

*Environmental Health
& Housing Services*

Health & Safety Service Plan 2009 – 2012

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HEALTH & SAFETY SERVICE PLAN 2009/11

INDEX

		PAGE
1.	INTRODUCTION	1-3
2.	SERVICE AIMS AND OBJECTIVES	4-5
3.	INFORMATION ON THE SERVICE	6-10
4.	HEALTH & SAFETY FUNCTION - SERVICE DELIVERY	11-15
5.	QUALITY ASSURANCE	16-17
6.	RESOURCES	18-19
7.	REVIEW	20

LIST OF APPENDICES

Appendix 1	<i>Food and Safety Team's Performance Plan 2009//10</i>
Appendix 2	<i>Structure of the Food and Safety Team</i>
Appendix 3	<i>Food and Safety Team – Officer Roles</i>
Appendix 4	<i>Details of Budget Costs relating to Health & Safety Function 2009/10</i>

HEALTH & SAFETY ENFORCEMENT PLAN 2009-2010

1. Introduction

- 1.1 Local Authorities (LA's) are responsible for the enforcement of the Health & Safety at Work etc Act 1974 (HSWA74) in premises defined by the Health & Safety (Enforcing Authority) Regulations 1998 (EA Regs). Section 18 of the HSWA74 requires local authorities to perform their duties in accordance with guidance from the Health & Safety Commission (HSC)*.
- 1.2 It is the duty of the Council to make adequate arrangements for the enforcement within its area of the relevant statutory provisions and to perform the duty in accordance with such guidance as the HSC may give it.
- 1.3 Guidance issued by the HSC has been revised and contains broad principles which the HSC asks LA's to adopt in enforcing health and safety legislation. They provide a framework within which LA's should operate so that the HSC can be confident that they are making adequate arrangements for enforcement. The principle themes of the new guidance are:
"Make it happen – do it right – work together – sell the story" - with the focus on sensible risk management.
- 1.4 The HSC has stated that the following elements are essential for a LA to adequately discharge its duty as an enforcing authority:-
- a clear published statement of enforcement policy and practice;
 - a system of prioritised planned inspection activity;
 - a service plan;
 - capacity to investigate workplace accidents and respond to complaints;
 - arrangements for benchmarking performance with peer LAs;
 - provision of a trained and competent inspectorate;

* The HSC merged and are now part of the Health and Safety Executive (HSE) on 1 April 2008.

- arrangements for liaison and co-operation in respect of the Lead Authority Partnership Scheme.

1.5 The HSC required LA's to produce a Service Plan. This Service Plan will run for a three year period and be reviewed annually by members. It will detail the LA's priorities and its aims and objectives for the enforcement of health and safety and include the following:-

- service aims and objectives;
- planned inspection programme;
- information on the service provided;
- the means by which these services will be provided;
- performance targets and how they will be achieved;
- a review of performance.

1.6 In June 2000 the Government and HSC published a ten year strategy called "Revitalising Health and Safety", which included three national targets to be achieved by 2010:

- 20% reduction in work-related ill health;
- 1-% reduction in fatalities and major injuries; and,
- 30% reduction in working days lost.

This was further developed by "A Strategy for workplace health and safety" by the HSC. Both strategies aim to encourage more effective health and safety management and meet targets to reduce the numbers of work related accidents and ill-health.

1.7 To most effectively make progress towards these targets the HSE and Local Authorities Enforcement Liaison Committee (HELA) produced guidance for local authorities which encouraged them to prioritise activities to those areas of health and safety which contributed most significantly to the accident statistics. These are:

- falls from height;
- slips and trips;
- work-related stress;
- workplace transport; and
- musculo-skeletal disorders.

1.8 The HSC “Fit3* Strategic delivery programme” based on the analyses of accident and ill-health statistics has enabled the HSE and local authorities to work together through programmes of interventions to address the priorities identified in 1.7 above. In Kent it has culminated in the introduction, last September, of the Kent Flexible Warranting Scheme.

1.9 The approach to health and safety activity within the local authority sector has been further influenced by both the Hampton Report in 2005 and the Rogers Review in 2007.

1.10 The Hampton Report recommended a number of actions in order to reduce the administrative burdens on businesses and is being progressed through the Local Better Regulation Office. The emphasis is to ensure that regulatory activities are proportionate, accountable, consistent, transparent and targeted. The joint working initiatives with the HSE and neighbouring local authorities help towards these objectives as does the introduction of the Primary Authority Scheme.

1.11 The Rogers Review identified six national priorities for local authority enforcement:

- Air quality;
- Alcohol licensing
- Hygiene of food businesses
- **Improving health at work**
- Fair trading
- Animal and public health

This clearly identifies health and safety enforcement as a key priority in aiming to reduce the incidence of accidents, ill-health and days lost arising from work activities.

