

Health and safety

Service Delivery Plan 2024/25



HEALTH & SAFETY



Health, safety and wellbeing in Slough

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Slough
Borough Council

Introduction

The Food and Safety Team, sits within the Public Protection service, which is part of the Public Health and Public Protection 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 interventions that are project based, and focus on sectors which are high risk, or 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. [Enforcement policy for regulatory and enforcement services – Slough Borough Council.](#)

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.

To be efficient, we look for health and safety compliance and do basic hazard spotting 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.

Our Corporate Plan 2023-27 'A Fresh Start' and the Joint Wellbeing Strategy set out a vision for Slough, and the actions needed to be done to make this a reality. It reflects the significant challenges faced by the Authority while setting out the Council's Priorities for the medium term.

Health and Safety is a foundation stone upon which objectives such as helping residents live healthier lives and the vision for a thriving Town Centre are built. The Action Plan at the rear of this service delivery plan shows, in detail, how we are going to achieve this.

Our service plan reflects the minimum service that we must deliver to meet our statutory obligations. This plan has been informed by local intelligence and the National strategy document LAC 67/2 (Rev 13) '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 2024/25

The Health & Safety action plan for 2024/25, which outlines our planned work for the year is detailed in appendix A. Work in this plan is aligned to the HSE LAC 67/2 Rev 13 Setting Local Authority Priorities and Targeting Interventions for 2024/2025.

As with previous years we will continue to do work in the following areas:

- **Asbestos - Duty to manage asbestos.**
In 2023/24 we wrote to all pubs built prior to 2000, asking to confirm if they have undertaken an asbestos survey. We will follow up with businesses who have not replied to this request and those businesses who replied saying they don't have a plan. We will also look to extend this to other businesses within buildings built prior to 2000.
- **Carbon monoxide poisoning, in Commercial catering premises using solid fuel cooking equipment, as well as gas safety in commercial premises.**
We will undertake checks whilst undertaking food hygiene interventions. To make this intervention efficient, we will also check for electrical safety.
- **Electrical safety in outdoor hospitality settings - we will check to ensure premises such as pubs with gardens and shisha bars have maintained electrical systems.**
- **Raising awareness of the need to prevent injury to members of the public from accessing large commercial waste and recycling bins -**

we raise the awareness of this each year when the colder weather comes.

- **Continue our project on smokefree compliance in shisha premises and premises offering smoking facilities.**

In addition, this year we also aim to do some work on:

- **Updating our information held about industrial estates in the Borough, and providing businesses on these sites with advice on RIDDOR, working at height, workplace transport, and Planned Preventative Maintenance (PPM).**
- **Funeral Directors - the Ministry of Justice and Department of Levelling Up, Housing and Communities in response to a national concern are raising the awareness of good practice in Funeral directors. We aim to support this campaign.**
- **Cellar Safety - we will work with pubs with cellar hatches to ensure a safe system of work is implemented when accessing Cellars via hatches.**
- **Raising the aware of reporting accidents, and the requirements of RIDDOR.**

Our service plan is aspirational this year, and it's likely that some work we'd like to do will be reprioritised.

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.

Looking back at 2023/24

Summary

2023/24 was a challenging year for a number of reasons, the most significant being a migration of Management Information Systems (MIS) which went live in February. Work on this project commenced in August, which has taken the majority of the time of both the Food and Safety Manager and the Food & Safety Professional. Work on this project has been intense, with a significant amount of time given to attending workshops and configuration of the system and ironing out several teething issues.

Since the war in Ukraine, our Business Support Officer has been working the majoring of her time in the Homes for Ukraine project meaning authorised officers are undertaking their own admin work.

We also have the ongoing financial situation and Commissioners supporting council leaders implement a number of directions from the Minister.

The team also had some personnel changes; we gained a newly qualified food officer in June who required competency development, but this still leaves a vacant post. Previous to this, the team had been stable for many years.

Health and Safety interventions and projects

Despite the above, the team made great achievements.

In 2023/24 we aimed to undertake several focused projects. Due to other pressures on our resources we were unable to fully deliver some of these projects. However, we did undertake the following interventions:

- A project on smoke free regulation, especially in shisha premises. This project was funded by our public health colleagues and allowed us to produce Slough specific tailored guidance and information for shisha businesses on the health effects of smoking, the importance of adequate ventilation and compliance with smoke free law. This guidance also gave advice on general health and safety, such as electrical safety in outdoor areas, fire safety etc. We visited all our shisha premises to check compliance and give advice. We worked with businesses to bring them into compliance. 11 businesses were included in the project, none were compliant at the beginning of the project, five were brought into compliance with our support, one subsequently closed, and we are still working with four businesses.

