

**HEALTH AND SAFETY
ENFORCEMENT SERVICE PLAN**

2011/2012

WEST LANCASHIRE BOROUGH COUNCIL



Community Services

HEALTH AND SAFETY
ENFORCEMENT SERVICE PLAN
2011/2012

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COMMUNITY SERVICES

HEALTH AND SAFETY ENFORCEMENT SERVICE PLAN 2011/2012

1	Service Aims and Objectives	
1.0	Service Aims and Objectives	<p>The aim of the Health & Safety Enforcement Service is to protect the health, safety & welfare of those people working in West Lancashire and to safeguard others, principally members of the public, who may be exposed to risks from such work activities.</p> <p>In order to achieve these aims the service will:</p> <ul style="list-style-type: none">• Ensure its acts in accordance with relevant guidance from the Health & Safety Executive (HSE).• Encourage businesses to comply with the law by offering advice.• Apply the principle of continuous improvement by comparing and measuring its performance and rectifying any shortcomings.• Responding to local need and ensuring the service is accessible to everyone.• Ensure that the delivery of the Service is undertaken in a manner so as not to be discriminatory towards equality target groups and accessible to all who request or receive the Service.
1.2	Links to Corporate Objectives	<p>The Health & Safety Enforcement Plan is produced annually by the Assistant Director Community Services and the Commercial Safety Manager. Performance reviews are undertaken on a quarterly basis and related performance indicators are reported for scrutiny to the elected members of Cabinet. The results of the annual performance review are also reported to Cabinet.</p> <p>The Council has a number of key corporate priorities and values. The work detailed in the Service Plan specifically contributes to these priorities and values by making best use of resources to deliver the best possible services.</p> <p>The service works closely with a number of other agencies and organisations eg. Health & Safety Executive, LGR (Local Government Regulation), LBRO (Local Better Regulation Office), NHS Central Lancashire, Cumbria & Lancashire Health Protection Agency and other local authorities to ensure a comprehensive and consistent approach to health & safety law enforcement.</p>

<p>2.0 BACKGROUND</p>	
<p>2.1 Profile of the Local Authority</p>	<p>West Lancashire is located in the South West corner of Lancashire in the North West of England. It has a population of 108,378 and covers an area of 34,688 hectares. The area is characterised by a mainly flat intensively farmed agricultural landscape, which rises to the east to form low hills. The area is mainly rural, with the main exceptions being the former New Town of Skelmersdale and the market town of Ormskirk.</p> <p>In 2008, 13% of enterprises in West Lancashire were involved in the agricultural sector with a similar percentage involved in the retail/wholesale sector.</p> <p>Property and business services account for 28% of enterprises in the area, with a further 6% of businesses involved in hotels and catering services.</p> <p>Public administration, education and health accounted for approximately 10% of the organisations in West Lancashire.</p> <p>Over recent years, West Lancashire recorded an employment growth rate that was above the County and National averages.</p> <p>The majority of manufacturing is located in Skelmersdale, where there is a large industrial estate.</p>
<p>2.2 Organisational Structure</p>	<p>The current organisational structure of the Community Services Division is shown in Appendix 1. However, Major Service Reviews of all council services are taking place and may affect the future organisational structure.</p> <p>Health & Safety law enforcement duties are undertaken by the Commercial Safety Section, who deal with both health and safety and food safety enforcement matters.</p> <p>Administrative support is provided by members of a general Administration Team.</p> <p>The Health Promotion Service provides a range of promotional and educational roles in respect of health & safety matters.</p> <p>The service uses a range of Specialist Services including:</p> <ul style="list-style-type: none"> • Health & Safety Executive <ul style="list-style-type: none"> - Specialist Advisors - Specialist Laboratory Support

