

Crawley Borough Council

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Report to Licensing Committee

10 June 2009

Approval of the Health and Safety Service Plan 2008 – 2009

1. Summary

- 1.1 The Health and Safety Commission (HSC) require all Local Authorities to create a service plan to set out how their statutory obligations concerning health and safety will be discharged.
- 1.2 One of their functions is to monitor the performance of Local Authorities' enforcement of Health and Safety.
- 1.3 Revised guidance under section [18] of the Health and Safety at Work etc Act 1974 indicates Local Authorities should produce a health and safety service plan, which must be "drawn to the attention of Members".
- 1.4 The objective of this report is to meet this requirement.

2. Recommendations

- 2.3 To approve the contents of the Health and Safety Service Plan.

ANGELA TANNER
Head of Environmental Services

3. Background

- 3.1 The Health and Safety Commission was created by way of the Health and Safety at Work etc Act 1974. The Commission was created to oversee and develop health and safety enforcement within Local Authorities and Central Government.
- 3.2 One of the Commission's functions is to monitor the performance of Local Authorities' enforcement of health and safety. New guidance has recently been issued to 'revitalise' health and safety enforcement and close working between the Health and Safety Executive (operational arm of HSC) and Local Authorities has been strongly encouraged.
- 3.3 One requirement of the framework agreement is to produce a health and safety service plan, which must be "drawn to the attention of Members".
- 3.4 It has been agreed that the process used for Crawley Borough Council will mean that the Health and Safety Service Plan will first be considered by the Portfolio Holder and then the final draft presented to the Licensing Committee. This should enable us to meet this requirement effectively

4. The Health and Safety Service Plan

- 4.1 The layout and contents of a Health and Safety Service Plan follow the model of the Food Safety Plan due to the close working relationship between the officers carrying out this work. Due to the size of this document it is not attached to this report. A copy has been placed in the Members' Room. It is also available on the Document Management System (DMS) and is available on request from Legal and Democratic Services.
- 4.2 Crawley Borough Council's Plan has been produced to meet the HSC requirements. This plan also contributes to the LAA through influence with regard to the following National Indicators.

 - 182** Satisfaction of business with local authority regulatory services
 - 119** Self-reported measure of people's overall health and wellbeing
- 4.3 The Plan looks back over the previous year (i.e. 1st April 2008 – 31st March 2009) then forward to the coming year (i.e. 1st April 2009 – 31st March 2010)
- 4.4 Having reviewed the process, it has become evident that it is not practicable to achieve approval of the Plan in April, when the collation of statistical data for the Food Standards Agency commences: other information, such a last years' figures for resources, is not available until mid May each year. This being the case, next year we will look to run the plan from 1st July to 30 June.

5. Staffing, Financial and Legal Implications/Powers

- 5.1 None in respect of the Plan, which solely collates existing information and plans.

6. Other Implications

- 6.1 The Health and Safety activities undertaken by Crawley Borough Council make a key contribution to the objectives of the West Sussex Local Area Agreement in the following manner.

Outcome 4: Improve workforce skills.

Outcome 5: Reduce accidental death and serious injury.

Outcome 11: Promoting health.

7. Links to the Community Strategy and Corporate Plan

- 7.1 The proposals contained in this report relate to the following key areas of the Community Strategy

Local Economy	y	Health and Social Care	y
Affordable Housing		Community Safety	y
Lifelong Learning	y	Local Environment	

The following key principles are applicable:-

(i) Working together	y
(ii) Dignity, respect and opportunities for all	y
(iii) Leaving no-one behind	y
(iv) Making it last	y

This report achieves the following aims as set out in the Corporate Plan

Providing high quality services	y	Giving exemplary customer service and satisfaction	y
Being financially efficient and well managed	y	Developing motivated, positive and empowered staff	y

8. Reasons for the Recommendation

- 8.1 By noting the contents of the report, the requirements of the Health and Safety Commission can be met.

9. Background Papers

None to compile this report: other references are within the Plan itself.

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APPENDIX A

(ES/214)

Crawley Borough Council

Environmental Health

Health and Safety Service Plan

2008-2009

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Introduction

This Service Plan has been developed to meet the requirements of the HSC, which sets the standards required of enforcement bodies through Section 18 of the Health and Safety at Work etc. Act 1974. This legislation places a legal duty on Crawley Borough Council to provide an enforcement service. We are obliged to ensure that the 2386 premises within Crawley and Gatwick which fall to us to enforce, comply with current occupational health legislation.

Our service plan is important, as it is one of the ways in which Crawley can show that it is meeting the required standards. In addition to any audits carried out by the external bodies Crawley also participates, with other local authorities in West Sussex, in inter-authority audits conducted against the standard. One of these reviews was carried out on 28 November 2003. A Best Value Review was also carried out on the Environmental Health Service in May 2004. The improvement plan will run for 5 years. Many of our projects for the Health and Safety service will contribute in the coming year to meet the requirements of the action plan.

This Health and Safety Service Plan should not be seen as a stand alone document. It should also be read in conjunction with Crawley's Community Strategy, Corporate Strategy, the Environmental Health Service Best Value Review, Environmental Health's Enforcement Policy and the Council's commitment to the Enforcement Concordat. It should also be reviewed in the context of cross-cutting issues at Crawley, particularly health and social care, community safety, lifelong learning, and economic development. These arrangements reflect the strong support by Councillors for the maintenance and improvement of Crawley's Health and Safety service within environmental health.

Health and safety interventions in the workplace are a key area in which effective measures can be taken to protect and improve the health of large numbers of people who live and work in Crawley or travel to work in the Borough. The contribution to public health therefore extends beyond Crawley and may play an important part in improving health of the working population the South East Region overall.

The scope of health and safety interventions are clearly aligned to solid evidence detailing the most serious and frequently occurring accident and occupational health related illness which is collected at both national and local level. This is in keeping with the requirements of the Regulators Compliance Code published by the Department for Business Enterprise and Regulatory Reform.

Furthermore the Health and Safety Plan makes a significant contribution to the Crawley Borough Council inputs into the West Sussex Local Area Agreement through:

- Reducing accidental death and injury (Outcome 9).
- Promoting health (Outcome 11).

1. Service Aims and Objectives

1.1 Statement of Aims and Objectives

Aims: to safeguard the public by ensuring that:-

- Owners/proprietors of businesses and their staff understand and comply with their legal obligations to protect their employees and those affected by their work activities
- Premises meet the legal required Health and Safety (at a minimum) standards in terms of structure, management and practices;
- Businesses have access to Health and Safety support, advice and information in order to encourage them to be self-regulating, self-auditing and aspiring to best practice;
- Complaints and concerns are dealt with fairly and promptly and that information is made available to trade and other customers;

Objectives

- To carry out Health and Safety inspections in accordance with the current guidance issued by the Health and Safety Commission (HSC) and HELA and specifically:-
 - (a) To draw up a programme of inspections based on the risks posed and to achieve 100% of that inspection programme. This year this requires inspections of 152 premises. Further to improving the UNiform database we will also be undertaking interventions in premises without current risk ratings and catching up on inspections missed in previous years which were undetected.
 - (b) To achieve an inspection rate of 100% of risks classes A – B3 of the total number of Health and Safety inspections of premises in the borough each year and inspection rate of at least 90% for risk classes B4 – C.
- To provide advice and information to Health and Safety businesses.
- To facilitate and/or provide Health and Safety training/courses and encourage businesses to participate.
- To promote good practice more widely through contribution to primary care trusts and the West Sussex Health Improvement Plan, following the lead of Central Government new White Paper on Health to ensure health and safety at work is fully aligned to the Local Area Agreement objectives in promoting and protecting public health. This includes promotional campaigns such as European Health and Safety Week.
- To carry out a programme of sampling swimming pool and spa water on an annual basis based on risk.
- To respond to complaints about, unsatisfactory working conditions and unsafe practices in businesses and where appropriate, respond in partnership with

colleagues in other agencies, such as the police and Health and Safety Executive, to achieve a seamless service to customers.

- To respond to all complaints ideally within 3 working days and to reconcile complaints within no more than 120 working days from receipt depending on the type of complaint. (See Section 5 for details of our standards of service.)
- To investigate formal notifications of accidents, disease, and dangerous occurrences and to take all necessary measures so as to prevent a recurrence. We will consult with the appropriate agencies, including the police, Health, and Safety Executive (HSE). We will aim to respond immediately to work related fatalities.
- To deliver all of our services to a high standard
- To follow HSE and HELA guidance
- To inform and advise our customers (both in business and members of the public) and be a key contributor to the Local Area Economic Action Group.
- To participate in HSE initiatives as part of the 'Revitalising Health and Safety Campaigns' to build on topic based inspection.
- To explore the creation of a holistic work place health and safety award scheme which will include other environmental impact assessment.

1.2 Links to Corporate Objectives and Plans

The Health and Safety Service is a key document within the Public Health Strategy and operates within Crawley's Community Strategy and Corporate Policy¹. It is integrated into the key themes from the strategy that the Council has chosen to focus on, including:-

Our Communities: Safe healthy, cohesive and enjoyable

- Working for better health and health care. (Priority 2).

Our Economy: Thriving, vibrant and prosperous.

- Developing a sustainable local economy where a diverse range of local, regional and national interests flourish.

Our Council: Of which we can be proud.

- Delivering value for money services (Priority 10).
- Peak performing people (Priority 11)
- Creating a culture of efficiency and the habit of success (Priority 12).

The Health and Safety Service will strive to achieve these Council priorities by:-

- Working efficiently to continue to make the best possible use of resources.

¹ See Appendix A to show the integration of the various strategies.

- Working in partnership with other organisations.
- Implementing Crawley values to best service systems of the Borough.
- Working to achieve the Council's principles for sustainability.
- Being aware of cross-cutting issues and actively seeking to improve communication within the Council.
- Ensuring our activities are effective and well targeted to provide fairness to commerce and protection to the public and those at work by taking proportionate action at all times.

The Service has also been tested and audited against the Best Value scheme and has an improvement plan, which was approved by the Council in August of 2004.

