



Business Regulation Solutions Newsletter

Welcome to the fourth newsletter from Business Regulation Solutions.

The newsletter has been created with contributions from Environmental Health Officers across Greater Manchester and Blackburn with Darwen. We aim to keep businesses informed with the latest legal requirements, scams, helpful tips and guidance to comply with the law, along with details of services and support available to your business.

Please read on...don't wait to find out the hard way!



Health & Safety Updates

HSE introduces new arrangements for online reporting of injuries and incidents

With effect from 12 September 2011, statutory reporting to HSE of work-related injuries and incidents under RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) will move to a predominantly on-line system.

Businesses will still be able to notify fatal and major injuries by phone and all other reportable work-related incidents will be submitted via a suite of seven forms available on HSE's website; making the statutory reporting process quick and easy. More than half of reportable injuries are already notified to HSE through the website and this proportion has been increasing steadily over the past seven years.

In a move to improve efficiency further and deliver value for taxpayers, HSE's Infoline telephone service - which currently provides a basic information service to callers - **will end on 30 September 2011.**

Businesses and members of the public seeking information and official guidance on health and safety can use HSE's website - a huge knowledge bank where people can access and download information free of charge and use interactive web tools.

The HSE website receives approximately 26 million visits every year and is regularly updated and improved to help businesses and members of the public quickly access the information they need.

HSE's website:

- is overwhelmingly the most popular option for accessing health and safety information
- is rated as 'very good' or 'good' by 93% of users
- has recently been enhanced with a suite of new resources for businesses including:
 - interactive risk assessment tools for low-risk organisations
 - guidance on what small and low risk businesses need to do to achieve a basic level of health and safety compliance
 - expanded Frequently Asked Questions to answer common queries.

HSE continues to provide information and guidance to employers and workers in a range of other ways: through direct work with organisations and trade associations, face-to-face at workshops and safety training days and via books and e-bulletins. A comprehensive suite of health and safety advice is also available via the Government's website for businesses "Businesslink.gov" and DirectGov.

For further Q&A on the forthcoming changes to RIDDOR please refer to www.hse.gov.uk/press/2011/hse-iccqa.htm



Health and Safety made Simple

If you think health and safety has to be complicated – it doesn't. The Health and Safety Executive (HSE) website has a new guide which will make it easier for you to comply with the law and manage health and safety in your business.

For many businesses, all that's required is a basic series of tasks. The guide will take you through the steps and help you make sure you have done what you need to – and no more.

Who is this guide for?

The guide is for employers and those who want some basic information on what they must do to make sure their businesses comply with health and safety law. In general, the laws apply to all businesses, no matter how small. As an employer, or a self-employed person, **you are responsible for health and safety in your business.** You need to take the right precautions to reduce the risks of workplace dangers and provide a safe working environment.

How the guide can help you

There are health and safety laws to protect you, your employees and the public from workplace dangers. This guide makes life easier for you by providing the basic information on what you need to do in one place. It will help you get started in managing health and safety in your

business. For some work activities there may be extra things you need to do to make sure you are complying with the law.

For further information and guidance please visit:
www.hse.gov.uk/simple-health-safety/index.htm

Stress at work

Stress at work is on the increase as employment conditions become tougher. Workers are constantly under the threat of losing their job and this along with excessive workload, harsh supervision and discipline, lack of control over work organisation, and inadequate training and career prospects can mean some perceive they are unable to cope with the demands made of them.



Stress can result in both health and behavioural problems. It can lead to stomach and heart disease, reduced immune system efficiency and a variety of psychological illnesses. It is related to absenteeism, increased accident rates, relationship problems and drug and alcohol abuse. However, many symptoms are transient and disappear when the source of stress is removed. But if stress is prolonged, permanent illness, either physical and/or mental may result.

Employers have a duty to safeguard the health and safety of their employees under Section 2 of the 1974 Health and Safety at Work etc. Act (HASWA).

Under Regulation 3 of the 1992 Management of Health and Safety at Work (MHSW) Regulations, employers are obliged to carry out an assessment of the risks in jobs and reduce these as far as possible. These legal duties apply to occupational stress and employers are legally required to consult with safety representatives on all aspects of health and safety, including stress risk assessments.

Business Regulation Solutions are holding a Stress Management Workshop for Employers on the 13th September 2011.

