



**Caerphilly County Borough  
Council  
Directorate of the Environment**

**HEALTH AND  
SAFETY  
ENFORCEMENT  
SERVICE PLAN  
2009/2010**

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**Health & Safety Enforcement Plan**

**HEALTH AND SAFETY ENFORCEMENT SERVICE PLAN**  
**2009/2010**

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**CAERPHILLY COUNTY BOROUGH COUNCIL**  
**HEALTH AND SAFETY ENFORCEMENT SERVICE PLAN**

**1. SERVICE AIMS AND OBJECTIVES**

**1.1 INTRODUCTION**

HSE and LAs both have a duty to ‘make adequate arrangements for enforcement’ under Section 18 of the Health and Safety at Work Act. In complying with their duties under section 18, Enforcement Authority’s are required to follow the HSC Enforcement Policy Statement (EPS) on the purpose, method and principles of enforcement.

The S18 Standard sets out the requirements with which HSE and LA’s will eventually be obliged to comply in making ‘adequate arrangements for enforcement’. It has been given legal effect both as a HSC direction to HSE under section (4)(b) of the Health and Safety at Work Act 1974 (HSWA) and as HSC guidance to LAs under section 18(4)(b) of HSWA (section 18 guidance). HSWA requires LAs to perform their duties as enforcing authorities in accordance with Section 18 guidance and requires HSE to give effect to any directions issued to it by the HSC. However, although the Standard will have effect from 1st April 2008, it does not require immediate full compliance with its requirements. Local Authority’s are required:

- from 1st April 2008, to work towards compliance with the requirements of the Standard, and
- from 31st March 2011, to comply fully with all the requirements of the Standard.

Caerphilly County Borough produces this health and safety enforcement service plan, for the financial year 2009/2010. The 2010/11 service plan will be produced in line with the Section 18 guidance.

**1.2 Aims and Objectives**

The corporate vision of this Authority is:

*“Working together for the good of all in Caerphilly county borough”*

One of the Directorate’s key objectives is:

*“To protect the public health and safety of our local communities.”*

Aim of the Health and Safety Service

*“To work with others to protect people's health and safety by ensuring risks in the changing workplace are managed properly.”*

### 1.3 Links to Corporate Objectives and Plans

Five key strategies have been identified in furtherance of the Authority's vision and they are:

- **Health and Social Care** – to lead a full, healthy life and get treatment, support and care as and when required.
- **Regeneration** – to find opportunities for work we find rewarding.
- **Living Environment** – to live somewhere we like and want to stay/make a home.
- **Education for Life** – to develop our range of interests, knowledge and activity.
- **Corporate** - how will the Authority be judged?

In addition the authority has produced its Community Strategy that focuses on issues agreed as fundamentally important to the improvement of the social, economic and environmental well-being in the county borough.

The main health and safety enforcement activities that link with these corporate aims are:

- A risk-assessed health and safety inspection programme
- FIT3 initiatives
- Investigation of work place complaints
- Investigation of notifiable accidents, dangerous occurrences, diseases, etc.
- Information and education for members of the public
- Trader information and education

The service has links with the following plans that have been developed by the Authority in partnership with other organisations.

- Health Social Care and Well Being Strategy
- Community Planning
- Children's and Young People's Single Plan/Framework

A partnership has been developed involving Caerphilly Teaching Local Health Board, Caerphilly Public Health Team, voluntary organisations, the police, the fire service, the private sector, Gwent Healthcare NHS Trust and Caerphilly County Borough Council. The partnership is known as Health Challenge Caerphilly and its aim is to promote healthy living and awareness about the importance of Health and wellbeing in the community.

The partnership has set up subgroups and Health and Safety Enforcement Officers play a key role on the Healthy Workplaces sub group. The subgroup also comprises representatives from major companies and employers within the county, thus allowing an exchange of information and ideas regarding workplace conditions, welfare and the promotion of health.

