

ENVIRONMENTAL SERVICES HEALTH & SAFETY SERVICE PLAN 2009/2010

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<p>1.0 SERVICE AIMS AND OBJECTIVES</p>	
<p>1.1 Aims and Objectives</p>	<p>Environmental Services Division are committed to ensuring that the highest health & safety standards are maintained throughout the district in premises for which they are the Enforcing Authority, in order to protect employees, the self-employed and members of the public.</p> <p>Staff will adopt an approach to enforcement, which will encompass the investigation of all serious complaints, serious accidents, dangerous occurrences and cases of occupational ill health in accordance with the Health & Safety Executive's (HSE) objectives and priorities. Health and Safety inspections are based on risk assessment and the HSE's priorities, so as to make full use of staff resources allocated.</p> <p>Staff will follow the principles and guidance on health and safety enforcement contained in the HSE's Enforcement Policy Statement (Appendix 1).</p> <p>Staff will act within the Department's overall enforcement policy (Document 1) but due regard will be had to guidance from recognised bodies. Rochford District Council will take into account the provisions of the Department of Business Enterprise & Regulatory Reform's Regulators Compliance Code (Document 2) in developing policies or principles or in setting standards or giving advice. Any prosecution proceedings will also have regard to the Enforcement Management Model. (Appendix 2)</p> <p>Education plays an important part in improving health & safety standards and therefore staff will carry out the activities in this service plan with an educative approach wherever possible.</p>

<p>1.2 Links to Corporate Aims and Plans</p>	<p>This service supports Rochford District Council's Corporate Plan 2009/2013. In particular to work towards the Council's vision "To make Rochford District a place which provides opportunities for the best possible quality of life for all who live, work and visit here"; and the four corporate objectives: "making a difference to our people, our community, our environment and our local economy".</p> <p>We follow all of the Council's values to: "Be open, accountable, listening, responsive, Council", "Put the customer and citizen at the heart of everything we do, delivering services in a caring and sensitive manner", "Co-ordinate the management of resources with an emphasis on sustainability", "Value the contribution of partners, employees and citizens, trusting each other and working collaboratively".</p>
<p>2.0 BACKGROUND</p> <p>2.1 Profile of Rochford District</p> <p>2.1.1 Profile of the Environmental Services Division</p> <p>2.2 Organisational Structure</p> <p>2.2.1 Rochford District Council</p> <p>2.2.2 Environmental Services Division</p> <p>2.2.3 Manager Responsible for Health & Safety Service</p> <p>2.2.4 Specialist Services</p>	<p>See the website/intranet.</p> <p>See the Constitution (Document 3) and the intranet/website.</p> <p>See the Constitution and the intranet/website.</p> <p>See the Constitution and the intranet/website.</p> <p>Commercial Regulation and Licensing Manager.</p> <p>None.</p>

2.3 The Scope of the Health & Safety Service	
2.3.1	Establish and maintain an up to date register of all premises in the district for which the Council is the health & safety Enforcing Authority.
2.3.2	Work towards the implementation of HELA Guidance on meeting the S18 Standard for enforcing authorities for April 2010, (which will replace HELA LAC 67/1 (rev3)) by reconfiguring systems appropriately during the year.
2.3.3	Inspect premises rated in groups A for which the Council is the Enforcing Authority in accordance with HSE’s guidance and, and take enforcement action as necessary.
2.3.4	Inspect a selection of those premises rated in group B1and B2 where the premises fall into one of the identified special initiatives.
2.3.5	Send self-inspection questionnaires to premises in groups B3, B4 and C. Inspect those premises that do not return their questionnaire. Other interventions such as special initiatives, accident or complaint investigation may trigger a health and safety inspection of these premises.
2.3.6	Investigate and resolve all serious health & safety complaints.
2.3.7	Provide advice and assistance to businesses, employees and customers on health & safety related issues.
2.3.8	Receive and act as appropriate for all notifications of accidents, dangerous occurrences and cases of occupational ill health.