***Fit3 stands for Fit for work, fit for life, fit for tomorrow.**

2. Service Aims and Objectives

2.1 The overall aim of the Council in relation to its health and safety enforcement activity is to reduce the risk to people (including self-employed, employees and members of the public) from hazards in work environments by working both independently and with partner organisations, such as the HSE and other local authorities.

2.1.1 The objectives of the Council in respect of its health and safety regulatory function are to:

- assist businesses improve their health and safety compliance through effective education, advice, support and promotional activities;
- undertake risk based inspections of high risk commercial premises for which the Council is the enforcing authority, and institute informal or formal action in accordance with the Service Enforcement Policy and HSE (Health & Safety Executive).
- work with HSE and local authority colleagues to carry out targeted project work in connection with health and safety priority areas;
- investigate complaints about health and safety in commercial premises and at the conclusion of investigations initiate informal or formal action as appropriate;
- investigate accidents in accordance with service procedures and HSE objectives and priorities;
- develop health promotion initiatives in key areas; and,
- provide fully trained and competent enforcement officers.

2.2 Links to Corporate Objectives

2.2.1 The Council has updated its priorities in 2009/10 to reflect emerging national and local issues, improvements to services and feedback from local people. The Council's key priorities 2009/10 relevant to the provision of a health and safety service are:

- Promote and support the sustainable regeneration and economic development of Tonbridge town centre (the focus will be on attracting investment in high quality development and an improved range of retail, leisure and community facilities)
- Involve, safeguard and meet the needs of children and young people.
- Promote, encourage and provide opportunities for healthy living.

Contribution to the key priorities is achieved through both the proactive and reactive work of the Food and Safety Team and taking into consideration national strategies, such as the Better Regulation Agenda and working in partnership with other agencies.

2.2.2 The Council's Health and Safety function is placed in the Food and Safety Team of Environmental Health & Housing Services. The Food and Safety Team's Performance Plan for 2009/10, **Appendix 1**, identifies the key tasks, aims and objectives, standards and targets to be achieved and proposed improvement actions. This Plan is reviewed annually and is monitored by Service Management.

3. Information on the Service

3.1 Profile of Tonbridge & Malling Borough Council

Tonbridge & Malling stretches from Snodland and Wouldham in the north to Tonbridge in the south, from Walderslade and Aylesford in the east to Borough Green and Ightham in the west. The Borough covers an area of 92 square miles and has a population of about 112,400. The Borough is mainly of a rural nature with the major areas of population being found at Tonbridge and in the conurbation surrounding the A20 in the Malling area.

The main Council offices are situated centrally at the Gibson Building, Kings Hill, West Malling where Environmental Health & Housing Services are based.

3.2 Organisational Structure

3.2.1 Environmental Health & Housing Services have a wide range of duties and functions covering the spectrum of public health, environmental and housing functions.

3.2.2 The Health and Safety at Work etc. Act 1974 gives authorised officers of the Council the powers to instigate formal proceedings against businesses and individuals in relation to breaches of health and safety legislation.

3.2.3 Food and Safety Team officers are required to work across all of the team's work areas at a level depending upon their competence and qualification. The structure of the Food and Safety Team is detailed in **Appendix 2**.

Brief information on the roles played by officers working in the Food and Safety Team is provided at **Appendix 3**.

3.2.4 The Environmental Health & Housing Services operate an emergency out-of-hours service. The service is undertaken by Environmental Health Officers who are supported by Service Managers. Specialist staff are available via an informal cascade system should the need arise.

3.3 Scope of the Health & Safety Service

3.3.1 The Food and Safety Team is responsible for undertaking the following work activities associated with the health & safety enforcement function:-

- programmed inspection of commercial premises and re-visits
- investigation of accidents, occupational diseases and dangerous occurrences
- responding to requests for advice from businesses and others
- investigation of complaints about the workplace
- registration of ear piercing, tattooing, electrolysis and acupuncture
- providing and facilitating training services for businesses
- responding to asbestos notifications
- carrying out special projects/initiatives relating to the FIT3 strategy
- health promotion initiatives with health partners
- participating in targeted countywide health and safety initiatives using Flexible Warrants

3.4 Demands on the Service

3.4.1 The number and type of commercial premises within the Borough for which the Council has a duty to inspect under Health and Safety legislation are detailed in Table 1 below.

