident data and ensuring that accident notifications incorrectly received by the Food & Safety Team are referred on to the HSE. We will continue to work on the accuracy of accident recording next year. There is a possibility that many accidents are not reported at all by employers, which results in under reporting and a reduction in notifications.

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 considerably and included:

- a near drowning incident in a swimming pool
- being struck by moving vehicles at warehouse delivery bays
- contact with moving machinery within workplaces
- cuts to hands
- trapped fingers
- back injuries due to poor manual handling
- injuries sustained at places of public entertainment
- injuries to children at child care facilities
- injuries to members of the public at leisure premises
- physical assaults on employees in the workplace
- injuries to catering staff using faulty commercial catering equipment.

Injuries from slips, trips and falls continue to account for the highest proportion of accidents notified. This is in line with national statistics.

*Source RIDDOR website



We have now concluded a complex investigation into a serious workplace transport accident, which occurred in January 2015. A young employee was crushed by a reversing vehicle, sustaining serious and long term injuries. This has taken a significant amount of officer time and resource. The case is within the legal system and should be completed by summer 2017. It is anticipated that the costs incurred during the investigation will be recovered by the council on successful conviction.

Complaints about health and safety in Slough

Employees and members of the public made 56 complaints and enquiries about health and safety last year. This is roughly two thirds of the number of complaints and enquiries received last year. It is unclear why this number has reduced. The types of queries received are wide ranging, including complaints about unsafe workplaces, asbestos and legionella exposure risks, fire safety concerns, poor welfare conditions, danger to staff in catering establishments and butcher retail shops, unsafe cosmetic procedures placing public at risk of injury, unsafe conditions in assisted living accommodation, safety concerns at a mosque, concerns about the safety of lifting equipment, bouncy castles and sunbeds and safety certification of the Arbour Park Community Sports Ground.

Health and safety interventions

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 31 health and safety visits to premises in Slough, of which eight were reactive following complaints or accident notification. We also undertook three revisits to ensure standards had improved. This is a decrease

of 11 per cent on last year, because one of our projects was put on hold due to a number of complex food and safety investigations which took priority.

Infection control in the beauty sector

We carried out a project this year targeted at the beauty sector. This project had a specific emphasis on tattooing and body piercing.

The aim of the project was to:

- identify premises undertaking needle and piercing work and compare this against our database, which we believed was not up to date
- to assess levels of awareness of operators by use of a self assessment questionnaire to provide further intelligence to inform future actions, for example, the next step could be provision of targeted advice or enforcement
- to assess standards of compliance in businesses with legal requirements and levels of awareness of local practitioners with respect to infection control
- to undertake follow up work to secure an improvement in standards where premises were found to be non compliant.

We identified ten premises suitable for an intervention, (via internet search and existing registration). All businesses were sent self assessment questionnaires in relation to infection control procedures. Three questionnaires were returned completed and were found to be satisfactory. Four responded or were contacted, who were no longer offering this service. Two premises were visited and infection control discussed by phone with one other. These were found to be operating to a satisfactory standard. Following the project, our database was updated with regards to details of premises offering this treatment.

Workplace transport

A project on workplace transport has been planned and relevant premises have been identified. One workplace has been visited and it was encouraging to note that the employer had already identified the use of vehicles at the premises as a hazard and had put controls in place to reduce the risk to employees. Further visits to premises with shared access and yards are to be carried out once we know the verdict for the case that is awaiting prosecution.

Legionella cluster

Earlier in the year we were asked to assist one of our partners Public Health England (PHE) in investigating a cluster of legionella cases within the borough and surrounding areas. Some of the interventions reported above were carried out at car washes to assess their Legionella controls. Additionally, members of the team were involved with contacting cooling tower operators to discuss their controls and participating in Incident Control Team Meetings to agree on actions and follow up.

Cooling tower registration

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

We have registered 19 premises with a total of 114 cooling towers or evaporative condensers. Historically there has been a reduction in the number of premises having cooling towers. However, this year the number of registered cooling towers or evaporative condensers has increased from 31 to 114, mostly as a result of one business registering 80 evaporative condensers at their premises. This shift is due to the nature of some new businesses setting up on the trading estate and needing air treatment plants in order to carry out their operations.



An important part of the monitoring of cooling towers 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 the past year we have not carried out any on-site inspections of systems due to other service demands but this remains a priority in the action plan for the coming year. We will also take this opportunity to confirm that the registration details we have for cooling towers in the Slough are correct and up to date.

Private water supplies

We have two private water supplies located in Slough that we monitor for compliance with the relevant legislation. The results of the monitoring are submitted to the DWI on an annual basis in January for the preceding year. The return for 2016 was completed and submitted on time.

Working with partners

We recognise that working with partners can increase our capacity to deliver health and safety solutions for businesses in Slough. During 2016/17 we worked to develop the following important partnerships:

- **Thames Valley Health and Safety Group**

We continue as advisors and partners in the continually growing 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.

- **SAG (Safety Advisory Group)**

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 legal and technical standards in relation to health and safety at events.

Enforcement action

We have a comprehensive set 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.

