

# **HEALTH AND SAFETY AT WORK ENFORCEMENT SERVICE PLAN 2007/8**

February 2007

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# 1.0 INTRODUCTION

This Service Plan has been developed in accordance with the Health and Safety Commission's Section 18 Statutory Guidance Note. The Service Plan provides:-

A structured insight into the activities and management of the Health and Safety Team.

A reference point against which to measure future review, change in organisation and/or personnel, service levels, targets and for managing performance.

A method by which to bring the performance of individual Team Members into focus towards meeting Team objectives and targets.

A link with the Council's corporate aims and objectives and Best Value.

A reference point for our contribution to the Health and Safety Commission's ( HSC ) targets for revitalising health and safety at work , including the 'joint approach' to tackling health & safety enforcement issues with the HSE which will reflect the status of the Health & Safety Executive and Local Authorities as partners.

## 2.0 SERVICE VALUES, AIMS and OBJECTIVES

The Service's Vision : Sustaining Communities – helping where we can , being tougher when we need to be , improving all the time.

To achieve this vision, the Service's Health and Safety Team's aims are to contribute to the key service objectives detailed in the Enforcement Service Business Plan. Our aims are to:-

- X Plan deliver and manage an effective Health and Safety Service that achieves measurable and successful enforcement outcomes via good business planning, regular one to ones, staff appraisal, regular team meetings and quality assurance.

Actively encourage and supporting employers, employees, and the self-employed to incorporate and promote good health and safety practices into all areas of their work, including their working environment. Promote well-being at work and be actively involved in and contribute to the Public Health Agenda at work , particularly in the development of a role to regulate smoking in public places.

Provide advice, information, support and guidance to local businesses on their legal responsibilities for health and safety, incorporating simplification and improving outcomes to reflect the Hampton Review and the BRTF (Better Regulation Task Force) recommendations. Applying a graduated approach to enforcement helping businesses to comply. .

Provide a partnership with the Health & Safety Executive and other services and agencies, in promoting and operating a high quality, active and responsive service meeting joint targets and expectations and achieving milestones set in liaison with the Health & Safety Commission and Executive.

Investigate reported accidents, dangerous occurrences or work-related diseases and complaints concerning unsafe working practices, workplaces and non-reportable minor injuries;

Contribute and assist Haringey's working within the Health & Safety Commission's ( HSC's) long-term strategy for 'Revitalising Health and Safety' , and in particular to concentrate on the HSC's five priority programme topics, which are:

- Muscular-skeletal disorders;
- Workplace induced stress;
- Workplace transport;
- Falls from height ; and

- Slips and trips

The Health and Safety Commission has set national targets as part of its strategy for revitalising health and safety at work. These targets are to:

Reduce the number of working days lost per 100,000 workers from work-related injury and ill-health by 30% by 2010;

Reduce the incidence rate of fatal major injury incidents by 10% by 2010;

Reduce the incidence rate of cases of work related ill-health by 20% by 2010;

Reduce the incidence rate of fatal and major injury incidents by 10% by 2010;

Reduce by 20% ill-health to members of the public caused by work activity.

Contribute to the HSE Strategic Programme 'Fit for Work , Fit for Life , Fit for Tomorrow ' ( Fit 3 )

## 3.0 LINKS TO CORPORATE OBJECTIVES AND PLANS

The Council is focusing its priorities and the Health & Safety team will contribute and link to these in the following ways:-

### **Delivering Excellent Customer Focused Cost Effective Services**

Improving Performance on Key PI's. We contribute to this by setting clear targets to meet key PI's for BV166 and 216a. These targets are managed, monitored and reported on monthly and provide the key focus for the team's activities. They drive the way in which service is planned, delivered, resourced, evaluated and reviewed.

Deliver a program of risk based and high priority, topic based health and safety inspections in workplaces across the borough to ensure and encourage compliance with legal requirements in the most cost effective way.

