



**Caerphilly County Borough  
Council  
Environment Directorate  
Public Protection**

**HEALTH AND  
SAFETY  
INTERVENTION  
PLAN  
2015/2016**

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**Health & Safety Intervention Plan**

**HEALTH AND SAFETY INTERVENTION PLAN**  
**2015/2016**

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**CAERPHILLY COUNTY BOROUGH COUNCIL**  
**HEALTH AND SAFETY INTERVENTION PLAN**

**1. SERVICE AIMS AND OBJECTIVES**

**1.1 INTRODUCTION**

Health and Safety Executive (HSE) and Local Authorities (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 Authorities are required to follow the Health and Safety Commission (HSC) Enforcement Policy Statement (EPS) on the purpose, method and principles of enforcement.

The S18 Standard sets out the requirements with which HSE and LAs are 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.

In March 2011, the Minister for Employment announced the next steps in the Government's plans for reform of the health and safety system in Britain with the publication of "*Good Health and Safety, Good for Everyone*". Under the reforms, protecting people in the workplace and in society as a whole remains a key priority. The focus of the health and safety regime will move to a lighter touch approach concentrating on higher risk industries and on tackling serious breaches of the rules.

The Government's reforms require HSE and LAs to reduce the number of inspections carried out; to have greater targeting where proactive inspections continue; and to increase information provision to small businesses in a form that is both accessible and relevant to their needs.

This Plan outlines the main actions which the Authority will take to progress the strategy, "The Health and Safety of Great Britain // Be part of the solution".

The Main Strategic Goals:

- To motivate focus on the core aims of health and safety and, by doing so, to help risk makers and managers distinguish between real health and safety issues and trivial or ill-informed criticism.
- To investigate work-related accidents and ill health and take enforcement action to prevent harm and to secure justice when appropriate.

- To encourage strong leadership in championing the importance of, and a common sense approach to, health and safety in the workplace.
- To encourage an increase in competence, which will enable greater ownership and profiling of risk, thereby, promoting sensible and proportionate risk management.
- To reinforce the promotion of worker involvement and consultation in health and safety matters throughout unionised and non-unionised workplaces of all sizes.
- To adapt and customise approaches to help the increasing numbers of SMEs in different sectors comply with their health and safety obligations.

In April 2013 HSE published The National Local Authority Enforcement Code which was written in response to the Lofstedt report which recommended that HSE be given a stronger role in directing local authority health & safety inspection and enforcement activity. The Code specifies that pro-active inspections should be directed to high risk businesses and businesses which fall within the activities specified within Annex A of the Code.

Caerphilly County Borough Council produces this health and safety intervention plan following the guidance within the National Code, for the financial year 2015/2016.

## 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:

*“Proportionate and targeted enforcement, education and advice that protects public health and safety of our communities and protects consumer and business interests by promoting a fair trading environment”.*

## 1.3 Links to Caerphilly Delivers

2013 saw the introduction of the Single Integrated Plan for the County Borough of Caerphilly. The plan is called Caerphilly Delivers. The plan reflects the Welsh Government’s strategic approach to developing communities in Caerphilly.

The plan has been developed based on the following principles of:

- **Sustainable Development**
- **Equalities and Welsh Language**
- **Early Intervention and Prevention Goals**
- **Community Cohesion**

Five keys outcomes have been identified:-

- **Prosperous Caerphilly**
- **Safer Caerphilly**
- **Learning Caerphilly**
- **Healthier Caerphilly**
- **Greener Caerphilly**

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

- A risk-assessed health and safety inspection programme
- Projects identified in line with HSE's priorities
- 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

## **2. BACKGROUND**

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

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, and Risca. The Council provides services for approx 179,000 people who live in an area covering approximately 28,000 hectares.

Caerphilly borough has 110 Lower Super Output Areas (LSOAs). 38.1% of the county borough's LSOAs are ranked within the 50% least deprived LSOAs in Wales. 14 of the 110 LSOAs (12.7%) fall within the 10% most deprived category, this is the 8<sup>th</sup> highest proportion in Wales. Caerphilly has an above average number of LSOAs in the 10% most deprived LSOAs in Wales.