## **2. BACKGROUND**

### **2.1 Profile of the Local Authority**

The Council was formed in April 1996 as a result of Local Government Reorganisation in Wales. Caerphilly County Borough Council is the fourth largest authority in Wales and stretches from the Heads of the Valley in the north, to Risca and Caerphilly near the M4 corridor in the south, a distance of some 40 kilometres. The County Borough has over 50 distinct towns and villages. The larger settlements include Caerphilly, Blackwood, Newbridge, Bargoed, Ystrad Mynach, Crumlin and Risca. The Council provides services for 170,700 people who live in an area covering approximately 28,000 hectares, the majority of which (84%) is classed as a severely disadvantaged area, 12% as disadvantaged.

There are approximately 2,500 premises within the Borough for which the Authority is the Health and Safety Enforcing Authority.

### **2.2 Organisation of Structure**

#### **2.2.1 Member Structure**

As part of the modernising Local Government Agenda in Wales, the Council has a Cabinet style of Local Government, embracing a new Constitution and new Executive arrangements, based on a Leader and Cabinet model. The Cabinet consists of –

Leader of Council

Deputy Leader of Council and Cabinet Member for Policy and Resources

Deputy Leader of Council and Cabinet Member for Education and Leisure

Cabinet Member for Social Services

Cabinet Member for Human Resources and Constitutional Affairs

Cabinet Member for Transportation and Planning

Cabinet Member for the Living Environment

Cabinet Member for Regeneration

Cabinet Member for Performance Management

The Cabinet have responsibility for health and safety enforcement.

The Living Environment Scrutiny Committee oversees the Environmental Health functions, with the exception of the food safety team, which are overseen by the Health Social Care and Wellbeing Scrutiny Committee.

#### **2.2.2 Directorate Organisation**

A corporate management team led by the Chief Executive and four Directors undertakes the day-to-day operation of the Council. Council services are provided by the three broad Directorates of Education and Leisure, Social Services and the Environment, supported by a Corporate Services Directorate.

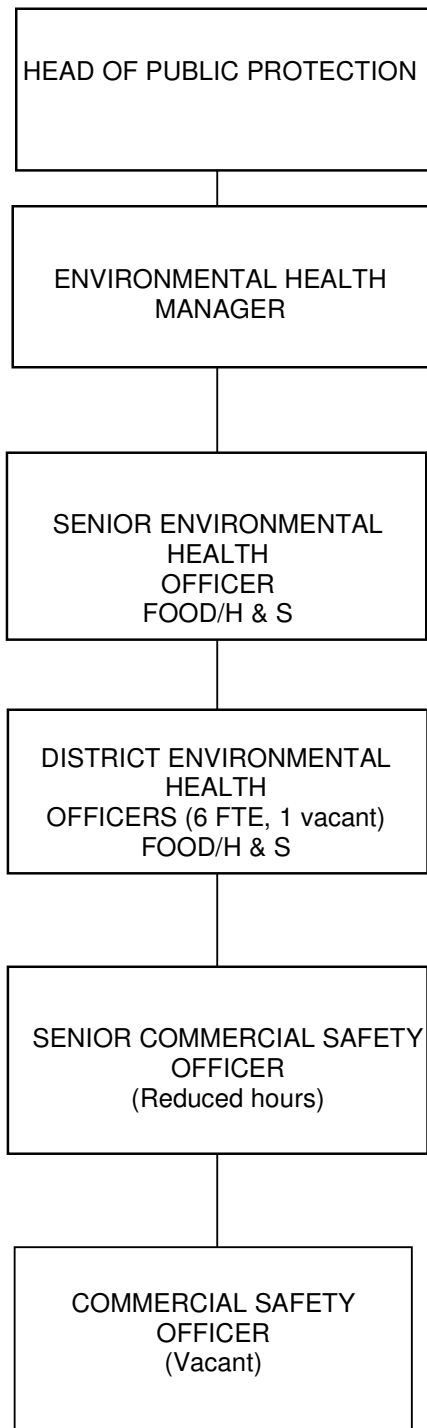
The Council has delegated all matters relating to Health and Safety enforcement to the appropriate Director and Head of Service.

The Director of the Environment and the Head of Public Protection have therefore been given delegated powers in relation to health and safety enforcement, including the power to delegate in writing to any named officer.

Individual post-holders have been given direct delegation to take any action and exercise functions in relation to the Health and Safety at Work Etc. Act (and other appropriate legislation).

The health and safety enforcement function is predominantly carried out by officers in the Food Safety / Health and Safety Enforcement Team, with Trading Standards Officers responsible for Petroleum Licensing at retail premises e.g. petrol service stations. (see figure 1 overleaf).

**Figure 1 Structure of Health and Safety Enforcement**



### 2.2.3 External Services

The following provide specialist advice –

The Health and Safety Executive (HSE), Government Buildings, Ty Glas,  
Cardiff, CF14 5JH  
Tel. No. 029 20263000

The Employment Medical Advisory Service (EMAS), Government  
Buildings, Cardiff  
Tel. No. 029 20263000

## 2.3 **Scope of the Health and Safety Service**

A combined team of Environmental Health Officers and Commercial Safety Officers is tasked with the day-to-day responsibility for enforcement of health and safety legislation.

### 2.3.1 Health and Safety Enforcement

This duty is undertaken by a team comprising of a Senior and seven Environmental Health Officers (Food & H & S, 1 post vacant), one part time Senior Commercial Safety Officer and one full time Commercial Safety Officer (post vacant). All aspects of health and safety are carried out, including inspection of premises, work places and activities; occupational health; investigation of health and safety complaints; FIT3 project work; issuing advice etc.; investigating accidents; inspections for Licensing, outdoor events and participation in the Improving Occupational Health Services in Wales.

In addition to the above, the Trading Standards team performs enforcement at petroleum service stations.

### 2.3.2 Training Needs

Officers are provided with training to comply with Continuous Professional Development (CPD) requirements. Every effort is made to provide training when the need arises, this involves training to maintain and extend competencies.

Personal Development Reviews will be carried out for all teams members during the year to identify any further training/development needs.

Consideration will also be given to introducing the Regulator's Development Needs Analysis Tool as another means of ensuring compliance with the Section 18 Standard on Enforcement.

The Senior Commercial Safety Officer has obtained the NEBOSH National Diploma in Health and Safety

## **2.4 Demands on the Health and Safety Service**

### **2.4.1 Health and Safety Premises**

Table 1 in section 3.1 shows the number and type of premises in the county borough area. There are approximately 2,500 premises eligible for health and safety inspection.

### **2.4.2 Seasonal Variation**

The County does not have any major tourist resorts, therefore there is little seasonal variation, in the numbers of premises to be inspected. However, several events take place during the year e.g. the Big Cheese, Big Balloon etc., which involves a considerable input from both the corporate, and enforcement health and safety officers.

### **2.4.3 Cultural and Ethnic Diversity**

The number of health and safety premises in the county borough whose first language is not English is very low although the exact figure is unknown.

### **2.4.4 Service Delivery**

All aspects of the health and safety enforcement service are based in Caerphilly County Borough Council's Pontllanfraith Offices. The health and safety service is available during office hours from 8:30 a.m. to 5:00 p.m. Monday to Thursday and 8.30 a.m. to 4.30 p.m. Friday. Outside office hours the authority operates a 24 hour emergency service. In addition officers conduct unannounced visits and investigations at other hours than those listed above.

The Caerphilly County Borough Council website was revamped and re-launched in 2008. The site provides information on the services provided, FAQ's, details of our Enforcement Policy, Primary Authority Principle and conformance with the Regulators' Compliance Code.

The Website address is:

[www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)

Complaints relating to health and safety can be made at:-

[foodhealthandsafety@caerphilly.gov.uk](mailto:foodhealthandsafety@caerphilly.gov.uk)

## 2.5 **Enforcement Policy**

The Directorate of the Environment has adopted an overarching Enforcement Policy for its regulatory function, which has Council approval. The policy has full regard to the Regulators' Compliance Code.

In addition the Health and Safety Section has a specific enforcement policy for health and safety. The policy follows the principles of the Directorate's generic enforcement policy, which has been approved by Members.

Both policies have regard to the Code for Crown Prosecutors, the Health and Safety at Work Etc. Act 1974 and all relevant Codes of Practice. They also aim to ensure enforcement decisions are consistent with the HSE's Enforcement Policy Statement and the Enforcement Management Model.

The Head of Public Protection, who has delegated powers for enforcement matters relating to Health and Safety, has approved the policy, and monitors consistency of application.

It is the intention to make such policies available to the public via the website.

