

NORTH LINCOLNSHIRE COUNCIL

**NEIGHBOURHOOD, ENVIRONMENT AND COMMUNITIES
CABINET MEMBER**

OCCUPATIONAL HEALTH AND SAFETY SERVICE PLAN 2008-2009

1. OBJECT AND KEY POINTS IN THIS REPORT

1.1 To seek approval of the Occupational Health and Safety Service Plan for the period 2008-2009.

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 Commission.
- The Plan sets out the council's proposed activities for the year 2008-2009 and the resources available to deliver those activities.
- The Rogers Review of national enforcement priorities for local authority regulatory services has recommended the national enforcement priorities of 'improving health in the workplace'.
- As in previous years and in line with the principles of the Hampton Report resources will be deployed using risk based inspections and alternative intervention methods.

2. BACKGROUND INFORMATION

2.1 Mandatory guidance from the Health and Safety Commission (HSC) 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 Occupational Health and Safety Service Plan 2008/2009 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 The Occupational Health and Safety service is delivered through a combined team of officers who are also delivering food safety enforcement work.
- 2.5 The Rogers Review of national enforcement priorities for Local Authority Regulatory services has identified 'improving health in the workplace' as one of the six national enforcement priorities.
- 2.6 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.
- 2.7 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 have regard to the priority areas identified in the HSE Fit3 programme which aims to reduce 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 slips trips and falls, stress, manual handling, occupational health and workplace transport.
- 2.8 Alternative enforcement initiatives will continue to be utilised for lower risk premises as an alternative to formal inspection.
- 2.9 The implementation of Smoke Free legislation introduced in July 2007 will engage the Team in advanced monitoring work with the support of the Council's Smoke free Implementation Officer who has been appointed for a three month contracted period during the period of the Plan.
- 2.10 Developing activity in the area of public safety through the operation of the Council's Public Events Group will also be maintained in 2008/2009.
- 2.11 Vacancies within the Food and Safety Team at the beginning of this Service Plan period means that there will not be adequate resources to deliver a full programme of work outlined in the Plan. It will therefore be necessary to accommodate these demands with existing resources on a risk basis until replacement resources are secured.

3. OPTIONS FOR CONSIDERATION

- 3.1 The attached Plan has been prepared in accordance with the mandatory guidance provided by the HSC.
- 3.2 In recognition of the Rogers Review and the national enforcement priorities of 'improving health in the workplace' the Council may opt to place a greater emphasis on this function and provide additional resources.
- 3.3 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 Following the HSC mandatory guidance will ensure that the Council will meet its statutory obligations to make adequate arrangements for health and safety enforcement.
- 4.2 Responding to the Rogers Review national priorities may require additional resources. Further details are required on the implications of the national priorities and this will be the subject of a further report as and when this is required.
- 4.3 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 Health and Safety Executive.

5. RESOURCE IMPLICATIONS

- 5.1 The financial and staffing details are included in the Occupational Health and Safety Service Plan.
- 5.2 There are no new staffing implications associated with this report. Resources will be required to deliver programmed targets and accommodate anticipated reactive demands on the Service. Efforts to secure such resources will be made during the year.

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 Occupational Health and Safety Service Plan 2008-2009 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 Occupational Health and Safety Service Plan 2008-2009 has direct links with the council's priorities in its vision to *'Transform North Lincolnshire towards a better future for all'*. The Council has reviewed its priorities in terms of the area, communities and individuals. Priorities have been developed which can be shared with the community some of which are specifically for the Council.

The Occupational Health and Safety Service Plan 2008 - 2009 contributes to shared priorities A – 'An area that is thriving' and C – 'Individuals lead healthy, safe and fulfilling lives'. It also contributes to the Council priorities 1 – 'Empowering people to do the most important things better', 3 – 'Developing partnerships that make a difference' and 4 – 'Improving the capacity of the Organisation'.

7. OUTCOMES OF CONSULTATION

7.1 Consultations have 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 Occupational Health and Safety Service Plan 2008-2009.

SERVICE DIRECTOR NEIGHBOURHOOD AND ENVIRONMENT

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Date: 8 July 2008

Background Papers used in the preparation of this report – None

NORTH LINCOLNSHIRE COUNCIL

Occupational Health and Safety Service Plan

2008/2009

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 Lead Authority principle.
- Investigating reported accidents and major incidents
- Investigating complaints/infringements of legislation and taking appropriate action.
- To contribute towards the Health and Safety Commission's Revitalising Targets and Fit3 Strategic Delivery Programme

1.3 Links to Corporate Objectives and Plans

1.3.1 The Council's Vision is: *'Transforming North Lincolnshire towards a better future for all.'*

1.3.2 The Council has identified its priorities in terms of the area, communities and individuals. Priorities have been developed which can be shared with the community and some of which are specifically for the Council.

1.3.2.1 The shared priorities are:

- A An area that is thriving;
- B Communities that are confident and caring;
- C Individuals lead healthy, safe and fulfilling lives;
- D Everyone works together for the benefit of North Lincolnshire.

