

NORTH LINCOLNSHIRE COUNCIL

**NEIGHBOURHOOD ENVIRONMENT AND COMMUNITIES
CABINET MEMBER**

HEALTH AND SAFETY SERVICE PLAN 2010-2011

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To seek the Cabinet Member's approval for the Health and Safety Service Plan for the period 2010-2011.
- 1.2 The key points in this report are as follows:
- The attached Plan has been prepared in accordance with mandatory guidance provided by the Health and Safety Executive.
 - The Plan sets out the council's proposed activities for the year 2010 - 2011 and the resources available to deliver those activities.
 - In addition to the carrying out of risk based health and safety inspections, the Plan incorporates a broadening of the service to deliver a number of projects targeting a range of high profile safety topics.
 - As in previous years, resources will be deployed to secure high levels of compliance at the highest risk premises.

2. BACKGROUND INFORMATION

- 2.1 Mandatory guidance from the Health and Safety Executive (HSE) requires the council to make adequate arrangements for the health and safety enforcement function. The guidance stipulates an enforcement framework that should be adopted to enable the council to demonstrate that adequate arrangements are being made.
- 2.2 The plan has to be given the approval of the council in order that it has the appropriate status as a strategic document on occupational health and safety.
- 2.3 The Health and Safety Service Plan 2010/2011 (Appendix 1) details how the available resources will be deployed to deliver the broad range of activities, which constitute the Council's arrangements for health and safety enforcement in North Lincolnshire.
- 2.4 Health and Safety enforcement is delivered through a multi - disciplinary team of officers, who also carry out food safety enforcement work.

- 2.5 As in previous years, the plan aims to ensure high levels of compliance at the highest risk premises. The provision of advice and support to business and the prompt response to complaints and service requests remain a priority.
- 2.6 The council has signed up to the Local Authorities and Health and Safety Executive Working Together Partnership. The council's risk based inspection programme will also have regard to the priority areas identified from the joint planning work that is evolving from this partnership with the HSE. The joint aims have the objective of reducing the number of work related deaths, injuries, days lost due to workplace injuries and ill health by focussing inspection activity on the key areas of national priority in addition to continuing work on important areas of slips trips and falls, stress, manual handling, occupational health and workplace transport.
- 2.7 The Health and Safety Service Plan 2010 – 2011 will deliver its service objectives through a range of reactive and proactive activities including promotion, providing advice and information to local businesses to enable them to comply with occupational health and safety requirements, and where appropriate enforcement in accordance with the options and procedures contained in the council's approved Health and Safety Enforcement Policy.
- 2.8 Alternative enforcement initiatives will continue to be utilised for lower risk premises as an alternative to formal inspection.
- 2.9 Promoting public safety through the regulation of the Ground Safety Certificate relating to Glanford Park and the operation of the council's Events Safety Advisory Group will also be maintained in 2010/2011.

3. OPTIONS FOR CONSIDERATION

- 3.1 Option 1 - The attached Plan has been prepared in accordance with the mandatory guidance provided by the HSE. The Health and Safety Executive expects enforcing authorities to meet the standards contained in the 'Making a Difference Strategy' by March 2011. Achieving this will be a priority for the Health and Safety function.
- 3.2 Option 2 - The council may decide to ignore the mandatory guidance and national priorities and provide a lesser standard of service.

4. ANALYSIS OF OPTIONS

- 4.1 Option 1 - Following the HSE mandatory guidance will ensure that the council will meet its statutory obligations to make adequate arrangements for health and safety enforcement.
- 4.2 Option 2 - Ignoring mandatory guidance could result in a review of the council's arrangements for the enforcement of health and safety and the possibility of the service being removed from the Authority by the HSE.

5. RESOURCE IMPLICATIONS

- 5.1 The financial and staffing details are included in the Health and Safety Service Plan.
- 5.2 The Health and Safety enforcement team will continue to respond to reactive demands. However, it will need to employ a risk-based approach to deliver project work and programmed work by tailoring available resources.

6. OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, OTHER)

- 6.1 The council has a statutory obligation to make arrangements for the health and safety enforcement function.
- 6.2 The Health and Safety Service Plan 2010-2011 contributes to environmental protection by ensuring that relevant workplaces are operated in compliance with strict occupational health and safety standards, which are designed to protect both the immediate working area and the wider environment.
- 6.3 The activities outlined in the Service Plan contribute to the council's environmentally related ambitions 'Communities that are confident and caring' and 'Developing partnerships that make a difference'.

7. OUTCOMES OF CONSULTATION

- 7.1 Consultation has taken place routinely with various stakeholders during the compliance process. These include businesses, following visits by enforcement staff; consumers, following contact with some aspect of the service; and members of staff responsible for delivering the service. Views expressed by the consultees are taken into account when enforcement activities are being planned.

8. RECOMMENDATIONS

- 8.1 That the Cabinet Member approves the Health and Safety Service Plan 2010-2011 (Appendix 1).

SERVICE DIRECTOR NEIGHBOURHOOD AND ENVIRONMENT

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Date: 24 September 2010

Background Papers used in the preparation of this report –

- (1) North Lincolnshire Council Occupational Health and Safety Service Plan
2010/2011

NORTH LINCOLNSHIRE COUNCIL

Health and Safety Service Plan

2010/2011

1.0 Service Aims and Objectives

1.1 Aim

To protect the occupational health, safety and welfare of employees and to safeguard others, principally the public from risks associated with work activities by: -

1.2 Objectives

- Promoting occupational health and safety through the inspection programme via education, persuasion and enforcement.
- Providing assistance and advice to local businesses to enable them to comply with occupational health and safety requirements.
- Supporting the Primary/Lead Authority principle.
- Investigating reported accidents and major incidents
- Investigating complaints/infringements of legislation and taking appropriate action.
- To work in partnership with the Health and Safety Executive (HSE) as part of the 'Working Together Strategic Programme.
- To contribute towards the HSE standards contained in the 'Making a Difference Strategy'.

1.3 Links to Corporate Objectives and Plans

1.3.1 The Council's Vision is: *'Transforming North Lincolnshire for the benefit of all.'*

The Council has identified transformational ambitions in terms of the area, communities and individuals. These ambitions have been developed and shared with the community. The 2010 - 2011 Health and Safety Service Plan contributes to the following shared ambitions and priorities:

1.3.1.1 The shared ambitions are:

- An area that is thriving;
- Communities that are confident and caring;
- Individuals lead healthy, safe and fulfilling lives;

1.3.1.2 The shared priorities are:

- Developing a dynamic economy;
- Improve quality and sustainability of the built environment
- Effective dissemination of public health messages.

Shared ambitions:

- An area that is thriving;
- Communities are confident and caring;
- Individuals can see the difference;

A Sustainable Community Strategy – Many Faces, One Community developed by the North Lincolnshire Strategic Partnership sets out an agreed vision. The Health and Safety Service Plan 2010 - 2011 contributes to three of the seven key areas identified in the North Lincolnshire Sustainable Community Strategy - Greater Economic Success, Healthier communities and Lifelong learning.

1.4 Links to National Priorities

The HSE's latest strategy document 'The Health and Safety of Great Britain: Be part of the solution' encourages closer and risk integrated working arrangements between HSE and LA's with the emphasis on concentrating on priorities, risk and poor performance to deliver tangible and substantial outcomes. In practical terms this will mean conducting targeted health and safety initiatives with specific types of businesses where the rate of injury/days lost from is specifically proven to be the highest.

Mandatory guidance issued to local authorities under Section 18 of the Health & Safety at Work etc Act 1974 ensures authorities must have regard to the HSE's Strategic Plan. A revision of this standard has reinforced the need for partnership working with the HSE and will require the need for the review of management systems to ensure consistent enforcement and sensible risk management.

