

# Neighbourhood Services & Scrutiny Commission

## Briefing Report

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**PUBLIC SAFETY TEAM 2019 UPDATE AND  
2020 FORWARD PLAN**

Lead director: **JOHN LEACH**

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## Useful information

- Ward(s) affected: **All**
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- Report version: **Update/Final**
- Date of report: **2 January 2020**

## **1. Summary**

- 1.1 The aim of the Public Safety Team (PST) is to prevent and protect those working, living or visiting the city of Leicester from activities or events that could endanger their safety from significant dangers leading to injury, harm or damage.
- 1.2 Currently the PST is made-up of a Team Manager, 5 Environmental Health Officers and 1.6 FTE Enforcement Officers.
- 1.3 The PST regulates a wide range of regulatory legislation governing public safety including health and safety at work legislation, sports ground safety requirements, public health/health protection legislation, explosives/fireworks safety regulations, Health Act and Smokefree legislation, and local byelaws relating to invasive treatments.
- 1.4 The Key Activities undertaken by the Public Safety Team are:

### **Infectious diseases/Outbreak Management**

The team will work with other public health protection agencies (LCC Public Health, Public Health England, CIEH etc.) to prevent the spread of disease to protect public health. This may include investigating outbreaks of infectious diseases, prohibiting unsafe beauty treatment premises, and other public protection activities. The team will take formal action against anyone risking public health.

Example: the team applied to Leicester Magistrates Court for a Part 2A order to enable them to urgently control the risks to public health posed by an unregistered tattooist trading within the city in domestic (LCC owned) premises via Facebook. The order was granted and subsequently enabled the team to raid the premises and seize equipment associated with cosmetic piercing and prevent the activity occurring until the tattooist met the necessary standard. Subsequently the tattooist was successfully prosecuted and given 300 hours community service and pay all the council's prosecution costs.

### **Beauty/Invasive Treatments**

The team currently enforces the registration requirements for hairdressers, cosmetic piercers, tattooists, semi-permanent skin colouring, electrolysis and acupuncture to ensure hygiene requirements are met and maintained to protect public health. However, the team is aware that the beauty industry is rapidly evolving and some of these new treatments pose a similar or greater risk to public health. The team continues to work with colleagues to develop and adopt national legislation that would allow the team to impose a minimum hygiene standard via a license regime on these new and evolving treatments.

Example: Currently the team is undertaking inspections of all premises offering laser and other intense light sources (e.g. IPL) – such treatments present a significant risk to the retina of the eye (permanent blindness) and significant burns to the skin if treatments are not undertaken in accordance with strict procedures. New treatments like dermal fillers, Hijama will also require interventions by the Team.

## **Protecting Vulnerable Persons**

One of the main priorities for the team is to protect vulnerable persons within our community by partnership working with relevant agencies (eg OFSTED, CQC, Leicestershire Constabulary, Leicestershire Fire and Rescue, Borders Agency, and Social Services). By enforcing a wide range of regulatory legislation, the team accesses a range of premises for example residential care homes, public houses, day nurseries and tattooists. With wide-ranging enforcement powers, the PST are able to help ensure that business owners have adequate safeguards in place to protect vulnerable persons.

Example: Following routine inspections of care homes in Leicester, officers noted the following common issues (Legionella, Risk Assessment, Infection Control, and Moving and Handling). As a result, the Team organised workshops with Public Health England and our NHS colleagues to help businesses with compliance. The benefits of the project included vulnerable persons were safeguarded, business compliance improved, and better multi-agency working.

## **Health and Safety at work**

For certain places of work, the Team has regulatory powers. The PST will proactively ensure the safety of all involved with these premises/activities by undertaking risk-based inspections to ensure compliance with regulatory requirements. Typical premises that PST enforces includes shops, offices, warehouses, stadiums, consumer services, hotels, care homes, nurseries, entertainment businesses, pubs/clubs & circuses. The team will also instigate investigations following alerts, complaints, notifications and/or accidents.

Example: Routine monitoring of a Shisha café PST officers noted serious electrical safety breaches and served immediate prohibition notices. The business owner was then prosecuted as he breached the prohibition notice. The business was fined £8000 and made to pay all the Council's prosecution costs of £2597.50. The Director was also fined £980. The business is now compliant following the Team's intervention.

## **Smokefree advice/enforcement**

Smoking is not permitted in smoke free premises. The team enforces the smoking ban in smokefree premises using various techniques including covert monitoring. There is 99% compliance with the only exceptions being shisha cafes.

Example: In 2019 three shisha cafés were found to be non-compliant with smokefree legislation. One business has stopped allowing smoking on the premises and has been issued with a simple caution. Another business has been prosecuted. Legal proceedings have started against the third business and the case is due to be heard in January 2020 at Leicester Magistrates Court. Emerging – Shisha smoking now becoming more 'acceptable' mainstream (15 cafes in Leicester) – ticking public health (not only smokefree) issue.

## **Event Safety/Crowd Safety**

Large scale events (Caribbean Carnival, Pride, Eid Festival etc.) occur in the city resulting in large crowds, the team will work with event organisers to ensure that adequate controls are put in place to ensure crowd safety.

Example: At this year's Caribbean Carnival, attended by 1000's of customers, officers noted numerous contraventions putting employees and businesses at risk. These included very poor security arrangements, poor event management arrangements (stewards could not speak English), poor documentation. Stalls had LPG cylinders with loose connections, leaking petrol generators, and domestic electrical extension cables were being used. All serious un-safe activities were stopped immediately, and reports left for the non-urgent issues.

### **Sports Ground Safety**

Leicester also has 4 certificated sports stadiums (football, rugby, speedway, athletics) that hold regular sporting and other events that attract 1000s of spectators. The primary purpose of a safety certificate is to set the safe capacity of a designated ground, in addition the safety certificate will set out the detailed terms and conditions with which the certificate holder must comply if that capacity is maintained. The team will prioritise public safety by developing and reviewing certificates as necessary, carrying out regular inspections and undertaking events monitoring of key events. Leicester also has two non-certified sports (cricket and basketball) that also require regular inspections to ensure the public are protected.

### **Public Safety in Leisure and Entertainment Premises**

The team will ensure public safety in Leisure and Entertainment premises where Leicester City Council has enforcement responsibilities, the team will proactively ensure the safety of all involved with these premises/activities by undertaking risk-based inspections to ensure compliance with regulatory requirements. The team will also instigate investigations following alerts, complaints, notifications and/or accidents relating to such premises.

Example: A project has just commenced inspecting pubs/clubs in Leicester focusing on violence to staff/customers, smoking areas, beer cellar safety, and compressed gases.

### **Firework safety**

Only licensed businesses are allowed to sell certain types of fireworks to members of the public. Also, those storing fireworks (except those for personal use) must register with the team. The team will ensure that fireworks that are sold and stored by businesses in Leicester not only meet our licensing and registration requirements but that they also meet health and safety legislation.

Example: In 2019 PST officers took swift action against a licensee who was storing fireworks illegally. The licence was revoked by the Public safety Licensing Committee.

1.5 This report seeks to provide:

- An update of the Team's work for past 12 months; and
- Proposed regulatory interventions for 2020.

## 2. Recommendations

2.1 The Commission is asked to:

- a) Note the work undertaken by Leicester City Council's Public Safety Team
- b) Comment on issues raised on 2019/20 interventions and proposed 2020/21 programme.

## 3. Leicester's Commercial Premises Sector

3.1 Leicester is the largest city in the East Midlands region and the tenth largest in England. The city is a major regional commercial, manufacturing and retail centre located close to the M1 and M69. Although it is known for diversity of its trades rather than for the dominance of any single industry, it has a sizeable number of SME's from many diverse ethnic backgrounds.

3.2 The Authority is only responsible for health and safety enforcement in certain premises. The sectors Leicester City Council is responsible are:

- Retail shops (Petrol stations,
- Warehouses (Cash & carry's & distribution centres)
- Offices (Call centres, estate agents,
- Catering premises (Cafes, restaurants, pubs, take-aways)
- Hotels, guest-houses & hostels,
- Residential care homes & sheltered living
- Nurseries (Playgroups, creches & day care)
- Consumer Services (Beauty, hairdressers, tattooists, piercers, acupuncturists etc)
- Sports/Entertainment (Stadiums, arenas, circuses, golf clubs, cinemas, theatres & nightclubs)
- Other (Betting shops, casinos, launderettes, galleries, car/tool hire, funeral directors, health clubs, gyms & zoos)

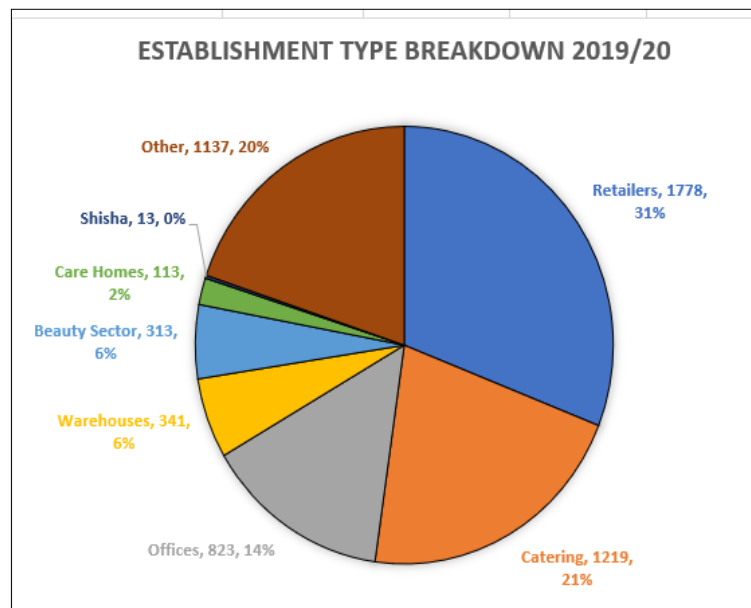
3.3 The number of businesses enforced by the Public Safety Team has steadily increased over the past 5 years (2% over the past 5 years).

Year	2015/16	2016/17	2017/18	2018/19	2019/20
Enforced Businesses	5532	5682	5684	5715	5737

- 3.4 The number of new businesses has been constant over the past 4 years. This year there may be a large increase as 474 have already been logged in the 6 months of the year. This will put increased demand on the Team.

Year	2015/16	2016/17	2017/18	2018/19	2019/20
New Businesses	637	675	660	713	474 (6 months)

- 3.5 The type of businesses enforced by the PST shown below. Retailers, catering and warehouses make-up around 2/3 of the premises in Leicester at present. See below:

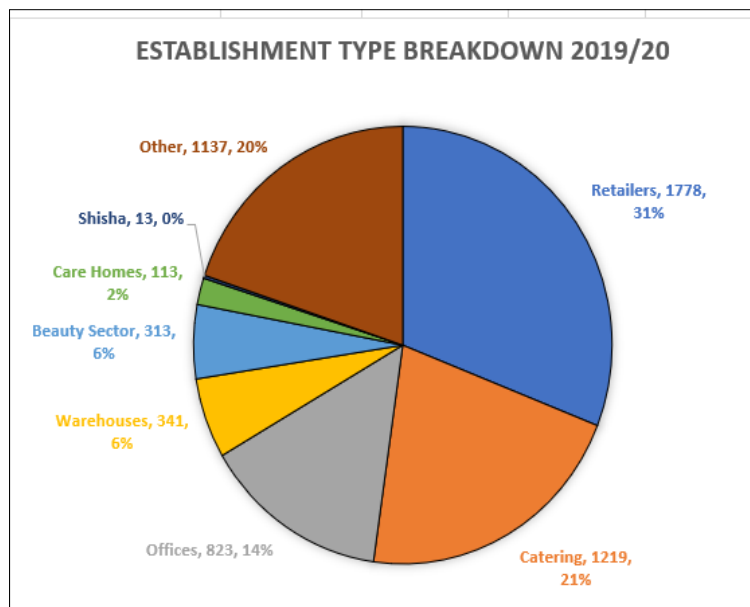


- 3.6 Leicester's commercial sector is made-up of a high number of SMEs that are historically from the Asian sub-continent but now there are an increasing number of Eastern European businesses starting-up. Some are run by people for whom English is not their first language. Several languages are spoken by operators and staff including Bengali, Gujarati, Urdu, Chinese, Turkish, Vietnamese, Turkish and now several eastern European languages.

#### 4. Interventions, Enforcement and Compliance Levels

- 4.1 The PST carry out regular interventions (based on risk) to help ensure businesses are compliant and workers protected.

- 4.2 The type of businesses enforced by the PST shown below. Retailers, catering and warehouses make-up around 2/3 of the premises in Leicester at present. See below:



- 4.3 Leicester's commercial sector is made-up of a high number of SMEs that are historically from the Asian sub-continent but now there are an increasing number of Eastern European businesses starting-up. Some are run by people for whom English is not their first language. Several languages are spoken by operators and staff including Bengali, Gujarati, Urdu, Chinese, Turkish, Vietnamese, Turkish and now several eastern European languages.

## 5. Interventions, Enforcement and Compliance Levels

- 5.1 The PST carry out regular interventions (based on risk) to help ensure businesses are compliant and workers protected.
- 5.2 Performance reports below show the importance of the Teams interventions to ensure continued and long-term compliance:

### Service Demand

Intervention Type	2015/16	2016/17	2017/18	2018/19	2019/20 (6 months)
Advice	161	287	356	240	114
Complaints	353	294	313	318	162
Statutory notifications	55	99	92	80	52
Accidents	99	66	82	51	42
Licences/Registrations	156	142	130	154	85

### Interventions



Intervention Type	2015/16	2016/17	2017/18	2018/19	2019/20 (6 months)
Advice visits	161	287	356	240	114
Inspections	523	420	747	668	324
Compliance checks	486	258	374	344	263
Investigations	493	426	458	267	189

### Enforcement

Enforcement Type	2015/16	2016/17	2017/18	2018/19	2019/20 (6 months)
Advice	858	762	989	826	578
Warning	1185	1086	1603	712	395
Improvement notice	67	9	12	25	9
Immediate prohibition	41	20	24	30	21
Prosecution	2	2	7	0	2

### Compliance levels

Year	2015/16	2016/17	2017/18	2018/19	2019/20
Broadly Compliant %	98%	98%	98%	98%	98%

## **6 Highlights of 2019 Workplan/Interventions**

### **6.1 Inspections projects**

Petrol stations – No formal action needed – contracting sector as supermarkets taking more market share.

Pressure fryers in Takeaways – Major project following complaints/referrals. 10 businesses required immediate prohibition action. 8 needed improvement notices to be served. 6 businesses were immediately referred to Fire Service and were subsequently closed.

Care Homes/Nurseries – Some formal action needed – Legionella failings.

### **6.2 Explosives Licencing**

Significant fall in number of applications received/licences issued. 2 to 5 years licences now affecting figures as well. One licence revoked.

Year	2016/17	2017/18	2018/19	2019/20
Licences	53	53	56	32

### 6.3 Sports Grounds Safety

3 certified stadiums - Regular interventions through-out 2019. KP Stadium/Tigers have developments planned. LCCC, Grace Road now holding regular non-sporting events requiring PST input with crowds of 20,000 expected. Morningside Arena now holds regular non-sporting events and plans to extend to 5,000 as well. More team resources will be required in 2020.