There are approximately 2,300 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**

The Council has adopted a Cabinet style of Local Government, embracing a new Constitution and new Executive arrangements, based on a Leader and Cabinet model. The current Cabinet consists of –

Leader of Council

Deputy Leader of Council and Cabinet Member for Housing

Deputy Leader of Council and Cabinet Member for Corporate Services

Cabinet Member for HR & Governance / Business Manager

Cabinet Member for Performance and Asset Management

Cabinet Member for Regeneration, Planning & Sustainable Development

Cabinet Member for Education & Lifelong Learning

Cabinet Member for Community & Leisure Services (including Public Protection)

Cabinet Member for Highways, Transportation & Engineering

Cabinet Member for Social Services

The Cabinet have responsibility for health and safety enforcement.

The Health Social Care and Wellbeing Scrutiny Committee oversees the Environmental Health functions.

### 2.2.2 Directorate Organisation

A corporate management team led by the Interim Chief Executive, and three Directors undertakes the day-to-day management of the Council.

Council services are provided by the four broad Directorates of Education and Lifelong Learning, Social Services and the Environment, supported by a Corporate Services Directorate.

The Public Protection Division, which includes both the Environmental Health and Trading Standards Services, is situated in the Directorate of the Environment.

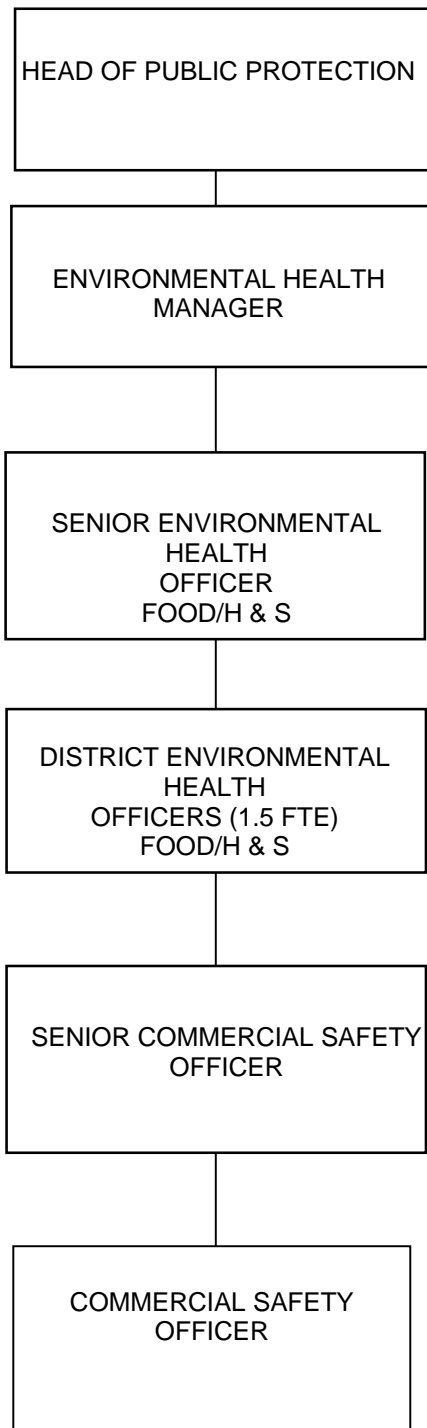
The Council has delegated all matters relating to Health and Safety enforcement to the Interim Chief Executive and Head of Service.

The Interim Chief Executive 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 eight Environmental Health Officers (Food & H & S), one Senior Commercial Safety Officer and one Commercial Safety Officer. All aspects of health and safety are carried out, such as, interventions at high risk work places including project work; occupational health; investigation of health and safety complaints; issuing advice etc.; investigating accidents; consultations for planning, premise licenses and events.

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 ensure competency and to comply with Continuous Professional Development (CPD) requirements. Every effort is made to provide training when the need arises.

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

Officers have completed the Regulator's Development Needs Analysis Tool to assess levels of competency in accordance with the Section 18 Standard on Enforcement. The outcomes from the RDNA are used in personal development reviews to inform training/learning needs.