Table 1

Type of Premises	Number
Retails shops	412
Wholesale shops, warehouses and fuel depots	189
Offices	451
Catering, restaurants and bars	265
Hotel, camp sites and other short - stay accommodation	9

Residential care homes	55
Leisure and cultural services	121
Consumer services	134
Other premises	33
Total	1669

Note: Numbers as at 31.12.08

3.4.2 Each business is allocated a category (A – C) which relates to the risks to health and safety. The category determines the interval between inspections:-

- A – not less than one per year
- B1 – not less than once per 18 months
- B2 – not less than once per two years
- B3 – use other intervention strategies but review rating after three years
- B4 – use other intervention strategies but review rating after five years
- C – use other intervention strategies

Classification of premises is in compliance with HELA LAC 67/1 (rev3).

Table 2 shows the number of premises in the Borough according to risk rating.

Table 2

Risk Rating	Number
A (every year)	9
B1 (2 years)	33
B2 (3 years)	59
B3 (4 years)	175
B4 (5 years)	354
C (6 years or questionnaire)	1047
Total	1677

Note: Numbers as at 31.12.08

3.4.3 The Food and Safety Team is responsible for the registration of certain skin piercing activities eg. ear piercing. Numbers of currently registered premises are given below:-

Ear piercing - 10

Electrolysis - 16

Acupuncture - 10

Tattooing - 2

3.4.4 The Food and Safety Team acts as the main consultee for the licensing of riding establishments. There are currently **6** licensed riding establishments.

3.5 Enforcement Policy

3.5.1 While engaged in the above activities the Food and Safety Team uses a variety of means to ensure that individuals and organisations meet their responsibilities. These include education, negotiation, advice, guidance, warning letters, formal notices and prosecution. The Council believes in firm but fair regulation. Overall, the team seeks to work in collaboration with businesses while avoiding bureaucracy in the way it works.

3.5.2 The Environmental Health and Housing Enforcement Policy includes the Better Regulation Executives, five principles of good regulation, namely, transparency, accountability, proportionality, consistency and targeted. This means that a

graduated approach to the enforcement of health and safety is adopted in all but the most serious of cases.

3.5.3 The Council has also adopted the Enforcement Concordat, which was developed jointly by the Cabinet Office and the Local Government Association and will continue to apply to enforcement activity that is not covered by the Regulators Compliance Code.

3.5.3 The Environmental Health & Housing Services is committed to the promotion of equal opportunities in all of our regulatory activities. Every effort is made to ensure that we treat everyone equitably and fairly regardless of race and nationality, gender, sexuality, marital status, colour, religion, disability or age.

Health & Safety Enforcement – Service Delivery

4.1 Health & Safety Inspections

4.1.1 Programmed health and safety inspections and revisits forms the core activity of the Health & Safety Enforcement function. The programme of inspections is risk based and is carried out in accordance with LAC67/1 (rev3) and documented procedures.

4.1.2 The work activity in respect of health and safety inspections over the last three years and an estimate of the inspections required to be undertaken during 2009/10 are shown in Table 3.

Table 3

Premises Risk	No. of Inspections carried out 2006/7	No. of Inspections carried out 2007/08	No. of Inspections carried out 2008/9	Estimated Inspections 2009/10
A	0	3	3	0
B1	2	8	6	8
B2	16	19	25	7
B3	25	47	81	36
B4	55	38	61	83
C	159	119	46	81
Total	257	234	222	215

Targets and performance indicators are shown in the Food and Safety Team's Performance Plan 2009/10 (**Appendix 1**).

4.1.3 Resources will be concentrated on high and medium risk premises, with a target of inspecting 100% of category A – B2 premises. Low risk premises (category B3, B4 and C) are sent a self-assessment questionnaire and a copy of our Health and Safety Booklet. Those premises who do not return the questionnaire or whose completed questionnaire indicates that health and safety

risks are present will be inspected. Accidents relating to priority areas and complaints relating to these premises will still be investigated.

- 4.1.4 Details of formal action taken by the Food and Safety Team in relation to the health and safety function are given in Table 4. The majority of inspections will result in written information being left or sent to the business identifying contraventions of the safety law and detailing best practice.

Table 4

Type of formal action taken	2006/07	2007/08	2008/09
Improvement Notices	14	14	31
Prohibition Notices	1	0	9
Formal Cautions	0	0	0
Prosecutions	0	0	0

4.2 Accident Investigations

- 4.2.1 All accident or injury notifications are evaluated and assessed and where necessary, investigations are carried out in accordance with the Service Enforcement Policy and the Food and Safety Team's documented procedures, focussing on priority areas.

The annual trend in accident notifications is shown in Table 5 below.

Table 5

Year	Number of Reportable Accidents
2006/07	230
2007/08	192
2008/09	220

4.3 Health & Safety Complaints

4.3.1 Officers investigate all complaints of alleged health and safety failures causing injury to employees and others e.g. members of the public.