### 3.0 SERVICE DELIVERY

Our key delivery **priorities** are:

- To manage the risk in high risk, poor performing and/or rogue trader businesses.
- Investigating major injury incidents and fatalities.

### 3.1 Health and Safety Premises

A breakdown of the categories of health and safety premises located within the county borough as at 1<sup>st</sup> April 2009 is provided in Table 1 below.

	Retail Shops	Wholesale Shops, Warehouses and fuel storage	Offices	Catering, restaurants and bars	Hotels, campsites and other short stay	Residential care homes	Leisure and cultural services	Consumer services	Other premises	TOTAL
Total no. of Premises	741	50	157	602	16	44	140	431	33	2214

(Table 1)

### 3.2 Health and Safety Inspections / Interventions

#### 3.2.1 FIT3 Initiatives

HELA LAC 67/1 (rev3) states “These visits should make up the largest part of a LA’s enforcement activity. Premises to be visited in support of initiatives within the HELA Strategy should be selected on the basis of priority from those on the planned inspection programme. Initiatives of this sort will normally be directed at Revitalising Health and Safety Strategy Topic inspection areas. Premises should be selected where the hazard is known or expected to be present. Additionally Partnership Projects and joint working between Local Authorities and HSE or between groups of Authorities feature under this heading”.

The section plans to continue its participation in the Improving Occupational Health and Safety in Wales Strategy. The strategy has been developed to deliver the Health and Safety Commission’s *Strategy for Workplace Health and Safety in Great Britain to 2010 and Beyond*. To this end 5 initiatives are planned for this year.

Fit3 Priorities.

- Slips, Trips and Falls (rising cause of local workplace injuries)
- Disease Reduction Program –dermatitis (targeted at the local retail catering industry)

Working in Partnership

- With local LAPS partner (encourages local employment, national enforcement consistency and brings national recognition)

### 3.2.2 Planned Interventions

The intervention programme and frequency of interventions is determined by the use of HELA LAC 67/1 (rev 3), as detailed in table 2. LAC 67 states “ The HELA numerical rating system should be applied to allocate priority ratings to premises for which the LA is responsible; the inspection programme is then based on this”.

Significant progress has been made to risk rate the premises as per HELA LAC 67/1, however this process is still ongoing, with un-rated premises scheduled for inspection as special projects in categories of premises, and risk rated as part of the procedure. Over a period of time, this process is likely to increase the number of premises in Bands A and B1 to B4.

An additional feature in revision 3 of LAC 67/1 is the option to use alternative intervention strategies for risk groups B3, B4 and C. A self-assessment questionnaire has been developed for use with these categories of premises.

The Data Protection Act, sets a requirement that all records kept on business files should relate to current owners, with previous histories maintained but kept specific to the previous owners etc. Therefore, when businesses change ownership, we are required to close down the premise record on the CIVICA database, and create a new business record, with details relating to the new owners. This creates additional administrative work. Also the original premises scheduled for inspection cannot be counted as inspected, due to changes in ownership, however, the new business is inspected, but counted as an inspection outside the scheduled programme.

The inspections, FIT3 interventions and alternative intervention strategies due in 2009/2010 are shown in table 2 below:

Description	Risk group	Planned Inspections 2009-10
Highest hazard/risk	A	12
Intermediate hazard/risk	B1	8
	B2	45
	B3	30 mixture of interventions
	B4	30 mixture of interventions
Lowest hazard/risk	C	30 interventions
Revisits etc.	All	50

<b>Fit 3 initiatives</b>	
<b>Slips and Trips (Watch Your Step)</b>	<b>20 visits - a mix of new premises and revisits. Follow up letter confirming level of risk and information on the control of slips/trips.</b>
<b>Resident Care Home Project</b>	<b>25 visits concentrating on Manual Handling, Bedrail Safety Rails, Legionella, Asbestos, Slips, Trips and Falls and Dermatitis. SHAD arranged for July 2009.</b>
<b>Beauty Industry Project</b>	<b>5 or 100% visits to Nail Bars targeting asthmagens, dermatitis, infections control, management and training issues.</b>
<b>Noise at Work – Year 2</b>	<b>5 or more visits, targeting suspected high risk premises.</b>
<b>Sun bed Project (Local Project)</b>	<b>15 sun beds to be tested for UV emissions and compared with British Standard.</b>

In order to determine whether a revisit is necessary, consideration will be afforded to:

- a) The number and seriousness of the offences,
- b) The willingness of the proprietor to comply, and
- c) Issues related to the protection of health, safety and welfare.

