

**PUBLIC PROTECTION COMMITTEE: 16 September 2014**

**Report of the Director of Environment**

**Health and Safety Enforcement Section Service Plan 2014/2015**

**1. Background**

Cardiff Council is an “enforcing authority” under the Health and Safety at Work etc Act 1974 and is required by Section 18 of the Act to set out the arrangements whereby the Council will discharge that duty. The Health and Safety Enforcement Service Plan 2014/15 sets out those arrangements.

The Service Plan (Appendix 1) details the type, and number, of interventions to be used in order to fulfil the major purpose of the enforcement service. The main aims of the Service are, by working with others, to reduce the numbers of fatal and major injuries, and ill health of people in work and those adversely affected by work activities and monitor and action compliance to health and safety legislation.

The Service Plan also outlines the arrangements for discharging the health and safety enforcement function in terms of capacity, resources, delivery models and the links with other partners and stakeholders. The Council’s role on Health and Safety law enforcement should not be understated, with responsibilities ranging from inspection of a wide variety of work premises, activities, accident investigation including fatalities and major injuries through to the safe storage of petroleum and fireworks.

There were 6275 work places in Cardiff in 2013/14 which were subject to enforcement by the Council.

**2. Achievements during 2012/13**

In 2013/2014 765 contact visits were made to premises either through planned interventions, proactive inspections of A rated premises, revisits or reactive visits because of accident and complaint investigation. Enforcement measures were taken when appropriate. These actions included 124 informal notices, 5 Improvement Notices and 6 Prohibition Notices. There were 352 accidents reported of which 29 were formally investigated and 193 service user requests were received and investigated.

Key achievements during 2013/14 included; 100% inspection of the A rated high risk premises, all accidents requiring investigation and all service user complaints were responded to, valuable work was undertaken by the Events Liaison Panel chaired and managed by the Health and Safety Enforcement Team, and a number of key projects were delivered successfully. More detail is provided below.

## **Managing large outdoor events**

The critical features of outdoor events are their ability to attract large numbers of people in a defined time period to a confined area and the common factor to all events is that they are temporary. These elements raise the public safety profile outside of the normal regulatory control of permanent premises. Permanent buildings are subject to regular routine inspections by the regulatory authorities such as building control, licensing, fire service and health and safety. With outdoor events these controls have to be condensed into the short time period given to the planning and operation of the event.

To enable this to happen and to assist event organisers and promoters of large high profile events, Cardiff Council operates the Events Liaison Panel (ELP) which is a Safety Advisory Group set up to deal with all the major elements of public safety at events and chaired by the Health and Safety Enforcement Team. Whilst the ELP itself has no formal legal powers, members of the ELP (Council officers and members of the emergency services) do possess regulatory powers to require action to be taken or other actions to stop. However, the ELP works in partnership with organisers to ensure public safety is of the required standard and will only use regulatory powers as a last resort.

In 2013/14 53 large events were scrutinised by ELP of these. Despite the potential risks associated with public safety at these events there were no reported major injuries or fatalities.

## **Project based activity; National and local projects**

Using data collected nationally by HSE Statistical Division, key areas of work are placed in Health and Safety Executive's National Strategic Programme and interventions developed as specific projects to tackle particular work activities. In 2013/14 the following projects were implemented in Cardiff.

### **Management and Control of Cryptosporidium in swimming pools: National Project**

Since 2001, swimming pools have been the most common setting for outbreaks of waterborne infectious intestinal disease in England and Wales, with *Cryptosporidium* as the leading cause. *Cryptosporidium* outbreaks are associated with pools because unlike most other pathogens the oocysts are resistant to normal chlorine levels used for pool disinfection and will therefore survive in pool water and present an infection risk unless removed.

If *Cryptosporidium* oocysts are introduced into the pool water, the only method of removing these is by optimal filtration. Filtration relies on good circulation and turnover and should be undertaken with continual fine dosing of coagulant. The key defences against *Cryptosporidium* are:

- Keeping *Cryptosporidium* out of the pool.

- Good pool management to ensure that any contamination is dealt with promptly and appropriately.
- Adequate pool water circulation, coagulation and filtration to remove contamination.
- Good filter backwashing practice and procedures.

These defences were the focus of this Project. 31 premises (containing 33 pools) were visited in June and July 2013. Visits were undertaken to a standard protocol. Premises included hotels, leisure centres, fitness clubs, schools and hospitals. The main results included:

- 10 (32%) did not have an adequate schematic diagram (this is required to support and demonstrate a clear understanding of the specific pool water circulation, filtration and treatment system of the pool and should include as a minimum a schematic of filtration and water treatment system, electrical diagrams of control systems, plant room layout and sections pool circulation pipe work layout and sections valve schedule
- 7 (23%) did not know the flow rate, this is important as it determines the type of filter required for water treatment and will also determine the need for the addition of a coagulant essential as a defence against *Cryptosporidium*.
- 10 (32%) did not know the turnover rate of their pools. This information is critical when establishing remedial action to be taken in the event of a liquid faecal accident.
- Only 2 (6%) pools did not have an adequate procedure for managing *Cryptosporidium* but 15 (48%) did not provide guidance to pool users on diarrhoea and *Cryptosporidium* and 13 (42%) did not apply a swimming nappy policy.

Only 1 pool required immediate enforcement action and this resulted in immediate closure of the pool due to an ineffective filtration system. The pool was reopened when all improvement works had been completed.

As this is a national study which Cardiff Health and Safety Enforcement Service has led a report will be completed outlining the results from a national perspective. This will be fed back to industry and the environmental health professional for action.

### **Control of Legionella in Cooling Towers**

The National Local Authority Enforcement Code identified cooling towers as high risk due to the hazard of legionella infection and as such it is envisaged that all 3 cooling towers will be inspected in 2013/14. The towers were inspected in March 2014 with reference to HSG 274:Part 1 – L8 Fourth Edition- Managing Legionella in Cooling Systems.

The inspections focussed on;

- Risk assessments
- Monitoring checks and tests
- Cleaning and disinfection procedures
- Physical inspection of pack, pond and drift eliminators
- Means of access
- Training
- Start up procedures
- Emergency procedures

There were some issues identified including soiling of fill pack, lack of formal training to staff and water sampling points not labelled. Formal warning letters were sent to the responsible person and the items have since been addressed.

### **Estates Safety: Working at Height and Workplace Transport**

The Estates Project is a two year South East Wales Health and Safety Project set out to determine the effectiveness of management of risks associated with working at height (use of ladders, stepladder, mobile platforms, tower scaffolds, mezzanine floor areas) and workplace transport (taking deliveries, vehicle movements on site, fleet vehicle maintenance, making deliveries). 25 businesses in the CF14, CF23 and CF24 areas of Cardiff were selected to be involved in this initiative

The businesses comprised 16 Builders' Merchants/Suppliers; 6 Retail Warehouses; 2 Motor Factors; and 1 Green Energy Installer.

- All 25 businesses had Health and Safety Policies, but 7 (28%) businesses needed improvements to their risk assessments.
- 2 (8%) businesses required inspection of their lifting equipment under LOLER.
- 5 (20%) businesses had issues with segregation of pedestrians from vehicles and 11 (44%) businesses had issues with workplace transport in general.
- 6 (24%) businesses had issues with safety of working at height.
- Racking inspections were carried out in-house (11 businesses 44%) or by an external agent (11 businesses 44%). 2 (8%) businesses did not have racking. 1 (4%) business was required to instigate a regime of racking inspection.

None of the visits required immediate formal action to be taken and only 5 required revisits. Feedback from officers confirmed that the industry welcomed this intervention. It is hoped that Phase 2 will include a greater number of businesses.

### **3. Elements of the 2013/14 Plan not met:**

All elements of the 2013/14 Plan were met despite carrying one post in long term sickness.

### **4. Achievability**

The National Local Authority Enforcement Code developed by the Health and Safety Executive sets out Government expectations for a risk based approach to targeting health and safety regulatory interventions. It provides a principle based framework that recognises the respective roles of business and the regulator in the management of risk. It sets out the risk based approach to be followed by LA regulators that will provide business with a consistency of approach and ensure LAs make the best use of their regulatory resource by focussing their efforts where it really matters. Local Authority Circular 67/2 (rev 4) is provided under Section 18 Health and Safety at Work etc Act 1974 and gives LAs guidance and tools for priority planning and targeting their interventions to enable them to meet the requirements of the national Enforcement Code. In simple terms, inspections are now limited to the highest risk premises only but a range of other proactive interventions should be applied to other premises to improve awareness and management of health and safety. Selection of an intervention type will be based upon the health and safety risk rating of the business and national industry statistics.