To regularly evaluate the services that we are providing and act on customer feedback

### **Creating a Better Haringey: Cleaner Greener and Safer**

Investigation of Environmental Crime, Street Enforcement and Public Eyesores. We contribute to this objective through our planned inspection visit, joint meetings and liaison with our Neighbourhood Management Teams, Urban Regeneration Teams, Planning Department and other relevant agencies. Our inspection process will advise on issues such as waste management & storage, emissions and waste products which impact on both health & safety and the environment generally. Our efforts to remove workplace smoking will improve the overall environment, as well as improving general health and smoking related health issues.

Working in partnership with planning to ensure that unpermitted planning developments are resolved and reversed.

Carrying out planned inspections of premises to inform and advise and enforce where necessary to ensure the protection of staff and public visiting/working in those premises.

Provision of information to the Licensing Team about the suitability and safety of businesses to receive a License to operate in Haringey.

During inspection, accident investigation and investigation of customer complaints we identify hazards and require businesses to put in place systems to reduce the risks of those hazards causing harm to workers and the public.

## **Encouraging Lifetime well being at home, work, play and learning.**

Investigation of the causes of workplace accidents, inspection of premises, promotion of health and wellbeing and reducing health inequalities by contributing to the Health and Safety Executive Fit 3 Strategy Fit for Life Fit for Work Fit for Tomorrow.

## **Promoting Independent Living while supporting Adults and Children when Needed**

To improve health and reduce inequalities by contributing to the development of a policy and to the enforcement to reduce smoking in public places

## 4.0 PROFILE OF THE LOCAL AUTHORITY

Haringey is home to over 220,000 people in an area of North London that is 11.5 square miles bordering 6 other London Boroughs. There are five principal centres, Tottenham, Wood Green and Muswell Hill Crouch End and Highgate. Numerous other commercial centres across the borough.

Haringey is predominantly residential in character with some industry in the east of the Borough. It is home to a diverse population; almost half of our residents are from ethnic minorities, with an estimated 193 nature languages spoken within the Borough.

It has three significant land sites, Finsbury Park and Alexandra Palace both of which cater for large events that attract people from all over the country including large Pop Music Events, Firework Displays and the Tottenham Hotspur Football Club on the Tottenham High Road. Here, a minimum of 19 games would be played during the season, each game attracting over 30,000 people and up to a maximum capacity of over 36,000.

In terms of businesses, Haringey has approximately 8,000 businesses (*totals obtained from Commercial Rates*) making up a mixture of offices, factories, retail shops and food businesses. Approximately 7,000 businesses fall within the enforcement responsibility of the Local Authority. Factories and certain types of businesses are enforced by the Health and Safety Executive. It is estimated that there are approximately 5,000 non-food business that fall within Haringey' enforcement responsibility for Health and Safety.

There are a number of areas within Haringey that have a high concentration of retail shops. They are located notably in Wood Green High Road, including Wood Green Shopping City, Green Lanes, Crouch End Broadway, West Green Road, Seven Sisters , Tottenham High Road and Muswell Hill Broadway.

Haringey also has 17 industrial estates, which are mainly located to the east of the Borough. These include the Mill Mead, Lockwood, Rangemoor, Fountayne Road, Leaside, Mowlem and Tariff Road estates. There are also a couple of retail parks and shopping malls that contain two or more large retail shops. These are Tottenham Hale Retail Park, Ferry Lane and the Arena Retail Estate in Williamson Road, N4.

The Borough also has a sizeable consumer service-type industry that includes over 40 Launderettes, over 40 Hairdressers and Barbers and nearly 60 licensed Special Treatment Establishments of various descriptions.

## 5.0 GROUP ORGANISATIONAL STRUCTURE & WORKING ARRANGEMENTS

Health and Safety at Work is undertaken within the Commercial and Environmental Protection Group. Other functions within this Group include Food Safety, Infectious Disease Control, Environmental Protection and Trading Standards . The current structure is detailed below. This structure is an interim arrangement pending a service reorganisation due to commence from May 07.