2. Background

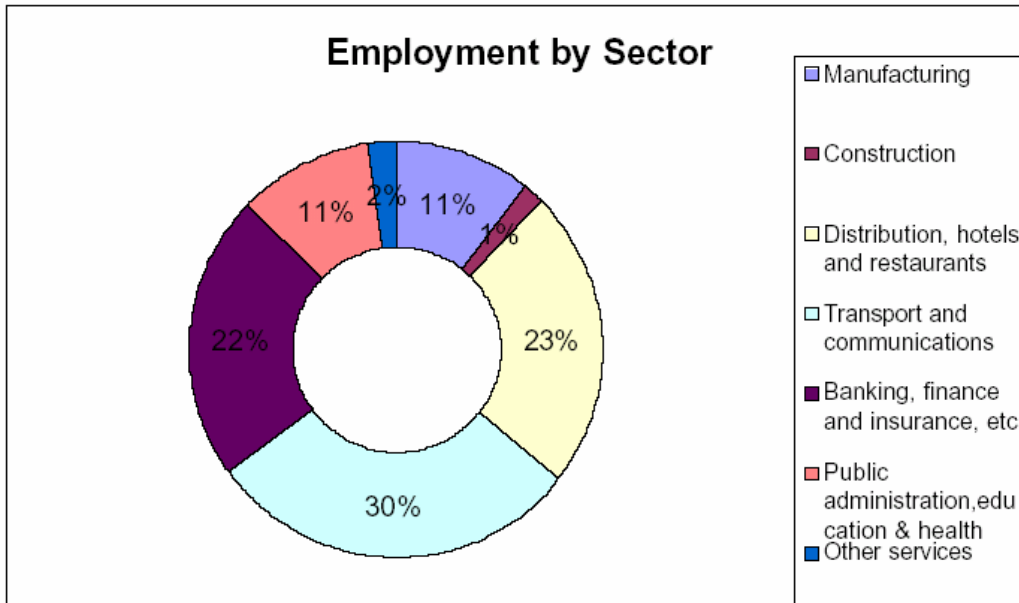
2.1 Profile of Crawley Borough Council

Situated in West Sussex, halfway between London and Brighton, Crawley has slightly below 100,000 residents. Whilst only covering a small part of West Sussex, Crawley provides a large proportion of the total production of the region. Generally, there is a youthful disposition to the population, thus vulnerable groups tend to be children, rather than the elderly.

Businesses in the Crawley Borough Area subject to our enforcement broadly comprise the following:

- A full range of retailers in the town centre,
- A town centre market, held on Fridays and Saturdays.
- Smaller restaurants and food retailers in the neighbourhood parades,
- Food manufacturers in the outlying industrial estates
- Food venues at the Airport.
- Large hotels serving the Airport: despite being home to Gatwick airport, there are relatively few small hotels and B&B in the area, as Crawley is not generally considered a holiday destination in itself.

The graph below shows the spread of this employment. 75% of employment falls into three sectors of which 23% are distribution, hotels, and restaurants.



Source: Annual Business Inquiry

We are aware that many local people are employed in the Borough and it is noted that Crawley has the highest number of adults with very low literacy skills in Sussex. In addition, Crawley has a diverse range of cultures and languages spoken, as can be seen from the table overleaf. We have a larger ethnic minority population than average for England and the South East Region. The largest proportions are from the Asian/Asian British Indian and Asian/Asian British Pakistani groups.

This requires consideration when carrying out inspections, education, and enforcement, bearing in mind the Council's commitment to equal opportunities for all.

	England	South East Region	Crawley
All people (number)	49,138,831	8,000,645	99,744
<i>Percentage of people in ethnic groups:</i>			
White: British	86.99	91.30	84.50
White: Irish	1.27	1.03	1.31
White: Other White	2.66	2.77	2.72
Mixed: White and Black Caribbean	0.47	0.30	0.34
Mixed: White and Black African	0.16	0.12	0.23
Mixed: White and Asian	0.37	0.37	0.46
Mixed: Other Mixed	0.31	0.28	0.34
Asian or Asian British: Indian	2.09	1.12	4.40
Asian or Asian British: Pakistani	1.44	0.73	3.00
Asian or Asian British: Bangladeshi	0.56	0.19	0.15

Asian or Asian British: Other Asian	0.48	0.29	0.77
Black or Black British: Caribbean	1.14	0.34	0.30
Black or Black British: African	0.97	0.31	0.73
Black or Black British: Other Black	0.19	0.06	0.08
Chinese or other ethnic group: Chinese	0.45	0.41	0.31
Chinese or other ethnic group: Other ethnic group	0.44	0.37	0.34

Source: Census 2001, Crown copyright

2.2 Organisational Structure

Council Structure

Crawley Borough Council operates a Cabinet system: the Portfolio holder for the Health and Safety Service is Councillor Keith Blake. Policies are created using Policy Development. Decisions about how services in Crawley are delivered are made are decided in conjunction with members through Committee Meetings. The Council employs around 800 people in four Directorates and fourteen Divisions. The Council's Vision is **"a town in which people take pride: prosperous and safe where value for money services contribute to a high quality of life and environment, with opportunities for all."**

The Council's activities are divided as follows:

The Chief Executive is Lee Harris.

Responsibilities:

- Policy and Performance
- Legal and Democratic Services
- Communications

The Director of Environment & Housing is Peter Browning

Responsibilities:

- Planning Services
- Environmental Services, which includes the Health and Safety service.
- Housing

The Director of Community Services is Phil Rogers

Responsibilities:

- Amenity Services
- Arts
- Community Services

The Director of Resources is David Covill

Responsibilities:

- Finance
- Information Communications Technology
- Property Services & Procurement
- Customer Services
- Human Resources

The description of the current approved structure is contained in the Council's Constitution².

Organisation Arrangements for the Health and Safety Service

The Health and Safety service is provided by officers within the Food, Licensing and Occupational Health Team. This team covers:

- Food related issues, including infectious disease control and the Imported Food Office at Gatwick.
- Licensing, including vehicles and drivers for hackney carriages and private hire, licences under the Licensing Act 2003) street trading and collections, sex establishments, skin piercing, dangerous wild animals, zoos, animal boarding and breeding etc.
- Occupational health related issues, including all businesses within Local Authority enforcement in Crawley and the neighbourhood, the industrial estates and Gatwick airport.

A diagram showing the way that the Health and Safety team work with the Food, Licensing and Occupational Health Team can be found in Appendix B.

A number of key liaison groups have been identified, for attendance by the group.

- Sussex Health and Safety Liaison Group: Petra Gallagher, Simon Cole, Paul Willis.
- Team meetings, for the Food, Licensing and Occupational Health. held on a monthly basis. These include training sessions on procedures and legislation.

Training and Qualifications

Appropriate proof of qualification is required for the appointment of the post. Ongoing training for all officers is collated and monitored, in line with the current guidance. This information is reviewed by the group manager, during the corporate appraisal process. A training needs analysis is carried out and a training plan produced for each officer³.

Use of Specialist Services.

Samples and exhibits can be sent to the Public Analyst (Hampshire Scientific Services, Southsea or Eurofins) in accordance with our procedure, as attached as Appendix C.

² See Intranet documents.

³ Training plans are attached to each officer's annual appraisal.

Vacant Posts and Use of Contractors

Where possible vacant posts are filled using temporary contracts. Contractors may also be used to free time for specialist officers.

Contracts are selected in line with the Council's procurement policies and procedures. Once appointed, the contractor's original work is vetted by the group manager and a 5% of revisits arranged to check the quality and efficiency of the actual inspection, by a member of the Health and Safety team. Any major variations in premises scores (before and after the contractor's inspection) are investigated with contractor or appointed contract manager.

2.3 Scope of the Health and Safety Service

The following activities form the scope of Crawley's Health and Safety Service:

- Inspection of business premises under the Health and Safety At Work etc Act 1974 and Associated Regulations.
- Inspection following initial registration of a business for the first time.
- Responding to complaints of unsafe premises and practices. In certain cases, it may be more appropriate for an officer from the Health and Safety Executive to investigate the complaint. Liaison arrangements exist so that no matter which service receives the complaint in the first instance, it is speedily transferred to the service that has the best possibility of a thorough investigation. This has been facilitated through the East and West Sussex Health and Safety Liaison Group.
- Advice and support to businesses either during inspection on request, and where proprietors are considering starting a new businesses.
- Advice to customers on health and safety related legislation, best practice, current media concerns, and similar issues (this would include reactive advice and proactive work such as news releases, promotional activities, etc.)
- Enforcing Health and Safety legislation in accordance with the environmental health enforcement policy/enforcement concordat. This ranges from informal written warnings through to service of improvement notices, voluntary and emergency prohibition (closure and sundry premises), etc., to prosecution in court (or a formal caution, depending on the circumstances of the offences).
- Provision or arrangement of training, as dictated by demand as part of a themed promotion/introduction in legislation.

2.4 Demands on the Health and Safety Service

In addition to this core work, the Health and Safety Team are also a Responsible Authority as defined by the Licensing Act 2003. Officers from the team assist in processing premises licence applications, temporary event notices and variations made under the LA03 concerning licensed premises, prior to the licence being issued. In addition to regulated entertainments officers from this team also deal with other licence matters pertaining to health and safety as defined relating to infectious disease and animal welfare as defined below.

- Regulated entertainments, which range from live music in licensed premises to sporting events. Officers also assist in controlling any vicarious liability the Council attracts through holding events on Council owned land through assisting organisers of large events such as the Irish Festival and Dragon Boat Race (the former taking several months planning and liaison).
- Animal boarding and breeding, zoos and dangerous wild animal, which include elements of animal welfare
- Skin piercing, acupuncture and tattooing, which involve public health issues of preventing blood borne cross infections.

2.5 Enforcement Policies

Crawley endorsed its commitment to the enforcement concordat in December 2001. The enforcement of health and safety is also carried in strict adherence with the Statutory Code of Practice for Regulators.

The Environmental Health Services has a generic enforcement policy used by most of the service including the Health and Safety service. We have also developed a more specific procedure to implement the policies, by creating an Environmental Health “Enforcement Review”. This hearing comprises the Head of Service, Solicitor to the Council and case officers.

