

Central Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ

**This meeting
may be filmed.***

The logo for Central Bedfordshire, consisting of a black circle with the words "Central Bedfordshire" in white, bold, sans-serif font.

please ask for Helen Bell
direct line 0300 300 4040
date 24 August 2016

NOTICE OF MEETING

LICENSING COMMITTEE

Date & Time

Wednesday, 7 September 2016 10.00 a.m.

Venue at

Council Chamber, Priory House, Monks Walk, Shefford

Richard Carr
Chief Executive

To: The Chairman and Members of the LICENSING COMMITTEE:

Cllrs T Nicols (Chairman), K M Collins (Vice-Chairman), Mrs A Barker, J Chatterley, I Dalgarno, Mrs A L Dodwell, K Janes, I Shingler, P Smith, T Swain, N Warren and R D Wenham

[Named Substitutes:

R D Berry, D Bowater, E Ghent, A Ryan, D Shelvey, M A G Versallion and A Zerny]

All other Members of the Council - on request

**MEMBERS OF THE PRESS AND PUBLIC ARE WELCOME TO ATTEND THIS
MEETING**

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AGENDA

1. **Apologies for Absence**

Apologies for absence and notification of substitute members

2. **Minutes**

To approve as a correct record of the minutes of the meeting held on 9 March 2016.

(attached pages 5-10)

3. **Chairman's Announcements and Communications**

To receive any announcements from the Chairman and any matters of communication.

4. **Members' Interests**

To receive from Members any declarations of interest.

5. **Questions, Statements or Deputations**

To receive any questions, statements or deputations from members of the public in accordance with the Public Participation Procedure as set out in Annex 1 of part A4 of the Constitution.

6. **Health & Safety (as a regulator Service Plan 2016-2018)**

To consider a report of the Director of Community Services seeking approval of Health and Safety work undertaken by the Public Protection Team in Central Bedfordshire.

(attached pages 11-24)

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CENTRAL BEDFORDSHIRE COUNCIL

At a meeting of the **LICENSING COMMITTEE** held in Council Chamber, Priory House, Monks Walk, Shefford on Wednesday, 9 March 2016

PRESENT

Cllr T Nicols (Chairman)
Cllr N Warren (Vice-Chairman)

Cllrs Mrs A Barker
J Chatterley
K M Collins
F Firth
K Janes

Cllrs I Shingler
P Smith
T Swain
R D Wenham

Apologies for Absence: Cllr Mrs A L Dodwell

Substitutes: Cllr R D Berry (In place of Mrs A L Dodwell)

Members in Attendance: Cllrs B J Spurr
M A G Versallion,

Officers in Attendance: Miss H Bell Committee Services Officer
Mrs J Borthwick Service Manager, Public Protection
Mrs S Childerhouse Head of Public Protection (North)
Mrs M James Licensing Enforcement Officer
Ms S McIntyre Senior Solicitor, Regulation and
Litigation

L/15/14. **Minutes**

RESOLVED

that the minutes of the Licensing Committee held on 2 September 2015 and extraordinary meeting held on 5 November 2015 be approved and signed as a correct record.

L/15/15. **Members Interests**

No declarations of interests were declared.

L/15/16. **Chairman's announcements**

No announcements were made.

L/15/17. Petitions

No petitions were received.

L/15/18. Questions, Statements and Deputations

No questions, statements or deputations were received.

L/15/19. Review of Hackney Carriage and Private Hire Policies and Conditions

The Committee received and considered a report of the Director of Community Services seeking adoption of the Hackney Carriage and Private Hire Policy. A copy of which was attached at Appendix C to the report now submitted.

The Committee were invited to consider a new hackney carriage and private hire policy. A consultation process had been undertaken, comments of which were set out at Appendix B to the report now submitted.

The Committee discussed the proposed policy in detail and made various comments that would be incorporated into the final version. In particular, the Committee discussed the importance of drivers ensuring that their photographic signage is visible at all times. It was agreed that Officers would encourage drivers to wear one badge and display the other in the licensed vehicle. It was agreed that further consultation with the trade would need to be carried out before this condition could be attached to a driver licence.