	<ul style="list-style-type: none"> • Analytical Services <ul style="list-style-type: none"> - Lancashire County Council Public Analyst, plus specialist service providers as necessary. • HPA Food, Water & Environmental Microbiology Network (Preston Laboratory). • Cumbria & Lancashire Health Protection Agency – Consultant in Health Protection. • NHS Central Lancashire – Director of Public Health. <p>The Council is operating under an evolving political structure involving an executive style Cabinet and a series of Overview & Scrutiny and Review Committees.</p>																
<p>2.3 Scope of the Health & Safety Enforcement Service – Interventions Scheme</p>	<p>Through its Intervention Programme, the Service provides adequate arrangements for enforcement of health & safety as required by the HSE’s Section 18 Guidance.</p> <p>The Commercial Safety Section achieves this by providing the following services:</p> <ul style="list-style-type: none"> • Programmed and reactive inspection of commercial premises. • Revisits to check on compliance. • Responding to accident notifications. • Responding to complaints. • Provision of advice and assistance on health and safety matters. • Planned special surveys or enforcement initiatives. • Visits to new premises. • Provision of training. • Input to various licensing services on health and safety matters. • Partnership Projects – working with other organisations. 																
<p>2.4 Demands on the Health & Safety Enforcement Service</p>	<p>There are in total 1170 known health & safety premises in the district, for which the Service has enforcement responsibility. A breakdown of their risk rating category is provided in Section 3 and they can also be divided into the following classifications:</p> <table data-bbox="603 1771 1157 2143"> <tr> <td>Retail shops</td> <td>417</td> </tr> <tr> <td>Wholesale shops, warehouses and fuel storage depots</td> <td>53</td> </tr> <tr> <td>Offices</td> <td>108</td> </tr> <tr> <td>Catering, restaurants & Bars</td> <td>286</td> </tr> <tr> <td>Hotels, camp sites & other</td> <td></td> </tr> <tr> <td>Short-stay accommodation</td> <td>14</td> </tr> <tr> <td>Residential Care Homes</td> <td>37</td> </tr> <tr> <td>Leisure & cultural services</td> <td>175</td> </tr> </table>	Retail shops	417	Wholesale shops, warehouses and fuel storage depots	53	Offices	108	Catering, restaurants & Bars	286	Hotels, camp sites & other		Short-stay accommodation	14	Residential Care Homes	37	Leisure & cultural services	175
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	<p>Consumer services & other Premises 80</p> <p>The authority has adopted a street trading consent scheme for mobile retail and catering vehicles. This places additional demands on the service with 31 vehicles requiring compliance inspections per year on average.</p>
<p>2.5 Service Delivery</p>	<p>Commercial Safety Section Community Services West Lancashire Borough Council Robert Hodge Centre Stanley Way Skelmersdale Lancashire WN8 8EE</p> <p>Telephone: 01695 577177 (switchboard) 01695 585313/585242 (direct) Fax: 01695 585126 Opening Hours: 08.45 – 17.00 (Monday-Thursday) 08.45 – 16.45 (Friday) Out of Hours: Emergency Service is available by contacting 01695 577177</p> <p>The out of hours emergency service is available 24 hours 7 days a week. An appropriate officer of the Environmental Health Service can be contacted through this number in an emergency eg. Fatal or other serious major accident.</p>
<p>2.6 Enforcement Policy</p>	<p>A Corporate Enforcement Policy was agreed by the Council in October 2009. The aim of this Policy is to promote consistency across the Council and it provides the principles of the Council's approaches to enforcement.</p> <p>The Community Services Division's Enforcement Policy, also agreed by the Council in October 2009, is positioned below the Corporate Policy and contains more specific interpretation in relation to legislation, approaches, etc.</p> <p>Through the Service's work the Council will contribute to the principles of the HSC document "A Strategy for workplace health & safety in Great Britain to 2010 and beyond".</p> <p>This document has four key elements:</p> <ul style="list-style-type: none"> • Developing closer partnerships • Helping people to benefit from effective health & safety management and a sensible health & safety culture • Focussing on enforcing authorities' core business and the right interventions where we are best placed to reduce workplace injury and ill