4.3.2 The number of complaints received over the past 3 years are given in Table 6.

Table 6

Year	Number of Health & Safety Complaints/Service requests
2006/07	54
2007/08	56
2008/09	49

4.4 Advice and support for businesses

4.4.1 Officers provide businesses with help and advice in meeting their statutory obligations relating to health and safety matters. Advice may be provided during visits, over the telephone or by sending out relevant leaflets and booklets.

4.4.2 The Food and Safety Team has produced a Health & Safety Handbook which is aimed at small and medium sized businesses to help them understand and comply with legal requirements. The Handbook has proved to be very successful and is currently under further review.

4.4.3 The Council works in partnership with West Kent College, Sevenoaks and Tunbridge Wells to provide a wide range of health and safety training courses for businesses in the Borough. Uniquely in Kent, Level 2, Level 3 and Level 4 health and safety courses are offered along with more specialised courses on stress, hazardous substances, risk assessment and manual handling. In-house courses can also be arranged for businesses.

4.4.4 As part of the Kent wide flexible warranting projects relating to the priority areas and asbestos, businesses in the borough were provided with practical

information and guidance on the measures required to comply with a range of health and safety regulations.

4.4.5 “Wise-Up” the team’s twice yearly publication to businesses reported on Fit3 initiatives; slips, trips and falls and occupational dermatitis.

4.4.6 The post of Environmental Projects Co-ordinator greatly assists the team’s development of educational and promotional activities.

4.5 Lead Authority Partnership Schemes

4.5.1 The Council supports the HELA Lead Authority Partnership Scheme (LAPS). The key objectives of the LAPS are to provide consistency in the health and safety enforcement of organisations with multiple outlets within the local Authority enforced sector and to improve health and safety management within these organisations. Where appropriate, officers will contact and liaise with the relevant lead local Authority before taking any action.

4.6 Primary Authority

4.6.1 The Council supports the Local Better Regulation Office Primary Authority Scheme, which was introduced on 1 April 2009 and gives a legal basis for partnerships between businesses and local authorities. Officers will take into account Primary Authority Partnerships during inspections and have regard for the requirements of specific inspection programmes as directed by the Primary Authority. Partnerships with businesses trading in the borough will be developed as appropriate. This scheme will ultimately replace the LAPS scheme referred to in paragraph 4.5.1 above.

4.5 Liaison with Other Organisations

4.8.1 It is the Council’s policy to involve stakeholders in the supply and review of its Health and Safety services. The Food and Safety Team works increasingly in partnership to deliver services, examples of which are given below:-

- HSE and all Kent local authorities to deliver Flexible Warranted initiatives on a countywide basis.
- in partnership with HSE and the other Kent local authorities to provide training opportunities for enforcement officers.
- participation in Kent Environmental Health Managers Health & Safety Liaison Committee. The group acts as a county wide liaison group and includes representatives from all Kent LA's and HSE.
- working with Primary Care Trusts on health promotion initiatives eg. Smoking and workplace occupational health; and,
- partnership with West Kent College, Sevenoaks and Tunbridge Wells Councils to deliver training courses.

4.6 Complaints about the Service

4.9.1 The Council has a corporate policy on the investigation of complaints about its staff and the services which it provides. One formal complaint has been received about this service in the past 5 years.

5.0 Quality Assurance

5.1 The Food and Safety Team has developed a Quality Assurance system covering its enforcement activities. The Quality Assurance system defines what work the team will undertake, how the work will be done and the nature and timing of management monitoring. The documented system covers critical areas of work and has regard to HSE and HELA guidance.

5.2 The quality assurance system covers the following areas which are relevant to the Health & Safety Enforcement function:

- health & safety premises inspection
- accident investigation
- institution of formal enforcement action
- quality monitoring
- authorisation of officers
- maintenance of the database
- training and competency

5.3 The Food and Safety Team Manager is responsible for maintaining the quality assurance system and the monitoring of compliance with procedures. This role also aims to ensure a uniformity of approach to enforcement work undertaken in the team. The Chief Environmental Health Officer and the Food and Safety Team Manager have monthly focus meetings to review systems and team performance. The Environmental Health & Housing Service Management Team reviews attainment of targets set in the Section Performance Plan on a quarterly basis.

5.4 Performance monitoring is supported by the use of the Services computer software system "Uniform". The "Uniform" database contains details of all commercial premises and records actions taken during visits. Management reports showing progress towards meeting team targets are an essential part of the team's quality assurance system and are generated on a monthly or ad hoc

basis. The maintenance of an accurate database is key to the efficient operation of the Service.

6. Resources

6.1 Financial Allocation

The Council's budget for 2009/10 identifies a budget heading for Food & Safety (General) this deals with costs relating to the Health & Safety regulatory function. **(Appendix 4)** The overall cost of this function in 2009/10 will be £227,900.