Councillor Collins left the room prior to the conclusion of this item.

RESOLVED

that the proposed Hackney Carriage and Private Hire Policy as set out at Appendix C to the report now submitted be adopted.

(attached at Appendix A)

RECOMMENDED to Council

that the Hackney Carriage and Private Hire Policy be adopted

L/15/20. Review of Hackney Carriage and Private Hire Driver Conditions

The Committee received and considered a report of the Director of Community Services seeking adoption of Hackney Carriage and private Hire Driver conditions. A copy of the conditions were attached to the report now submitted.

The Committee discussed in detail the conditions and suggested some minor amendments.

RESOLVED

That the Hackney Carriage and Private Hire driver conditions as set out at Appendix C to the report now submitted be approved.

Recommended to Council

that the Hackney Carriage and Private Hire Drivers conditions be adopted.

L/15/21. **Review of Criminal Conviction Policy**

The Committee received and considered a report of the Director of Community Services seeking adoption of the Criminal Conviction Policy with regard to Hackney carriage and Private Hire matters. Members were concerned about the wording relating to sexual and indecency offences and suggested that the paragraph be re worded.

RESOLVED

that the Criminal Conviction Policy relating to Hackney Carriage and Private Hire matters be adopted subject to the word 'other' being inserted before 'sexual offences' at Paragraph B under the heading of Sexual and indecency offences.

(as attached at Appendix B)

RECOMMENDED to Council

that the Criminal Conviction Policy relating to Hackney Carriage and Private Hire matters be adopted.

L/15/22. **Review of Code of Good Conduct for Licensed Drivers**

The Committee received and considered a report of the Director of Community Services seeking adoption of a Code of Good Conduct for licensed Hackney Carriage and Private Hire drivers. A copy of the proposed code of Conduct as attached to the report at Appendix C.

RESOLVED

That a Code of Good Conduct for Hackney Carriage and Private Hire Drivers be approved subject to the word 'good' being removed from the title.

(as attached at Appendix C)

RECOMMENDED to Council

That a code of Conduct for Hackney Carriage and Private Hire Drivers be adopted.

Note: Councillor Collins returned to the meeting prior to the consideration of this item.

L/15/23. Review of Hackney Carriage Byelaws

The Committee received and considered a report of the Director of Community Services seeking approval and adoption of Hackney Carriage Byelaws. A copy of which was attached at Appendix C to the report.

RESOLVED

that the Hackney Carriage Byelaws be approved.

RECOMMENDED to Council

that the Hackney Carriage Byelaws be adopted.

L/15/24. Review of Hackney Carriage Conditions

The Committee received and considered a report of the Director of Community Services seeking adoption of proposed Hackney Carriage conditions. A copy of which was attached at Appendix C to the report now submitted.

Members felt that the policy should refer to the Council's exceptional condition criteria.

Members felt that the Council should only allow glass type approved windows, to exclude the use of any after market darkening treatments in licensed vehicles providing they complied with the minimum legal standards.

Members felt that the minimum tread depth on tyres should not be increased to 3mm from the standard 1.6mm.

RESOLVED

that the Hackney Carriage Conditions be approved subject to:

- (1) the deletion of the words 'No dark privacy tinted windows will be accepted' to be replaced by 'only glass type approved windows excluding the use of any after darkening treatments will be accepted';**
- (2) the removal of the proposed tyre depth from 1.6mm to 3mm tread depth' and;**
- (3) the inclusion of the words 'or comply with the Council's exceptional condition criteria' following the words 'All new hackney carriages must be under 5 years of age from the date of first registration when new.**

(as attached at Appendix E)

RECOMMENDED to Council

that the Hackney Carriage conditions be adopted.

