

Harlow Council
Environmental Health
Health and Safety Service Plan
2020 - 2022

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INTRODUCTION

This Health and Safety Service Plan is produced by Harlow Council's Commercial Team within Environmental Health in response to the Health and Safety Executive's mandatory guidance produced under section 18 of the Health and Safety at Work etc. Act 1974. The plan is intended to inform residents and the business community of Harlow of the arrangements Harlow Council have in place to regulate health and safety at work.

The primary function of the Commercial Team is to provide education and advice to businesses in Harlow to help them comply with the requirements of the legislation. It provides this support in partnership with the Health and Safety Executive.

Where businesses fail to comply with the advice given and fail to provide a safe working environment for employees and the public at large, then the Commercial Team will use its enforcement policy to protect them, and in doing so provide a fair and even playing field in which businesses can operate.

To many, health and safety is seen as a burden on business. In fact the opposite is true, in that poor health and safety will result in accidents and poorer health which results in extensive time off work, and this impacts directly on the business and ultimately on the economy of Harlow. It also potentially gives an unfair advantage to those who might ignore the law. In 2019/2020, in the U.K 111 workers were killed at work. Also in the U.K nearly 2,446 people died from mesothelioma in 2019/2020. Furthermore, in the UK, a further 69,208 people suffered a formally reportable work related injury.

There is also the impact on the economy. Around 28.2 million working days were lost in 2018/19 due to the consequences of accidents at work and work –related ill health. Looking at the finances, it is estimated that the annual cost to society of work related accidents and ill health is an estimated £15 billion in 2017/2018.

Whilst the Commercial Team offers a full range of education, advice and enforcement duties under the Health and Safety at Work etc. Act 1974, it does not offer this on premises operated by the Council.

The Council employs staff independently to offer advice to the Council and any enforcement is undertaken by the Health and Safety Executive.

1.2.0 Links to Corporate Objectives and Plans

- To develop support initiatives for small to medium sized businesses providing information and assistance on health and safety legislation.
- The service is also committed to the Health and Safety Executive's (HSE) Strategy Helping Great Britain Work Well and the "Local Authorities and HSE Working Together Strategic Programme". The principal aim of the programme is a more effective use of HSE and Local Authority resources collectively in reducing accidents and ill health at work.
- To comply with all new legislative requirements imposed on Harlow Council regarding the enforcement of Health and Safety at Work.
- To develop standard procedures/practices in light of new legislation and guidance from the HSE.
- To complete and submit statistical returns, on time, accurately and to the HSE requirements.
- To actively support Essex Health and Safety Liaison Group.

The Health and Safety Service Plan along with all other Council services is included within the corporate planning process. This includes the Corporate Plan 2020-2021 and Individual Personal Performance Plans.

For the purposes of the HSE this document is referred to as the 'Health and Safety Service Plan'. Within the organisation of Harlow Council this plan would be referred at as a 'Team Plan'. The corporate hierarchy places this Team Plan between the Environment and Planning Service Plan and Personal Plans.

Team Plans are used to develop the Council's Personal Performance Plans to assist in identifying key objectives for staff in the forthcoming year.

All Service Heads as part of this process are required to produce an Annual Service Plan, which is presented to the Corporate Management Team. Performance indicator returns (both national and local) have been in place for a number of years and are

annually reviewed.

Harlow Council's Statement of Intent, focuses on the Council's priority aims and objectives, and represents the Council's top-level policy document outside of the 2020 Vision. This corporate vision forms the philosophy that drives everything Harlow Council does and provides a framework for Service planning and delivery.

The Council has an agreed Corporate Plan that sets out how the Council is going to tackle local people's priorities and improve services.

The Corporate Plan Priorities 2020-2021 are:

- More and better housing;
- Regeneration and a thriving economy;
- Wellbeing and social inclusion;
- A clean and green environment;
- Successful children and young people.