6.2 Staffing Allocation

6.2.1 The structure of the Food & Safety Team and information on officers' roles is detailed in Section 3.2.4 of this Plan. Detailed below in **Table 7** are details of staff working on health and safety law enforcement and related matters expressed in Full Time Equivalents (FTEs).

Table 7

Role	FTE on H&S function
Manager (1 FTE)	0.25
Team Manager (1FTE)	0.30
Environmental Health Officers (1.5 FTE)	0.75
Food & Safety Officers (2 FTE)	0.4
Food & Safety Officer - (Trainee) Team Support (1FTE)	0.75
Corporate Health and Safety Officer (1FTE)	0.02
Admin Support (2.5 FTE)	1.25
Environmental Projects Co-ordinator (1FTE)	0.10
Total number of FTE in the Food and Safety Team = 11	3.82

6.2.2 The Food and Safety Team continue to perform effectively with all key total performance targets for 2008/09 being achieved. The team resources for 2009/11 are considered appropriate to maintain targets set in the Performance Plan for the team.

6.3 Staff Development Plan

- 6.3.1 The Council has achieved Investors in People status and places significant importance on the development and training of its staff to meet its business needs. During annual appraisals, training and development needs are identified for all employees. Importance is given to the need to ensure continuing professional competence in technical areas of work.
- 6.3.2 In January 2009 officers have signed up for the HSE/ LACORS Regulatory Development Needs Analysis Tool (RDNA Tool), a web based programme of learning, development and benchmarking, to support the maintenance of officers' core health and safety competencies.
- 6.3.3 The Food and Safety Team has a programme of in-house staff training sessions delivered quarterly on areas of current concern to the team. In addition monthly team briefings disseminate information to ensure team awareness of issues relating to enforcement, progress with team targets and customer related issues e.g. results of business surveys.
- 6.3.4 The Kent Environmental Health Managers - Health & Safety Group provides useful low-cost training in association with the HSE.
- 6.3.5 Enforcement officers are encouraged to join a relevant professional body, the fees of which are reimbursed by the Council.

7. Review

7.1 Review against the Enforcement Plan

A review of this Plan including the Food and Safety Team's Performance Plan will be undertaken in April 2010.

7.2 Areas for Improvement

A number of improvement actions have been identified in the Food and Safety Team's 2009/10 Performance Plan (**Appendix 1**), which will be carried out during the year. Achievement of these improvements will be monitored by Service Managers and where there are significant performance issues, reports will be made to the Environmental Health, Refuse and Recycling Advisory Board and Cabinet.

Food & Safety: Performance Plan 2009/10

Contribution of this Section Performance Plan to achieving Tonbridge & Malling's Community Strategy (2006/09)

Main Themes	Reference
A safe place with low levels of crime	
A cleaner, smarter borough	
Improving health and reducing inequalities	Main activity 4 and 6 and Aim/Objective 3.1
Protecting and enhancing the environment	
Managing traffic and car parking	
Decent housing and a strong economy	

Contribution of this Section Performance Plan to achieving the Council's Key Priorities

Council's Key Priorities	Reference
Identify the opportunities and achieve the benefits for Tonbridge and Malling flowing from the Local Government and Public Involvement In Health Act (2007).	
Enhance the vitality of Tonbridge town centre.	
Add to the supply of affordable housing and reduce the incidence of homelessness.	
Give priority to involving and meeting the needs of young people.	
Achieve a cleaner, smarter and better-maintained street scene and open space environment.	
Promote, encourage and provide opportunities for healthy living.	Main activities 1-8.
Reduce: <ul style="list-style-type: none"> Anti-social behaviour Criminal damage Offences against the person Substance misuse Environmental crime 	Main activity 1.

