

# **Braintree District Council**

## **HEALTH AND SAFETY**

# **ENFORCEMENT POLICY**

Revision 1

December 2010

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This document is to let you know how the Council enforces health and safety legislation. It will also tell you what to expect from enforcement officers when they visit your business, and what guides them when carrying out inspections and dealing with breaches in the law.

## **Aim**

The aim of the Council's Enforcement Policy is to ensure that duty holders manage and control risks effectively thus preventing harm. In particular our policy is to:

- Protect the health, safety and welfare of employees and to safeguard others, including the public, who may be exposed to risks from the way work is carried out in premises for which the Authority has health and safety enforcement responsibility.
- Ensure that duty holders manage and control risks effectively, thus preventing harm.
- Ensure that duty holders take action to deal immediately with serious risks
- Promote and achieve sustained compliance with the law
- Ensure that duty holders who breach health and safety requirements, and Directors or managers who fail in their responsibilities, may be held to account, which may include bringing alleged offenders before the courts in the circumstances set out later in this policy.

The term "enforcement" has a wide meaning and applies to all dealings between the Council and those on whom the law places duties (employers, the self-employed, employees and others).

The Council believes in firm but fair enforcement of health and safety law in line with the Health and Safety Executive's (HSE's) Enforcement Policy Statement (EPS). This is informed by the principles of proportionality in applying the law and securing compliance; consistency of approach, targeting of enforcement action, transparency about how we operate and what those regulated may expect, and accountability for our actions. These principles will apply both to enforcement in particular cases and to our management of enforcement activities as a whole and are explained more fully in Annex 1 - Principles of Enforcement.

The Council places great importance on the consistent use of enforcement action. It does not measure itself by the quantities of enforcement action it takes and so does not set targets. The Council does not take enforcement for enforcement's sake. Enforcement is distinct from civil claims for compensation and is not undertaken in all circumstances where civil claims may be appropriate, neither is it taken to assist such claims.

We have a range of tools at our disposal in seeking to secure compliance with the law and to ensure a proportionate response to criminal offences. Many of our dealings are informal e.g. offering duty holder's information and advice. Where appropriate our Inspectors may also serve Improvement and Prohibition Notices, issue Simple Cautions and prosecute.

We will use discretion in deciding whether incidents, complaints or cases of ill health should be investigated. We will use discretion in deciding when to investigate or what enforcement action may be appropriate. Such judgments will be made in accordance with the following principles that are in accordance with the Regulators Compliance Code and Section 18 Standard (including the EPS).

The Health and Safety Executives priorities are used to generate a workplan which is followed by Essex Local Authorities. This County workplan is used to target our activities and resources via our Business Plan. To maintain a proportionate response most resources available for investigation will be devoted to the more serious circumstances. We will carry out a site investigation of all reportable work-related deaths, unless there are specific reasons for not doing so.

Our health and safety team will aim to:

- Inspect those premises for which it has enforcement responsibility and investigate accidents and complaints in accordance with the Councils selection criteria policy;
- Rate premises according to risk, (which includes management organisation, and the type of activities etc) in order to determine the frequency of future inspections;
- Seek to promote health and safety through advice and guidance; and
- Take formal enforcement action, in accordance with the EPS, when it is the most appropriate way of dealing with the matter.

Where we can we will endeavour to make provision for the particular interests of stakeholders. For example we may make visits out of normal office hours but at times when the business is open; or we may arrange for interpreters/translators to be available if particular groups of duty holders do not have English as a first language.

If you wish to discuss or comment on our enforcement policy or Business Plan please email on [food&safety@braintree.gov.uk](mailto:food&safety@braintree.gov.uk) or contact Braintree District Council on 01376 552525 x 2221.

### **Access to the Policy**

This document will be made freely available to businesses and individuals who are regulated by the Health and Safety at Work etc Act 1974 and to anyone who has an interest in this area of Environmental Health Work.