	<p>health.</p> <ul style="list-style-type: none"> • Communicating the vision. <p>The above Strategy is supported by a joint Statement of Intent which was agreed by HSC, HSE & local authority representative bodies in July 2004.</p> <p>A local endorsement of the Statement of Intent has also been signed by the Council along with other Lancashire local authorities and the HSE. This commits authorities and the HSE to working in a closer partnership so as to tackle national, regional and local priorities for health & safety at work.</p>
<p>3.0 SERVICE DELIVERY</p>	
<p>3.1 Health & Safety Interventions Programme</p>	
	<p>3.1.1 Planned Health & Safety General Inspections</p> <p>It is West Lancashire Borough Council's Policy to carry out programmed inspections of premises in accordance with:</p> <ul style="list-style-type: none"> (a) The Health & Safety Executive Section 18 Guidance to Local Authorities (b) The Council's Corporate Enforcement Policy (c) The Division's Enforcement Policy (d) The Health & Safety Executive Strategy "The Health & Safety of Great Britain \ \ Be part of the solution". (e) Government reforms announced in its publication 'Good Health and Safety, Good for Everyone'. (f) The Health & Safety Executive/Local Authority Enforcement Liaison Committee (HELA) Guidance: Local Authority Circular 67/2 (rev 2) March 2010 "Advice / Guidance to Local Authorities on Priority Planning". <p>Such inspections will involve an examination of an employer's activity in relation to the duties & requirements of the HSW Act and related legislation.</p> <p>Such inspections will focus particularly on any of the priority areas for topic inspection, where relevant</p>

The HELA rating system detailed in LAC 67/2 (rev 2) is applied to allocate priority ratings for premises. The inspection programme and the frequency of inspections is based on this system.

Planned general Health & Safety inspections will utilise the Priority Programme Topic Inspection Approach. This allows enforcement officers to concentrate on the HSC's five priority topics:

- muscular-skeletal disorders
- workplace induced stress
- workplace transport
- falls from height
- slips & trips

Enforcement officers will continue to cover areas of Health & Safety that are known & proven to be specific potential risks within an industry type, other matters of evident concern & issues raised by management, employee representatives or employees.

Further details of the Planned General Inspection Programme can be found in Section 3.3.

It is the Service's intention to continue to meet its duties under Sec 18 of the Health & Safety at Work etc. Act 1974 by making adequate arrangements for its enforcement role.

A Standard called "Making a Difference.....", which has been endorsed by HELA, LACORS and HSE, sets out the standard Local Authorities need to achieve to meet its duties under Sec 18.

Enforcing authorities were given three years to comply with the Standard – so as to allow supporting information to be developed and also to give time to embed the Standard into Local Authorities.

During 2010-2011, the Service undertook a full assessment of its arrangements for compliance with the Sec 18 Guidance. This included a full peer review of that assessment with other Local Authorities in Lancashire and with the Health & Safety Executive. This confirmed the Service's compliance with the Guidance.

3.1.2 Planned Enforcement Initiatives

The service will be actively supporting the topics detailed in the national HSE Delivery Plan for 2011-2012.

The Service has worked closely with the HSE and other

Lancashire local authorities to develop a local programme of projects to support the national Strategic Programme and HSE Delivery Plan for 2011-2012.

This will involve the Service in a range of campaigns on the following issues in 2011/2012.

- Violence at Work in the Retail Sector
- Shattered Lives – Slips, Trips & Falls Campaign
- Management of Asbestos
- Local Initiative – Sun bed premises
- LPG Underground Pipework project
- A selection of other initiatives from the Environmental Health Lancashire Health and Safety Officers Group

These campaigns will be tailored by the Service to reflect local circumstances.

Such planned enforcement initiatives will include Partnership Projects and joint working with other Local Authorities & HSE and with other organisations such as, for example, NHS Central Lancashire.

Further details of these projects can be found in Section 3.3

The Service, having reviewed its Annual Service Plan, will continue to explore innovative ways of assisting businesses to comply with health & safety legislation. This will involve officers in project based inspections and visiting a specific sector(s) of premises. They will carry out an inspection of the premises and associated activities, identify with the businesses what information they need and then provide businesses with written guidance on their specific type of business. Further details of project based inspections can be found in Section 3.3.