Offences are presented as a case file to the Head of Service, by the investigating officer. The matter then receives an objective review. The respective case officer completes the details of their opinions and investigation and forwards it to the Head of Service. The Head of Service or their deputy then holds a case conference with a legal advisor in attendance and then records the reason for their decision. This is within the parameters of her delegated powers.

Crawley has also adopted a formal complaints procedure, whereby any customer aggrieved by our processes or decisions can have the case examined.

There are also opportunities for “informal” complaints to be raised via our customer survey forms.

3 Service Delivery

The HSC have provided guidance in respect of a minimum inspection frequency for Health and Safety premises. The Council’s policy is to complete 100% of the inspections within the given timescales.

Premises Profile in Crawley

The table below shows the FSA categories for inspection frequencies.

Risk Rating	Points Range	Minimum Frequency of Inspection
A	> = 186	Not less than once per year
B1	171 - 185	Not less than once per 18 months
B2	156 - 171	Not less than once per 2 years
B3	141 - 155	Use other intervention strategies but

		review rating after 3 years
B4	126 -140	Use other intervention strategies but review rating after 5 years
C	< = 126	Use other intervention strategies.

It is only possible to estimate the number of programmed, risk based inspections, as new businesses open and others close down. However, at 1st April 2009, we are able to estimate that 137 premises will need to be inspected.

The table 1 below shows the number of premises in Crawley, according to their use class. Table 2 below shows risk ratings for the said premises for the coming fiscal year that will subject to inspection or alternative enforcements.

Use Class	Number
Retail Shops	476
Wholesale shops, warehouse and fuel stores	174
Offices	596
Catering, restaurants and bars	355
Hotels, camp sites and other short stay accommodation	22
Residential care homes	20
Leisure and cultural services	65
Consumer services and membership organisations	121
Other premises	25

Table 1

Inspections due by risk rating 2009-2010

A	B1	B2	B3	B4	C
5	10	28	17	5	72

Table 2

These risk based inspections form only part of our contact with businesses to ensure occupational health and safety standards are maintained. A range of follow up actions is used, bearing in mind the limited resources available to the team. Based on previous years' performance around 15% of initial inspections will give rise to revisits. A summary sheet of the action taken is left at the time of the visit for all risk based inspection and, if the works required are more complex, a letter confirming the actions to be completed will be sent.

In addition to the programmed inspections, the Health and Safety Team also deal with complaints made by members of the public or other businesses. The Corporate

quarterly reports complaints/requests for service response performance for the Environmental Health Service as a whole, including where a Health and Safety element is involved.

Operation Times

The Health and Safety Team are part of the Environmental Health Service which operates from the Crawley Borough Council Town Hall.

The Town Hall is open Monday to Thursday 08:45 - 17:20, Friday 08:45 - 16:20. However, a flexitime system is worked and officers are able to work 07:00 -19:00 accordingly. A duty rota is worked to ensure cover is also available for the office during opening times.

The emergency response for out of hour's problems, such as Health and Safety work related fatalities, would be dealt with initially by the Town Hall emergency operator. The options available to the operator include access to a team of Environmental Health Practitioners who operate an out of hours call service or in serious instances the Head of Environmental Services or Group Manager Food Licensing who are both qualified Environmental Health Officers.

3.1 Health and Safety Premises Inspections

The Environmental Health computer system (UNI-form) is one used by many local authorities. It contains details of the business premises registered in Crawley. It is also used to generate the risk based inspection programme, to record key details regarding inspections and actions. This information is then used to complete the HSC statistical returns.

The inspection programme is based on the risk rating of the premises and the challenges set by the Revitalising Health and Safety Initiative. This highlights the premises which are due to be inspected according to the perceived risk. To this list are added any premises not inspected in the previous year, new premises not previously risk rated and other premises which the Health and Safety Team feels should be included, based on local feedback.

The full list is drawn up by the Group Manager and the members of the Health and Safety Team. The allocation of the premises to individual team members is determined by its location in the borough. The borough has been split into 4 areas for which one of the, each sector having an Environmental Health Officer and Senior Health and Safety Enforcement Officer assigned to them. Gatwick Airport is divided into North and South Terminal and operates in a similar fashion.

Monthly checks are made of progress against the planned inspection programme by the Group Manager at team meetings and there is an annual return made to the HSC. Crawley also has a local performance indicator which reflects the HSC indicator.

The council's policy is to complete 100% of inspections of premises due an inspection, in accordance with the HELA risk rating system. This year 2008-2009 this will require programmed 153 premises inspections. The UNIFORM database has been cleansed for spurious records and searched for missed inspections and premises without rating scores. This has revealed a potential further 100 required interventions which also be phased in during the coming year.

The budget for the Health and Safety Service is shown in section 4.1 below and staffing to be provided is detailed in the table in point 4.2.

3.2 Health and Safety Complaints

All Health and Safety complaints, including complaints investigated by staff based at the imported food office are entered into the UNIFORM computer system. They are then allocated on a location basis as described above, in accordance with the current procedure.

- The estimate of resources required for complaints is based on the previous years' trends. Complaints received are grouped as follows:

Uniform Code	Description
HSWCOM	comfort and welfare
HSWLPG	Liquid petroleum gas
HSWOVE	Overcrowding
HSWSAF	Safety
HSWSHP	Shops act
HSWUNS	Unspecified
HSWCOM	comfort and welfare

3.3 Lead Authority Principle

The Environmental Health Service supports and endorses the Lead Authority scheme, but has no formally adopted lead authority status with businesses in the area.

3.4 Advice to Businesses

Advice to businesses and customers is viewed as an essential part of the Health and Safety service plan and includes advice for new businesses. Those wishing to discuss their plans to set up or alter the nature of their businesses are given free advice on standards and best practice.

We also support "business breakfasts" provided by the local Chamber of Commerce, to increase awareness of our advisory role.

3.5 Health and Safety Sampling

A Health and Safety sampling project undertaken in 2008-2009 will be repeated in 2009-2010 looking at the microbiological quality of recreational waters. Sampling costs will be met from the allocation given to Crawley by the Health Protection Agency.

Three laboratories are used by Crawley:

- Hampshire and Kent Scientific Services (as Public Analysts) and
- Eurofins (as Public Analysts)

- Sussex & Surrey Environmental Microbiology Service (as the Public Health Laboratory Service.)

See Appendix. C for details.

3.6 Investigation of Accidents, Work Related Disease and Dangerous Occurrences.

Certain types of accidents, diseases and dangerous occurrence must be notified to the enforcing body. This is required under the Reporting of Injuries, Disease and Dangerous Occurrences Regulations. A central agency receives all such notifications and allocates them to the appropriate enforcing body. This year in Crawley 265 accident notifications were received:

It is not always appropriate to investigate a reported accident; in the case of a minor accident at a business that has been recently inspected, for example. In addition, some accidents are reported, but are not technically “notifiable” under regulations. Having reviewed the report from last year, we have identified that a number of large retail outlets are reporting many incidents affecting customers which are not technically notifiable. An incident sorting methodology will be developed to improve the selection of what incidents are investigated in 2009-2010 as a part of the work of the Sussex Health and Safety Liaison Group which Officers from this team attend.

3.8 Liaison with Other Organisations

Our main links with other organisations are through the Police (especially where there is a fatality) and the Health and Safety Executive, with whom we share enforcement responsibilities. The HSE and Local Authorities enforce the same legislation, but in different businesses. This year the HSE is actively seeking to work in partnership with Local Authorities. At Crawley, we are liaising with local HSE officers to carry out joint projects.

Crawley Borough Council also plays an active part in the East and West Sussex Health and Safety Liaison Group

Crawley Borough Council pioneered a project concerning high level cleaning in food businesses and conducted an inspection programme concerning work at heights and the exposure of handy men in the hospitality trade in 2006 and shared this work with the Health and Safety Liaison Group.

3.9 Health and Safety Promotional Work

The Health and Safety Team co-ordinate their promotional activities within the team. Where training requests are received from customers, they are dealt with in a variety of ways:-

- Passed on to neighbouring authorities who regularly run Health and Safety courses.

The team also participates in campaigns, including:-

- Health and Safety Week
- Career days at Thomas Bennet Community College.

A new post has also been developed fully funded by the Primary Care Trust to employ an officer working directly on Wellbeing in the Workplace. This person has not yet been appointed to post although preliminary projects have been discussed between the Head of Environmental Services and the Group Manager Food Licensing and Occupational Health concerning how they will compliment the statutory work of the team.

4. Resources

4.1 Financial Allocation

As described above, the current budgetary arrangements have been reviewed. The budget available to the Health and Safety Service is as follows:

C1022	10010	Permanent Staff Pay	104020
C1022	10030	Overtime	0
C1022	10100	Nat. Insurance - Empers Cont.	8630
C1022	10101	Nat. Insurance - Car Lease	810
C1022	10110	Employers Pension	13840
C1022	10210	Car Leasing - Council Cont.	3670
C1022	10240	Professional Subscriptions	130
C1022	10400	Qualification Training	560
C1022	10410	Course/Seminar Fees	220
C1022	10420	Training - Travel	240
C1022	10600	Personal Accident Insurance	10
C1022	10601	Employees General Insurance	470
C1022	10610	Eye Tests	50
Sum: Employees			132650

4.2 Staffing Allocation

Each of the officers carrying out the Health and Safety function also carry out other duties. Only a percentage of their time is, therefore, spent on Health and Safety. The table below shows the full time equivalent post (i.e.37 hours a week), to be spent by the types of officers in the team. Figures have been rounded up to a % of a full time equivalent post.

Type of officer	% of a full time equivalent post
Other management ⁴	10
Group Manager	20
Health and Safety Enforcement Officer (x 2)	85*
Environmental Health Officer (x 2)	30
Technical Support Officer	30
Senior Environmental Health Officer (x 3.5)	35

⁴ This figure takes into account Head of Service (e.g. Enforcement review), Director (e.g. at portfolio briefing/presenting reports)

*1 Health and Safety Enforcement Officer is the Unison Branch Chairman and Local Representative.