This policy will also be available on the Councils webpage which can be found at [www.braintree.gov.uk](http://www.braintree.gov.uk) and in hardcopy at the Council offices, Causeway House, Braintree. It can be obtained by telephoning 01376 552525, or by writing to Food, Health & Safety and Licensing, Environmental Health, Braintree District Council, Causeway House, Braintree, Essex CM7 9HB. The Enforcement Concordat is available through the same channels.

## Principles of Enforcement

The Council believes in firm but fair enforcement of health and safety law. This will be informed by the principles of **proportionality** in applying the law and securing compliance; **consistency** of approach, **targeting** of enforcement action, **transparency** about how we operate and what those regulated may expect, and **accountability** for our actions. These principles will apply both to enforcement in particular cases and to our management of enforcement activities as a whole.

## The Process of Enforcement

Inspectors use various enforcement techniques to deal with risks and secure compliance with the law, ranging from the provision of advice to enforcement notices and/or prosecution.

Enforcement decisions must be impartial, justified and procedurally correct. The Health and Safety Executive's EPS sets out the approach we follow.

The Enforcement Management Model (EMM) – together with the procedure for its application – provides the Council with a framework for making enforcement decisions that meet the principles in the EPS. It captures the issues inspectors consider when exercising their professional judgement and reflects the process by which enforcement decisions are reached.

## The Purpose of the EMM

The EMM is not a procedure in its own right. It is not intended to fetter inspectors' discretion when making enforcement decisions, and it does not direct enforcement in any particular case. It is intended to:

- promote enforcement consistency by confirming the parameters, and the relationships between the many variables, in the enforcement decision making process;
- promote proportionality and targeting by confirming the risk based criteria against which decisions are made;
- be a framework for making enforcement decisions transparent, and for ensuring that those who make decisions are accountable for them; and
- help experienced inspectors assess their decisions in complex cases, allow peer review of enforcement action, and be used to guide less experienced and trainee inspectors in making enforcement decisions.

The EMM and the associated procedures enable managers to review the decision making process and their inspectors' enforcement actions to ensure the purpose and expectations of the EPS have been met.

The EMM does not exist in isolation. It is supported by quality procedures which address, amongst other things, the selection and investigation of accidents.

## **Enforcement Tools**

Inspectors have a range of tools at their disposal to seek compliance with the law and to ensure a proportionate response to criminal offences. Where appropriate they may:

- Serve Improvement and Prohibition Notices
- Prosecute
- In very exceptional circumstances issue Formal Cautions.

## **Complaints Procedure**

Complaints are dealt with by our standard complaints procedure.

## **The Procedures and Principles of Enforcement**

### **Proportionality**

Proportionality means relating enforcement action to the risks. Those whom the law protects and those on whom it places duties (duty holders) expect that action taken by the Council to achieve compliance should be proportionate to any risks to health and safety or to the seriousness of any breach, which includes any actual or potential harm arising out of a breach of law.

Some health and safety duties are specific and absolute. Others require action so far as is reasonably practicable. We will apply the principle of proportionality in relation to both kinds of duty.

Deciding what is reasonably practicable to control risks involves the exercise of judgment. In the final analysis, it is the courts that determine what is reasonably practicable in a particular case. Where duty holders must control risks so far as is reasonably practicable, we will, when considering protective measures taken by them, take account of the degree of risk on the one hand, and on the other the cost, whether in money, time or trouble, involved in the measures necessary to avert the risk. Unless it can be shown that there is a gross disproportion between these factors and that the risk is insignificant in relation to the cost, the duty holder must take measures and incur costs to reduce the risk.

We will expect relevant good practice to be followed. Where, in particular cases, this is not clearly established, health and safety law effectively requires duty holders to assess the significance of the risks to determine what action needs to be taken. Some irreducible risks may be so serious that they cannot be permitted irrespective of the economic consequences. Conversely some risks may be so small that spending more to reduce them would not be expected.

## **Targeting**

Targeting means making sure that contacts are targeted primarily on those whose activities give rise to the most serious risks or where the hazards are least well controlled; and that action is focused on the duty holders who are responsible for the risk and who are best placed to control it whether employers, or others.