### **SERVICE POINTS (Details to be updated)**

The Health and Safety Service can be contacted in the following ways;

**by telephone** 020 8489 0000 (customer service centre) between the hours of 8.45am and 5.00pm, Monday to Friday,

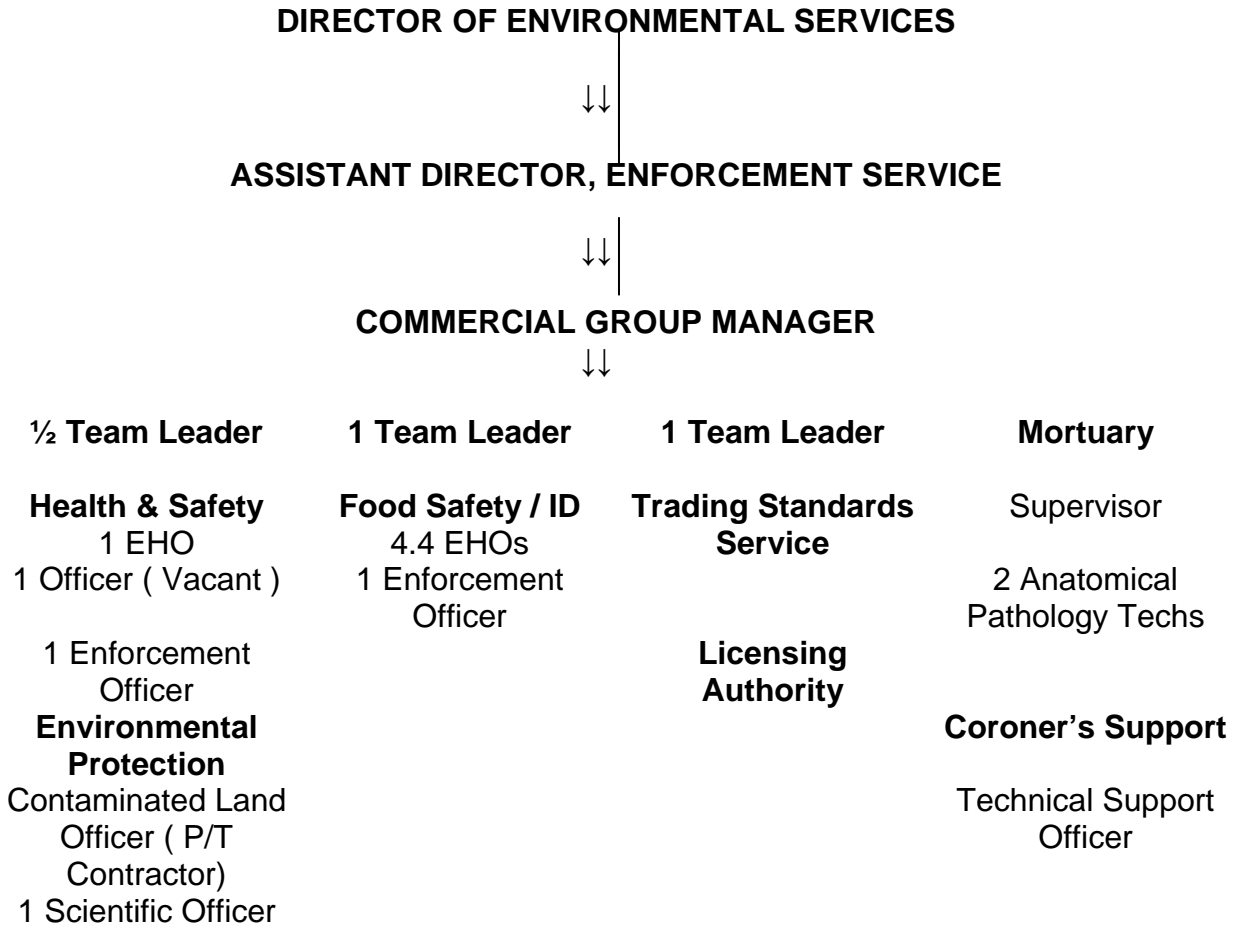
**in person**, at Enforcement Services, Civic Centre, High Road, Wood Green N22 8LE between the hours of 8.45am and 5.00pm, Monday to Friday,

**by letter** at Enforcement Service, Commercial Group, Civic Centre, High Road, Wood Green N22 8LE

**in an emergency, outside of the hours** given above (all year round) by telephoning the Council's emergency telephone number: 020 8348 3148.