The Health and Safety Service contributes directly to the Corporate aims in the following ways:

- Health and Safety is a prerequisite of health. Safe and healthy workplaces prevent accidents;
- The Service focuses on protecting the public and promotes health and safety in Harlow;
- By helping to create economic prosperity and sustainability ensuring a prosperous economic future for local business that can compete on a level playing field;
- By working in partnership with other agencies and services aimed at improving the quality of life, health, safety and well being of the citizens of Harlow;
- Providing life-long learning through advice to business and dissemination of information to consumers, enabling everyone to realise their full potential and make informed choices about Health and Safety issues;

1.3.0 Central Government Impact

- Reducing crime through the investigation of complaints and proactive inspection;
- Proprietors of commercial properties are consulted and involved concerning inspection of their properties.

The Health and Safety Service will continue to adapt any strategies and related policies it implements around various key documents as developed by Central Government. These policy documents include:

- Open Public Services White Paper <https://www.gov.uk/government/organisations/open-public-services>
- Reducing Regulation Made Simple
<http://webarchive.nationalarchives.gov.uk/20110526141622/http://www.dius.gov.uk/assets/biscore/better-regulation/docs/r/10-1155-reducing-regulation-made-simple.pdf>
- Priority Regulatory Outcomes: A New Approach to Refreshing the National Enforcement Priorities for Local Authority Regulatory Services
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/262621/11-1469-pro-report.pdf
- No Stone Unturned. In Pursuit of Growth <https://www.gov.uk/government/publications/no-stone-untuned-in-pursuit-of-growth>
- The Public Health Outcomes Framework for England, 2019-2020
- Reclaiming health and safety for all: An independent review of health and safety legislation.
<https://www.gov.uk/government/publications/reclaiming-health-and-safety-for-all-lofstedt-report>
- Regulators Code <https://www.gov.uk/government/publications/regulators-code>
- Helping Great Britain Work Well <http://www.hse.gov.uk/strategy/>
- Health and Safety Executive Business Service Plan 2019-2020
<https://www.hse.gov.uk/aboutus/strategiesandplans/businessplans/index.htm>

2.0.0 BACKGROUND

2.1.0 Profile of the Harlow District

Harlow is almost entirely urban area surrounded by rural areas controlled by Epping Forest District Council and East Hertfordshire District Council.

As a 'new' Town, the majority of its buildings and infrastructure are post 1947. There are a few small pockets of older development most notably the area known as Old Harlow. The 2011 Census of England and Wales confirmed that Harlow's population was 81,944. The town's population is estimated to rise to 89,720 by 2021. Harlow is a multi-cultural community with one of the highest percentages of ethnic minorities in Essex.

The town is segregated into residential and commercial/industrial areas. The industrial areas employ large numbers of people, a significant number of whom travel from outside Harlow. The London to Cambridge railway line and M11 motorway both pass through the district, providing good communication links with London, M25 and Stansted Airport.

2.2.0 Organisational structure

The health and safety service forms part of the Environmental Health Service that is managed by the Environmental Health Manager, who in turn reports to the Environment & Licensing Manager. The Environmental Health Service is part of Environment & Planning (Environmental Health, Licensing, Streetscene, Planning and Building Control, Properties and Estates, Facilities and Projects)

The management structure is available on the following link:

<https://www.harlow.gov.uk/your-council/council-structure>

The Health & Safety Service is a function of the Environmental Health Commercial Team which consists of: 1 Environmental Health Manager, a small proportion of whose time is undertaking Commercial duties, 1 Principal Environmental Health Officer (PEHO), 1 full time and 2 P.T SEHO's and 1 PT Administration / Technical Support Officer (TSO). The PEHO provides technical advice and support in complex cases, undertakes co-ordination, inspections of high risk premises and carries out monitoring on behalf of the Environmental Health Manager. The S/EHOs undertake the planned programmed Health and Safety inspections within Harlow; investigate a wide variety of complaints; provide advice to consumers/businesses, enforcement activities and accident investigations. A significant proportion of each officer's time is allocated to other functions such as food safety enforcement, investigation of infectious diseases, animal welfare and special treatments.

2.3.0 Scope of the Health and Safety at Work Enforcement Service.

The Council provides a service to both employers and employees of commercial premises, and the general public who may be affected by work activity within Harlow. The responsibility for health and safety enforcement within commercial premises in the District is shared between the Health and Safety Executive and Harlow Council. This responsibility is determined by statutory legislation (The Health and Safety (Enforcing Authority) Regulations 1998) and is established on the basis of the “main activity” carried out at the premises (HELA LAC 23/15 provides guidance on the allocation of premises).

Establishing effective partnerships with others in government offices, voluntary organisations and businesses are seen as vital to deliver the service in an effective and comprehensive manner. The officers seek to develop existing arrangements and establish new ones where service provisions within existing resources can be improved.

Harlow Council has the responsibility for enforcing the provisions of the Health and Safety at Work etc. Act 1974, and health and safety regulations made under the Act in approximately **1180** commercial premises located within the District. Due to the number of new developments in the District, this figure is likely to increase in the next few years.

Examples of premises in which we are responsible for health and safety enforcement are detailed as follows:

- Sale or storage of goods for retail or wholesale distribution (e.g. catering premises, retail shops and warehouses);
- Offices;
- Residential accommodation in Non-Domestic premises (e.g. residential care homes);
- Consumer services provided in a shop (e.g. tool hire, hairdressers);
- Care, treatment, accommodation of animals (e.g. pet shops, boarding establishments);
- Pre-school childcare, playschool or nurseries (excludes educational establishments);
- Cosmetic services and therapeutic services (e.g. tanning salons, nail bars and skin piercing);

2.4.0 Demands on the Health

Proactive inspections and non-inspection interventions- Commercial premises, rated in the A category, or inspection in relation

**and Safety at Work
Enforcement Service**

to the National Code to check on health and safety standards to promote safe practices and secure compliance with the law. Enforcement is focused on particular hazards or sectors where the greatest action will be necessary, to contribute to the HSE's Strategy. Non-inspection interventions also include targeted contact to educate, advise or engage dutyholders. In 2019/2020, **337** inspections or interventions were carried out.

Health and Safety Investigations - Investigation of all complaints relating to health and safety received from employers, employees and the general public. In 2017/2018, **7** such investigations were carried out.

Accident Investigation - Investigation of RIDDOR accident notifications. In 2017/2018, **49** accidents were notified to us.

Special Treatment Registrations - The Local Government (Miscellaneous Provisions) Act 1982 Part 8 requires that skin piercing shall be registered with the local Council. Skin piercing treatments include; acupuncture, tattooing, semi-permanent make-up, microblading, ear and body piercing, and electrolysis. In very recent years there has been a significant increase in the demand for cosmetic treatments and there has been a number of emerging treatments such as microblading. This is a tattooing technique in which a small handheld tool made of several tiny needles is used to add semi-permanent pigment to the skin. Since the 1 January 2018 the team has registered a further **33** practitioners for skin piercing activities. These include;

- 11 tattooists
- 10 microblading / semi-permanent make up treatments
- 3 acupuncture treatments
- 2 electrolysis
- 7 ear piercing/body piercing

There are **1180** commercial premises within the District of Harlow, with approximately:

- **242** Retail shops;
- **109** Wholesale shops, warehouses;
- **203** Offices;
- **391** Catering, restaurants and bars;

2.5.0 Accessing the Service

- **44** Leisure and cultural services;
- **132** Consumer services;
- **59** Other unclassified premises;

Advice to Local Authorities on targeting interventions is contained in HELA Circular 67-2. This guidance explains that inspections are only suitable in the highest risk premises (A). It is expected that local authorities will undertake non-inspection interventions in premises rated B1 and B2 as part of a national priority programme (see Appendix A), local priority programme or individually during the year. For low risk premises, the provision of information and advice or a self-assessment questionnaire may be more appropriate.

The Environmental Health Service is based on the 3rd floor of the Civic Centre, The Water Gardens. The service is accessed by:

- The internet;
- By telephone, between the hours of 9am and 4.45pm;
- By direct call/inspection/in person at the office or on site;
- By e-mail/letters;
- Leaflets produced by The Service and by Central Government Agencies.

