

EAST AYRSHIRE COUNCIL
DEPARTMENT OF NEIGHBOURHOOD SERVICES - HEALTH & SAFETY ACTION PLAN 2009/ 2010

No	Goals	Target Date	Progress & Comments
OBJECTIVE 1 - ENCOURAGING A POSITIVE SAFETY CULTURE INVOLVING ALL EMPLOYEES			
ACTION AREA 1.1 - Services will ensure the implementation of corporate master safety file standards			
CORPORATE GOAL			
1.1.1	Corporate Safety Section will develop new or revise existing Master Safety Standards, to give direction as to how the organisation meets its legal obligations.	Within one month of implementation date	
DEPARTMENTAL GOALS			
1.1.1.1	Before Standards are released for inclusion into the Master Safety File they will, in their draft format, be circulated to Directors and Heads of Service, for them to be cascaded down to appropriate employees for comments and then be suitably amended before final distribution.	Distribution of draft Standards, comments received and returned to Corporate Safety Section within one month	
1.1.1.2	It will be the responsibility of the local and Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly meetings	
1.1.1.3	Distribution of new/ amended Master Safety File Standards <ul style="list-style-type: none"> • Upon receipt of the finalised Standard, for inclusion within the Master Safety File, the document will be brought to employees attention and discussed at team meetings. 	Within one month of receipt of new/ revised Master Safety	

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	It will be the responsibility of Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly meetings	
ACTION AREA 1.2 – Senior Managers will lead by example and set the tone for the safe and healthy delivery of their service			
CORPORATE GOAL			
1.2.1	Section Managers will ensure that risk assessments and communications are proportionate and relevant to their services.	October 2009 & March 2010	
DEPARTMENTAL GOALS			
1.2.1.1	To ensure that suitable and sufficient risk assessments exist and pertain to the needs of the service; subsequent, continual development and review of risk assessments is required. Risk Assessments can only be carried out by those who have attended an East Ayrshire Council, Risk Assessment Course.	As and when required	April-September 2009 saw 30 employees trained to undertake risk assessments.
1.2.1.2	Contents of risk assessments to be discussed with those for whom they are being developed/ reviewed, to ensure that they are suitable & sufficient and that there will be nothing 'new' in those control measures to be implemented. Risk Assessments to be signed off by Risk Assessors and Managers.	As and when required	52 employees across Neighbourhood Services are developing and reviewing risk assessments, at least on a 12 monthly basis. Each Service within the department is regularly reviewing the contents of their risk assessments.
1.2.1.3	It will be the responsibility of Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly Meetings	

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No	Goals	Target Date	Progress & Comments
1.2.1.4	Compliance with the distribution of risk assessments and associated communications will be reported to the Chief Executive's Health & Safety Strategy Group.	Reporting to CE's H&S Strategy Group	Upon development and review of risk assessments, each Service is discussing the contents of risk assessments with pertinent personnel.
1.2.1.5	Six-monthly reviews on progress of the development/ amendment of risk assessments and associated communications to Service's Safety Groups and Strategy Group.	Oct 2009 & March 2010	Building & Works in conjunction with the Health & Safety Co-ordinator have developed over 40 Risk Assessment Protocol (RAP) Sheets. Further RAP Sheets are being developed.

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No	Goals	Target Date	Progress & Comments
ACTION AREA 1.2 – Senior Managers will lead by example and set the tone for the safe and healthy delivery of their service			
CORPORATE GOAL			
1.2.2	Section Managers to liaise with Corporate Safety Adviser and Safety Co-ordinators and other work groups when considering or undertaking remedial or new works.	Monthly Section Management Meetings	
DEPARTMENTAL GOALS			
1.2.2.1	<p>Managers/ Supervisors development and delivery of Toolbox Talks (TBTs):</p> <ul style="list-style-type: none"> • TBTs to be developed so as to remind employees of the main corporate policies, procedures and objectives as well as the findings from (pertinent) risk assessments with respect to identified hazards and associated control measures. TBTs will also be delivered & promptly, as a result of the report of any near misses or incidents. Examples include Reporting of Incident/ Near Miss and Incidents of Violence; Display Screen Equipment; Working at Height/ Ladder Safety; Manual Handling; Vehicle and Pedestrian Safety; Stress Awareness. Assistance can be provided by the Departmental Safety Co-ordinator or Safety Adviser. • It will be the responsibility of the Services' Health & Safety Groups to ensure compliance with this action area • Compliance with the development & delivery of TBTs will be reported on to the Chief Executive's Health & Safety Strategy Group Meetings. 	<p>Delivery of TBTs: Every 2-3 months</p> <p>Monthly Section Management Meetings</p> <p>Reporting to CE's H&S Strategy Group.</p>	<p>Toolbox Talks (TBTs) are regularly developed/ reviewed, as required and subsequently delivered to pertinent groups of employees.</p> <p>Examples of TBTs include Swine Flu; Manual Handling; Reversing Vehicles and Masternaut System</p> <p>Subsequently, over 400 employees have received at least one TBT in the last 6 months: April-September 2009</p>

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No	Goals	Target Date	Progress & Comments
ACTION AREA 1.3 – Managers will communicate their expectations of health and safety performance with their employees			
CORPORATE GOAL			
1.3.1	All new employees to receive Corporate, Departmental and local workplace Health & Safety Induction.	Within first two months of taking up appointment	<p>All employees new to the department or service have received Corporate, Departmental and local/ site induction.</p> <p>Ongoing delivery of local/ health & safety induction training s provided by the department's Health & Safety Co-ordinators to apprentices and new employees, including temporary workers; those on the Get Ready for Work and Prince's Trust schemes and on work experience.</p>
DEPARTMENTAL GOALS			
1.3.1.1	Employee and instructor to date & sign-off date(s) of induction training. Copy of contents of induction training programme to be retained.	Within first two months of taking up appointment	

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CORPORATE GOAL			
1.3.2	Section managers and Premises Managers will establish Health & Safety Groups to review local health & safety issues with support from Corporate Safety Advisers and Safety Co-ordinators	October 2009	Management Work Groups and Monitoring Groups are in existence in Services, meeting on a regular basis.
1.3.3	Section Managers and Premises Managers will establish Health & Safety Groups to develop & review risk assessments, procedure documents and other similar safety publicity with support from Corporate Safety Advisers and Departmental Safety Co-ordinator(s).	October 2009	
DEPARTMENTAL GOALS			
1.3.3.1	To ensure that a series of suitable & sufficient risk assessments exist and pertain to the needs of the service; subsequent, continual development and review of risk assessments is required. Risk Assessments must only be carried out by those who have attended an East Ayrshire Council, Risk Assessment Course.	Provide monthly feedback to Section and Premises Managers	
1.3.3.2	Contents of risk assessments to be discussed with those for whom they are being developed/ reviewed, to ensure that they are suitable & sufficient and that there will be nothing 'new' in those control measures to be implemented. Risk Assessments to be signed off by Risk Assessors and Managers.	Provide monthly feedback to Section and Premises Managers	
1.3.3.3	It will be the responsibility of the Services' Health & Safety Groups to ensure compliance with this action area.	Provide monthly feedback to Section and Premises Managers	

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No	Goals	Target Date	Progress & Comments
1.3.3.4	Compliance with the distribution of risk assessments and associated communications will be reported on to the Chief Executive's Health & Safety Strategy Group Meetings.	Provide monthly feedback to Section and Premises Managers	
1.3.3.5	Six-monthly reviews on progress of the development/ amendment of risk assessments and associated communications to Local Service's Safety Groups and Strategy Group.	Provide monthly feedback to Section and Premises Managers	

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No	Goals	Target Date	Progress & Comments
OBJECTIVE 2 – REDUCING INCIDENTS AND ILL-HEALTH AT WORK			
ACTION AREA 2.1 - Setting specific, measure-able, attainable, relevant, time bound (SMART) targets for health and safety performance including incident and ill-health reporting.			
CORPORATE GOAL			
2.1.1	Section Managers will review incident data with Corporate Safety Adviser and Safety Co-ordinator to consider trends or hot spots and ensure the review of risk assessment and procedure paperwork.	July 2009 then Monthly Management Section Meetings	Monthly reports are developed for Executive Director and this includes a breakdown of types of incidents – accidents, near misses and violence & aggression, by service
DEPARTMENTAL GOAL			
2.1.1.1	Managers and Premises Managers will review incident data with Departmental Safety Co-ordinator or Safety Adviser to consider trends or hot spots and ensure the review of risk assessments and procedural paperwork and identify any further training issues.	Within four weeks of reported incident	Incident data is discussed by Health & Safety Co-ordinator with Heads of Service on an ongoing and regular basis
2.1.1.2	Development or review of risk assessments and associated procedural documentation when employee absence(s) is connected to a workplace incident. Development/ review of associated toolbox talk.	Within four weeks of reported incident	Safety Section are attending a refresher, 3-days Fire Risk Assessment Course delivered by the Fire Protection Association; first group attended 21-23 October 2009

