

# Health and safety

Service Delivery Plan 2023/24



**HEALTH**  
**& SAFETY**



Health, safety and wellbeing in Slough



# Introduction

The Food and Safety Team, sits within the Public Protection service, which is part of the Place and Community Directorate. The Public Protection service, provides the following functions:

- Food & Safety
- Trading Standards & Licensing
- Primary Authority - sits across both teams.

Our aim is to deliver a wide range of effective and responsive public protection services for our residents, businesses and visitors.

## Health & Safety Service

Health and Safety regulation is undertaken by the Food & Safety Team. Slough Borough Council is responsible for health and safety regulation under the Health and Safety at Work etc. Act 1974, and associated regulations. We provide advice and enforce health & safety within approximately 2000 commercial premises in the borough, including warehouses, residential care homes, leisure centres, shops, pubs and restaurants. Health and safety enforcement is divided between the Health & Safety Executive (HSE) & LA depending on the main activity in the workplace. We play a major role in protecting the health, safety and welfare of employees and members of the public in Slough.

Our approach to health and safety regulation is largely reactive and follows formal guidance issued by the HSE, namely the National Local Authority Enforcement Code. The aim of this code is to ensure a consistent and sensible approach to health and safety regulation. The Code targets resources on risks and aims to reduce the regulatory burden on compliant businesses. As a result our intervention strategy is targeted at local and national priorities, where evidence suggests risks are not being controlled. Proactive inspections are reserved only for premises that do not manage their own risks or premises on the HSE's list of high risk sectors. This means few proactive inspections are undertaken, which releases capacity for more effective outcome-focused interventions and thorough reactive work.



Where we do undertake H&S interventions they are project based, and focus on sectors which are high risk, where we have little information about levels of compliance or where local intelligence suggests an intervention may be necessary.

Greater emphasis is placed on dealing with complaints, accidents and incidents, targeting those businesses which are poor performers and failing to meet their duties under health and safety legislation.

In line with our enforcement policy, we provide a graduated enforcement approach based on risk to public health. We show our commitment to carrying out our work in an open, transparent and fair manner, protecting employees and the wider public from risk whilst supporting business and economic growth. We recognise that most businesses want to comply with the law, therefore we will support those businesses in meeting their legal duties and be safe.

We have adopted a 'sensible risk management approach' in line with the Enforcement Code. This also links to the council's Primary Authority Scheme, where our work on improving safety standards extends to the national scale. Further information on Primary Authority is provided below.

The Health & Safety Service is delivered via the Food & Safety Team. A relatively small amount of officer time is dedicated to health and safety work, due to the direction of the Enforcement Code. However, allocation of officer time is fluid and reactive to service need, so officers will spend a significant amount of time investigating serious workplace accidents when necessary. However, this does have a knock on effect on other work which may have to be re-prioritised.

We also support and work with businesses by providing advice when issues are noted during other interventions, such as food visits. This helps businesses to comply with requirements and good practice.

We work in partnership with the Trading Standards & Licensing Team, police, immigration enforcement and other partners to help promote awareness of child sexual exploitation and safeguard workers and others who may be exploited.

The purpose of this plan is to let you know how we are going to achieve the various measures that we will be taking in conjunction with our partners and other agencies, to enhance public health, safety and wellbeing.

We will do this by:

- signposting businesses and residents to information and free advice
- visiting businesses on the basis of risk, so reducing the burden on compliant businesses whilst targeting those that seek to gain an advantage from non-compliance
- investigating complaints and listening and responding to concerns
- investigating accidents, giving priority to those involving major injury or death in the workplace
- developing safety and health promotion initiatives
- consulting our customers on the quality of our service
- working in partnership with others to improve our outcomes for Slough. For example - The Health & Safety Executive, UK Border Agency, Thames Valley Police, the Royal Berkshire Fire and Rescue Service and other council teams.

We are committed to helping change the health and safety culture in Britain and retain common sense in the approach we take to ensuring the protection of employees and the public.

This plan is reviewed annually and we welcome your views, comments and suggestions on how it can be improved.

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# Our vision

The focus of work within the Health & Safety Service is to ensure that the council fulfils its statutory duties under the relevant legislation. The aim is to target our resources towards Slough's specific community and business needs, using flexibilities in National guidance, local intelligence and work with our partners.

