

Appendix A - Health & Safety Action Plan 2018/19

Directorate: Adults and Communities	Service Manager: Levine Whitham, Food & Safety Manager
Division: Regulatory Services	Budget: £40,000
Team: Food and Safety Team	Number of staff employed: 1 FTE (0.75 FTE, plus 0.25 Business Support Officer)
Service objectives: 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. 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.	

Service activity	Priority & 5 YP outcome & statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
<p>Primary Authority (PA) & Compliance Support</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>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>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>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</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 2019</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>

<p>Risk based interventions within business in Slough</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 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"> - Industrial retail/wholesale premises, 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 - Violence at work – focusing on premises with vulnerable working conditions, linking in with community safety and other relevant bodies 	<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>	<p>All officers</p>	<p>March 2019, Monthly monitoring</p>
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Investigations and prosecutions	3. Slough will be an attractive place where people choose to live, work and	Undertake investigations into work related accidents, MEC, MPMC, or concerns	<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</p>	<p>Safer businesses in Slough</p> <p>Reduced accident rates</p>	All officers	March 2019

	<p>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>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>(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>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 stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide</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.</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 2019</p> <p>Quarterly monitoring</p>

	<p>opportunities for our residents</p> <p>Statutory requirement</p>					
Legionella controls and registration of cooling towers	Statutory requirement	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 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>	Ensure the risk of legionella infection from cooling towers in Slough is controlled	Thomas Kilduff	March 2019
Becoming an enabling authority – providing self	3. Slough will be an attractive place where people choose	Increasing the number of users accessing the council website for	<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</p>	Reduced demand on service from enquires which can be resolved via self help	Food & Safety Manager All officers to	<p>March 2019</p> <p>Quarterly review of</p>

<p>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>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 resources</p>	<p>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>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 other council departments where possible.</p> <p>Support key messages from public health which impact on health & wellbeing of employees</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>support</p>	<p>information on website</p> <p>Number of website hits</p> <p>Number of interventions</p>
<p>Smoke free enforcement and advice</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</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 public health planning, BRFRS, NET, police and licensing at</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 2019</p> <p>Quarterly review</p>

	<p>businesses and investment to provide opportunities for our residents</p> <p>Statutory requirement</p>		<p>soonest opportunity to ensure joint up simple enforcement</p> <p>Undertake surveillance to facilities allowing smoking to ensure compliance</p>			
<p>Asbestos – Duty to Manage</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>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 2019</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</p>	<p>Complete risk assessments for private water suppliers and implement action plans to ensure</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>Safe water from private water supplies and distribution centres in Slough, with reduced risk of illness</p>	<p>Sarah Hill</p>	<p>March 2019</p> <p>Quarterly review</p>

	<p>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>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>Confirm locations of private distribution systems, verify, risk assess, implement action plans and set up sampling programme</p>			
<p>Slough specific:</p> <p>Safety Advisory Group (SAG)</p> <p>Thames Valley Health and Safety Group (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</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 2019</p> <p>Ongoing monthly and quarterly meeting attendance</p>

<p>County liaison group and Regional strategy group</p>	<p>businesses and investment to provide opportunities for our residents</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 & RBFERS</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 2019</p> <p>Monthly review and feedback to Head of Service in department monthly meetings</p>