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2.1.1.3	It will be the responsibility of the Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly Meetings	Fire Risk Assessments are undertaken by Safety Team. To date, 25 Fire Risk Assessments have been undertaken between April-September 2009
ACTION AREA 2.2 - Heads of Service will include Occupational Stress Audits within their Action Planning processes.			
CORPORATE GOAL			
2.2.1	Heads of Service and their Section Managers will work with Human Resources Officers to implement a series of Occupational Stress Audits using the HSE Stress Management Toolkit, facilitated by Corporate Safety Advisers and Safety Co-ordinators.	December 2009 for programme	Human Resources Officers; Learning & Development Officers and Safety Team are attending a one-day, Stress Facilitators' Course – 2 & 10 November 2009. From which time, the HSE Stress Management Toolkit will then be rolled out.
2.2.2	Implement interventions identified following the reporting of the HSE Stress Management Toolkit.	Identify first interventions: February 2010	
DEPARTMENTAL GOAL			
2.2.2.1	It will be the responsibility of the Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly meeting	

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No	Goals	Target Date	Progress & Comments
CORPORATE GOAL (Not in present Corporate Action Plan)			
2.2.3	Health Surveillance – Determine health hazards and conditions that could cause harm to the body and implement control measures to minimise if not eliminate effects.		
DEPARTMENTAL GOAL			
2.2.3.1	Managers – The development of suitable & sufficient risk assessments, by competent persons to determine how exposure to hazards can cause harm and impact upon the body – DSE; COSHH, Noise, Stress; HAVs/ Whole Body Vibration; Asbestos and other physical, chemical, biological & ergonomic hazards encountered in and/ or as a result of the work activity and the environment.	As and when required	COSHH Assessments are continually reviewed, using the Sypol System. Ongoing and continuing work with Occupational Health and Roads & Transportation and Building & Works Services with respect to HAVS and Noise Induced Hearing Loss Surveillance.
2.2.3.2	Co-ordination of health surveillance techniques and monitoring of results with Occupational Health.	As and when required	
2.2.3.3	It will be the responsibility of the Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly meetings	

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No	Goals	Target Date	Progress & Comments
OBJECTIVE 3 - UNDERTAKING CONSISTENT AND PROPORTIONATE AUDITS AND INSPECTIONS			
ACTION AREA 3.1 - Executive Director will report active monitoring outcomes and resultant action plan progress to demonstrate safety management performance			
CORPORATE GOAL			
3.1.1	Heads of Service and Section Managers will ensure six-monthly workplace inspections are undertaken and action plans developed to rectify failures.	At six-monthly intervals	Executive Director has undertaken 2 inspections of work sites; Heads of Service each undertaking 2 inspections per month.
DEPARTMENTAL GOALS			
3.1.1.1	Remedial action must be taken where there are issues that have the potential to cause harm to all that have the potential of accessing/ egressing and using/ visiting the premises. All remediation works must be carried out by a competent person with records maintained, in a timely manner; being instructed through Asset Improvement Service.	Within four weeks of Inspection being undertaken	Building & Works' Improvement Agenda requires Supervisors to undertake 2 inspections per day, of work sites. Health & Safety Co-ordinators each undertake one inspection per week.
3.1.1.2	It will be the responsibility of the Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly Meetings	
3.1.1.3	Compliance with the undertaking of six-monthly management workplace inspections will be monitored, being reported on to the Chief Executive's Health & Safety Strategy Group Meetings.	Quarterly Meetings	
CORPORATE GOAL			

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No	Goals	Target Date	Progress & Comments
3.1.2	Executive Directors will work with Corporate Safety Advisers and Safety Co-ordinators to identify and audit the performance of the safety management of their activities.	September 2009 for programme	Corporate Safety Adviser provides a monthly report to Executive Director on how the NS' Safety Team is assisting managers in the management of health, safety & welfare issues.
DEPARTMENTAL GOAL			
3.1.2.1	It will be the responsibility of the Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly Meetings	
ACTION AREA 3.2 - Depute Chief Executive will report safety performance of the council, following an active monitoring programme			
CORPORATE GOAL			

