



Charnwood Borough Council

Regulatory Services

Health and Safety Enforcement Intervention Plan 2024/25

I have great pleasure in endorsing this Health and Safety Enforcement Interventions Plan for 2024/25.

The Council is committed to its vision for the Borough to become a safer and more secure place for people to call home, a hub of cutting edge high-tech industry, a flourishing and vibrant retail and leisure destination and a borough which is open for business.

This plan details how we intend to contribute by setting out our priorities to protect the health, safety and welfare of people at work and safeguard others who may be exposed to risks arising from the work activity.

The plan identifies both reactive and proactive work and includes details of planned promotional and educational activities and considers the National Local Authority Enforcement Code.

The plan will reflect the work that Regulatory Services is undertaking to assist business and residents to ensure both are kept safe at this time.

It is hoped it will assist the Council in taking a consistent and proportionate approach to enforcement, and focus efforts where it really matters

A handwritten signature in black ink, appearing to read 'B. Gray', with a long horizontal flourish underneath.

Councillor Beverley Gray
Lead Member for Regulatory Services

CONTENTS PAGE

INTRODUCTION

1. SERVICE AIMS AND OBJECTIVES

- 1.1 Aims and Objectives
- 1.2 Links to Corporate Objectives and Plans
- 1.3 Help Great Britain Work Well Strategy
- 1.4 National Local Authority Enforcement Code

2. BACKGROUND

- 2.1 Organisational Structure
- 2.2 Scope of the Health and Safety Service
- 2.3 Enforcement Policy

3. SERVICE DELIVERY

- 3.1 Health and Safety Interventions

NATIONAL PRIORITIES

- 3.1.1 SME's
- 3.1.2 Investigation of Notifiable Workplace Accidents, Ill health and Dangerous Occurrences
- 3.1.3 Complaints
- 3.1.4 Primary Authority
- 3.1.5 Funeral Home Visits

LOCAL PRIORITIES

- 3.1.5 Skin Piercing Activities
- 3.1.6 LLEP Better Business For All
- 3.1.7 Food Hygiene Visits and Dealing with Matters of Evident Concern.
- 3.1.8 New Businesses
- 3.2 Enforcement
- 3.3 Advice

Statutory Notifications

- 3.4.1 Lifting Defects Report
- 3.4.2 Asbestos Notifications
- 3.4.3 Cooling Tower Register
- 3.4.4 Skin Piercing Registrations
- 3.4.5 Sunday Trading
- 3.4.6 Activities Summary

- 3.5 Animal Licensing

- 3.5.1 Animal Activity Licence
- 3.5.2 Dangerous Wild Animals
- 3.5.3 Zoo Licensing

- 3.6 Smoke free
- 3.7 Premises Licences

- 3.8 Water Sampling
- 3.8.1 Public/Private Water Supplies

- 3.9 Monitoring
- 3.10 Complaints Regarding Service

4. QUALITY ASSESSMENT

5. REVIEW

- 5.1 Review against Intervention Plan
- 5.2 Identification of any variation from the Intervention Plan

[Appendix 1](#)
[Appendix 2](#)

Health and Safety Interventions 2024/25 Summary
Health and Safety Enforcement Intervention Plan 2023/24
Review

INTRODUCTION

The Regulatory Services Team enforce health and safety legislation within the borough at premises that are allocated to the local authority by the Health and Safety (Enforcing Authority) Regulations 1998. The other enforcing authority for health and safety is the Health and Safety Executive (HSE).

This Health and Safety Enforcement Intervention Plan 2024/25 reviews the performance of the Regulatory Services Team with regards to health and safety for 2023/24 and sets out the priority tasks for 2024/25. Due to the Covid 19 pandemic the services of Regulatory Services were drastically changed during 2021/22 to provide support to the Government in controlling the spread of Covid 19 and a majority of the tasks in that plan were not carried out. This also affected our recovery work in 22/23 and going forward into 24/25.

It is intended to inform businesses and members of the public throughout Charnwood of the Council's approach to health and safety in providing a fair, consistent, open and effective enforcement service.

The Health and Safety Enforcement Intervention Plan is produced annually. The details of the health and safety interventions that we will be involved in each year are the only significant differences between intervention plans and are directed by national priorities and local intelligence. We are looking at how we consult with businesses through Better Business for All and using the groups that already exist to consult with businesses on the health and safety interventions that we commit to. However, if any businesses have any suggestions on the type of health and safety intervention that we should be involved in, then we encourage them to contact us to discuss further.

The intervention plan meets the requirements of the mandatory guidance issued under Section 18 of the Health and Safety at Work etc Act 1974 that requires each local authority to make adequate arrangements for the enforcement of health and safety legislation.

A copy of the Health and Safety Enforcement Intervention Plan is available at www.charnwood.gov.uk/pages/health_and_safety_intervention_plans.