1.3.2.2 The Council priorities are:

- 1 Empowering people to do the most important things better;
- 2 Supporting members to lead their communities;
- 3 Developing partnerships that make a difference;
- 4 Improving the capacity of the organisation.

This Occupational Health and Safety Service Plan 2008 - 2009 contributes to priorities A, C, 1,3 and 4.

1.4 Links to National Priorities

The Health and Safety Commission's 'A strategy for workplace health and safety in Great Britain to 2010 and beyond' sets out strategic themes and key points for health and safety. 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 HSC 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 Strategic Plan reflects the Health and Safety Commission's (HSC) desire that the focus of local authority activity should support the 'Revitalising Health and Safety' agenda.

The 2010 and beyond strategy document supports and extends the earlier HELA strategy 2001-04 which is based around five priority programmes and 4 targets.

The priority programmes are: -

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

The targets are: -

- Reducing working days lost through workplace accidents by 30% by 2010
- Reducing fatal and major accidents by 10% by 2010
- Reducing work related ill health by 20% by 2010.

These targets are to be delivered through a ten-point strategy, supported by an action plan. The strategy includes: -

- Promotion of better working environments
- Promotion of "happy, healthy and here" workforces

- Improving occupational health
- Positively engaging small firms
- Motivating employers to improve performance
- Promotion of culture of self regulation
- Promotion of the partnership approach
- The Government to lead by example
- Education at all levels, and
- Designing in health and safety

The Council is also committed to the Health and Safety Commission's Strategy to 2010, which requires the Council 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.

The HSC Business Plan introduced the 'Fit for Work, Fit for Life, Fit for Tomorrow' Strategic Delivery Programme. The 'Fit3' Programme is based on analysis of injury and ill health generation across known hazard and sector hotspots in businesses, large and small. 'Fit3' aims to deliver a 3% reduction in the incidence of work related fatal and major injuries, a 6% reduction in the incident rate of work-related ill health and a 9% reduction in days lost due to ill health and work related injuries. (See Appendix 1)

Within the constraints on current resources the Food and Safety Team will participate where possible in the Fit3 programme. In 2008/9 the Team will participate through its project-based work and on routine intervention work in the areas of contact dermatitis, slips and trips, smoking reduction and musculoskeletal disorders. The approach to reducing injuries accidents and ill health at work is more partnership focussed both with the HSE and other local authorities in the region.

The new Regulator's Compliance Code will require changes with respect to the enforcement approach adopted by the Authority and policies procedures and processes will require a review. The aim is to ensure a risk based proportionate and targeted approach to regulatory inspection and enforcement.

1.5 Impact of the Hampton report and Rogers Review

The Rogers Review recommended that improving health at work should be a national enforcement priority. The Hampton Report recommended that no inspection should take place without a reason, that inspection should be risk based and that achieving compliance by methods other than inspection should be employed. This approach has been used for some time in North Lincolnshire. Improving health at work has always been a priority that has now been incorporated into a programme of health and safety project based work.

1.6 Impact of New Smoke Free Legislation

From July 1 2007 all enclosed workplaces became smoke free, as a result of the Health Act 2006 and subsequent regulations. The task of enforcement has

been given to Local Authorities. Officers from the Food and Safety Team will continue their work with the Smoke Free Implementation Officer (on a 3 month extended contract funded by the Department of Health) to enforce this new legislation, which will now form part of and will compliment the Fit3 commitments during 2008/9.

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 157,070.

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 OHSS

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.

Occupational 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 Crosby Scunthorpe.

24hr emergency contact is available via the Council’s Emergency Control Centre. **(01724 276444)**

2.4 Demands on the OHSS

The area contains a mix of workplaces, which are the responsibility of the OHSS.

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.

OHSS Premises Profile

Total number of premises	2555
Retail shops	986
Wholesale shops, warehouses and fuel storage depots	103
Offices	326
Catering, restaurants & bars	522
Hotels, camp sites, and other short stay accommodation	41
Residential Care Homes	52
Leisure & cultural services	119
Consumer services	352

Other premises	54
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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.

The Multi Racial Advice Centre and other members of the community are available where communication difficulties are experienced.

2.6 Enforcement Policy

The OHSS 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 against which it will be reviewed during 2008-2009.

In managing the enforcement processes North Lincolnshire Council will aim to:

- Fulfil the HSC/HELA objective of reducing risks and protecting people;
- Implement HSC/HELA aims, strategic themes, key programmes and *Revitalising Health and Safety*;
- 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 Hampton 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.

OHSS inspections are programmed in accordance with HELA guidance (HELA LAC 67/1 revised). The premises profile and inspection programme is summarised below.