For more details and to book please contact 0161 237 4467

Business Specific Advice

Retail Violence

The Greater Manchester Retail Violence Initiative (GMRVI) was launched in April 2008 aiming to reduce incidents of retail violence and aggression towards staff and businesses. Environmental Health departments across Greater Manchester have worked closely with Greater Manchester Police to deliver this successfully.

Since the initiative started in April 2008 detailed business robbery figures have been collated and these have mirrored earlier research showing 139 robbery incidents at newsagents, 199 at pubs/social clubs, 258 at bookmakers and 441 incidents at off-licenses/mini markets - the greatest affected type of businesses. During the same three year period over 6300 retail violence interventions have been carried out within Greater Manchester (more than 2300 premises visited last year alone), with advice, guidance and support being given to businesses to improve safety standards and security to minimise the potential for robbery and similar retail violence incidents.

Further to the on going commitment to the initiative, an evaluation study is currently underway speaking to businesses and staff who have either requested or received a retail violence intervention. The evaluation is as an opportunity for businesses to comment on the initiative, identify its strengths and weaknesses, and influence the direction of future retail violence work and alert the Authorities of areas of concern within the business communities.

The reaction from businesses has been overwhelmingly positive finding the information and business specific guidance very useful. Feedback has included "it's a good idea to come & give professional advice to businesses". Common improvements made by businesses include changes to banking procedures and cash handling procedures, and carrying out detailed risk assessments, all of which can drastically improve staff safety with little on-costs.

If your business has received a retail violence visit and would like to take part in the project evaluation or would like further information please contact the GMRVI evaluation coordinator Ben Thomson on 0161 253 7260.

The Control of Noise at Work Regulations 2005



Do you work in the entertainment business?

Do you own a public house or nightclub?

Are you an employer and worried about the 'noise at work' regulations?

Don't worry – there's some 'Sound Advice' out there for you!

Our hearing is so important and we often don't realise it until it's too late. Regular exposure to high levels of noise, including music, can cause permanent hearing damage. This is bad news for music lovers! If you are an employer, you are legally required to prevent or reduce risks to the health and safety of employees from exposure to noise at work, as far as reasonably practicable. How can you meet your legal responsibilities?

Here's how to get started:

a) Carry out a noise risk assessment, find out if you have a problem with noise.

Before you begin, find the 'Sound Advice' website and save it to your 'favourites' – www.soundadvice.info You need to quantify the current noise exposures to your employees and check the results against the legal limits. Follow the guidance on the website to do this. There is an on-line calculator available to help you:

www.hse.gov.uk/noise/calculator.htm

Business Specific Advice

You don't necessarily need a consultant. Try to carry out your own risk assessment. If you get daily or weekly personal average noise exposure levels of 80 dB (A) or above, then you have a problem with noise and you need to take action.

b) Protecting employees and Controlling Noise

- Invest in earplugs for your staff and for yourself. There are lots of designs on the market and some have been especially designed for people in the music business. Make sure all of your staff members know how to put them in properly and encourage them to persevere – ear plugs may feel uncomfortable to start with! Employees will need to take responsibility too and wear the ear plugs provided.
- Have a look at your weekly roster. It may be possible to reduce an individual employee's exposure to noise by changing the employee's shift pattern. You can use the on-line calculator to check if such a change would make a real difference.
- Let your staff know what you are doing. Give each employee as much information about noise as you can. There are noise information leaflets available from the Health & Safety Executive, tel. 0845 345 0055 or www.hse.gov.uk
- What about your sound system? Is it serviced, clean and calibrated? Are the speakers securely mounted? If an amplifier is in disrepair, the noise and vibration level will be affected.
- Are any of your amplifiers directed towards the bar? Redirect speakers towards the dance floor instead. Remember, the noise regulations do not apply to members of the public who come to your venue.

- If you are planning a refurbishment or thinking of rede signing your property, think about noise. There are design tips on the 'Sound Advice' website.

If you don't have much time or have more complex needs, contact Business Regulation Solutions on 0161 237 4467 for details of our Noise Assessment Service.

Remember to call your local Council if you want more advice on noise at work and good luck!

Safety Hints and Tips for Taxi Businesses

We have some practical advice to help improve safety and reduce crime to taxi businesses:

Advertise

Consider advertising security measures such as CCTV and that 'the driver does not have access to large amounts of cash'.

Safety screens

Safety screens or grills between the front and rear seats can provide added protection. If fitted they must be installed and maintained so as to ensure the safety of passengers and the vehicle, and they must be approved by Licensing.