	<p>The criteria for which accidents, incidents, cases of ill health and complaints to investigate contained in the Health & Safety Executive's Enforcement Policy Statement (Appendix 1) will be followed.</p>
2.3.9	Register notifications of cooling towers and evaporative condensers.
2.3.10	Investigate reports from engineers relating to the examination of lifting gear, pressure vessels etc. and take appropriate action.
2.3.11	Receive and act as appropriate for all notifications of work with asbestos.
2.3.12	Act as Statutory Consultee in relation to licences/certificates under the Licensing Act 2003.
2.3.13	Facilitate health & safety training as necessary, by independent training organisations.
2.3.14	Provide advice to the other Council Services on health & safety related issues. Although the service does not include the Council's own internal health and safety function, advice is provided as and when required by the Council's Health and Safety Officer or Divisional Representatives, one of whom is within the health and safety service.
2.3.15	The departmental health and safety representative will inspect all facilities on the departments asset register and identify any health and safety issues with these, recommending improvements to the Head of Environmental Services.
2.3.16	Advice will be given by the departmental health and safety representative, to the Head of Environmental Services; identifying issues with the corporate risk assessments and policies including the contractor procedure.
2.3.17	Facilitate health & safety promotional and educational activities, by independent organisations.

2.3.18	Comment on proposed health & safety legislation, codes of practice, guidance and other official documents as necessary and as requested.
2.3.19	Promote and enforce as necessary the provisions contained within the Health Act 2006, relating to smoke free workplaces and vehicles.
2.3.20	Identify body piercing premises (acupuncture, tattooing, semi-permanent skin colouring, cosmetic piercing and electrolysis) requiring registration and prepare them for the issue of the registration.
2.3.21	Carry out an annual inspection of registered tattooing, semi-permanent skin colouring and cosmetic piercing premises approximately 12 months after the issue of the registration.
2.3.22	To provide advice and enforce as necessary the provisions relating to Sunday Trading.

2.4 Demands on the Health & Safety Service

2.4.1

As at 1 April 2009 the Environmental Service' database has identified that it is responsible for enforcing health and safety in **1077** premises within the Rochford District. According to HELA 67/1 (rev 3) risk categories can be broken down as follows. Note these are estimated figures.

<u>Risk Category</u>		<u>Number of Existing Premises</u>	<u>Number of New Premises</u>	<u>Total</u>	<u>Inspection Frequency</u>
A	=	6	1	7	Not less than once per year
B1	=	44	0	44	Not less than once per 18 months
B2	=	170	5	175	Not less than once per 2 years
B3	=	191	1	192	Use other intervention strategies and review rating after 3 years
B4	=	276	16	292	Use other intervention strategies and review rating after 5 years
C	=	367	0	367	Use other intervention strategies
Total	=	1054	23	1077	

	<p>The estimated number of premises types was:</p> <table data-bbox="766 300 1438 635"> <tr> <td>Retail shops</td> <td>300</td> </tr> <tr> <td>Wholesale shops, warehouses</td> <td>60</td> </tr> <tr> <td>Offices</td> <td>255</td> </tr> <tr> <td>Catering, restaurants and bars</td> <td>187</td> </tr> <tr> <td>Hotels, camp site, etc.</td> <td>10</td> </tr> <tr> <td>Residential care homes</td> <td>10</td> </tr> <tr> <td>Leisure and cultural services</td> <td>65</td> </tr> <tr> <td>Consumer services</td> <td>169</td> </tr> <tr> <td>Other premises (not classified above)</td> <td>26</td> </tr> </table>	Retail shops	300	Wholesale shops, warehouses	60	Offices	255	Catering, restaurants and bars	187	Hotels, camp site, etc.	10	Residential care homes	10	Leisure and cultural services	65	Consumer services	169	Other premises (not classified above)	26
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2.4.2	<p>Inspections will be carried out of all Category A premises. Category B1 and B2 premises that are due for inspection will be inspected where the premises fall into one of the identified special initiatives.</p>																		
2.4.3	<p>In accordance with national guidance premises in categories B3, B4 and C are no longer routinely inspected. They will only be inspected where there is a need, e.g. evidence of poor management (history of complaints, accident); part of a special initiative project (e.g. asbestos management, dermatitis). These businesses will also be inspected where there are doubts about their ability to self-regulate and they do not return a self-assessment questionnaire. Some very low risk businesses or where there is confidence that they can self-regulate or the workers are volunteers (e.g. market, stalls, churches, voluntary organisations, clubs) will not be inspected unless there is evidence of poor management or part of a special initiative. Work will be undertaken on adopting the new rating scheme from April 2010 where premises are rated as high, medium or low risk and targeted accordingly.</p>																		

