



SERVICE STANDARDS

Internal Health & Safety

**This document can be made available in large print,
Braille, tape format or in other languages upon request**

APRIL 2007



SERVICE PLAN – Internal Health and Safety (phase 1, external customer perspective)

The service

The West Somerset Council has a statutory duty, that is, one which is required to be carried out by law, to secure the health, safety and welfare of persons at work; and to protect persons other than persons at work from risks to their health or safety arising out of or in connection with the activities of persons at work.

There are numerous approved codes of practice and guidance documents available which advise on what needs to be done to meet the minimum required standard, however the guidance does not need to be followed religiously so long as the required outcome (a safe place of work and safe systems of work) can be achieved through using other means.

The standard of service you can expect from us

We will:

- Provide an environment that is safe and without risk to the health and safety of any member of the public (including contractors) who may have reason to visit the premises.
- Ensure all employees and councillors receive appropriate training so that the health and safety of any members of the public, who have reason to make use of services offered by the Council, is not put at risk.
- We will co-operate with contractors working on Council premises to ensure the environment remains safe and without risk to the health and safety of members of the public.
- Provide all contractors a copy of the written statement of our health and safety policy detailing our commitment to health and safety, the structure in place to implement the policy and the procedures put in place to secure the health, safety and welfare of persons at work; and to protect persons other than persons at work from risks to their health or safety arising out of or in connection with work carried out by Council employees or their contractors.
- Provide all contractors with copies of relevant risk assessments and details of safe systems of work currently operated by the Council.
- Provide all members of the public hiring Council owned / occupied premises with relevant health and safety information such as what to do in the event of an emergency, how to report an accident, how to report damaged fixtures and fittings and copies of any relevant risk assessments.
- Investigate all reported accidents, injuries and near miss incidents involving members of the public or contractors within 10 working days unless it is deemed to be urgent then the timescale will be reduced as appropriate.
- Respond to requests for information on issues relating to the health and safety of staff or members of the public within 20 working days. Requests for information will only be considered if the information can be released under the freedom of information act.
- Carry out regular fire drills every 4 months during office hours.

You can help by

- Informing us of any issues, that may affect the health and safety of you, or other persons, which arise as a result of a service you are providing to or receiving from the Council.

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- Reporting to any member staff, any unsafe buildings, equipment, machinery or working practices as soon as they become apparent.
- Reporting accidents, injuries and near miss incidents that arise a result of a work activity for which the Council is responsible to a member of staff.
- Reporting incidents of ill-health that you think may have occurred as a result of work activities carried out by Council employees or contractors working on behalf of the Council.
- Adopting safe working practices when working on Council premises or working on other premises on behalf of the Council.
- Following guidance issued for your safety, don't ignore safety notices, they are there for a good reason.
- Ensuring all staff working under contract to the Council attend training / safety briefing sessions when requested.

Your right to equal treatment

West Somerset Council is committed to giving an equal service to all. This means that staff should not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

Your right to complain

Things can go wrong, and we can make mistakes. If you are dissatisfied with something the Council has done, that you think is wrong or unjust, you should let us know and we will try to put things right to your satisfaction.

You can:

- Complete a comments, compliments and complaints form available from council offices or online at www.westsomersetonline.gov.uk
- Write to West Somerset Council, Customer Services, West Somerset Council, Killick Way, Williton, Taunton TA4 4QA
- Email us on customerservices@westsomerset.gov.uk

Further information

Further general information on health and safety can be found on the Health and Safety Executive website at www.hse.gov.uk

Monitoring

In order to be effective the Service Plan must be monitored and reviewed at regular intervals.

Biannual reports on the issues listed below will be made to CMG. These issues will also be reported at each meeting of the Safety Group:

- Accidents, injuries, near misses and ill health – number notified and the outcome of investigations.
- Damaged fixtures and fittings – number of reports and follow up action taken.
- Requests for advice or information.
- Routine inspections of Council owned premises, and the findings.
- Training needs – number of contractors requiring health and safety briefing.

WEST SOMERSET COUNCIL - FEEDBACK



Would you like to help us improve our services?

Here at West Somerset we really want to know what you – our customers think of the service that we provide for you. We aim to provide a high-quality service but there is always room for improvement. We therefore would be grateful if you could spend a few moments completing this questionnaire.

| | Phone | Email | Letter | Website | Personal Visit | Other (please specify) |
|----------------------------------|-------|-------|--------|---------|----------------|------------------------|
| 1. How did you make your enquiry | | | | | | |

2. What service did you require eg housing, benefits

| | Yes | No |
|---|-----|----|
| 3. Did we meet the standards you were expecting | | |
| If no, please provide details of where we have gone wrong | | |
| | | |

Service Provided

4. How would you rate the following.....
- Ease of contact with us
 - Courtesy and helpfulness of the staff
 - Keeping you informed about the progress of your enquiry
 - How would you rate the service overall

| | Excellent | Good | Fair | Poor |
|---|-----------|------|------|------|
| Ease of contact with us | | | | |
| Courtesy and helpfulness of the staff | | | | |
| Keeping you informed about the progress of your enquiry | | | | |
| How would you rate the service overall | | | | |

Were you kept informed?

5. How would you rate the following.....
- The information meets my needs
 - The information was provided when I expected it
 - The information was clear and well presented

| | Strongly agree | Agree | Disagree | Strongly disagree |
|---|----------------|-------|----------|-------------------|
| The information meets my needs | | | | |
| The information was provided when I expected it | | | | |
| The information was clear and well presented | | | | |

6. Is there anything we could do to improve our service?

Equal Opportunities

WSC is committed to providing an equal service to all members of the public. The following includes questions on age, ethnicity and disability and are optional. By completing these sections you will be providing additional information that WSC will find useful in improving its services. The information is strictly confidential and will only be used for statistical and monitoring purposes. We will not make it available to third parties in accordance with the Data Protection Act (1988).

Are you?

Male Female Transgender

Age

0 – 15 16 – 24 25 – 34 35 – 49 50 – 64 65 – 79 80+

Ethnic Origin

White

British Irish Other White

Mixed

White & Black Caribbean White & African Black Other Asian Mixed

Romany

Romany Gypsy Traveller of Irish heritage Traveller of European Heritage Traveller of other Heritage

Asian

Asian or Asian British Indian Pakistani Bangladeshi Other Asian

Black

Black or Black British Caribbean African Other Black

Chinese

Chinese or other Ethnic group Chinese Other ethnic group

If other in any category above, please specify:

Disability

Do you consider yourself to have a disability? Yes No

This form may be completed anonymously. However, please provide some contact details if you would like a reply.

Name:

Address:

.....

Telephone: Email:

Preferred method of contact: