

**NORTH LINCOLNSHIRE COUNCIL**

**HIGHWAYS AND NEIGHBOURHOODS  
CABINET MEMBER**

**HEALTH AND SAFETY (H&S) SERVICE PLAN 2012/2013**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

1.1 To seek approval for the Health and Safety Service Plan for 2012/13.

1.2 The key points in this report are:

- It is based on the Health and Safety Executive (HSE) mandatory guidance.
- It sets out the council's work plan for 2012/2013 and the resources we need to do the work.
- As well as H&S inspections, the plan includes project work, on a range of safety topics of both local and national importance.
- Visits will be targeted at the highest risk premises to ensure they comply with the law.

**2. BACKGROUND INFORMATION**

2.1 The council must make suitable arrangements to carry out H&S work within its area. The council uses HSE guidance which sets out an enforcement framework to guide them.

2.2 The H&S Service Plan 2012/2013 (Appendix 1) requires approval by the Cabinet Member.

2.3 The plan shows the resources needed to provide the different aspects of the H&S service. We will do H&S and food safety work at the same time to reduce the burden on business.

2.4 We are doing fewer visits again this year. We will visit high risk premises only. We will still give advice and support to business and respond quickly to complaints and enquiries. We will carry out our work in line with the councils H&S Enforcement Policy.

2.5 Some business operators might think H&S visits are a burden but we also find that businesses with no access to their own H&S advice, like the information and guidance we can give them.

- 2.6 The council has signed up to the 'HSE Working Together Partnership' and include HSE high risk issues in their work plan. The aim is to reduce the number of work related deaths, injuries, ill health and working days lost.
- 2.7 The team began working with the HSE under the 'Flexible Warrant Scheme' in 2005. Officers in the team with these warrants can work across council and HSE boundaries on behalf of and alongside the HSE to deal with serious H&S issues.
- 2.8 We will continue to promote public safety, working with our partners on the Ground Safety Certificate for Glanford Park and giving advice to groups organising shows, fairs and events through the Event Safety Advisory Group (ESAG).

### **3. OPTIONS FOR CONSIDERATION**

Option 1 - To approve the plan

Option 2 - To not approve the plan

### **4. ANALYSIS OF OPTIONS**

- 4.1 Approving the plan based on the HSE guidance will ensure that we meet our statutory duty for H&S work.
- 4.2 Ignoring HSE guidance could result in a review of the council's H&S work. The service could then be carried out by the HSE at the council's expense.

### **5. RESOURCE IMPLICATIONS**

#### 5.1 Financial

The H&S plan shows the cost of the service.

#### 5.2 Staffing

There is a reduction this year in the number of low risk H&S visits as required by national policy. The staff that used to carry out low risk visits now undertake a much broader range of statutory work within the new Environmental Health (Commercial) team.

### **6. OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 – CRIME AND DISORDER, RISK AND OTHER).**

- 6.1 Workers and the public will be protected from becoming victims of crime through bad H&S practices.
- 6.2 The plan provides a framework to encourage safe working which will affect the health of workers.
- 6.3 The service we provide helps local businesses comply on an equal basis and operate on a 'level playing field'.

6.4 In law the council must carry out a H&S function and publicise an approved plan to demonstrate transparency and accountability.

6.5 The council's reputation may be put at risk if it fails to comply with its statutory duty for H&S. The plan will remove this risk.

## **7. OUTCOMES OF CONSULTATION**

7.1 We consult with businesses, following visits by staff; consumers who contact us about the service and staff who carry out the service. When planning enforcement work we take account of the views of our consultees.

## **8. RECOMMENDATIONS**

8.1 That the Cabinet Member approves the H&S Service Plan for 2012/2013.

### **DIRECTOR OF PLACES**

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**Background Papers used in the preparation of this report** – North Lincolnshire  
Council Occupational Health and Safety Service Plan 2012/2013



# **NORTH LINCOLNSHIRE COUNCIL**

## **Health and Safety Service Plan**

**2012/2013**

## 1.0 Introduction

This Health and Safety Service Plan is a statutory document required under S.18 (4) of the Health and Safety at Work etc Act 1974 (HSW Act). Section 18 requires that councils perform their duties in accordance with guidance from the Health and Safety Executive (HSE). The current guidance is set out in Local Authority Circular 67/2 (LAC 67/2). One of the key elements of this mandatory guidance is a requirement to produce an annual service plan detailing the council's arrangements for discharging its duty whilst contributing to current HSE national priorities.

This document sets out our aims and objectives for 2012/13 in the enforcement of health and safety at work, safety at sports grounds and event safety. It also reviews the work undertaken in 2011/12.

## 2.0 Aims and Objectives

To protect the health, safety and welfare of employees and safeguard others from the risks associated with work activities the council will:-

- Promote occupational health and safety through the inspection programme via education, persuasion and enforcement. Formatted: Bullets and Numbering
- Provide advice and guidance to local businesses to assist them in understanding how to comply with relevant occupational health and safety requirements. Formatted: Bullets and Numbering
- Support the Primary Authority principle. Formatted: Bullets and Numbering
- Investigate reported accidents and major incidents. Formatted: Bullets and Numbering
- Investigate complaints and infringements of legislation and take proportionate action. Formatted: Bullets and Numbering
- Work in partnership with the HSE and in accordance with guidance given in Local Authority Circular 67/2 relating to the risk based targeting of interventions. Formatted: Bullets and Numbering

## **2.1 Links to Corporate Objectives and Plans**

The council's vision is to be a dynamic, high performing, customer focused council which gives the best possible value for money and focus on really changing outcomes for people living and working in the area.

Our strapline is "One Council Putting Our Customer's First".

The four priorities that will guide the councils work are:-

- Excellence in customer service
- Provide value for taxpayers' money
- Make our communities stronger
- Regenerate our area and increase prosperity

The council will work to improve health and well being of the residents of all of North Lincolnshire.

The Health and Safety Service Plan 2012/3 contributes to the councils priorities in the following ways:-

- The inspection of workplaces for health and safety, both from a physical and management perspective ensures there are safe practices for employees and customers and has an important impact on reducing workplace injuries and ill health in our community.
- Providing business advice will help businesses to succeed economically.
- Working with business on health and safety will ensure that when young people start work they do so in workplaces that comply with health and safety standards that they don't work with dangerous machinery or in dangerous environments or work activities and that they have age related jobs.

## **2.2 Links to national priorities**

A key priority for the Coalition Government is to ease the burden of bureaucracy on business as part of the goal to make Britain more growth based. The Government is committed to transforming the way it delivers regulation at the front line and an important part of this is to change the culture of health and safety.

A review of operational health and safety resulted in the publication of 'Common Sense Common Safety' in October 2010. The report contained two specific recommendations and resulted in:-

- A joint HSE, Local Government Regulation (LGR) and Food Standards Agency (FSA) guidance document on combining food safety and health and safety Inspections and,

- A strengthening of the Primary Authority (PA) inspection plans with an enhanced role for the HSE. The HSE will assist the Better Regulation Delivery Office (BRDO) in the development of the plans and will develop sector intervention strategies for large multi-store retailers to assist individual Primary Authorities to develop inspection plans, which other LAs must follow.

In March 2011 'Good Health and Safety, Good for Everyone' was published. The report set out that, the HSE and councils as joint co-regulators for health and safety legislation have a vital role to play in ensuring that the regulatory system is:

- Focussed on better health and safety outcomes and not purely technical breaches;
- As straight forward as possible for businesses and in particular, small businesses to deliver a healthy and safe working environment;
- Enforced in a manner this is proportionate to risk;
- Avoids placing unnecessary burdens on businesses that manage health and safety effectively;
- Maintains a strong deterrent against those who fail to meet their health and safety obligations and put employees at material risk thereby deriving an unfair competitive advantage.

Our council will achieve the requirements in the following way:-

- Use the national priority planning information provided by the HSE and local information to determine the key causes of serious work place accidents and ill health in order to target interventions effectively.
- Maintain and increase access to tailored information and interventions to meet specific business or sector needs via the council website with appropriate sign posting to HSE guidance.
- Full implementation of the risk rating system as set out in Local Authority Circular 67/2 with proportionate risk based interventions in line with the enforcement protocol.
- Conduct interventions in line with the risk profile and have regard to any Primary Authority inspection plans. Only high risk category A premises will receive pro-active inspections.
- Action will be proportionate action in cases of serious non-compliance and publicity for successful enforcement action will be actively pursued.

### 3.0 Profile of North Lincolnshire

North Lincolnshire Council is a Unitary Authority, established in 1996, covering an area of around 85 000 hectares located on the southern side of the Humber estuary and occupying tracts of land on either side of the River Trent. It is a largely agricultural area and the pattern of settlements reflects this, with market towns surrounded by many small villages. An important exception to this is the substantial urban and industrial area of Scunthorpe. Approximately 50% of the total population live in this one area. With a population of approx. 62,000 Scunthorpe today is the largest town in North Lincolnshire and serves much of the area in terms of employment, colleges and shopping. The area has a total population of 161,300.

Agriculture also dominates to the east of the Trent and the Trent itself together with the River Ancholme and the Humber estuary formed important communication links. This rich agricultural heritage is reflected in the development of several historic market towns including Brigg, Barton, Kirton in Lindsey and Epworth. The council is responsible for delivering a full range of local government services and is divided into 17 electoral wards represented by 43 councillors. Within the administrative area there are 8 Town Councils and 49 Parish Councils. The 2001 Census of Population shows the following distribution of ages: 25% less than 20 years, 58% aged between 20 and 64 and 17% aged over 65.

### 3.1 Organisational Structure



### **3.2 The Scope of the Health and Safety Service**

The council is responsible for the full range of duties under the Health & Safety at Work etc Act 1974 and subordinate legislation. This includes a risk based inspection programme, the investigation of accidents and complaints, advice to business and the promotion of safe working practices.

Health and Safety is the responsibility of the Environmental Health Commercial Team within the Technical and Environment Services Division, of the Places Directorate. The team are also responsible for Food Safety legislation as a joint discipline, infectious disease control, sampling and health promotion activities.

### **3.3 Service Delivery Points**

The service is based at Church Square House, Scunthorpe.

Church Square House is a Local Link Office in a town centre location, and is routinely available during normal office hours (9am to 5pm Mon to Thurs, 9am to 4.30pm Fri). Direct dial telephone capability is used to enhance the accessibility of the service. An increasing amount of information is being made available via the council's web site ([www.northlincs.gov.uk](http://www.northlincs.gov.uk)) and contact via e-mail is encouraged. An email address has been established for safety related enquiries at [food.safety@northlincs.gov.uk](mailto:food.safety@northlincs.gov.uk).

The service is also accessible via a network of seven other Local Link offices based in Barton, Brigg, Crowle & North Axholme, Epworth & South Axholme, Winterton, Ashby and Scunthorpe. 24hr emergency contact is available via the council's Emergency Control Centre. **(01724 276444)**

### **3.4 Demands on the Health and Safety Service**

The area contains a mix of workplaces, which are subject to health and safety regulation by the team. The businesses vary from blue chip companies to small and medium sized enterprises. The town of Scunthorpe, in particular, contains a number of businesses operated by traders of Sikh, Pakistani, Bangladeshi, Eastern European and Chinese origin. Generally, the owners of these businesses have a good command of English. The Multi Racial Advice Centre and other members of the community are available where communication difficulties are experienced.

<b>H&amp;S Premises Profile</b>	
Retail shops	947
Wholesale shops, warehouses and fuel storage depots	90
Offices	320
Catering, restaurants & bars	533
Hotels, camp sites, and other short stay accommodation	42
Residential Care Homes	51
Leisure & cultural services	149
Consumer services	395
Other premises	102
<b>Total number of premises</b>	<b>2629</b>

### **3.5 Access to Expertise**

The Health and Safety Executive (HSE) Local Authority Liaison Officer is the contact point for requesting technical support from within HSE. This potentially provides access to a range of specialist officers and services.

The Health Protection Agency Laboratory at York provides bacteriological analysis of water samples. Chemical analysis of potable and leisure water is currently undertaken by the Environment Agency.

The Consultant in Communicable Disease Control, North Yorkshire and the Humber Health Protection Unit, provides specialist support in relation to occupational health and infectious disease control. The Employment Medical Advisory Service (EMAS) provides occupational health, medical and nursing support.

The Director of Public Health North Lincolnshire PCT, provide specialist advice on health related aspects of occupational health and safety.

Use is also made of competent persons employed by North Lincolnshire Council with regard to electrical and structural safety.

Multi Racial Advice is available from the South Humber Racial Equality Council located at the Community Hub in Scunthorpe.

### **3.6 Enforcement Policy**

The Technical and Environment Services Divisional Enforcement Policy provides an umbrella policy for all enforcement work carried out by its Divisions. Operating within this general enforcement framework are documented policies including the Health and Safety Service enforcement policy. The enforcement policy and associated procedures are designed to provide a quick and effective response to flagrant breaches of the law and a discriminating and efficient approach to other breaches.

The policy is based on the principles of proportionality, consistency, transparency and targeting of resources when applying the law and is consistent with the principles of the Regulator's Compliance Code.

In managing the enforcement processes our council will aim to:

- Fulfil the HSE/HELA objective of reducing risks and protecting people;
- Implement HSE/HELA aims and strategic themes
- Achieve the balance of enforcement processes which optimises overall effectiveness;
- Ensure the immediate control of serious risk and promote continuous improvement and long term compliance;
- Work with duty holders, employees and their representatives by establishing effective dialogue to encourage open contribution and co-operation in achieving appropriate standards of health and safety;
- Use the information supplied by the duty holder and employee representatives to help target enforcement activity proportionately and appropriately to promote cost effective compliance;
- Maintain transparent arrangements to promote public confidence;
- Meet stakeholders' expectations and current Government performance targets;
- Collect, analyse and disseminate information to improve the effectiveness of processes, law policy and guidance and inform stakeholders;
- Work in collaboration with other regulatory authorities e.g. HSE, Police and Fire Brigade.

Officers are authorised in writing to undertake the tasks for which they are appointed.

Procedures are in place to enable information to be disclosed, as permitted under Section 28 of the Health and Safety at Work etc Act 1974.

### **3.7 Complaints about North Lincolnshire Council or its Officers**

North Lincolnshire Council has an established complaints procedure, which, in the first instance, requires complaints to be directed to the officer's line manager. If a complaint remains unresolved to the satisfaction of the complainant, the complainant will be advised of the availability of an approach to HSE's Local Authority Unit for an external investigation.

## 4.0 Service Delivery

All interventions at premises are carried out using a risk-based approach and in accordance with Local Authority Circular 67/2.

## 4.1 Premises Risk Profile

Premises Risk Profile		Inspection Programme
Category A premises (High risk)	63	63
B1	207	0
B2	799	0
C (Low Risk)	1333	0
Unrated	227	0
<b>Total</b>	<b>2629</b>	<b>63</b>

## 4.2 Targeted Intervention Activity

Proactive health and safety inspections will only be carried out at high risk A rated premises.

The rating process evaluates the following four different elements of a business's health and safety performance:-

- Confidence in management
- Safety performance
- Health performance
- Welfare compliance gap

Businesses are scored as high risk because in the past, formal action such as a prohibition or improvement notices have been necessary, indicating that risks were not being adequately controlled. If the inspection reveals that standards have been maintained since compliance was achieved, the premises may be rescored.

Under the terms of LAC67/2, inspections of new premises is not required, however the team will visit on a request from a business operator or upon discovering new premises in order to provide guidance to new duty holders.

Any issues which are considered to be high risk (matters of evident concern) will be dealt with in a proportionate manner.