1. SERVICE AIMS AND OBJECTIVES

1.1 Aims and Objectives

The Council's Corporate Plan 2024 - 2028 contains the following principles

Our Values are;

- **Pride in Charnwood:** We take pride in our work and borough and are ambitious for the future.
- **Customer Focused:** We listen to our customers and are focused on delivering excellent services.
- **Working Together:** We work together with pace and positivity as one council and in partnership with others.

This will be delivered under 4 Themes and our work complements the following themes

Homes and Communities - We will continue to work with partners to make our towns and villages safer places to live, work and visit.

Economy and Growth - We will continue to use both business regulation and business support to help local companies. A compliant business in regulation is a more profitable business.

1.2 Links to Corporate Objectives and Plans

The aim is to protect the health, safety and welfare of people at work, and to safeguard others, principally members of the public, who may be exposed to risks from the way that work is carried out and contributes generally to the corporate priorities above.

The following are the key task and performance indicators which are linked to the health and safety service;

Tasks

Supporting the work of the LLEP 'Better Business for All' joint project.

Endorsement by the Lead Member of the annual Health and Safety Enforcement Intervention Plan as required by the Health and Safety Executive Section 18 guidance.

Performance Indicators

RS2	Percentage of planned health and safety intervention visits completed that quarter.
CS/28b	Percentage of service requests for Health and Safety responded to within 3 working days.
EH06a	Number of accident requests received under RIDDOR that were investigated within the current set response times from the date received
EH06b	Number of workplace accidents requiring investigation that were completed within 3 months of the date received
EH07	Percentage of proactive inspections completed for all licensed animal boarding or breeding establishments.
CS/29	Enquiries relating to businesses that should be registered e.g. acupuncture, tattooing, ear and skin piercing establishments responded to within 3 working days
RS1	Percentage of formal notices and legal action taken resulting in compliance or successful fine /prosecution

1.3 HSE Strategy – Protecting People and Places 2022 to 2032

We will also be working towards contributing to the HSE's new strategy, which has the following objectives; <https://www.hse.gov.uk/aboutus/assets/docs/the-hse-strategy.pdf>

- **Reduce work-related ill health, with a specific focus on mental health and stress**

There will be a focus on reducing the increasing trend of stress and improving the mental health of workforces.

- **Increase and maintain trust to ensure people feel safe where they live, where they work and, in their environment**

People should feel safe in their homes and provide assurance businesses and industries are able to manage and control risks.

- **Enable industry to innovate safely to prevent major incidents, supporting the move towards net zero**

We have a significant part to play in the safe delivery of the government's commitment to achieve net zero greenhouse gas by 2050. We will help apply our expert knowledge and capability to help businesses understand both known and unknown risks.

- **Maintain Great Britain's record as one of the safest countries to work in**

There is a role for everyone who has a stake or interest. in improving health and safety. The fundamental principle of health and safety law is that those who create risks are best placed to manage them.

- **Ensure HSE is a great place to work, and we attract and retain exceptional people**

To be true to our vision, we need to keep our people at the centre of what we do. We must build on our strengths to continue to ensure our workforce is flexible and motivated

1.4 National Local Authority Enforcement Code

The [National Local Authority Enforcement Code](#) is designed to ensure that local authority regulators take a more consistent and proportionate approach to their regulatory interventions. It sets out the Government expectations of a risk-based approach to targeting. Whilst the primary responsibility for managing health and safety risks lies with the business who creates the risk, LA health and safety regulators have an important role in ensuring the effective and proportionate management of risks, supporting businesses, protecting their communities and contributing to the wider public health agenda.

The Code requires LAs to consider a range of regulatory techniques (interventions) to influence the management of risk by a business. Charnwood Borough Council is responsible for regulating approximately 2,600 workplaces and it is neither proportionate nor effective to deliver a regulatory function based on inspection of individual workplaces – particularly since many of those workplaces will already be managing their risks effectively.

Inspection can be highly effective in the right circumstances – where individual face-to-face contact with a duty holder is necessary to influence their management of risk. However, it is the most resource intensive and should be limited to the highest risk premises; conversely it may not be the best use of public resource to inspect comparatively lower risk premises.

To assist LA targeting, alongside the Code HSE has published a list of national priorities, and a list of specific activities in defined sectors that are suitable for proactive inspection. Following the principles of the Code, proactive inspection should only be used for premises on the list or where there is local evidence that the risks are not being effectively managed. LAs should also maintain a strong deterrent against those businesses who fail to meet their health and safety obligations.

Implementing and complying with the Code will ensure that LA regulatory resource is used consistently and to best effect. Using risk-based targeting should free up resources and facilitate the provision of advisory visits and support to deliver the growth agenda particularly with new business start-ups.

