

Contacting HSE where do you go?

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H.M. Principal Specialist Inspector of Health and
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HSE East Grinstead.

Contacting HSE where do you go?

- Presentation of two parts;
- Intending to relay facts – not decide policy;
- A request for your assistance;
- Provide information on who and where to contact;
- An indication as to benefits of good Health and Safety.

Contacting HSE where do you go?



Worker Involvement a request for your help!

Anne Wright

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Contacting HSE where do you go?



HSE strategic goal involving the workforce:

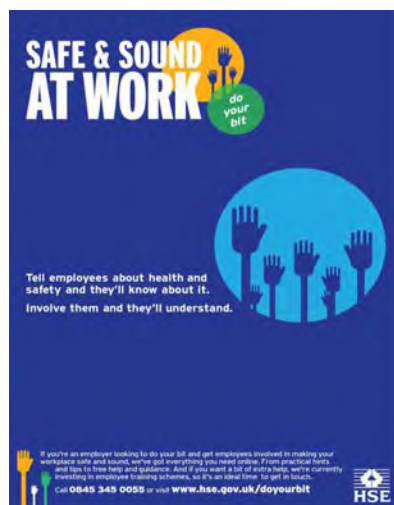
“To reinforce the promotion of worker involvement and consultation in health and safety matters throughout unionised and non-unionised workplaces of all sizes”.

Contacting HSE where do you go?



- Safety Representatives and Safety Committees Regulations 1977;
- Health and Safety (Consultation with Employees) Regulations 1996;
- Share examples of good practice managing risks;
- Raise awareness and improve wellbeing of employees/employers.

Contacting HSE where do you go?



- HSE **“Do Your Bit”** worker involvement
- Campaign launched:
- **1 March 2010**

- **Call to action** – Go to campaign site, call HSE Infoline or provider direct. Book online.

Contacting HSE where do you go?



Existing site feedback:

‘ very positive opinions, H&S Reps more impressed than employers . . . ‘it gives me the tools to make a better working environment . . . very plain English’!

Contacting HSE where do you go?



**Infoline
and
Incident Contact Centre.**

Contacting HSE where do you go?



HSE Infoline opened July 1st 1996:

Infoline is the HSE's public enquiry; contact centre, providing access to workplace health and safety information, guidance and expert advice.

Contacting HSE where do you go?



HSE Infoline:

- **Hours:** available between 8 a.m. and 6 p.m.;
- **Location:** Caerphilly Business Park,
Caerphilly, CF83 3GG;
- **Telephone:** 0845 345 0055;
- **'e'-mail:** ... hse.infoline@connaught.plc.uk
- **Out of hours:**
<http://www.hse.gov.uk/contact/outofhours.htm>.

Contacting HSE where do you go?



Infoline Callers:

- Provision of information only – not advice this is a contractual constraint
- Confidential & Anonymous
- Multilingual
- Circa 90% of queries resolved in Infoline
- Remainder referred to HSE network for resolution if:
 - *Advice/interpretation required*
 - *Technical/site specific*
 - *Complaints referred to local complaints teams*

Contacting HSE where do you go?



Infoline calls:

- Between 800 & 1000 calls a day;
- Approx 20,000 calls per month;
- Average call length 4.5 minutes;
- An operator will take on average 65 calls per day;
- No targets.

Contacting HSE where do you go?



Infoline – Written Enquiries:

- Over 90% of written communication is by 'e'-mail and Web feedback forms
- 50% growth in web enquires in second half of 2009 (see table below)

	2007	2008	2009
Total Completed	33,177	39,471	49,975
Total Per Month	2,764	3,289	4,165
Daily Average	132	60	198

Contacting HSE where do you go?



Top ten Infoline enquiries in one month (August 2010):

Position	Topic of Enquiry	Number of Enquiries
1	Workplace	1,241
2	addresses	1,139
3	Asbestos	1,055
4	Construction	784
5	RIDDOR	663
6	CDM	608
7	First Aid	498
8	Gas Safety	455
9	Public Safety	422
10	Risk Assessment	375

Contacting HSE where do you go?