Make a positive local contribution to tackling the causes and effects of climate change.	
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Code	Description	Target	Result
Main Activity 1	Undertake inspections of commercial premises, for which the local authority is the enforcing authority, and institute informal and/or legal action in accordance with the Service's Enforcement Policy. [BM]		
Aim/Objective 1.1	Keep the statutory inspection programme up to date.		
Improvement action 1.1.1	Undertake an annual review of the accuracy of the team's commercial database.	31-Mar-10	
Improvement action 1.1.2	Review and develop as appropriate the team's quality assurance procedures using a risk assessment approach. Ensure effective and timely training of staff.	31-Mar-10	
Aim/Objective 1.2	Adhere to the statutory inspection programmes.		
Performance indicator 1.2.1	Inspect all 'high risk' (categories A, B and non-broadly compliant Category C) food premises for hygiene on schedule.	100% - service standard	
Performance indicator 1.2.2	Inspect all 'high risk' (categories A, B1 and B2) work places for health and safety on schedule.	100% - service standard	
Improvement action 1.2.1	Carry out appropriate interventions at low risk premises for food safety and health and safety, in accordance with initiatives identified at 1.2.7 below.	80% - service standard	
Improvement action 1.2.2	Review and implement the Health & Safety Enforcement Plan to reflect the new section 18 guidance.	31-Mar-10	
Improvement action 1.2.3	Review and develop as appropriate the team's quality assurance procedures using a risk assessment approach. Ensure effective and timely training of staff.	31-Mar-10	
Improvement action 1.2.4	Plan and deliver an ongoing in-house team training plan.	31-Mar-10	
Improvement action 1.2.5	Undertake monitoring of public information generated by the team to ensure compliance with the principles of Plain English.	31-Mar-10	
Improvement action 1.2.6	Revise QA procedures to reflect changes in legislation and guidance from the Local Better Reg Office, Foods Standards Agency, LACORs and Health and Safety Executive.	31-Mar-10	
Improvement action 1.2.7	Develop initiatives to ensure effective and efficient enforcement at low risk commercial premises, incorporating an appropriate range of interventions for broadly compliant category C food premises, category D food premises and categories B3, B4 and C health and safety.	31-Mar-10	

Improvement action 1.2.8	Participate in the county and national food sampling programmes.	Ongoing	
Improvement action 1.2.9	Increase public and business awareness of food sampling activities.	31-Mar-10	
Aim/Objective 1.3	Identify and remedy unacceptable risks and reduce the likelihood of recurrence in commercial premises by securing legal compliance where appropriate.		
Improvement action 1.3.1	Develop and maintain competence of authorised officers.	Ongoing	
Improvement action 1.3.2	Work with Legal Services and the Council's training officer to ensure effective application of PACE and other codes are fully incorporated into the QA system and officer working.	Ongoing	
Aim/Objective 1.5	Work with other agencies to ensure businesses comply with food and safety legislation. (2007/09)		
Performance indicator 1.5.1	(NP182) Satisfaction of businesses with local authority regulation services.	N/A	
Performance indicator 1.5.2	(NP184) Percentage of food establishments in the area which are broadly compliant with food hygiene law.	88%	
Improvement action 1.5.1	Maintain and develop the training partnership with West Kent College to include Tunbridge Wells Borough Council and Sevenoaks District Council.	Ongoing	
Improvement action 1.5.2	Continue to work with the Health and Safety Executive (HSE) using Flexible Warrants where appropriate to deliver the Fit 3 campaign. This will include asbestos, musclulo-skeletal disorders, occupational asthma, falls from heights and workplace transport.	Ongoing	
Improvement action 1.5.3	Continue to deliver the Food Standard Agency's "Scores on the Door" national scheme. This will provide the public with the latest information about standards of hygiene at food premises.	31-Mar-10	
Improvement action 1.5.4	Continue to promote the Food Standard Agency's "Safer Food Better Business" initiative. This aims to help businesses understand legal requirements about how they should manage food safety hazards in their business.	31-Mar-10	
Improvement action 1.5.5	Develop Primary Authority partnerships with local businesses where appropriate and having regard to the LBRO guidance.	31-Mar-10	
Main Activity 2	Investigate complaints about commercial premises and at the conclusion of investigations, institute informal and/or formal legal action, as appropriate. [BM]		
Aim/Objective 2.1	Respond to each complaint in a timescale that matches the perceived risk in compliance with quality assurance procedures.		
Performance indicator 2.1.1	Respond to complaints about commercial premises within 5 working days.	100% - service standard	
Performance indicator	Undertake monitoring of service requests.	5%	