The Council has a system for prioritising contacts according to the risks posed by a duty holder's operations, and to take account of the hazards and the nature and extent of the risks that arise. The duty holder's management competence is an important factor. Certain very high hazard sites will receive regular inspections so that we can give public assurance that such potentially serious risks continue to be effectively managed.

Enforcement action will be directed against duty holders who may be employers in relation to workers or others exposed to risk, the self employed, the owner of the premises, or the supplier of the equipment, or the designer or client of the project. Where several duty holders have responsibilities we will take action against those who are primarily in breach.

When our inspectors issue improvement or prohibition notices or prosecute or in exceptional circumstances issue simple cautions, we will ensure that a senior officer of the duty holder concerned, at board level, is also notified.

## **Consistency**

Consistency of approach does not mean uniformity. It means taking a similar approach in similar circumstances to achieve similar ends. Duty holders managing similar risks expect a consistent approach from us in the advice tendered; the use of enforcement notices etc; decisions on whether to prosecute; and in the response to incidents.

In practice consistency is not a simple matter. Our enforcement officers are faced with many variables: the severity of the hazard, the attitude and competence of management, the duty holder's accident history.

Decisions on enforcement action are discretionary, involving judgment by the officer. The Council has arrangements in place to promote consistency in the exercise of discretion, and these include liaison arrangements with other enforcing authorities and the Health and Safety Executive.

## **Transparency**

Transparency means helping duty holders to understand what is expected of them and what they should expect from us. It also means making clear to duty holders not only what they have to do but, where this is relevant, what they don't. That means distinguishing between statutory requirements and advice or guidance about what is desirable but not compulsory.

It also involves us in having arrangements for keeping employees, their representatives, and victims or their families informed. These arrangements have regard to legal constraints and requirements.

We will tell you what to expect when an inspector calls and what rights of complaint are open to you. All our health and safety inspectors are required to issue "What to expect when a health and safety inspector calls" whenever they visit (this is pre printed on the reverse of our hand written letters). This publication explains what employers and employees and their representatives can expect when a health and safety inspector calls at a workplace.

In particular:

- When inspectors offer duty holders information, or advice, face to face or in writing, including any warning, they will tell the duty holder what to do to comply with the law, and explain why. If asked Inspectors will confirm any advice in writing and distinguish legal requirements from best practice advice;
- in the case of improvement notices, the inspector will discuss the notice and, if possible, resolve points of difference before serving it. The notice will say what needs to be done, why, and by when;
- in the case of a prohibition notice, the notice will explain why the prohibition is necessary.

## **Accountability**

Regulators are accountable to government, citizens and Parliament for their actions. This means that we have policies and standards (such as the four enforcement principles above) against which we can be judged, and an effective and easily accessible mechanism for dealing with comments and handling complaints.

We have a complaints procedure. Where a notice is served there is a right of appeal to an Employment Tribunal.

## **Investigation**

The LA's priorities are reflected in the HELA Strategy that we use to target our activities and resources via our Business Plan.

It is neither possible nor necessary for the purposes of the Act to investigate all issues of non compliance with the law that are uncovered in the course of planned inspection, or reported events.

In conducting our investigations we will take account of any likely complimentary or shared enforcement roles, e.g. where the HSE has jurisdiction over some of the activities of a duty holder and we have jurisdiction over the rest of the activities. We will also refer relevant information to other Regulators where there is a wider regulatory interest e.g. the HSE or to the Lead Authority / Primary Authority of a duty holder within the Lead Authority Partnership Scheme / Primary Authority Scheme where centrally agreed policies or procedures could be affected or to the Fire Services.

We will carry out a site investigation of a reportable work-related death, unless there are specific reasons for not doing so, for example because the police consider the cause to have been suicide. A more detailed policy on investigating reportable workplace

accidents and ill health is detailed at Appendix A.

Our complaints / requests for service policy can be found at Appendix B.

## **Visits**

Premises will often be visited without prior notification of the visit in order to ascertain the normal standard of health and safety within a premises. Prior notification of a visit may be given where the visit concentrates on inspection of documentation and inspectors wish to have all information available for the visit.

## **No Action / Verbal Advice**

This will be appropriate when no problems, less serious offences or minor technical breaches that are immediately remedied are identified.

## **Letters**

The use of advisory or informal letters or other documentation that may be left at the premises is appropriate where:

- the act or omission is not judged to be an imminent risk;
- it can be reasonably expected that it will achieve compliance;
- confidence in the management is reasonable;
- the consequences of failure to comply will not pose an imminent risk to health and safety.

Correspondence to employers must:

- be sent as soon as practicable
- contain all information necessary for the employer to understand what is required and why;
- indicate what regulations are contravened, any legal requirements and the measures required to achieve compliance;
- give a clear distinction between statutory requirements and guidance which is good practice but not compulsory;
- specify a time period during which remedial work should be completed;
- where applicable be copied to the health and safety representative and/or staff for the premises.

## **Improvement Notices**

Improvement Notices will be served where previous actions have not been successful and where circumstances make it likely that the contravention will continue or be repeated.

Improvement Notices may also be served as a first course of action when contraventions are found without the business first being given the opportunity to remedy the matter.

Before serving an Improvement Notice Inspectors should discuss with the business

what the breaches of the law are, the action that will be needed to comply and the appropriate time-scales for completion of the work.

Copies of Improvement Notices should be sent to safety representatives and/or staff for their information where applicable.

### **Prohibition Notices**

Prohibition notices are served where, in the opinion of the Inspector, there is an imminent risk of serious personal injury. Where a prohibition notice is to be served it should be discussed, where practicable, with the business at the time, and the employers views taken into account. When the notice is issued the Inspector should provide a written explanation of the reasons for the action.

Copies of Prohibition Notices should be sent to safety representatives and/or staff for their information where applicable.

### **Seizure Notices**

In the case of their power to 'seize and make safe' (Section 25 Health and Safety at Work etc. Act 1974), Inspectors should send a written explanation in most cases within 5 working days, and in all cases within 10 working days.

### **Simple Cautions**

A Simple Caution is a statement by an inspector that is accepted in writing by the duty holder, that the duty holder has committed an offence for which there is a realistic prospect of conviction. A Simple Caution may only be issued where a prosecution could properly be brought but it is in the public interest to utilise a simple caution rather than initiate prosecution proceedings.

The main aims of a Simple Caution are to deal with certain offenders by diverting them from the criminal courts, and to enable a previous relevant offence to be cited in subsequent proceedings.

In order to issue a Simple Caution the offender must admit the offence and must understand the significance of the caution. 'Simple Cautions' are entirely distinct from a caution given by an inspector under The Police and Criminal Evidence Act before questioning a suspect about an alleged offence.

### **Prosecution**

We will use discretion in deciding whether to initiate a prosecution. Our primary purpose is to prevent harm, and while prosecution can draw attention to the need for compliance with the law, other approaches to enforcement can often promote health and safety more effectively. The decision to prosecute will have regard to the evidential and public interest tests set down in England and Wales by the Director of Public Prosecutions in the Code for Crown Prosecutors.

No prosecution will go ahead unless the prosecutor finds there is sufficient evidence to provide a realistic prospect of conviction, and decides that prosecution would be in the public interest.

Whilst our primary purpose is to ensure that duty holders manage and control risks effectively thus preventing harm, prosecution is an essential part of enforcement. Where an investigation has collected sufficient evidence to provide a realistic prospect of conviction and has decided, in accordance with this policy and taking account of the Code for Crown Prosecutors that it is in the public interest to prosecute then that prosecution should go ahead.