Information about the Health and Safety Team and its services can be found at: <http://www.haringey.gov.uk/foodhealthsafety>

# CURRENT STRUCTURE



The Food Safety Team undertake Health and Safety Enforcement within Food businesses .

# PROPOSED STRUCTURE

## COMMERCIAL GROUP MANAGER

<b>Commercial Environmental Health (Food Safety, Infectious Disease, Health &amp; Safety and Pollution)</b>	<b>1 Lead Officer Business Liaison</b>	<b>1 Team Leader Trading Standards and Licensing</b>	<b>Team Leader Public Health</b>
			<b>Pest Control 6</b>
			<b>Animal Warden 1</b>
<b>Lead Officers 3 (H and S Food and Pollution)</b>		<b>Lead Officers 2 (Trading Standards and Licensing)</b>	<b>Mortuary 3</b>
<b>Tactical EH Enforcement Officer 1</b>		<b>Tactical TS Enforcement Officer 1</b>	<b>Coroners Court 2</b>
<b>EHO/Enforcement Officers 8</b>		<b>TSO/Enforcement Officers 5</b>	

## The main areas of responsibility for the service are:-

Planned general health and safety inspections of commercial premises within the Council's enforcement remit and based upon the principle of the inspection rating system given in the HELA Circular: LAC 67/1 (rev.3) and the HSC's Revitalising Health and Safety Strategy: Priority Programme Topic Inspection Approach.

Planned Special Interventions, Surveys and Enforcement initiatives. Premises will be visited in support of initiatives within the HELA Strategy and be selected on the basis of priority from those on the planned inspection programmes. This will include joint working between Local Authorities and the HSE or between groups of Authorities. In particular this will involve participation in the 'Fit for Work , Fit for Life , Fit for Tomorrow ' joint partnership with the Health & Safety Executive;

Investigation of reportable injuries, dangerous occurrences and work-related ill health in respect of premises and activities where Haringey Council is the Enforcing Authority. Priority will be given to the investigation of accidents or incidents which demonstrate the following features:-

- Fatalities, serious cases of ill-health or injury , and hospitalised members of the public;
- Incidents that appear to be a serious breach of the law or disregard of health & safety requirements;
- Incidents involving young persons, children or other vulnerable groups;
- Incidents at premises where there is a poor record of health & safety performance.

( See QA Policy 7.3 S4.5 October 2005 )

- Advising on health and safety issues relating to Licence applications for special Treatments, Public Entertainment, Outdoor Events and other premises applying for Licences under the Licensing Act 2003;
- Taking appropriate and measured Enforcement Action. Enforcement Action against businesses and / or individuals under Health and Safety Legislation will be in accordance with and taking account of the Service Enforcement Policy, and following the Health and Safety Commissions Guidance on Enforcement Practice and the Enforcement Management Model.
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## 6.0 HEALTH AND SAFETY WORKPLAN 07/08

### Health and Safety Inspections

The Team carries out a General Planned Health and Safety Inspection Programme where premises are prioritised for planned inspection in accordance with their risk rating. This complies with the relevant Health and Safety Executive/Local Authority Enforcement Liaison Committee (HELA) Guidance, LAC 67/1 (rev 3). The risk ratings take into account the existence of potential hazards at the premises, the number of people exposed to risk, the effectiveness of risk control measures, employee welfare provisions and our confidence in the business's management of health and safety at work.

The Guidance specifies six risk bands and the Team has set minimum inspection frequencies as follows:-

RISK BAND	In accordance with the HELA LAC 67/1 (rev 3)
	INSPECTION FREQUENCY
A	Not less than once per year
B1	Not less than once per 18 months
B2	Not less than once every 2 years
B3	Use other intervention strategies but review ratings after 3 years
B4	Use other intervention strategies but review rating after 5 years
C	Use other Enforcement / intervention strategies

Other intervention strategies can include monitoring of incidents reports, seminars, questionnaires and consideration of Planning, Licensing and other formal applications. Any other intervention strategies will be discussed with the HSE's Enforcement Liaison Officer.