Inspections are grouped geographically for reasons of economy, but occasionally specific premise types are targeted. For example, tyre fitters, warehouses, builder's merchants etc.

Deviation from the programmes outlined above, may occur in response to major health and safety incidents e.g. special projects including those referred from the Health and Safety Executive, new legislation etc.

Inspections of premises often reveal infringements, which generate investigations into possible offences committed by the trader/employer.

### 3.2.3 Licensing Act 2003

Under the Licensing Act 2003, the Section is designated as a Responsible Authority for the purposes of Health and Safety. Applications made under this Act will be assessed for compliance, and information provided to premises in order to educate businesses in safe practices /systems etc.

**Estimated resources:**

**3.3 FTE**

### 3.3 Health and Safety Requests for Service

Requests for service in relation to health and safety are investigated in accordance with the Health and Safety at Work Etc. Act 1974 and all relevant Codes of Practice.

Details of the procedures to deal with requests for services are contained in Operating Procedures.

Details of all requests for service are recorded on the CIVICA database.

It is anticipated that approximately 50 requests for service regarding health and safety will be received annually.

**Estimated Resources:**

**0.1 FTE**

### 3.4 Primary Authority Principle

At this present time, the Authority does not provide a Primary Authority partnership with any organisation.

### 3.5 Advice to Business

This authority responds to all requests for service and information. Officers endeavour to provide the best and most current information available.

The authority has expanded its Internet web site, which will provide information to the public and traders as well as links to other relevant sites.

The Authority regularly publishes the *Caerphilly Newslines* magazine, which may contain articles and information relating to health and safety. The section also contributes articles to the Licensing News published by the local authority.

When new legislation and guidance etc., is made available, information is provided to the most appropriate target groups by the most effective means, e.g. via mail shot, e-mail etc.

Information and advice on health and safety is given during every health and safety inspection, and during appropriate combined food safety inspections. Letters are sent following inspections, and in addition to detailing contraventions and legal requirements, information is also supplied relating to best practice advice.

Appropriate information leaflets are also enclosed with the letters.

**Estimated Resources:**

**0.1 FTE**

### 3.6 Health and Safety Incidents

All notifiable accidents, dangerous occurrences, occupational diseases and serious incidents are reportable via the HSE Incident Control Centre (ICC), based at National Britannia, Caerphilly. The ICC electronically records this information and also faxes major injuries to the relevant Enforcing Authority. Officers access the ICC web site on a daily basis to check the notifications and to update as necessary. It is anticipated that in the region of 90 accidents are received annually.

**Estimated Resources:**

**0.5 FTE**

### 3.7 Liaison with Other Organisations

Close liaison exists between all twenty-two local authorities in Wales through the Directors of Public Protection Wales (DPPW), its Trading Standards and Environmental Health Groups and their Technical Panels.

One Panel deals specifically with health and safety issues i.e. the Health and Safety Technical Panel. The authority is not directly represented on the Health and Safety Technical Panel, however, liaison is maintained with the Health and Safety Executive via Enforcement liaison meetings with the South East Wales Health and Safety Task Group, of which the authority is a member.

The Health and Safety officers also liaise with the Health Challenge Caerphilly Sub-Groups, described in 1.3 above.

**Estimated Resources:**  
**0.05 FTE**

### 3.8 Health and Safety Promotion

Opportunities are taken to promote health and safety by the distribution of mail shots, leaflets, posters etc.

The Authority also maintains liaison with the training unit at Ystrad Mynach College. The college provides a range of safety courses, both scheduled in advance and at the request of organisations.

The Health and Safety Officers will follow the theme set by the Health and Safety Commission's *Strategy for Workplace Health and Safety in Great Britain to 2010 and Beyond*. Officers will target the promotion of information relating to falls from heights, workplace transport, musculoskeletal disorders, stress and slips and trips. In addition officers

will also participate in initiatives stated within the Improving Occupational Health and Safety in Wales strategy, whereby topics such as height awareness, contact dermatitis, occupational asthma and asbestos will be addressed.