There is also the “Statement of Commitment” at <https://www.hse.gov.uk/lau/statement.htm> a joint agreement between Local Authorities and the HSE which sets out agreed standards as to how the HSE will work with LA’s and what support will be required. This includes reference to the “Better Business for All” concept which we have embedded at the heart of our service delivery at Charnwood Borough Council.

The National Local Authority Enforcement Code is available at www.hse.gov.uk/lau/la-enforcement-code.htm

An Independent Regulatory Challenge Panel has been set up to enable a business to challenge specific health and safety regulatory advice they believe to be unreasonable or disproportionate. Further information is available at www.hse.gov.uk/contact/challenge-panel.htm.

2. BACKGROUND

2.1 Organisational Structure

The Lead Member for Regulatory Services is Councillor Beverley Gray.

There are a number of authorised officers for health and safety purposes within the Regulatory Services Team and in producing the Health and Safety Enforcement Intervention Plan 2024/25 we have taken into consideration the health and safety operational time available and committed to provide the service detailed in this intervention plan.

Arrangements are in place to ensure that all staff are competent, appointed and authorised for the tasks that they carry out and a programme of training and supervision is in place. Within the Group, training and development needs are identified through the Personal Review process.

2.2 Scope of the Health and Safety Service

Health and safety enforcement is based within Regulatory Services.

Principal areas of work undertaken by Regulatory Services with regards to health and safety detailed in this plan are;

- Planned special interventions, surveys, or enforcement initiatives.
- Investigations of notifiable workplace accidents, ill-health, and dangerous occurrences.
- Investigation of complaints – concerning unacceptable management and poor welfare conditions etc.
- Provision of health and safety advice to employers, employees, and members of the public.
- Investigation of reports into defective lifting equipment.
- Assessment of licensed asbestos removal works.
- Enforcement of the Health Act 2006 and smoke free legislation.
- Cooling Tower and Evaporative Condensers Register.
- Enforcement of the Sunday Trading Act 1994.
- Skin piercing registrations.
- Animal Activity Licences under Animal Welfare (Licensing of Activities Involving animals) (England) Regulations 2018.
- Licensing of Zoos, Dangerous Wild Animals.
- Consulted on Premises Licences Applications or variations and outdoor events.
- Private Water Supply.
- Drinking Water Quality.

Regulatory Services can be contacted at the following address;

Charnwood Borough Council
Regulatory Services
Southfields
Southfield Road
Loughborough
LE11 2TX

Tel; 01509 634628

Fax; 01509 232313

E-mail: env.health@charnwood.gov.uk

2.3 Enforcement Policy

The appropriate use of enforcement powers, including prosecution, is important both to secure compliance with the law and to ensure that those who have duties under it are taken to account for failures to safeguard health, safety and welfare.

Regulatory Services have an overarching Regulatory Services Enforcement Policy that has been approved by Members. This is available at http://www.charnwood.gov.uk/pages/regulatory_service . In addition, the Service also has a Health and Safety Enforcement Policy that was devised by the Leicestershire and Rutland Health and Safety Best Practice Group in consultation with stakeholders. The Enforcement Policy has also been adopted by Council Members. The document states the Council's general policy with respect to health and safety law enforcement and is based on the principals of proportionality, consistency, targeting and transparency.

The enforcement policy is available on the Charnwood Borough Council website at www.charnwood.gov.uk/pages/health_and_safety_at_work_regulation_and_inspection or a copy can be obtained by contacting the Commercial Group directly.

There is a separate Smoke Free Enforcement Policy due to the different enforcement options available, i.e. fixed penalty notices, and this is available on the Charnwood Borough Council website at <https://www.charnwood.gov.uk/pages/smokefree>

3. SERVICE DELIVERY

Regulatory Services will carry out the following activities and interventions with regards to health and safety in 2024/25;

A summary of the health and safety interventions that we have committed to in 2024/25 is available in [Appendix 1](#).

3.1 Health and Safety Interventions

LAC 67/2 (rev 13) 'Setting Priorities and Targeting Interventions' provides LAs with guidance and tools for priority planning and targeting their interventions to enable them to meet the requirements of the National Local Authority Enforcement Code.

The over-arching principle is that LAs should use the full range of interventions available to influence behaviours and the management of risk with proactive inspection utilised only for premises with higher risks or where intelligence shows that risks are not being effectively managed.

Proactive inspection should only be used:

- a) For high-risk activities within the specific LA enforced sectors published by HSE;
or
- b) Where there is intelligence showing that risks are not being effectively managed.

In both circumstances, LAs have the discretion as to whether or not proactive inspection is the most appropriate intervention.

The other proactive health and safety interventions that we may use are;

- Partnership
- Motivating senior managers
- Supply chain
- Design and supply
- Sector and industry wide initiatives
- Working with those at risk
- Education and awareness
- Intermediaries
- Encouraging Compliance
- Recognising Compliance
- Other Interventions

Regulatory Services will be able to justify any inspections they undertake and to conform to the general Hampton principle of “no inspection should take place without a reason.”