4.3 Staff Development Plan 2009 - 2010

Each year, a training programme is drawn up for individual members of staff, following the staff appraisal process. Training needs are identified at this point.

A competency matrix has been developed and Health and Safety Officers are also required to complete the HSE Regulatory Needs Development Analysis tool.

5 Quality Assessment

5.1 Assessing the Quality of the Service

The quality of the service is rated by our customers. We carry out regular surveys, the results of which are collated. These include customer survey forms sent out systematically, following completion of investigations and forms handed at the time of commercial premises inspections. In addition, the following quality checks are carried out:

The Group manager operates a monitoring system, which reviews

- the consistency and quality of inspections, by monitoring inspection forms
- the consistency and quality of record keeping, by review of files
- The quality of the service, as rated by our customers, by review of regular customer surveys.
- Visits in which the Group manager accompanies the officer concerned, to give feedback and check consistency of approach.
- The consistency and quality of the application of policies and procedures, by including an update session in the regular team meetings.
- The teams performance against the Council's standards of service, namely:

Measurement parameters include:

Inspection of 100% of businesses requiring inspection in the current HSC requirements (measure performance: an annual return to the HSC, quarterly review by Group Manager, discussion on trends and exceptions to the plan).

Complaints to be responded to ideally within three working days, but not more than 10 working days. (Measure performance monthly review by Group Manager.)

Serious complaints regarding Health and Safety, such as fatalities to be responded to ideally immediately but at least within 24 hours of notification. (Measure performance: monthly check by Group Manager as and when required.)

Vetting of contractor quality, if used. Measure performance: shadowed inspections on first appointment, then each inspection paperwork vetted by Group Manager.)

6 Review

6.1 Review of the Service Against the Service Plan 2008 - 2009.

Crawley produced a new Corporate Plan in 2007 which is congruent with the new Community Strategy developed through the Local Strategic Partnership⁵. The Team Service Plans provide the operational elements required to put the plan into action. The Food Licensing and Occupational Health Team Service Plan provide some of the information that is needed for this, more specific, Health and Safety Service Plan. A diagram showing the relationship between the various plans is attached as Appendix A.

Scope of the Health and Safety Service. Our work for the 2008 – 2009 period involved the following elements:

The Risk Based Inspection Programme.

Targets and deadlines are set by Central Government and efficiencies are gained by streamlining processes. This work was given highest priority this year. We used the HELA risk scored inspection programme as the basis for our premises inspections. However, additional inspections arose through new businesses starting up and complaints about premises. The former are obliged by law to register as businesses and are inspected at that time. The latter are subject to an inspection targeted at investigating the complaint. The table below shows the number of inspections completed last year. The team completed 177 planned health and safety interventions exceeding the year start figure of 153 thus achieving a performance of 113% of the work plan target. Additional visits consisted of new premises registrations and premises which have been missed in earlier years.

TYPE OF PREMISES	TOTAL NUMBER OF PREMISES AT 31/3/2008	PROACTIVE VISITS		REVISITS		REACTIVE VISITS			TOTAL VISITS	OTHER CONTACTS
		PLANNED FIT3 VISITS	OTHER PLANNED VISITS BASED ON RISK RATING	FIT3 REVISITS	OTHER REVISITS	ACCIDENTS	REQUESTS FOR HSW SERVICE	OTHER VISITS		
RETAIL SHOPS	459	13	52	0	4	35	1		105	3
WHOLESALE	169	1	20	0	3	2	3		29	3
OFFICES	573	10	11	1	0	2	3		27	2
CATERING RESTAURANTS & BARS	342	10	65	0	1	39	1		116	3
HOTELS CAMP SITES AND OTHER SHORT STAY ACCOMODATION	23	3	4	0	1	12	0		20	0
RESIDENTIAL CARE HOME	19	0	5	0	0	2	0		7	1
LEISURE AND CULTURAL SERVICE	60	1	4	0	0	9	0		14	0
CONSUMER SERVICES	127	6	15	0	0	1	1		23	0
OTHER PREMISES NOT CLASSIFIED ABOVE	27	0	1	0	0	2	0		3	0
TOTALS	1799	44	177	1	9	104	9		344	12

Table 3 Health and Safety Interventions by Sector Type 2008- 2009

The council's policy is to complete 100% of inspections of premises due an inspection, in accordance with the HELA risk rating system. The team has, once again, achieved this target.

⁵ A Copy of Community Strategy is available on request.

Response to Reactive work.

This work includes:

- Complaint investigations (e.g. regarding unsafe premises or activities.)
- Accident investigations
- Investigations into complaints regarding poor occupational health and welfare
- Investigations of Dangerous occurrences
- Registrations (e.g. of cooling towers) and permits (e.g. waiving the notice period to commence work on Asbestos removal.)
- Formal Action arising from investigations.

This year we met our targets in respect of reactive work.

Whilst it is not possible to predict exactly the number of visits the team will undertake during the year it is possible to base resource requirements on the emerging trends when looking at year on year data. For example, the team undertook 498 interventions concerning all health and safety matters in 2008-2009 as compared to 347 health and safety interventions in 2007-2008. This was due to a major project undertaken in association with the Health Safety Executive at London Gatwick Airport a report of which is included at Appendix D.

A change to the manner in which areas are allocated for inspectors in 2007-2008 was also undertaken to balance the demands upon individuals. The results of this exercise will be reviewed further in 2008-2009 to ensure work levels are equitable due to the additional workload placed upon dually qualified staff who also undertake food work.

Complaint investigations (e.g. regarding unsafe premises or activities.)

- We have two key performance indicators for this type of reactive work: speed of response and quality of service experienced by the customer. In the former, we have achieved well against target⁷. In the latter have identified that where an officer from the Environmental Health Department is the first point of contact, the majority of responses range from good to excellent.

Accident investigations

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) require businesses to report certain accidents, ill health and incidents, if related to a work activity. The information enables us to identify where and how risks arise and to investigate serious accidents. We can then help and advise the business on preventive action to reduce injury, ill health and accidental loss - much of which is uninsurable. For most businesses a reportable accident, dangerous occurrence, or case of disease is a comparatively rare event.

Employers are statutorily required to report:

Deaths

Major injuries, such as fractures, amputations, loss of sight

⁷ Full details are available through the corporate reports on performance.

Accidents to employees resulting in over 3-day injury

Diseases, such as occupational dermatitis, asthma, hand-arm vibration syndrome

Dangerous occurrences, such as explosion or fire causing suspension of normal work for over 24 hours, or collapse, overturning or failure of load-bearing parts of lifts and lifting equipment

All accidents, diseases and dangerous occurrences may be reported to the Incident Contact Centre. The Contact Centre was established on 1st April 2001 as a single point of contact for receiving all incidents in the UK. Information regarding the above is placed on a secure site on the internet. We then download those which relate to

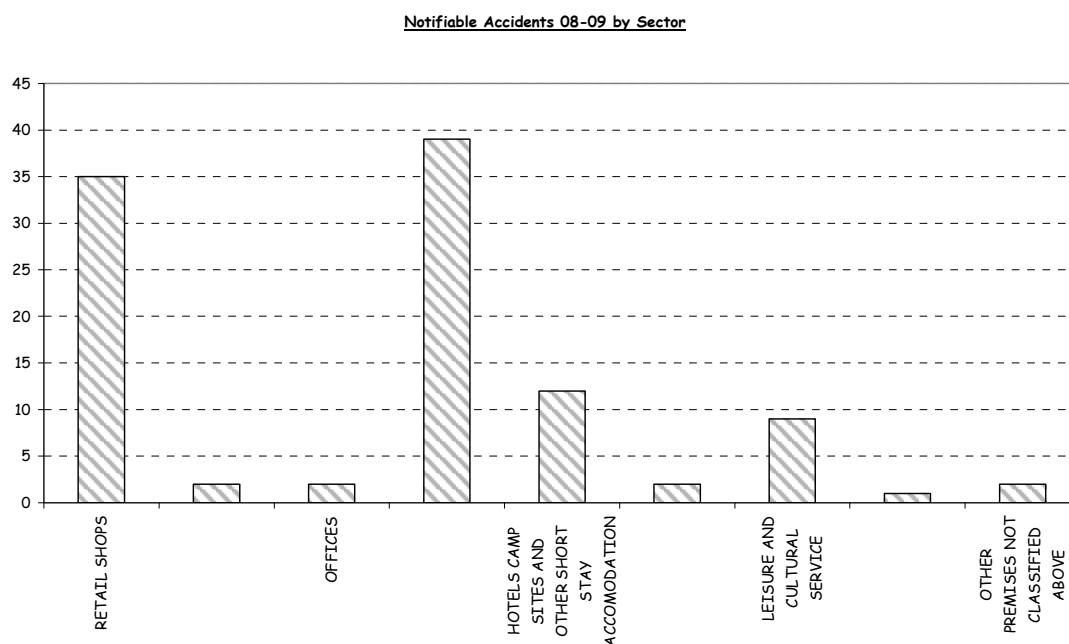


Figure 1 Notifiable Accidents Requiring Visits

Crawley Borough and Gatwick airport which are enforced by the Council, namely if the business is:

- office-based;
- retail or wholesale;
- warehousing;
- hotel and catering;
- sports or leisure;
- residential accommodation, excluding nursing homes,
- concerned with places of worship
- pre-school child care
- mobile vending.

Other types of business are enforced by East Grinstead regional office of the Health and Safety Executive.

In the 2008 – 2009 we received 184 formal accident notifications. This shows a 23% reduction from 2007 – 2008. Whilst it is not possible to measure with absolute certainty this reflects the success and importance of the teams work.

Final preparations have now been completed regarding joint warranting with the Health and Safety Executive and other Sussex local authorities (except Rother District Council) and a Major Investigations Team to provide mutual aid has been created. Sussex is well ahead of many other Counties in working towards the Government agenda of joined up working and reducing regulatory burdens which this initiative strongly contributes toward.

Investigations into complaints of poor Health and Safety at premises

- In 2008 – 2009 complaints were investigated as detailed below.