### 6.4 Infection Control

Two significant cases:

Case 1 - Patient with TB transferred to LRI from Peterborough without partnership agreement. Issues relating to Part 2a order that could not be extended and so patient could legally leave LRI without being stopped. Review taking place.

Case 2 - Tattooist working from his bedroom without being registered with LCC. Part 2a order sought/executed. All equipment seized. Successful prosecution – Sentence of 300 hours community service plus all LCC costs (£3260) awarded.



### 6.5 Event Safety

This is another growth area for the Team as more large events are being held in Leicester. This is no longer restricted to Summer events but are now taking place through-out the year. The 2019 workplan for the Team is shown below and it is likely that a similar if not even larger team of resources will be required in 2020.

EVENT/LOCATION	DATE	LEAD	PST ACTION as per Criteria
Holi (Cossington Park)	20/21 Mar	AC/SJ	Advice and monitoring

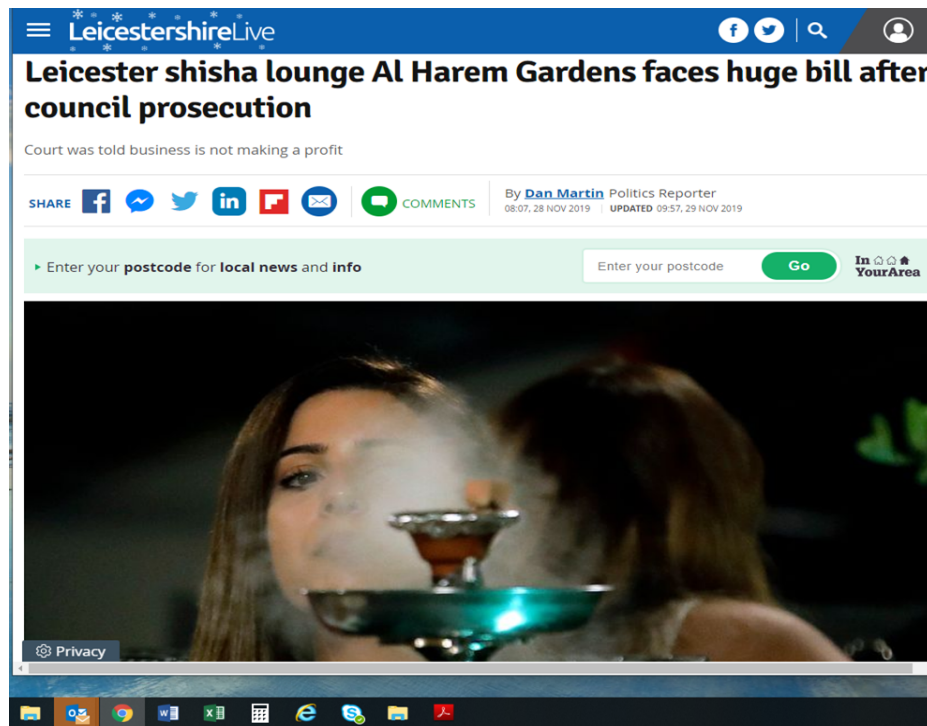
Holi (Spinney Hill)	20/21 Mar	AC/SJ	Advice and monitoring
Colours (Abbey Park)	23 Mar	SJ/AC	Advice and monitoring
Paint Throwing (Bede Park)	Mar?	SJ/NN	Advice and monitoring
Vaisakhi Parade	28 Apr	HT/NN	Advice only
Braunstone Bonanza	25/26 May	GD/LW	Advice and monitoring
Spring Eid Festival (Victoria Park)	4/5/6 Jun?	LW/NN	Advice and monitoring
Western Park Festival	6 July	GA/HT	Advice and monitoring
Nelson Mandela Event (at Park)	20 July	SJ/NN	Advice and monitoring
Shri Gurupournima Festival (Cossington Park)	20 July	SJ/NN	Advice and monitoring
Magic of Thailand (Victoria Park)	20/21 July	SJ/NN	Advice and monitoring
Carnival	3 Aug	AC/SJ	Advice and monitoring
108 – Kundiya Gayatri Yagna – Abbey Park	3/4 Aug	AC/GA	Advice and monitoring
Leicester Fake Festival	10 Aug	HT/NN	Advice and monitoring
Summer Eid Festival (Victoria Park)	12 Aug?	NN/LW	Advice and monitoring
Summer Eid Festival (Spinney Hill)	10/12 Aug	NN/LW	Advice only
Saffron Fete	17 Aug	GD/SJ	Advice only
Leicester Pride - Victoria Park	31 Aug	HT/SJ	Advice and monitoring
Inflatable Adventure world	7 Sep	LW/HT	Advice and monitoring
Circus – Abbey Park	13-20 Oct	HT/GD	Advice and monitoring
Octoberfest (Jubilee Square)	11-13 Oct	LW/SJ	Advice and monitoring
Nagar Kirtan Parade/De Montfort Hall	3 Nov	NN/HT	Advice only
Mowmacre Firework Display - Park	2 Nov?	LW/NN	Advice and monitoring
Queens Road Xmas Market	1 Dec	AC/SJ	Advice only

## 6.6 Smokefree

99.9% of businesses are smokefree compliant. The exception is shisha premises. The Team have had to devote significant resources to ensure these businesses remain compliant. Enforcement action leading to prosecutions has been noted since the introduction of smokefree legislation.