The Service has an out of hours answer phone that directs callers to the Council's 24hour Central Control number in the event of emergencies. Control has arrangements for contacting Environmental Health staff 24 hours a day.

Details of the services provided and how to contact us are also provided on the Council's web site.

There are two languages other than English identified as being significant within the district. These are Bengali and Cantonese. The majority of proprietors are, however, able to communicate in English or have somebody present at the premises that can translate.

<p>2.6.0 Enforcement Policy</p>	<p>Harlow Council adopted a Health and Safety Enforcement Policy in 2003 which was approved by members. This policy is built on the principles of the European Concordat on enforcement, and gives priority to those principles.</p> <p>The Service operates according to its documented Enforcement Policy which is available upon request or on the EHS website. Any departure from the policy will be documented.</p> <p>All Health and Safety enforcement is carried out in accordance with relevant Health and Safety Legislation, Codes of Practice and other Official Guidance produced by the HSE, Home Office Circulars, and the Code for Crown Prosecutors and the Enforcement Manual Model (EMM). Enforcement will be carried out in a fair, equitable and consistent manner.</p> <p>Proprietors of Health and Safety premises and the public are given the opportunity of consulting our policies at any reasonable time. It is recognised that most businesses want to comply with the law. Officers will therefore endeavour to help businesses and others meet their legal obligations without unnecessary expense, whilst taking firm action, including serving notices and prosecution where appropriate, against those who flaunt the law or act irresponsibly. Enforcement action will always be proportional to the risk to public health.</p>
<p>3.0.0 SERVICE DELIVERY 3.1.0 Health and Safety Inspections/Visits/Interventions</p>	<p>The Health and Safety Service provides two broad areas of work, pro-active and reactive.</p> <p><i>3.1.1 Pro-active</i></p> <ul style="list-style-type: none"> Inspections at premises subject to Local Authority enforcement. Education of proprietors and employees, where resources permit, through guidance, information and training Undertaking and participating, where resources permit, in health promotion campaigns Undertaking issue specific targeted initiatives Maintaining an accurate Health & Safety database Liaising with other Council departments and external organisations including Planning, Building Control, Licensing, Trading Standards (Essex County Council), the CQC and OFSTED <p>In addition to the inspections the following health and safety work has been undertaken since April 2018 to March 2020;</p>

- 1. In March 2018 a mailshot was sent to all licensed premises to raise beverage gas safety awareness.**
- 2. In March 2019 an officer carried out some training at a pub watch group on updated inflatable safety guidance, following the tragic death of a child on an inflatable at Harlow Town Park in 2016. Since March 2019, event organisers are contacted following Temporary Event Notice applications and advice given about inflatable safety.**
- 3. In August 2019 a mailshot was sent to food premises with large commercial waste bins about the risk of fatalities from people sleeping in bins**
- 4. In January 2020 a mailshot was sent to tattooists and semi -permanent make-up artists about the dangers of blood borne virus transmission in tattoo cartridges without a membrane**

The new priority planning guidance LAC 67/2 gives much greater flexibility as to how the service can operate in terms of interventions and reduces the need to carry out mandatory “inspections” within restricted timeframes. However, it should be noted that although greater flexibility is given in terms of type/timing of intervention, every premises whatever the risk category must be reviewed periodically.

This priority planning guidance aims to maximise the inspector’s effectiveness on occupational health and safety in the workplace during a proactive inspection where necessary, or via other appropriate interventions.

Where a health and safety intervention is due in the same financial year as a food hygiene inspection (at the same premises,) both types of intervention will usually be completed at the same time, to reduce overlap and reduce the burden on the business. Depending on risk rating this could include a full inspection; 'hazard spotting' on the premises; or provision of guidance and advice, either at the time of the visit or in the letter / information pack following the visit.

