

CYNGOR **GWYNEDD** COUNCIL



HEALTH AND SAFETY SERVICE INTERVENTION PLAN

2009-10

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DEFINITIONS

CIEH	-	Chartered Institute of Environmental Health
CPD	-	Continuing Professional Development
DPPW	-	Directors of Public Protection Wales
EMM	-	Enforcement Management Model
FLARE	-	Public Protection database system
DTI	-	Department of Trade and Industry
HASWA	-	Health and Safety at Work etc. Act 1974
HELA	-	Health and Safety Executive/Local Authority Enforcement Liaison Committee
HSC	-	Health and Safety Commission
HSE	-	Health and Safety Executive
LA	-	Local Authorities
LAC	-	Local Authority Circular
LACORS	-	Local Authorities Coordinating Office on Regulatory Services
LAPS	-	Lead Authority Partnership Scheme
RDNA		Regulators' Development Needs Analysis Tool
SME	-	Small to Medium Sized Enterprises
WLGA	-	Welsh Local Government Association

CYNGOR GWYNEDD COUNCIL

HEALTH AND SAFETY SERVICE PLAN 2009-10

1.0 INTRODUCTION

This Health and Safety Service Intervention Plan has been produced to cover the health and safety enforcement provided by Gwynedd Council to regulate businesses in the Local Authority (LA) enforcement sector. Health and Safety enforcement is delivered by a small dedicated competent team of Environmental Health Professionals within the Public Protection Service of the Regulatory Department. The Health and Safety Enforcement Team work alongside other teams within Public Protection Service namely the Food, Licensing, Environmental Protection, Trading Standards and Animal Health Teams.

Businesses in the LA enforcement sector are wide ranging and include offices, shops, restaurants, entertainment and leisure, care homes, hotels and warehouses as well as a growing health and beauty sector.

Gwynedd is a major hospitality and tourist area and has a wide range of entertainment and leisure businesses. The Council has also embarked on a policy of holding large events within Gwynedd as a means of promoting the area which as a result increases the workload in respect of regulating health and safety which is essential in maintaining the reputation of Gwynedd not only as an excellent hospitality and tourist area but also as a safe place to be.

The Health and Safety Executive (HSE) is responsible for enforcing health and safety law at factories, council premises, schools, colleges, hospitals, construction sites, agriculture, domestic premises and all peripatetic activities.

This plan sets out detailed work activity for the coming year as required by Section 18 mandatory standard for health and safety enforcing authorities issued by the Health and Safety Executive (HSE). *(Note: The new standard was issued on the 1st of April 2008 and this was previously the Health and Safety Commission (HSC) prior to merger on the 1st of April 2008. The Health and Safety Executive and the Health and Safety Commission are now known as the Health and Safety Executive).*

Section 18 (4) of the Health and Safety at Work etc. Act 1974 (HASWA) requires that Local Authorities perform their duties in accordance with guidance from the HSE.

a) Section 18 (4) of the Health and Safety at Work etc. Act 1974 states the following:

“it shall be the duty of every local authority to make adequate arrangements for the enforcement within their area of the relevant statutory provisions...”

Guidance notes issued by the Health and Safety Executive under Section 18 (4) contain the principles which the HSE wishes LA's to adopt in enforcing health and safety legislation.

This standard provides a framework within which LA's should operate so that the HSE can be confident that they are making appropriate arrangements for enforcement.

b) In the view of the HSE the following elements are essential for a LA's to have in order to adequately discharge its duty as an enforcing authority:

- a clear published statement of enforcement policy and practice
- a system for prioritised planned inspection activity according to hazard and risk and consistent with any advice given by the Health and Safety Executive and Local Authorities Enforcement Liaison Committee (HELA);
- a service plan detailing the LA's priorities and its aims and objectives for the enforcement of health and safety which is agreed by the elected members
- the capacity to investigate workplace accidents and to respond to complaints (requests for service)
- arrangements for benchmarking performance with peer Local Authorities
- provision of a trained and competent inspectorate
- arrangements for liaison and co-operation in respect of the lead authority partnership scheme (LAPS) and primary authority scheme.