L/15/25. Review of Private Hire Vehicle Conditions

The Committee received and considered a report of the Director of Community Services seeking adoption of Private Hire Vehicle conditions. A copy of which was attached at Appendix C to the report now submitted.

Members suggested that the Council's exceptional condition criteria should be referred to in the Private Hire vehicle conditions.

Following a detailed discussion, Members expressed the view that tinted windows and that only glass type approved windows should be accepted in licensed vehicles to exclude the use of any after market darkening treatment providing that they comply with the minimum legal standards.

Members felt that the minimum tread depth on tyres should not be increased to 3mm from the standard legal depth of 1.6mm.

RESOLVED

that the proposed Private Hire Vehicle Conditions be approved subject to:

- (1) the deletion of the words 'No dark privacy tinted windows will be accepted' and replaced with only glass type approved windows, to exclude the use of any after market darkening treatments will be accepted';**
- (2) the removal of the proposed tyre depth from 1.6mm to 3mm tread depth' and;**
- (3) the inclusion of the words 'or comply with the Council's exceptional condition criteria' following the words 'All new hackney carriages must be under 5 years of age from the date of first registration when new.**

(as attached at Appendix F)

RECOMMENDED to Council

that the proposed Private Hire Vehicle Conditions be approved.

L/15/26. Review of Private Hire (Special Event) Vehicle Conditions

The Committee received and considered a report of the Director of Community Services seeking approval and adoption of Private Hire (Special Event) vehicle Conditions. A copy of which was attached to the report now submitted.

RESOLVED

that the Private Hire (Special Event) Vehicle conditions be adopted.

L/15/27. Review of the conditions attached to Private Hire Operator Licences

The Committee received and considered a report of the Director of Community Services seeking approval of Private Hire Operator Conditions. A copy of which was attached at Appendix C to the report.

RESOLVED

that the Private Hire Operator Licence Conditions be approved.

RECOMMENDED to Council

that the Private Hire Operator Licence Conditions be adopted.

L/15/28. Review of National Inspection Standards for Hackney Carriage and Private Hire Vehicles.

The Committee received and considered a report of the Director of Community Services seeking approval of National Inspection Standards for Hackney Carriage and Private hire Vehicles.

RESOLVED

that the National Inspection Standards for Hackney Carriage and Private Hire Vehicles be approved

RECOMMENDED to Council

That the National Standards for Hackney Carriage and Private Hire vehicles be adopted.

(Note: The meeting commenced at 10.00 a.m. and concluded at 12.15 p.m.)

Chairman

Dated

Meeting: Licensing Committee
Date: 7th September 2016
Subject: Health and Safety (as a Regulator) Service Plan 2016-2018
Report of: Tim Argent , Principal Officer - Public Protection
Summary: This report presents the above plan to the Committee for their approval in relation to the Health and Safety work undertaken by Public Protection in the Central Bedfordshire area.

Advising Officer: Marcel Coffait, Director of Community Services
Contact Officer: Tim Argent (Principal Officer- Public Protection)
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

Enhancing Central Bedfordshire. As the economy grows with an increasing number of businesses and employment, the health and safety service supports such growth. This is achieved via advisory and targeted visits, working with businesses to help them understand how to keep employees safe at work, and protecting visitors to those businesses. This reduces the risk of incidents which can impact on business resources in terms of lost production and/or employee working time, management time in dealing with accidents and ill-health, and controls public and employee liability insurance costs due to civil compensation claims. In addition a healthy workforce is a productive one.

Promote health and wellbeing and protecting the vulnerable. The work of the health and safety service promotes healthy working both physically and mentally. A safer workplace reduces the risks of ill health and accidents, both which can have a devastating impact on individuals and their families. This work includes investigating incidents and accidents in particular for vulnerable groups such as the elderly (including the elderly in care settings), people with disabilities and children, ensuring the business put measures in place to prevent a recurrence, and in some cases, taking further action when in the public interest.