The Service moved from the MVM database system to an updated version M3. The system is an improvement to enable more effective performance monitoring and workload management. The system requires some resource to populate the Health and Safety premises and inspection details in order to utilise it for programming inspections. In the meantime, premises will be allocated for inspection from the previous MVM software. Details of premises allocated from MVM will be loaded onto the M3 system and updated when either an inspection is carried out or after a complaint/enquiry is received concerning a particular address or business, or by direct notification through OSR1 Forms, Planning Applications or Licence Applications.

There are currently 2 officers within the Health and Safety Team. Officers are allocated the highest risk premises to inspect. In order to ensure that the Service complies with the HELA Guidance to Local Authorities on the Priority Programme Topic Inspection Approach, Revitalising Health and Safety, Officers will be expected to carry out topic-based inspections, surveys or other enforcement initiatives at the high risk-rated premises. Premises will then be re-rated using the HELA rating system described in LAC 67/1 (rev 3).

## **Programmed Health and Safety Inspections**

A list of premises in the 'A', and 'B1' categories risk-rating system is taken from the MVM database for the purposes of inspection. Registered businesses should be inspected in accordance with the risk rating inspection frequency for the risk band allocated to that premises. In respect of food businesses, where both Health & Safety and Food Safety would be considered, food officers will undertake these visits. In certain food premises where Health & Safety presents the greatest potential hazards, for example in Cash & Carry or wholesale food premises, officers will concentrate on the health and safety matters at those premises. Officers could also, in accordance with the Revitalising Health and Safety Strategy, concentrate their resources to one or more of the Priority Topics listed previously. The inspection programme list is updated as work is undertaken to reflect the premises inspected and provide the inspections for the following month. As part of their overall work programme, officers are required to inspect at least 12 -15 premises per month from the proactive Health & Safety Inspection programme from within the Wards allocated to them.

Officers are expected to carry out revisits where formal enforcement action is undertaken or where there are serious contraventions. With lesser contraventions, it is expected that outstanding matters will be covered when the next routine inspection is carried out. Subsequent enforcement at the same premises (in accordance with our Enforcement Policy) would result in stronger enforcement action, either through service of Notice or Prosecution, depending on the severity of the contravention.

## **The Following Projects are planned for 07/08**

### **London Local Authority Partnership Working and Fit 3 Initiatives:**

We will be working with our London partnership team and will contribute to the following topic areas during our inspections:

Legionella survey – details to be confirmed

Caterers Skin campaign – 'Inspection intervention 2007/8 - Preventing Work Related Contact Dermatitis in the Catering Industry – ongoing throughout year.

Dermatitis and MSD in hairdressers, beauticians and nail bars.

Focussed inspections in food premises concentrating on moving goods safely, slips and trips, musculoskeletal disorders

Better Backs – Sept 07

Slips and Trips in Residential Care Homes

A promotional activity – details to be confirmed

Production of a handbook on DIY =- 'Take Care with DIY' to be produced with Haringey logos/advertising etc for local residents.

We will also be contributing to the developing ethos of The Retail Enforcement Initiative by multitasking in inspections where possible e.g. in food premises officers carry out food and health and safety inspections.

### **Smoke Free**

To contribute to the enforcement of the Smoke Free Legislation due to come into force in July 07 by organising information/translated information and offering advice during inspection in all food and non food premises visited. It is expected that education will be the dominant factor in bringing about compliance. Support to developing enforcement policies and carrying out enforcement when required The provisions are seen as potentially one of the most significant measures to improve public health.

## **Liaison with Other Organisations**

Haringey is committed to keeping close liaison with appropriate groups, organisations and agencies. This is to discuss matters of general interest, identify best practice, compare performance and maintain consistency. It is also a way of co-ordinating joint action where necessary. Minutes of the meetings, information, and points of discussion are generally disseminated to the Food Safety and Health and Safety and Pollution Team, including the Group Manager.

The following meetings are attended:

All London Boroughs Health and Safety Liaison Group;

North West London Borough's Cluster Health and Safety Group;

The Association of London Environmental Health managers ( ALEHM )

CIEH London Health and Safety Study Group;

Annual HELA Conference;

The Health and Safety Team also liaises with the Building Control Team and Licensing Authority in respect of matters under the Licensing Act 2003 ( Alcohol , Entertainment, Late Night Refreshment , Theatres and Cinemas ). The Team is also involved in joint enforcement actions co-ordinated by the Strategic Enforcement Team , for example, Tailgate operations. These would include the local Police and joint action is taken on selected and known ( intelligence led ) problems.