This year one business (Al-Harem Gardens) has been prosecuted for allowing smoking in an enclosed area and dangerous electrics that were immediately prohibited. During the same visit, Her Majesty's Revenue and Customs (HMRC) officers seized 14.74kg of non-duty paid shisha tobacco to the value of £2,214.54.

The business and director were fined a total of 11,897.50 including council prosecution costs of £2597.50.



There are two further prosecutions that are to be heard in early 2020.

#### 6.7 Reactive work

Reactive work continues to be resource intensive and enforcement normally requires two officers per investigation for evidence gathering and corroboration purposes.

### 7 Proposed 2020/21 Business Plan

7.1 Planning for the 2020/21 Business Plan (BP) has already commenced and a draft BP will be available by end of January 2020. The Plan is implemented 1 April 2020.

7.2 The inspections due in 2020/21 are:

Category	Risk	Total Due
A1	High	4
B1	High	68
B2	Medium	365
C	Low	76
<b>Total</b>	<b>-</b>	<b>513</b>

7.3 All high-risk premises (A and B1) will receive a full inspection. B2 and C rated businesses will receive an intervention (local project visit or self-inspection questionnaire).

7.4 Likely Projects/Areas of Focus to be included in BP:

Petrol Stations – Carry out full inspections

Nail bars – Public safety visits with police, immigration and HMRC officer

Defibrillators – Joint project with PH colleagues

HSE Priorities – The HSE direct local authorities on sectors/activities that require an intervention based on national data/trends/accident records.

Event Safety – Provide advice and carry out monitoring of large events.

Sports Grounds Safety – Implement the Team's revised Enforcement Policy. Carry out routine monitoring.

Shisha Premises – Continue with smokefree compliance visits.

Brexit – No health and safety enforcement issues for businesses.

## 7.5 Calendar Highlights

March – Nail bars project; Holi events

April – New workplan; Shisha premises visits; Vaisakhi Parade; Project 1 starts

June – Kasabian concert;

July – Westlife/Little Mix concerts; Nelson Mandela event; Project 2 starts

August – Carnival and Eid events;

September – Leicester Pride

Oct – Explosives licensing; Octoberfest event; Circus; Project 3 starts

December – Project 4 starts

## 8. Financial, Legal and Other implications

### Financial implications

None

Colin Sharpe  
Head of Finance  
Ext 37 4081

### Legal implications

The local authority is required to comply with all of its obligations under the health & safety and public health legislation. These are delegated to officers within the Public Safety Team to carried out. The increased level of non-compliance noted

over the past few years particularly in shisha premises will result in an increase in matters being referred to Legal Services for advice, training and prosecution.

#### Climate Change and Carbon Reduction implications

Delivery of the services described in the report will generate some carbon emissions from the travel involved. Carbon emissions from travel undertaken by staff across the council are managed through a policy of asking staff to consider options for using sustainable travel options, where this is feasible and will not negatively affect the effectiveness and efficiency of service delivery.

Leicester City Council runs a scheme called Green BELLE, which provides grants to improve SMEs energy efficiency, reducing their costs and carbon emissions. The scheme is currently applying for further funding and should be able to support food businesses in the city later in the year.

Aidan Davis, Sustainability Officer, Ext 37 2284

**9. Background information and other papers:**

None.

**10. Summary of appendices:**

Appendix A – Public Safety Team Business Plan

**11. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?**

No.

## **APPENDIX A**

### **PUBLIC SAFETY TEAM - 2018/20 BUSINESS PLAN**



#### **Executive Summary**

The Public Safety Team Business Plan identifies the 2018-2020 priorities for the Public Safety Team, Regulatory Services, Local Services and Enforcement.

The plan sets out how the Council will undertake its statutory duties, focussing on public protection and improving the working environment within Leicester. It supports the Council's corporate objectives and strategies.

#### **Overall Aim**

*“The Public Safety Team (with our partner agencies) seeks to protect those working, living or visiting Leicester from health and safety dangers that could cause significant ill health or injury.*

*We will work with all stakeholders in order to protect employees and the public alike particularly vulnerable persons by ensuring risks are managed properly and that relevant standards are met and maintained.”*

## **Working with Stakeholders**

We will work with all stakeholders to minimise the risk of accidents, incidents or injury. We will do this by:

Providing Clear Advice –	New or small businesses, members of the public, employees etc
Issuing Informal Notices –	Warnings, assurances, undertakings
Taking Formal Action –	Enforcement notices, cautions, prosecutions
Carrying out Disruptive action –	Prohibiting activities, seizures, un-announced monitoring inspections, forced entry under warrants/orders

## **Legislation**

The team achieves its aim by enforcing a wide range of regulatory legislation governing public safety including health and safety at work legislation, sports ground safety requirements, public health/health protection legislation, explosives/fireworks safety regulations, Health Act and Smokefree legislation, and local byelaws relating to beauty treatments.