3.1.3 Investigation of accidents / incidents / dangerous occurrences.

It is the policy of West Lancashire Borough Council to undertake an assessment of all accidents/dangerous occurrences which are notified to the Authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

Such an assessment should ensure that the more serious incidents receive appropriate attention in

accordance with HSE/HELA objectives and priorities. The criteria on which a decision is made on which notifications are investigated is based on the HELA LAC 22/13 "Incident Investigation Selection Procedures". The criteria is more specifically detailed in Annex A1 of that guidance. Such investigations will be undertaken in line with the work instruction. "The Investigations of Accidents on Site".

It is estimated that the Service will respond to approximately 80 notifications per year.

3.1.4 Investigation of Complaints & requests for service

It is important that health and safety complaints are investigated. Action is determined by the nature of the complaint and the potential threat posed to health and safety.

Each year, on average, the section receives 90 health & safety complaints and requests for service.

The length of time taken to resolve a complaint can vary.

It is the policy of West Lancashire Borough Council to give a first response within 3 working days to **all** health & safety premises complaints and requests for service.

3.1.5 Advice to businesses

West Lancashire Borough Council is committed to providing advice to any business within its district or to members of the public. The response time required by performance indicators is 10 days.

3.1.6 Visits to new premises

A time allowance will be included in the Annual Service Plan for the initial inspection of new premises. Once such premises have been inspected & risk rated using the numerical Priority Planning System, they will be included in the overall general inspection programme. Further details can be found in Section 3.3.

3.1.7 Revisits to check compliance

Revisits are undertaken if a further visit is needed to assess compliance with an enforcement notice or if contraventions found during an inspection are of such a risk that enforcement action may be required before the next programmed inspection.

<p>Programme</p>	<p>3.2.1 Health & Safety (General)</p> <p>The Commercial Safety Section Work Programme for 2011/2012 includes the following:</p> <p>(i) Health & Safety Enforcement</p> <p>(a) Develop new supplementary guidance to support the Council's Corporate Enforcement Policy and the Community Services Enforcement Policy.</p> <p>(ii) Health & Safety Interventions Programme</p> <p>(a) Develop Inspection Programme for all premises in risk categories A, B1 and B2, as necessary, within a 4 year programme. To review activity relating to risk category C premises.</p> <p>(b) Develop a health & Safety interventions Programme consisting of approximately 90 project-based and new inspections.</p> <p>(c) Develop an Annual Service Plan, which reflects the HSE & HELA strategic themes and continuing aims.</p> <p>(d) Ensure the health & safety premises database is an accurate reflection of the premises in the West Lancashire area.</p> <p>(e) Maintain a health & safety Enforcement Service which is compliant with the new Section 18 Guidance.</p> <p>(iii) Quality Assurance/Management System</p> <p>(a) Monitor the Service for Best Value using the Hampshire Best Value Benchmarking Matrix.</p> <p>(b) Maintain a Quality Management System for the Service as part of the WLDC Environmental Health Services Quality System.</p> <p>(iv) Staff Competency</p> <p>(a) Undertake annual training needs analysis. Ensure adequate resources are available to meet training needs.</p> <p>(b) Maintain competency of all officers involved in health & safety enforcement work.</p> <p>(c) Implement health & safety training programme.</p> <p>(d) Undertake at least 8 accompanied inspections per year.</p> <p>(e) Undertake the HSE Regulators' Development Needs Analysis Process for all enforcement officers.</p> <p>(v) Health & Safety Education/Promotion</p> <p>(a) Undertake at least 1 CIEH Level 2 Award in</p>
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Health & Safety in the Workplace.

- (b) Continue to make available a full range of health and safety leaflets.
- (c) Provide at least one seminar for local businesses, annually.
- (d) Participate in at least one health and safety campaign, annually during European Health & Safety Week.
- (e) Support the West Lancashire Occupational Health & Safety Group and use innovative ways of producing information for businesses.

(vi) **Communication with Stakeholders**

- (a) Continue the use of Satisfaction Surveys of business customers so that at least 5% are surveyed following an inspection.
- (b) Establish greater consultation with both businesses and the wider public.
- (c) Distribute at least one Commercial Safety Newsletter to businesses, annually.

(vii) **Information Management**

- (a) Implement new M3 computer software provision for the recording and control of work within the Service.
- (b) Further develop service information using leaflets/pamphlets and the Council's Website.