The Senior Commercial Safety Officer has obtained the NEBOSH National Diploma in Health and Safety and the Commercial Safety Officer has NVQ Level 4 in Health & Safety and NEBOSH Certificate.

## **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 2,300 premises eligible for health and safety interventions.

### **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, a continually building number of events take place during the year which involve a considerable input from the team.

### **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 Ystrad Mynach 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 provides information on the services provided, details of our Enforcement Policy, Primary Authority and conformance with the Regulators 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**

Public Protection has adopted an overarching Enforcement Policy for its regulatory function, which has Council approval. It has full regard to the Concordat on Good Enforcement. A copy of the Policy may be found at [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)

In addition the Health and Safety Section has a specific enforcement procedure for health and safety. The procedure follows the principles of

the Public Protection 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, National Local Authority Enforcement Code 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.

### 3.0 SERVICE DELIVERY

Our key delivery **priorities** are:

- To influence behaviours and the management of risk in high risk, poor performing and/or rogue trader businesses.
- Investigating major injury incidents and fatalities.
- Reacting to complaints

#### 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 2015 is provided in Table 1 below.

	Retail Shops	Wholesale	Offices	Catering, restaurants	Hotels, campsites	Residential care homes	Leisure and cultural	Consumer services	Other premises	TOTAL
<b>Total no. of Premises</b>	<b>719</b>	<b>43</b>	<b>157</b>	<b>632</b>	<b>15</b>	<b>35</b>	<b>161</b>	<b>491</b>	<b>38</b>	<b>2291</b>

(Table 1)

#### 3.2 Health and Safety Interventions

##### 3.2.1 Interventions

The intervention programme and frequency of interventions is determined by the use of HELA LAC 67/2 and the National Local Authority Enforcement Code. The aims are to target resources in order to achieve the greatest impact. There are a range of interventions available to local authorities these are:-

##### **Proactive interventions**

- Partnership
- Motivating senior managers
- Supply chain
- Design and supply
- Sector and industry wide initiatives
- Working with those at risk
- Education and awareness
- Inspection
- Intermediaries
- Best practice
- Recognising good performance

##### **Reactive interventions**

- Incident and ill-health investigation

- Dealing with issues of concern

### 3.2.2 Project Work

Project work is decided via the regional task groups and H&S Expert Panel in partnership with HSE and linked to their national priorities. The work is targeted and evidence based.

The interventions scheduled for 2015/2016 are shown in table 2 below:

Description	Risk group	Planned Inspections 2015-16
Highest hazard/risk	A	14
Revisits etc.	All	50
Unrated		Self Assessment/Intervention
Projects		Timescale
Annex A Interventions	24 interventions	Throughout year
Local Intelligence	37 interventions	Throughout year
Gas Safety in Catering	10 interventions	June - July
Firework Registration Scheme	4 interventions	Sept-Nov
Safe Oil Changing Project	3 interventions	August
European H&S Week	Awareness raising – Managing Stress	Sept-Oct
Sportsground Certificates	4 interventions	Throughout year
Estates Survey	Identification of H&S premises	Ongoing throughout year
Asbestos notification (ASB5 etc) consistency project	Interventions of flagged contractors on receipt of ASB5 notification	As necessary
Goal Post campaign	Raise standards/awareness	August-Sept
Intermediate risk	BI's & B2's 33 self assessment questionnaires	June

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

Interventions at 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. The team continues to be a consultee for TENS applications.

### 3.2.4 Illegal Tattooing

The team are experiencing an increase in the number of illegal tattooing investigations undertaken each year. These investigations take up a considerable amount of officer time in collating evidence, executing Part 2A Orders and preparing prosecution cases.

<b>Estimated resources:</b>	<b>2.80 FTE</b>
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### 3.3 Health and Safety Requests for Service

Requests for service in relation to health and safety are investigated in accordance with the Requests for Service procedure.

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

It is anticipated that approximately 60 requests for service regarding health and safety will be received annually.

<b>Estimated Resources:</b>	<b>0.1 FTE</b>
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### 3.4 Primary Authority

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 revised its website, which provides 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 team also makes use of social media sites such as Facebook and Twitter where appropriate.