<p>2.4.4</p> <p>2.5 Enforcement Policy</p>	<p>No particular external factors that may impact on this service have been identified. There are two languages other than English identified as being significant in food businesses within the district. These are Bengali and Chinese, however the majority of proprietors of food businesses are able to speak adequate English or have somebody present at the premises that can translate. In any cases where there may be language difficulties the service would contact Language Direct (020 8539 5142) or Essex Police (01268 775533) for details of an interpreter, or use a community interpreting service provided by Medway Council (01634 335578)</p> <p>These languages are not seen as placing a particular demand on the health & safety service.</p> <p>This service operates to a documented enforcement policy which has recently been updated.</p>
<p>3.0 SERVICE DELIVERY</p> <p>3.1 Inspection Programmes</p> <p>3.1.1 Programmed Inspections</p> <p>3.1.2 Carry Over Inspections</p> <p>3.1.3 Total Inspections</p> <p>3.1.4 Target</p>	<p>The number of Programmed Health & Safety Inspections in Categories A, B1 and B2 due for the period is = 6.</p> <p>The number of Programmed Health & Safety Inspections carried over from the last financial year, as new premises, is = 1.</p> <p>Therefore the total number of Programmed Health & Safety Inspections for the period is = 7 (See Appendix 1 for a breakdown).</p> <p>The target percentage of inspections due is:</p> <p>Programmed Inspections = 99%</p>

3.1.5	Responsive Inspections	The estimated number in categories B3, B4 and C from non response to self-inspection questionnaire = 54
3.1.6	Visits to Food Premises	Health & Safety hazard spot and take appropriate action during planned food hygiene inspections. The estimated number of planned food hygiene inspections is = 313
3.1.7	Revisits	The estimated number of revisits for this plan period is = 15
3.1.8	Body Piercer Registration Interim Inspections	The number of Programmed Body Piercer interim Inspections for the period is = 4
3.1.9	Body Piercer Registration	The estimated number on new Body Piercer Registration applications for this plan period is = 2
3.1.10	Internal Health and Safety	Carry out inspections of all facilities on the departments asset register = 68
3.1.11	Special Initiatives	Work in partnership with HSE on the following campaigns and projects, including carrying out joint visits as appropriate: Work in partnership with HSE and the Essex Occupational Health and Safety Group on the following campaigns and projects, including carrying out joint visits as appropriate. 1 Slips and Trips To raise awareness and improve the management of slips and trips. To also provide advice on practical control measures and take enforcement action where appropriate. To promote the slips/trips e-learning tool during health and safety inspections.