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No	Goals	Target Date	Progress & Comments
3.2.1	The Corporate Safety Section will undertake bespoke slice audits of activities or premises to confirm safety performance reporting.	May 2009 & November 2009	<p>During May 2009, the following Slice Audits were undertaken:</p> <ul style="list-style-type: none"> • Town Hall, Cumnock • Dick Institute • Cleansing Office • Community Recreation • Gavin Hamilton Centre • Grand Hall • Palace Theatre • Outdoor Amenities, Cumnock • Transport Garage • Gauchalland Depot • Underwood Depot • Munro Place • Holmquarry House <p>Slice Audits will be undertaken during November 2009.</p>

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No	Goals	Target Date	Progress & Comments
3.2.2	The Corporate Safety Section will undertake active monitoring through review audits of the workplace inspections implemented locally.	March 2010	
DEPARTMENTAL GOALS			
3.2.2.1	Findings of audits to be presented to Heads of Service and Executive Director; items identified to be addressed and suitably tackled.	Timescales as identified within body of Audit	
3.2.2.2	To ensure the efficacy of the environment in which work is being undertaken and the health, safety & welfare of those directly and indirectly affected, COSHH Assessments will be undertaken by the Departmental Safety Co-ordinator or Safety Adviser.	As required	COSHH Assessments being undertaken by Safety Team with use of SYPOL System.
3.2.2.3	The Departmental Safety Co-ordinator and Safety Adviser will work with programme for ensuring that Fire Risk Assessments are undertaken on premises that are, or are in the main, occupied by personnel working within Corporate Support.	Programme of fire risk assessments to be identified – July 2009	Fire Risk Assessments being undertaken by Safety Team. Safety Team (by part) attending a refresher Fire Risk Assessment Course (October 2009).
3.2.2.4	It will be the responsibility of the local and Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly meetings	

No	Goals	Target Date	Progress & Comments
OBJECTIVE 4 - TRAINED, COMPETENT EMPLOYEES			
ACTION AREA 4.1 - Departmental Management Teams to ensure appropriate training is provided for employees to enable them to work safely.			
CORPORATE GOAL			
4.1.1	Section Managers will ensure their employees receive appropriate training to enable them to carry out their tasks safely.	Nov 2009 for EAGER returns to Organisational Development	13 employees have successfully completed their IOSH Managing Safely course: April-Sep 2009. 19 employees from Building & Works attended a one-day, IOSH Managing Safely Refresher Course: 19 July 2009. A further course for 8 persons has been arranged for November 2009.
4.1.2	Section Managers will ensure their employees receive specific training for any additional functions they are assigned e.g. Fire Warden, First Aider, Risk Assessor, DSE Assessor.	Nov 2009 for EAGER returns to Organisational Development	Section Managers are maintaining First Aiders and Appointed Persons– achieved through ARC Training.
4.1.3	Section Managers should ensure EAGER identifies training to complement the competencies required to undertake their work safely.	Nov 2009 for EAGER returns to Organisational Development	

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No	Goals	Target Date	Progress & Comments
ACTION AREA 4.2 - Departmental Management Teams to ensure relevant management and safety training is undertaken by employees			
CORPORATE GOALS			
4.2.1	Each Head of Service and their Section Managers will identify supervisory employees to undertake management development programmes, e.g. IOSH Managing Safely and Stress Management.	Nov 2009 for EAGER returns to Organisational Development	
4.2.2	Section Heads to identify employees requiring general health, safety & welfare awareness training, e.g.: <ul style="list-style-type: none"> ◆ Personal Stress Awareness ◆ Lifting & Handling ◆ Ladder Safety ◆ COSHH Awareness ◆ Asbestos Awareness ◆ Sharps/ Blood-borne Viruses ◆ Non-violent crisis intervention training (CPI). 	Nov 2009 for EAGER returns to Organisational Development	Ongoing delivery of asbestos awareness; ladder safety and lifting & handling training, as required – in many areas, delivered as core, induction training. Ongoing delivery of one-day, non-violent crisis intervention training (CPI) being delivered
DEPARTMENTAL GOALS			
4.2.2.1	Compliance with the training topics delivered, expected numbers and numbers of those who attended will be reported on to the Chief Executive's Health & Safety Strategy Group Meetings.	Quarterly meetings	

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No	Goals	Target Date	Progress & Comments
ACTION AREA 4.3 - Departmental Management Teams to ensure adequate resources are provided to enable training of employees.			
CORPORATE GOAL			
4.3.1	Section Managers will ensure adequate cover is available to support employee attendance at training courses.	Nov 2009 for EAGER returns to Organisational Development	
DEPARTMENTAL GOALS			
4.3.1.1	Compliance with the training topics delivered, expected numbers and numbers of those who attended will be reported on to the Chief Executive's Health & Safety Strategy Group Meetings.	Quarterly Meetings	
4.3.1.2	It will be the responsibility of the Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly Meetings	

