

## **SECTION 2: THE SERVICE CONTEXT**

This section describes the team, its services and how it delivers its services to its stakeholders within its regulatory and policy framework.

### **COMMERCIAL (Health and Safety ) SERVICE**

This service plan is dedicated to the health and safety enforcement functions carried out by commercial team staff authorised under the provisions of the Health and Safety at Work etc. Act 1974.

#### **Health and Safety Service Plan**

There is a mandatory requirement under section 18 of the Health and Safety at Work etc. Act 1974 to produce an annual health and safety service plan which is agreed by our elected members to ensure local transparency and accountability. The service plan takes into account local needs as well as national priorities in its strategy. On approval, the service plan will be published in the public domain, including availability on the Council's website.

Significant elements of the Hertsmere vision and the corporate plan are supported by this service, as summarised in Section 3 below.

#### **How the Service Operates**

The Health and Safety service is responsible for the delivery of interventions which includes reactive and proactive work. This includes undertaking planned inspections and enforcement initiatives, investigations of complaints and revisits to check compliance, and follow up enforcement where appropriate.

#### **Service Aim – Commercial (Health and Safety)**

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

Our key priorities are:-

To manage the risk in high risk, poor performing and/or rogue trader businesses.

Investigating workplace related major injury incidents and fatalities.

Investigate and resolve all serious health and safety complaints

Provide advice and assistance to businesses, employees, employers and customers on work related issues

Receive and act as appropriate on all notifications of work with asbestos, and engineers' reports of defective lifting equipment, and pressurised vessels.

#### **Core Business**

This Service Plan covers the work undertaken by the following areas of service delivery.

## SECTION 3: ACTIONS FOR 2022/23

ACTIONS (How are we going to achieve it?)	RESOURCE ALLOCATION	SUCCESS CRITERIA (including Performance Measures)	TIMESCALE	OFFICER(S) RESPONSIBLE	POSITION STATEMENT SUPPORTED
<b>Commercial Team (Health and Safety)</b>					
Investigate and resolve complaints and respond to request for advice about workplace health and safety.	Within existing officer resources and acquired agency staff.	Improved business compliance and health and safety awareness Promotion of sensible risk management. All requests for service and complaints are responded to and investigated to a proper conclusion.	Initial assessment once request received, manager to allocate and monitor, initial response within 3 days of receipt.	PEHO H&S	3.3 Support big and small business 5.2 Keep residents safe 6.4 Communicate regularly and honestly
Investigation of notifiable incidents reported of work related fatalities, injuries, diseases and dangerous occurrences.	Within existing officer resources	All notifiable incidents reviewed and selection criteria applied to determine type and level of follow up intervention deemed appropriate. Priority to higher risk and serious incidences. Minimise risk of further incidences occurring.	Initial assessment as soon as notification received. Fatalities, dangerous occurrences and major incidences to be action as soon as possible, other incidents requiring intervention make initial response within 3 days of receipt.	PEHO H&S	5.2 Keep residents safe 6.3 Act with integrity 3.3 Support big and small businesses
Primary Authority partnership Scheme with Pizza hut (UK) Ltd.	Within existing officer resources	Development of assured guidance and inspection plans (as required); co-ordinating enforcement action Responding to notifications and enquiries from other enforcing authorities. Officer time recorded to enable cost recovery from the business	Ongoing; as and when advice and guidance is required by the business; and requests for feedback received from other enforcing authorities	PEHO H&S	3.3 Support big and small business 5.2 Keep residents safe 6.1 Lead with purpose 6.2 Maintain relationships 6.4 Communicate regularly and honestly

ACTIONS (How are we going to achieve it?)	RESOURCE ALLOCATION	SUCCESS CRITERIA (including Performance Measures)	TIMESCALE	OFFICER(S) RESPONSIBLE	POSITION STATEMENT SUPPORTED
Investigate adverse inspector reports of defective lifting equipment and pressurised systems.	Within existing officer resources	Follow up investigation to ensure defective and dangerous equipment is suspended from use until appropriate work undertaken to make safe before reuse.	Contact duty holders of defective work equipment within 3 days of notification.	PEHO H&S	3.3 Support big and small business 5.2 Keep residents safe 6.4 Communicate regularly and honestly
Review and follow up on asbestos removal notifications to department.	Within existing officer resources	Method statements and Risk assessments reviewed. Ensure proposed removal work is undertaken in accordance with licence conditions.	Contact duty holders and/or responsible persons for asbestos removal tasks within 14 days of notification.	PEHO H&S	5.2 Keep residents safe 6.4 Communicate regularly and honestly 3.3 Support big and small businesses
Compilation and submission of annual LAE1 return as requested by the HSE	Within existing officer resources	LAE1 statistical return submitted in timely manner	Return completed annually by 31 <sup>st</sup> May deadline.	PEHO H&S	6.4 Communicate regularly and honestly
Participation in Safety Advisory Group( SAG) for major public events	Within existing officer resources	Provide safety advice on proposed event safety management plans and undertake visits to ensure safety standards are being followed.	Applications and events allocated, reviewed and appropriate communications with event managers undertaken within 14 days	PEHO H&S	5.2 Keep residents safe 6.3 Act with integrity 6.2 Maintain relationships. 6.4 Communicate regularly and honestly
Advise and consultations on planning and licensing applications for new businesses	Within existing officer resources	Review, Consult and provide advice on relevant safety standards for new applications. Safer and compliant businesses	Relevant ne applications reviewed and issue feedback advice where appropriate.	PEHO H&S	5.2 Keep residents safe 6.4 Communicate regularly and honestly 3.3 Support big and small businesses

ACTIONS (How are we going to achieve it?)	RESOURCE ALLOCATION	SUCCESS CRITERIA (including Performance Measures)	TIMESCALE	OFFICER(S) RESPONSIBLE	POSITION STATEMENT SUPPORTED
Undertake proactive inspection programme and initiatives based on targeted and specific risks identified in National Local Authority Enforcement Code	Within existing officer resources	Safer places to work and visit Targeted interventions based on local knowledge and National guidance.	Devise and roll out intervention programs on targeted risks and work activities. Ongoing and where resources allow.	PEHO H&S	5.2 Keep residents safe 6.4 Communicate regularly and honestly 3.3 Support big and small businesses
<ul style="list-style-type: none"> <li>Control and investigation of outbreaks and infectious diseases linked to work related activities such as legionnaires disease, Covid 19, E.coli 0157 and Cryptosporidiosis</li> </ul>	Within existing officer resources and acquired agency staff	<ul style="list-style-type: none"> <li>Investigation of outbreaks and disease; source identified and prevention of further spread of infection</li> <li>Improvements in business practices and procedures</li> <li>Appropriate enforcement action</li> </ul>	As and when incidents occur	PEHO H&S	3.3 Support big and small business 5.2 Keep residents safe 5.3 Improve mental and physical wellbeing 6.3 Act with integrity