This year the council will continue its involvement in the Flexible Warrant Initiative with the HSE and other regional councils. 3 members of the team currently hold a

flexible warrant which allows them to work across the areas of work normally dealt with by the HSE as well as their own sector.

The flexible warrent partnership has proved effective in dealing with serious Health and Safety contraventions normally within the construction industry. It allows for local officers to deal with immediate matters of concern. In 2011/12, 5 flexible warrant visits were made and as a result 2 prohibition notices were served.

The HSE has identified 3 relevant national priorities for the year 2012/13 and local intelligence from North Lincolnshire and other regional councils has resulted in a number of priorities that will be dealt with by way of specific projects focused at these sectors only. The projects planned for this year are:-

- Tattooists and laser treatment establishments
- Control of ill health arising from animal contact at visitor attractions (completed June 12)
- Duty to manage Asbestos (ongoing)
- Gas Safety in catering premises (2<sup>nd</sup> Year)
- Cellar Safety
- Gas safety in mobile catering vehicles
- Stock Control in retail premises.
- Ladder safety (4<sup>th</sup> Year)

### **4.3 Reactive Interventions**

Complaints about health and safety practices will be dealt with as a matter of priority with a planned response time of 3 days. Any action taken will be proportionate having regard to the risk history of the premises and the severity of the issues identified. The estimated number of complaints for 2012/2013 is:

- |                    |    |
|--------------------|----|
| • Safety Related   | 25 |
| • Premises Related | 45 |

Accidents will be prioritised and investigated in accordance with the service Accident Investigation Protocol that incorporates HELA guidance. The estimated number of accident notifications anticipated for 2012/2013 is:

- |                        |     |
|------------------------|-----|
| • Fatal                | 0   |
| • Non Fatal (Employed) | 112 |
| • Non Fatal (Public)   | 65  |
| • Investigations       | 63  |

#### **4.4 Primary Authority Scheme**

The council is fully committed to the Primary Authority Scheme (PAS) created by the Regulatory Enforcement and Sanctions Act 2006. The scheme was introduced in 2009 by the Better Regulation Office (LBRO) to build on existing schemes to allow large businesses trading across local authority boundaries the opportunity to form a statutory partnership with a single local authority. Such a partnership would require the Primary Authority to offer a consistent point of contact for other local authorities in respect of enforcement matters. The scheme is key to achieving better regulation at local level, promoting consistency across council boundaries, encouraging a new relationship between local authority regulators and giving businesses the confidence to invest and grow. It will drive efficient, effective and consistent regulation across the system for the benefit of all. Whilst the council does not currently have any primary authority agreements with any businesses it will remain open to requests and will respect these arrangements where they are relevant to the enforcement of health and safety at premises in North Lincolnshire. The level of resourcing will have to be reviewed if an opportunity to enter into a formal arrangement arises. At a local level the council operates a multiple outlets policy whereby businesses with multiple premises receive inspection and advice from a single point of contact within the team.

#### **4.5 Advice to Business**

The council has a policy of offering comprehensive advice to any business for which we are, or are likely to become, the enforcing authority for any part of the business based within our area. This includes giving advice on legal and technical matters where we have expertise and assisting in the resolution of enquiries involving other enforcement agencies. The team also receive and respond to a range of enquires relating to topical occupational health and safety issues from the public, business or the media. The service received 241 requests for such service last year.

#### **4.6 Sampling**

The service carries out a programme of routine sampling of leisure water at 5 swimming pools and 3 spa pools. All pool operators should routinely sample their own pool water for microorganisms. The purpose of our sampling programme is to monitor the effectiveness of disinfection systems operated by duty holders at these pools. The samples are taken by a trained officer and analysed at an accredited laboratory.

In 2011/2012, 548 samples were taken of which 18 were unsatisfactory and required further investigation. It is anticipated that 540 samples will be taken in 2012/2013.

Sampling for legionella is also undertaken at the spa pools and at the Cottage Beck Road Depot vehicle wash.

The service is also called upon to identify suspicious / hazardous materials because of complaints or enquiries received from members of the public or business.