Typical interventions include:-

- Whole premises inspections of the highest risk business operations identified in line with the National Code and LAC 67/2 (rev 4) (sometimes referred to as 'A' rated);
- Projects developed to target : -
  - key work activities such as working at height, the management of legionnaires disease, workplace transport and infection control risk
  - Unitisation; inspection of key parts of the workplace e.g. the management of Cryptosporidiosis in leisure and hospitality facilities
  - Targeting management of businesses e.g. new businesses identified through the Estates project
  - Targeting of specific workplace activities such as tattooing and gas safety in catering
- Advice and information via targeted promotional campaigns
- Business Forums raising Health and Safety Awareness with dedicated training and advice to specific sectors or regions of the City;

The approach adopted by Cardiff Council and in Wales more generally has, for many years been a risk based intervention programme. The plan attached is therefore consistent with the principles that may be adopted by the HSE during the year.

## **5. Legal Implications**

The Service Plan sets out the arrangements whereby the Council will discharge its statutory duties as an enforcement authority in relation to health and safety issues.

## **6. Financial Implications.**

There are no direct financial implications as a result of this report.

## **7. Recommendations**

Committee is asked to agree:-

- ❖ That the draft Health and Safety Enforcement Service Plan which is Appendix 1 to this report be approved.
- ❖ That the Director of Environment be authorised to make administrative amendments to the 2013/14 Service Plan should the need arise.

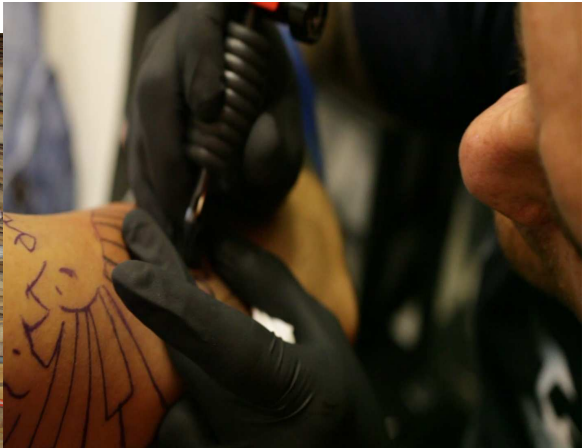
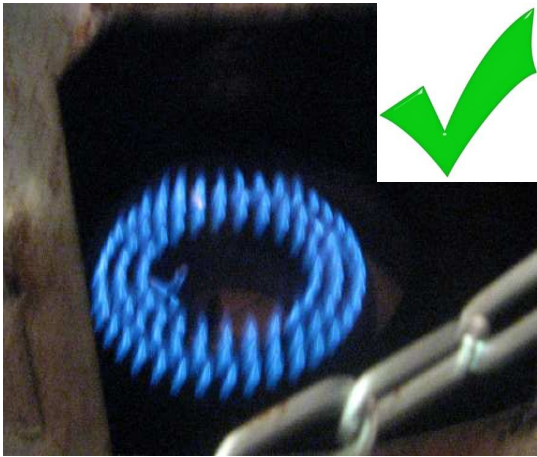
**JANE FORSHAW  
DIRECTOR ENVIRONMENT**

**August 2014**

This report has been prepared in accordance with procedures approved by Corporate Managers.

Background Papers:

# Health and Safety Enforcement Service Plan 2014/15



## Regulatory Commercial Services

# Introduction

Cardiff Council is an “enforcing authority” under the Health and Safety at Work etc Act 1974 and is required by Section 18 of the Act to set out the arrangements it has in place to discharge that duty. This Service Plan is produced in response to that requirement and is designed to inform the business community of Cardiff and the wider audience, of the arrangements Cardiff has in place to regulate health and safety in the workplace. It also shows how these activities contribute to and support others in delivering Corporate and statutory objectives to the community as a whole.

The Service Plan contains two elements:

- The arrangements, supporting structures and controls that enable these interventions to be delivered.
- An Intervention Plan which details the type, method and number of interventions to be used in order to fulfil the major purpose of working with others and to contribute to the reduction in the number of fatal and major injuries and ill health in people in work and those affected by work activities.

It is therefore designed to meet both the requirements laid down by the Health and Safety Executive under the National Local Authority Enforcement Code and LAC 67(2) revision 4 and to clearly show how through the enforcement of regulation and provision of guidance, advice and support, workplace health, safety and welfare will be assured in Cardiff within the resources available to do this.

The plan will illustrate how by various methods and teams, the service will meet the objectives of the Health and Safety at Work etc. Act 1974, and:-

- Secure the health, safety and welfare of persons at work;
- Protect persons other than persons at work against risk to health or safety arising from work activities;
- Control explosive, highly flammable or dangerous substances;



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## **APPENDIX 1 – Abstract from LAE1 Return 2013/14**

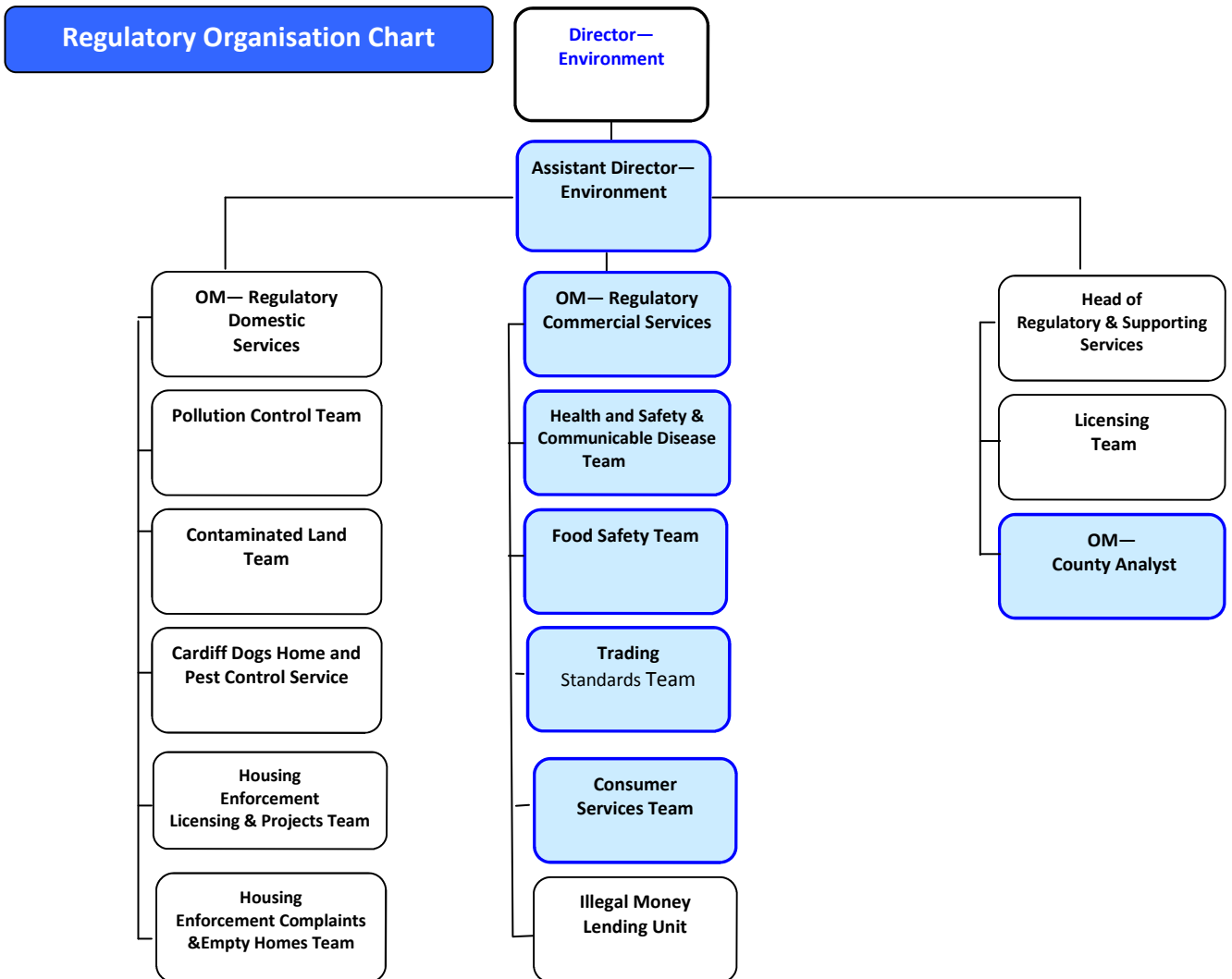
# 1

# Introduction

Cardiff Council’s political structure comprises the Council, the Cabinet, Scrutiny and a number of other Committees. Health and Safety enforcement is delegated to the Public Protection Committee who approves this Service Plan and the interventions proposed. Responsibility for delivering health and safety enforcement falls within Public Protection, Regulatory Commercial Service.