Enforcement action was taken by the Health & Safety Team in 2016/17 in the form of –

One Improvement Notice relating to:

- Electrical safety within a food business

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 completed any prosecutions this year, however we have spent a significant amount of officer time and resource concluding our investigation into a serious work place accident where by a young employee was crushed by a reversing lorry, causing serious facial and upper body injuries. The case is within the legal system and anticipated to conclude in summer 2017.



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.

Variation from service plan

Departures from this service plan will be exceptional, capable of justification and be fully considered by the Head of Consumer Protection and Business Compliance, Ginny de Haan, before varying action is taken. Reasons for any departure will be fully documented.

Service Standards

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

New feedback questionnaires have been trialled and implemented from April 2016. No complaints regarding the service have been received, either formally or informally.

The team is committed to working with local businesses and the local community to ensure high levels of satisfaction. We aim to enhance the quality of life of residents within the borough. All feedback received is used to inform and improve our service.

Our quality assurance procedures assess the work of our officers to ensure that it meets the high standard expected by the service.

Members of the team represent the authority in a number of regional bodies with the aim of sharing good practice and achieving value for money including the Berkshire Food Liaison Group, the Regional Sampling Group and the Berkshire Infectious Disease Group.

SBC Values

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



Resourcing

The food team employ **5.37 FTE** (full time equivalent) officers. This includes the food and safety manager (1 FTE). The FTE available for health and safety work is **approximately 0.5 FTE**. We also employ a Business Support Officer (0.25 FTE allocated to health and safety work). At present our team is fully staffed.

Staff development

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.

This year staff have attended training on, among other things, accident investigations, asbestos awareness, body piercing, tattoo and special treatments, musculoskeletal injuries, managing legionella, health and safety within the leisure industry and mobile access towers.

The Health & Safety action plan for 2017/18, which outlines our planned work for the year is detailed in appendix A.

Our Values

Appendix A - Health & Safety Action Plan 2017/18

Directorate: CUSTOMER AND COMMUNITY SERVICES	Service Manager: Levine Whitham, Food & Safety Manager
Division: Enforcement & Regulatory Services Consumer Protection & Business Compliance	Budget: £40,000
	Number of staff employed: 0.5 FTE, plus 0.25 Business Support Officer and 0.25 FTE Food & Safety Manager
<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	3. Slough will be an attractive place where people choose to live, work and visit 5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents Income generation Effective use of resources	Maintain PA income targets Develop existing PA's and explore new PA's opportunities, creating income in line with projected target Support the council's Open for Business strategy and the Corporate Business Growth plan	Designated officers to work closely with PA businesses to: Develop open and close partnerships with PA clients Provide specific advice in relation to management systems and procedures and controls adopted by the company nationally Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant Handle referrals from other local authorities and central government bodies on behalf of that business Develop and publicise inspection plans Issue of advice and guidance to other enforcement authorities on the companies activities Maintain an accurate record of any advice and guidance Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans where mutually agreeable Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA Support business through PA in line with Open for Business goals	Generate income Improved standards, efficiencies and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA) Reduced, efficient and effective regulation by other EA nation wide, via the provision of PA support which has a national impact Reduced regulatory burden on PA businesses	Food & Safety Manager Trading Standards Manager All Food Safety & Trading Standards officers	March 2018 Monthly Reports on hours and income generation Quarterly reviews Yearly overview of individual company action plans Number of PA's in portfolio Virtual PA management team

			Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model			
Risk based interventions within business in Slough	<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>Effective use of resources</p>	<p>Undertake targeted risk based interventions to businesses in line with HSE LAC 67/2 rev 6 – Guidance to Local Authorities on Targeting Interventions</p> <p>Compliance with National Code for Local Authority Enforcement.</p> <p>Use business self assessments where necessary to identify those who are not managing risks, and warrant intervention, and reducing the burden on those businesses who</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 identified include:</p> <ul style="list-style-type: none"> - High volume warehousing/distribution, with focus on updating our knowledge/database of premises in Slough. Assessing controls for those identified, specifically with regards to falls from height, workplace transport, lifting equipment, manual handling, and safe loading of vehicles 	<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 2018, Monthly monitoring

		demonstrate confidence in management	<ul style="list-style-type: none"> - Violence at work – focusing on premises with vulnerable working conditions, linking in with community safety and other relevant bodies - Carbon monoxide poisoning in catering establishments, with focus on updating our knowledge/database of premises in Slough using solid cooking fuel, and assessment of controls, combining this with routine food hygiene inspections to ensure efficient spend of resources. - Gas safety in catering premises, with focus on maintenance of systems, combining this with routine food hygiene inspections to ensure efficient spend of resources - Gas safety in hospitality industry, with focus on pubs and cellar safety, combining this with routine food hygiene inspections to ensure efficient spend of resources <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	3. Slough will be an attractive place where people choose	Undertake investigations into work related accidents, MEC,	Support and advice given to businesses appropriate to the risk presented, in order to allow businesses to manage their own risks safely	Safer businesses in Slough Reduced accident	All officers	March 2018