Slough's Corporate Plan sets out a purpose to closing the healthy life expectancy gap in Slough by:

- Having a town where residents can live healthier, safer and more independent lives
- Working with partners to target health inequalities and promote wellbeing

The Corporate Plan and the Joint Wellbeing Strategy reflect the significant challenges faced by the Authority while setting out the Council's Priorities for the medium term.

Health and Safety regulation is a foundation stone upon which objectives such as helping residents live healthier lives and a town where residents can live healthier, safer and more independent lives can be met. The Action Plan at the rear of this service delivery plan shows, in detail, how we are going to achieve this.

The Action Plan should be read in conjunction with our Enforcement Policy. [Enforcement policy for regulatory and enforcement services - Slough Borough Council](#). The Enforcement Policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner, with a graduated approach to enforcement, based on risk. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions.

Our service plan reflects the minimum service that we must deliver to meet our statutory obligations and what it is right that we should do to ensure that appropriate standards of workplace health & safety are maintained within the Borough. This plan has been informed by local intelligence and the National strategy document LAC 67/2 'Setting Local Authority Priorities and Targeting Interventions'.

Delivery of this plan will be dependent on having the resources needed. As always it may be necessary to reprioritise planned work throughout the year if unforeseen demands on the service, such as serious investigations, arise.

# Our plan for 2023/24

The Health & Safety action plan for 2023/24, which outlines our planned work for the year is detailed in appendix A. As with previous years, we plan to undertake our statutory obligations by investigating accidents, complaints, and undertaking proactive interventions based on risk.

Our service plan has been kept basic this year, with a focus on limited planned interventions and response and reactive work only. Any other capacity within the team will be spent on our statutory food response and the delivery of the Food Standards Agency's Food Law Code of Practice.

Our service plan will be reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still need to be addressed.



# How did we perform during 2022/23?

Details of our activity and achievements are set out under the below headings:

- Primary Authority Scheme
- Accident investigations.
- Complaints about Health & Safety in Slough
- Health and safety interventions and projects
- Enforcement Actions

## Primary Authority Scheme

Primary Authority (PA) Partnerships comprises a legally binding contract between the Authority and a business to provide ongoing specialist advice on specific areas of regulation applicable to that business, such as fair trading, product labelling, product safety, food safety and health & safety.



**PRIMARY  
AUTHORITY**

Our specialist officers are able to provide companies which trade across council boundaries robust and reliable advice, through the creation of these legally recognised partnerships. The scheme also provides a safety net to ensure that local authorities are consistent in the way they regulate businesses.

Cost recovery is an essential element of the scheme and is applied to Primary Authority partnerships with an hourly charge for any work undertaken. While the number of businesses in a Primary Authority Partnership with us is reasonably stable, (we currently maintain 46 partnerships the demand for support from our partners does vary). In 2022/23 our joint income with the Trading Standards & Licensing Team was £35,260, which is a slight increase from 2021/22, which was £33,900. Although this is a significant decrease from 2020/21 and previous years where we generated approx. £100K income from PA. This downward trend is due to reprioritising our limited resources on the needs of Slough and statutory obligations.



Last year the food & safety team had over 200 hours of advice interactions with our PA companies, which was mostly on health and safety issues.

This cost offset Primary Authority model offers benefits for the Authority and local businesses by improving resilience, competency and staff retention within the Teams. It also improves standards in business trading in and out of the Borough. Additionally as a Primary Authority we have access to specialist panels which support officers, improve consistency and provide access to experts in the field.

More information on Primary Authority Partnerships can be found on the website [primary-authority.beis.gov.uk/about](https://primary-authority.beis.gov.uk/about). Businesses that would like to join the scheme can email [primary.authority@slough.gov.uk](mailto:primary.authority@slough.gov.uk)

### Accident investigations

In 2022/23, 35 incident and one dangerous occurrence notifications were received, a slight decrease on last year, where 38 were reported. There has been steady decrease of incident notifications year on year for several years, which is in line with HSE statistics. It is likely that many incidents, diseases and dangerous occurrences are not reported at all by employers this may allow dangerous practices and unsafe working conditions to continue. The majority of notifications are from large multi site employers who are known to have systems in place to promote the health and safety of employees.