The enforcement of Health and Safety at Work legislation is shared with the Health and Safety Executive (HSE) and division of responsibilities is laid down by Regulation. The Local Authority (LA) is responsible for enforcement in premises such as offices, retail premises, warehouses, consumer services premises, places of entertainment, hotels and residential accommodation and catering establishments.

A small team of Officers work within the Health and Safety Enforcement team to enforce health and safety legislation throughout the City. Officers from Trading Standards also play a part in delivering health and safety enforcement within the area. Operational functions incorporated within Regulatory Commercial Services are illustrated in the following table with those that have responsibility for health and safety issues highlighted in blue.



## 1.1 Service aims and objectives

The Health and Safety Enforcement Service is committed to improving health and safety outcomes by ensuring the highest health and safety standards are maintained throughout the City in order to protect employees, the self employed and members of the public. To demonstrate this, the Service has adopted the following aims and objectives.

The overall aim of the Service is:-

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

To achieve this, the service has adopted the following 5 key delivery priorities:-

- To target activity in accordance with national guidance, to manage the risk in high risk businesses.
- Investigate notified Accidents, Disease and Dangerous Occurrences in accordance with the Accident Investigation Policy.
- Respond to all service requests received as complaints from employees or members of the public in accordance with the Complaint Investigation Policy.
- To respond in a timely manner to requests on matters such as asbestos notifications, lift reports, licensing applications etc.
- Contribute to the delivery of the HSE's National Strategic programme.

## 1.2 Links to Corporate Objectives

Cardiff's Corporate Plan 2014-17 sets out the Council's priorities for the next few years towards the delivery of services to the people of Cardiff. The Plan sets out the vision for the city highlighting the Council's contribution to 3 key priorities:

- ***Economic development as the engine for growth and jobs;***
- ***Education and skills for people of all ages to fulfil their potential and be well prepared for employment in the Cardiff economy and beyond; and***
- ***Supporting vulnerable adults, children and young people in time of austerity***

The Health and Safety Team through its core business activities supports the Corporate Plan by sitting within the Council's Environment portfolio and contributing to priorities of ***supporting vulnerable adults*** and ***economic development***.

A number of actions underpin these corporate priorities and can be found within this Plan.

## 2

# Overview of the Service

## 2.1 Scope of the Health and Safety Enforcement Service

Cardiff Council's Regulatory Commercial Services is responsible for providing a comprehensive health and safety service combining education, advice and enforcement. Activities are categorised as reactive and proactive and include full health and safety inspections, national and local evidence-based projects. The full scope of the Health and Safety Service includes:-

### Reactive

- Investigating reported accidents, diseases and dangerous occurrences;
- Responding to complaints and requests for service including smoking in public places
- Permissioning activities including tattooists, skin piercers, asbestos activities and lift reports
- Responding to consultations from Licensing, Planning, Building Control etc.
- Providing advice and information to new businesses
- Securing safety standards at outdoor events covering sporting, cultural and entertainment through the Events Liaison Panel
- Prioritised and targeted health and safety promotional campaigns.

### Proactive

- Planned premises inspection which focuses on priority topics;
- Undertaking targeted initiatives, based on evidence of risk, including the national strategic programme of national and local projects
- Evidence based education of employers, employees and contractors through guidance and information.
- Undertaking and participating in health and safety promotion campaigns.
- Liaising with other internal and external organisations including:- Planning, Building Control, Licensing, Trading Standards, Wellbeing Team, Corporate Health and Safety Team, HSE, other Technical panels etc.
- Devising material to help businesses comply with the law and good practice.
- Administering, inspecting and taking enforcement action under Petroleum Licensing legislation.
- Administering, inspecting and taking enforcement action under the Manufacture and Storage of Explosive Regulations.

All reactive and proactive work is underpinned by local, regional and national liaison. This is an appropriate mechanism for ensuring consistency between enforcers, for sharing good practice, for sharing information and for informing other enforcers of potential difficult situations. The main liaison arrangements are as follows:-

- Working in partnership with HSE Wales;
- Complying with HELA and other guidance;
- Participation in the Directors of Public Protection Wales Regional Liaison Group via Welsh Heads of Environmental Health Group and Technical Panels;
- Participation in the South East Wales Health and Safety Task Group and the All Wales Health and Safety Expert Panel;
- Liaison with and complying with any advice and guidance from the HSE;
- Working with organisations and stakeholders to promote health and safety;
- Working with other services within Cardiff Council such as Licensing, Planning and Building Control, Parks and Leisure, Corporate Health and Safety and Cardiff Events Team;
- Liaison with and commitment to Local Government Regulation (formerly LACORS);
- Ongoing work with Better Regulation Delivery Office (BRDO).
- Welsh Government;
- Local Government Data Unit.

## 2.2 Service Delivery

All health and safety enforcement functions are based within the Regulatory Commercial Services Service Area of Cardiff Council. The Health and Safety Enforcement Service is located in Cardiff's City Hall, Cathays Park, Cardiff and the Trading Standards team is located at County Hall, Atlantic Wharf, Cardiff.

The Health and Safety Enforcement Service is available during office hours from 8.30 am – 5.00 pm Monday to Thursday and 8.30 am to 4.30 pm on Fridays. Outside of 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 daytime enquiry numbers are 029 20871128 and 029 20871726. The out of hours emergency officer can be contact via 029 20872087. Alternative methods of contact include the authority's Connect to Cardiff Call Centre on 02920872087. Email referrals, complaints or advice can be obtained by contact through email [c2c@cardiff.gov.uk](mailto:c2c@cardiff.gov.uk) or the Health and Safety service at [H&Senforcement@cardiff.gov.uk](mailto:H&Senforcement@cardiff.gov.uk). Trading Standards can be contacted on 029 20872059 and for out of hours emergencies on 029 20 872087.

The Cardiff Council website provides information on the services provided and the website address is [www.cardiff.gov.uk](http://www.cardiff.gov.uk).

## 2.3 Quality Assessment

Regulatory Commercial Services recognises the need to measure the effectiveness of its health and safety enforcement duties and strongly supports the ethos of continuous improvement. The Service therefore participates and undertakes a number of activities to ensure that work is of a high standard and opportunities to identify and implement improvements are taken.

## Documented procedures

To ensure the quality and consistency of our activities, processes, procedures and work instructions for health and safety enforcement activities are documented and published electronically on the Council's CIS System.

Documented procedures identify responsibility for the work carried out and ensure that all changes identified through audit are undertaken in accordance with improvement procedures. Activities such as inspections, administration, accident investigation and complaint administration can be accessed by all staff via the CIS and are audited internally for compliance.

## Assessment and audits

The monitoring of the quality of our policies and procedures is assessed in a number of ways, namely:-

- Internal audit of documented procedures and work instructions via the Service's internal audit programme;
- Peer Review audits by other local authorities in accordance with the Section 18 standard;
- Customer consultation and feedback;
- Corporate complaints and compliments about the service.

Regulatory Commercial Services is committed to continuous improvement using various management tools for identifying opportunities for improvement and has subjected itself to external assessment via the Wales Quality Awards. More recently, the service has used 'lean management' techniques to review processes and procedures which require the mapping out and examination of processes to identify more efficient and effective working practices

## 2.4 Financial and staffing allocation

Responsibility for health and safety activities within Regulatory Commercial Services is as broken down as follows:-

Team	Responsibility
Health and Safety Team	Health and Safety inspections
	Complaints and requests for service
	Education
	Accident investigations
Trading Standards	Petroleum licensing
	Explosives

## Financial allocation

The expenditure directly involved in providing the Health and Safety Service for 2014/15 is included in the Service Area budget and is considered adequate to ensure the effective delivery of the service.

## Staffing allocation

The table below indicates the actual number of staff working on Health and Safety enforcement and related matters (in terms of full time equivalents FTE).

Position	Function	FTE
Operational Manager Regulatory Commercial Services	Public Protection including the management of health and safety.	0.3
Group leader	Community health including health and safety.	0.6
4 x Senior Environmental Health Officers	All aspects of health and safety enforcement.	3.2
1 x Technical Officer	All aspects of health and safety enforcement.	1
Clerical Officer	Administrative support.	0.2
Group Leader ( Trading Standards)	Management and enforcement of health and safety legislation.	0.3
Trading Standards Officer	Health and safety enforcement.	0.2
Consumer Protection Officer	Health and safety enforcement.	0.2

## 2.5 Enforcement Policy

Fair and effective enforcement is essential to protect the economic, environmental and social interests of the public and business. Decisions about enforcement action and in particular the decision to prosecute, has serious implication for all involved and for this reason, the health and safety service has adopted an Enforcement Policy that ensures:-

- Anyone affected by enforcement action understand what principles are applied when such action is considered;
- Decisions about enforcement action are fair, proportionate and consistent;
- Officers apply current government guidance and codes of practice when considering any formal action;
- A proper scheme of accountability is in place.