	<p>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>Effective use of resources</p>	<p>MPMC, or concerns raised about a business, to determine if serious and public safety at risk</p> <p>Where necessary take action to secure sensible health and safety regulation, proportionate to risk</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>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>	<p>rates</p> <p>Improved safety and wellbeing for people who work within and visit Slough</p> <p>Justice taken against those business who fail to meet their health safety obligations and put peoples health at risk</p> <p>All complaints and service requests dealt with in line with Customer Service Charter and Pledge</p>		
<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 visit</p> <p>5. Slough will attract, retain and grow businesses and investment to provide jobs and</p>	<p>Assess and respond to accident notifications, complaints and service requests relating to workplace health and safety, wellbeing, including referrals via the HSE</p>	<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. Outcome from QA - in line with 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>	<p>All officers</p>	<p>March 2018</p> <p>Quarterly monitoring</p>

	<p>opportunities for our residents</p> <p>Statutory requirement</p>					
<p>Estates Excellence (EE)</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>Effective use of our resources</p>	<p>Participate in EE as a joint project with HSE, SEGRO, Public Health, SBC Economic development team, ... to support local businesses in improving their H&S understanding and in turn compliance</p>	<p>Joint lead with HSE in planning EE, which commenced in 2016/17</p> <p>Undertaken joint visits to local businesses on selected trading estates, to deliver advice and information on free H&S training and workshop available</p> <p>Deliver training/workshops</p> <p>Where requested, visit premises to undertake assessments and identify areas for improvement. Support those gaps with signposting and advice</p>	<p>Improved H&S understand and compliance within local business, resulting in safer and healthier workplaces</p> <p>Update our database and local knowledge of businesses within Slough</p> <p>Improved partnership working with key stakeholders, including HSE</p>	<p>Ginny de Hann & Thomas Kilduff</p> <p>Support from all officers</p>	<p>March 2018</p>
<p>Legionella controls and registration of cooling towers</p>	<p>Statutory requirement</p>	<p>Maintain and update registration of all cooling towers in Slough and monitor risk of legionella infection in conjunction with</p>	<p>Assess cooling tower controls and risk assessments, to ensure we hold up to date information on controls</p> <p>Assessment undertaken by desk top review, sending out self assessment tools, and review of response</p> <p>Where necessary inspect cooling towers, specifically</p>	<p>Ensure the risk of legionella infection from cooling towers in Slough is controlled</p>	<p>Thomas Kilduff</p>	<p>March 2018</p>

		HSE	where change in management, change of process, alteration, replacement or water treatment or where controls deem unsatisfactory			
<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 engagement</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>Effective use of our resources</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 and existing SME's in Slough</p> <p>Increase awareness of health and safety issues via local press and the council's website</p> <p>Increased community engagement initiatives</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 against poor performing premises</p> <p>Other initiatives undertaken, including sector specific initiatives, joint projects and visits with licensing and TS</p> <p>Explore opportunities to engage with the community, such as campaigns at focused groups, schools, and libraries</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 2018</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p>

<p>Smoke free enforcement and advice</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>Ensure all premises offering smoking facilities, including Shisha's are complaint with smoke free requirements</p>	<p>Provide start up advice to new shisha's or premises offering smoking facilities on smoke free compliance</p> <p>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</p> <p>Link with other stakeholders, such as planning, BRFRS, NET, police and licensing at soonest opportunity to ensure joint up simple enforcement</p> <p>Undertake surveillance to facilities allowing smoking to ensure compliance</p>	<p>Reduce risk to health to employees of shisha's and premises offering a smoking facility, from second hand smoke</p>	<p>All officers</p>	<p>March 2018</p> <p>Quarterly review</p>
<p>Asbestos – Duty to Manage</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</p>	<p>Assessment of all ASB5 notifications, and notifications of notifiable non licences work via HSE website</p> <p>Respond to enquires regarding asbestos</p>	<p>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 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>Reduced risk of health from exposure to asbestos fibres</p> <p>Increased awareness of asbestos</p>	<p>Sandeep Johal</p> <p>All officers</p>	<p>March 2018</p>

	our residents					
	Statutory requirement					
Private water supplies and private water distribution systems	<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>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>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>	Safe water from private water supplies and distribution centres in Slough, with reduced risk of illness	Sarah Hill	<p>March 2018</p> <p>Quarterly review</p>

<p>Slough specific:</p> <p>Safety Advisory Group (SAG)</p> <p>Thames Valley Health and Safety Group (TVHSG)</p> <p>County liaison group and Regional strategy group</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>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 2018</p> <p>Ongoing monthly and quarterly meeting attendance</p>
<p>Safeguarding and intelligence sharing</p>	<p>1. Our children and young people will have the best start in life and opportunities to give them positive lives</p> <p>3. Slough will be an attractive place where people choose to live, work</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>Use the 'Corner 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 2018</p> <p>Monthly review and feedback to Head of Service in CP&BC monthly meetings</p>

	and visit	Continue to share intel and concerns with other partners such as TVH, HMRC, Immigration & RBFRS				
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