	<p>Slips and trips will be covered at all programmed inspections =7</p> <p>2 Asbestos The requirement on building occupiers to comply with the duty to manage asbestos will be raised at every programmed inspection. Enforcement action will be taken as appropriate. = 7</p> <p>3 Dermatitis Project to raise awareness of dermatitis, provide advice and support to the industry and take enforcement action as required.</p> <p>Dermatitis will be raised at appropriate inspections in hairdressing, beauty and sectors where catering or cleaning is involved. Dermatitis will also be integrated into new food hygiene premises inspections and revisits =50 Dermatitis information will be given at a selection food hygiene inspections =100</p> <p>4 Asthma Project to reduce the incidence of occupational asthma in the baking industry and other premises where flour is used.</p> <p>To revisit those premises targeted for flour dust in the 2006/2007 plan and ensure improvements have been made where required. Undertake enforcement action as necessary. = 3</p>
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	<p>5 Musculoskeletal Disorders (MSD's) To raise awareness of MSD's, encourage reasonable control measures and take enforcement action as appropriate.</p> <p>MSD's will be targeted at every programmed inspection. = 7</p> <p>6 Noise To promote 'Sound Advice' (industry led guidance) with a range of duty-holders such as public houses. To raise awareness of the risks associated with noise in specific premises and implementation of effective controls.</p> <p>Noise in the music and entertainment industry will be raised during programmed inspections of all relevant premises. = 11</p> <p>Targeted visits to the higher risk premises in this sector; Freight House, Mill Hall and The Chichester = 3</p> <p>7 Violence at work To increase awareness and improve the management of work-related violence in retail, the licensed trade, hospitality and other high street premises. Promote the work-related violence toolkit during all contacts with relevant premises.</p> <p>Participation in an Essex Occupational Health and Safety initiative to undertake specific targeted inspections of licensed and retail premises.</p>
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<p>3.2 Health & Safety Complaints</p> <p>3.3 Lead Authority Principle</p> <p>3.4 Advice to Business</p>	<p>8 Migrant Workers To reduce and minimise the level of risk, injury and ill health experienced by migrant workers. Investigation of accidents and complaints concerning migrant workers at Rochford District Councils enforced premises. Sharing of intelligence with other agencies and non-governmental agencies</p> <p>All health and safety complaints received, including anonymous complaints are investigated in accordance with the good enforcement principle of targeting, transparency, consistency and proportionality. The estimated number for this plan period is = 40.</p> <p>The initial response time is 5 working days. The target is to achieve: 80%.</p> <p>The resolution time is 6 weeks. The target is to achieve: 80%.</p> <p>The estimated number of Sunday trading complaints and advice: 1. There are no formal or informal Lead Authority Partnerships set up for any health & safety business within Rochford District.</p> <p>Advice is provided to existing or proposed health & safety businesses, members of the public, other Council Service Departments and other persons. Advice is mainly person to person whilst Officers are carrying out visits/inspections but may also be following a telephone call or letters to Environmental Services.</p> <p>Officers aim to give advice in accordance with recognised guidance and codes of practice, and a range of advisory leaflets is available.</p> <p>The estimated number for the plan period is = 100</p> <p>The initial response time is 5 working days. The target in to achieve: 80%.</p>
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<p>3.5 Accident & Incident Investigation</p>	<p>The resolution time is 6 weeks. The target is to achieve: 80%.</p> <p>The Council has regular meetings with the Chambers of Trade and Federations of Small Businesses who have been consulted on the Division's enforcement policy.</p> <p>The Council invites all businesses to regular breakfast meetings when any topic can be discussed, including health & safety.</p> <p>All notifications of reportable and non-reportable accidents, dangerous occurrences and cases of occupational ill health received are assessed in accordance with the HSE's Enforcement Policy Statement.</p> <p>HSE recognises that it is neither possible nor necessary to investigate all incidents. Site investigations will be carried out of a reportable work-related death unless there are specific reasons for not doing so, in which case those reasons will be recorded.</p> <p>The following factors will be taken in account when determining which incidents to investigate:</p> <ul style="list-style-type: none"> ➤ the severity and scale of potential or actual harm; ➤ the seriousness of any potential breach of the law; ➤ knowledge of the duty holder's past health & safety performance; ➤ the enforcement priorities; ➤ the practicality of achieving results; ➤ the wider relevance of the incident, including serious public concern. <p>The estimated number of notifications for the plan period is = 50. The estimated number of investigations for the plan period is = 5.</p>
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<p>3.6 Liaison</p>	<p>A number of arrangements have been made to improve the consistency of enforcement with neighbouring Authorities.</p> <p>This service actively supports the Essex Environmental Health Management Group's Occupational Health and Safety Group. The Principal EHO has been elected to Chair this group until April 2010.</p> <p>The service also advises and liaises with other services within Rochford District Council, including: Building Control, Planning, Economic Development, Environmental Protection Team, Contract Services and the Licensing functions of the Team.</p> <p>The service is consulted on planning applications involving business premises.</p>
<p>3.7 Health & Safety Promotion</p>	<p>Various health and safety articles in Rochford District Matters and Business Matters, the Council's free newspapers.</p> <p>Various health and safety information included in the delegate packs for the Breakfast Business Meetings.</p> <p>Health and safety information available at a public information day at Rayleigh Civic Suite in June 2009.</p> <p>Various articles and mailshots to promote the special initiatives see paragraph 3.1.7.</p>
<p>4.0 RESOURCES</p> <p>4.1 Financial Allocation</p>	<p>The total expenditure for Environmental Health is £1,006,300. From this amount the health & safety service is not currently allocated a specific amount.</p> <p>It is estimated that there is a decrease in real terms on the last financial year because the staffing required has been reduced.</p>