3.1.2 Reactive

Investigating reported accidents, diseases and dangerous occurrences
Responding to complaints and requests for service
Enforcement of legislation

Other functions of the Commercial Team not of a Health & Safety nature include:

- Programmed food safety inspections, visits and licensing inspections
- Investigation of complaints about food safety and hygiene issues and about licensing issues
- Investigation of environmental nuisances including noise arising from commercial premises

3.2.0 Enforcement

The Health and Safety Service endeavours wherever possible to use informal means to achieve compliance with the law. Where there is imminent risk, flagrant breaches of the law, or persistent failure to maintain standards, the Service does not hesitate to use its full statutory powers in accordance with its Enforcement Policy, and the principles of the Enforcement Concordat.

During the year 2019/20 the following actions were carried out:

Improvement Notices:	0
Prohibition Notices:	0
Prosecutions:	0

Commercial premises will be inspected during normal trading hours. We recognise that certain businesses operate in the early hours of the morning, late at night and at weekends and indeed that some businesses are busiest at these times and would therefore benefit from a visit at these times, the inspection programme will include health and safety inspections outside of normal working hours where appropriate, and are agreed with the Principal Environmental Health Officer.

3.3.0 Accident Investigation

Wherever it is practicable and appropriate to do so, we will combine a health and safety inspection with another visit (e.g. complaint, or a request for advice, or if the premises is due a food/licensing inspection etc.) to help make effective use of resources and to minimise disruption to business.

All health and safety inspections will be conducted by appropriately qualified officers who satisfy the requirements of the relevant legislation and HSE Section 18 Guidance to Local Authorities.

If we identify serious contraventions of health and safety legislation and/or poor practices during a programmed inspection and formal action is not appropriate as laid out in the enforcement policy, we will undertake a revisit to the premises after an appropriate time period to check that matters have been attended to satisfactorily. We will revisit to check compliance with all formal notices Served.

Our main aims in undertaking independent investigations of accident notifications on behalf of members of the public or employees are:

- To prevent a recurrence of the accident by securing improvements in health and safety standards, including practices and procedures;
- The assessment of the effectiveness of existing controls;
- The identification of specific contraventions of health and safety legislation;
- The identification of potential hazards and associated risks to employee/public health, safety and welfare;
- Provision of advice and information to employees, employers, managers and proprietors of commercial premises;
- Recommendation of practical, good health and safety practices, in accordance with subject specific codes of practice where appropriate
- Appropriate enforcement action, (proportionate to risk), to secure compliance with health and safety legislation where

necessary.

We aim to respond to all accident notifications within **5** days after receipt, or in accordance with HSE guidance.

The depth and scope of investigation required will depend on the nature of the accident and whether the accident arose within a premise for which the Council has health and safety enforcement responsibility.

We recognise that the majority of businesses seek to comply with the law and during 2020/2021 we will endeavor to provide such advice and assistance as may be necessary. This includes:

- providing businesses with details of our Enforcement Policy;
- developing and providing business information sheets, leaflets, practical information and other guides as necessary to simplify legislation and aid compliance with specific health and safety legislation;
- providing on the spot advice during routine visits and inspections;
- provision of free telephone advice.

3.4.0 Advice to Business

3.5.0 Lead Authority Partnership Scheme & Primary Authority Scheme

The Lead Authority Partnership Scheme is a formal recognition of the importance of the relationship between a business and the Local Authority where the relevant decision making base (i.e. head office) of the company is located. It is a scheme that is supported by the HSE, Local Authorities and a significant number of businesses, particularly large enterprises.

Primary Authority gives companies the right to form a statutory partnership with a single local authority, which then provides robust and reliable advice for other councils to take into account when carrying out inspections or dealing with non-compliance. It is the gateway to simpler, more successful local regulation.