The Team also has close liaisons with the London Fire Brigade ( London Fire & Emergency Planning Authority) and refer fire precaution matters to the Brigade, as well as discussing joint enforcement issues , particularly in respect of licensing.

Other contacts include the Health and Safety Executive, Environment Agency and other adjacent Local Authorities.

## Accident Investigations

Employers and self-employed persons are required to report certain accidents or incidences listed under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). Reports are sent to and collated at the Incident Contact Centre (ICC) in Caerphilly who then either e-mail, or fax if the incidences are urgent, the accident notifications to the relevant local authority. The details are logged onto the MVM system on receipt and given to the Field Officer to assess the course of action to take. The decision to investigate takes into account the seriousness of the incident, the nature and type of accident and the persons injured, and the frequency of accidents at the premises. We will also investigate priorities given to all enforcing authorities by HELA. These priority topics are slips, trips, falls from height, workplace transport, musculoskeletal disorders and occupational stress. A detailed policy guides the officer in the decision whether or not to investigate.

## Service Delivery and Performance

Officer activity is recorded and monitored principally by the M3 system installed on the Council's computer network. Each Officer has access to a computer and can enter dates, a brief account of action taken, details of owners/occupiers and risk rating the businesses in accordance with HELA (LAC) 67/1 (REV 3) using his or her specific log-on identity. It is also used to update complaints, enquiries and accident investigations.

Data is stored against the Officer's name and is used to monitor progress of cases and performance for the individual Officer together with the overall performance of the Team. Information is also be used to complete returns to the Health & Safety Executive (LAE 1 return form) and provide information to Central Government on the Local Authority's performance and how the Council's resources are used.

Officers are also required to complete a post inspection questionnaire for each premises on the HELA training co-ordination website, [www.trainqco-ord.org](http://www.trainqco-ord.org).

In addition, in cases where formal enforcement action is considered , Officers should also refer to the Enforcement Management Model Guidance. Information and training has been given to staff on the Enforcement Management Model. **(More information needed on this)** Forms for the Enforcement Management Model outcome are available and completed forms will be verified by the Team Leaders.

## Performance Targets for 2007/8

1. To inspect 200 overdue and high risk non-food business premises for compliance with Health and Safety at Work Legislation as part of the pro-active programme. Inspections to be carried out in accordance with the Priority Topic based Programme.

**Target:** *to achieve 100% completion.*

To inspect 400 food businesses for compliance with Health & Safety at Work Legislation as part of a pro-active programme. Inspections to be carried out in accordance with the Priority Topic based programme and undertaken by officers from the Food Team.

2. To respond to accident notifications within one day of receipt and investigate in accordance with policy within 3 days of receipt.

**Target:** *to achieve 96% within target time.*

3. To respond to complaints/enquiries within 24 hours of receipt, or 2 hours if matter is urgent.

**Target:** *to achieve 96% with target time.*

4. All staff to participate in the accompanied inspection programme.

**Target:** *all staff to undergo at least one accompanied Health and Safety Inspection during the year.*

## 7.0 RESOURCES

### Budget Allocation 2006/7

There is a separate budget allocation for the Health and Safety and Pollution Team. Below is a breakdown of the budget resources:

Staff Salaries
Car Allowance
Supplies & Service
Training
<b>Total</b>

*(The Contractor's salary is paid for through a staff vacancy in the Food Safety Team. The Scientific Officer's salary is not included in the above as that person does not carry out health and safety enforcement although he does advise and deal with asbestos related enquiries.)*

### Staffing Allocations

There are currently 4 full time equivalent Officer posts devoted to Health and Safety Enforcement Work in non-food premises ;

1/2 Team Leader for Health and Safety and Pollution.

1 full time Environmental Health Officer

1 full time Enforcement Officer (E.O.)

New post vacancy ( to be filled ) see below

Health & Safety inspections in food premises are carried out by officers from the Food Team and the estimation of time given to the Health & Safety function is as follows

20% of Food Officer time giving an additional resource of 0.8 full time equivalent posts.