The Enforcement Policy adopted by the Health and Safety Service covers all work undertaken within Regulatory Commercial Services and fully reflects the principles of proportionality, targeting, consistency, transparency and accountability. The policy sets out our current approach to law enforcement and is based upon the principles espoused by the Enforcement Concordat, the Regulators Compliance Code and HSE's Enforcement Management Model (EMM) Version 3.1.

## 2.6 Intervention Plan

All local authorities are required to base their approach to health and safety enforcement and thus their Intervention Plan on the:

- National Local Authority Enforcement Code and
- Local Authority Circular (LAC) 67/2 (rev 4)

The National Local Authority Enforcement Code developed by HSE sets out Government expectations for a risk based approach to targeting health and safety regulatory interventions. It provides a principle based framework that recognises the respective roles of business and the regulator in the management of risk. Importantly the Code is designed to ensure that local authorities take a more consistent and proportionate approach to their regulatory intervention. Local Authority Circular 67/2 (rev 4) is provided under Section 18 Health and Safety at Work etc Act 1974 and gives LAs guidance and tools for priority planning and targeting their interventions to enable them to meet the requirements of the national Enforcement Code. In March 2011, the Minister of Employment published 'Good Health and Safety, Good for Everyone'. The focus of which was for LAs to concentrate on higher risk industries and tackle serious breaches of the rules. In May 2011 the Local Government Group (LGG) and HSE produced further guidance 'Reducing Proactive Inspections' for LAs to determine their proactive interventions. In simple terms, inspections are now limited to the highest risk premises only. In addition, a range of other proactive interventions should be applied to other premises to improve awareness and management of health and safety. Selection of an intervention type will be based upon the health and safety risk rating of the business.

Typical interventions include:-

- Whole premises inspections of the highest risk business operations identified in line with the National Code and LAC 67/2 (rev 4) (sometimes referred to as 'A' rated);
- Projects developed to target :-
  - key work activities such as working at height, the management of legionnaires disease, workplace transport and infection control risk
  - Unitisation; inspection of key parts of the workplace e.g. the management of Cryptosporidiosis in leisure and hospitality facilities
  - Targeting management of businesses e.g. new businesses identified through the Estates project
  - Targeting of specific workplace activities such as tattooing
- Advice and information via targeted promotional campaigns
- Business Forums raising Health and Safety Awareness with dedicated training and advice to specific sectors or regions of the City;

The highest risk premises (A) will be subject to full routine proactive inspection, these premises are identified on an annual basis by local historical accident and complaint trends, local and national industry and accident data and the findings of local accident investigations. HSE strategy requires that the inspection must concentrate on management, competency and worker involvement. Areas of work activity known to contribute to the cause of accidents in any given industry sector will continue to form a major part of that inspection, these activities include:-



- Falls from height;
- Workplace transport;
- Slip, Trips and Falls;
- Manual handling;
- Asbestos, duty to manage;
- Legionella and water quality management systems.

When inspecting high risk premises officers are also required to consider matters of “evident concern”. Matters of “evident concern” in the workplace could include not only a complete failure of health and safety management arrangements but a history of accidents or complaints, or a failure to identify well known and understood sector risks and repeated enforcement action on common themes. Where there is “evident concern” the scope of the inspection will widen to include whatever aspects of workplace health and safety is necessary.

In addition to programmed risk based inspections, other inspections/visits will be carried out as appropriate, for example:-

- As a result of complaints or other information;
- Accident notifications;
- New businesses;
- Outdoor events.

Local authorities are then required to make proper use of non-inspection interventions which are considered capable of achieving better overall outcomes than inspections alone although their delivery will require similar level of resources. These include business forums and targeted non face to face interventions

Health and safety interventions are thus planned and targeted by considering the risks to be addressed and having regard to the intervention available, the risk profile of the business/sector, national information and local knowledge and priorities.

An intervention plan showing the programme of interventions for 2014/15 has been developed demonstrating how through re-active and pro-active work and project based activity both national and local, the service will secure improvements to health in workplaces in Cardiff. [Cardiff's Intervention Plan for 2014/15 can be found in \*\*Section 5.1\*\*](#)

# 3

## Achievements and Challenges

### 3.1 The main achievements for 2013/14

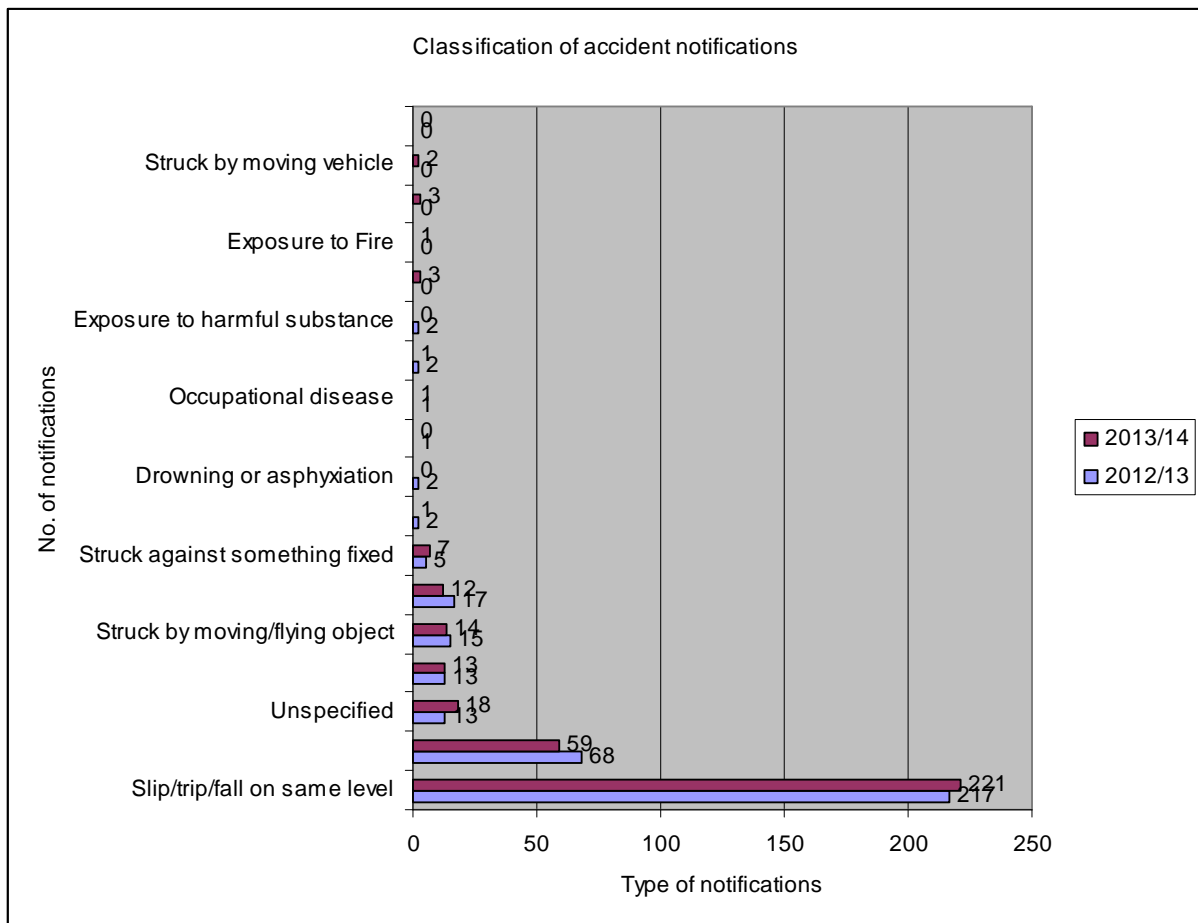
A summary of the activities achieved by the service area in 2013/14 including the main achievements is documented in Local Authority Health and Safety Annual Return 2014 (known as the LAE1 Return) which can be found in Appendix 1 and more detailed explanation follows:

#### Reactive:

##### Accidents

The Reporting of Injuries, Disease and Dangerous Occurrences Regulations 1995 (RIDDOR) requires certain types of injury occurring in the workplace are reported to the enforcing authority.

Of the 352 accidents reported to Cardiff 29 required investigation and this involved 32 visits and 9 formal interventions. The following graphs show the number and classification of the accident notifications received during 2013/14.