There have been few notifications from medium and small businesses. We had planned to undertake an initiative to raise awareness of the requirement for incident and disease reporting but we did not have the resources to do this in previous years. Interestingly we also became aware of a serious workplace accident which happened in a workplace almost 12 months prior, which was never reported under RIDDOR (reporting of Incidents, Diseases and Dangerous Occurrences Regulations). This demonstrates businesses fail to report accidents, and we are unaware of some unsafe working conditions in Slough.

Of the 35 incidents reported 13 arose from slips, trips and falls on the same level; eight from being stuck by a moving object/vehicle or against something; seven injuries from lifting or manual handling; two falls from height and five other/not stated.



As a result of these accidents 22 employees needed to stay off normal work duties for more than seven days, one was a fatality (down to natural causes), two employees sustained a specified major injury (fractures), and nine members of the public needed to go to hospital. These figures are similar to last years.

On receipt of each notification we make a decision as to whether the accident warrants an investigation based on current HSE accident investigation guidance. The nature of the accidents reported last year varied, although figures regarding the type of injuries remain the same, with slips, trips and falls continuing to account for the highest proportion of accidents notified (37%) followed by being struck by a moving object/machinery or vehicle (23%).



### Complaints about Health and Safety in Slough

Employees and members of the public made 16 complaints about health and safety, and just two requests for advice last year. The team received 1,116 service requests and complaints in total last year, meaning health and safety specific complaints and accidents only account for 3.5% of these. This figure is very low compared to our food safety demand,. The types of queries received are wide ranging, including complaints about unsafe workplaces, unsafe use of equipment, poor welfare conditions etc. We also received 16 statutory lifting equipment notifications, where lifting equipment in use in the borough had been found to be unsafe upon inspection.

### Health and Safety interventions and projects

In accordance with the HSE National Code, we target our resources on outcome focused interventions and reactive work, rather than proactive inspections. Proactive inspections are a good tool used in the right circumstances; however, they are the most resource intensive for both the council and the business, and therefore not always appropriate for low risk businesses.

In 2022/23 we aimed to undertake several focused projects. Due to other pressures on our resources we were unable to fully deliver most of these projects.

However, we did undertake the following interventions:

- A targeted intervention to a local trampoline park focusing on specific issues as per the HSE's National Strategy.
- 69 gas safety checks and 78 electrical safety checks have been carried out in food businesses during routine Food Hygiene Interventions - in line with HSE targeted priorities. We also produced a Slough specific Gas and Electrical Safety in Food businesses leaflet, which was sent to 887 food businesses.
- Checks were made of deli slicers, specifically if they had the correct guarding, during inspections of deli type food businesses. We also prepared a Slough specific leaflet on the safe use of deli slicers, which was sent to 85 deli type businesses.
- Identified 27 matters of evident concern, and one matter of potential major concern during routine food hygiene interventions. These matters are dealt with on the spot, and often result in enforcement action.

- We prepared a Slough specific flyer on preventing access to large commercial bins, which was sent to 836 food businesses during December. This aligns to the HSE targeted priority. People have accessed large commercial containers to seek shelter and unfortunately been crushed when the bins are collected and emptied.
- Eight checks on the safe use of solid fuels in catering establishments, such as charcoal, which can lead to the build up of harmful gasses.
- Gave basic health & safety advice to 171 new food businesses upon registration.

The delivery of projects is an important aspect of health & safety regulation, as such we will retain project work in the Action Plan for 2023/24. We will keep delivery of that plan under review in line with demands on the team.

### Cooling tower registration

Registration of wet cooling towers and evaporative condensers with the local authority is a legal requirement.

We have registered 14 premises with a total of 121 notifiable cooling towers or evaporative condensers. We undertake a bi-annual review of cooling tower registrations and risk management details. The next review will take place in 2024.

During recent years there has been an increase in the number of non-notifiable devices being installed which are more efficient and less costly to operate and maintain. This shift is due to the nature of new large IT data centres setting up on the trading estate which rely on efficient air treatment plant to cool their data servers, to ensure continuity of service during periods of hot weather.

An important part of the monitoring of cooling tower safety is the assessment of controls to prevent multiplication and possible infection with Legionella, together with scrutiny of the businesses' own sampling procedures and results.

In 2023, we were contacted regarding five sporadic cases of legionella who had links with a location within the Borough which did not have a cooling tower or evaporative condenser in-situ. We conducted an investigation, which included water sampling, but there was inconclusive evidence to link the location with the five cases.