The Council is committed to the HSE strategy which will require it to enhance the way in which it delivers Health and Safety enforcement and is committed to working in partnership with the Health and Safety Executive.

Within the constraints on current resources the Food and Safety Team will participate where possible with partnership working as described in the strategies above. In 2010/11 the Team will engage selected businesses through its project-based work programme and also carry out risk based interventions at high-risk workplaces.

1.5 Better Regulation Compliance

The enforcement approach will continue to recognise the Regulator's Compliance Code and will adopt a risk based, proportionate and targeted approach to regulatory inspection and enforcement.

2.0 Background

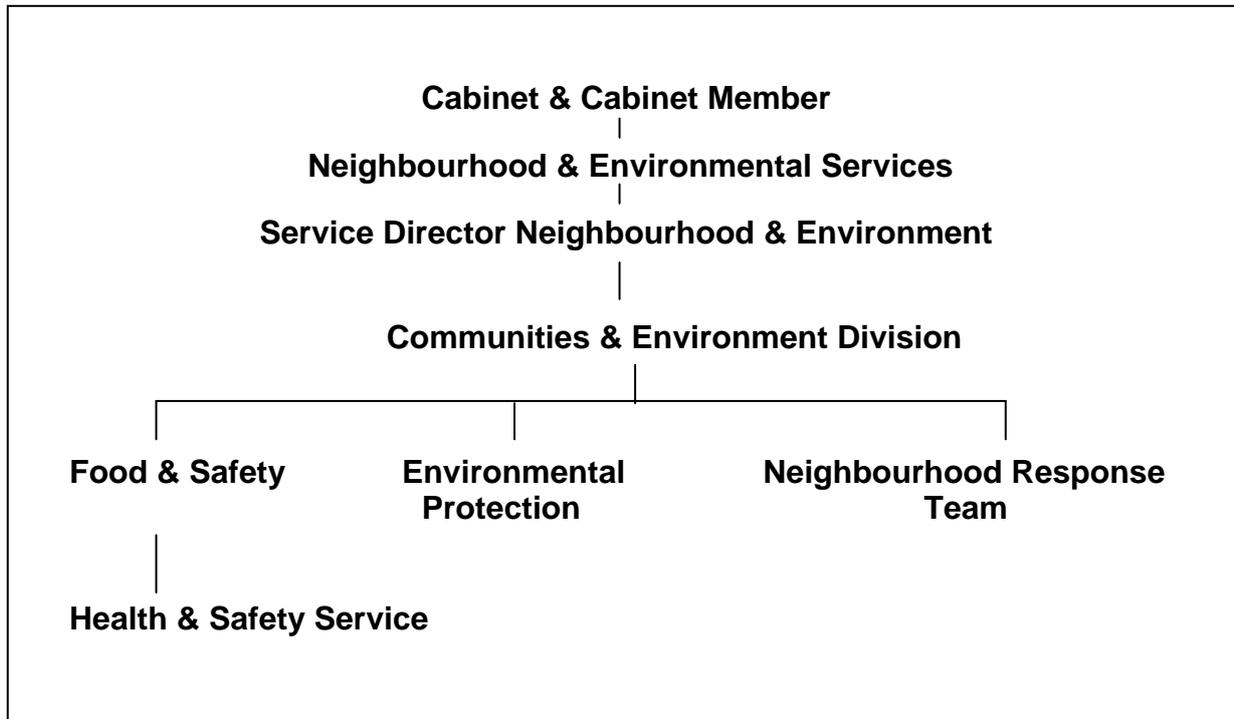
2.1 Profile of North Lincolnshire

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. Until the mid 19th century Scunthorpe remained a small village. The discovery of iron ore in the district and the subsequent development of the iron and steel industries led to the rapid growth and urbanisation of Scunthorpe and neighbouring villages. In 1936 Scunthorpe, Ashby, Brumby, Crosby and Frodingham were incorporated to form the town of Scunthorpe. 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 158,070. However the history of North Lincolnshire is primarily an agricultural one determined by the physical geography of the area. To the left of the River Trent is the Isle of Axholme where settlements developed on low hills surrounded by wetlands.