Where circumstances warrant it and the evidence to support a case is available we will prosecute without prior warning or recourse to alternative sanctions. Subject to these two tests we will normally prosecute, or recommend prosecution, where following an investigation or other regulatory contact, the following circumstances apply. Where:

- death was a result of a breach of the legislation;
- the gravity of an alleged offence, taken together with the seriousness of any actual or potential harm, or the general record and approach of the offender warrants it;
- there has been reckless disregard of health and safety requirements;
- there have been repeated breaches which give rise to significant risk, or persistent and significant poor compliance;
- work has been carried out without or in serious breach of an appropriate licence;
- a duty holders standard of managing health and safety is found to be far below what is required by health and safety law and to be giving rise to significant risk;
- there has been a failure to comply with a written warning or an improvement or prohibition notice; or there has been a repetition of a breach that was subject to a simple caution
- inspectors have been intentionally obstructed in the lawful course of their duties.
- false information has been wilfully supplied, or there has been an intent to deceive;

We will also consider prosecution, or consider recommending prosecution where, following an investigation or other regulatory contact, the following circumstances apply:-

- it is appropriate in the circumstances as a way to draw general attention to the need for compliance with the law and the maintenance of standards required by law, and conviction may deter others from similar failures to comply with the law.
- A breach that gives rise to significant risk has continued despite relevant warnings from employees, or their representatives, or from others affected by a work activity.

Where inspectors are assaulted we will also seek police assistance with a view to seeking the prosecution of offenders. Subject to the above we will identify and prosecute individuals if we consider that a conviction is warranted and can be secured. Additionally we will actively consider the management chain and the role played by individual directors and managers. We will take action against them where it can be shown that the offence was committed with their consent or connivance or to have been attributable to neglect on their part. Where appropriate we will seek disqualification of directors under the Company Directors Disqualification Act 1986.

## **Publicity**

We will consider drawing media attention to factual information about charges that have been laid before the courts, having due regard to publicity that could prejudice a fair trial. We will also consider publicising any conviction that could serve to draw attention to the need to comply with health and safety requirements, or deter anyone tempted to disregard their duties under health and safety law.

## **Action by the Courts**

Where appropriate we will draw the court's attention to all the factors that are relevant to the court's decision as to what sentence is appropriate on conviction. The Court of Appeal has given some guidance on some of the factors that should inform the courts in health and safety cases (R v F. Howe and Son (Engineers) Ltd [1992] 2 All ER, and subsequent judgments).

## **Representation to the Courts**

In cases of sufficient seriousness, and when given the opportunity, we will consider indicating to the magistrates that the offence is so serious that they may send it to be heard or sentenced in the higher court where higher penalties can be imposed. In considering what representations to make we will have regard to Court of Appeal guidance: the Court of Appeal has said "In our judgment magistrates should always think carefully before accepting jurisdiction in health and safety at work cases, where it is arguable that the fine may exceed the limit of their jurisdiction or where death or serious injury has resulted from the offence".

## **Death at Work**

Where there has been a breach of the law leading to a work-related death, we will consider whether the circumstances of the case might justify a charge of manslaughter. We will liaise with the Police, Coroners and the Crown Prosecution Service and if they find evidence suggesting manslaughter, pass it on to the Police or where appropriate the CPS.

If the Police or the CPS decide not to pursue a manslaughter case, we will bring a health and safety prosecution if that is appropriate (to ensure decisions on investigation and prosecution are co-ordinated the HSE, the Association of Chief Police Officers and the CPS have jointly agreed and published "Work Related Deaths: A Protocol for Liaison. Braintree District Council has agreed that it should take account of the Protocol when responding to work-related deaths).

## **Penalties for Health and Safety Offences\***

**The Health and Safety at Work etc Act 1974 (HSWA), section 33** (as amended) sets out all of the offences and maximum penalties under health and safety legislation.

**Failing to comply with an improvement or prohibition notice, or a court remedy order** (issued under HSWA sections 21, 22 and 42 respectively):

**Lower court maximum** £20,000 and/or 6 months imprisonment

**Higher court maximum** Unlimited fine and/or 2 years imprisonment

**Breach of sections 2-6 of the HSWA**, which set out the general duties of employers, self-employed persons, manufacturers and suppliers to safeguard the health and safety of workers and members of the public who may be affected by work activities:

**Lower court maximum** £20,000

**Higher court maximum** Unlimited fine

**Other breaches of the HSWA, and breaches of "relevant statutory provisions" under the Act**, which include all health and safety regulations. These impose both general and more specific requirements, such as requirements to carry out a suitable and sufficient risk assessment or to provide suitable personal protective equipment:

**Lower court maximum** £5,000

**Higher court maximum** Unlimited fine

**Contravening licence requirements or provisions relating to explosives.** Licensing requirements apply to nuclear installations, asbestos removal, and storage and manufacture of explosives. All entail serious hazards which must be rigorously controlled.