Value for Money. The health and safety service provides health and safety training to both business management and its employees. The service also provides free advice via appointments in a non regulatory manner. Such action helps keeps the business workforce healthy, thereby contributing to the local economy. In addition, based on national priorities and local intelligence we only focus our resources where they can be most effective in protecting people from real harm and suffering.

Financial:

1. All expenditure will be met within existing budgets. In addition the work of the health and safety service brings in additional income.

Legal:

2. Central Bedfordshire Council has a statutory duty under secondary legislation made pursuant to section 18 of the Health and Safety at Work etc. Act 1974 (HSWA) to ensure it makes adequate provision for health and safety regulation in its area and in particular for enforcing health and safety in the workplace. There are also mandatory requirements placed on the Council by the Health & Safety Executive through its guidance issued to Local Authorities. The Council can comply with much of this guidance by producing a Health and Safety Service Plan. The Plan for 2016-2018 details clearly and concisely how the Council will discharge its health and safety enforcement functions under the HSWA and associated legislation and guidance. It therefore meets the requirements and may be approved by Members.

Risk Management:

3. Failure to properly manage and operate the enforcement services could result in central government agencies intervening to assume responsibility for the function.

Staffing (including Trades Unions):

4. Not Applicable.

Equalities/Human Rights:

5. The Service undertakes regular equality monitoring to check that local businesses are aware of the service and able to access information and guidance. Information is translated where necessary via Language Line and training is delivered in other languages when appropriate. We also work with schools, child care settings, care homes and luncheon clubs to promote the well-being of vulnerable groups. The Service has an important role to play in helping to prevent disability and tackling health inequality caused by unsafe working practices.

There are no direct implications for human rights. The application of legislation may have human rights implications in instances where premises are closed down or prosecutions are brought. Legal advice is always sought.

Public Health:

6. The service contributes to the public health agenda via health and safety projects such as zoonosis (contagious diseases passed from animals to human), legionella, blood-borne disease (from skin piercing), mesothelioma from asbestos, cancer from sunbeds, and musculoskeletal disorders. These projects help to tackle long term ill-health and morbidity.

7. **Community Safety:**

The Service Plan details how the Council will discharge its responsibility to enforce health and safety law within Central Bedfordshire. The implementation of the service plan will work to minimise criminal contraventions of the legislation which is intended to ensure worker and public safety.

Sustainability:

8. Regulation of Health and Safety at businesses in Central Bedfordshire is focused where the greatest risks are found and the service looks to support compliance to ensure best use of resources and the best outcomes for the whole community.

Procurement:

9. Not applicable.

RECOMMENDATION(S):

The Committee is asked to:

1. **Approve the Health and Safety (as a Regulator) Service Plan 2016-18**

Background

10. The Health and Safety Executive (HSE) is a body, appointed by the Secretary of State, whose primary function is to make arrangements to secure the health, safety and welfare of people at work, and of the public in their dealings with commercial undertakings. The HSE are also responsible for proposing new laws and standards; conducting research and providing information and advice; and developing policy on fundamental and strategic health and safety issues. The HSE has specific powers to monitor and audit the activity of Local Authorities enforcing health and safety legislation to ensure relevant guidance is being followed.

11. Section 18 of the Health and Safety at Work etc. Act 1974 requires Local Authorities to make adequate arrangements:
 - for the enforcement of health and safety in premises under the Authorities enforcement remit;
 - to perform the legal duties imposed on them;
 - to undertake any other function conferred on them by relevant statutory provisions; and
 - to set out its commitment, priorities and planned interventions.
12. The arrangements for carrying out these tasks in Central Bedfordshire are detailed in the Health and Safety (as a Regulator) Service Plan 2016 -2018
13. Specifically Public Protection seeks to meet Section 18 requirements for member engagement by ensuring the committee are kept informed of progress against the H&S plan and the work of the team.