PERFORMANCE AIMS – To carry out 100% of planned health and safety intervention visits.

PERFORMANCE INDICATORS - % of planned intervention visits carried out

NATIONAL PRIORITIES

3.1.1 SME's

To assist Small and Medium Enterprises, who may receive little contact from regulatory bodies fully understand their health and safety responsibilities, we have been raising their awareness of the HSE's “Health and Safety basics for your business” online toolkit for health and safety. This toolkit aims to make health and safety simple and straight forward for these types of businesses.

We will continue to provide advice and guidance on health and safety to new businesses especially new food businesses.

We have worked with the LLEP and Better Business for All and other teams to ensure that the information is relevant to businesses.

3.1.2 Investigations of notifiable workplace accidents, ill-health and dangerous occurrences.

The Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) Regulations 2013 requires the reporting of certain work-related accidents, diseases, and dangerous occurrences to the enforcing authority for health and safety.

As it is not possible to investigate all incidents reported under RIDDOR, internal policy and procedures have been developed, which include clearly stated criteria on which decisions to investigate are made in line with the HELA LAC 22/13 (rev 1) – ‘Incident investigation selection procedures.’ The Health and Safety and Business Engagement Manager assesses all reports and whether an investigation is considered necessary.

Where an investigation is considered appropriate;

Fatalities will be investigated within one working day.

Specified Injuries and members of the public within three working days.

Over seven-day injuries will be investigated within ten working days or the next routine inspection, if within the next three months.

Type	2023/24	2022/23	2021/22	2020/21	2019/20	Change 22/23 to 23/24+/-
Fatality	0	0	0	0	0	-
Specified Injuries	0	13	4	4	5	-13
Over 7 days	13	14	19	20	22	-1
Member of Public	13	11	6	4	10	+2
Dangerous Occurrence	0	0	1	0	0	-
Disease	0	1	1	15	0	-1
Total	26	39	34	39	37	-13
Investigated	7	12	5	34	8	-5
Non Reportable	18	5	3	2	2	+13
Slips, Trips & Falls	21	21	17	11	14	-
Falls from Height	5	8	1	0	1	-3
Manual Handling	1	3	1	6	9	-2
Workplace Transport	1	0	0	1	0	+1
Other	2	12	15	12	13	-10

As can be seen from the table of accident statistics we had a total of 26 reported to the service of which 7 were investigated in accordance with the HSE investigation criteria. The highest number were seen in the slips, trips and falls which accounted for most injury types. There has been a drop in the number of reported accidents.

The main area still causing an issue is slips, trips and falls. We continue to focus on these on routine food visits when hazard spotting.

PERFORMANCE AIM - To investigate incidents reported under RIDDOR in line with internal procedures and where investigations are required;

Fatality	within one working day
Specified injury	within three working days
Over seven-day injury	within ten working days or the next routine inspection
Member of the Public	within three working days

PERFORMANCE INDICATOR - Compliance with the investigation targets.

3.1.3 Complaints

We will investigate all service requests, e.g. complaints about working conditions, where we have an enforcement role, except for anonymous complaints which are malicious, where a risk to public health cannot be identified or when adequate information is not available.

All complaints will be responded to within 3 working days, unless it is determined to be an issue that with the agreement of the complainant will be discussed at the next routine visit.

PERFORMANCE AIM - To respond to 95% of complaints within 3 working days.

PERFORMANCE INDICATOR - % of complaints responded to within 3 working days.

3.1.4 Primary Authority

We take account of the primary authority scheme in all work that we carried out in relation to businesses that have a primary authority partner in Charnwood.

At present Charnwood Borough Council is not a primary authority partner for health and safety purposes.

We will continue to try and identify any businesses that would be appropriate for Charnwood Borough Council to be a primary authority partner for health and safety

3.1.5 Funeral Home Visits

Due to an incident in Hull and East Riding with a funeral director the Ministry of Justice (MOJ) and the Department for Levelling, Housing & Communities (DLHC) have initiated a national priority on visiting funeral homes. Currently this sector is unregulated and there is no intelligence on how well the sector is complying with public health, dignity, health and safety and financial conduct.

We have identified 15 homes in our area and will contact them all to arrange a visit and check standards according to information provided by MOJ and DLHC. We will then provide feedback to these departments on our recorded findings.

PERFORMANCE AIM - To visit and check all funeral directors within Charnwood.

PERFORMANCE INDICATOR - 100% of visits completed.

LOCAL PRIORITIES

3.1.5 Skin Piercing Activities

As we have revised our skin piercing register and introduced the registration of cosmetic piercing and skin colouring, we will continue to inform businesses of the need to be registered. There are still a number of practitioner's and premises which are yet to be registered.

We will continue to follow up all skin piercing activities and ensure any that require registration are fully compliant.