<b>Estimated Resources:</b> <b>0.05 F.T.E.</b>
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### **3.9 Official Returns**

The authority submits an annual return, the LAE1 to the HSE. This return details the amount of enforcement activity planned and completed.

All information collected for the return is extrapolated from the CIVICA database.

## 4. Performance Management

### 4.1 Measuring Performance

The Health and Safety team has developed the following robust performance management system:

- Monitoring of performance against the team's operational workload plan, with key performance indicators reported to scrutiny every quarter.
- Setting targets against the Environmental Health Best Practice Standards.
- Performance data will be recorded quarterly on the PIMS electronic database, which demonstrates a transparent approach to reporting information.
- The teams will participate in relevant benchmarking exercises if and when they occur.

### 4.2 Threats to performance/service improvement

The following items have been identified as posing a threat to service improvements.

<b>Risk</b>	<b>Risk Source</b>	<b>Category</b>	<b>How to progress</b>
Enforcement of legislation	Re-sourcing extra duties from ever-increasing new legislation	Medium	Prioritisation of duties. Concentrate on high risk activities
Maintaining core service delivery	Unforeseen demands or events (HSE changing/adding projects)	Medium	Multi disciplinary team. Able to bring resources in from other departments
Loss of expertise	Staff retention and capacity issues Maternity and sickness absence. Team with specialist knowledge difficult to replace. Responding to work intensive issues.	Medium	Introduction of PDR's Maintaining CPD Monitoring workloads Training of staff



## **6. QUALITY ASSESSMENT**

Documented operational procedures are in place.

The Quality system follows an ISO 9002 style, but is not accredited.

The quality systems include:

Inspection – Methodologies/procedures

Peer review

Management meetings

Management review

The Authority was externally audited via an inter-authority exercise during November 2004.

The Directorate of the Environment has registered its commitment to the Regulators' Compliance Code.

## **7. REVIEW**

### **7.1 Review Against The Service Plan**

The Health and Safety Enforcement Service shall review performance annually as part of the performance planning process. The review will include;

- Analysis of service performance
- Comparison of service performance against service plan
- Changes in legislation etc.
- Customer feedback

### **7.2 Identification Of Variances**

Any variances with service performance from the published performance plan will be noted and any reasons for those variances shall be recorded. If the variances were due to appropriate actions in the enforcement mix leading to a satisfactory but different outcome then that shall be recorded. These shall be recorded as an appendix to the Service plan.

Monitoring of the performance of the service shall take place quarterly.

### **7.3 Areas For Improvement**

Areas of improvement identified through the Management Review Process shall be identified in the Service Improvement Plan for the following year.

Areas include:

- To continue to improve the data collection/reporting system for the HSE annual returns.

#### **Key areas for improvement**

Key areas for improvement identified are as follows;

- PDR's to be carried out for all staff.
- To continue updating the website
- To update the PIMMS database at pre-determined frequencies.
- To review operating procedures
- Copy of Service Plan to be posted on the Internet
- Undertake risk rating consistency exercise
- Make reference to HSE Infoline and website in all correspondence

## Service Delivery Review for 2008-9

### Main Points:

- During 2008/09 407 visits were made to conduct health and safety inspections/Fit3 initiatives, 30 for revisits, and 143 were made for other purposes.
- 99 accidents were notified to the authority, requiring 82 investigation visits.
- 274 licensed premises were sent mail-shots for the Noise in the Entertainment Industry initiative. This included an information sheet and questionnaire in relation to the Noise at Work Regulations 2005 and noise induced hearing.
- 20 premises were inspected for the Workplace Transport Initiative. The types of premises targeted were warehouses, builder's merchants and supermarkets.
- 25 takeaway premises were targeted for the Slips and Trips initiative. Measurements were taken of the floor surface roughness and advice on cleaning and the correct chemicals to use was given.
- During European Health and Safety Week in October, the section supported the Healthy Workplaces - Good for you. Good for business campaign by providing 303 small businesses with information on how to carry out a risk assessment for their workplace.
- 28 Indian takeaway premises were provided with advice on the safety of Gas Powered Tandoori Ovens.
- 160 questionnaires were sent to premises to determine their involvement with beauty procedures. These have been analysed to determine the types of treatments offered in the County Borough so that resources can be targeted appropriately.
- 181 businesses (including new) were targeted for alternative enforcement via a self- assessment questionnaire. Health and safety information was distributed with the AES questionnaires and follow-up letters sent where necessary.
- Officers played active roles in the Health Challenge Caerphilly's - Accident & Injury Prevention Working Group.
- The collection of data for Official Reporting to the Health and Safety Executive has again been greatly improved.