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 health and safety interventions. Reports are sent following interventions, and in addition to detailing contraventions and legal requirements, information is also supplied relating to best practice advice.

Appropriate information leaflets are also provided.

<b>Estimated Resources:</b>	<b>0.1 FTE</b>
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### **3.6 Health and Safety Incidents**

All notifiable accidents, dangerous occurrences, occupational diseases and serious incidents are reportable via the HSE RIDDOR site. Officers access this web site on a daily basis to check the notifications and to update as necessary. It is anticipated that in the region of 100 accidents notifications are received annually.

<b>Estimated Resources:</b>	<b>0.4 FTE</b>
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### **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), Environmental Health Groups and their Expert Panels.

The Health & Safety Expert Panel deals specifically with health and safety issues. The authority is directly represented on the Health and Safety Expert Panel. Liaison is also maintained via Enforcement liaison meetings with the South East Wales Health and Safety Task Group, of which the authority is also a member.

Representatives from the team also attend the Authority's Event Safety Advisory Group (ESAG) and Responsible Authority meetings.

<b>Estimated Resources:</b>	<b>0.05 FTE</b>
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### **3.8 Health and Safety Promotion**

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

As illegal tattooing is on the rise the team in partnership with the Health Improvement Team carry out awareness raising of the issues associated with illegal tattooing at local comprehensive schools.

This year's European Health & Safety Week topic is – Managing Stress. Awareness raising is planned for this topic during October.

<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. The return details the health and safety interventions carried out by the team.

All information collected for the return is extrapolated from the APP 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 as appropriate.
- Setting targets against the Environmental Health Best Practice Standards.
- Performance data will be recorded quarterly on the Ffynnon Performance Management system.
- The team will participate in peer review activities detailed in the S18 Standard as specified by liaison groups.

### 4.2 Benchmarking

#### Performance Indicators

The Service Improvement Data for 2014-15, place Caerphilly's Performance at 100% for the percentage of high risk businesses that were liable to a programmed inspection that were inspected.

## 5. RESOURCES

### 5.1 Estimated Resources

To provide the service outlined in Chapter 3 of this report would require the following numbers of operational staff. Estimates are full time equivalents (F.T.E.).

<b>SERVICE ACTIVITY</b>	<b>ESTIMATED RESOURCES F.T.E.</b>
Health and Safety Interventions	2.8
Health and Safety Complaints	0.1
Health and Safety Primary Authority /Business Advice	0.1
Health and Safety Incidents	0.4
Liaison and Promotion	0.1
<b>TOTAL HEALTH AND SAFETY TEAM - ESTIMATED</b>	<b>3.50</b>
<b>TOTAL HEALTH AND SAFETY TEAM - EXISTING</b>	<b>3.30</b>

Current estimated allocation of staff is 3.50 F.T.E.

Actual number of FTEs for 15/16	Estimated required FTEs	Variance
3.30	3.50	*-0.2

\*Health & safety officers are currently carrying out the food sampling function.

### 5.2 Financial Estimates

The estimated financial expenditure on health and safety enforcement for 2015/2016 is:

Health and Safety £192,547

These figures include accommodation; clerical and administrative support staff, travelling allowances, etc.

## **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
- Personal Development Reviews

During October 2011 the Authority participated in the peer review audit carried out by the South East Wales Health and Safety Task Group in line with S.18 guidance.

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

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

Key areas for improvement identified are as follows:-

- To review operating procedures
- To ensure compliance with s18 Standard and LAC 67/2