All activity will form part of the planned health and safety intervention visits

3.1.6 LLEP 'Better Business for All'

The Leicester and Leicestershire Enterprise Partnership have set up a local Better Business for All Partnership between businesses and regulatory services whose aim is to create the conditions for an effective and efficient regulatory system to support business growth through removing real and perceived regulatory barriers.

Regulatory Services will support the work of the LLEP 'Better Business for All' joint project' and the Health and Safety Business Engagement Manager has been designated as Charnwood's Business Champion. They will be working with local businesses and groups and within the Council itself to spread the message about Better Business for All.

3.1.7 Food Hygiene Visits and Dealing with Matters of Evident Concern

All Food Safety Officers are authorised under the Health and Safety at Work etc. Act 1974, therefore if they note any health and safety matter that are of an evident concern on a food hygiene visit, then they will deal with that matter along as it is in their jurisdiction to do so. Any other matters would be referred to HSE or Leicestershire Fire and Rescue.

Food Officers will carry out checks in hospitality businesses and we will designate a specific project from local intelligence sources. We are looking at commercial gas safety and potentially cellar safety in the future. Any issues will be raised with the dutyholder.

3.1.8 New Businesses

We also must allocate enough time for the assessment of new businesses which is carried out in accordance with LAC 67/2 and internal procedures.

In 2023/24 **124** new businesses were inspected for joint food and health and safety purposes.

3.2 Enforcement

All enforcement action will be taken by authorised and competent officers in accordance with the Regulatory Services Enforcement Policy and the Health & Safety Enforcement Policy which incorporates the Enforcement Management Model.

3.3 Advice

Advice will be provided on all health and safety issues within our statutory remit, referring them to a more appropriate body where relevant e.g. HSE, Trading Standards. Our advice role does not extend to acting in the role of a consultant.

Dependent upon staff resources and available information within the section a request for advice will be responded to within 3 working days.

The Council website will also be used to provide advice on various health and safety issues and links to various leaflets and websites where relevant. This will be updated on a regular basis and will include details on any new legislative requirements.

PERFORMANCE AIM – To respond to 95% requests for advice on all health and safety issues within our statutory remit within 3 working days.

PERFORMANCE INDICATOR – The % of advice enquiries responded to within 3 working days.

3.4 Statutory Notification

3.4.1 Lifting Defect Reports

A person making a thorough examination under Regulation 9 of the Lifting Operations and Lifting Equipment Regulations 1998 shall where there is, in their opinion, a defect in the lifting equipment involving an existing or imminent risk of serious personal injury, send a copy of the report as soon as practicable to the relevant enforcing authority.

The investigating officer will respond within 24 hours of receiving such a notification, whether by telephone or site visit, and where necessary any enforcement action will be taken in accordance with the Enforcement Policy.

PERFORMANCE AIM - To investigate all notifications of defects in lifting equipment within 24 hours of receipt of the report.

PERFORMANCE INDICATOR - % of defective lifting reports investigated within 24 hours.

3.4.2 Asbestos Notifications

Under the Control of Asbestos Regulations 2012, a licence is required for work with asbestos insulation or asbestos coating or work with asbestos insulating board, subject to exemptions. If such work is carried out in a premise enforced for health and safety by Charnwood Borough Council, then the Council must be notified 14 days before the work begins, unless a dispensation is granted.

The notification documentation will be assessed by a competent officer, a visit will be carried out in accordance with internal procedures, but at no time will an officer put themselves in a situation at risk of breathing in asbestos fibres.

PERFORMANCE AIM - To assess all notified asbestos removal works carried out by licensed asbestos removal contractors.

PERFORMANCE INDICATOR - A performance measure for this aim is difficult to report upon.

3.4.3 Cooling Towers Register

The Notification of Cooling Towers and Evaporative Condensers Regulations 1992 require that the local authority be notified of all 'cooling towers' and 'notifiable devices' within the borough. The Commercial Group maintain such a register.

None of the 'cooling towers' registered with the Council are in premises enforced for health and safety by Charnwood Borough Council, therefore no visits are planned to these businesses.

The Commercial Group will maintain a register as required by the Notification of Cooling towers and Evaporative Condensers Regulations 1992.

3.4.4 Skin Piercing Registrations

Registrations of persons carrying on the business of ear piercing, electrolysis, tattooing and acupuncture, and the premises where those businesses are being undertaken, are granted under sections 14 and 15 of the Local Government (Miscellaneous Provisions) Act 1982. Charnwood Borough Council have adopted byelaw for these activities that must be complied with.

These premises are visited upon first registration, and then only in accordance with their health and safety rating if they are ours for health and safety enforcement or if there has been a complaint regarding the skin piercing activities.

We have now adopted fully the latest byelaws from the Department of Health, and these will now include all cosmetic piercings (all parts of the body) and semi-permanent skin colouring (microblading, lip liner, eye liner and medical applications).