(ix) **Other Areas**

- (a) Enforce By-laws for Skin Piercing under the Local Government (Miscellaneous Provisions) Act.
- (b) Maintain the response rate to Customer enquiries within 3 days.
- (c) Visit the HSE and the HELA Websites on a regular basis and check for updates on important issues.
- (d) Visit the RIDDOR Website on a daily basis to check for accident notifications from the Incident Contact Centre.
- (e) Produce material for Commercial Safety Section Newsletter.

3.2.2 **Liaison with other organisations**

Liaison arrangements exist with a number of organisations to ensure a consistent approach to enforcement action. Such arrangements include liaison with the following organisations:

- Environmental Health Lancashire (EHL)
- EHL Health & Safety Officers' Group
- Health & Safety Executive
- Health & Safety Executive Local Authority Unit (LAU)

- HELA
- HPA Food, Water & Environmental Microbiology Network (Preston Laboratory).
- County Analyst
- NHS Central Lancashire
- Cumbria & Lancashire Health Protection Agency

The Service intends to continue its working in partnership with South Ribble BC, Chorley BC and Preston CC.

The Service also intends to work in partnership with the Health & Safety Executive and surrounding local authorities to support the EHL and HSE Programmes.

Further details can be found in Section 3.3.

The service also intends to comply with the new requirements of the Regulatory and Enforcement Sanctions Act 2008 by referring information to other regulators and the Local Better Regulation Office (LBRO), where there is a wider regulatory interest.

3.2.3 Health & Safety Promotion

The Service recognises the importance of health & safety promotional work and as a result undertakes the following activities:

- European Health & Safety Week
- CIEH Level 2 Award in Health & Safety in the Workplace Courses
- CIEH Stress Awareness Courses
- Specific Seminars/Initiatives as appropriate

Such work is undertaken in conjunction with the Authority's Health Promotion Service.

3.2.4 Local Authority Partnership Schemes (LAPS)

West Lancashire Borough Council subscribes to the current HELA Local Authority Partnership Schemes (LAPS). The Authority has not yet entered into a formal agreement with a local company within the remit of LAPS.

West Lancashire Borough Council, however does contact and, if necessary, liaise with a relevant Local Authority:

- Before taking formal enforcement action, ie. issuing notices or considering prosecution against a participating organisation, except in the case of immediate danger.
- After serving a prohibition notice as soon as is practicable.
- When significant shortcomings are identified in a

participating organisation's agreed policies or procedures which we believe ought to be challenged at a national level.

- Following any on-site investigation of any death, major injury, case of work-related ill health or dangerous occurrence reportable under the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995.

3.2.5 Local Better Regulation Office (LBRO) Primary Authority Scheme

On 6 April 2009, under the Regulatory Enforcement and Sanctions Act 2008, the Primary Authority Scheme (PAS) came into force to ensure a consistent approach between local authorities and companies having a number of outlets throughout the country.

The operation of the PAS will be the statutory responsibility of the Local Better Regulation Office (LBRO) whose role will be to register partnerships, issue guidance and resolve disputes. The scheme enables companies the right to form a statutory partnership with a single local authority. That authority then provides robust and reliable advice for other councils to take account of when carrying out inspections or dealing with non-compliance.

Councils are now required to contact the Primary Authority for a company covered by the scheme before taking enforcement action.

The scheme is in its early stages and is being monitored closely.

The service intends to comply with the new requirements of the Regulatory and Enforcement Sanctions Act 2008 by referring information to other regulators and the Local Better Regulation Office (LBRO), where there is a wider regulatory interest.

3.2.6 Health & Safety Training for officers

Staff development is primarily assessed through the Employee Development Review interview undertaken annually.

The Authority also participates in the EHL (Environmental Health Lancashire) Health & Safety Annual Training Programme.