Code	Type	2007 - 2008
HSWCOM	comfort and welfare	17
HSWLPG	Liquid petroleum gas	0
HSWOVE	Overcrowding	39
HSWSAF	Safety	104
HSWSHP	Shops act	0
HSWUNS	Unspecified	7
HADVIC	Advice	12
Total		179

Table 4

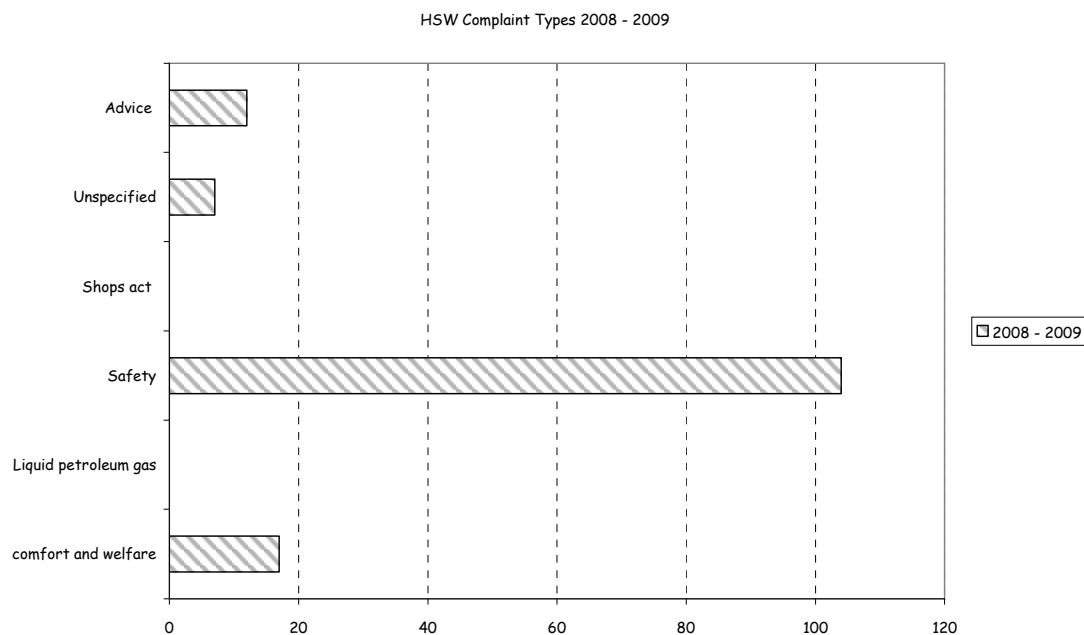


Figure 2 Health and Safety Complaint Types.

Advice to businesses

- Officers from the team hold a quarterly meeting with British Airways to discuss live issues and improve working relationships. This meeting forum has led to significant improvements to health and safety arrangements in the public car parking areas at Gatwick further to a fatality in 2004.

Formal Action arising from investigations.

- Where possible, acceptable standards in business premises are achieved through informal means: the inspecting officer discusses any contraventions with the proprietor, who then gives an undertaking to complete the necessary works. This process happens in hundreds of premises each year. However, it is sometimes necessary to take matters further, particularly where there is a past history where advice has been given, but sufficient improvement has not been made. This results in an Enforcement Review. The Head of Service has delegated powers to recommend formal action and considers such cases by hearing the details of the matter from the case officer, with advice from the Council's legal representative. This year 2 Prohibition Notices were served and 2 Improvement Notices. A formal summons has also been laid in respect of breaches of Health and Safety law in a local food business.

Project work.

This aims to maximise the use of time becoming available as the reactive work load fluctuates. Targets are set, often nationally (e.g. implementing new legislation, promoting occupational health and safety issues) but deadlines have greater long-term flexibility. This work provides incremental and essential improvements to the service, but has the lowest priority. Several projects have involved "process" improvements.

The team will be taking part in the HSE topic based initiatives in 2009-2010 which include:

- Noise exposure in the entertainment industry – designed to protect patrons and workers within licensed premises from excessive noise levels likely to cause hearing damage.
- Hand operated car washing – designed to investigate health and safety compliance with regard to the use of cleaning chemicals, manual handling, risks assessments and pedestrian and vehicle safety.
- Food factories – joint enforcement health and safety in food manufacturing premises with the HSE.
- Flight caterers – a local project with the HSE looking at health and safety through the chain of production to delivery of food to the aircraft .
- Exploration of scheme to reward environmental awareness and health and safety compliance.

- GP Notification forms – joint working with local doctors to assist Crawley based employers with occupational health support to assist in delivering the National Wellbeing Agenda.

In 2008 – 2009 the team successfully completed the following projects.

- Asbestos campaign –owners comply with their legal duties. Of the 100 or so premises written to in January, 31 received an actual visit. Businesses broadly fell into two camps - Those who had carried out either a level 1 or level 2 survey and had relatively good management procedures in place.15 businesses were deemed fully compliant, compared to those who had no register and knew very little, or indeed nothing about asbestos 16 businesses were deemed to be below the compliance standard expected and formal action was taken to secure compliance.
- Slips and trips from cleaning activities at London Gatwick Airport – this is covered in more depth in appendix D.
- Moving goods safely – Looking at practices with the Flight Catering Industry from production to catering the aeroplanes. This work is also being undertaken with the Health and Safety Executive assisted by HSE Inspector who has been assigned to Crawley in a ‘buddy role’ this project was held over until 2009 -2010.
- Development of Major Investigations Sussex Team – to raise awareness and reduce occupational ill health across Sussex.

Team Management.

This involves the processes required to run the team within the legislative, national and local requirements. In respect of the occupational health and service it includes:

- Developing the Staff. (e.g. Training, Monitoring)
- Monitoring the Processes (including meeting targets, keeping procedures in line with the HSC Section 18 requirements, Budgetary control)
- Evaluating and Planning (such as creation of this service plan to meet Section 18 requirements.)

Procedural Review

A document control procedure and a programme to review procedures in a systematic manner are followed. This year the procedural review will continue, with associated training for staff.

6.2 Identification of any Variation from the Service Plan

This is undertaken through reports run from the UNI-form database system and regular team meetings. It should be noted that it is not possible to accurately predict the actual number of accident reports received by the team and at times of high demand priorities dictate that programmed inspections are delayed.

6.3 Improving the Service, Responding to Challenges.

Full participation is encouraged with all members of the team and in association with the Head of Service. A number of project groups have also been created under the direction of the Head of Service to deliver improvements across all service areas. Customer survey forms are also issued and tracked for trends.

Active Networking.

Officers from the team all attend the Sussex Health and Safety Liaison Group to further knowledge and share good practice. A Responsible Authorities Group (RAG) was also created in 2006 to improve communication between Licensing Officers and Health and Safety Officers.

Staffing Allocation.

The team is currently fully staffed. A job evaluation was undertaken in 2007 which resulted in 2 of the team members being authorised to serve improvement notices and take action under Sec.21 Health and Safety at Work etc Act 1974 to improve the effectiveness of the service. The team members in question facilitated this change, completing a vocational qualification to fulfil competency requirements.

Staff Development Plan 2009 - 2010.

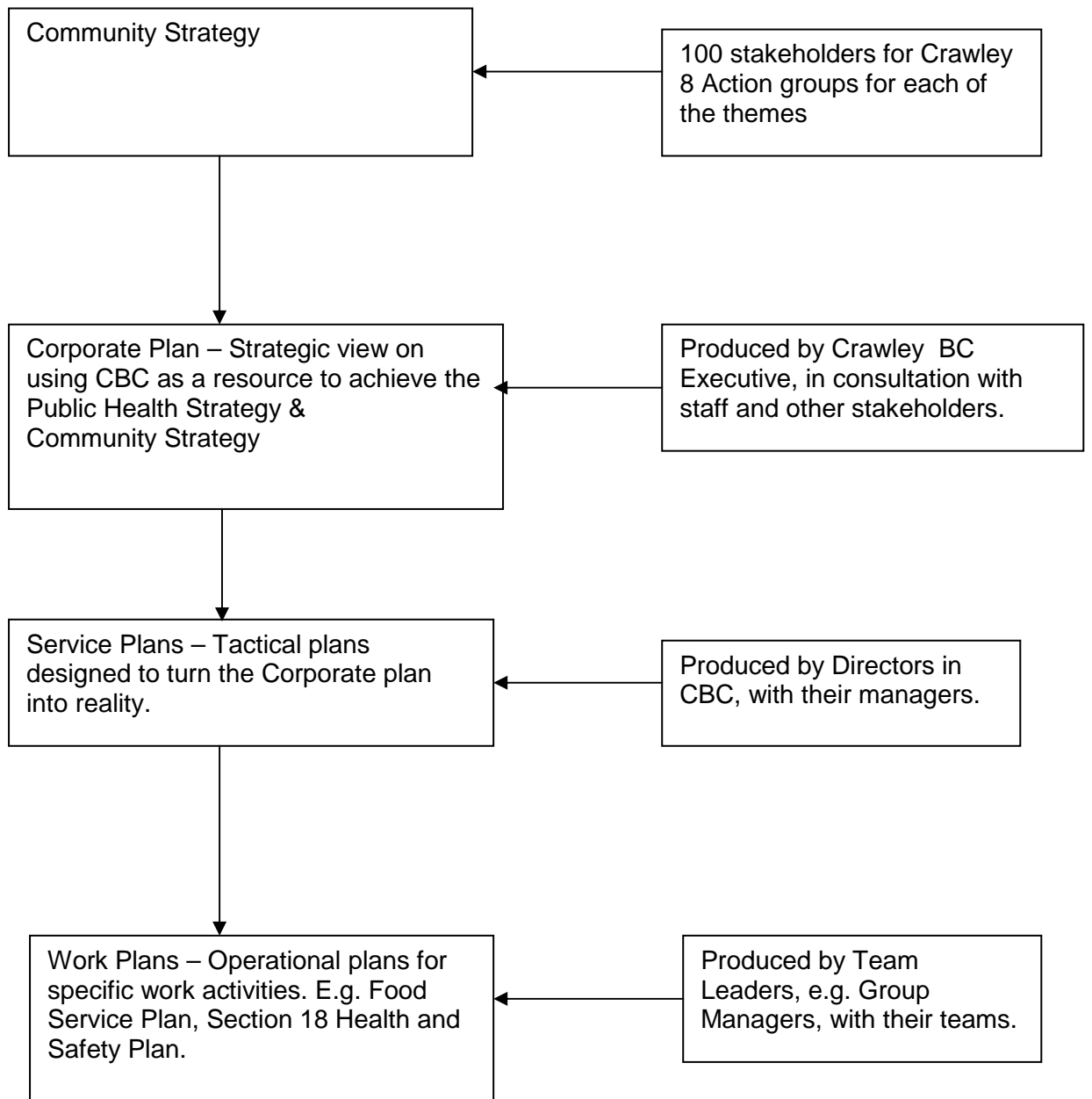
Staff development will be driven by the current corporate appraisal system, which includes the production of a training plan. This will address generic training issues and identify where additional Continued Professional Development is required. In cases where specific training needs can be identified this is dealt with separately.