The planned reorganisation makes changes to the management and structure by merging the two teams of Food Safety and Health and Safety/Pollution This will provide a flexible resource which can be redirected to meet service demands. The result will be that if more emphasis needs to be placed on Health and Safety during a certain period, members of the officer pool of staff can be temporarily redeployed say from food work to Health and Safety work.

The Enforcement Officer inspects all categories of premises, but is not authorised to serve Prohibition Notices under the Health & safety at Work Act.

The Service has a Scheme of Delegations based upon qualification and competency assessment and all new, transferred and temporary staff receive a probationary period where they are accompanied by an experienced Officer over several weeks. They are assisted in inspections, investigations, letter writing, preparation of Notices and given information and instruction on carrying out inspections and investigations. Self-training methods are also recommended to staff, such as the Salford University training packages and staff are encouraged to view and use the Salford University's training website.

Technical support has been reduced to 1 officer shared between the Food , Health and Safety and Pollution officers.

## **Staff Training and Development**

The Team is committed to delivering the Service's People Plan as applied locally. All staff receive an appraisal that includes individual work plans linked to the Business / Service objectives. As part of this process, competency areas are checked and specific skills gaps identified. From this individual development plans are formulated to address these gaps. Evaluation of these development activities will also ensure the continuous scrutiny of training providers to achieve best value.

In addition training for staff will ensure they are up to date with current & proposed legislation and best practice and aim to ;

- Ensure commitment to fair people management in Health & Safety as a means of improving the service.
- To increase performance on BVPIs & local indicators by modernising the Team's work culture & systems, and by ensuring a suitable work environment.
- To continually develop people's knowledge & skills (CPD & other ) and provide support, especially through periods of change.
- To ensure the sustainability of workforce skills through a targeted recruitment & retention programme.

## 8.0 QUALITY ASSESSMENT

The following mechanisms are in place for assessing and improving the quality of the Service and to ensure that Officer activity is targeted, transparent, proportionate and consistent.

Allocation of premises requiring inspection according to risk from our MVM software system.

Selection and investigation of statutory accident notifications in accordance with defined criteria.

Recommendations for legal proceedings to be examined by Group Manager .

All Notices to be checked by the Team Leader.

Use of standard inspection forms and report format.

Use of standard phrases for Schedules of Contraventions, Recommendations or Advice.

10% of letters sent to businesses and inspection report forms to be examined by the Team Leader to assess quality and compliance with the Enforcement Policy.

Accompanied Inspections conducted for all Officers once a year.

Procedures for investigating complaints against the Service ( Customer Feedback Scheme ).

Improvement Plan Annual Review.

Inspection and performance targets reviewed at monthly 1-to-1 meetings, performance appraisals and Service Management Team Meetings.

Participation in inter-London Borough Audits.

Feedback from Customer Satisfaction Questionnaires on Planned Inspections and Investigation of Complaints.

In-house Quality Control System for preparing and issuing Policy and Procedure Practice Notes.

Continuation of Officer professional training and development.

Group meetings to discuss matters of professional and technical interest.

## 9.0 Service Plan Review

### 06/07 Action Plan

Revision, Introduction and Consultation on the Enforcement Policy – work in progress.

Development of standard letters and phrases. – Standard letters and phrases are available for officers to use on the shared drive. The phrases are comprehensive, some have been developed in house and some are directly from LACORS. This has improved consistency across the teams. It is also intended to go on to develop inspection proformas that can be left on site where appropriate. This will improve on efficiency and improved impact of the inspection.

Monitoring of workloads including Officer consistency – For much of the year the team have been managed on a caretaking basis only. This was due to the Team Leader vacancy not being filled. The team now has ½ Team Leader post carrying out the management function as an interim measure until the reorganisation takes place. Monthly one to ones and team meetings have been resumed enabling performance management to take place

Peer review of Field Officers –Field officers to be reviewed by the Team Leader.

Update of database systems – moving to upgraded M3 software linked to the Corporate Land & Property Gazetteer – M3 software up and running. Problems with the Health and Safety data have meant that the data base needs improving. The data from the previous system needs to be input into the new system. Automatic transfer was not possible as the old system had a corrupted database. It was agreed that inputting incorrect information was counterproductive. Performance management is working well on the new system.