The Primary Authority principle is supported by the Environmental Health Service, which undertakes its role in this respect in accordance with the guidance issued by the HSE and the Department for Business, Energy & Industrial Strategy. In particular, the Health & Safety Service will:

- Have regard to any inspection plans or advice it has received from any liaison with primary or lead authorities;

<p>3.6.0 Liaison with Other Organisations</p>	<ul style="list-style-type: none"> • Having initiated liaison with any primary, home and/or originating authority, notify that authority of the outcome. There are currently no formal Primary Authority Agreements set up for the businesses in Harlow. <p>The Environmental Health Service supports the work of the Chartered Institute of Environmental Health (CIEH). The Health and Safety Service undertakes its functions in accordance with HSE guidance and statutory codes of practice in order to promote co-ordination, consistency, and good regulation amongst all local authorities.</p> <p>A number of arrangements have been made to improve consistency of enforcement with neighbouring authorities and other agencies:</p> <ul style="list-style-type: none"> • The Service attends and actively supports the Essex Health and Safety Liaison Group, the functions of which include: liaison with the HSE; coordination of enforcement approach between authorities; peer review exercises and benchmarking exercises. <p>The Service also advises and liaises on the following:</p> <ul style="list-style-type: none"> • Essex Health and Safety Liaison Group • Essex Environmental Health Managers Group • Liaison arrangements with Building Control, Planning, Licensing; • Essex Animal Welfare Group • Public Health England
<p>3.7.0 Enforcement Liaison Officer (ELO)</p>	<p>The ELO is an Officer of the Health and Safety Executive (HSE), who acts as the first point of contact for deciding whose responsibility it is to enforce Health and Safety in a certain type of premises, gives general advice, and access to other HSE specialist officers. Our local ELO is based at the HSE Chelmsford office.</p>
<p>4.0.0 FINANCIAL RESOURCES, STAFF ALLOCATION AND TRAINING</p>	<p>Health and Safety resources are currently allocated within the overall Environmental Health budget covering food safety, occupational health and safety, health promotion, pollution (noise, air, and water), authorisation of premises under the Environmental Protection Act 1990, private sector housing and grants, contaminated land and infectious diseases.</p>

<p>4.1.0 Financial Resources</p>	<p>No budget is separately allocated for prosecutions or legal action taken as a result of action under this service. Costs are requested from the court in any prosecutions taken, by the Council's Legal Service, who act on our behalf.</p>
<p>4.2.0 Staffing Allocation</p>	<p>For the plan period 2020 /2021 the available staff for this Service Plan includes:</p> <ul style="list-style-type: none"> • 0.1 Environmental Health Manager • 0.8 FTE Principal Environmental Health Officer - Fully competent for all health and safety activities; • 2 FTE * Senior/Environmental Health Officer (S/EHO) - Fully competent for all health and safety activities; • 0.5 FTE Technical Support Officer (Administration) (TSO) - Not formally competent in health and safety matters. <p><i>*0.5 SEHO is currently seconded to the Corporate Health and Safety Team to assist with risk assessments during the COVID-19 pandemic</i></p> <p>This staffing allocation is not solely for this Service Plan. These officers also carry out duties enforcing food safety, animal welfare and other licensing provisions, and the investigation of statutory nuisances under the Environmental Protection Act 1990.</p> <p>All EHO's are appropriately qualified in accordance with Section 18 Guidance.</p> <p>The PEHO and S/EHO posts, are fully competent to inspect all risk categories of premises as required by law and take formal Action. The PEHO and S/EHO posts are also authorised to serve Prohibition and Improvement Notices, issue simple Cautions and instigate prosecutions.</p>
<p>4.2.1 Competencies</p>	<p>The Health and Safety Service continues to identify training and development needs with documented review meetings with individual staff. In addition, officers are assigned special responsibilities to develop a specialism within Commercial issues.</p> <p>Team meetings and one to one's are held with the PEHO to discuss matters and issues of consistency arising under this Service Plan area.</p>
<p>4.3.0 Staff Training and</p>	<p>All EHO's that are corporate members of the Chartered Institute of Environmental Health (CIEH) are required to undergo at least</p>

Development

20 hours of Continuous Professional Development (CPD) per year. Whilst officers are responsible for monitoring the amount of training they have done in a year, the Service recognises this need and supports staff in achieving the minimum amount required by the CPD scheme. Officers with Chartered Status must complete 30 hours CPD per year.