#### **4.7 Liaison**

The council is committed to ensuring the service is consistent with that of neighbouring authorities. Consequently, the council supports a number of national and local liaison groups to secure this aim. The council receives guidance from a number of bodies but principally the Health and Safety Executive, Local Authority Unit and the Chartered Institute of Environmental Health. For health and safety issues the authority is a member of: -

- The South Yorkshire and Humberside Health and Safety Liaison Group.
- The District Control of Infection Committee
- North Lincolnshire Health and Safety Group

Formalised liaison arrangements are also in place for the review of Planning, Building Control and applications made under the Licensing Act 2003.

#### **4.8 Safety Promotion**

The service will carry out a limited amount of programmed health and safety promotion during the year. The European Week for Health and Safety provides the basis for most activity. In 2012/13, the council will produce the 9<sup>th</sup> edition of its promotional Health and Safety newsletter, 'Lincs to Safety'. To reduce production and distribution costs it will be posted on the council's website and sent electronically where possible to targeted council enforced premises in North Lincolnshire. In addition to promoting topical Health and Safety issues, the newsletter will also provide a vehicle for publicising its partnership work with the HSE and the focus being placed on project related work in workplaces across North Lincolnshire.

#### **4.9 Event Safety Advisory Group**

The Event Safety Advisory Group (ESAG) is a multi- agency group formed to offer guidance to anyone organising a public event in north lincolnshire. The council will aim to ensure that assistance is consistent and will encourage a minimum standard of safety at all events held throughout the area. The group provides an opportunity to implement a co-ordinated process that enables organisers of public events to give notification of a future event and to ensure this information is disseminated across all the agencies. Currently the group is chaired by a representative of the Environmental Health (Commercial) team with the following council departments being represented;-

- Corporate Safety
- Tourism
- Licensing
- Highways

There are also representatives from the 3 main emergency services; -

- East Midlands Ambulance Service
- Humberside Fire and Rescue
- Humberside Police

The group meets 5 times a year to discuss proposed events. In 2011/12, 73 applications were received. It is anticipated that 2012/13 will be a busy year for the group with the Jubilee Celebrations and Olympic events occurring.

#### **4.10 Safety Advisory Group**

The aim of the Safety Advisory Group is to assist the council in the exercise of its powers under the Safety of Sports Grounds Act 1975 and the Fire Safety and Safety of Places of Sports Act 1987 in respect of the safety certificate for Glanford Park.

The group is chaired by the Environmental Health Manager – Commercial and has representatives from;-

- Building Control
- Commercial Health and Safety
- Emergency Planning Service
- East Midlands Ambulance Service
- Sports Ground Safety Authority
- Humberside Fire and Rescue
- Humberside Police
- UK EMS (Private medical services)
- Scunthorpe United Football Club.

The group meets 4 times throughout each year with inspections of the ground and match day inspections being carried out by several members of the group.

#### **5.0 Resources**

Provided below are details of the resources that are allocated to each aspect of the service. The resources available for the delivery of the Occupational Health and Safety Service are shared across the Commercial Team, which as its name suggests also has broader responsibilities for Food Safety, and Environmental Protection functions. Projected statutory workload targets and discretionary activities will reflect the resource available to this service area. The establishment resource for the Health and Safety Service is 2.86 FTE.

## 5.1 Resource Allocation

Designation		FTE
Environmental Health Manager (Commercial)	1	0.15
Environmental Health Officer	1.8	0.68
Environmental Health Officer-Lead Health and Safety	1	0.68
Food & Safety Officer	5	1.35
<b>Total</b>	<b>8.8</b>	<b>2.86</b>

## 5.2 Financial Allocation

The budget allocation for 2012/2013 is detailed below:

	£
Staff costs	£116,340
Travel	6,500
Equipment/Sampling	7,410
Other	1800
<b>Total</b>	<b>132,050</b>

## 5.3 Administration

The Health and Safety Service is supported by an Administration Team, which provides advisory, administrative and some clerical support in addition to offering a focused point of contact and referral for service users.