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. The authority 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.

2.2 Organisational Structure

The structure is shown below.



2.3 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 Food and Safety Team within the Communities and Environment Division, who are also responsible for Food Safety legislation as a joint discipline. The same Team also carries out infectious disease control, sampling and health promotion activities.

Service Delivery Points.

The Service is based at:

Church Square House
Church Square
Scunthorpe
DN15 6NL

Church Square House is a Local Link Office in a town centre location, and is routinely available during normal office hours (9-00am to 5-00pm Mon – Thurs, 9-00am 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) and contact via e-mail is encouraged.

An email address has been established for safety related enquiries at food.safety@northlincs.gov.uk.

The service is also accessible via a network of 7 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)**

2.4 Demands on the Health and Safety Service

The area contains a mix of workplaces, which are subject to health and safety regulation by the Food and Safety 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 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.

HSS Premises Profile

Total number of premises	2494
Retail shops	926
Wholesale shops, warehouses and fuel storage depots	95
Offices	309
Catering, restaurants & bars	541
Hotels, camp sites, and other short stay accommodation	36
Residential Care Homes	50
Leisure & cultural services	124
Consumer services	354
Other premises	59

2.5 Access to Specialist Services

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, Leeds 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, Humber Health Protection Agency, 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 and the Specialist Health Promotion Service, 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.

2.6 Enforcement Policy

The Health and Safety Service has an established documented 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 North Lincolnshire 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.

2.7 Authorisation of Officers: Officers are authorised in writing to undertake the tasks for which they are appointed.

2.8 Disclosure of Information: 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.

2.9 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.

3.0 Service Delivery

In line with the Better Regulation principles it is the authority's policy to inspect all premises using a risk-based approach and where possible to combine inspections with those required by other legislation falling within the remit of the Food and Safety Team.

HSS inspections are programmed in accordance with HELA guidance (HELA LAC 67/2). The premises profile and inspection programme is summarised at 3.1.

3.1 Premises Profile

Premises profile		2010 – 2011	
		Inspection Programme	Other visits
Category A premises (High risk)	17	17	-
B1	172	172	-
B2	969	194*	-
C (Low Risk)	1194	-	1194**
Unrated	142	142	-
Total	2494	525	1194

*20 % of B2 premises will receive topic based inspections focussing on areas of highest risk.

** These inspections constitute Alternative Enforcement Strategy visits which will focus on data validation and generic risk assessment. These visits are in addition to the inspection total.

3.2 Targeted Inspection Activity

To meet the statutory requirement to demonstrate that adequate arrangements for the enforcement of health and safety legislation are made it is proposed to carry out a range of inspections and alternative enforcement strategy (AES) visits during the year.

This inspection programme will be complimented by a number of health and safety project based interventions targeting safety topics that have been identified either as local issues or have been incorporated into the Partnership work Plan which the Council are implementing with the HSE.

Planned Health and Safety inspections will be carried out of A rated premises. Such inspections will involve a comprehensive examination of the employer's activity in relation to the duties and requirements of the Health and Safety at Work etc Act with a particular focus on relevant elements of the key topic areas, workplace transport, falls from height, slips trips and falls, musculoskeletal disorders and work related stress.

To support the topic based inspection approach as required by the HSE in their revised guidance to Local Authorities (LAC 67/2). Generic inspections for new premises will still be carried out. This workload will be incorporated into the 2010/2011 work programme.

It is anticipated that the prioritised inspection activity will enable new partnership initiatives with the HSE to be accommodated within the available resource of the Team permitting focussed activities on key work areas to be targeted through a range of projects.

The Council have committed to working with the HSE on a number of strategic priorities and the Food and Safety Team will contribute towards these priorities by participating in national, regional or local partnership initiatives, investigation of accidents or incidents, which fall within these priorities and, during routine inspections of premises.