The qualifications, experience and training of staff is sufficient to ensure that the Authority has the expertise to ensure competent inspection of the premises and

	<p>processes in our area.</p> <p>The Authority is undertaking the HSE Regulators' Development Needs Analysis Process for all enforcement officers.</p>

3.3. The proposed Planned General Inspection & Enforcement Initiatives Programme for 2011/2012 is as follows:

Premises Risk Category	No of Premises as at 1.4.11	No of Inspections required 1.4.11 – 31.03.12 (Est)	Estimated Number of revisits
A	22	22	5
B1	29	20	4
B2	164	41	10
C	955	30)
New		20) 10
After Reactive		27)
After Accident		20)
Sub Total	1170	(180)	(29)
	Project-based inspections re: <ul style="list-style-type: none"> • Violence at work • Shattered Lives - Slips, trips & Falls Campaign • Management of asbestos • LPG Underground Project • Local Initiative – maintenance at major premises • Sun bed premises 	80	10
Overall Total	1300	260	39

4.0 RESOURCES	
4.1 Financial Allocation	<p>The Health & Safety Enforcement Service financial costs are contained within the main "Environmental Health Services" budget.</p> <p>The total cost of the Health & Safety Service is</p>

	<p>£150,202, which comprises of the following:</p> <p>Staff & associated costs, - £104,830</p> <p>Equipment, materials, sampling specialist fees etc. - £4,370</p> <p>Health Management/Administration - £41,002</p>
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<p>4.2 Staffing Allocation</p>	<p>Staff resources for health & safety matters are provided from the Commercial Safety Section which consists of:</p> <ul style="list-style-type: none"> • Commercial Safety Manager (1FTE) • 4 Senior Environmental Health Officers (2.5 FTE) • 3 Environmental Health Assistants (1½ FTE) • 1 Health & Safety Officer (1FTE) <p>The Commercial Safety Section is responsible for health and safety, food safety, infectious disease control and some public health matters.</p> <p>The resources allocated from the Commercial Safety Section solely for health & safety enforcement matters equate to 2.50 FTE. This is comprised of the following: Commercial Safety Manager (0.3 FTE) Health & Safety Officer (1.00 FTE) Senior Environmental Health Officers (0.75 FTE) Environmental Health Assistants (0.45 FTE)</p> <p>The staffing of the Commercial Safety Section was reduced by 0.5 FTE, with effect from 01-10-09 due to organisational downsizing. This has reduced the level of service available for the key areas of work which are detailed below.</p> <p>Following the national public spending review, the Council is currently undertaking Major Service Reviews of all its services. The findings of these reviews are due to go to the Council in July 2011. The current Annual Service Plan may require amendment in the light of Council decisions.</p> <p>The staffing allocation to key areas of the Health & Safety Enforcement Service is now as follows:</p>
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<p>STAFFING ALLOCATION - HEALTH & SAFETY ENFORCEMENT SERVICE</p> <p>2.5 FTE 520 Officer Days</p>	
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	Approx %	Approx FTE	Approx Officer Days
Health & Safety Inspections	32	0.80	166

	Planned Special Surveys/enforcement initiatives	21	0.53	107
	Complaints	7	0.175	34
	Advice	3	0.075	17
	Accident investigations	9	0.225	45
	Liaison with other organisations	3	0.075	17
	H & S Promotion	4	0.10	22
	Officer competency & training	3	0.075	17
	H & S Management	5	0.125	28
	Visits to new premises	7	0.175	34
	Maintenance of accreditation to ISO 9001:2008 Standard	3	0.075	17
	Partnership Working	3	0.075	17
	TOTAL	100	2.5	520
4.3	Staff Development Plan	<p>Staff development is primarily assessed through the Employee Development Appraisal Interview undertaken annually.</p> <p>Records are kept of training needs and competency levels.</p> <p>Attendance on appropriate training courses is undertaken and is complemented by in-house training on specific developments during meetings or workshops.</p>		
5.0	QUALITY			
5.1	Quality Assessment	<p>It is our policy to undertake all functions of the Health & Safety Enforcement Service in accordance with the procedures laid down in the Environmental Health Services Quality System.</p> <p>The Service is accredited to the ISO 9001:2008 Standard, as part of an overall Quality System to cover Environmental Health Services.</p> <p>External audits by ISOQAR are undertaken at 6 monthly intervals. Internal audits are undertaken annually within Environmental Health Services.</p> <p>The service undertakes regular Customer Satisfaction Surveys following 5% of all health & safety inspections and requests for service.</p> <p>The Authority is an active member of the EHL (Environmental Health Lancashire) Health & Safety Officers Group (HSOG) and is committed to developing HSOG's training, peer review, inter-authority auditing, benchmarking and consistency processes.</p>		