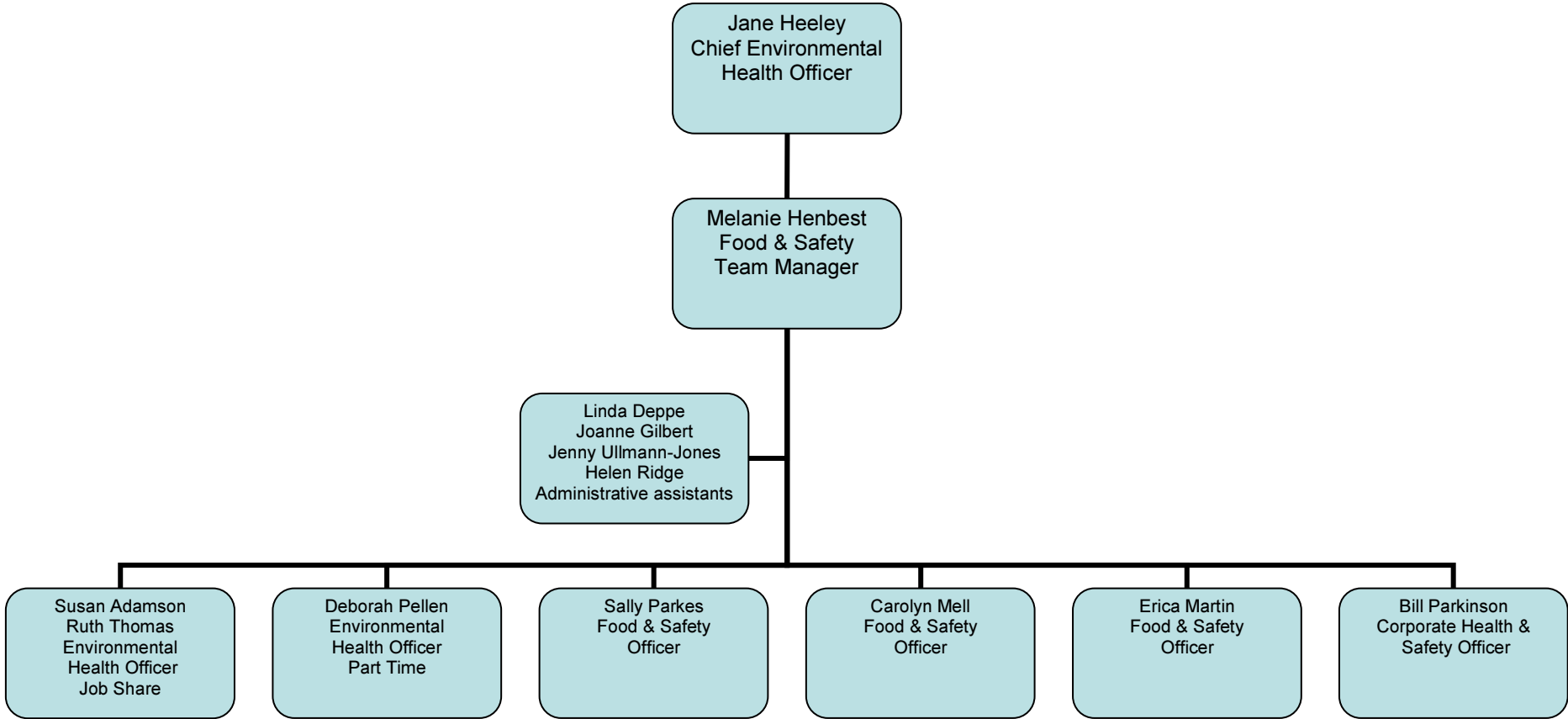
2.1.2 Aim/Objective 2.2 Improvement action 2.2.1	Remedy unacceptable risks and reduce the likelihood of recurrence, securing legal compliance where appropriate. Review options for online reporting of complaints.	31-Mar-10	
Main Activity 3			
Facilitate provision of training services and provision of advice to local businesses to assist them to meet legislative requirements. [BM]			
Aim/Objective 3.1 Improvement action 3.1.1	Improve food and work related safety. Deliver, with West Kent College and other Local Authority partners, the annual training courses plan for businesses in the borough.	31-Mar-10	
Improvement action 3.1.2	Provide a programme of initiatives which seeks to ensure businesses' compliance with the law and meets our budget requirements.	June 010	
Improvement action 3.1.3	Work with CIEH to co-ordinate the south-east Trainers Forum.	Ongoing	
Improvement action 3.1.4	Produce and deliver "Wise-Up" to commercial premises.	Twice/year	
Main Activity 4			
Investigate cases of notifiable infectious disease and advise on appropriate precautionary and control measures. [BM]			
Aim/Objective 4.1 Improvement action 4.1.1	Minimise the risk to public health from the incidence and spread of notifiable infectious disease. Attend liaison meetings with the Health Protection Agency.	31-Mar-10	
Improvement action 4.1.2	Work with the Health Protection Agency to develop effective procedures for dealing with incidents of infectious diseases.	Ongoing	
Main Activity 5			
Monitor and advise on the standards of health and safety in Council occupied premises and report findings, including recommendations, to management. [D]			
Aim/Objective 5.1 Performance indicator 5.1.1	Provide a safe environment for employees while at work and for visitors to our premises. Produce the Health and Safety Officer's Annual Report including performance information relating to accidents and injuries to staff whilst at work. Report to JECC.	01-Jul-10	
Performance indicator 5.1.2	Complete the annual programme of inspections of Council buildings in respect of both safety and fire risks.	31-Mar-10	
Improvement action 5.1.1	As a result of the external review of the Council's safety management system, continue to amend procedures, guidance and risk assessments as necessary. Ensure effective corporate understanding and implementation of any changes.	Ongoing	
Improvement action 5.1.3	Complete an audit of services' compliance with Lone Working Procedures.	Jun-09	
Improvement action	Co-ordinate and monitor the Council's potentially violent persons' register and associated procedures.	Ongoing	