c) An inter-authority audit protocol has been established by HELA which will enable the HSE to review and monitor the performance of LA's. LA's are also required to submit specific information to the HSE from time to time, with which the HSE will take a view on the LA's performance and their compliance with Section 18(4) duties.

d) If a LA fails to meet its obligations under Section 18 of the HASWA, the Secretary of State may, after considering a report submitted to him by the HSE, cause a local inquiry to be held. If, following this inquiry, the Secretary of State is satisfied that a LA has failed to perform any of its enforcement functions, he may make an order declaring the LA to be in default. The order may direct the authority to perform their enforcement functions in a specified manner within a

specified period of time. If the defaulting authority fails to comply with such an order, the Secretary of State may enforce it, or make an order transferring the enforcement functions of the defaulting authority to the HSE. In such a case, HSE's expenses are paid by the defaulting authority.

e) LA's must ensure that their approach to enforcement is consistent with HSE policy in this respect and LA's must also have their own clear and published enforcement policy.

f) Inspectors must be suitably authorised to undertake the tasks for which they are appointed.

g) Complaints about LA officers should be directed to the LA inspector's line manager in the first instance as per Gwynedd Council complaints policy.

h) The service plan should include information on the following:

- future objectives and major issues that cross service boundaries
- key programmes, including a planned inspection programme
- information on the service that is being provided
- the means by which these services are going to be provided
- any performance targets and how they will be achieved
- a review of performance to address any variance from meeting the requirements of the service plan

i) LA's must also comply with the requirements of the A Strategy for Workplace Health and Safety in Great Britain to 2010 and beyond, the Revitalising Health and Safety Strategy Statement, Securing Health Together and A Strategy for Improving Health and Safety in Wales. This plan has been developed to be in accordance with these strategies.

j) The section works in partnership with the North Wales Health and Safety Group which consists of the councils of Gwynedd, Conwy, Denbigh, Flintshire, Wrexham and Ynys Môn.

Note: This service plan does not relate to compliance with health and safety legislation internally within the Council.

2.0 CORPORATE AIMS AND OBJECTIVES

These are the overarching priorities for the Authority and are derived from the Council's Vision and Values. The strategic objectives are:

- a) ***To create opportunities to enable people to fulfil their full potential in work and in personal and social life.***
- b) ***Contribute towards creating a competitive, venturesome and sustainable economy with a variety of working opportunities.***
- c) ***Promote better health, care and well-being for individuals, families and communities.***
- d) ***Promote active, safe and sustainable communities with the provision of suitable houses, facilities and services.***
- e) ***Protect the heritage, promote the culture of the area, and promote the use of the Welsh language.***
- f) ***Protect and improve the natural and the built environment of the County, and contribute towards safeguarding the world wide environment.***

The health and safety section enhances and contributes to these objectives in the following ways:-

a) To create opportunities to enable people to fulfil their full potential in work and in personal and social life - This plan aims to protect people at work and at leisure, which are the main settings for better health and for life opportunities. Protection of members of the public visiting Gwynedd is essential to protect and enhance the reputation of the area as a tourist area, which is itself essential to the local economy, thereby increasing employment opportunities for local people. Work itself has a positive influence on a person's health in that people in employment or who are well occupied are healthier than those that stagnate.

b) Contribute towards creating a competitive, venturesome and sustainable economy with a variety of working opportunities - Safeguarding health and safety at work and promoting a healthy lifestyle is a major catalyst to maintaining and improving the economy. A healthy workforce free from accidents, injuries and occupational ill health are an essential element to sustain a viable economy. Monitoring and advising employers of regulatory standards and engaging directly with employees help to maintain the local economy.

c) Promote better health, care and well-being for individuals, families and communities - Health and safety at work is one area where there is a statutory duty to consult both employers and employees. Therefore there is an automatic involvement of local people and the promotion of health care and wellbeing. Prevention of workplace accidents and avoidance of occupational ill health not only helps the individual, it reduces the burden of treatment, the need for complex cures or costly care. Sensible adoption of health and safety measures at work should strengthen communities generally.

d) Promote active, safe and sustainable communities with the provision of suitable houses, facilities and services - This Plan has been prepared to give focus to the quality of service by the Health and Safety Enforcement Team of Gwynedd Council which will be of direct benefit to the people of Gwynedd and visitors alike.