<p>4.2 Staffing Allocation</p>	<p>Details of the budget for salaries, travel, subsistence, consultancy, and analytical fees are contained in Rochford District Councils Budget Book 2009/2010.</p> <p>No budget is separately allocated for prosecutions or legal action taken as a result of action under this service, but are provided for within the Legal Service's budget.</p> <p>The staff available for this period is:</p> <ul style="list-style-type: none"> 1 Commercial Regulation and Licensing Manager 1 Principal Environmental Health Officer 1 Food Contractor 1 Senior Environmental Health Officer 0 Senior Environmental Health Officer (vacant) 1 Senior Environmental Health Assistant 1 Senior Licensing Officer 4 Administrative staff (1 part time) <p>This staffing allocation is not solely for this service plan. These officers also carry out the Food Safety, Licensing, Outbreak Control and Infectious Disease Investigation, Skin Piercing Registration, Sunday Trading, Smokefree and Internal Health and Safety duties. The administrative staff also supports the entire Environmental Services Division.</p> <p>It is estimated that the above staffing levels will provide sufficient resources to carry out the service delivery outlined in 3.0. The Senior Environmental Health Officer vacancy, whose duties are primarily in food hygiene, will impact on the work of the health and safety service and the targets have been reduced to take account of this vacancy.</p> <p>It is estimated that 1.5 full time equivalents work on health & safety (plus administrative staff).</p>
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<p>4.3 Staff Development Plan</p>	<p>This service supports the Corporate Aims for Rochford District Council. The staff covering this service will continue to be encouraged, motivated and trained to develop their potential and use their talents for the benefit of the people of the district.</p> <p>This service identifies training and development needs by an annual performance and development review of all staff.</p> <p>One Senior and the Principal EHO completed a part-time, 2 year Post Graduate training course in occupational Health and Safety in June 2004.</p> <p>The Principal EHO is studying for the Diploma in Management Studies which will be completed in June 2009.</p> <p>The training budget is allocated primarily to those staff in the whole service that are identified as requiring further training to develop their professional and technical skills for the job that they are required to carry out and to deliver Corporate Objectives. The HSE's Regulators' Development Needs Analysis (RDNA) Tool will be used to inform the PDR process of specific gaps in learning and development in the health and safety field.</p> <p>Budget provision is available for minor, short ad hoc training courses.</p> <p>For this plan period, the following training needs have been identified:</p> <ul style="list-style-type: none"> ➤ Short ad hoc courses when they become available <p>Cascade training is provided by the officer attending an external training course to other officers in the service.</p>
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Periodic meetings are organised to discuss matters and issues of consistency arising under this service plan area.

Minutes of the Essex Environmental Health Management Group's Occupational Health & Safety Group are circulated to officers in the Commercial Regulation and Licensing Unit. The Principal EHO will chair this group from March 2009 until April 2010.

Environmental Services and the Council support Environmental Health Officers that wish to obtain Chartered Status of the Chartered Institute of Environmental Health (C.I.E.H) by taking the Assessment of Professional Development (APD).

All Environmental Health Officers that are members of the C.I.E.H. are required to undergo at least 20 hours of Continuous Professional Development (CPD) per year, and Chartered members, 30 hours CPD per year. Whilst officers are responsible for monitoring the amount they have done in a year the service recognises this need and supports staff in achieving the minimum amount required by the CPD scheme. In house training may be organised throughout the year by individuals.