The strategy for 2010/2011 will mean conducting targeted health and safety initiatives with specific types of businesses where the rate of injury/days lost from is specifically proven to be the highest.

The strategic priorities for 2010/2011 include:

- Ladder Safety
- LPG Pipe work
- Construction Safety
- Self Storage
- Duty to Manage asbestos
- Motor vehicle repair
- Dermatitis in catering
- Noise in the entertainment industry
- Sun beds
- Moving Goods Safely
- Manual Handling in Care Homes
- Riding School safety
- Balers and Compactor Safety

In 2010/2011, 20% of B2 premises will receive an inspection and all C rated premises will be contacted from the Team to enable the safety risk at these premises to be reviewed.

To update the current health and safety premises database a data capture exercise will be implemented throughout the year to update missing premises information and identify new premises.

3.3 Complaints

Complaints are dealt with as a matter of priority with a planned response time of 3 working days. The estimated number of complaints for 2010-2011 is:

30 safety related (30)
50 premises related (37)

Figures for 2009/10 in brackets

3.4 Accident Investigations

Accidents will be prioritised and investigated in accordance with the service Accident Investigation Protocol and HELA guidance. The estimated number of accident notifications based on last year in 2009-2010 is: -

Figures for 2009/10 in brackets

3.5 Lead Authority / Primary Authority Activity

North Lincolnshire Council is fully committed to the Lead Authority Principle both as regards assisting our own companies to comply with health and safety requirements and helping other enforcing authorities with enquiries about companies based within our geographic area.

There are currently no formal Lead Authority arrangements in place as no local companies have their Head Office in this area but the service works closely with some local businesses on an informal basis.

The Primary Authority 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. Where required the Council will support, in line with the guidance issued by the Local better regulation Office (LBRO), any Primary Authority arrangements in place for those businesses in North Lincolnshire that adopt this approach.

The level of resourcing will have to be reviewed if an opportunity to enter into a formal Lead Authority arrangement arises.

3.6 Advice to Business

The Authority 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 queries involving other enforcement agencies. The Team also receives 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 218 requests for such service last year.

3.7 Sampling

The service carries out a programme of routine sampling of leisure water at 5 swimming pools in the Council's area. 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 2009/2010 402 samples were taken of which 13 were unsatisfactory and required further investigation. It is anticipated that 400 samples will be taken in 2010/2011.

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

3.8 Liaison

The Council is committed to ensuring the Service is consistent with that of neighbouring authorities. As a consequence the Council supports a number of national and local liaison groups to secure this aim.

The Council receives and takes cognisance of 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: -

- 1) The South Yorkshire and Humberside Health and Safety Liaison Group.
- 2) The District Control of Infection Committee
- 3) RoSPA
- 4) Yorkshire and Humber Region Home Safety Council.

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

3.9 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 2010/11 the Council will produce the 7th edition of its promotional Health and Safety newsletter, 'Lincs to Safety'. It will be delivered to targeted Local Authority 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.

The service also supports the annual 'Crucial Crew' safety event and provides resources to the Health Promotion Team to assist them in raising home safety awareness to school children.

4.0 Resources

Provided below are the details of the resources that are allocated to each aspect of the service. The resource available for the delivery of the Occupational Health and Safety Service is shared across the Food and Safety Team, which as its name suggests also has other responsibilities for Food Safety and related functions. Current staff vacancies have had a consequential effect on the available resource for Health and Safety enforcement. The establishment resource for the Health and Safety Service is 5.213 FTE. This year the Team will continue to deliver a service with a shortfall of resource as a result of staff vacancies.