Legionella infection can be associated with travel and poor management of water treatment. Everyone is susceptible to infection. However, some people are at higher risk, including: people over 45 years of age; smokers and heavy drinkers; people suffering from chronic respiratory or kidney disease; and anyone with an impaired immune system.

Consequently, monitoring cases of Legionella infection and management of wet cooling towers and evaporative condensers remains a local public health priority for Slough Borough Council.

### Private water supplies

We have one private water supplies located in Slough that we monitor for compliance with the relevant legislation. The results of the monitoring for the private water supplies are submitted to the Drinking Water Inspectorate on an annual basis in January for the preceding year.

Further work, including flushing of the distribution network, has been undertaken with the owners of the private water supply in 2022/23 following the breach in the distribution pipework in summer 2020. The supplier has been undertaking a number of actions to ensure on going compliance with drinking water standards. The risk assessment was reviewed and updated the was completed by August 2022. The risk assessment identified the high iron levels in raw water and sediment to distribution pipes.

The current mitigation work of a flushing programme of the distribution network is to continue. The PWS operator is to assess the feasibility of the installation of additional filters to remove physical particulates by December 2027 (if the iron levels continue to be above the prescribed maximum level).

### **Working with partners and SAG (Safety Advisory Group)**

We recognise that working with partners can increase our capacity to deliver health and safety solutions for businesses in Slough.

We are members of the Slough Borough Council SAG and meet regularly to discuss the safety of upcoming events. SAG's role is to advise the council on the suitability of applications to hold events, safely, in the borough's parks, open spaces and premises and on the borough's roads. Our role is to consider health and safety issues in planning, organising, setting up and holding events and to recommend approval or rejection of applications. We also advise SAG and applicants on the law and technical standards in relation to health and safety at events.

### **Enforcement action**

We have a range of measures to protect residents of Slough, people who work here as well as visitors and to promote sensible risk management. We actively work with businesses and other stakeholders to achieve our shared goals.

Any enforcement action by us will be graduated, proportionate and in accordance with the council's enforcement policy.

The team take relatively low enforcement actions, which is reflective to the small amount of health and safety work undertaken by the team, in comparison to food safety work. In 2022/23 we served:

- Nine improvement notices; seven for lack of guarding on meat slicers and two for unsafe gas and electrical safety facilities in catering premises.
- One prohibition notice, following an issue identified at a tyre and exhaust premises.

### Prosecutions

We have not taken any prosecutions, although at the end of 2022 we became aware of an unsafety workplace, which will result in a detail investigation into 2023.

The time and resource taken to investigate serious cases often outweighs the fines and penalties awarded, however such enforcement action is necessary to morally seek justice against those who put others at risk, and ensures duty holders and managers who fail to meet their responsibilities are held accountable for their actions. It also acts as a strong deterrent to other businesses, demonstrating that Slough Borough Council will not tolerate poor performing businesses who take an unfair advantage and put people’s lives at risk.

### Customer Pledge

We aim to provide every customer with a quality service and will seek feedback from you to help further improve the quality of the services we provide. A manager will contact you personally if you are unhappy with the service received.

In addition, we have the following standards against which we will monitor the responsiveness of our service, namely:

Service Standard	Target/ response times
Respond to customer complaints and enquiries	Within five working days
Provide a full response	Within 10 working days



### Resourcing and Staff development

The Full Time Equivalent (FTE) staff allocated to health and safety work is 0.75 FTE. This is much less than allocated to food hygiene work. This is because food work is considered to have greater statutory obligations and demands.

The cost of the health and safety service during 2023/24 to meet statutory obligations and aspirations in the action plan will be approximately £30,000.

To complete all of the targets within this plan is ambitious. We aim to make efficiencies, work smarter and create income to offset this shortfall. Ultimately priority will be based on risk, and work will be re-prioritised as needs change. It is likely that some projects and other non-statutory work will not be undertaken, or projects will be downsized and exclude advisory visits.

Quarterly monitoring of performance against the plan will be undertaken, and any significant shortfalls or non compliance will be raised with the Associate Director and members, along with the associated risks.

On going personal development of the work force is paramount to ensure a comprehensive service is provided to the customer, whilst ensuring continuous improvement and providing value for money. The HSE requires that the council maintains the competency of its officers and that we have officers with sufficient skills to maintain the breadth of competency needed for Slough specifically.