## **Key Work Objectives**

*Business Advice* - The provision of clear and impartial advice to both new and existing businesses to ensure regulatory compliance using tailored interventions.

*Enforcement* - Enforcement action is undertaken in accordance with Leicester City Council's Enforcement Policy. The team's priority is to enforce against those deliberately flouting the law to the detriment of the public or employees.

*Health and Safety* - For places of work where the Authority is the Regulator, the team will take risk-based interventions to ensure compliance. The team will also instigate investigations following alerts, complaints, notifications and/or accidents.

*Event Safety* – Large-scale events (Festivals, Carnivals, Concerts, Fireworks Displays, Circuses etc) occur in the city resulting in large crowds, the team will work with event organisers to ensure that adequate controls are put into place to ensure crowd safety.

*Sports Ground Safety* – The Team will work with all regulated sporting arenas, grounds and stadiums in Leicester to ensure public safety and protect employees. The team will work with the Safety Advisory Group (SAG) to ensure there is long term compliance at sporting events.

*Protecting Vulnerable Persons* – Protecting the public (employees, customers, persons in care etc) is a central role of the Team where the Authority has the relevant regulatory powers. Regulated activities include under-age smoking, explosives/fireworks, tattooing/body piercing, sunbed use etc.

*Public Health Protection* - The team will work with partner agencies to prevent the spread of disease to protect public health. This may include investigating outbreaks of infectious diseases, prohibiting unsafe beauty treatment premises, and other public protection interventions.

*Smokefree* - The smoking ban is regulated by the team to protect persons from second-hand smoke using appropriate interventions.

*Beauty/Invasive Treatments* - The team is responsible for registering hairdressers, cosmetic piercers, tattooists, semi-permanent skin colouring, electrolysis and acupuncture. The team also regulates non-registerable treatments (laser treatments, nail bars, tanning salons etc) to ensure the public are not put at risk

*Firework Licencing and Safety* – The Team licenses businesses that wish to sell and/or store certain types of fireworks. The Team will ensure that fireworks sold and stored by businesses in Leicester not only meet our licensing requirements but that they also comply with health and safety legislation.

## **Priorities and Planning**

This Business Plan sets out our priorities for the current year. This Plan has considered:

- Local intelligence on accidents and health & safety risks
- New, updated and revised legislative requirements
- National & regional priorities, targets and plans
- BRDO/HSE/SGSA/PHE guidance and priorities
- Joint Health and Wellbeing Strategy action plan
- Regulatory Services action plan

## **2018 – 2019 Planned Projects**

### Operational/High risk

- *High Risk Activities/Premises*  
All identified high risk activities/premises (eg petrol stations, A rated premises etc) will undergo proactive inspection. This is a national HSE priority to contribute towards making Leicester a safer place to work.
- *Sports Grounds/Arenas*  
All identified sports arenas, grounds and stadia will undergo regular interventions (inspections & monitoring) to ensure compliance. This is primarily for public safety and to ensure safety certificate requirements are met.
- *Large Public Events*  
All identified public events (Concerts, Holi, Caribbean Carnival, Eid Festival, Leicester Pride, Oktoberfest, Circuses etc.) will be provided with appropriate health and safety advice in advance and monitoring will be carried out to ensure



compliance. This is primarily a public safety role to ensure events run smoothly and without incident.

- *Explosives (Fireworks) Licensing*  
All premises storing and/or selling explosives (fireworks) within premises require licences. All such premises will be inspected based on risk to ensure compliance as part of the licensing application process. This is primarily for public safety and to ensure licence requirements are met.
- *Residential Care Homes*  
This Authority will carry out a range of interventions to reduce accidents and injury as a result of moving and handling within care homes. These inspections will tie in with the HSE's 'Go Home Healthy' Campaign to reduce moving/handling injuries in the care sector. Currently, 507,000 workers suffer from MSDs.
- *Animal Visitor Centres*  
All identified animal visitor centres will undergo an annual proactive inspection. This is a national HSE priority and will help to minimise any ill-health of public/employees/cross contamination from arising.

#### Local Projects/Activities/Interventions

- *Large Venues*  
As part of the public safety role – All venues used/hired for large events (weddings, concerts, Navaratri etc) will be inspected based on risk to ensure they meet health and safety requirements and raise awareness of dutyholders about public safety/fire safety.
- *Improve health and safety standards within IPL/Tanning salons*  
This has been noted as a growth area in Leicester. The Team will implement Phase 2 of this project by carrying out a programme of 'un-announced' inspections of such premises to help ensure these premises are safe and properly maintained for employees and members of the public alike.
- *Children's Leisure Premises/Activities*  
Following a recent fatality in this sector (adventure playgrounds, laser quest, trampolining centres etc), this Authority will carry out a range of interventions to raise and maintain standards and minimise the likelihood of accidents.
- *Reduce risks associated shisha smoking*  
PST will continue with a risk-based programme of monitoring inspections of shisha premises to help ensure employees and others vulnerable persons are protected from the effects of second-hand-smoke and ensure smoking areas are compliant with smokefree legislation.
- *Swimming Pools*  
Following a recent fatality and changes to the health and safety guidance, this Authority will be carrying out inspections of all (non LCC) swimming pools to ensure compliance, maintain standards and minimise the likelihood of accidents.
- *Children's Nurseries*  
This Authority carried out inspections of nurseries in 2016 to help protect vulnerable persons and improve health and safety standards in private children's

nurseries/playschemes. To ensure compliance is long term and standards are being maintained, a further joint project with the Early Years Team will be carried out.