**Lower court maximum** £5,000

**Higher court maximum** Unlimited fine and/or 2 years imprisonment

**On conviction of directors for indictable offences in connection with the management of a company**

(all of the above, by virtue of HSWA sections 36 and 37), the Courts may also make a disqualification order (Company Directors Disqualification Act 1986, sections 1 and 2). The Courts have exercised this power following health and safety convictions. Health and safety inspectors draw this power to the Court's attention whenever appropriate.

**Lower court maximum** 5 years disqualification

**Higher court maximum** 15 years disqualification

\*As at (June 2000)

These penalties can change from time to time.

## **Training and Experience**

The Department will ensure that adequate regard is had to the training and experience of officers in the allocation of enforcement duties. In particular, inspection and enforcement work in relation to high risk, complex premises will be allocated only to staff who have gained relevant training and experience. Notwithstanding this all enforcement officers will be given the opportunity to gain relevant experience.

## **Asbestos Removal Permissions**

This authority is responsible for enforcing asbestos removal activities in premises that are Local Authority enforced. All Notice of Asbestos Work applications will be considered and inspected, where appropriate, in accordance with Asbestos Removal Procedures. Any request for a waiver will be dealt with as soon as possible and prior to the proposed start date for the works and the applicant advised.

## **Monitoring and Review**

The Department will monitor the quality and nature of inspections undertaken by officers so as to ensure that inspections are carried out to a uniform standard and that interpretation of legislation is consistent.

## **Disclosure of Information**

Information obtained from businesses as a result of an inspection by an officer shall only be disclosed on request if it meets the criteria set out in the Disclosure of Information Policy.

## **Appendix A**

### **Incident Investigation**

All notifications of accidents, dangerous occurrences and reports of ill-health attributed to work (whether formally notifiable or not) will be recorded, and the need for investigation will be reviewed immediately by senior officers in accordance with relevant guidance. The level of investigation (and subsequent formal action) will be related to the seriousness of the incident.

It is the policy of the Council to investigate reportable accidents under the Reporting of Injuries, Disease, and Dangerous Occurrences Regulations 1995 according to the criteria set out below. An initial assessment of the incident will be made and a decision taken on investigation within 3 working days.

They will be investigated in accordance with the principles of proportionality, consistency, targeting, transparency and accountability.

#### **The purpose of investigation is to:**

- Identify immediate and underlying causes
- Ensure the duty holder takes appropriate remedial action to prevent reoccurrence
- Evaluate compliance with the relevant statutory provisions
- Apply the principles of the Enforcement Management Model and take enforcement action if appropriate.

#### **Investigations will be:**

- Continued only so far as they are proportionate to the achievement of the objectives set for them [see below].
- Conducted and/or supervised by staff who are competent
- Provided with adequate resources and support, including information, equipment and staffing
- Conducted so that efficient and effective use is made of the resources committed to them
- Timely, so far as this is within the control of the investigating inspector
- Subject to suitable management procedures for monitoring the conduct and outcome of investigations

#### **Factors to determine whether an investigation continues to be proportionate:**

- Public expectation, for example, where there has been a fatality or fatalities, serious ill health, or an accident involving multiple serious injuries
- The potential (taking into account reasonable foreseeability) for a repetition of the circumstances to result a fatality or fatalities, serious ill health, or an accident involving multiple serious injuries either in the activities of a specific duty holder or within industry generally
- The extent to which the available evidence allows conclusions as to causation to be drawn and supported with sufficient certainty, including conclusions as to responsibility for alleged breaches of relevant legislation
- The extent to which the resources needed for the investigation are disproportionate to the hazard(s) or risk(s)
- The prevalence of the event, either in the activities under the control of a specific duty holder, or in an industry sector generally.