### Variation from service plan

**The action plan for 2023/24, outlines planned work for the year in Appendix A.**

Departures from this service will be exceptional, capable of justification and be brought to the attention of the Associate Director for Place Regulation without delay. Reasons for any departure from the plan will be fully documented.



## Appendix A: Health and Safety Action Plan 2023/24

<b>Directorate:</b> Place and Communities	<b>Service manager:</b> Levine Whitham, Food and Safety Manager
<b>Division:</b> Public Protection	<b>Budget:</b> £30,000
<b>Team:</b> Food and Safety Team	<b>Number of staff employed:</b> 0.75 FTE
<p><b>Service objectives:</b></p> <ul style="list-style-type: none"> <li>■ Protecting public health via ensuring workplace health and safety; supporting local businesses in Slough and offsetting salaries via the Primary Authority Scheme.</li> <li>■ Provide a value for money health and safety service within the Food &amp; Safety Team with excellent customer focus and well-motivated competent staff to deliver our statutory obligations and the meet the specific needs and priorities of Slough.</li> <li>■ The timely delivery of specific work plans focussed on national and local priorities, evidence based initiatives and joint working with partners both within and beyond the Council to improving the quality of life in Slough and protect customers whilst supporting business growth and developments within the Town Centre.</li> </ul> <p>Slough's Corporate Plan sets out a purpose to closing the healthy life expectancy gap in Slough by:</p> <ul style="list-style-type: none"> <li>■ Having a town where residents can live healthier, safer and more independent lives, specifically: working with partners to target health inequalities and promote wellbeing.</li> <li>■ A cleaner, Healthier and more prosperous Slough, specifically; engaging with businesses to create new employment opportunities for Slough families.</li> </ul> <p>We have strong links to the Council's Corporate Plan. The work of the Food &amp; Safety team is essential in securing safe foundations from which the council can deliver its plan. Without the basics, such as safe places to work and visit and protection against work related injury and disease, it would be impossible to build a safe, healthy and vibrant place to live, work or visit. The service provides a foundation stone for a fit and resilient Borough.</p>	



Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
<p><b>Primary Authority (PA) and Compliance Support.</b></p>	<p>A cleaner, Healthier and more prosperous Slough, specifically; engaging with businesses to create new employment opportunities for Slough families.</p>	<p>Monies invoiced recouped by way of Salary and cost off set target of £80,000 invoiced in conjunction with Trading Standards Team. Consolidate and further develop existing PA partnerships.</p>	<p>Designated officers to work closely with PA businesses to:                      Develop partnerships with PA clients.                      Provide specific advice in relation to management systems and procedures and controls adopted by the company nationally.                      Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant.                      Handle referrals from other local authorities and central government bodies on behalf of that business.                      Develop and publicise Inspection Plans where requested.                      Issue of advice and guidance to other Enforcement.                      Authorities on the company's activities.                      Maintain an accurate record of any advice and guidance.                      Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans where mutually agreeable.                      Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p>	<p>Partial offset of salaries and costs.                      Improved standards, efficiencies and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA).                      Reduced, efficient and effective regulation by other EA nationwide, via the provision of PA support which has a national impact.                      Reduced regulatory burden on PA businesses.</p>	<p>Food &amp; Safety Manager.                      Trading Standards and Licensing Manager.                      All Food Safety and Trading Standards Officers.</p>	<p>March 2024.                      Monthly Reports on hours and income generation.                      Quarterly Reviews of progress.                      Yearly overview of individual company Action Plans.</p>

Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
<p><b>Risk based interventions within business in Slough.</b></p>	<p><b>Statutory Requirement</b> Closing the healthy life expectancy gap in Slough by, having a town where residents can live healthier, safer and more independent live; and working with partners to target health inequalities and promote wellbeing.</p>	<p>Undertake targeted risk based interventions to businesses in line with HSE LAC 67/2 Guidance to Local Authorities on Targeting Interventions. Compliance with National Code for Local Authority Enforcement. Where necessary take action to secure sensible health and safety regulation, proportionate to risk.</p>	<p>Undertake proactive interventions to premises where local intelligence suggests controls are not being managed. Assess the need for interventions and projects based on:</p> <ul style="list-style-type: none"> <li>■ HSE high risk list of activities suitable for inspections.</li> <li>■ HSE national priority list and sector strategies.</li> <li>■ Local priorities and needs of slough.</li> <li>■ Berkshire wide priorities.</li> <li>■ Businesses that have poor food safety management standards, as H&amp;S standards are likely to be similar.</li> </ul> <p>Possible projects/awareness raising in the following areas:</p> <ul style="list-style-type: none"> <li>■ Asbestos management in catering and hospitality premises built before 2000.</li> <li>■ Gas safety in catering premises.</li> <li>■ Electrical safety in hospitality venues.</li> <li>■ Safety of meat slicers in delicatessens.</li> <li>■ Preventing access to large commercial waste bins/recycling bins - prevent accidental crushing to those taking shelter.</li> </ul>	<p>Safer businesses in Slough. Increased awareness of legal duties and standards of compliance. Reduced accident rates. Improved safety and wellbeing for people who work within and visit Slough. Proportionate enforcement action taken where necessary.</p>	<p>All officers.</p>	<p>March 2024. Number of interventions carried out; number of businesses contacted; Assessment of response; Number of issues identified requiring regulatory input. Number of notices served/other enforcement actions.</p>

Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
			<p>■ Under reporting of incidents and accidents generally, with specific focus on reporting under RIDDOR in higher risk sporting activities.</p> <p>Officers to identify and deal with Matters of Evident Concern (MEC) or Matters of Potential Major Concern (MPMC) when visiting premises for other reasons.</p>			
<p><b>Reactive investigations in response to intelligence or reported incidents.</b></p>	<p><b>Statutory Requirement</b> Closing the healthy life expectancy gap in Slough by, having a town where residents can live healthier, safer and more independent live; and working with partners to target health inequalities and promote wellbeing.</p>	<p>Assess and investigate where necessary.</p> <p>Incident and dangerous occurrence notifications.</p> <p>Complaints and service requests relating to workplace health and safety, wellbeing.</p> <p>Asbestos removal notifications. (ASB5s).</p>	<p>Respond to all notifications in line with customer charter and pledge including timescales.</p> <p>Determine if investigation is appropriate using the HSE incident selection criteria, and recording decision.</p> <p>Promptly close service requests which are not serious or present health risks, managing customer expectation from the beginning.</p> <p>Where appropriate signpost customers to self help resources.</p> <p>Investigate and take appropriate enforcement action in line with enforcement policy, prosecution template and internal procedures.</p>	<p>Safer businesses in Slough.</p> <p>Reduced accident rates.</p> <p>Improved safety and wellbeing for people who work within and visit Slough.</p>	<p>All officers.</p>	<p>March 2024.</p> <p>Quarterly monitoring.</p> <p>Response rate in line with corporate standards.</p> <p>Number of interventions undertaken as result of notifications.</p> <p>Number of notices served/other enforcement actions.</p>

Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
<p><b>Legionella controls and registration of cooling towers.</b></p>	<p><b>Statutory requirement</b> Closing the healthy life expectancy gap in Slough by, having a town where residents can live healthier, safer and more independent lives; and working with partners to target health inequalities and promote wellbeing.</p>	<p>Maintain cooling tower register and ensure legionella controls are in place.</p>	<p>Maintain and update registration of all cooling towers in Slough and monitor risk of legionella infection in conjunction with HSE.</p> <p>Assess cooling tower controls and management arrangements for all new cooling towers.</p> <p>Assessment undertaken by desk top review. Bi-annually assessment of control of existing cooling towers by sending out self assessment tools, and review of response.</p> <p>Where necessary inspect cooling towers, specifically where change in management, change of process, alteration, replacement or water treatment or where controls deem unsatisfactory.</p> <p>Provide relevant info about cooling towers in response to legionella case investigations as appropriate.</p>	<p>Cooling tower register updated as necessary.</p> <p>Details of water management arrangements maintained and retrievable.</p> <p>Risk of legionella from cooling towers reduced.</p>	<p>Thomas Kilduff.</p>	<p>End June 2024.</p>

Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
<p><b>Smoke free enforcement and advice.</b></p>	<p><b>Statutory Requirement</b> Closing the healthy life expectancy gap in Slough by, having a town where residents can live healthier, safer and more independent live; and working with partners to target health inequalities and promote wellbeing.</p>	<p>Ensure all premises offering smoking facilities, including Shisha's are complaint with smoke free legislation.</p>	<p>Provide start up advice to new shisha's or premises offering smoking facilities on smoke free compliance.</p> <p>Project on smokefree compliance linking into public health initiatives. Set a clear SBC policy and guidance for businesses, specifically on distancing between smoking shelters and adjoining structures to ensure ventilation.</p> <p>Where intelligence suggests a need undertake surveillance to facilities allowing smoking to ensure compliance. Give advice and take form enforcement action where appropriate in line with council's enforcement policy.</p> <p>Link with other stakeholders, such as Trading Standards and Licensing, planning, BRFRS, NET, police and public health to ensure joined up enforcement.</p>	<p>Reduce risk to health to employees of shisha's and premises offering a smoking facility, from second hand smoke.</p>	<p>All officers.</p>	<p>March 2024. Quarterly review.</p>

Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
<p><b>Private water supplies and private water distribution systems.</b></p>	<p><b>Statutory Requirement</b> Closing the healthy life expectancy gap in Slough by, having a town where residents can live healthier, safer and more independent live; and working with partners to target health inequalities and promote wellbeing.</p>	<p>All private water supplies and distribution systems to be risk assessed.  Appropriate monitoring of the water quality in Private Water Supplies in line with legal requirements.  Complete annual DWI return.</p>	<p>Complete risk assessments for private water suppliers and review every five years.  Agree and monitor implementation of action plans to ensure safe water supplies as necessary.  Assess monitoring results and undertake appropriate follow up in line with guidance and, where necessary, the Council's Enforcement Policy.  Collate monitoring results and complete annual return to the Drinking Water Inspectorate.</p>	<p>Safe water from private water supplies and distribution centres in Slough, with reduced risk of illness.</p>	<p>Sarah Hill.</p>	<p>Ongoing review.  DWI return completed.  Quarterly review.</p>

Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
<p><b>Slough specific:</b>  <b>Safety Advisory Group (SAG).</b>  <b>County liaison group and Regional strategy group.</b></p>	<p>Closing the healthy life expectancy gap in Slough by, having a town where residents can live healthier, safer and more independent live; and working with partners to target health inequalities and promote wellbeing.</p>	<p>Attend meetings, give advice on enforcement issues, changes in standards and guidance, support and take necessary follow up actions.</p>	<p>Supports partnership working with local businesses and stakeholders.                      Give advice to SAG to ensure events are operated safely.                      Benchmark, share intel and information, and support to and from other Berkshire authorities.                      Participate in discussions on health and safety issues regionally, cascading to county groups and the team.</p>	<p>Ensure consistent and proportionate health and safety regulation.</p>	<p>All officers.</p>	<p>March 2024.                      Ongoing monthly and quarterly meeting attendance.</p>

Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
<p><b>Safeguarding and intelligence sharing.</b></p>	<p>Closing the healthy life expectancy gap in Slough by, having a town where residents can live healthier, safer and more independent live; working with partners to target health inequalities and promote wellbeing; and improving community safety, tackling anti-social behaviour, providing a safer town to grow-up.</p>	<p>All officers to use their professional curiosity when making face to face contact with service users, and refer concerns in a timely manner, 100% of the time.</p> <p>Ensure all staff are trained in safeguarding and following the SBC safeguarding principles.</p> <p>Continue to share intel and concerns with other partners such as TVH, HMRC, Immigration and RBFRS.</p>	<p>Use the 'Concern Card', and assess effectiveness of this avenue to rapid reporting.</p> <p>All staff to undertaken SBC online training for safeguarding adults and children on a annual basis.</p> <p>Safeguarding to be on the agenda and discussed at team meetings, 121's, and appraisals.</p> <p>All officers to be vigilant and aware of safeguarding issues when making any face to face service user contact, and follow the corporate safeguarding principles if any concerns are raised.</p> <p>Holistic approach to all operations which involve potential victims with safeguarding issues.</p>	<p>Improve the safety of children and vulnerable people in Slough.</p> <p>Improved life's of people in Slough.</p>	<p>Food &amp; Safety Manager.</p> <p>All officers to support.</p>	<p>March 2024.</p> <p>Monthly review and feedback to Head of Service in department monthly meetings.</p>





# Health and safety - service delivery plan 2023/24