- *Maintain/Improve health and safety standards within Beauty premises*  
This has been noted as a growth area in Leicester. Registered premises will be inspected to help ensure they meet current standards, they are properly maintained and the public protected.
- *Butchers*  
This Authority carried out inspections of butchers shops in 2016 to help protect vulnerable persons and improve health and safety standards following two accidents involving amputations. To ensure compliance is long term and standards are being maintained, a further project of sample premises will be carried out.

### Educational/Awareness Raising

- *Reduce the number of illegal and unsafe practitioners within beauty sector*  
Working with our public health colleagues, educate the public on the risks associated with having invasive treatment in illegal, un-registered and usually un-safe premises with poor hygiene controls.
- *Call Centres*  
Work-Related Stress (WRS) results in 12 million working days lost last year due to work related stress. This is part of the HSE's 'Go Home Healthy' campaign and the PST will be raising awareness within call centres to minimise ill health.
- *Travel Agents - Help reduce incidents of communicable diseases*  
The popularity of low-cost flights has meant that foreign travel is now easier and more widely accessible. This has resulted in more communicable diseases cases being reported as a result of foreign travel due to suitable inoculations not having been taken before travelling abroad. A project will be developed to increase awareness of customers of local travel agents.
- *Beverage Gases in the entertainment Sector*  
New HSE priority that LA's to take account of this issue during interventions with all businesses. 2018/19 – Awareness raising campaign to be carried out.
- *Gas Safety Regulations changes*  
An awareness raising campaign will be put in place to alert dutyholders of the changes in gas safety requirements.
- *Preventing injury to members of public from large commercial waste and recycling bins*  
New HSE priority that LA's to take account of this issue during interventions with all businesses.
- *Violence at Work – Help reduce incidents in targeted workplaces*  
Carry out a range of interventions with identified business (bookmakers, night clubs, entertainment sector, retail shops etc) premises to help protect vulnerable persons from violence at work attacks.

## 2019 – 2020 Planned Projects

### Operational/High risk

- *High Risk Activities/Premises*  
All identified high risk activities/premises (eg petrol stations, A rated premises etc) will undergo proactive inspection. This is a national HSE priority to contribute towards making Leicester a safer place to work.
- *Sports Grounds/Arenas*  
All identified sports arenas, grounds and stadia will undergo regular interventions (inspections & monitoring) to ensure compliance. This is primarily for public safety and to ensure safety certificate requirements are met.
- *Large Public Events*  
All identified public events (Concerts, Holi, Caribbean Carnival, Eid Festival, Leicester Pride, Octoberfest, Circuses etc.) will be provided with appropriate health and safety advice in advance and monitoring will be carried out to ensure compliance. This is primarily a public safety role to ensure events run smoothly and without incident.
- *Explosives (Fireworks) Licensing*  
All premises storing and/or selling explosives (fireworks) within premises require licences. All such premises will be inspected based on risk to ensure compliance as part of the licensing application process. This is primarily for public safety and to ensure licence requirements are met.
- *Carbon Monoxide Risks in Commercial Catering Premises*  
The HSE have prioritised this risk in commercial catering premises and this Authority carried out inspections of relevant catering premises in 2017. To ensure compliance is long term and standards are maintained, a further project will be carried out.
- *Animal Visitor Centres*  
All identified animal visitor centres will undergo an annual proactive inspection. This is a national HSE priority and will help to minimise any ill-health of public/employees/cross contamination from arising.
- *Maintain/Improve health and safety standards within Beauty premises*  
This has been noted as a growth area in Leicester. Registered premises will be inspected to help ensure they meet current standards, they are properly maintained and the public protected.

### Local Projects/Activities/Interventions

- *Reduce risks associated shisha smoking*  
PST will continue with a risk-based programme of monitoring inspections of shisha premises to help ensure employees and others vulnerable persons are protected

from the effects of second-hand-smoke and ensure smoking areas are compliant with smokefree legislation.

- *Retail Bakeries*

Flour dust in craft bakeries and in-store bakeries has been highlighted as a concern by the HSE. As part of the 'Go Home Healthy' campaign the PST will carry out focused inspections.

#### Educational/Awareness Raising

- *Reduce the number of illegal and unsafe practitioners within beauty sector* Working with our public health colleagues, educate the public on the risks associated with having invasive treatment in illegal, un-registered and usually un-safe premises with poor hygiene controls.
- *Travel Agents - Help reduce incidents of communicable diseases*  
The popularity of low-cost flights has meant that foreign travel is now easier and more widely accessible. This has resulted in more communicable diseases cases being reported as a result of foreign travel due to suitable inoculations not having been taken before travelling abroad. A project will be developed to increase awareness of customers of local travel agents.
- *Beverage Gases in the entertainment Sector*  
New HSE priority that LA's to take account of this issue during interventions with all businesses. 2018/19 – Awareness raising campaign to be carried out. 2019/20 – proactive inspections to be carried out.
- *Acid Licensing – Implementing new licensing regime*  
Nationally there has been an increase in crimes associated with acids. The government has indicated its intention to restrict the sales/storage of acids. Once the legislation has been enacted, the PST will carry out an awareness raising campaign for businesses and the public.
- *Violence at Work – Help reduce incidents in targeted workplaces*  
Carry out a range of interventions with identified business (bookmakers, night clubs, retail shops etc) premises to help protect vulnerable persons from violence at work attacks.
- *Preventing injury to members of public from large commercial waste and recycling bins*  
New HSE priority that LA's to take account of this issue during interventions with all businesses.

