



factsheet

Housing and Health

HEALTH AND SAFETY ENFORCEMENT

The Law

The purpose of health and safety law is to help protect the safety and health of employees, the self-employed and anyone else who may be affected by a business undertaking.

The law says:

- employers have to look after the health and safety of their employees;
- employees and the self-employed have to look after their own health and safety; and
- all have to take care of the health and safety of others, for example, members of the public who may be affected by their work activity.

The law takes the form of Acts (of parliament) and Regulations (statutory instruments), for example the Health and Safety at Work etc. Act 1974, and the Management of Health and Safety at Work Regulations 1999. All businesses have to comply with such laws.

Where the Health and Safety Commission/Health and Safety Executive (HSC/HSE) consider it necessary to supplement these they may produce Approved Codes of Practice (which have a legal status) and guidance.

What we do

Charnwood Borough Council:

- inspect workplaces;
- investigate accidents and cases of ill health;
- enforce good standards, usually by providing advice, but sometimes by



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- ordering improvements to be made and, if necessary, by prosecution;
- distribute health and safety information (e.g. leaflets and regular newsletters);
- answer queries

Do we enforce health and safety at all work places?

No. Both the HSE and Local Authorities such as Charnwood Borough Council enforce health & safety law. Which of these enforces the law at a particular premises or for a particular activity depends on the main activity involved.

In general Charnwood Borough Council enforcement officers cover:

- retail premises
- warehouses (retail/wholesale chain)
- offices
- catering
- hotels & residential care homes etc
- consumer services in a shop
- leisure activities
- animal boarding etc
- child care in non-domestic premises
- places of worship

The HSE in general cover everything else, e.g. factories, building sites, farms, fairgrounds, quarries, railways, hospitals, schools and colleges.

The local HSE area office is at:

5th Floor, Belgrave House

1 Greyfriars

Northampton NN1 2BS Tel. 01604 738300



Enforcement Concordat – What is it?

Well a concordat is an agreement or pact. The 'Enforcement Concordat' is a document which sets out what business and others being regulated can expect from enforcement officers. It sets out a blue-print for fair, practical and consistent enforcement across the country.

This concordat was drawn up by a partnership between central and local government and business and it has been adopted by Charnwood Borough Council. It sets out the following principles;

- Performance will be measured against agreed Standards
- There will be Openness in dealing with business and others
- Enforcers will be Helpful, courteous and efficient
- Complaints procedures will be publicised
- Enforcement decisions will be taken in a Proportionate manner and
- Enforcement officers will strive for high standards of Consistency.

The Concordat also establishes the procedures that participating enforcers will follow. These include distinguishing best practice advice from legal requirements and giving businesses a chance to discuss and remedy problems before action is taken, unless immediate action is required.

Health and Safety Enforcement Policy

The Council's Health and Safety Enforcement Policy takes into account the above principles and can be viewed at our offices or on the Council's web site at www.charnwood.gov.uk

Our Standards

Charnwood Borough Council's Health & Safety Enforcement Service will:

- carry out priority assessed inspections of premises in accordance with our priority inspection programme and following inspection take action in line with the principles of the Enforcement Concordat



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- respond to all enquiries and complaints within 3 working days
- answer straightforward enquiries immediately. Other more complicated enquiries will take longer and we will keep you in touch with progress
- be polite and considerate
- give you a name when we speak to you
- give you a business card or show you a warrant if we meet you
- take all reasonable steps to make our services accessible to everyone including people with special needs

We follow up inspections with a customer satisfaction survey in order to assess successes or shortcomings in our service delivery.

If we fail to meet these standards we will apologise and aim to put things right.

How we can help you

You can contact us at the address and telephone number below during office hours (8.30am to 5.00pm Mon-Thurs, 8.30am to 4.30pm Fri):

- if you would like advice on any health & safety matter;
- if you, as an employee, think your employer is exposing you to risks or is not carrying out legal duties, and you have pointed this out without getting a satisfactory response.

Should you have cause to complain about us or our services then let us know so we can, if appropriate, take action to put matters right. Where you feel this has not happened Charnwood Borough Council has a formal complaints procedure, which you may follow. All reception points and enquiry centres have copies of the Complaints Procedure leaflet.



If you require more information please contact:

Environmental Health Services

Charnwood Borough Council

Southfields

Southfield Road

Loughborough

Leicestershire LE11 2TX

Health & Safety

Tel: 01509 634628

Fax: 01509 262076

Minicom: 01509 215996

E mail: occupational.health@charnwood.gov.uk

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়াকরে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ माहिती जुद्धी जुद्धी पद्धतिओमां उपलब्ध छे. ते भेणववा माटे कृपा करी आ नंभर पर क्षेत्र करे (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਢੰਗਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਸਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