Appendices:

Appendix A – **Health and Safety Service Plan 2016 - 2018**

Background Papers: (open to public inspection)

- Public Protection Enforcement Policy, *Council website*
- LAC 67/2 (rev4.1), Targeting local authority interventions *HSE website*
- National Local Authority (LA) Enforcement Code. *HSE website*
- HSE List of LA National Code Activities, *HSE website*
- Regulators Compliance Code, *BRDO, online*
- Better Regulation, HSE, 2014, *HSE website*



**CENTRAL BEDFORDSHIRE COUNCIL
PUBLIC PROTECTION**

**HEALTH AND SAFETY (AS A REGULATOR) SERVICE PLAN
2016-2018**

Information about this document	
Purpose	Local Authorities are required to produce this document in part fulfilment in complying with mandatory guidance issued by the Health & Safety Executive, under Section 18 Health & Safety at Work etc. Act 1974. (HSWA) and Local Authority Circular 67/2 (rev 4.1)
Primary Target	Appointed Inspectors, Support Officers and Elected Members
Secondary Target	Duty holders in the business sector regulated by the Local Authority, employees and members of the public.
Prepared by	Ben Salvatierra Chartered Environmental Health Practitioner (CMCIEH)
Review by	April 2017

Foreword

This Service Plan sets out the how Central Bedfordshire Council (CBC) Public Protection carries out its health and safety enforcement obligations. It also demonstrates how we ensure health and safety regulation and enforcement is proportionate and flexible so as to allow economic progress.

CBC has a statutory responsibility for safeguarding the health, safety and welfare of employees and the public, working in, or visiting over 2,182 businesses within Central Bedfordshire. These businesses include retail premises, warehouses, catering establishments, places of entertainment, hotels, animal establishments and the beauty and skin piercing sector.

Whilst the primary responsibility for managing health and safety risks lies with the businesses that create the risk, we have an important role in ensuring the effective and proportionate management of risks, supporting business, protecting their communities, and contributing to the wider public health agenda.

We have taken steps to ensure regulatory resource is used to best effect by targeting specific risks or focussing on specific outcomes, using a broad range of regulatory interventions available to influence behaviours and improve the management of risk. It is our policy that proactive inspections are utilised only for premises with higher risks including those identified as a priority by the HSE, or where intelligence suggests that risks are not being effectively managed.

We have risk assessed local and national accident data and local intelligence. Initiatives to target problem areas have been developed including, asbestos, workplace transport, warehouse racking, work at height and skin piercing activities. Using risk based targeting frees up resources to help support business via a programme of advisory visits, education and free training. This approach contributes to delivering the growth agenda and in particular, provides invaluable advice to new business start-ups.

Please note advisory visits are distinct from regulatory visits and are made at the convenience of business in a non-regulatory manner.

Enforcement action is reserved for uncooperative or persistent offenders, businesses who place vulnerable groups at risk of harm in particular children and the elderly, or where there are risks of serious personal injury or threat to life.

In addition to the above, in line with our statutory obligations, we carry out proactive inspections of key sectors and activities including businesses deemed as high risk, those that work at height, large scale and other public events, and those presenting zoonotic risks to the public in particular children.

The health and safety work we carry out in Central Bedfordshire is important in helping prevent accidents and illness making Central Bedfordshire a safer place to work and live, whilst at the same time supporting economic growth. We recognise that a healthier workforce is a more productive workforce.

We believe this Service Plan meets the Councils vision to improve the quality of life and to make Central Bedfordshire a great place to live and work.

ClIrs Brian Spurr
Executive Member for Community Services

Management arrangements for a risk based approach

Our risk-based, targeted and proportionate approach to interventions and enforcement is fully in line with the principles of good regulation. Enforcement is targeted, proportionate, consistent, transparent and accountable.

Targeting

This is achieved by

- (a) Having risk-based intervention plans focussed on tackling specific risks;
- (b) Considering the risks that we need to address and using the whole range of interventions to target these specific risks;
- (c) Reserving unannounced proactive inspection only for the activities and sectors published by HSE and where intelligence suggests risks are not being effectively managed; and
- (d) Using national and local intelligence to inform priorities.