All Officers that are members of I.O.S.H (Institute of Safety and Health) are required to maintain competence by an achievement of 30 points relevant CPD in a 3 year cycle. CPD achieved as above will qualify as relevant training for the requirements of I.O.S.H.

Every officer authorised to carry out health & safety inspections and enforcement will receive structured on-going training, which may take the form of in house training, formal visits or vocational visits. The minimum ongoing/update training is 10 hours per year and is recorded.

Officers who have not enforced health & safety law for some time are put through structured revised training before resuming health & safety law enforcement duties. The minimum revision training is 15 hours and is recorded.

	<p>Officers returning to health & safety law enforcement duties after an absence of more than 3 years are monitored by a more senior officer experienced in health & safety law enforcement for a minimum period of 3 months.</p>
<p>5.0 QUALITY ASSESSMENT</p> <p>5.1 New Officers</p> <p>5.2 Peer Reviews</p>	<p>Before new officers undertake health and safety enforcement duties independently, they are supervised and monitored by a more senior officer experienced in health and safety enforcement for up to 6 months.</p> <p>The following peer reviews are carried out</p> <p><u>Staff - Health & Safety EHOs</u></p> <ul style="list-style-type: none"> ➤ A full audit using the Section's "Management Quality Audit Form" is carried out on 5% of all high risk (Categories A, B1 and B2) inspections. This involves a desk-top check and a visit. It is estimated that the EHOs will carry out about 40 high risk inspections each during the year. Therefore, 2 audits to be carried out for the period. ➤ A full audit using the Section's "Management Quality Audit Form" to be carried out on 5 complaints/enquiries received each per year. <p><u>Staff - Health & Safety EHA</u></p> <ul style="list-style-type: none"> ➤ A full audit using the Section's "Management Quality Audit Form" is carried out on 5% of all low risk (Categories B4 and C) inspections. This involves a desk-top check and a visit. It is estimated that the Health & Safety EHA will carry out about 60 low risk inspections per year. Therefore, 3 audits to be carried out for the period.

<p>5.3</p>	<p>Documented Procedures</p>	<p>This Service operates to 6 documented standard operating procedures covering complaints and accidents, competency of officers, the use of the Enforcement Management Model, accompanying officers on site and intervention programmes. These procedures are required to be reviewed annually.</p>
<p>5.4</p>	<p>Customer Care Survey</p>	<p>A telephone survey of 5% of all inspections and 5% of all complaints is carried out to determine if customers are satisfied with the level of service provided.</p>
<p>5.5</p>	<p>Audit</p>	<p>An audit on the management of the Health and Safety Service was carried out by A.S. Associates on 23 April 2007. The Council was judged to be demonstrating full compliance with the HSC's Section 18 Guidance. The next audit is due to be arranged in 2012.</p>
<p>6.0 REVIEW</p>		
<p>6.1</p>	<p>Review against the Service Plan</p>	<p>An annual review against the service plan is carried out.</p> <p>In addition, performance is monitored monthly and a quarterly report is submitted to Members.</p>
<p>6.1.1</p>	<p>Programmed Inspections</p>	<p>The review below is for the plan period financial year 2008-2009.</p> <p>The target for the last planned period was to achieve 98% for high hazard/risk premises (Category A), 98% for intermediate hazard/risk premises (Categories B1 and B2), 98% for low hazard/risk premises (Categories B3, B4 and C) and 98% for all categories.</p> <p>The actual percentage achieved was 100%, 100%, 100%, 100% respectively.</p> <p>The total number of programmed inspections carried out was 162 (estimate 140)</p>