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OBJECTIVE 5 – KEY RISK AREAS			
ACTION AREA 5.1 - Management of Road Risk			
CORPORATE GOAL			
5.1.1	Each Head of Service to report to Executive Director their compliance with Master Safety File Standard B21 – <i>Vehicle Policy</i> to Chief Executive’s Health & Safety Strategy Group.	Quarterly as per Meetings Grid	
DEPARTMENTAL GOALS			
5.1.1.1	Need to undertake suitable & sufficient risk assessments - refer to 1.2 for the process	As and when required	<p>Employees attending the Drivers’ Awareness Seminar as facilitated by Jim Melville, Road Safety in conjunction with Strathclyde Police.</p> <p>Risk Assessments being undertaken within Cleansing Services with respect to hazardous roads and the servicing of wheeled bins and recycling boxes.</p>
5.1.1.2	It will be the responsibility of the local and Services’ Health & Safety Groups to ensure compliance with this action area.	Quarterly meetings	
5.1.1.3	Compliance with associated training topics delivered, expected numbers and numbers of those who attended and (remedial) works undertaken to improve risks to road and pedestrians’ safety, will be reported on to the Chief Executive’s Health & Safety Strategy Group Meetings.	Quarterly meetings	

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5.1.1.4	Identification of number of fleet vehicles; number of persons with permits and number of persons driving private vehicles. It must be ensured that personnel driving fleet vehicles have been appropriately trained and are undertaking daily log checks, recording them in the log book.	Verified annually or when changes effected	
ACTION AREA 5.2 - Personal Safety			
CORPORATE GOAL			
5.2.1	Section Managers will ensure that risk assessments identify suitable control measures for lone working or where there is a risk of violence and that effective communications are in place.	September 2009	
DEPARTMENTAL GOALS			
5.2.1.1	Need to undertake suitable and sufficient risk assessments - refer to 1.2 for the process	As and when required	
5.2.1.2	It will be the responsibility of the Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly meetings	
5.2.1.3	Upon receipt of the new Personal Safety Standard, for inclusion within the Master Safety File, the document will be brought to employees attention and be identified and discussed at team meetings.	Within one month of receipt of new/ revised Master Safety	
5.2.1.4	Compliance with the training topics delivered, expected numbers and numbers of those who attended will be reported on to the Chief Executive's Health & Safety Strategy Group Meetings.	Quarterly meetings	

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No	Goals	Target Date	Progress & Comments
CORPORATE GOAL			
5.2.2	Section Managers will ensure control measures identified in risk assessments are understood and implemented by employees.	July 2009	
DEPARTMENTAL GOAL			
5.2.2.1	It is the responsibility of the local and Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly meetings	
ACTION AREA 5.3 - Statutory and Critical Examinations – Timely inspections & thorough examinations as directed by legislation and best practice.			
CORPORATE GOAL			
5.3.1	Premises Managers will undertake an annual review of compliance by completing a bespoke self-check report.	March 2010	Premises Managers' Self-Audit Tool will be rolled out from November 2009. Arrangements will be made to assist Premises Managers with their completion.
5.3.2	Identified statutory and critical inspections exceeding their programmed review by a competent person and where they are out-with the control of the Premises Manager; will be reported to the appropriate Head of Service.	March 2010	
5.3.3	Upon notification of a failed statutory or critical examination, Head of Service will raise matter with the Asset Manager and agree suitable timescale for rectification.	Within one month of notification	

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DEPARTMENTAL GOAL			
5.3.3.1	It will be the responsibility of the Services' Health & Safety Groups to ensure compliance with this action area.	Quarterly meetings	
ACTION AREA 5.4 – WORK AT HEIGHT (Not in present Corporate Action Plan)			
DEPARTMENTAL GOALS			
5.4.1.1	Ensure that suitable and sufficient risk assessments have been undertaken by competent persons – refer to 2.1 of this Plan.	July 2009	
5.4.1.2	Where assistance is required regarding the type of work; equipment to be used; inspections/ tests/ examinations required; provision, use and maintenance of personal protective equipment and training associated with each of these broad areas, contact with the Departmental Safety Co-ordinator or Safety Adviser should be made.	As and when required	
5.4.1.3	It will be the responsibility of the Services' Health & Safety Groups to ensure compliance with this action area	Quarterly meetings	