e) Protect the heritage, promote the culture of the area, and promote the use of the Welsh language - The quality of employment and work satisfaction not only depends on financial rewards, it depends upon a healthy productive workforce with the ability to compete in a global market. A healthy and productive workforce is essential in protecting the heritage and promoting the culture of the area. The Health and Safety Enforcement Team provides a bi-lingual service at all times and with respect to all aspects of Health and Safety at Work, this is essential as 70.19% of the population of Gwynedd speak Welsh as their first and native tongue.

f) Protect and improve the natural and the built environment of the County, and contribute towards safeguarding the world wide environment - Confident communities with a cohesive language and cultural identity are sustained by a thriving healthy population free from the effects of occupational illness and disease.

3.0 HEALTH AND SAFETY ENFORCEMENT TEAM AIMS AND OBJECTIVES

3.1 Aims and Objectives

The health and safety enforcement team aims and objectives have been compiled by considering the following:

- The HSE section 18 mandatory standard for health and safety enforcing authorities.
- Strategy for Workplace Health In Great Britain to 2010 and beyond
- Strategy for Improving Health and Safety in Wales
- The HSE Revitalising Targets
- The HELA Strategy
- Local enforcement issues
- The North Wales Health and Safety Group core issues.
- Resources Directorate - Health and Safety Service Business plan 09/10.

3.2 Key Aim

To effectively use resources through enforcement and education, to promote compliance with occupational health and safety legislation and to ensure that duty holders protect the health and safety of people at work and of others who may be harmed by work activities, for example members of the public.

3.3 Objectives

- To contribute towards the reduction in health inequalities.
- To contribute towards a County that is safe for residents, workers and visitors.
- To raise standards of health, safety and welfare in the local authority enforced sector by using a targeted risk based inspection programme and intervention strategies.
- To raise health and safety awareness in the workplace in line with national strategies.
- To contribute towards achieving the HSE's Revitalising Targets.
- To consider all accident notifications and investigate all fatal and major accidents in line with the HELA Strategy and National Justice Agenda.

- To respond to all requests for service and enquiries in a timely and efficient manner.
- To provide the training and supervision deemed necessary to meet statutory competency levels for enforcement officers. Promote the use of the Regulators Development Needs Analysis Tool (RDNA).
- To review and maintain documented procedures to improve the consistency and quality of enforcement.
- To raise awareness of occupational health and safety by working with other partners including other enforcing bodies, intermediaries, local stakeholders and the general public.
- To promote health and safety information using a variety of media and resources.
- To effectively manage the resources of the health and safety section to provide a cost effective high quality service.
- To ensure enforcement decisions are consistent with the Public Protection Enforcement Policy, the HSE's Enforcement Policy Statement and the Enforcement Management Model (Ensures proportionate, consistent, transparent and accountable enforcement – Part of the Better Regulation agenda).

4.0 HEALTH AND SAFETY ENFORCEMENT

4.1 Enforcement

Any enforcement action taken will be in accordance with the Gwynedd Council Public Protection Enforcement Policy, The Enforcement Concordat and the Health and Safety Enforcement Management Model.

External providers may provide health and safety training for businesses in Gwynedd. Information on training providers can be obtained from the health and safety team.

Where a lead authority partnership scheme (LAPS) or primary authority scheme exists Gwynedd Council will consult with the lead or primary authority prior to taking enforcement action. The section currently has no lead or primary authority arrangements.

Inspection of premises is to be carried out using a risk based inspection approach - the greater the risk the more frequent the inspection in accordance with a HELA LAC 67/1 (rev 3).

4.2 Commercial Premises Profile

Risk Category	A	B1	B2	B3	B4	C	UNRATED	TOTAL
Number of premises at 01/04/09	31	582	1118	1203	834	181	42	3991

(Categories as per HELA Local Authority Circular 67/1 (rev3) - <http://www.hse.gov.uk/lau/lacs/67-1rev3.htm>)

4.3 Inspections

In 2008/09 the health and safety enforcement team undertook 733 visits to businesses that included 27 visits to investigate accidents. 175 informal notices, 6 improvement notices and 5 immediate prohibition notices were served as enforcement action. This compares with 1292 visits to businesses, 381 informal notices, 12 improvement notices and 6 immediate prohibition notices in the year 2007/2008.