## Health and safety Premises

A breakdown of the categories of health and safety premises located within the county borough is provided below.

	Retail Shops	Wholesale Shops, Warehouses and fuel storage	Offices	Catering, restaurants and bars	Hotels, campsites and other short stay	Residential care homes	Leisure and cultural services	Consumer services	Other premises	TOTAL
Total no. of Premises as at 1.4.2008	816	54	215	624	18	42	79	403	30	2281

## Health and Safety Inspections

The table below details the percentage of inspections achieved against targets.

Description	Risk group	Planned Inspections	Premises closed	Revised Plan	Achieved	% Achieved
Highest hazard/risk	A	10	2	8	8	100%
Intermediate hazard/risk & AES	B1	8	0	8	8	100%
	B2	22	0	22	22	100%
	B3	30	0	30	29	97%
	B4	123	0	123	83	67%
Lowest hazard/risk (includes new premises)	C	100	0	100	108	108%
New Premises	Unrated	213	9	204	147	72%
Total		506	11	495	407	82%
Revisits etc.	All	100	0	0	30	30%

<b>FIT3</b>			
<b>Initiative</b>	<b>Revised Plan</b>	<b>Achieved</b>	<b>% Achieved</b>
<b>Slips and Trips (Watch Your Step)</b> <b>Measurements of surface roughness of 25 takeaway catering premises using a “Kenny” type surface roughness meter. Follow up letter confirming level of risk and information on the control of slips/trips.</b>	25	25	100%
<b>Workplace Transport (Moving goods safely 3)</b> <b>Targeted visits to 20 warehouses, builder’s merchants and supermarkets to assess workplace transport operations and to raise awareness of injuries through falls from vehicles.</b>	20	20	100%
<b>Noise at Work</b> <b>Noise Induced Hearing within the Entertainment Industry. Survey carried out of 270 premises.</b>	274	274	274

During the year events arose that further impacted on resources, these included:-

- **Vacant Post**

One part time EHO left in January 2008 and an EHO was seconded to the Senior EHO post leaving the team 0.5 FTE down.

- **Civica Database**

The continuous programme to improve the accuracy of the CIVICA database proved very successful.

- The team participated in “Operation Check”, this was a multi agency approach carrying out regulatory visits from various statutory bodies to certain premises within the county borough, which were known to be the subject of various complaints. The team visited 8 premises to check and advise on health and safety issues.

## Health and Safety Requests for Service

The following table details the number of requests for service received in recent years:

	2004/05	2006/07	2007/08	2008/09
Health and Safety	84	*371	50	52

\* These figures include desktop exercises for Licensing.

Many requests are complex and generate protracted investigations.

## Advice to Business

All requests for advice from local businesses relating to health and safety matters were responded to within the agreed time scales.

## Health and Safety Incidents

The table below shows details of the numbers of notifiable accidents and the number investigated over recent years.

	2004/05	2006/07	2007/08	2008/09
No. RIDDOR Notifications	48	98	60	99
No. Investigated via visits	24	54	37	82

## Liaison with Other Organisations

Close liaison was maintained between all twenty-two local authorities in Wales through the Directors of Public Protection Wales (DPPW), Welsh Heads of Environmental Health Group and their Health and Safety Technical Panel and the three regional groups.

## Health and Safety Promotion

Opportunities were taken to promote health and safety by the distribution of mail shots and leaflets.

## Official Returns

The authority submits an annual return, the LAE1 to the HSE. This year it also included a Fit3 summary. This return details the amount of enforcement activity planned and completed.

All information collected for the return is extrapolated from the CIVICA database.