Safe or locked money box

Cash protection is key to preventing you from becoming a victim of robbery. Use a safe or a locked money box with a slot to insert notes and keep it hidden away. Take cash home or to a night safe during the shift.



Business Specific Advice

Decoy money bag

Store the real money elsewhere.

CCTV

If you have CCTV installed, use it and if not consider installing it. Please note that the use of any CCTV in a taxi must meet conditions set out by the Licensing Authority.

Fare pre-payment

Consider introducing part fare pre-payment during high risk times. Taking a percentage of the fare can prevent fare evasion and can reduce any potential conflict with the customer.

Be alert

Always be aware of what is going on around you at all times. Make use of your door locks and lock yourself in the vehicle when you are waiting for a fare.

Remove temptation

Do not display valuables such as jewellery and ensure that money is hidden away. If a customer only has a large value note, offer to take them to a shop to get it changed

Assess your passengers

Assess passengers' behaviour. Make eye contact with every passenger. This gives them the message that you have seen them and could identify them – and BE friendly! People are less likely to want to hurt you if you are friendly and polite instead of sending out a message that you don't care and appear unaware.

Know your way around

A common cause of dispute is drivers not knowing their way around, and taking customers the wrong way. This can quickly escalate to a dispute, so if in doubt ask the passenger or your taxi base for the most direct route.

Keep windows rolled up

Only open the window enough to allow someone to speak to you and not so that they could put their hand through and grab you.

Lock your doors

When you are alone and waiting, lock your doors. If possible don't let passengers sit the front passenger seat or the seat behind you.

Take extra care at night

The most dangerous time is after 10pm, when many of your customers will have been drinking alcohol. Lock your doors when alone in your vehicle.

Get exact destination

Some customers may be vague in their description of where they want taking. Get a confirmed fixed address.

Don't encourage

Never tell a customer that you have 'had a good shift'. Always tell a white lie and tell them that you have only just started or that it is very quiet.

Never resist

Although the law allows you to protect yourself and your property, it is important that you do not endanger yourself. If you try to resist, the situation could drastically escalate and you could face being injured or even worse. It is not worth it!!

Record and report

Report all serious incidents to the Police via 999. Report suspicious behaviour or other incidents to the Police on 0161 872 5050 and keep a record of all violent incidents and any action taken.

Further Information

Visit www.gmp.police.uk or phone 0161 872 5050 and ask to speak to your local Crime Reduction Adviser.

Drivers pull up for health

Taxi and hire car drivers queued up to get health, fitness and safety advice at the launch of an innovative new scheme on 25 January.

Council and health services joined forces to jump-start the Health 'On-Hire' scheme to encourage 1500 local drivers to improve their own health and help others by spreading the word to friends, family, colleagues and even passengers.

Business Specific Advice

The launch follows a recent lifestyle survey of 130 local taxi and hire drivers working in the borough. It found:

- Four out of five do less than the 30 minutes of moderate exercise five times a week recommended to stay healthy;
- Seven out of ten said they struggled to eat healthily and are tempted to eat snack and junk food because of shift and night work;
- Three out of four drivers said they had been threatened verbally or physically while working.

Over 45 drivers stopped by the launch event to pick-up lots more tips on eating healthily, doing more exercise, feeling safer at work and encouraging others to do the same.

Khalid Mahmood, a hire car driver from Belfield said:

"All the information on healthy eating, gyms and health checks is superb. The help is there so it is up to us to come and get it and get ourselves fit and healthy. I'm planning to cut down on salty foods and take-aways, concentrate on eating more fruit and veg and go to the gym to get my belly back in."

Alongside blood pressure and cholesterol testing, drivers got recipes for life on the go and tried exercise routines specially created for them. For the first time, drivers were also offered a driver-friendly manual listing all the services they and their colleagues can go to for help.

Rochdale Borough Council's Cabinet Member for Adult

Care and Health, Councillor Linda Robinson said:

"Taxi and hire drivers get little chance to exercise, work alone a lot of the time and often have to work irregular hours and at night. This can easily take its toll on their health and home life without a little extra help from our local health and leisure services."

"This pilot project is helping to break down these barriers to health and fitness by targeting drivers in this traditionally male-dominated profession in their own workplace."

"I am delighted to see so many drivers keen to make the small changes that add up to a healthier, happier life and willing to encourage families and friends to do the same."

Hire car and taxi drivers can find out more about the scheme by phoning the council's Environmental Health Service on 01706 924225.

Taking the pressure off: Majid Hussain from Newbold gets his blood pressure checked by Health Trainer, Michelle Duffy at the launch event.



Business Specific Advice

Guidance for businesses on the Sunbeds (Regulation) Act 2010

On the 8th April 2011, the Sunbeds (Regulation) Act 2010 came into force. The main purpose of the Act is to prevent the use of sunbeds on commercial business premises by children and young people under the age of 18.

According to the Department of Health, the health case for this legislation is clear; skin cancer incidence is increasing. The main cause of skin cancer is over-exposure to Ultraviolet rays. This may be from natural sunlight or artificial rays from the use of sunbeds and sunlamps. Skin cancer typically takes decades to develop, so may not become apparent until years after the damaging exposure.

What does the Act require?

The Act imposes a duty on anyone involved in carrying on a sunbed businesses to ensure that no person under the age of 18 years:

- **uses a sunbed** - 'Use' in this context applies to actual physical use of the sunbed.
- **is offered the use of a sunbed** - The Act effectively prohibits children and young people from being offered the opportunity to use a commercial, on-premises sunbed by the owner or manager of a sunbed business or by any person on their behalf.
- **is present in a restricted zone** - The Act prohibits under 18s access to rooms where sunbeds are used. Further information on what is classified as

a restricted zone can be found in the guidance produced by the Department of Health.

The Act will be enforced by local authority Environmental Health Officers.

What can you do to comply with the law?

The following are examples given by the Department Of Health, which can be used to assist you in complying with the law:-

- Train and advise staff on how to check the age of users, including the types of document that can be used to prove age (This could be a passport, a European Union photocard driving licence, or a photographic identity card bearing the national Proof of Age Standards Scheme (PASS) hologram)
- Have written procedures for staff for dealing with people who may be under 18, train staff in these procedures and keep records of this training.
- Keep a written record of any incident (and outcome) where a member of staff challenges a potential user about their age.
- Maintain written records for each user for each session.
- Use till prompts for sunbed use transactions, if the facility is available.
- Display prominent and clear notices that no under-18s are permitted to use sunbeds.
- Display prominent notices by the restricted zone advising that no under-18s may enter the zone.
- Have a system in place to check that under-18s have not entered the restricted zone.
- Ensure when sunbed facilities are provided as part

of a membership package, such as at a leisure centre or fitness club, that access to sunbeds is excluded from the membership package for under-18s.

- Provide information on restricted services in brochures and service directories
- Train and advise staff who are under the age of 18 on the requirement not to use sunbeds (and explain that this is not affected by the fact that they can be present in a restricted zone).

Further information

Guidance for sunbed operators has been issued by the Department of Health and can be found at www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_125656



Public Protection Initiatives and Services

Council Work Experience Initiative Through To Final Of National Award

An initiative devised by Stockport Council's Environmental Health and Trading Standards Department aimed at preparing Year 10 pupils for the workplace has reached the final of a prestigious national award scheme run by the Municipal Journal.

Every Year thousands of young people have accidents at work, some fatal. The aim of this initiative is to highlight the dangers a young person may face whilst at work. To date 2500 students across Stockport have participated in the initiative, which is supported by various local businesses. Other local authorities in Greater Manchester are looking to run the road show in their areas.

Council services play an essential role in protecting public health and enhancing community well being. The MJ Public Protection Achievement Award is an opportunity for councils to showcase the best work being carried out by their services and to highlight innovative examples of good practice.

National Food Hygiene Rating Scheme (NFHRS) in Greater Manchester

All Greater Manchester authorities are intending to participate in the NFHRS by the end of July 2011.

What is the FHRs?

The FHRs is a Food Standards Agency/local authority partnership initiative, which provides consumers with information about hygiene standards in food business establishments. Premises are inspected to check compliance with legal requirements on food hygiene. The food hygiene rating reflects the inspection findings. The purpose of the FHRs is to allow consumers to make informed choices about the places where they eat out or shop for food and, through these choices, encourage businesses to improve their hygiene standards. The aim is to reduce the incidence of food-borne illness and the associated costs to the economy.

The different hygiene ratings

There are six different food hygiene ratings (0, 1, 2, 3, 4, and 5) with 5 being the top rating which represents a "very good" level of compliance with legal requirements. All businesses should be able to achieve this.