During the year 09/10 the health and safety enforcement team aims to carry out 100% programmed inspections of high risk category premises. Inspections of other risk category risk premises will be carried out in line with the requirements of LAC 67/1 (rev 3) of which a minimum of 300 inspections will be carried out. Inspections will also be jointly carried out with food hygiene intervention visits where possible.

The HSE has, through its Revitalising Health and Safety agenda identified the following as priority hazards by analysing national incident data:

- Falls from height
- Workplace transport
- Musculoskeletal disorders
- Slips and trips
- Stress

LA's are expected to focus on the revitalising topics during their inspections to raise awareness of these priority issues with duty holders. The Inspectors will be focusing on these topics during inspections.

Local issues will be taken into account as, indeed is acknowledged by HSE and HELA, both of whom accept that a Local Authority must apply a degree of flexibility in order to satisfy local safety needs and issues.

Within Gwynedd there is a large number of small to medium sized enterprises which are located within an area of 2548 sq km of which many are seasonal as a result many seasonal workers are attracted to the county during the holiday and summer periods as well as a very large number of visitors to the county. The health and safety of such seasonal workers and tourists / holiday makers is therefore of major concern.

The health and safety enforcement team will, therefore add 3 other key areas which will also be targeted during inspections, these will include the following topics:-

- Third - party risks
- Asbestos
- Staff welfare

4.4 Accidents and Complaints

All accident notifications will be investigated in accordance with the Public Protection Enforcement Policy and HELA guidance and procedure.

In 2007/2008 83 notified accidents were investigated, 1 of which was fatal.

In 2008/2009 113 notified accidents were investigated, 0 of which was fatal.

During 2009/10 the health and safety enforcement team aims to:

- a) Investigate all reportable fatalities commencing the investigation within one working day.

b) Investigate 100% of reportable major injuries resulting from slips or trips, falls from height, workplace transport and musculoskeletal disorders in line with local and HELA priorities and within 5 working days.

c) Investigate other reportable major injuries and dangerous occurrences in line with local and HELA priorities and within 5 working days.

d) Investigate reportable over three day incidents according to HSE guidance, the Public Protection Enforcement Policy, local priorities and within 10 working days where resources allow.

All health and safety complaints will be investigated in accordance with the Public Protection Enforcement Policy. Our aim is to respond to complaints within 5 working days.

In:

- 2007/2008 224 were received
- 2008/2009 113 were received

The health and safety enforcement team uses a range of actions to respond to complaints which may include, visits, advice given over the telephone, advisory leaflets or the referral to the appropriate agency/inspectorate.

4.5 Partnership Working with the Health and Safety Executive

A formal undertaking has been given to the Health and Safety Executive that Gwynedd will make a commitment to the Fit3 (*Fit for Work, Fit for Life, Fit for Tomorrow*) Strategic Programme which covers the year 2009/2010.

The undertaking makes for the following commitment:

Takeaway Slips (April 2009 – June 2009)

Aim to undertake visits to a minimum of 25 hotels and takeaway premises. This campaign targets health and safety in respect of slips and trips and follows on from the 2008/09 Take Away Slips Campaign. This is an All Wales Campaign with all local authorities in Wales participating in the campaign.

Gas Safety in Commercial Premises (April 2009 – March 2010)

Aim to carry out a minimum of 25 visits. This campaign targets health and safety in respect of gas safety in commercial premises. In Gwynedd due to the nature of the premises caravan sites will be focused upon.

Falls from Height – Aerial Installation (April 2009 – March 2010)

Aim to continue with inspection of aerial and satellite installers and expand initiative to include CCTV and alarm installers. Carry out a minimum of 1 day on

proactive interventions. This campaign will aim to reduce injuries and ill-health arising from working at heights.

