

### Statement of Aim

The Health and Safety Service aims to ensure that workplaces are safe and that employees and people affected by work activities are not exposed to health and safety risks.

#### We will achieve this aim by:

- carrying out planned inspections of workplaces in the service sector
- promoting good standards of workplace Health and Safety management through the provision of advice, support and training
- investigating major reportable accidents which occur in the workplace
- investigating complaints from employees or members of the public about unsafe workplaces or activities in the service sector
- working in partnership with the HSE and other London boroughs on a jointly agreed programme of educational and enforcement initiatives

#### When we visit your business we will:

- show you our council identification and authorisation
- clearly explain the task we have come to do
- let you know what follow up action you can expect from us
- clarify any complex advice or action in writing within ten working days of our visit
- leave or send on to you a customer survey form

#### When you contact us for advice and assistance we will:

- direct you to the most appropriate person to deal with your request for advice or assistance and if they are not available, pass your details onto them
- tell you whether we are able to deal with your request for advice or assistance. If we are not able to help you, we will explain why, and if appropriate refer you to the Health and Safety Executive
- send you relevant advice leaflets
- in cases where we are able to deal with your request for advice or assistance, ensure that within five working days, you know the name of the officer who will be dealing with your enquiry
- in cases where you have contacted us by letter, email or fax, give you a full reply within ten days
- keep you informed of the progress of your enquiry by contacting you



## Whenever we come into contact with you we will:

- be polite and helpful
- respect your right to confidentiality
- answer the telephone in a friendly and efficient manner within six rings
- comply with the council's Dignity For All policy
- arrange interpretation, translation or signing where necessary
- always try to direct you to the most appropriate person and if they are not immediately available, pass your details onto them
- welcome comments about the Service

## If we take enforcement action we will:

- put legal requirements and advice clearly and simply. We will confirm these in writing within ten working days of our enforcement visit
- ensure that our letters explain what action is required, why it is necessary and clearly distinguish between legal requirements and good practice
- provide you with an opportunity to discuss the matter with an officer before formal enforcement action is taken, unless immediate action is required
- provide an explanation of why immediate action is required at the time and confirm in writing within ten working days of our enforcement visit
- ensure that you have written information on your rights of appeal against formal enforcement action

## Help us to help you

- please be honest with us, and try to give us all the information we request. We will only ask for relevant information
- please keep appointments
- please take prompt action when requested to do so
- please respond to customer survey forms that we send
- join the Islington Business Partnership for easy access to regulatory advice and business support

## Contact

Tel: 020 7527 3816

Fax: 020 7527 3057

Email: [commercial.envh@islington.gov.uk](mailto:commercial.envh@islington.gov.uk)

Web: [www.islington.gov.uk](http://www.islington.gov.uk)

**Public Protection Division**  
**Islington Council**  
**222 Upper Street**  
**London N1 1XR**

Any complaints or comments about the service should in the first instance be made to the Service Manager using the above address.

Islington Council has signed up to good enforcement principles as set down by the Government's Enforcement Concordat. Our policy on enforcement tells you what you can expect and requires that our officers act in an equitable, practical and consistent way.