Assessing the Quality of the Service

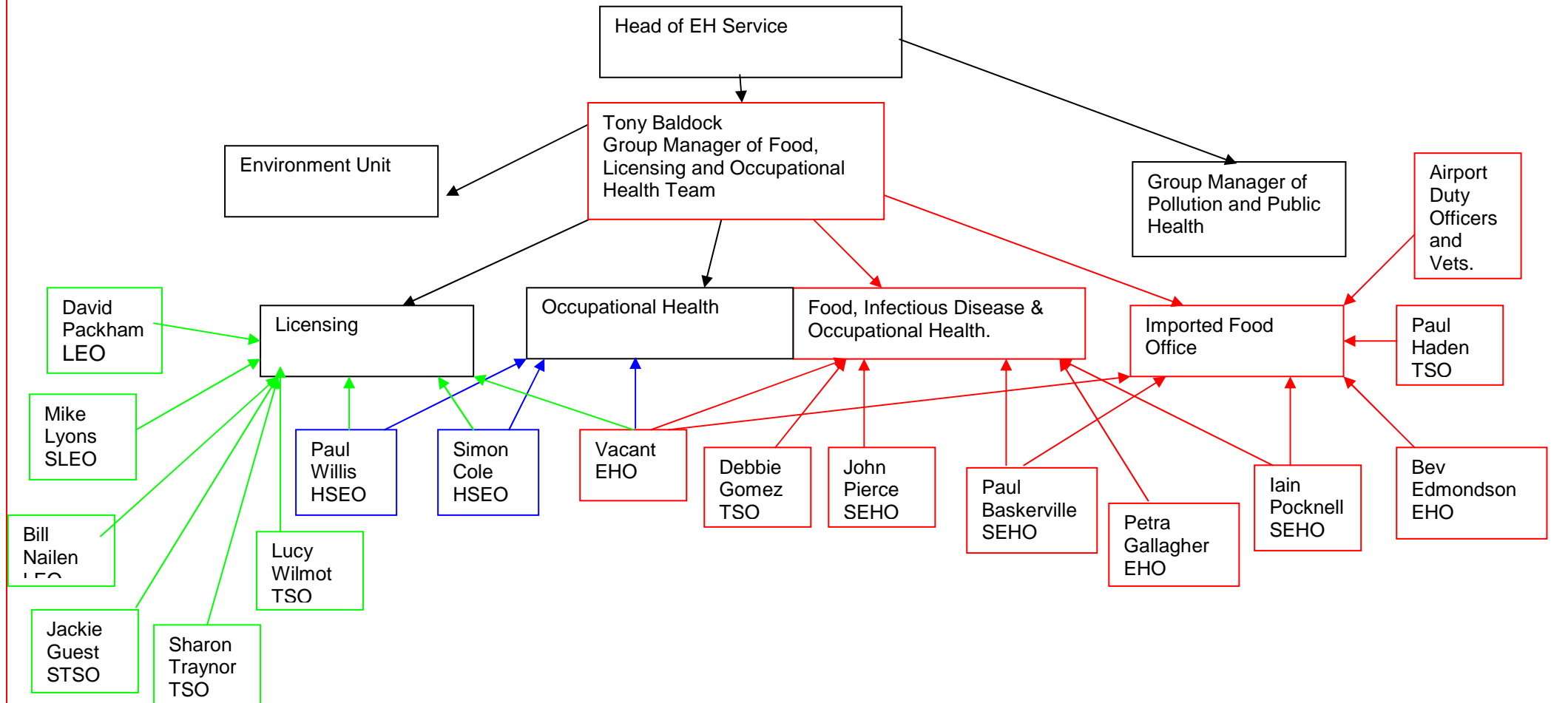
The quality of the service is also rated by our service users. We carry out regular surveys, the results of which are collated. These include customer survey forms sent out systematically, following completion of investigations and forms handed at the time of commercial premises inspections. We also actively collect data to provide information for the calculation of NI 182 Satisfaction of Businesses with Regulatory Service. In 2009 – 2009 we achieved a score of 84% of local business rating our service as good.

Appendix A

Integration of Strategies and Plans



Appendix B - Organisation of the Teams



Appendix C

Details of Food Analysts

The three laboratories used are:

Hampshire Scientific Service (Public Analyst)
Hyde Park Road
Southsea
Portsmouth
Hampshire
PO5 4LL
Tel. 0239 2829501

Sussex and Surrey Environmental Microbiology Service (Public Health Laboratory
Service and Food Examiner.)
Royal Sussex County Hospital
Eastern Road
Brighton
East Sussex
BN2 5BE
Tel. 01273 664 622.

Eurofins (Public Analyst)
445 New Cross Road
London SE14 6TA
020 8694 9330

(3) Kent Scientific Services Ltd.
8 Abbey Wood Road Kings Hill
West Malling ME19 4YT

Appendix D

London Gatwick Airport - Slips Trips and Falls Intervention 2008

Background

Slips and trips result in more than 1000 workers each month suffering a serious injury in the UK. Common causes include unsuitable footwear, poor flooring, obstacles and spillages. Whatever the cause of the slip or trip accident, the result to the injured person can be devastating. Slips and trips are one of the key topic areas that the Health and Safety Executive that has launched a campaign called "Shattered Lives", which aims to highlight the issue of slips and trips and to help employers and others to prevent accidents.

Slips and trips also feature highly in the 'Revitalising Health and Safety' agenda being a component part of topic based inspections. As a result of a perceived view amongst the health and safety team at Crawley Borough Council (CBC) that a significant number accidents at the airport appeared to be related to slips and trips, it was decided that further investigation into this area was required.

A close working relationship is enjoyed between CBC, Gatwick Airport Ltd (GAL) and the British Airports Authority (BAA). Effective dialogue between the enforcers and stakeholders allowed a project plan to be agreed to deliver an effective intervention by way of a series of on site visits and investigations. BAA also kindly supplied additional data over and above that already held by CBC through the formal reporting requirements which added great value to the process.

The project was undertaken to achieve the outcomes listed below.

- To reduce accidents to public and workforce at London Gatwick Airport
- To identify areas within the Airport Terminals where the majority of slips and trips occur.
- To measure the slip resistance of areas within the airport to determine if this was a key factor with regard to accidents.
- To improve knowledge of the importance of using correct solution strength in cleaning products.⁹
- To increase long term health benefits resulting from a reduction in injuries from falls
- To create financial savings from a reduction in days lost at work due to illness.
- To create a lasting resource to assist those working in the airport prevent slip and trip accidents

⁹ A key factor in determining the 'slipperiness' of a floor.

The work was undertaken over a 3 month period in 2008 consisting of 2 weeks of operational visits and a series of meetings to both plan and report back to appropriate stakeholders.

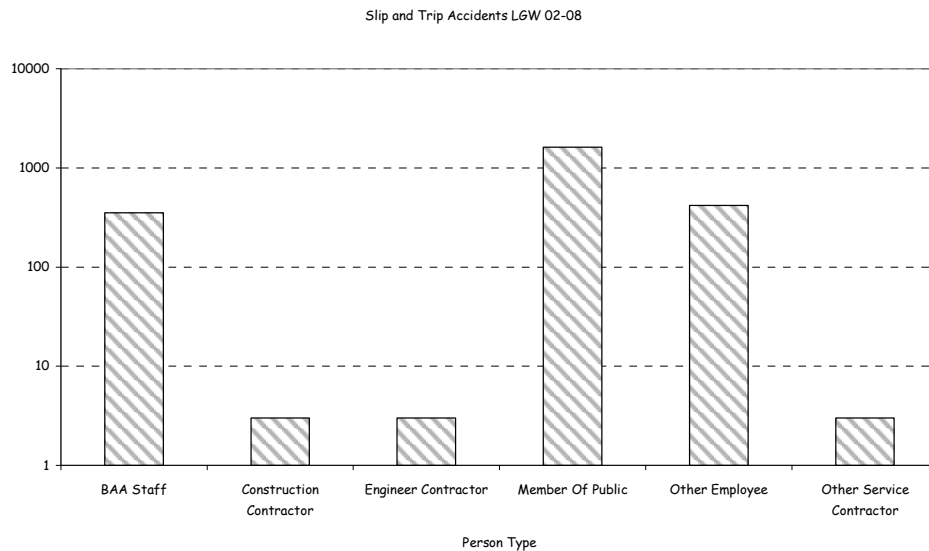


Figure 1 Slips and Trips London Gatwick Airport 2002 - 2008 by Person Type

History

Aviation is one of the most successful industries in the UK. It has provided employment for a great many people and the UK is seen around the world as an industry leader. Gatwick Airport is the busiest single-runway airport and the seventh largest in the world. It is a successful, award-winning airport. Some 90 airlines fly from Gatwick, taking passengers to some 230 destinations worldwide. More than 35 million people pass through the airport each year. The airport provides direct employment for 25,000, and a further 12,000 to 13,000 people whose jobs are directly related to Gatwick work off-site.

Analysis of local accident data shows that 240 out of a total of 413 reported incidents at London Gatwick Airport in 2007 were directly attributable to slips and trips.