Care Homes - (August 2009 – November 2009)

Aim to participate in 1 Safety Health Awareness Days (SHAD) and 1 Training Day for Care and Social Services Inspectorate Wales (CSSIW), Local Authority Contract Placement Officers and Local Health Board Placement Officers. Undertake visits to a minimum of 25 Care Homes. This campaign will aim to reduce injuries and ill-health arising from manual handling, use of bed rails, legionella, asbestos, slips and trips and dermatitis.

Violence in the Night Time Economy - (November 2009 – January 2010)

Aim to carry out a minimum of 25 visits. This campaign targets health and safety in respect of managing and controlling violence in the night time economy business sectors. This project will involve joint working with the Licensing Section of Gwynedd Council and North Wales Police as well as contributing to the Community Safety Strategy in Gwynedd.

Legionella (April 2009 – March 2010)

Aim to complete the North Wales wide legionella outbreak control plan and procedures. Inspect a minimum of 10 of high risk premises in respect of legionella. This campaign will aim to reduce ill-health arising from legionella.

Carbon Monoxide and Housing (April 2009 – May 2009)

Aim to facilitate improved working and understanding of gas safety regulation between the housing sections of local authorities and the Health and Safety Executive. To provide input into 1 Safety Health Awareness Days (SHAD). This campaign will aim to reduce injuries and ill-health arising from gas.

Asbestos (April 2009 – March 2010)

Aim to carry out a minimum of 50 hours on education and support. This campaign will aim to reduce ill-health arising from asbestos.

Radon (April 2009 – March 2010)

Aim to carry out a minimum of 50 hours on education and support. This campaign will aim to reduce ill-health arising from Radon.

4.6 Special Initiatives

Events Safety (May 2009 – August 2009)

Aim to interact with organisers of the largest events organisers in Gwynedd and to carry out a minimum of 3 visits to the largest events held in Gwynedd. In

Gwynedd it is acknowledged that events play an important part in the local economy, it is therefore of great importance that events are organised and run in a safe manner. This campaign targets health and safety in respect of events safety.

Swimming Pool Water Safety (June 2009 – August 2009)

Aim to carry out a minimum of 20 visits to premises which have swimming pools in Gwynedd and take samples of the water to monitor microbiological quality of the water followed by enforcement actions where the microbiological quality of the water is un satisfactory. In Gwynedd it is acknowledged that the leisure industry play an important part in the local economy, it is therefore of great importance that leisure industry activities such as swimming are adequately controlled in respect o health and safety. This campaign targets health and safety in respect of microbiological quality of swimming pool water.

4.7 Health & Safety Promotional/Educational Activities

The HSET is to maintain and redesign its webpage to contain more relevant health and safety information and links to the HSE website and will be part of the Councils overall corporate website.

4.8 Advice to business

Where possible and where resources allow the health and safety enforcement team will readily offer advice to business on request and can be a source of information. Site visits will be undertaken during planning and construction stages of premises adaptation as needed.

4.9 Liaison with other organisations

The health and safety enforcement team will continue to actively participate in the North Wales Health & Safety Group and actively contribute to the group, which is a technical group under the Directors of Public Protection Wales (DPPW).

The health and safety enforcement team will liaise with other LA's, the HSE, the DTI and LACORS as is necessary.

4.10 Consultation and Partnership Working with Stakeholders

The health and safety enforcement team will carry out a customer satisfaction survey during 2009/10. Any relevant information obtained from stakeholders will be acted upon as appropriate.

4.11 Smoke Free Legislation Enforcement

The health and safety enforcement team is responsible for enforcing the Smoke-free Premises etc. (Wales) Regulations 2007. Enforcement activities are carried out during visits to premises and where necessary reactively.

4.12 Other Activities

The health and safety enforcement team will continue to:

- Ensure accurate and up to date premises record details are held (both IT and documented records).
- Identify all new business where possible and subject the new business to either an inspection visit or a postal assessment questionnaire dependant on the nature of the business. Provide advice and guidance to new businesses as required and requested.
- Develop new, and regularly review existing, health and safety procedures and documentation.
- Develop new, and review existing, information leaflets and packs issued to our stakeholders.
- Manage and update the section's health and safety library.
- Develop and implement structured health and safety training for staff.
- Hold timely health and safety meetings where possible and necessary to review priorities, actions and performance.