Work instruction for Food Officers in carrying out Health and Safety Inspections for food premises. – Food Officers trained on general health and safety inspections and on Fit 3 and targeted inspection work.

Annual publishing of a Health & Safety Service Plan. - achieved

Guidance and Policy for Authorisation of Officers. - achieved

Monitoring of consistency and transparency of enforcement.- achieved through ED1 and ED2 forms, regular one to one and team meetings and accompanied inspection.

Enforcement Management Model to achieve consistency in officer decisions on enforcement responses – no specific training took place due to the reduced management resource. Officers sought support from other managers and peers where enforcement decisions were necessary. This training requirement will be carried through to 07/08

### **06/07 Projects:**

Participation in a London-wide activities to raise awareness to the dangers of contact dermatitis in businesses such as nail bars, hairdressers and beauty parlours , and additionally the use of cleaning compounds in food businesses . This will contribute to the Fit for Work , Fit for Life , Fit for Tomorrow ( Fit 3 ) strategic programme . This is the main partnership working with the HSE for the coming year.

Project work on Hygiene in nail bars was a focus during the year. The number of high fashion nail bars opening in the borough is rising rapidly. There are concerns about hygiene issues in the process. A procedure has been developed which will help in improving standards in nail bars.

Topic-based survey - use of fork-lift trucks, loading bays and vehicular movement – This survey has not yet taken place.

Participation in activities promoting the impending introduction of legislation to prohibit workplace smoking and smoking in enclosed public spaces. This included support to the newly launched Smoke-free Haringey award scheme and the health risks of both smoking and passive smoking. Officers provided advise during inspections

As part of our partnership working , joint initiatives with the Health & safety Executive (HSE) and other local authorities within our liaison sector ( North West London quadrant ) , including inspections contributing to the National HSE campaigns. The three main campaigns for 2006/7 are a follow up “Slips and Trips – Watch Your Step” , “Falls from Height “ ( May 2006 ) , and “Backs!“ (October 2006 )

### **06/07 Inspections**

### **06/07 Accident Investigations**

### **06/07 Complaints responded to within target**

## 10.0 Improvement Plan

Quality Assurance – Health and Safety Services aim to improve their service systems by joining with the Commercial Group Quality Assurance Scheme. Procedures for Health and Safety Inspections, Accident investigations, Requests for Service will be incorporated into the scheme.

Trader Support – The reorganisation sees the development of a Commercial Group Business Support Lead Officer. The Health and Safety Team plan to work closely with this officer who will forge business links outside of the usual inspection/complaint cycle. It is envisaged that issues such as Lead Authority Work, HSE partnership working at premises will be directed to this officer.

Development of Health and Safety Inspection Checklist – to improve efficiency post inspection, improve consistency and improve on impact of inspection by producing requirements at the time of inspection.

Development of the Alternative Inspection Strategy for low risk ( B3 and below) Health and Safety premises to free up officer time and so make more effective use of resources.



## 11.0 PERFORMANCE INDICATORS

This Health & Safety Business Plan will contribute towards the following Performance Indicators

Council Structure				2003/04	2004/05	2005/06	Performance compared to 2004/05	Eng Top Q	Lon Top Q	Lon a
								England 2005/06	London 2005/06	
Directorate	Business Unit	Ref.	Description	2003/04	2004/05	2005/06	Performance compared to 2004/05	Top Quartile	Top Quartile	Avera
UEn	Enf	BV 166a CPA E27	Score against a check-list of enforcement best practice for Environmental Health	88.3%	96.6%	100.00%	é	100.00%	100.00%	94.00%
UEn	Enf		Licenses Processed within prescribed targets	N/A	N/A	N/A	é			
UEn	Enf	ENF4	No of waste agreements checked		500	450	é			

UEn	Enf		% of replies where customer was satisfied with the service	No Data Available	No Data Available	No Data Available				
UEn	Enf	ENF 11	% of enforcement actions recorded as successful			89%				
UEn	Enf	ENF 12	No of joint actions		40	200				