Proportionality

Public Protection has developed a training programme to ensure officers are competent and can exercise professional judgement to:

- (a) Differentiate between different levels of risk or harm;
- (b) Decide how far short a business has fallen from managing the risks it creates effectively; and
- (c) Apply proportionate decision making in accordance with CBC's Enforcement Policy, HSE's Enforcement Policy Statement and the Enforcement Management Model (EMM)

Consistency

This means we take a similar approach, in similar circumstances to achieve similar outcomes. CBC is part of the Herts and Beds Occupational Health and Safety Group which regularly meet and encompasses 13 Local Authorities (LAs). In addition CBC:

- (a) Ensures nationally published guidance is applied appropriately to address both local and national priorities;
- (b) Takes full account of Primary Authority;
- (c) Promotes a consistent approach to regulators competence;
- (d) Sets clear expectations for delivery; and
- (e) Allows appropriate comparison and transparency via annual publication of health and safety data (LAE1 returns to the HSE).

Transparency

CBC aims to ensure businesses are clear on what is and what is not expected of them and what they can expect from the Council.

This is achieved by

- (a) Having a clear and easily accessible enforcement policy
- (b) Following HSE guidance on targeting and inspections
- (c) Providing easily accessible information on the services and advice available to businesses
- (d) Having arrangements for keeping employees, their representatives, and victims or their families informed; and

Accountability

CBC is accountable to the public and businesses on its actions. This is achieved by:

- (a) Making publically available the Health and Safety Service Plan which includes information on health and safety interventions, enforcement, and prosecution activity;
- (b) Carrying out peer review with our LA partners in the Herts and Beds Occupational Health and Safety Group.

Committee structure and involvement

The Constitution and Committee Structure for the unitary authority was adopted by the Central Bedfordshire Shadow Council on 26 February 2009. Further details of the Council's constitution, Executive and committee structure can be found at:

<http://www.centralbedfordshire.gov.uk/council/committees-meetings-agendas/landing.aspx>

The Health and Safety Plan is approved by the Licensing Committee every 2 years. The Committee question and approve various matters so as to ensure the plan is achieving its aims and objectives for the benefit of the community and business environment.

The service is delivered predominately in normal office hours, but also out of normal working time, there is an on call Duty First Contact arrangement in place. The role of the duty officer is to contact the relevant officer(s) in an emergency situation e.g. a workplace fatal accident during out of hours.

Demands on the Health and Safety Service

CBC target its resources based on national priorities, local intelligence and through the classification of all workplaces within the area.

There are four Categories (A, B1, B2 and C) which make up the risk-rating system based on a business's health and safety performance as follows:

- A. Those sectors that present comparatively high risk and where proactive inspection remains necessary as part of the overall regulatory approach. (**Category A premises**);
- B. Those sectors where there remains a comparatively high risk but non-inspection national or local interventions are required (typically **Category B1 and B2 premises**); and
- C. Those areas where non-inspection local problem reactive interventions are required (typically **Category C premises**)

In addition to the above, HSE now require LAs to consider the need to carry out proactive inspections of specific types of activities in the following sectors.

- Open farms and animal visitor attractions
- Tyre fitters
- Warehousing
- Builder / timber merchants
- Large scale public gathering
- Premises with Cooling towers/evaporative condensers
- Premises where lone working occurs e.g. Betting shops, petrol stations.
- Premises with buried metal gas pipework.
- Commercial catering premises where there is risk of carbon monoxide poisoning.

As of 31st March 2016, approximately 2,182 assessed as requiring LA enforcement are present on the database, detailed in their relevant categories below. A comparison with the previous years' profiles is also provided.