# Service Delivery Review for 2014-15

## Main Points:

- During 2014/15 116 planned health and safety interventions were carried out, 60 revisits and 402 were made for other purposes.
- 82 accidents were notified to the authority, of which 79 were investigated, with 36 requiring visits.
- 4 premises that held firework displays were visited for the Firework Registration project.
- 18 interventions were carried out hotels, B&B's and gyms as part of the all Wales Control and Management of Legionella project.
- 10 interventions were carried out to catering establishments as part of the All Wales Gas Safety Project.
- 8 follow up visits were carried out to swimming pools in line with the All Wales Cryptosporidium Project.
- 5 interventions were carried out at riding establishments as part of the Animal Contact Project.
- 10 follow up interventions were carried out as part of the HSE's LPG Project.
- 202 new businesses were either visited or targeted for alternative enforcement via a self- assessment questionnaire. Health and safety information was distributed with the Alternative Enforcement Strategy questionnaires and follow-up letters sent where necessary.
- Several complex investigations took place throughout the year with regard to illegal tattooing and piercing. 4 successful prosecution cases were taken as a result of the investigations.
- Work has continued in relation to Sportsgrounds Safety with officers attending training courses and quarterly regional meetings to gain knowledge and experience in the process.
- A pack was produced for LA's in Wales to use when dealing with illegal tattooing. The pack included a procedure, standard notices etc. 4 talks were also carried out at Comprehensive schools warning pupils about the dangers of illegal tattooing.
- Participation in the Cardiff CC Ink Dilution study which involved collating information from tattoo artists within the county borough. The study has been finalised and the report circulated.

- Awareness raising – Managing Stress was this years theme for European Health and Safety week. Information was distributed within correspondence and posted on the authority's website.
- There has been a considerable increase in the number of events organised in the area. This has had a significant impact on the team with officers having to carry out a lot of preparatory work prior to the event followed by attendance at the event in order to carry out interventions. This workload is likely to increase with the introduction of events organised to boost tourism.
- During 2014/15 the team dealt with 223 TENS applications. This involves liaising with the event organisers, issuing advice and carrying out site visits.
- The team have responded to planning and licensing applications throughout the year.

### 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 1.4.2014	707	43	157	614	14	34	151	488	37	2245

### Health and Safety Inspections

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

Description	Risk group	Planned Interventions	Premises closed	Revised Plan	Achieved	% Achieved
Highest hazard/risk	A	11	0		11	100%
Intermediate hazard/risk & AES	B1	30	0	30	18	60%
	B2	30	0	30	26	77%
New Premises	Unrated	220	18	202	145	72%
<b>Total</b>		<b>291</b>	<b>18</b>	<b>262</b>	<b>200</b>	<b>76%</b>
Revisits etc.	All	50	0	61	61	100%

<b>Project Work</b>			
<b>Initiative</b>	<b>Revised Plan</b>	<b>Achieved</b>	<b>% Achieved</b>
<b>Annex A Interventions</b>	11	11	<b>100%</b>
<b>Cryptosporidium/Swimming Pool Safety</b>	8	8	100%
<b>Control and Management of Legionella</b>	18	18	100%
<b>Gas Safety in Catering/Charcoal Grill/Tandoori Ovens</b>	10	10	100%
<b>LPG Project</b>	10	10	100%
<b>Firework Registration Scheme</b>	4	4	100%
<b>Animal Contact</b>	5	<b>5</b>	100%
<b>Local Intelligence</b>	5	5	100%

Not all visits to businesses within the animal contact project were completed. These will be carried forward to 2014/15.

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

### **Illegal Tattooing**

The number of illegal tattooist investigations has continued to impact on the work of the team during this year. These investigations take up a considerable amount of officer time and involve attendance at court, seizure of equipment followed by preparation of a prosecution case.

### **Gas Safety**

The time spent dealing with Gas Safety issues in catering premises is continuing to increase. Improvement Notices are continuing to be served on business proprietors to service and provide certification that their gas appliances are maintained .

### **Health and Safety Requests for Service**

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

	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
<b>Health and Safety</b>	59	68	51	55	68

All service requests were responded to within the allocated target times.

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.

	2010/11	2011/12	2012/13	2013/14	2014/15
No. RIDDOR Notifications	100	129	140	140	81*
No. Investigated	100	129	140	140	79

\* 2 fell outside the incident selection criteria

### **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 Expert Panels 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.

During European Health and Safety information was published on the Authority's website to raise awareness on managing stress.

### **Official Returns**

The authority submits an annual return, the LAE1 to the HSE. This return details the amount of enforcement activity undertaken throughout the year.

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

### **Customer Satisfaction Survey**

The health and safety team undertook an annual survey of customer satisfaction levels. The survey revealed that 100% were satisfied with the outcome of the visit and overall level of service provided.