4.1 Resource Allocation/Competence

Designation	Competency			Actual 2009/10 FTE	Establishment 2010/11 FTE	Estimated 2010/11 FTE
	High	Low	N/A			
Head of Communities and Environment	#			0.115	0.115	0.115
Environmental Health Manager-Food and Safety	#			0.450	0.450	0.450
Environmental Health Officer	#			1.750	1.944	1.750
Senior Food & Safety Officer	#			0.382	0.382	0.382
Food & Safety Officer		#		1.860	2.322	1.860
Sub Total				4.557	5.213	4.557 (87%)
Technical & Clerical Support			#	0.821	1.141	0.821
Total				5.383	6.354	5.383

4.2 Financial Allocation

The provisional base budget for 2010-2011 is detailed below:

£

Staff costs	219,280
Travel	7,910
Equipment/Sampling	7,630
Litigation	0
Other	3,580
Total	238,400

4.3 Administration

The Health and Safety Service is supported by a Technical Clerk which provides advisory, administrative and some clerical support in addition to offering a focused point of contact and referral for service users. This post is currently vacant and the Team are supported by administration service provided by the Policy and Performance Team.

4.4 Staff Development Plan

Staff's individual training needs are identified formally during Employment Development Reviews held annually with an optional review after six months. The Food and Safety Manager holds the Training Plan. 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. During 2010/2011 officers of the Food and Safety Team will be utilising the Regulatory Development Needs Analysis (RDNA) tool developed by the HSE. This on-line competence assessment programme provides officers and managers with a structured framework for identifying areas where officers require further professional development. It is hoped to develop the use of this assessment tool in line with the EDR 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 Food and Safety 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 2 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).

5.0 Quality Assessment

The Council is maintaining its contribution to the New Unitaries Benchmarking Group, which is reviewing aspects of health and safety enforcement, as part of its remit.

The Health and Safety service is also subject to an inter authority audit through its membership of the South Yorkshire and Humber Health and Safety Liaison Group.

In addition under the Council's corporate management system the Division contributes to the annual Delivery Plan. The Delivery Plan includes a number of performance indicators against which the Service is assessed. Detailed below are the health and safety related performance indicators for each aspect of the Service:

Percentage of staff participating in an EDR (target 100%)
 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%)

5.1 Peer Auditing

Peer review is by inter-authority auditing by members of the South Yorkshire and Humberside Health and Safety Liaison Group. North Lincolnshire Council was audited in 2003/4 and will be subject to a further review in 2010/2011.

6.0 Review

6.1 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.

6.2 Identification of any variation from the Service Plan

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 2009/10	Actual 2009/10	Comments
Inspections	100%	96%	96% of high-risk premises were inspected during the year.
Topic based visits	-	Slips trips falls - 521 Workplace transport - 21 Falls from height - 284 Manual Handling - 141	Scheduled inspections were incorporated into a programme of focused topic based visits (1027) to targeted premises.
Complaints	93%	89.6%	Responded to within 3 working days. Target not met.
Accident Investigations	40	28	188 notifications received - (15% investigated due to resource constraints)
Staff EDRs	100%	100%	EDR programme target achieved and staff development supported to required levels
Service Users surveyed	10%	75%	Target met – all programmed inspections generated a service user questionnaire.

6.3 Areas of Improvement 2009/10

The review process had identified the need to target the following areas in last year's service plan:

- 1) Improve inspection performance. (Target 60% - 96% achieved). High-risk inspection rate has improved and the service has become orientated towards a more focused project based inspection regime in partnership with national strategies as detailed below.
- 2) To continue to contribute to the Fit 3 project areas through partnership working with the HSE and the use of topic based inspections. (Achieved)
- 3) Improve web based information services. (Achieved)
- 4) To improve staff EDR performance (Target 100%) (Achieved)

The review process has identified the need to target the following areas in this year's service plan:

- 1) Maintain inspection performance of high-risk premises. (Target 100%)
- 2) To continue to contribute to the HSE Strategy partnership working with the HSE and the use of topic based inspections and project based interventions.
- 3) Improve accident investigation rate in accordance with agreed accident selection criteria and investigation protocol.
- 4) To improve response rates to health and safety complaints (Target 93%)