Training needs are identified by examining:

- Operational requirements arising from the Service Plan;
- Individual needs highlighted at Personal Performance Plan review meetings;
- The introduction of new legislation/Codes of Practice.

How these needs are met may vary, but the typical sources of training include:

- Day release courses;
- On the job training;
- In house short courses;
- External short courses and seminars.

Training must be approved before it is undertaken and it is evaluated after the event. All training received will be documented as part of The Service's assessment competency.

The PEHO recently passed the NEBOSH National Diploma which took 3 years to complete.

Personal Performance Plans (PPP's) are completed, implemented and reviewed.

The HSE's Regulators' Development Needs Analysis (RDNA) Tool will be used to inform the performance review process of specific gaps in learning and development in the health and safety field.

<p>5.0.0 QUALITY ASSESSMENT</p> <p>5.1.0 Quality Assessment</p>	<p>Within the framework of these documents the following activities are planned:</p> <ul style="list-style-type: none"> • Internal Audits of:- <ul style="list-style-type: none"> - Health and Safety Inspections <ul style="list-style-type: none"> a) Post Inspection review of case records and documentation (100% of contractors' inspections are currently checked) b) Accompanied inspections. - Health and Safety Enforcement <ul style="list-style-type: none"> a) Prohibition Notices (100% quality monitored) b) Improvement Notices (100% quality monitored) c) Accident Investigations • External Audit:– peer review through Essex Health & Safety Liaison Group. <p>The Service also operates a system of peer review whereby officers carry out joint inspections to ensure a consistent interpretation of legislation, codes of practice and national guidance.</p> <p>There is also a Service Plan indicator, which monitors the response times for complaints received (health and safety complaints etc.). The target response time is 5 working days.</p> <p>Where variations from the Service Plan are noted, steps will be taken to address them. These variances will be documented and where additional “non-planned” work has met the desired objective, this will be recorded.</p>
<p>6.0.0 REVIEW</p>	

<p>6.1.0 Review against the Service Plan</p>	<p>The Service Plan will be monitored to establish that objectives have been met.</p> <p>In addition, the PEHO will evaluate:</p> <ul style="list-style-type: none"> • Inspections of premises; • Actual resource allocation versus projected allocation; • Responses to complaints; • Reactive work, formal actions and investigations. <p>A key aim of The Service is to continually improve the quality, efficiency and effectiveness of its Services.</p> <p>Where the review process identifies areas for improvement or development, these will be adopted in accordance with current in-house documented procedure, the HSE Section 18 mandatory standard, Statutory Codes of Practice and National guidance.</p> <p>Appendix A describes some of the strategic interventions that are optional in 2020-2021 to 2021/2022, dependant on available resources. The interventions are based on HSE guidelines for work in the Local Authority enforced sector and have been jointly agreed with members of the Essex Health and Safety Liaison group. Where resources permit we will aim to select projects throughout the year, however the COVID-19 pandemic has diverted much of the current resource to COVID related work.</p>
<p>6.2.0 Areas for Improvement / Planned work for 18/19-19/20</p>	<p>The following Service developments / interventions are planned for the period 2020/2021 to 2021/2022;</p> <ul style="list-style-type: none"> • Assist Public Health England and Essex County Council in any COVID-19 outbreaks at workplaces. Where control measures are not adequate enforcement action may be taken. This also includes an out of hours service. • Respond to complaints about social distancing in the workplace and take enforcement action where necessary • Investigate any referrals from the HSE, following spot checks on businesses' COVID risk assessments. • In January 2016 the Environmental Health database transferred from Acolaid to Uniform. A Document Management System, which works alongside the Uniform database, was also implemented in 2017. The Uniform system still requires

6.3.0 Concluding Summary

- Undertake a review of all the premises registered under the 'Notification of Cooling Towers Evaporative Condensers Regulations 1992'.
- Support a Senior EHO in attaining the highly respected NEBOSH Health and Safety Diploma. (completed)

The Councils Health and Safety Service remains committed that this Service Plan will allow for the diverse and wide reaching effects of Health & Safety regulation to be applied proportionately, take action against those who fail to do so whilst protecting employees, customers, residents and others. Respecting the continued value of joined up working across all Health and Safety Services in the region as well as continuing to deliver its work plan in partnership with Central Government departments and key agencies and organisations within the Consumer Landscape, together with legitimate businesses.