## **Criteria for Investigating RIDDOR Reports**

All reports that meet the following criteria should be selected for investigation, subject to the qualifications in Part C.

### **A) Defined Circumstances:**

All fatalities arising out of work activities except those relating to most road traffic incidents.

The following major injuries to persons at work, as defined in the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) irrespective of cause. All amputations of digit(s) past the first joint, amputation of hand/arm or foot/leg, serious multiple fractures, crush injuries leading to major organ damage (e.g. ruptured spleen), serious head injuries involving loss of consciousness, full thickness burns and scalds, permanent blinding of one or both eyes, scalping.

All incidents which result in a RIDDOR-defined major injury in the following categories: workplace transport incidents<sup>1</sup>, electrical incidents, falls from a height of greater than 2m, confined space incidents.

All RIDDOR -defined asphyxiation.

All reported cases of disease which meet the criteria for reporting under RIDDOR, except those arising from circumstances/situations which have already been investigated.

### **B) Circumstances requiring: Judgment as to seriousness:**

All incidents likely to give rise to serious public concern<sup>2</sup> where this is related to the seriousness of the outcome, potential outcome, or breach of health and safety law.

Irrespective of the potential for serious public concern, all incidents resulting in RIDDOR-defined major injuries, where it appears from the report that there is likely to have been a serious breach<sup>3</sup> of health and safety laws.

Dangerous occurrences, where it appears from the report that the outcome/potential outcome or apparent breach of law is serious.

### **C) The following circumstances may qualify the criteria in Parts A or B**

Inadequate resources due to other priorities (must be referred to Head of Environment or equivalent)

Impracticability of investigation e.g. unavailability of witnesses or evidence or disproportionate effort will be required.

No reasonably practicable precautions available for risk reduction

<sup>1</sup> Involvement in work-related road traffic incidents will be restricted to certain specific situations. For example, where work vehicles are engaged in specific work activities, other than travelling, on the public highway. This would include activities such as hedgecutting,

refuse collection and vehicle unloading. The role of health and safety enforcing authorities in work-related road safety is currently being reviewed by the Government's Work-Related Road Safety Task Group.

<sup>2</sup> That is concern to the public in general, rather than to those individuals immediately involved. Unless there is clear evidence to the contrary, the presumption is that incidents involving children, vulnerable adults, multiple casualties **and** also where the outcome/ potential outcome or breach is serious, will be included.

<sup>3</sup> A serious breach of the law is one where it is expected that an enforcement notice or a prosecution would be the outcome of the investigation.

## Appendix B

### Complaints

The Council has a Policy on investigating complaints / requests for service;

We will make an initial response within 3 working days of the complaint / request for service being made to the Council. In deciding whether to investigate we will take into account the following factors:-

- The severity and scale of actual or potential harm, or the high potential for harm arising from an event;
- The seriousness of any potential breach of the law;
- The track record of the duty holder;
- The enforcement priorities of the Council;
- The practicality of achieving results;
- The wider relevance of the event including serious public concern.

In any case this policy will be interpreted in the overall context of the Enforcement Policy.

The authority will use discretion in deciding whether incidents, cases of ill health or complaints will be investigated. To maintain a proportionate response, most resources available for investigation of incidents will be devoted to the more serious circumstances. It is neither possible nor necessary for the purposes of the Act to investigate all issues of non-compliance with the law which are uncovered in the course of preventative inspection or investigation of reported events.

Complaints relating to workplaces will be dealt with in a thorough manner, ensuring that the complainant is kept advised of all relevant steps in the investigation. Where relevant a complaint may be investigated as part of a later inspection.

In relation to complaints against the service, complainants will be encouraged to discuss the complaint with the inspector's Line Manager in the first instance.

If a resolution cannot be reached a complaint can be lodged via the Council's complaints procedures (details of which can be supplied upon request). In cases where a complainant is not satisfied that the guidelines have been followed, an approach can also be made to the Health and Safety Executive's Local Authority Unit (details can be supplied on request). The Unit will aim to resolve such disputes directly with the Local Authority involved and report to the Commission. All complaints against the service will be sent to the Local Authority Unit annually.