<p>6.1.2 Revisits</p> <p>6.1.3 Visits to Food Premises</p> <p>6.1.4 Special Initiatives</p>	<p>The total number of inspections (including non-programmed) carried out was 241</p> <p>The number of revisits carried out were 67 (estimate = 21)</p> <p>Health & Safety hazard spotting was carried out during every food inspection.</p> <p>The number of food inspections carried out was 399 (estimate 307)</p> <ol style="list-style-type: none"> 1. Slips and Trips Slips and trips were audited during every health and safety inspection = 241(estimate 142) 2. Falls from Height Falls from height issues were raised at every programmed inspection =162 (estimate 142) Inspections were carried out in connection with ladders week in September 2008 = 21 3. Asbestos The duty to manage asbestos was raised as a topic issue at every health and safety inspection = 241 (estimate 142) Essex Wide campaign, using flexi warrants to target business concerning the duty to manage = 100 (estimate 100) 4. Dermatitis Officers raised dermatitis as an issue in appropriate inspections of hairdressing, beauty and where catering or cleaning was involved. Essex Wide campaign, writing to all florists in the District with follow up visits = 17 (estimate 9)
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	<p>5. Asthma Premises revisited for flour dust to ensure improvements had been made. = 1 (estimate 4)</p> <p>6. Musculoskeletal Disorders (MSDs) MSD's were targeted at every programmed inspection = 162 (estimate 142)</p> <p>7. Noise A mail shot was sent to 86 clubs, pubs and leisure premises 1 visit was carried out (estimate =12)</p> <p>8. Violence This project was deferred by the Essex Occupational Safety Group until 2009/2010</p> <p>9. Migrant Workers Use of an Essex wide questionnaire with employment agencies placing migrant workers = 2 (estimate = 3)</p>
6.1.5 Service Requests	The number of service requests (health & safety complaints and advice to businesses) received was 38 complaints (estimate 100), 84 advice (estimate 100)
6.1.6 Accident & Incident Investigation	<p>The total number of notifications received = 53 (estimate 55)</p> <p>The number of investigations carried out = 3 (estimate = 5)</p>

6.1.7 Notices	<p>The following number of 'notices' were issued:</p> <ul style="list-style-type: none"> ➤ Informal written warning letters: 198 ➤ Improvement Notices served: 18 ➤ Deferred Prohibition Notices served: 0 ➤ Immediate Prohibition Notices served: 2
6.1.8 Formal Cautions	The number of formal cautions given was 0
6.1.9 Prosecutions	<p>The number of prosecutions was 0</p> <p>The number of summons served was 0</p>
6.1.10 Health and Safety Promotion	Health and safety information was made available at Environmental Health Awareness Day in June 2008.
6.1.11 Quality Assessment	<p>The following audits were carried out</p> <p>Principal EHO = 0 audits on inspection (estimate 4) 0 audits on complaints/advice (estimate 3) Senior EHO = 4 audits on inspection (estimate 4) 1 audit on complaints/advice (estimate 2)</p> <p>Senior Environmental Health Assistant = 2 audits (estimate 4)</p>
6.1.12 Documented Procedures	The 6 documented procedures were all reviewed during the year.

<p>6.2 Identification of any variation from the Service Plan</p>	<ol style="list-style-type: none"> 1. There were visits carried out to floristry premises as an addition to the planned mailshot due to the development of an Essex Wide initiative during the year which we were able to respond to. 2. The number of premises visited for reducing exposure to flour dust decreased due to the premises being enforced by HSE. 3. A much lower number of visits in relation to noise at work were carried out due to a number of the relevant businesses already being inspected and/or visited in connection with the asbestos visits. Additionally it was considered that we have fewer high risk premises in this area than predicted. 4. The violence project was carried forward by the Essex Occupational Health and Safety Group for 2009/2010. 5. One of the premises previously placing migrant workers went into administration. 6. All the audits of the Senior EHA were not completed due to a lower number of inspections carried out than planned due to the success of the self-inspection questionnaire approach.
<p>6.3 Areas of Improvement</p>	<ol style="list-style-type: none"> 1. To ensure the three remaining premises are targeted for a visit on flour dust in 2009/2010 2. To ensure that all premises to which action is likely to be required to comply with the Noise at Work Regulations are inspected for this topic in 2009/2010 3. Participate in the Essex Occupational Health and Safety Groups project on violence at work in 2009/2010. 4. To carry out the planned audits during 2009/2010.

Programmed Health and Safety Inspections 1 April 2008 – 31 March 2009

Risk Category	Number of Inspections
A	7
Total	7