As skin piercings are a one-off registration, we will review the existing registrations and the activities that they carry out. We have changed our registration procedure in line with other Leicestershire Local Authorities and will now register a premises and operator / practitioner separately. This will result in a single registration for premises and a single registration for an operator which is only required once. We will implement a skin piercing policy which will outline how the registrations will work.

PERFORMANCE AIM - Enquiries relating to businesses that should be registered e.g. acupuncture, tattooing, skin piercing establishments responded to within 3 working days

PERFORMANCE INDICATOR - % of enquiries responded to within 3 working days
CS29

3.4.5. Sunday Trading

The Sunday Trading Act 1994 restricts the opening of certain types of shops, larger than 280 square metres floor area, to 6 hours between 10am and 6pm on a Sunday. Although Charnwood Borough Council are no longer required to keep a register of

current trading hours, all complaints of businesses not complying with the Sunday Trading Act will be investigated.

3.4.6 Activities summary

The following is a summary of our figures for the areas we cover in Occupational Health in relation to all these subject areas.

Type	2023/24	2022/23	2021/22	2020/21
HS Service Requests	160	97	90	84
New business	124	87	0	1
Improvement Notices issued	0	1	2	0
Prohibition Notices issued	0	0	0	0
New enquiries / Advice	34	13	0	24
Lifting defect reports	6	3	5	5
Asbestos notifications	0	0	0	0
Cooling Towers notifications	0	1	2	1
Skin piercing registrations	39	48	21	28
Sunday Trading	0	0	0	0
Smokefree requests	0	0	1	0
Formal complaints about service	0	0	0	1

3.5 Animal Licensing

3.5.1 Animal Activity Licences under Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018)

On 1st April 2024 we had issued **83** Animal Activity Licences which covered the following activities (one licence can be issued for several activities)

- Selling Animals as Pets
- Boarding Cats
- Boarding dogs in Kennels
- Home Boarding Dogs
- Breeding Dogs
- Day Care Dogs
- Hiring Out Horses
- Exhibitors

Each Licence is now given a star rating in accordance with the following table;

Scoring Matrix		Welfare Standards		
		Minor Failings (existing business meet minimum standards)	Minimum Standards (as laid down in the schedules and guidance)	Higher Standards (as laid down in the guidance)
Risk	Low Risk	1 Star 1yr licence Min 1 unannounced visit within 12 month period	3 Star 2yr licence Min 1 unannounced visit within 24 month period	5 Star 3yr licence Min 1 unannounced visit within 36 month period
	Higher Risk	1 Star 1yr licence Min 1 unannounced visit within 12 month period	2 Star 1yr licence Min 1 unannounced visit within 12 month period	4 Star 2yr licence Min 1 unannounced visit within 24 month period

Their star rating will determine the length of licence they receive. Licences can be 1, 2 or 3 year and there is a cost incentive as the licence fee is the same for each length of licence.

In 2024/25 we will be working on ensuring that all relevant business activities are licensed, and this may include some media work and investigational skills. We have limited resources for this work as a number of businesses have moved online and are difficult to contact and trace.

3.5.2 Dangerous Wild Animals

Under the Dangerous Wild Animals Act 1976 certain types of animals are classified as dangerous wild animals. Anyone who wants to keep a classified dangerous wild animal must hold a licence that is renewed every two years.

On 1st April 2024 there were no dangerous wild animal licence issued.

3.5.3 Zoo Licensing

At present there are no licensed Zoo's within the borough.

3.6 Smoke free

The Health Act 2006 and smoke free regulations prohibit smoking in enclosed and substantial enclosed workplaces, public buildings and work vehicles from 1st July 2007.

The smoke free legislation was successfully introduced into the borough in 2007. No fixed penalties or prosecutions were served or taken regarding smoke free in 2023/24.

The Commercial Group will continue routine inspections to assess compliance with smoke free offences and deal with any complaints or enquiries.

Compliance in this area remains very high. We will undertake a routine check of Shisha premises which can be known to be non-compliant in these areas.

3.7 Premises Licences

The Commercial Group are a statutory consultee on any new premises licence/variation and Temporary Events Notice received by the Charnwood Licensing Team.

The Health and Safety and Business Engagement Manager works closely with the Licensing Team and Food Safety on any significant events that take place in Charnwood.

3.8 Water Sampling

3.8.1 Public/Private Water Supplies

The Service fulfils the Councils statutory functions in relation to public and private water supply quality, as required by Water Industry Act 1991, by;

- monitoring the water undertakers' annual results for water samples taken in the Borough,
- attendance at an annual health liaison meeting with water undertaker and emergency planning exercise,

- liaison over water quality incidents (average one a year) with water undertaker and Drinking Water Inspectorate,
- investigation of water quality complaints /mains water sampling where necessary including sampling at two major events with temporary water supply.
- The Private Water Supply Regulations 2016. There is a requirement to risk assess private water supplies dependant on their use and private distribution systems within 5 years and implement a sampling and enforcement regime.
- Continue to sample and assess private water supplies as necessary and provide data to the DWI on a yearly basis.