5.1.4			
Improvement action 5.1.5	Implement the findings of the audit of the Council's approved employment of contractors.		Sep-09
Main Activity 6	Develop "Healthy Living" initiatives to improve the health of residents.		
Aim/Objective 6.1	Promote, encourage and provide opportunities for healthy living. (2004/09)		
Improvement action 6.1.1	Work with the West Kent Primary Care Trust and the Kent Alliance on Smoking and Health (KASH) to reduce the number of people who smoke. KASH is a multi agency partnership hosted by the Eastern & Coastal Kent Primary Care Trust. In 2008/09 there will be a stronger focus on reducing the uptake of smoking by young people across Kent.	Ongoing	
Improvement action 6.1.2	Work with other local authorities to develop a Kent-wide healthy eating award.	Ongoing	
Improvement action 6.1.3	Ensure effective ongoing enforcement of smoke-free legislation.	Ongoing	
Improvement action 6.1.4	Deliver the Smokefree Homes Award to residents.	100 participating homes	
Improvement action 6.1.5	Participate in the work of the Healthy Living OSG.	Ongoing	
Improvement action 6.1.6	Work with partners, including the Food Standards Agency and Kent local authorities, to deliver initiatives promoting food safety in the home.	Ongoing	
Improvement action 6.1.7	Promote, to trade and residents, the Council's Healthy Eating Award.	Ongoing	
Main Activity 7	Enforce the law with fairness and consistency.		
Aim/Objective 7.1	Implement the Service's Enforcement Policy.		
Improvement action 7.1.1	Review the Service's Enforcement Policy to meet statutory requirements and best practice as identified by the Local Better Regulation Office.	31-Mar-10	
Main Activity 8	All activities.		
Aim/Objective 8.1	Run the Food and Safety function economically and efficiently and in compliance with corporate policies.		
Improvement action 8.1.1	Develop the Food and Safety Team's website pages.	Ongoing	

<p>Improvement action 8.1.2</p>	<p>Consider the implications of the Council's policies relating to: - Risk assessment. - Equality. - Sustainability. and implement appropriate actions to ensure compliance.</p>	<p>Ongoing</p>	
<p>Aim/Objective 8.2</p>	<p>Increase the availability of electronic information and transactions to help make local services more accessible, convenient, responsive and seamless. (2000/10)</p>		
<p>Improvement action 8.2.1</p>	<p>Continue to implement the Planning and Regulatory Services On-line (PARSOL) “e-Environmental Health Service Delivery Standards” to improve customer service.</p>		

ENVIRONMENTAL HEALTH AND HOUSING SERVICES

FOOD AND SAFETY TEAM



Staff working in Health & Safety and their Role within the Food and Safety Team

Job Title	Qualifications	Role within the Food Team
Chief Environmental Health Officer V0006 (JH)	Certificate of Registration with the Environmental Health Officers Registration Board	Strategic management of the Council's health & safety enforcement responsibilities
Food and Safety Team Manager DV0101 (MH)	Certificate of Registration with the Environmental Health Officers Registration Board NEBOSH Diploma	Day to day management of health & safety enforcement Health & Safety Inspector Health & Safety Trainer Quality Monitoring Lead on Flexible Warranting Scheme
Environmental Health Officer DV0108 (RT) (part time)	Certificate of Registration with the Environmental Health Officers Registration Board	Health & Safety Inspector
Environmental Health Officer (Job Share) DV0106 (SA)	Certificate of Registration with the Environmental Health Officers Registration Board NEBOSH Diploma	Health & Safety Inspector
Environmental Health Officer DV0106 (DP)	Certificate of Registration with the Environmental Health Officers Registration Board	Health & Safety Inspector Health & Safety Trainer
Food & Safety Officer DV0109 (CM)	Certificate of Registration with the Environmental Health Officers Board	
Food & Safety Officer DV0107 (SP)	BSc Occ H&S	Health & Safety Inspector Health & Safety Trainer
Food & Safety Officer (Job Share) DV0104 (EM)	HND Environmental Monitoring Certificate of Registration with the Environmental Health Officers Board NEBOSH Certificate	Health & Safety Inspector (B3-C)
Administrative Manager DV0005 (GL)		Co-ordination of IT system
Admin Assistants		Team Admin support
Environmental Projects Co-ordinator DV010 (TR)		Develop proactive initiatives

FINANCIAL ALLOCATION OF RESOURCES TO THE HEALTH AND SAFETY FUNCTION

2009/10

BUDGET HEADING	2009/10 ESTIMATE
Employee salaries and expenses	£161,350
Supplies and services	£6,050
Administrative expenses	£60,500
TOTAL	£227,900