Local Government continues to undergo significant resource pressures and the Service has clearly recognised this and continues to do so, emphasising the need to adapt to the challenges presented by the new and evolving regulatory landscape of the future.

APPENDIX A

No	Hazards	Potential Poor Performers within an Industry Sector	High Risk Activities
1	Explosion caused by leaking LPG	Communal/amenity buildings on caravan/camping parks with buried metal LPG pipework	Caravan/camping parks with poor infrastructure risk control/management of maintenance
2	E.coli/ Cryptosporidium infection esp. in children	Open Farms/Animal Visitor Attractions ₂	Lack of suitable micro-organism control measures
3	Fatalities/injuries resulting from being struck by vehicles	High volume	Poorly managed workplace transport
4	Fatalities/injuries resulting from falls from height/ amputation and crushing injuries	Warehousing/Distribution ₃ Industrial retail/wholesale premises ₄	Poorly managed workplace transport/ work at height/cutting machinery /lifting equipment
5	Industrial diseases (occupational deafness/ occupational lung disease - silicosis)	Industrial retail/wholesale premises ₄	Exposure to excessive noise (steel stockholders). Exposure to respirable crystalline silica (Retail outlets cutting/shaping their own stone or high silica content 'manufactured stone' e.g. gravestones or kitchen resin/stone worktops)

6	Occupational lung disease (asthma)	In-store bakeries ⁵ and retail craft bakeries where loose flour is used and inhalation exposure to flour dust is likely to frequently occur i.e. not baking pre-made products.	Tasks where inhalation exposure to flour dust and/or associated enzymes may occur e.g. tipping ingredients into mixers, bag disposal, weighing and dispensing, mixing, dusting with flour by hand or using a sieve, using flour on dough brakes and roll machines, maintenance activities or workplace cleaning.
7	Musculoskeletal Disorders (MSDs)	Residential care homes	Lack of effective management of MSD risks arising from moving and handling of persons
8	Falls from height	High volume Warehousing/Distribution ³	Work at height
9	Manual Handling	High volume Warehousing/Distribution ³	Lack of effective management of manual handling risks
10	Crowd management & injuries/fatalities to the public	Large scale public gatherings e.g. cultural events, sports, festivals & live music	Lack of suitable planning, management and monitoring of the risks arising from crowd movement and behaviour as they arrive, leave and move around a venue
11	Carbon monoxide poisoning	Commercial catering premises using solid fuel cooking equipment	Lack of suitable ventilation and/or unsafe appliances
12	Violence at work	Premises with vulnerable working conditions (lone/night working/cash handling e.g. betting	Lack of suitable security measures/procedures. Operating where police/licensing

		shops/off-licences/hospitality ⁶) and where intelligence indicates that risks are not being effectively managed	authorities advise there are local factors increasing the risk of violence at work e.g. located in a high crime area, or similar local establishments have been recently targeted as part of a criminal campaign
13	Fires and explosions caused by the initiation of explosives, including fireworks	Professional Firework Display Operators ⁷	Poorly managed fusing of fireworks

² Animal visitor attractions may include situations where it is the animal that visits e.g. animal demonstrations at a nursery.

³ Typically larger warehousing/distribution centres with frequent transport movements/work at height activity.

⁴ Includes businesses such as: steel stockholders; builder's and timber merchants.

⁵ For supermarket and other chain bakeries etc check to see if there is a Primary Authority inspection plan with more specific guidance.

⁶ Pubs, clubs, nightclubs and similar elements of the night time economy.

⁷ Specific guidance on the application of the Explosives Regulations 2014 to the activities of professional firework display operators is available on the HSE website - www.hse.gov.uk/explosives/er2014-professional-firework-display.pdf