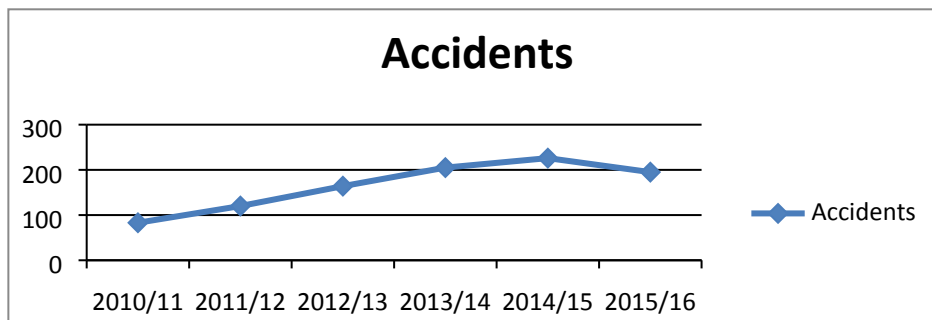
Provisional figures – updated 31st March 2016

Category	Number of premises 2014	Number of premises 2015	Number of premises 2016
A	14	9	10
B1	63	58	64
B2	343	356	358
C	2090	1559	1550
Unrated	560	295	200
Total	3,070	2,277	2182

As can be seen from the above table, in 2016 there were 200 additional premises that were not assigned a risk category. Work through inspections, alternative enforcement such as desktop assessment and reactive work has been ongoing to further reduce this figure.

Accident Investigations

Employers and duty holders, who have to some extent have control of premises are required by the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR) to report specific accidents and incidents. The main precursor for employees reporting accidents and incidents have been whether there has been a major injury such as broken bones, when the employee has taken more than seven days off work due to the incident, or where member of the public has been taken to hospital direct from the accident scene.



Historically accident investigations have been prioritised according to the information revealed in the accident report, investigating incidents involving vulnerable groups such as children and the elderly, major injuries, activities that give rise to serious risks, or where hazards are not properly controlled and have resulted in a fatality.

It should also be noted that accident investigation work can place a heavy and largely unpredictable demand on the service, as notifications can vary significantly year on year. For example in 2014/15, the team has had to deal with a fatality in the workplace and a near death incident and other serious major accident investigations.

Registrations

In order to control the risks of legionella within the district, premises have to register with the LA under the Notification of Cooling Towers and Evaporative Condensers Regulations 1992. At present there are a total of 25 premises registered with CBC. These premises fall either to the CBC or HSE for enforcement.

There are 54 premises registered for skin piercing activities, specifically body piercing, acupuncture, electrolysis, tattooing, and semi-permanent make-up. Within those premises there are 133 registered persons deemed competent for carrying out these activities

Health and Safety Inspections and Activity

The service also concentrates on animal welfare licensing, local on-site health and safety training and advice, and health and safety projects such as skin piercing, asbestos at work, electrical safety, slips and trips, and safety in outdoor children’s’ play equipment.

In addition to the above, the level and range of enforcement activity undertaken for 2014 and 2016 is summarised below:

Activity type	Number of actions	
	2014	2015 <small>up to 31.03.16</small>
Complaints	42	25
Accidents	218	192
Service requests	95	62
Statutory Improvement Notices	9	9
Statutory prohibition notices	32	6
Simple cautions	0	1
Prosecutions	0	0

Health and Safety Complaints and Service request

Health and safety complaints and service request received by this service are listed in the following broad categories:

- Complaints concerning businesses, from employees, trade unions, contractors or members of the public about work conditions or safety concerns.
- Notification of defective lifting equipment reports received from insurance companies and notification of asbestos stripping operations.
- Under the Licensing Act 2003, the Service acts as statutory consultee for licence applications received by this authority.
- Officers respond to Solicitors’ information request acting on behalf of their clients who may have had an accident at work.
- New Business advice on health and safety matters.

Investigations of complaints are carried out in accordance with the guidance of section 18 of the Health and Safety at Work etc. Act 1974, and associated service procedures. It is the policy of Public Protection to prioritise complaints on a risk basis, take into account existing unforeseeable problems, the risk rating of the premises, compliance history, whether not vulnerable groups were involved, and other factors.