### Complaints and Service requests

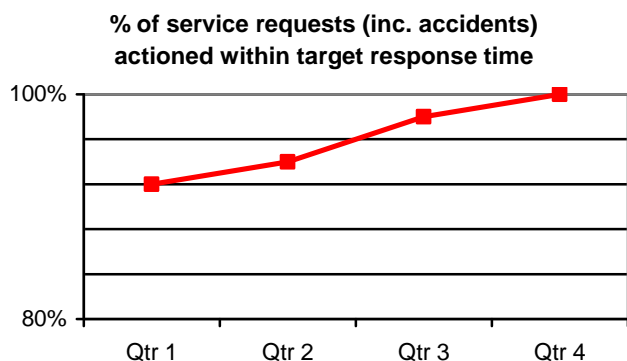
There are occasions where unsafe practices or potential risks come to light as a result of a concern raised by employees or members of the public and these are treated as complaints. Following a complaint an Officer will carry out an investigation to verify the existence of the problem and where necessary seek to minimise the risk.

Anonymous complaints are accepted for investigation and every effort is made to ensure that scurrilous complaints are identified. Confidentiality is maintained in circumstances as far as it is within the capacity of the service to do so. Difficulties are encountered in businesses with small numbers of employees and if complaints go as far as legal proceedings. Complainants are advised of these caveats at the time of complaint.

During 2013/14, the service received 193 service requests which required 240 visits, 58 formal interventions including 1 improvement notice and 5 prohibition notices. The majority of complaint types include:-

- Dirty or unhygienic conditions of workplaces;
- Poor lighting or ventilation standards;
- Welfare issues such as poor sanitary accommodation, lack of hot or cold water to wash basins;
- High or low working temperatures;
- Unsafe equipment
- Smoking in public places complaints

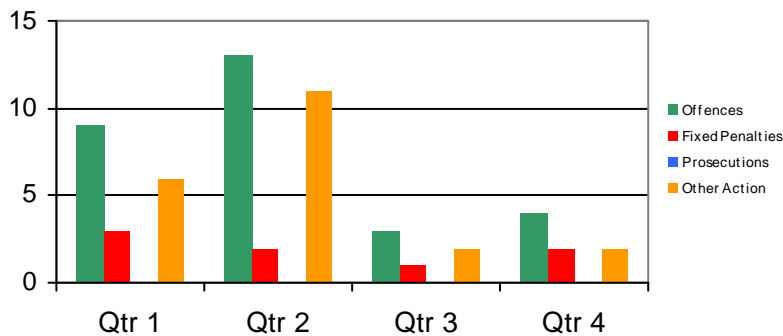
An average of 96% of service requests and accidents were actioned within target response times this ranged from 92% in Quarter 1 to 100% in Quarter 4, see graph below.



### Smoking in Public Places

29 offences relating to smoking in public places were investigated, these mainly related to smoking in enclosed or semi enclosed workplaces including taxis and inadequate smoking shelters. Informal action was taken in 21 cases and 8 fixed penalty notices were served, no prosecutions were required during this year. The graph below outlines this action.

### Number of 'smoking in public places' offences requiring enforcement action



### Proactive:

#### Proactive inspections of high risk activities

36 workplace activities were identified for full proactive inspections in 2013/14 these were either within high risk sectors specified by HSE as part of the National Code or from local intelligence which suggested risks were not being effectively managed. The list contained a diverse set of workplace activities including sports and leisure activities, gyms, theatres, public houses/night clubs and warehouses.

#### Management and Control of *Cryptosporidium* in swimming pools: National Project

Since 2001, swimming pools have been the most common setting for outbreaks of waterborne infectious intestinal disease in England and Wales, with *Cryptosporidium* as the leading cause. *Cryptosporidium* outbreaks are associated with pools because unlike most other pathogens the oocysts are resistant to normal chlorine levels used for pool disinfection and will therefore survive in pool water and present an infection risk unless removed.

If *Cryptosporidium* oocysts are introduced into the pool water, the only method of removing these is by optimal filtration. Filtration relies on good circulation and turnover and should be undertaken with continual fine dosing of coagulant. The key defences against *Cryptosporidium* are:

- Keeping *Cryptosporidium* out of the pool.
- Good pool management to ensure that any contamination is dealt with promptly and appropriately.
- Adequate pool water circulation, coagulation and filtration to remove contamination.
- Good filter backwashing practice and procedures.

These defences were the focus of this Project. 31 premises (containing 33 pools) were visited in June and July. Visits were undertaken to a standard protocol. Premises included hotels, leisure centres, fitness clubs, schools and hospitals. The main results included:

- 10 (32%) did not have an adequate schematic diagram (this is required to support and demonstrate a clear understanding of the specific pool water circulation, filtration and treatment system of the pool and should include as a minimum a schematic of filtration and water treatment system, electrical diagrams of control

systems, plant room layout and sections pool circulation pipe work layout and sections valve schedule

- 7 (23%) did not know the flow rate, this is important as it determines the type of filter required for water treatment and will also determine the need for the addition of a coagulant essential as a defence against *Cryptosporidium*.
- 10 (32%) did not know the turnover rate of their pools. This information is critical when establishing remedial action to be taken in the event of a liquid faecal accident.
- Only 2 (6%) pools did not have an adequate procedure for managing *Cryptosporidium* but 15 (48%) did not provide guidance to pool users on diarrhoea and *Cryptosporidium* and 13 (42%) did not apply a swimming nappy policy.

Only 1 pool required immediate enforcement action and this resulted in immediate closure of the pool due to an ineffective filtration system. The pool was reopened when all improvement works had been completed.

As this is a national study which Cardiff Health and Safety Enforcement Service has led a report will be completed outlining the results from a national perspective. This will be fed back to industry and the environmental health professional for action.

### **Control of Legionella in Cooling Towers**

The National Local Authority Enforcement Code identified cooling towers as high risk due to the hazard of legionella infection and as such it is envisaged that all 3 cooling towers will be inspected in 2013/14. The towers were inspected in March 2014 with reference to HSG 274:Part 1 – L8 Fourth Edition- Managing Legionella in Cooling Systems.

The inspections focussed on;

- Risk assessments
- Monitoring checks and tests
- Cleaning and disinfection procedures
- Physical inspection of pack, pond and drift eliminators
- Means of access
- Training
- Start up procedures
- Emergency procedures

There were some issues identified including soiling of fill pack, lack of formal training to staff and water sampling points not labelled. Formal warning letters were sent to the responsible person and the items have since been addressed.

### **Tattooing Project 'Before you Ink – Think': Local Project**

This project took a holistic approach to protecting public health by targeting the population at risk: young and poorly informed people and registered and illegal tattooists where the potential risk existed. The aim of the Initiative was to encourage safe tattooing in Cardiff by:

- supporting young people in making informed safe decisions about having a tattoo

- working with registered tattooists to ensure regulatory compliance and good standards of infection control within their premises

A promotional video was developed with the help of registered tattooists, young people, victims of poor quality tattooing and health professionals. It targeted young people ranging in age from 14 to 25 year olds and informs them of the health dangers posed by illegal tattooists. It helps them to make an informed decision about having a tattoo and choosing a safe and legal tattooist. The video was funded by the Chartered Institute of Environmental Health Wales and is now available on You Tube, the Council website and the Communicable Disease Team Face book page. As part of the video launch every high school in Cardiff was offered the opportunity to have this very important public health message promoted to pupils in Year 10 to 13 during the autumn term of 2013.

In addition a Forum was organised for registered tattooists. The purpose was to help tattooists comply with the Byelaws, improve standards of infection control and discuss the Initiative 'Before You Ink - Think'. 39 tattooists from 20 tattoo studios attended the Forum.

Following this a programme of inspections were undertaken to all Cardiff tattoo studios. 24 tattoo studios were visited in the autumn and 17 (71%) were found to be 'satisfactory or better' and of these 12 (54%) achieved good or excellent compliance. Non compliances commonly included inadequate record keeping, unsatisfactory hand washing facilities or technique, inadequate cleaning and disinfection procedures and limited aftercare advice to clients. Encouragingly officers revisiting those studios which required remedial works observed improvements in all cases.