5.0 RESOURCES OF HEALTH AND SAFETY SECTION

5.1 Resources

The health and safety enforcement is delivered by Environmental Health Officers, Health and Safety Officers and Technical Officers from the Health and Safety Enforcement Team of the Public Protection Service. These staff undertake a wide range of duties and it is calculated that health and safety enforcement is provided by 6.80 full time equivalents (FTE) of which 4.30 FTE are actually inspectors.

5.2 Current Staffing Levels

	Number
Environmental Health Officers	3.3
Health and Safety Officers	1.0
Technical Officers	2.0
Public Protection Manager (Food and H&S)	0.5
TOTAL	6.8

5.3 Organisational Structure Chart



5.4 Levels of Expertise

The health and safety enforcement team comprises of professional officers that have specific health and safety training to maintain competency and have a wide base of experience.

5.5 Specialist Services

Specialist services can be commissioned to carry out specific tasks when required i.e. asbestos sampling and chemical analysis.

5.6 Staff Development

Officer requirements in respect of continuing professional development (CPD) will be met through structured external or internal training during 2009/10. All professional staff will undertake a minimum of 15 hours training. For 2009/10 the

new Regulators' Development Needs Analysis (RDNA) tool will be promoted to aid improving and maintaining officer training and competency.

5.7 Financial Resources 09/10

Total gross cost of the health and safety team is £ 307,790 of which staffing costs accounts for approximately 80% of the total cost. The total gross cost of the health and safety team based on the 2005 mid year population estimates works out at approximately £2.60 per Gwynedd resident.

6.0 SERVICES TO BE PROVIDED BY HEALTH AND SAFETY ENFORCEMENT TEAM

6.1 Level of Service

The Team plans to provide the level of service which is defined within the new Section 18 Standards for Health and Safety Enforcing Authorities and the Best Practice Standards (Improving Environmental Health Services in Wales) that is defined by the criteria which are nationally recognized standards produced in collaboration with DPPW and the Chartered Institute of Environmental Health (CIEH).

6.2 Service Detail

The services that local authorities provide arise in 4 ways. They are driven by demands, inspection, education and intelligence

a) Demands

- Licences and permissions
- Accidents and dangerous occurrences
- Service requests, complaints against premises, service complaints and comments
- HELA priorities

The team will:

- Make arrangements to license and give permissions to all those businesses that make an application where standards are met.
- Investigate accidents / dangerous occurrences according to a priority system set down in our procedures. Not all accidents / dangerous occurrences will be investigated but all will be assessed and the reasons for non-investigation will be recorded.
- Respond to all service requests, complaints businesses and service. We will also investigate and resolve all complaints against local authority policies / officers. These processes are set out in our complaints system.
- Include HELA priorities within every inspection of a workplace where appropriate.

b) Inspection

- Premises inspection
- Every inspection will promote the HELA priorities and the appropriate action will be taken where defects are revealed.
- Where necessary premises will be inspected as a result of complaints, requests, projects or RIDDOR notifications.

c) Education

- Promotional activities
- Urgent or high priority local issues

The team will

- Raise health and safety awareness by undertaking a programme of promotional activities, consultation and communication mechanisms.
- Respond to urgent issues locally with publicity campaigns.
- Develop the health and safety enforcement team's website to become an excellent information source for businesses.

d) Intelligence

- Surveys and consultations
- Work with duty holders and particularly small enterprises
- Special local initiatives
- Lead or primary authority partnership scheme

The team will:

- Develop contact mechanisms with Small to Medium Sized Enterprises (SME). Partnership working will give a better solution than "going it alone" and we will set up arrangements to progress this initiative.
- Evaluate customer feedback and use the information as intelligence to make improvements to the section. The section will act swiftly where that is

possible and within the boundaries of our resources. The section will also collect evidence from other sources to justify changes to the section.

e) Priorities

Priorities will be set in accordance with local and national needs.

7.0 WORK NECESSARY TO ENSURE ADEQUATE SERVICE IS PROVIDED

7.1 Consistency

The section aims for consistency and to achieve this an internal monitoring system is used.

The team will seek to be transparent in all its actions subject to adhering to relevant legal requirements i.e. data protection and commercial confidentiality.

7.2 Transparency

The team aims to be open and transparent and adhere to all relevant legal requirements and in line with corporate policies. There will be adherence to all legal requirements including respect for the need for securing personal data protection and commercial confidentiality when dealing with businesses and individuals when officers become privy to sensitive information, whilst at the same time being open with relevant information when freedom of information requests are received.

7.3 Targeting and Proportionality

The team will target its actions where the risk is highest or of local importance. We will take action in proportion to risk and compliance, addressing the most serious risks where the hazards are less well controlled. This is set out in detail in the Public Protection enforcement policy.

7.4 Accountability (making it clear who is responsible)

The team will encourage higher standards in the workplace and must make sure that duty holders whether employers or employees understand their respective health and safety responsibilities. Findings of every inspection will be discussed with the employer, employee representative or otherwise ensure appropriate communication with the workforce where necessary.

This section is accountable to elected members within the corporate structure.

7.5 Competency and Training

The team maintains a competency matrix that highlights the skills of all officers. This is used to ensure officers are adequately trained, competent and properly authorised. For 2009/10 the new Regulators' Development Needs Analysis (RDNA) tool will be promoted to aid improving and maintaining officer training and competency.

7.6 Data Capture and Record Keeping

The section is developing the FLARE computer system for Environmental Health and Trading Standards data records. The health and safety inspection programme is generated from the commercial database within this system. Additionally, most premises-specific information is held within FLARE.

Inspecting officers input details of inspections, accidents, service requests etc. and by following procedure create, update and delete premises and use information from planning, building control and business rates to update the database and sending out information packs.

7.7 Sustainability

The team will ensure that our actions, and the results of our actions, are sustainable, not just in environmental terms but also in economic and health terms and shall endeavour to act as exemplar officers of the Council in this respect.

8.0 ENFORCEMENT POLICY

8.1 Enforcement Concordat

The Authority has signed up to the Enforcement Concordat.

8.2 Enforcement Policy

The Public Protection Service has a enforcement policy for evaluating the appropriateness of enforcement actions and promotes a staged approach to enforcement. This policy will be used in all instances where legal action is being considered.

8.3 Enforcement Management Model

The EMM is applied in all instances where legal action is being considered.

9.0 MONITORING AND REVIEW

The service delivery plan will be reviewed at least annually and reported to the licensing committee. The review will link into the annual business planning process.

Performance is monitored monthly with a quarterly management review of progress.

Performance is monitored using the following methods:

- Monitoring performance against service and officer targets.
- Monitoring actual working practices against procedures and protocols for:
 - Inspection of businesses
 - Investigation of complaints and accident notifications
 - Enforcement
- Undertake customer satisfaction surveys for relevant areas of health and safety service. The level of performance for 08/09 (at 06/04/09) was 92.4%.

Monitoring arrangements

Performance monitoring will be undertaken by generating monthly reports from the FLARE database on:

- Inspections/Interventions undertaken compared to those due.
- Inspection/Interventions records for each officer along with risk profiles of all inspections completed.
- Complaints where no responses has been made.
- Complaints which remain open.
- Legal cases in progress.
- Outstanding notices.
- Accidents with no responses made.

Working practices will be monitored routinely through close contact between the food safety officers and the Public Protection Manager and by:

- Submission of inspection reports including copy letters to Public Protection Manager for scrutiny of at least 2%.
- Scrutiny of at least 2% complaint/ service request/sampling and accident notifications.

- Referral of contentious issues and formal enforcement to Public Protection Manager / Senior Public Protection Manager for confirmation of action being taken.
- At least one annual joint health and safety inspection/intervention between Health and Safety Officers and at least one annual monitoring inspection between the Public Protection Manager and each Health and Safety Officer.

10. INTER AUTHORITY AUDIT, ACTION PLAN & REVIEW

The team participates in the North Wales Health and Safety Group inter-authority scheme.

An Inter Authority Audit was carried out of the health and safety section in November 2004 and an action plan was subsequently produced.

The action plan was submitted to the HSE on the 3rd of July 2006. All audit points of the action plan have been met.