Identifying the Areas within the Airport Terminals Where Slips and Trips Occur.

It was not possible to include the entire property holdings and concourses at the location due to the scale of the premises and time constraints. The project was therefore concentrated at the North and South Terminals both landside and airside. The accident data for the years 2007 and 2008 as at the outset of the project are outlined in figures 2 and 3 below.

'Airside' locations relate to areas where individuals have been through a security control check point.

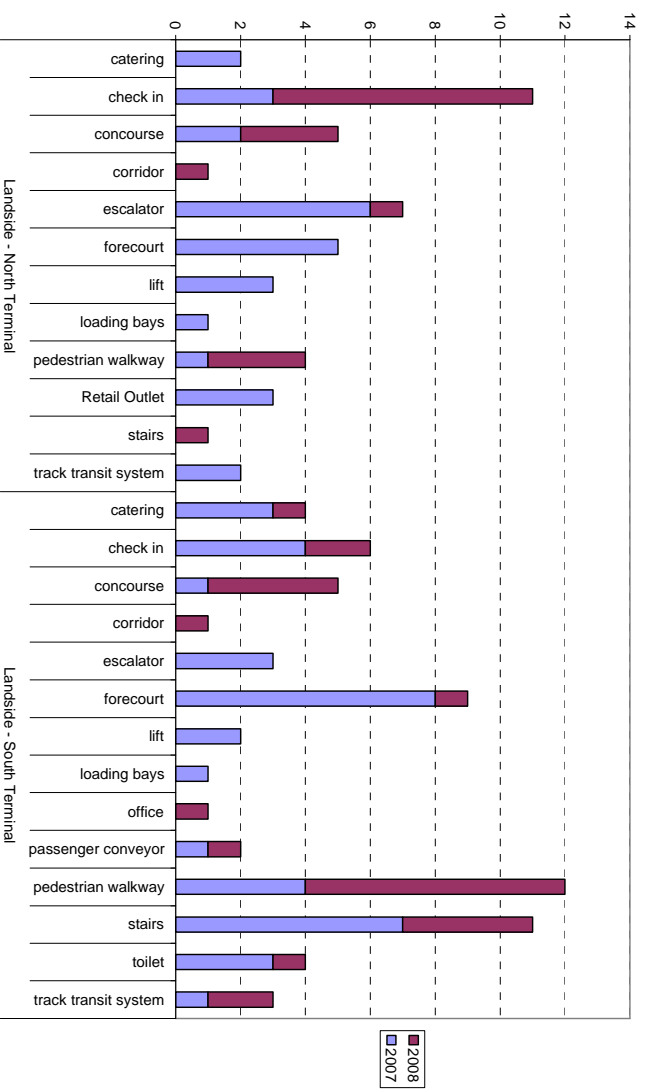


Figure 2 Slip and Trips Landside London Gatwick Airport

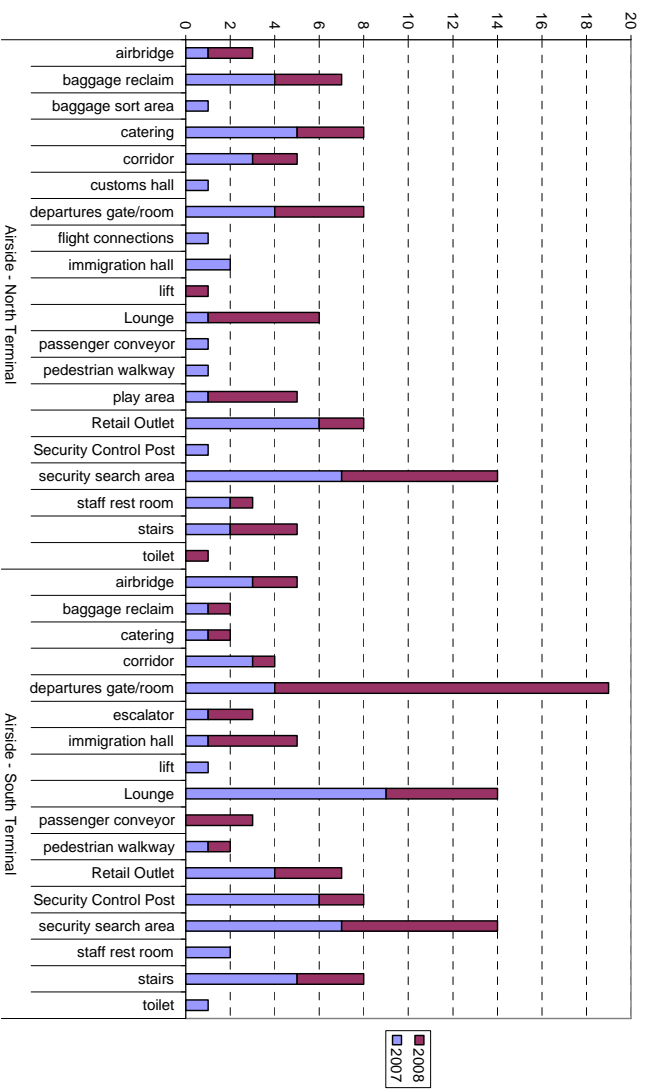


Figure 3 Slips and Trips Airside London Gatwick Airport

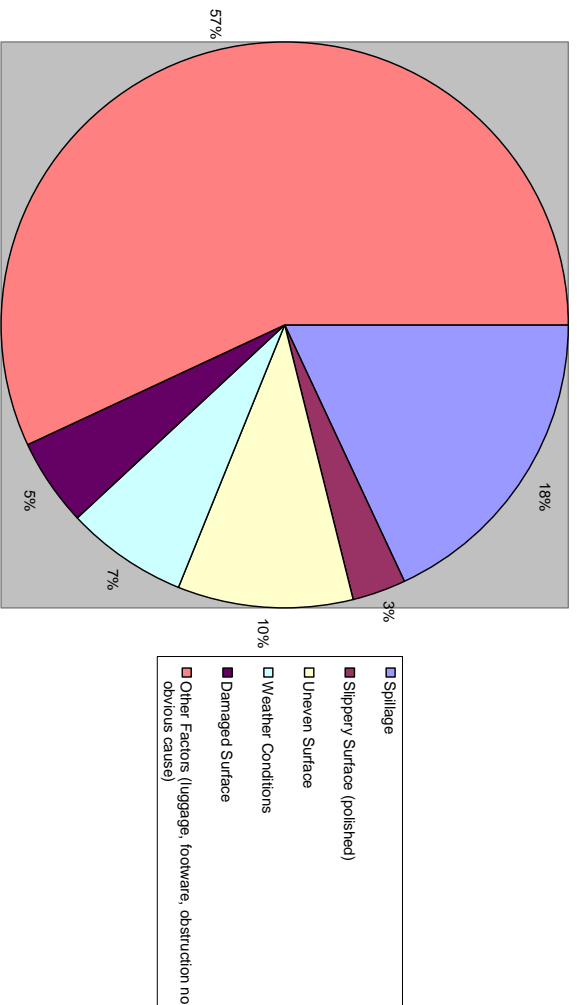


Figure 4 Breakdown of Causes of Slips and Trips London Gatwick Airport

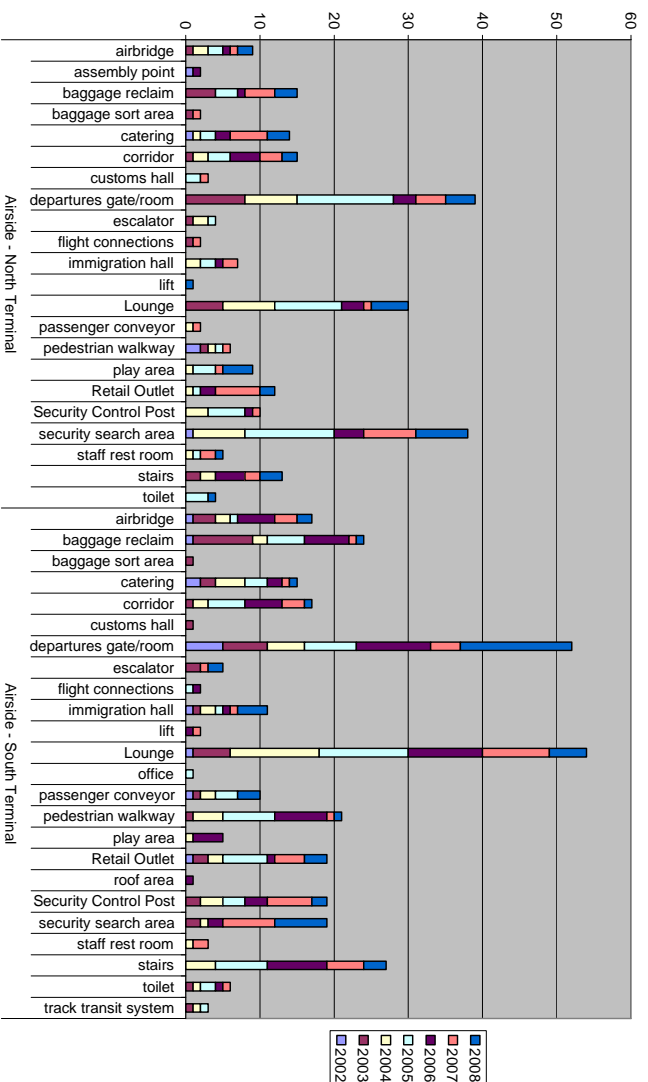


Figure 5 Locations of Slips and Trips 02 - 08

Working in Partnership

The responsibility for the enforcement of health and safety law at the airport is shared between the Health and Safety Executive (HSE) and CBC. Both organisations have developed partnership working practices together. These have been greatly assisted through a 'joint warranting' initiative between CBC and the HSE Field Operations Division (FOD) which was piloted in 2006. Officers from both organisations worked as a team to complete the visits. Parallel investigations were also undertaken during the operational phase of the project into cleaning operations during aircraft turnarounds. This part of the project was lead by the HSE.