Partnership working with Severn Trent Water will also be necessary to identify private distribution systems and implement a programme of risk assessment and sampling.

We have three private water supplies in the borough which were risk assessed in 2021 and will not be due to be risk assessed until 2026. We have one commercial supply which is required to be sampled on an annual basis by our consultant. Since changes to the qualifications, this work has been contracted out to a consultant.

3.9 Monitoring

The Health and Safety and Business Engagement Manager is allocated to producing and monitoring the contents of this intervention plan and the Commercial Groups performance and producing the LAE1 return in June each year and involvement in benchmarking exercises.

They also attend internal meetings and the Leicestershire and Rutland Health and Safety Best Practice Group.

We have carried out a Section 18 guidance self-assessment and peer review with Leicestershire and Rutland Best Practice Group. From this work an action plan was developed to ensure compliance with Section 18 guidance.

3.10 Complaints about the Service

The Commercial Group aims to provide efficient, good quality services to its customers. Even so, on occasions, things can go wrong. We want to resolve all complaints quickly and effectively. Initially complaints may be raised with the officer involved, then if they cannot be resolved to the Team Manager. If it still cannot be resolved, then a decision will be made with the complainant whether they wish to make a formal complaint. A formal complaint is investigated in line with corporate procedures.

4. QUALITY ASSESSMENT

Historically quality management due the overall size of the Team has been assured by sound management practices, the professionalism of officers and checks by the Health and Safety and Business Engagement Manager on outgoing correspondence. The production and implementation of revised internal procedures will assist in improving controls.

Benchmarking within the Leicestershire and Rutland Health and Safety Best Practice Group and the National Picture is carried out annually.

In order to ascertain the quality of the inspection service Health and Safety questionnaires may be sent out with all commercial premises' inspection reports.

5. REVIEW

5.1 Review against Service Plan

Regulatory Services will review its performance in accordance with the Health and Safety Intervention Plan annually for that period and against specified performance targets and performance standard improvements and targeted outcomes.

The Head of Regulatory Services undertakes a monthly performance meeting with all Managers within the department, which assess progress with the Team Plan and this intervention plan. Key performance indicators are also collated every quarter and uploaded to the corporate performance management system and reported to the Lead Member for Regulatory Services. Reviews will also be carried out every three months to ensure that the expected performance in the Health and Safety Enforcement Intervention Plan will be achieved.

The reviews will be carried out by the Health and Safety and Business Engagement Manager and will be fed into the planning process that produces the intervention plan for the following year using Appendix 2 - Health and Safety Enforcement Intervention Plan Review.

5.2 Identification of any variation from the Service Plan

Each year an annual review will be carried out to identify any variance from the Health and Safety Enforcement Intervention Plan and where appropriate the reasons for any variance. [Appendix 2](#) – Health and Safety Enforcement Intervention Plan Review details the performance of the Commercial Group in the current year.

Appendix 1

Health and Safety Interventions 2024/25

The following table details the health and safety interventions that the Regulatory Services Team will be contributing to in 2024/25.

What are our priorities?	National or Local Priority	Why intervene?	Where to intervene?	How to intervene?	When to intervene?	Who should intervene?
Providing Advice, and working with BBfA	Local and National	To ensure that businesses that are self-regulating and want to get things right, have access to the right information to assist them. 'Getting it right first time'	New businesses. To continue our work with BBfA and the promotion of the gateway hub.	PARTNERSHIPS EDUCATION AND AWARENESS ENCOURAGING COMPLIANCE RECOGNISING COMPLIANCE	This is to be done throughout the year.	Authorised and competent officers. Other Regulatory bodies.
		To raise awareness to SME's of the HSE's Health and Safety Toolkit as they may not be aware that this simple toolkit is available for them to use.	We will continue to raise awareness of the HSE's Toolkit.	EDUCATION AND AWARENESS ENCOURAGING COMPLIANCE PARTNERSHIPS	Provide advice and engage with new businesses	Authorised and competent officers.