Advice to Businesses

In line with the principles of the Compliance Code for Regulators and the Councils business support unit, Public Protection is committed to working with and supporting businesses, in particular small to medium enterprises. This is achieved through a range of mechanisms: -

- Advice given during the course of inspections and other visits;
- Provision of advisory leaflets and guidance notes, including those in other languages, where required;
- Response to business requests for advice and assistance;
- Information posted on the Council's website.

As part of the Environmental Health qualification, officers learn about business studies. This training alongside years of inspection experience enables the service to offer a high level of business support. A typical example of this service is the starting up of a new skin piercing premises. Officers usually deal with first time business owners, however in Public Protection carrying out a number of on-site advisory visits, liaising with two other experienced similar companies outside the district, provision of written information and guidance, alongside officers being available via their mobile phones at any time during office work hour (this service being used on numerous occasions) has helped businesses to prosper in their aims and objectives.

The Central Bedfordshire Safety Advisory Group (SAG) was established in May 2010 to uphold standards of public safety at all sports grounds and public events within its area, and to encourage the health, safety and well being of the public, operatives and competitors at such venues and events. The SAG is a partnership which brings together relevant Services within the Council together with colleagues from the Emergency Services to review and advice on public safety arrangements at selected public events. Part of the key aims of Central Bedfordshire Council's role is advising the duty holders of such events so as to help ensure they are successful and able to hold similar events in the future.

Priorities for 2016-18

In addition to responding to complaints, investigating accidents, offering business advice and training etc. the service has developed its interventions for the next two years, concentrating on national priorities, local accident data, and other local intelligence. These interventions, overseen and managed by the line manager and scrutinised by the Head of Service are fully compliant with section 18 guidance and the LAC 67(4.1) revised. The priority work is summarised on the attached Dynamic Intervention Planning Summary table.

Other work

The health and safety team enforce animal licensing for the activities listed below; moreover similar additional work is undertaken on a procured basis for other LAs such as North Herts DC and Watford BC.

- Zoos
- Breeding establishments
- Animals boarding establishment
- Pet Shops
- Dangerous Wild Animals
- Performing Animals

Dynamic Intervention Planning Summary table 2016 – 2018

Sector, premises type or specific cross sector activity	Evidence that identified the concern and set its priority	Planned intervention type	Rationale for intervention	Planned activity or resource
Workplace Transport	National Priority	Education, awareness, enforcement and other interventions.	Reduce risk of serious accidents and injury	Letters, follow up inspections Inspections -ongoing
Asbestos	National priority	Education, awareness, enforcement and other interventions.	Increase awareness, reduce cancer risk.	Letters, follow up inspections
Work at Height	National priority	Sector/Industry wide initiatives e.g. catering establishments	Reduce serious accidents and injury	Letters, follow up inspections
Skin piercing	Complaints, inspector assessment of compliance	Partnerships with Luton and Beds Hepatitis network. Assessment of infection control measures.	Reduce risk of blood borne infections and to increase awareness.	Inspections- ongoing
Special Treatments: Use of Laser / Intense Pulse Light.	It is a high risk activity and Regulatory function has been transferred to LAs.	Sector/Industry wide initiatives,	Reduce serious accidents and injury	Inspections – ongoing
Crowd control & injuries / fatalities to the public	National priority	Reduce incidents, serious accidents and injury/ liaison and attendance at SAG meetings.	Reduce serious accidents and injury	Liaison work with the Emergency Planning Team. Inspections and assessments of organisers' risk assessments.
Violence at work	National priority	Targeted at late night petrol stations following local intelligence.	Raise awareness and priority to reduce personal injury or impact of violence at work.	Inspections and assessments of business', advice and follow up-inspections.
Level 2 H&S training for employees /employer	Local intelligence reveals low levels of training for employees in all CBC enforced sectors	Education and awareness	Raise awareness of health and safety risks	Officers to deliver low cost training at an agreed venue.