Whilst the main focus of the project was based around slips and trips, a substantial number employees engaged in cleaning operations at the airport are non UK nationals. Consideration was therefore given to the presence of migrant workers and any special risks arising due to this fact. The major factor in this regard being that English may not be a first language for many, giving rise to communication problems regarding safety hazard data sheets and cleaning solution concentrations to be used.

Investigations and inspections were undertaken to examine the condition of floors within the terminal buildings together with real time observation of cleaning practices to examine any trends giving rise to the number of accidents due to slips and trips.

BAA was also heavily involved with the operational phase of the project. This proved to extremely useful to BAA, CBC and HSE as, by coincidence, the cleaning contract for the terminal buildings within the airport was re-tendered and taken over by 'MITIE' in 2008.

Planning Meetings

Significant efforts were made by the enforcing officers involved with the project to engage with a range of key stakeholders. This was considered important for the following reasons.

- To investigate if appropriate information exchange methods existed
- To work together to solve any long standing problems
- To develop a closer working relationship between all and build a sustainable approach for the future
- To ensure that stakeholders' views and concerns were properly accounted for and considered
- To ensure sufficient emphasis was placed on the educative element of the planned interventions and avoid misconceptions due to the nature of enforcement

A crucial success factor identified by all the parties involved was a need to be open and cooperative, without which it would be unlikely successful learning points, could be identified and implemented.

Method

Measuring Slip Resistance

44 micro surface roughness measurements were taken at specific locations throughout the airport, based on a typical passenger journey as set out below.

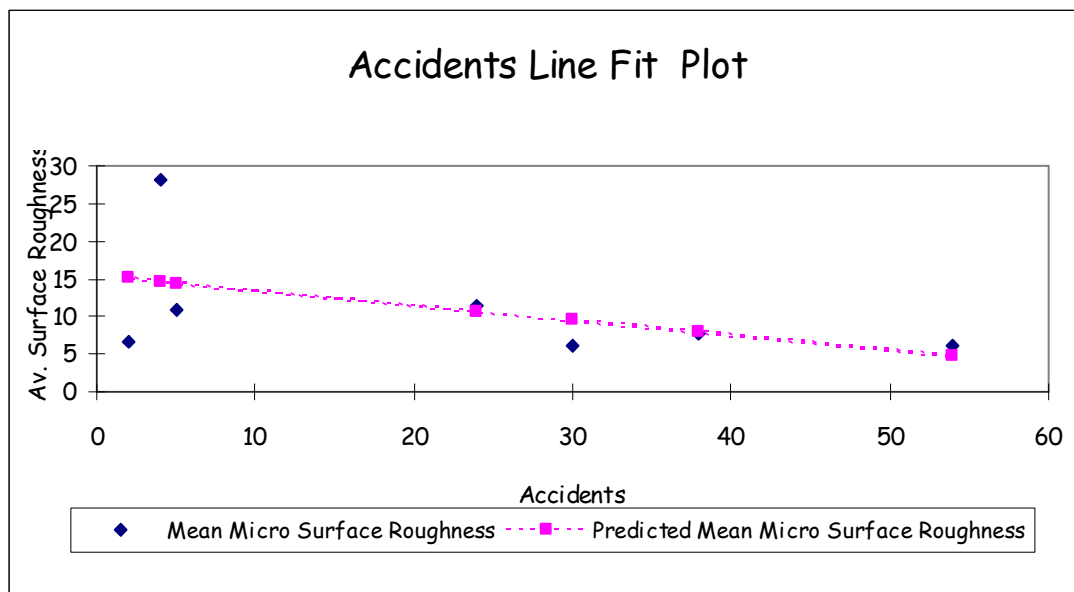
- The basic passenger journey was defined as arriving at the airport on the forecourt, proceeding to boarding the plane going via the check in and retail areas, then from plane back through the baggage hall and back to the forecourt.
- Each terminal was divided into 5 areas based on data from GAL and physical demarcation.
- 3 zones were chosen landside and 2 zones airside.
- Each zone was assessed in real time and readings were taken using a Micro Surface Roughness Meter (commonly known as a ‘Kenny’) from random locations within each zone. The minimum number of readings taken in a zone was 3 and the maximum 7. size.
- The measurement data was then analysed using the ‘slip assessment tool’¹⁰.

The following factors were considered in addition to the micro surface roughness to obtain the overall slip rating.

- The floor type (ceramic tile, terrazzo flooring or vinyl, for example).
- The type and amount of contamination found, including water, water based products, grease, cardboard and dust. Visual assessments were used for this aspect.
- Types of foot-wear.
- The floor cleaning method.
- The frequency of floor cleaning operations.
- The recurrence of contamination
- The use of the surface e.g. what is done in the area?
- Impact of environmental factors including lighting, noise, people being unfamiliar with their surroundings and weather conditions.

Results

¹⁰ An IT programme provided by the HSE to process data etc etc



Observation of Practice and Procedure

The majority of routine cleaning operations at the airport are scheduled during the night to prevent conflict between pedestrians and cleaning machinery and avoid slipping hazards due to wet floors. Real time observations were therefore carried out during these times. There are nevertheless numerous sources of floor contamination that occur during the day time due to spillages, foot traffic and building leaks during wet weather. Whilst it was not possible to ensure the project was undertaken during inclement weather, historic knowledge of operations concerning cordoning off procedures, quick drying methods and dealing with leaks with regard to floors was taken into account.

Whilst this project was directly concerned with the causes of slips and trips a major aspect of the work was to provide education to those undertaking tasks to control the fundamental causes of the problem. During the real time observation phase, a number of other associated health and safety matters were noted and subsequently raised with MITIE at the closing meetings as detailed below.

As outlined above, a large proportion of staff employed as cleaners at the airport do not speak English as first language. As training is a key element of the overall risk control system this proved problematic as over 26 different languages were spoken in total. The majority of hazard data sheets are only available in English again posing a serious challenge as regards communication. Numerous instances were found to exist whereby cleaning staff posed a serious risk to others through incorrectly mixing cleaning fluids. This presents a potential problem with regard to excessive drying times following cleaning operations, and also increases risk to their personal health through incorrect practices.

As anticipated, the overarching problem encountered with regard to staff engaged in cleaning operations at the airport was related to communication; MITIE have begun to address this problem using the training methods listed below.

- On site training of all operatives with a supervisor.
- Using a buddy system matching inexperienced staff with competent long standing members of the cleaning crew.
- Using colour coding to ensure correct materials and solutions are used.
- Dynamic risk assessments undertaken by supervisory staff.
- Language support through the use of colleagues for staff without English as a first language.
- Spot checks on cleaning practices made by supervisory staff.

Bad practice was also found in respect of the disposal of cleaning fluids and source of water used for cleaning: the fire hydrants were utilised for filling floor cleaning machines and dirty water was discharged to a surface water drain adjacent to the South Terminal entrance.

Other factors outside the direct control of the cleaning contractors were also identified as being problematic due to the extremely limited space that is available for storing cleaning chemicals in airside locations, and the fact that no lockable cleaning trolleys can be used due to security controls. This has led to staff hiding equipment and materials to prevent it being stolen or lost. A serious accident regarding the loss of a finger is thought to have directly related to practice of hiding cleaning equipment when a cleaner trapped his hand on some metal trunking in 2008.

Conclusions

The data from the slip resistance testing shows a clear correlation with the number of accidents as measured within the various locations within the airport. It is nevertheless apparent that the condition of the floor is only one factor within a set of complex variables involved with regard to persons slipping and subsequently falling. This is clearly illustrated when considering the overall trends for the past ten years which show 57% of all such incidents are related to luggage, foot-wear or other unexplained causes. Further illustration of this point can be seen when examining the locations in which people slip or trip. The data collected over the last 6 years clearly shows the greatest number of incidents occurring within the departure lounge areas and security control points. This is attributed to the fact passengers are in a hurry to either board their flight or to get through security control points with as little delay as possible.

They are also unlikely to be familiar with their surroundings which is reflected in the fact that the numbers of incidents involving the public exceeds that experienced by BAA staff by a factor of almost 10 to 1: unlike the passengers, staff will be familiar

with the surroundings, less likely to be rushing and will be generally more knowledgeable of the location and other environmental factors.

The overall number of accidents of this nature at the airport is extremely small when viewed in context with the number of people passing through the facility. Passenger numbers at the airport are estimated to be in the region of 35000,000 per annum with only 1289 recorded incidents in the past 6 years in the areas subject to this project. An accident of this nature is likely to occur to 1 person in 162916. Notwithstanding this fact the type of accidents likely to occur often result in an injury of a serious nature requiring a RIDDOR notification.

Whilst it was assumed that a key factor causing accidents involving slips and trips would be connected to wet or defective flooring, this is not clearly demonstrated from the findings of the project. This fact may be considered to be a direct result of the modus operandi of the cleaning contractors in general terms undertaking expedient action as necessary. Furthermore it is an important factor when considering floor finishes that are chosen as this has a very direct bearing slip resistance. This was clear from the closing meetings with the cleaning contractors who cited the gentleman's toilets as a particular area of concern regarding wet floors due to hands being shaken to remove water after washing despite low numbers of slips and trips in this area.

The fabric of the building was also seen as a key issue. This was particularly relevant in regard to the ramps access at the entrance of the South Terminal buildings which often freezes as a result of the build up of interstitial condensation.

Recommendations

There is clear evidence that good design principles and careful consideration of flooring types have major impact on the prevention of accidents. This is nevertheless dependant upon correct cleaning practices being undertaken. It is therefore recommended that all cleaning staff are fully trained and assessed on a regular basis in relation their competencies as related to the correct product to use, the correct dilution of the cleaning product and the cleaning method to be used. It is recognised that the complexities of the training programme are very challenging due to the multitude of languages spoken and a simple colour coding approach utilising dosing stations and assigning experienced staff with less experienced staff would be highly useful.

It is apparent that many slips and trips incidents occur due to a loss of concentration or persons being in a rush. A significant opportunity would therefore seem to exist for reviewing advice in the security areas and departure lounges concerning the risk of slips and trips. An audit of current measures designed to reduce this risk such as measures designed to slow patrons down and a review of safety signage would be advantageous.