<p>Reactive – investigating complaints or reports.</p>	<p>National</p>	<p>Encouraging duty holders to be active and making sure that significant concerns and complaints from stakeholders are dealt with appropriately.</p>	<p>Adoption of the HSE complaints handling procedures to ensure that resources are targeted on complaints that indicate the poor management of risk.</p>	<p>DEALING WITH ISSUES OF CONCERNS AND COMPLAINTS</p>	<p>Within our service standards times when incidents are reported that satisfies our criteria for investigation.</p>	<p>Authorised and competent officers.</p>
<p>Reactive – investigating accidents</p>	<p>National</p>	<p>Firstly, to ensure that appropriate steps are taken to prevent a similar incident from occurring. Secondly, if any formal action is considered appropriate following the investigation.</p>	<p>We follow the HSE Accident Investigation Criteria in identifying those ‘Mandatory’ accidents that we must investigate, ‘Discretionary’ ones where we consider it appropriate to do so, and also those incidents that do not require any further investigation.</p>	<p>INCIDENT AND ILL HEALTH INVESTIGATION</p>	<p>Within our service standards times when incidents are reported that satisfies our criteria for investigation.</p>	<p>Authorised and competent officers.</p>

(New Food Campaign)	Local	Raising awareness of gas and cellar safety in hospitality industry	Food inspections routine	INSPECTION ENCOURAGING COMPLIANCE EDUCATION AND AWARENESS	Hazard spotting	Authorised and competent officers
Dealing with matters of evident concern.	National	Officers will continue to deal with health and safety 'matters of evident concern' whilst visiting for another purpose when it is considered necessary to do so.	On relevant visits for other purposes.	DEALING WITH ISSUES OF CONCERNS AND COMPLAINTS	On visits for other purposes where matters of evident concern are identified.	Authorised and competent officers.
OTHER SIGNIFICANT WORK TO BE CARRIED OUT BY THE HEALTH AND SAFETY TEAM IN 24/25						

4

Title:	Health and Safety Enforcement Intervention Plan		
Manager:	Health and Safety and Business Engagement Manager (HSBE)		
Team:	Regulatory Services		
AIM	Carry out a health and safety enforcement intervention programme in line with the health and safety intervention plan 2023/24	Date:	April 2024

Appendix 2 Health and Safety Enforcement Intervention Plan 2023/24 Review

The following table will be used next year to review the Commercial Group's performance against the Intervention Plan.

Action No	Action	Target Date (end of)	Lead Officer	Action Status	Deliverables	Update
001	Endorsement by the Lead Member of the annual Health and Safety Intervention Plan as required by Section 18 guidance	June 2023	HSBE	Completed	Intervention Plan introduced.	
002	Identify and investigate any possible Primary Authority Partnerships with Charnwood Borough Council.	N/A	HSBE	Ongoing	Number of new PA's developed	0
003 RS2	Planned Inspections Carry out 100% of planned health and safety intervention visit.	March 2024	HSBE	Completed	% of inspections achieved. We have the following planned health and safety intervention visits from the various interventions detailed below.	

Action No	Action	Target Date (end of)	Lead Officer	Action Status	Deliverables	Update
						2 interventions carried in 2023/24
004	SME's To raise awareness of the HSE's ABC toolkit to SME's.	March 2024	HSBE	Completed	The number of visits carried out to raise awareness of the HSE's toolkit.	124 visits in total
005	Skin Piercing New Byelaws Carry out registration visits and issue registrations. Review all skin piercing registrations.	March 2024	HSBE	Completed	Number of registration visits carried out. Review of existing registrations.	39 registrations carried out
006 EH06	To investigate incidents reported under the RIDDOR in line with the internal procedures and where investigation are required: <ul style="list-style-type: none"> • Fatal • Specified Injuries • Over 7-day injuries • Members of the public 	March 2024	HSBE	Completed	Fatal – within 1 working day Specified Injuries – Within three working days Over 7-day injuries – within ten working days or the next routine inspection	Fatal – 0 Specified Injuries – 0 Over 7 day – 13 Members of the public - 13

Action No	Action	Target Date (end of)	Lead Officer	Action Status	Deliverables	Update
					Members of the public – within three working days	
008 CS28	To respond to 95% of health and safety service requests where we have an enforcement role within 3 working days	March 2024	HSBE	Completed	% of complaints responded to within 3 working days	160 requests in total 56% within target
009	To investigate all notifications of defective lifting equipment within 24 hours of receipt	March 2024	HSBE	Completed	% of defective lifting reports investigated within 24 hours	6 requests in total 83% within 24 hours
010	To assess all notified asbestos removal works carried out by licensed asbestos removal contractors.	March 2024	HSBE	Completed	Number of notifications received. Number of visits to assess notified works.	0
011 EH07	Investigate all complaints regarding smoke free.	March 2024	HSBE	Completed	% response times to service requests for smoke-free complaints	0 requests in total
012	To ensure that the Council's statutory responsibilities for animal welfare are met .	March 2024	HSBE & EHT	Completed	100% inspections of all licensed animal establishments.	100%
013	Continue to implement the requirements under the Private Water Supply Regulations 2009 and undertake a programme of water sampling to ensure water fit for purpose.	March 2024	HSBE	Completed	Risk Assessments completed as required. Sampling Programme as necessary	1 premises sampled no failiures
014 RS1	Enforcement actions taken in carrying out actions in intervention plan	March 2024	HSBE	Completed	% of formal notices and legal action taken resulting in compliance or successful fine/conviction.	0 No formal notices issued