3.1 Premises Profile

Premises profile		Required Inspection Programme
Category A premises (High risk)	33	33
B1	179	123
B2	379	177
B3*	655	229*
B4*	821	255*
C (Low risk) *	465	-
Unrated **	23	-
Total	2555	333

*In accordance with guidance on intervention strategies for low risk premises it is proposed to secure key health and safety information from these premises via visits and/or self-completion questionnaires. ** Premises awaiting inspection that will be subject to a desk top rating and subsequent routine inspection as per LAC 67/1(revised)

Planned Health and Safety inspections will be carried out of A, B1, B2, rated premises. Such inspections will involve an 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 five key topic areas (workplace transport, falls from height, slips trips and falls, musculoskeletal disorders and work related stress) and where relevant the 'Fit3' project areas (contact dermatitis at caterers).

This supports the adoption of a new topic based inspection approach as required by the HSE in their revised guidance to Local Authorities (LAC 67/1 Rev 3). Category B3, B4 and C premises will be subject to an alternative intervention strategy based on a questionnaire survey with follow up visits where appropriate.

Generic inspections for new premises will still be carried out. This workload will be incorporated into the 2008/9 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 e.g. noise at work and contact dermatitis.

3.2 Targeted Inspection Activity

Programmed work will be organised within the framework of risk rating of workplaces. Inspections will be in accordance with the approved Inspection Protocol. Health and Safety Commission priorities will be incorporated within this work programme. For 2008/9 the priority areas include: -

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

Additional priorities will be promoted during partnership activities with the HSE in line with the Fit3 programme. This activity will support the project based work scheduled for 2008/9 which will continue last years focus on core topic areas such as contact dermatitis in catering and new work areas such as noise in the workplace.

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 2008-2009 is:

20 safety related (13)
40 premises related (35)

Figures for 2007/8 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 2008-2009 is: -

• Fatal	0	(0)
• Non Fatal (Employed)	100	(108)
• Non Fatal (Public)	50	(44)
• Investigations	40	(40)

Figures for 2007/8 in brackets

3.5 Lead Authority Principle

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 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 242 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 microbiological standards and water quality at the pools. The samples are taken by a trained officer and analysed at an accredited laboratory. It is anticipated that 420 samples will be taken in 2008/9.

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 occupational health and safety promotion during the year. The European Week for Health and Safety provides the basis for most activity. In 2008/9 the Council will produce its promotional Health and Safety newsletter, 'Lincs to Safety' which was suspended last year because of resource constraints. It will be delivered to every 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 'Fit3' agenda and national initiatives on risk assessment in business.

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. Active recruitment to restore resources will be ongoing during the year but are likely to have a deferred effect on performance levels during this year.

The establishment resource for the Occupational Health and Safety Service is 5.213 FTE. This year the Team will be required to deliver a service with 4.557 FTE, a shortfall of 0.656 FTE (13%). This will require a prioritised approach to health and safety regulation and will constrain the development of safety related initiatives and weaken the Authority's ability to deal with unforeseen reactive demands and emergencies.

4.1 Resource Allocation/Competence

Designation	Competency			Establishment 2008/9 FTE	Actual 2008/9 FTE
	High	Low	N/A		
Head of Communities and Environment	#			0.115	0.115
Environmental Health Manager-Food and Safety	#			0.450	0.450
Environmental Health Officer	#			1.944	1.750
Senior Food & Safety Officer	#			0.382	0.382
Food & Safety Officer		#		2.322	1.860
Sub Total				5.213	4.557 (87%)
Technical & Clerical Support			#	1.141	0.821
Total				6.354	5.383

4.2 Financial Allocation

£

The provisional base budget for 2008-2009 is detailed below:

Staff costs	209060
Travel	7910
Equipment/Sampling	12290
Litigation	0
Other	3860
Income	-1800
Total (Net)	231320

4.3 Administration

The Occupational 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 subject to review following the retirement of the post holder. In addition, the Policy and Performance Team provide routine clerical support.

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.

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 3 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.

In addition under the Council's corporate management system the Division produces an 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 health and safety inspections completed (target 60%)

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 within the next 3 years.

6.0 Review

6.1 Review against the Service Plan

This OHSS 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 2007/8	Actual 2007/8	Comments
Inspections	60%	41.6%	Implementation of alternative intervention strategy did not generate anticipated improvement in performance due to impact of focus on priority Food Hygiene inspection programme and resource constraints. High Risk premises inspection rate of 58% to be addressed in 2008/9
Complaints	93%	93.75%	Responded to within 3 working days. Target met.
Accident Investigations	-	40	152 notifications received - (26%) investigated
Staff EDRs	100%	66%	EDR programme constrained by focus on inspection workload however staff development supported to required levels
Service Users surveyed	10%	75%	Target met – all programmed and initial inspections generated a service user questionnaire.

6.3 Areas of Improvement 2008/9

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

- 1) Improve inspection performance. (Target 60%)
- 2) To continue to contribute to the Fit 3 project areas through partnership working with the HSE and the use of topic based inspections.
- 3) Improve web based information services.
- 4) To improve staff EDR performance (Target 100%)

Fit3 Strategic Delivery Programme

The 'Fit3' Strategic Delivery Programme is based on analysis of injury and ill health generation across known hazard and sector hotspots in businesses, large and small.