### **Estates Safety: Working at Height and workplace Transport**

The Estates Project is a two year South East Wales Health and Safety Project set out to determine the effectiveness of management of risks associated with working at height (use of ladders, stepladder, mobile platforms, tower scaffolds, mezzanine floor areas) and workplace transport (taking deliveries, vehicle movements on site, fleet vehicle maintenance, making deliveries). 25 businesses in the CF14, CF23 and CF24 areas of Cardiff were selected to be involved in this initiative

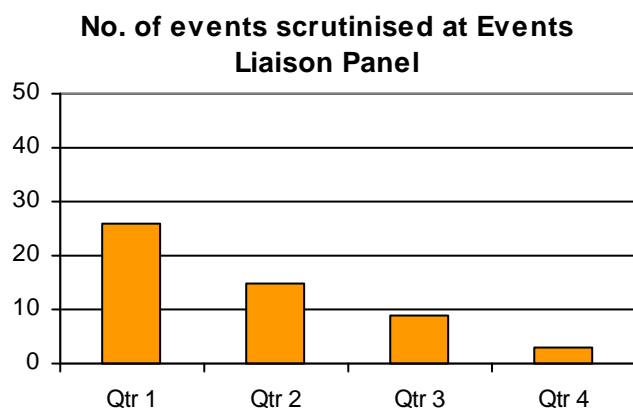
The businesses comprised 16 Builders' Merchants/Suppliers; 6 Retail Warehouses; 2 Motor Factors; and 1 Green Energy Installer.

- All 25 businesses had Health and Safety Policies, but 7 (28%) businesses needed improvements to their risk assessments.
- 2 (8%) businesses required inspection of their lifting equipment under LOLER.
- 5 (20%) businesses had issues with segregation of pedestrians from vehicles and 11 (44%) businesses had issues with workplace transport in general.
- 6 (24%) businesses had issues with safety of working at height.
- Racking inspections were carried out in-house (11 businesses 44%) or by an external agent (11 businesses 44%). 2 (8%) businesses did not have racking. 1 (4%) business was required to instigate a regime of racking inspection.

None of the visits required immediate formal action to be taken and only 5 required revisits. Feedback from officers confirmed that the industry welcomed this intervention. It is hoped that Phase 2 will include a greater number of businesses.

### Major Outdoor Public Events

53 events were scrutinised by the Events Liaison Panel in 2013/14 and as a result no serious risks to public safety were identified. The majority of events take place in the City Centre or Cardiff Bay and range from charity walks, weekend fairs to attractions that take place over several weeks such as Cardiff Bay Beach and Winter Wonderland. The main public safety issues that require action before the events open to the public include electrical and structural issues, food safety non compliances and poor attention to health and safety requirements. The graph below outlines the number of events taking place in each quarter, the spring and summer months are the most common time for majority of events.



## 3.2 Challenges for the year ahead

Cardiff has approximately 6026 premises that require a range of health and safety interventions such as inspection, survey, monitoring, advice and enforcement. Cardiff as the Capital City of Wales attracts numerous outdoor events across a wide range of venues within the City. As entertainment and cultural activities are within local authority enforcement, the enforcement of health and safety requirements in the majority of these events falls to the Health and Safety Service.

**Financial** - The continuing financial difficulties faced by all local authorities has required a variety of remedial measures to offset budgetary deficits. This has had an impact on the delivery of the health and safety service over the last few years by the deletion of Posts.

**Collaboration** - During 2014/15 Cardiff Council intends to continue with the collaboration initiative to bring the Regulatory Services operated by the three Councils, namely Cardiff, Vale of Glamorgan and Bridgend, under a single management structure. (*The term Regulatory Service embraces the Trading Standards, Environmental Health and Licensing functions*).

This is an ambitious project which aims to deliver demonstrable improvements in service delivery across the three Councils together with efficiency savings. It is proposed that (subject to approval from each Council's Cabinet and Full Council) the Chief Officer for the shared service would be appointed in November 2014, staff would transfer to the new service in April 2015 and post-transfer changes would be implemented by September 2015.

# 4

## Performance

In managing its performance and activity, the Health and Safety Service uses the Civica Authority Public Protection (formerly Flare) premises database to record, collate and share data and activity. The database is used to record details of premises, inspections, complaints and other activities including assessment of risk rating and is used to assist in targeting interventions and designing the work programme.

The Health and Safety Service has also recently developed a total electronic management system requiring the removal of all paper records used in the delivery and management of the service. All premises records, incident notification and reporting information and project management systems have been digitised. All information is now held on the Council's IT system and can be accessed directly, or through the Civica Authority Premises Management Systems. Although the aim initially was to reduce the reliance on, and accommodation issues of paper systems, the electronic storage and manipulation of data will enable a more accurate and faster response to both proactive and reactive requirements.

### 4.1 Performance Measures

Previously the Welsh Government had only one performance indicator pertinent to the delivery of the Council's Health and Safety service which no longer exists, however results are still monitored and the following tables show the results for the last 5 years.

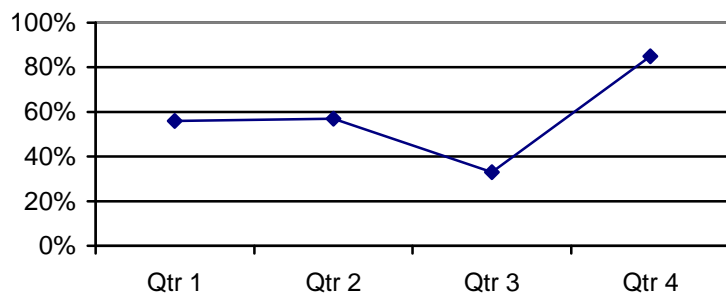
	2009/10	2010/11	2011/12	2012/13	2013/14
PPN/001/iv)	<b>The percentage of high risk businesses that were liable to a programmed inspection or alternative inspection activity that were inspected/subject to alternative enforcement activity for Health and Safety.</b>				
	100%	100%	100%	100%	100%
	<b>No. of National Projects.</b>				
	n/a	172	139 national & 38 Local	59 national 50 local	78 national 102 local

In addition to these performance measures, and to provide a greater understanding of the work of the team and relevant outcomes, the service collates information on the activities that help establish service demand such as complaints, accident notifications, number of premises, customer satisfaction etc. some of which are monitored quarterly via Performance Report Cards based on the Results Based Accountability approach.

In order to demonstrate the effective outcomes of interventions, a new process was introduced for 2013/14 which enabled the percentage of businesses showing an improvement in compliance following a revisit to be monitored. The following graph therefore shows that 58% of businesses showed such an improvement during 2013/14, this ranged from 33% in Quarter 2 to 85% in Quarter 4. Many businesses require more than one revisit to secure full compliance.

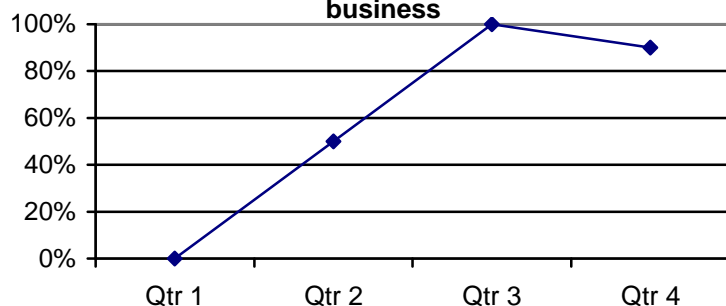


### % of revisits showing an improvement in compliance



In addition to this, 60% of businesses in 2013/14 felt that the intervention had help them improve health and safety standards in their business.

### % Customers who felt inspection/intervention helped them improve H&S standards in their business



There are currently 6275 work places in Cardiff which are enforced by the local authority. During 2013/2014, a total of 765 contact visits were made to these premises either through planned interventions, revisits or reactive visits because of accident and complaint investigation. Enforcement measures taken include 124 informal notices, 5 Improvement Notices and 6 Prohibition Notices.

Type	2009/10	2010/11	2011/12	2012/13	2013/14
No. of workplaces.	6042	5754	5935	6026	6275
No. of contact visits made.	1087	1017	655	664	765
No. of informal notices	197	532	152	137	124
No. of improvement notices	6	14	6	7	5
No. of prohibition notices.	6	4	7	5	6
No. of Permissioning requests	29	36	45	32	41
No. of applications for tattooist/ear piercers.		15	23	21	16
No. of asbestos notifications.		4	6	1	5
No. of statutory lift reports.		22	16	10	20
No. of outdoor events	44	45	41	42	53

The range of workplace activities, structures and equipment used at these venues means that considerable preparation time is required before officers undertake their inspections. The degree of diversity in activities and technical detail required for each inspection also influences the length time spent on proactive inspections:

- The average preparation time was 1 hour, ranging from 0.5 to 2.5 hours
- The average inspection time was 3 hours, ranging from 1.25 to 7.5 hours

This illustrates the intensive and specialist nature of health and safety inspections.