- Asbestos management in catering and hospitality premises built before 2000 - we contacted all relevant pubs on our records to ensure an asbestos survey had been undertaken and controls were in place - this project is still going as aforementioned.
- We use professional curiosity during other interventions, and when in kitchens for food hygiene interventions, we actively check the safety of gas and electrical systems, we also check that, if solid fuel is used, there is adequate ventilation and controls. We actively check machinery for guarding where relevant. This year, during food hygiene interventions we recorded; 169 gas safety checks; 246 electrical safety checks and six checks for guarding on deli slicers.
- Identified 23 matters of evident concern (MEC), and 22 matter of potential major concern (MPMC) during routine food hygiene interventions. These matters are dealt with on the spot, and often result in enforcement action. This is a significant increase on last year, were 27 MEC and one MPMC were identified.
- We produced a Slough specific information leaflet on Gas and Electrical Safety in Food businesses, which was sent to 887 food businesses.
- We sent advice on maintaining electrical equipment in outside environments, such as pubs, to 224 businesses. This aligned to a HSE initiative on electrical safety in Hospitality, following the electrocution of a child in a pub garden.
- We prepared a Slough specific leaflet on preventing access to large commercial bins, which was sent to 879 food businesses during December. People have accessed large commercial containers to seek shelter and unfortunately been crushed when the bins are collected and emptied.
- Gave basic health & safety advice to 171 new food businesses upon registration.

The delivery of projects is important aspect of health & safety regulation, as such we will retain similar project work in the Action Plan for 2024/25.

ARCUS (MIS)

Due to budget pressures and increasing costs and capabilities of our previous MIS, this year we migrated from Civica MIS to Arcus MIS. Preparation for this migration commenced in June 2023, and went live in February 2024, which was a tight and ambitious timescale considering the nature of the project. Work on this project was significant, and took the majority of the time of both the Food and Safety Manager and the Food & Safety Professional, who six months of

this year, worked almost exclusively on this project demands of this project has been intense, with a significant amount of time given to attending workshops, configuration of the system, testing the system, officer training and devising new ways of working. We've had to deal with numerous teething issues, some of which were quite substantial and still ongoing. This naturally has created additional pressure on the whole team, which will remain until the new Arcus has been successfully embedded, expected summer time 2024.

Primary Authority Scheme

Primary Authority (PA) Partnerships comprise 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.

The logo consists of a dark green square with the words "PRIMARY" and "AUTHORITY" stacked vertically in white, bold, sans-serif capital letters. The square is enclosed within a white rounded rectangular border with a thin green inner line.

**PRIMARY
AUTHORITY**

Our specialist officers provide companies trading across council boundaries robust and reliable advice, through 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. Generally over the past few years we have seen a downward trend in PA income, principally due to the fact we lost staff, whose key role was to provide PA advice. We therefore have refocused our abilities and priorities.

However, this year we saw an increase in demand from our PA partners resulting in salary off set 'income' of more than £21k. This is a significant increase on last years £17K. The food & safety team gave over 250 hours of advice interactions with our PA companies; most of this was in response to requests from our partners.

Jointly with Trading Standards, this year we generated a combined income of £43K. In 2022/23 our joint income was £34k.

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 <https://primary-authority.beis.gov.uk/about>. Businesses that would like to join the scheme can email primary.authority@slough.gov.uk or www.slough.gov.uk/primaryauthority

Accident investigations

In 2023/24, 27 incident and one dangerous occurrence notifications were received, a decrease on last year's 35 reports. 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. We are currently investigating a serious workplace accident, which was not reported to us, which supports this thinking. We became aware of a serious workplace accident which happened almost 12 months prior, which was never reported under RIDDOR (reporting of Incidents, Diseases and Dangerous Occurrences Regulations).

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 fewer notifications from medium and small businesses. We plan to undertake an initiative to raise awareness of the requirement for incident and disease. We have planned to do this previously but due to limited resources it has not been completed.

Of the 27 incidents reported nine arose from slips, trips and falls on the same level; six from being stuck by a moving object/vehicle or against something; which aligns to trends on previous years. As a result of these accidents 18 employees needed to stay off normal work duties for more than seven days, three employees sustained a specified major injury (fractures), and three members of the public needed to go to hospital. These figures are similar to last year.



On receipt of each notification we make a decision as to whether the accident warrants an investigation based on current HSE accident investigation guidance.

Complaints about Health and Safety in Slough

Employees and members of the public made 101 enquires and complaints about health and safety. The team received 932 service requests and complaints in total last year, meaning health and safety specific complaints and accidents only account for 11% of these. This figure is very low compared to our food safety demand. The types of queries received are wide ranging, including 17 specific complaints about unsafe workplaces, unsafe use of equipment, poor welfare conditions, 15 statutory lifting equipment notifications, where lifting equipment in use in the borough had been found to be unsafe upon inspection, three workplace accident complaints, 20 requests to comment on

safety for a Temporary Event as we are a statutory consultee, and four request for advice.

Cooling tower registration

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

We have registered 16 premises with 237 notifiable Cooling Towers or Evaporative Condensers. We undertake a bi-annual review of cooling tower registrations & risk management details.

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.

We are often contacted regarding sporadic cases of legionella. We conduct an investigation to look for possible sources in liaison with UKHPA.

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.