Public Protection Initiatives and Services

The hygiene rating for your business

The rating will be based on your compliance with the legal requirements for hygiene, structural condition and management performance.

Information about your business will be able to be accessed by logging on to the Food Standards Agency web site food.gov.uk/ratings. You will also be provided with a certificate and window sticker showing the food hygiene rating which you will be asked to display where your customers can see them.

Scheme Safeguards

Right of Appeal

- As the food business operator of the establishment, you have a right to appeal the rating given following your inspection if you do not agree that the score reflects the hygiene standards and management controls found at the time of the inspection.

Right to Reply

- As the food business operator of the establishment you have a right to reply in respect of the hygiene rating given following your inspection.

Revisits

- As the food businesses operator of the establishment you have a right to request a revisit following an inspection if you wish for a re-calculation of the scores, on the basis that non-compliance(s) identified at the time of the initial inspections have been rectified.

More information on how to comply with food hygiene requirements and for details on the Safer Food Better Business documented food safety management system can be found on the Food Standards Agency's web-site.

BRS offer support to businesses to help them comply with food hygiene requirements. They regularly run level 2 food safety training courses and seminars on Safer Food Better Business. They provide one to one support for businesses assisting them to implement food safety management in the workplace. They also provide on-line learning materials to support businesses with their food safety management systems.

For more details contact 0161 237 4467 or email info@business-regulation-solutions.co.uk

For more details on the Food Hygiene Rating Scheme you can contact your local Environmental Health Department.



Public Protection Initiatives and Services

Business Compliance Service

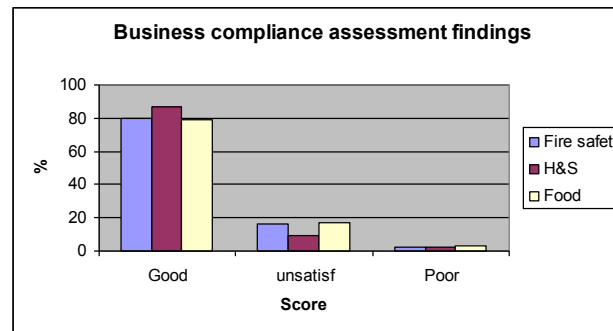
The Business Compliance Service is a new, shared service, developed by AGMA to complement the role of existing regulators.

Businesses may be visited by a Business Compliance Assessor, who will carry out a short visit to check that they are fulfilling their regulatory responsibilities. They will look for indicators of management competence in areas such as Food Safety, Food Standards, Health and Safety, Trade Waste, Trading Standards, Licensing Services, and Fire Safety.

The Assessors are not regulators themselves and have no statutory powers to enforce legislation. Their role is to support regulators in Local Authorities and the GM Fire and Rescue Service by collecting the information, which will be used to prioritise work, improve public protection and help businesses to succeed within the wide ranging regulations they must comply with.

Assessors are currently working in Oldham, Rochdale, Trafford and Wigan and will also be visiting businesses in Tameside soon.

The initial results from the assessments carried out so far are summarised below, and show that many businesses are coping with legal requirements. Those found to have problems with regulatory issues are referred to the appropriate authority, who may in most cases offer additional support and advice.



For further information please visit the website at www.businesscomplianceservice.org.uk



Business Regulation Solutions

Business Regulation Solutions

Business Regulation Solutions regularly run open courses across the Greater Manchester, Warrington and Blackburn areas in the following subjects:

- CIEH Food Safety Level 2, 3 & 4
- CIEH Health & Safety Level 2
- Level 2 Food Safety Refresher
- CIEH Level 2 Risk Assessment
- Fire Marshal
- Fire Risk Assessment
- Emergency First Aid at Work
- First Aid at Work
- IOSH courses

We also offer a range of bespoke training and consultancy services providing a regulatory audit for your business, undertaking or facilitating a health & safety/fire risk assessment, provision of Display Energy Certificates and Energy Performance Certificates service.

To find out more contact a member of the team on 0845 608 3388 or visit our website www.business-regulation-solutions.co.uk

Business Regulation Solutions was established as a partnership between Manchester Solutions, Greater Manchester Fire & Rescue Service, the Greater Manchester Local Authorities and Warrington Council to provide training and consultancy support to businesses to help them with their compliance with a wide range of business regulations. These include fire safety, licensing, trading standards, environmental protection, food safety and health & safety.