#### *Load Safety/Security –*

New HSE priority that LA's to take account of this issue during interventions with all businesses.

#### **Likely Reactive Interventions/Activities 2018 - 2020**

In addition to planned proactive activities above, it is anticipated that the following reactive work will also be undertaken by the Team:

- *Riddor Investigations* – Investigation of accidents, dangerous occurrences, notifiable diseases that meet criteria
- *Complaint Investigations* – Investigation of complaints that meet criteria
- *Infectious Diseases Notifications* - Investigation of notifications that meet criteria or with matrix (as agreed with PHE)
- *Asbestos/LOLER Notifications* – Investigation/monitoring of notifications
- *Explosives Licensing* - All new business will undergo proactive inspections to ensure compliance
- *Beauty Treatment Registrations* – Carry out compliance inspections and issue certificate for registerable activities
- *Explosives Licensing Applications* – Premises meeting criteria will be liable for an inspection and representations made when concern is noted
- *NEW Legislation – Acid Storage/Retail Licensing* – New work activity likely to require additional resources for awareness raising, inspections, administering licensing applications, dealing with representations etc.
- *Telephone Riddor Investigations* – Clarification/Investigation of accidents to confirm formal investigation is not warranted
- *Informal Telephone Advice* – Provide advice upon request deal

### **Businesses to be targeted**

The following premises/sectors have been identified as warranting an intervention in 2017/18:

- Residential Care Homes
- Commercial Catering Kitchens
- Bookmakers
- Pubs/Nightclubs/Casino's
- Shisha Cafes
- Sports Stadiums
- Petrol Stations
- Invasive Treatment Premises
- Licensed Fireworks Sellers/Storers
- Swimming Pools
- Nurseries/Playschemes
- Children's Play Centres

### **Targeting Our Interventions**

Leicester City Council targets its interventions:

- to maximise our impact in improving health and safety outcomes
- to secure action by duty holders to manage and control the health and safety risks of their work activities
- on the duty holders who are best placed to control the risks whether they be employers or others
- with our partner agencies/LCC teams can influence risk reduction
- on activities that give rise to serious risks or where the hazards are least well controlled
- to stop those that seek economic advantage from non-compliance (e.g. rogue traders/poor performers)
- to protect vulnerable persons to help reduce incidents of ill health and workplace accidents

### *Delivering Our Objectives*

To deliver its objectives the team undertakes the following interventions:

- Advice
- Website with up-to-date information
- Inspections
- Self-assessment questionnaires
- New high-risk businesses advice/inspections
- Revisits to check on compliance
- Investigation of accidents, dangerous occurrences, notifiable diseases, asbestos/LOLER notifications meeting criteria
- Investigation of complaints meeting criteria
- Formal enforcement (prohibition and legal action) where appropriate

### *Monitoring*

Performance will be reported on a monthly basis to senior management and regular briefings to the lead member.

### *Our Partners*

The Public Safety Team will continue to work in partnership with the following organisations to raise health and safety standards:

- LCC: Public Health; Food Safety Team, Trading Standards Service, Central Health and Safety Unit, Licensing Unit, Building Control Service, Planning, Pollution/Noise Control Service, City Wardens, Safeguarding, Early years, - Ongoing
- Health and Safety Executive - Ongoing
- Leicestershire Local Authorities - Ongoing
- Midlands Unitary LA's Better Practice Group - Ongoing
- Public Health England – Ongoing
- Leicestershire Fire and Rescue - Ongoing
- Leicestershire Constabulary – Ongoing
- HMRC – Ongoing
- Safety Advisory Group – Ongoing
- OFSTED – Ongoing
- CQC – Ongoing

## **Team Building/Officer Competency**

This Authority will continue to train and develop our officers to ensure they remain competent. In addition, there are some key areas of development/increasing the Team's knowledge base this year:

- Dealing with fatalities, injured persons and bereaved families; and
- Carrying of social media-based investigations
- Event safety

### *Charging Policy*

The Team charges for the following:

Special sports grounds safety certificates  
Explosives licensing  
Tattooing registrations  
Acupuncture registrations  
Body piercing registrations  
Electrolysis registrations  
Semi-Permanent registrations  
Hairdressing registrations  
Investigation reports to support civil claims

### *Our Resources*

The above Business Plan is based on the following team resources and existing business/Admin support resource/arrangements:

1.0 FTE Team Manager; and  
6.6 FTE Officers.

NB. April – August 2018 – Only 4.6 FTE officers will be available and so the workplan has been adjusted accordingly.

**Govind Mandora**

Team Manager

20/3/18