Working with partners & 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 active 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 2023/24 we served:

- three Improvement notices; for lack of guarding on meat slicers.
- seven Prohibition notices, five of which were at a single premises following an investigation into an underreported workplace accident, and two at a premises for the unsafe use of a forklift truck.

Prosecutions

We have not taken any prosecutions, although at the end of 2022 we became aware of serious workplace accident which was not reported, which has resulted in an investigation which is still ongoing.



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 2024/25 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 and dealt with.

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 2024/25, outlines planned work for the year in Appendix A.

Departures from this service will be exceptional, capable of justification and be raised to the relevant level. Reasons for any departure from the plan will be documented.

Appendix A: Health and Safety Action Plan 2024/25

Directorate: Place and Communities	Service manager: Levine Whitham, Food and Safety Manager
Division: Public Protection	Budget: £30,000
Team: Food and Safety Team	Number of staff employed: 0.75 FTE
<p>Service objectives:</p> <ul style="list-style-type: none"> ■ Protecting public health via ensuring workplace health and safety; supporting local businesses in Slough and offsetting salaries via the Primary Authority Scheme ■ Provide a value for money health and safety service within the Food & 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 ■ 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 <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"> ■ Having a town where residents can live healthier, safer and more independent lives, specifically working with partners to target health inequalities and promote wellbeing ■ A cleaner, Healthier and more prosperous Slough, specifically; engaging with businesses to create new employment opportunities for Slough families <p>We have strong links to the Council's Corporate Plan. The work of the Food & 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>Primary Authority (PA) and Compliance Support</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 & 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 & Safety Manager Trading Standards & Licensing Manager All Food Safety & Trading Standards Officers</p>	<p>March 2025 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
Risk based interventions within business in Slough	<p>Statutory Requirement</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>Undertake targeted risk based interventions to businesses in line with HSE LAC 67/2 Guidance to Local Authorities on Targeting Interventions.</p> <p>Compliance with National Code for Local Authority Enforcement.</p> <p>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.</p> <p>Assess the need for interventions and projects based on:</p> <ul style="list-style-type: none"> ■ HSE high risk list of activities suitable for inspections ■ HSE national priority list and sector strategies ■ Local priorities and needs of slough ■ Berkshire wide priorities ■ Businesses that have poor food safety management standards, as H&S standards are likely to be similar <p>Possible projects/awareness raising in the following areas:</p> <ul style="list-style-type: none"> ■ Cellar safety ■ Funeral directors ■ Gas and electrical safety in catering premises ■ Safety of machinery in food premises ■ Preventing access to large commercial waste bins/recycling bins - prevent accidental crushing to those taking shelter. 	<p>Safer businesses in Slough.</p> <p>Increased awareness of legal duties and standards of compliance.</p> <p>Reduced accident rates.</p> <p>Improved safety and wellbeing for people who work within and visit Slough.</p> <p>Proportionate enforcement action taken where necessary.</p>	All officers	<p>March 2025</p> <p>Number of interventions carried out; number of businesses contacted;</p> <p>Assessment of response;</p> <p>Number of issues identified requiring regulatory input.</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
			<ul style="list-style-type: none"> ■ Under reporting of incidents and accidents generally, with specific focus on reporting under RIDDOR in higher risk sporting activities ■ Looking at industrial estates and raised the understanding of health and safety ■ Asbestos duty to manage ■ Electrical safety in hospitality <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>			

Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
<p>Reactive investigations in response to intelligence or reported incidents</p>	<p>Statutory Requirement 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> <ul style="list-style-type: none"> ■ Incident and dangerous occurrence notifications. ■ Complaints & service requests relating to workplace health and safety, wellbeing. ■ Asbestos removal notifications. (ASB5s) 	<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. 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 2025</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>Legionella controls and registration of cooling towers</p>	<p>Statutory requirement 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>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 deemed 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 2025</p>

Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
Smoke free enforcement and advice	Statutory Requirement 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	Ensure all premises offering smoking facilities, including Shisha's are complaint with smoke free legislation.	Provide start up advice to new shisha's or premises offering smoking facilities on smoke free compliance. Continue project on smokefree compliance. Link with other stakeholders, such as Trading standards & Licensing, planning, BRFRS, NET, police and public health to ensure joined up enforcement.	Reduce risk to health to employees of shisha's and premises offering a smoking facility, from second hand smoke	All officers	March 2025 Quarterly review

Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
<p>Private water supplies and private water distribution systems</p>	<p>Statutory Requirement 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 & 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>

Health and Safety Service Plan 2024/25

Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
Slough specific: Safety Advisory Group (SAG) County liaison group and Regional strategy group	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	Attend meetings, give advice on enforcement issues, changes in standards and guidance, support and take necessary follow up actions	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.	Ensure consistent and proportionate health and safety regulation	All officers	March 2025 Ongoing monthly and quarterly meeting attendance

Service activity	SBC Priority and statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
<p>Safeguarding and intelligence sharing</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 & 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 & Safety Manager</p> <p>All officers to support</p>	<p>March 2025</p> <p>Monthly review and feedback to Head of Service in department monthly meetings</p>

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