## **Accident and Incident Investigation**

All accident notifications received are assessed against specified criteria in the Accident Investigation Policy which has regard to the detail of the accident and refers to LAC 22/13 Incident and Accident Selection Guidance and Summary. The decision to investigate an accident is based on a formal Incident Selection Criteria document which is intended to ensure that resources for the investigation are directed at those incidents considered most likely to identify deficiencies and demand improvements in the safety management systems of the business. As in previous years and discussed in Section 3 most of the reported accidents relate to slips, trips and falls, falls from height, manual handling, or being struck by moving object. The core objectives of the accident investigation are to:

- Identify the relevant dutyholder(s) and witnesses
- Establish the key facts relating to the causes of the incident
- identify immediate and underlying causes
- identify any lessons learned
- ensure appropriate remedial action is taken to prevent a recurrence
- identify the relevant law and whether there are any breaches
- form a view about appropriate further action using the EMM framework (Enforcement Management Model)

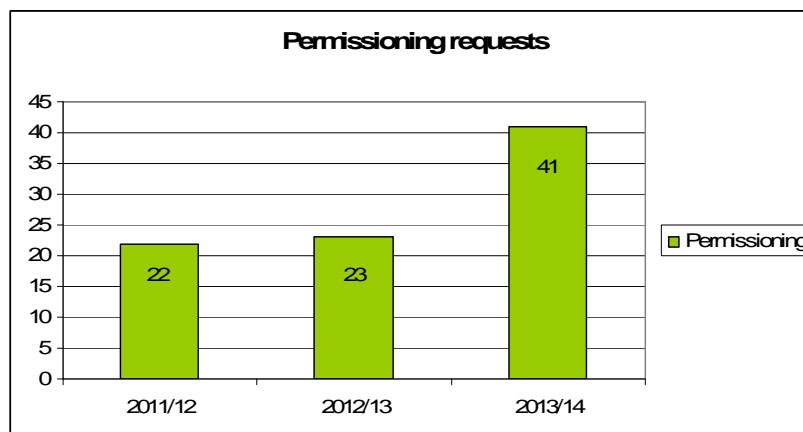
An investigation may range from an enquiry by a single officer about a minor incident to a notification of a fatality or major injury involving a team of officers. As a result the timeliness and thoroughness of the investigation and the quality of the evidence collected are critical to its successful outcome.

## **Advice to business**

Cardiff Council assist businesses wherever possible by providing health and safety advice through a variety of channels and situations , such as:-

- Advice provided as part of the inspection process, permissioning requests and sampling regimes;
- Responding to complaints and requests for service;
- A variety of free information leaflets are available on all aspects of workplace health and safety;
- The provision of training and regular business forum seminars;
- Participation in national events, such as European Health and Safety Week.
- Through Cardiff Council's website.

**Permissioning requests** are those which because of the risk presented by the work activity demand a form of approval from the Health and Safety Enforcement Service before the activity can proceed. These include registration applications for tattooists, skin piercers, notifications from contractors wishing to carry out specific work on asbestos and statutory lift reports which identify technical defects to goods or passenger lifts and which then require follow up contact from the Health and Safety Team. During 2013/14 the number of requests received almost doubled from those received in previous years.



38 visits were made to swimming pools and spa pools to undertake sampling of water quality, all failures were revisited and appropriate advice given.

## 4.2 Review against the Service Plan

In order to ensure continuous improvement it is essential that performance is regularly monitored. Cardiff Council has an effective performance management infrastructure in place for developing, delivering, monitoring and reviewing interventions which is undertaken through the following mechanisms:-

- The Public Protection Committee approves this Service Plan which sets out the work programme for the service and reviews performance against the programme on an annual basis.
- Performance of the service is considered:
  - At team and divisional meetings on a monthly basis.
  - Performance against Welsh Government Performance Indicator and the Service Intervention Plan are reviewed quarterly through Business Improvement Meetings and subsequently through a framework of management review meetings.
  - Section and Divisional meetings allow for the effective management of local and national projects and are also one of the routes of communication that allow individual and team involvement in the development and delivery of interventions.
  - Performance of individuals is further strengthened through the Personal Performance and Development Scheme
  - Procedures and work instructions are managed through the Cardiff Improvement System (CIS) accessed via the intranet and is used to manage

the programme of audits, opportunities for improvement, complaints and non conformance.

Any issues that may not have been resolved at the end of the year will be included in the Service Plan for the following year.

## 4.3 Compliance with 2013/14 Intervention Plan

<b>Intervention Plan 2013 -2014</b>					
<b>Reactive work activity</b>		<b>Activity detail</b>			
1.	Accident investigation	Receive notifications of all reportable injuries, disease and dangerous occurrences from the HSE website or employees or members of the public and investigate in accordance with Accident Investigation Policy. <i>In 2012/2013, 358 accidents were reported and 52 were formally investigated.</i> <i>In 2013/14, 352 accidents were reported and 29 were formally investigated</i>			
2.	Complaint investigation	Receive and investigate all complaints (service requests) from employees, members of the public and others. <i>In 2012/2013, 157 complaints were received and all were formally investigated.</i> <i>In 2013/14, 193 complaints were received and all were formally investigated</i>			
3.	Permissioning Activities	Respond to licence applications, statutory equipment/plant reports, asbestos notifications in a timely and effective manner. <i>In 2012/2013, 23 requests were responded to under the permissioning umbrella</i> <i>In 2013/14, 41 requests were responded to under the permissioning umbrella</i>			
4.	Outdoor events	Act as lead officers for specified outdoor events, lead the Council's response to public safety matters on outdoor events through the Events Liaison Panel (ELP) <i>In 2012/2013, 42 events were processed through the ELP.</i> <i>In 2013/14, 53 events were processed through ELP</i>			
<b>Proactive work activity</b>		<b>Activity detail</b>		<b>No. of premises</b>	
				Target	Inspected
1.	Premises/workplace inspections	Inspect those premises identified as 'A' rated in the Civica/Flare database at April 2013		35	36
2.	Petroleum Storage premises.	Inspect all premises that store petroleum or have stored petroleum. In 2012/13 34 petrol stations were inspected		32	32
3.	All applicable explosive storage premises.	Inspect all applicable premises that store explosives including fireworks. In 2012/13 30 premises were inspected		33	33
<b>Project based activity – National projects</b>		<b>Activity detail</b>		<b>No. of premises</b>	
				Target	Inspected
1.	Legionella programme	In response to current concerns and the impact of the SE Wales Legionella Outbreak in September 2010, the project will look at existing risk activities associated with cooling towers and revisit those 3 premises requiring revisits from 2012/2013		3	3
2.	Work related violence and aggression programme. Reducing the risks of violence in licensed businesses.	The 2 <sup>nd</sup> year of the MRC funded National Project working with Cardiff University and 21 other LAs in Wales will require to 8 out of the 36 premises visited in 2012/13		8	8
3.	Asbestos – duty to manage	This 1 page investigation protocol will be completed by officers conducting visits to A rated Cardiff business in 2013-14.		35	36

4.	Management of swimming associated cryptosporidiosis	This intervention is in response to a recent national review of cryptosporidiosis infection associated with the use of swimming pools. The 2 year national project developed health promotional tools and intervention protocols in the first phase (2012/13) and in 2013/14 officers will undertake visits to all swimming pool operators working to a standardized inspection protocol. This will include Council operated pools.	31	31
<b>Project based activity – Local projects</b>		<b>Activity detail</b>	<b>No. of premises.</b>	
			<b>Target</b>	<b>Inspected</b>
1.	Tattooing Project – securing consistent compliance with local byelaws	The intervention is in response to the recent successful application and execution of a Part 2A order to prohibit an illegal tattooist known as a ‘scratcher’ operating in Cardiff. This intervention will initially target registered tattooists and their clients through business consultation to secure compliance and a number of health promotion initiatives. It is hoped that this work will identify further scratchers operating in Cardiff and appropriate action will then be taken to protect public health.	29	24 (no. of studios operating at time of project)
2.	Events	The chairing and management of large outdoor events in Cardiff through the Events Liaison Panel (ELP) takes up an important proportion of the officer’s time. The number of events requiring ELP scrutiny evolves throughout the year. In 2013/14 53 Events went through ELP and none were associated with major incidents or injuries.	35 – 40	53
3.	Estates	The Estates intervention is local to South East Wales and will be used as a mechanism to identify new businesses in Cardiff retail and light industrial parks. The purpose is to provide support and ensure compliance	25	25

## 4.4 Customer consultation and feedback

We are committed to involving customers in the continuous improvement of services and recognise the need to have structured methods of obtaining service users views and perception of the service. These include:-

- Feedback facilities via dedicated email address.
- Corporate complaints and compliments;
- Individual projects are evaluated to determine their effectiveness.

Two customer evaluation forms are used within Health and Safety: Accident and Service User Enquiries and Inspections. These forms are sent out routinely and results following completion of proactive inspections, project visits and complaint and accident investigations. The response rate is unfortunately poor despite encouragement by officers to complete these forms but those that have responded indicate satisfaction in our service:

- 90% of service users felt the intervention helped improve H&S standards within their business.
- 100% of service users were satisfied with the service provided

## 4.5 Staff Development Plan and Competency

Cardiff Council has adopted and implemented a Personal Performance and Development Scheme. The scheme requires line managers to identify personal objectives and to assess training needs for staff. A six monthly review is undertaken to monitor progress and end of year review to establish final outcomes and set new objectives for the forthcoming year. The information is recorded on the Digigov database.