6.0 REVIEW	
6.1 Review Against The Service Plan 2010/2011	<p>Performance was monitored in the following way:</p> <ul style="list-style-type: none"> • Monthly performance figures for the Health & Safety Premises Inspection Programme • Submission of performance figures against target figures to Members on a quarterly basis • Performance was subject to Audit Commission scrutiny and data provided to the Health & Safety Executive on an annual basis • Performance was discussed at Team Meetings. • An inspection rate of 70% was achieved for premises in the 2010/2011 Inspection Programme, against a target of 90%. This reflects the pro-rata absences of a full time Health & Safety Officer for a 6 months period until the post was again filled, and a part-time Environmental Health Officer post and a part-time Environmental Health Assistant post which were also vacant for a period of time. • The target inspection rate for the 2011/2012 Inspection Programme is 90%. However, one of the part-time Environmental Health Officers is on maternity leave and may be absent for the remaining part of 2011-2012. Also, the conclusions of the Major Service Reviews may require changes to the 2011/2012 Inspection Rate target. • Policies, procedures & standards relating to complaints about a third party, requests for service, statutory notifications and referrals to other regulators (on information received where there is wider regulatory interest) are monitored and reported on, and any variations are addressed within this Service Plan. • The Environmental Health Services Quality Management System is formally accredited to the ISO 9001:2008 Standard. The Environmental Health Services Quality Management System now covers health & safety enforcement, food safety, environmental protection, health promotion, pest control, dog control and street scene services. • The Environmental Health Services Quality Management System was audited twice during 2010-2011. The Quality System was found to be working satisfactorily and continued accreditation to the ISO 9001:2008 Standard was achieved. • Accreditation to this Standard is internationally recognised as showing commitment to quality, customers and a willingness to work towards improving efficiency.

<p>6.2 Identification Of Any Variations From Service Plan 2010/2011</p>	<p>Some cases of staff absence, due to sickness, occurred during 2010-2011. A full time Health & Safety Officer post was vacant for a 6 months period until the post was again filled. In addition, a part-time Environmental Health Officer post and a part-time Environmental Health Assistant post were vacant for a period of time.</p>
<p>6.3 Areas For Improvement (2011/2012)</p>	<ul style="list-style-type: none"> • Aim for a target inspection rate of 90% of premises due for inspection as part of the 2011/2012 Inspection Programme. However, one of the part-time Environmental Health Officers is on maternity leave and may be absent for the remaining part of 2011-2012. Also, the conclusions of the Major Service Reviews may require changes to the 2011/2012 Inspection Rate target. • The target response rate to health & safety requests within 3 working days for 2011/2012 is 98%. • To implement updating changes to the M3 computer software system • To produce at least one Commercial Safety Newsletter for businesses which will include a section on important health & safety enforcement issues. • To engage businesses, business organisations, trade unions and other stakeholders in our area with a view to improving health & safety standards. • Develop the West Lancashire Occupational Health & Safety Group. • Continue to base the Service's work on the Health & Safety Executive Strategy "The Health & Safety of Great Britain \ \ Be part of the solution". • Recognise Government reforms announced in its publication 'Good Health and Safety, Good for Everyone', including the targeting of interventions on the basis of risk. • Actively support the HSE's national HSE Delivery Plan for 2011-2012. • Continue the process of meeting the Standard called "Making a Difference....." for making adequate arrangements for a Local Authority's enforcement role which has been endorsed by HELA, LACORS and HSE, which came into force at the start of April 2008. • Continue the implementation of the Regulators Development Needs Assessment (RDNA) for health and safety enforcement officers. • Undertake work in connection with the LPG Underground Pipework Project. • Maintain and develop the health & safety enforcement part of the Environmental Health

	Services ISO 9001:2008 Quality Assurance Accreditation.
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