## **5.4 Staff Development Plan**

Staff's individual training needs are identified formally during employment appraisals (EA) held annually with an optional review after six months. This formal process does not preclude additional training needs being addressed during the year or prevent staff from taking advantage of other opportunities that may arise. Training will be provided using a range of techniques including formal qualifications; external training courses; internal training courses; cascade training; shadowing and mentoring. Officers also have access to an on-line competence assessment programme which provides officers and managers with a structured framework for identifying areas where they require further professional development. It is hoped to develop the use of this assessment tool in line with the EA programme already in use. On an annual basis, refresher training is organised for the team on aspects of enforcement and new legislation.

The council supports all members of the Commercial Team in maintaining continuing professional development (CPD) and encourages Environmental Health Officers to maintain membership of the Chartered Institute of Environmental Health and the minimum CPD levels as required. Currently 1 members of the Team hold Chartered Environmental Health Practitioner status and 2 members of the Team hold Chartered membership of the Institute of Occupational Safety and Health (IOSH).

## **6.0 Quality Assessment**

The team has a number of internal health and safety performance indicators against which the service is assessed.

- Percentage of planned high-risk health and safety inspections completed (target 100%)
- Percentage of service users surveyed during the year regarding attitudes to service provision (target 10%)
- Complaints/enquiries to the service responded to within three working day (target 93%)

The performance of the team is subject to a detailed monthly audit using an in house reporting system.

## **7.0 Review against the Service Plan**

This Health and Safety Service Plan will be formally reviewed on an annual basis. The review will include information on the previous year's performance with particular emphasis on specified performance targets, standards and outcomes.

## 7.1 Annual Performance for 2012/13 and Review of 2011/12

A review of the previous years targets for service delivery and quality assessment are detailed below with, where relevant, an explanation for any variance from the Service Plan.

Work Area	Target 2011/12	Actual 2011/12	Comments
Inspections – High Risk	100%	88%	88% of high-risk premises were inspected during the year.
Project based intervention work (See below*)	Completion of projects	85.7%	807 premises were visited in conjunction with projects. 1 project was deferred whilst awaiting national guidance.
Complaints	93%	90%	Responded to within 3 working days. Target not met.
Accident Investigations	40	39	163 notifications received target of 35% investigation rate not met

During 2011/12, the project-based activity focusing on key health and safety priorities delivered targeted regulation, guidance and advice into businesses. Details of the interventions carried out are provided in the table below. Reports summarising the outcomes of these projects are available on request from the team.

Project / topic based interventions 2011/12	
Sunbeds	15
Gas Safety in Catering Premises	83
Asbestos Duty to Manage	568
Ladder safety	120
Liquefied petroleum Gas	3
Motor Vehicle Repair	18
TOTAL	807

The number of interventions that resulted from the gas safety project was much higher than anticipated; this resulted in some other lower priority work areas being deferred and a small number of outstanding inspections at the year end.

## **7.2 Outcomes for 2011/12**

The following areas were identified in the 2010/2011 service plan for review in 2011/2012. The results are as follows:

- Maintain inspection performance of high-risk premises. (Target 100% )
- To continue to contribute to the HSE Strategy partnership working with the HSE and the use of topic based inspections and project based interventions. (Achieved)
- Improve accident investigation rate in accordance with agreed accident selection criteria and investigation protocol. (15% 09/10, 34% 10/11, 24% 11/12) (Not achieved)
- To improve response rates to health and safety complaints (Target 93% 88.1% in 2010/11, 90% in 2011/12) ( Not achieved)

## **7.3 Targets for 2012/13**

The review process has identified the need to target the following areas in 2012/2013:

- Maintain inspection performance of high-risk premises. (Target 100% )
- To continue to contribute to the HSE Strategy partnership working with the HSE and the use of topic based inspections and project based interventions.
- Improve accident investigation rate in accordance with agreed accident selection criteria and investigation protocol. (Target 35%)
- To improve response rates to health and safety complaints (Target 100% within 3 days)
- To complete all Health and Safety projects for 2012/13 and report on outcomes.