Continuing Professional Development (CPD) is actively encouraged and officers attend a wide range of training courses, seminars, meetings and briefings to help maintain competency and improve technical, legal and administrative knowledge. The Chartered Institute of Environmental Health and the Trading Standards Institute have mechanisms in place to monitor CPD.

The Service also recognises the need for full technical support to be available to all Health and Safety Officers and this is achieved through a variety of ways, namely:-

- Internet subscription and library;
- HSE liaison;
- External Specialist services.

Cardiff Council operates systems to appoint, authorise, train, monitor and maintain a competent inspectorate. Part of this approach uses the framework developed jointly by HSE, CIEH and LG Regulation which focuses on generic inspection skills as well as specific technical knowledge needed in health and safety enforcement. The Regulators Development Needs Analysis (RDNA) tool assists the Council in identifying training and developmental needs of Inspectors. The Public Protection Committee has approved a revised competency led approach to authorisation of health and safety inspectors which is being implemented. In addition the Service ensures that competency is secured by appointing appropriately qualified and experienced personnel to health and safety enforcement duties. There are specific job descriptions and person specifications for all employees of Cardiff Council and all appointments are made in accordance with the Council's procedures for recruitment and selection.

The Council's Personal Performance and Development Scheme outlined in 4.3 above provides ongoing review of performance and learning and development needs.

## 5

# Intervention Plans 2014/2015

## 5.1 Intervention Plan 2014/15

In accordance with Section 18 of the Health and Safety at Work etc Act 1974 the 2014/15 Intervention Plan outlines Cardiff Health and Safety Enforcement's programme of intervention for the forthcoming year:

Intervention Plan 2014 -2015		
Reactive work activity	Activity detail	
1. Accident investigation	Receive notifications of all reportable injuries, disease and dangerous occurrences from the HSE website or employees or members of the public and investigate in accordance with Accident Investigation Policy. <i>In 2013/14, 352 accidents were reported and 29 were formally investigated</i>	
2. Complaint investigation	Receive and investigate all complaints (service requests) from employees, members of the public and others. <i>In 2013/14, 193 complaints were received and all were formally investigated</i>	
3. Permissioning Activities	Respond to licence applications, statutory equipment/plant reports, asbestos notifications in a timely and effective manner. <i>In 2013/14, 41 requests were responded to under the permissioning umbrella</i>	
4. Outdoor events	Act as lead officers for specified outdoor events, lead the Council's response to public safety matters on outdoor events through the Events Liaison Panel (ELP) <i>In 2013/14, 53 events were processed through ELP</i>	
Proactive work activity	Activity detail	No. of premises
1. Premises/workplace inspections	Inspect those premises identified as 'A' rated in the Civica/Flare database at April 2013	21
2. Petroleum Storage premises.	Inspect all premises that store petroleum or have stored petroleum. In 2012/13 34 petrol stations were inspected	32
3. All applicable explosive storage premises.	Inspect all applicable premises that store explosives including fireworks. In 2012/13 30 premises were inspected	33
Project based activity – National projects	Activity detail	No. of premises
1. Gas Safety in catering businesses	This is the first year of a 2 year evidence based project which focuses on the maintenance of gas appliances and installation with catering businesses. The high risk premises include businesses using charcoal and tandoori ovens and businesses located in the older part of the city. Interventions include visits to known higher risk businesses and advice letters businesses in the same locality but where risk is unknown. The results of this phase will inform which premises will be targeted in phase 2	50
2. Early Years Project	This is the first year of a 2 year collaborative project between H&S and communicable disease and is the result of lessons learned from two outbreaks of E. coli O157 which occurred in 2012. Private day care nurseries will be targeted first	40
3. Estates	The Estates intervention is local to South East Wales to provide support and ensure H&S compliance with a focus on working at height and workplace transport	35

		and it will be used as a mechanism to identify new businesses in Cardiff retail and light industrial parks. This is Year 2 of this 2 year project	
Project based activity – Local projects		Activity detail	No. of premises.
1.	Preparedness for NATO	Supporting Cardiff hotels to prepare for the NATO summit and ensure compliance with significant public safety and health and safety issues through visits to large conference hotels and advice letters to small guest houses	38
2.	Events	The chairing and management of large outdoor events in Cardiff through the Events Liaison Panel (ELP) takes up an important proportion of the officer's time. The number of events requiring ELP scrutiny evolves throughout the year. In 2013/14 53 Events went through ELP and none were associated with major incidents or injuries.	35 – 40
3.	Tattooing Project – securing consistent compliance with local byelaws	This is the second year of this project. All registered tattooists will be visited to ensure that standards of infection control are being sustained following last years intervention. Further following an outbreak of Mycobacterium Chelonae this visit will be used to ensure methods of ink dilution are undertaken in a safe manner	24
4.	Access and Egress Safety to store rooms in Cardiff Bay Businesses	As a result of referrals from the Food Safety Team and the resultant service of prohibition and improvement notices to assure safety during use. All businesses will be visited to establish health and safety compliance	20

The content of the Intervention Plan is reflected Regulatory Commercial Services Plan as outlined below:

## 5.2 2014/15 Action Plan

Corporate Plan Key Theme	Objective
Supporting the vulnerable	<b>Implement evidence based projects to protect vulnerable people by reducing risks associated with work based activities.</b>
	Q1   Develop and implement a 2 year programme to reduce carbon monoxide poisoning in 'at risk' food businesses by securing gas safety standards.
	Q2   Following 2 E. coli O157 outbreaks in North Wales develop and commence project to raise infection control standards in private and school based early years settings.
	Q3   Develop a hand hygiene toolkit for Cardiff Healthy and Sustainable Pre schools scheme
	Q4   Identify illegal tattooists through local intelligence including waste, housing, PHW; undertake promotion activities in schools and take legal action to stop illegal activities continuing.
Economy, jobs and growth	<b>Secure improvement of health and safety standards and the promotion of healthy eating in Cardiff businesses by undertaking evidence based, targeted local projects</b>
	Q1   Using social media promote the healthy options video to food



		businesses
	Q2	Work in partnership with city centre business to ensure resilience during the NATO conference using surveillance and health and safety support
	Q3	Undertake nutritional training to businesses wanting to renew their healthy options award or take up the award for the first time
	Q4	Undertake phase 2 of the estates project which focuses on supporting businesses to comply with health and safety legislation

## Appendix 1 – Abstract from LAE 1 Return 2013/14

Table 2: Summary of local authority health and safety activity 1 April 2013 – 31 March 2014			
<p><i>Only include information where health and safety was targeted as a priority for intervention For guidance on targeting interventions see:</i></p> <ul style="list-style-type: none"> <li>• <a href="#">National LA Enforcement Code</a></li> <li>• <a href="#">List of higher risk activities in specific sectors suitable for proactive inspection</a></li> <li>• <a href="#">Supplementary Guidance</a></li> <li>• <a href="#">LAC 67/2 (rev4) (Annex G)</a></li> </ul>			
	Intervention	Number of visits/ Inspections/ contact	Guidance
Proactive inspections	Risk category A	36	Record proactive inspection activity only where the premises were targeted for HSWA intervention. Record activity against the rating category prior to the inspection.
	Risk category B1	0	Do not record issues encountered that were incidental to other regulatory work e.g. matters of

	Risk category B2 and C	0	evident concern noticed and dealt with during a visit for another purpose.
Non-inspection interventions	Other visits/face to face contacts	364	Any visit/face to face contact to educate, advise or engage dutyholders, employees or other bodies such as trade associations e.g. awareness days and advisory support visits.
	Other contact/interventions	0	Any other targeted contact (not face to face) to educate, advise or engage dutyholders, employees or other bodies such as trade associations e.g. to raise h&s awareness through provision of information packs. Do not include non-targeted general newsletters, service magazines or the number of website hits.
Reactive visits	LPG visits	0	<b>Only</b> visits undertaken as part of the LPG campaign.
	Visit to investigate health & safety related incidents	36	Record the number of actual visits made under the relevant category. HSE has developed a risk-based approach to <a href="#">complaint handling</a> and incident selection criteria ( <a href="#">LAC 22/13</a> ) which LAs should adopt to help target interventions and make best use of resources.
	Visits to investigate health & safety complaints	244	
	Visits following requests for h&s service from businesses	41	
	Revisits following earlier intervention	44	Visits following an earlier intervention to confirm action previously required has been completed e.g. to check compliance with notices.