Infoline Completed Enquiries to date:

- Calls 3,230,000
- Written Enquiries 300,000
- Call Backs 25,000
- Total Enquiries Completed **3,555,000**

Contacting HSE where do you go?



The Incident Contact Centre (ICC) Opened April 2001:

ICC process accident and incident reports made under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

Contacting HSE where do you go?



Incident Contact Centre:

- **Location:** Caerphilly Business Park, Caerphilly CF83 3GG;
- **Telephone:** 0845 300 9923;
- **Reporting RIDDOR;**
<http://www.hse.gov.uk/riddor/index.htm>;

Contacting HSE where do you go?



Incident Contact Centre:

- **'e'-mail:** download (link) *appropriate form*;
- **'e'-mail to:** riddor@connaught.plc.uk;
- **By post:** print & complete(link) *appropriate form* and send to ICC.

Contacting HSE where do you go?



ICC Remit:

- Represent Health and Safety Executive (HSE), Convention of Scottish Local Authorities (COSLA) and Local Authorities
- Cover all of the UK (Except Northern Ireland, Isle of Man, Jersey and Guernsey);
- Do not process Railways or Marine Reports.

Contacting HSE where do you go?



ICC Reporting Channels - average monthly breakdown:

- | | | |
|----------------|-------|-------|
| • Telephone* | 3,192 | (19%) |
| • Post | 1,484 | (9%) |
| • Fax | 401 | (2%) |
| • Web | 9,054 | (54%) |
| • Email | 2,458 | (15%) |
| • HSE 'e'-mail | 211 | (1%) |
- 211,859 reports processed in 2009 (this is typical per year)

**plus an additional 3,500 'query' calls that do not result in a report being made.*

Contacting HSE where do you go?



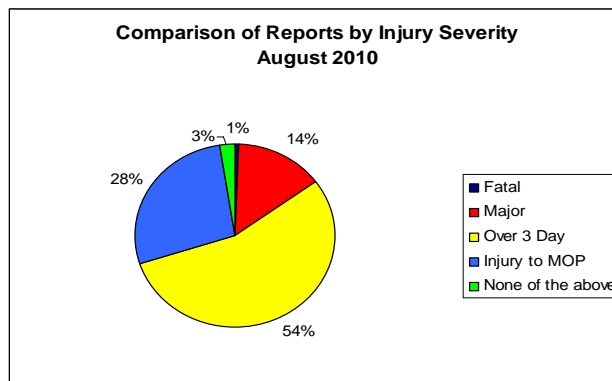
ICC Processing Reports:

- Processed reports viewed by the relevant Enforcing Authority via the Daily Report Screen on the RIDDOR Website
- Enforcing Authority decide whether to accept the incident or, where necessary, reallocate to an alternative EA

Contacting HSE where do you go?



Comparison of ICC reports by Injury Severity:



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**ICC feeding into Operational Strategy
Division Organisation:**

SCS Head of Division Operational Strategy Division

- **Band 1 Head** Services, Transportation & Safety Unit
- **Band 1 Head** Agriculture & Food Sector
- **Band 1 Head** Local Authority Unit
- **Band 1 Head** Manufacturing Sector
- **Band 1** Health Unit & Public Services Sector

Contacting HSE where do you go?



**ICC feeding into Field Operations
Divisions:**

- Wales and South West
- Scotland
- London
- Yorkshire & North East
- Construction
- Northwest & Headquarters
- East & South East

Contacting HSE where do you go?



***Benefits and Costs of
Good and Poor Health &
Safety***

Contacting HSE where do you go?



Benefits of Good H&S:

- Reduced risks and costs;
- Fewer accidents;
- Lessened threat of legal action (HSE Data base);
- Better reputation – employees, investors, customers, communities.

Contacting HSE where do you go?



Costs of Poor H&S:

- More than 200 deaths at work – excluding road-related;
- 30 million working days lost from ill-health and injury in 2006;
- Annual cost - £30 billion - more than 3% of GDP (HSE contributions?).



Thank You.

Questions?