

## Section 1

### A: FACTS AND FIGURES

<b>1: Name of Department</b>	<b>Health and Safety Commission/Executive (HSC/E)</b>
<b>2: Number of Code requests dealt with during 2002</b>	<b>1889</b>

#### **3: Handling of requests**

	<b>HSC/E</b>
a) Target for answering requests	<b>20 Days</b>
b) Reason for targets other than 20 days, and whether Ministers agreed to this	<b>n/a</b>
c) Number of requests answered within target	<b>100%</b>
d) Number of requests which involved extending target	<b>None recorded</b>
e) Number of requests which attracted a charge	<b>669</b>
f) Number of requests refused	<b>760, of which 611 were premature requests for information re civil proceedings</b>

#### **4: Breakdown of Code requests\***

	<b>HSC/E</b>	<b>* HSE records only the source of requests which are refused (ie, only 3(f) above, and these are broken down here, except for the figure for MPs/Peers, which reflects the total number of MP/Peer correspondence received in the reporting period by HSE's Secretariat</b>
i) Private Individuals	<b>660</b>	
ii) Businesses	<b>90</b>	
iii) Media and Journalists	<b>4</b>	
iv) Academics	<b>0</b>	
v) Charities, lobby groups and campaign groups	<b>0</b>	
vi) MPs/Peers*	<b>447</b>	
Vii) Others (including MEPs)	<b>6</b>	

#### **5: Information on departmental correspondence volumes**

a) According to type of correspondence

	<b>HSC/E</b>
i) Parliamentary Questions	a) letter/fax: <b>216</b> b) e-mails:
ii) Treat official correspondence	a) letter/fax: <b>115</b> b) e-mails:
iii) Ministers cases	a) letter/fax: <b>226</b> b) e-mails:

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b) According to category of correspondent (*If you record this information according to a different breakdown of category please substitute*)

	<b>HSC/E</b>
i) Private Individuals	This information is not available
ii) Businesses	
iii) Media and Journalists	
iv) Academics	
v) Charities, lobby groups and campaign groups	
vi) MPs/Peers	
Vii) Others (including MEPs)	

**If this information is unavailable please state how you monitor correspondence volumes, and what plans you have to change your monitoring procedures**

**HSE receives approximately 500,000 general enquiries, and approximately 300,000 requests for publications, each year.**

**These volumes are recorded by HSE's InfoLine Service contractor**

**6: Internal review of code requests**

	<b>HSC/E</b>
a) Number of requests for internal review	<b>2</b>
b) Target for completing internal review	<b>6 weeks</b>
c) Number of reviews completed within by target	<b>2</b>
d) Number of reviews which upheld original decision	<b>1</b>
e) Number of review resulting in supply of originally withheld info	<b>1</b>
f) Reviews which resulted in other outcome. Please specify	<b>n/a</b>

**7: Exemptions at internal review**

	<b>HSC/E</b>
i) Defence, security, international relations	<b>0</b>
ii) Internal discussions, advice	<b>0</b>
iii) Communications with the Royal Household	<b>0</b>
iv) Law enforcement, legal proceedings	<b>1</b>
v) Immigration and nationality	<b>0</b>
vi) Management of the economy, collection of tax	<b>0</b>
vii) Management and operation of the public service	<b>0</b>
viii) Public employment, appointments, honours	<b>0</b>
ix) Voluminous or vexatious requests	<b>0</b>
x) Publication or prior to publication	<b>0</b>
xi) Research, statistics, analysis	<b>0</b>
xii) Privacy	<b>0</b>
xiii) Third party commercial confidence	<b>0</b>
xiv) Information given in confidence	<b>0</b>
xv) Statutory and other restrictions	<b>0</b>

## **B: FURTHER INFORMATION**

**For all questions please specify which department/agency you are referring to**

### **8: Background information to policy announcements**

HSE publishes facts and analyses behind legislative and other major proposals in Consultative Documents and Discussion Documents, both of which are available free of charge.

### **9: Reasons for decisions**

a) Announcements of new areas where reasons have been given for decisions for the first time as a result of the Code

None

b) Major examples of where such reasons are already given

HSE continues to give reasons to those affected by decisions, in line with *Service First* principles

### **10: Guidance**

a) Published on the operation of departmental systems or schemes

Info on the internal management of HSE was made publicly available for the first time in 2002. All the following documents were included in the Publication Scheme and became available in November 2002. All the documents are available free of charge.

- Field Operations Division – Operational Circulars and Operational Minutes
- HM Railways Inspectorate – Charging Manual
- HM Railways Inspectorate – Procedures Manual
- Nuclear Safety Directorate – Business Management Manual
- Personnel – Staff Handbook
  - performance Appraisal Guide
  - Personnel News (Vacancies info)
  - Learning and Development
  - Developing Careers Together
- General Administrative Procedures (GAPs) (corporate administrative procedures applicable throughout HSE)

b) Issued for internal use in the course of the year

n/a

**11: Other Developments**

n/a

**12: Review and release of information**

HSE reviews internal documents in line with its openness policy and according to the business need. HSE's policy is to proactively identify the information people need and strive to provide it.

**13: Departmental internal review procedure**

No Change

**14: Departmental charging scheme**

No Change

**15: Departmental public contact points**

HSE InfoLine, Caerphilly Business Park, Caerphilly, CF83 3GG – phone, fax, write, email all enquiries  
HSE Information Centres – Bootle, Sheffield and London – personal callers  
Incident Contact Centre – phone, fax, write or email details of accidents which are reportable under the 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations' (RIDDOR)

**16: Departmental website**

[www.hse.gov.uk](http://www.hse.gov.uk) - website  
<http://www.hse.gov.uk/aboutus/hsc/openness.htm> - HSC Open Govt. page  
<http://www.hse.gov.uk/aboutus/hse/openness.htm> - HSE Open Govt. page  
<http://www.hse.gov.uk/publish/index.htm> - Publication Scheme

## Section 2

### A: MONITORING PROCEDURES

*If you do not collect the information asked for in any of the questions below please give a reason, and an assessment of how easy it would be for you to collect this information in the future*

#### **1: Procedures for monitoring code requests**

a) Explanation of procedures (please see questionnaire)

HSE receives around 500,000 general enquiries each year through its InfoLine Service. These are tracked and recorded for performance monitoring purposes (81% of telephone calls were answered within 15 seconds, 100% of written enquiries responded to within 10 days), and categorised by topic to provide feedback for HSE. In addition, HSE staff may handle both direct enquiries and referrals from InfoLine. Responses to enquiries handled by HSE staff are monitored for Service First standards measurement, and information requests are recorded if they mention the OG Code, involve a refusal or a charge is made. Individual Directorates or Divisions within HSE are responsible for recording this information which is then centrally collated for the purposes of this report.

HSE intends in the next 12 months to carry out a major review of its arrangements, in readiness for full FOI implementation in January 2005.

b) assessment of accuracy of monitoring procedures

The accuracy of present arrangements has not been verified. HSE commissioned an independent audit of its openness procedures and practices which was carried out in 2002 by the Constitution Unit at University College, London. The audit concurred with the HSE view that there has been substantial underestimating of Code requests and refusals, most of which are not recorded formally.

#### **2: Information on website hits**

a) Number of website hits per month on Departmental website (**NB, Unique User figures not available for 2002**)

January	<b>no information</b>	July	
February	<b>available</b>	August	
March		September	
April		October	
May		November	
June		December	

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b) Number of website hits per month on open government page and/or publication scheme  
home page **Not available for 2002**

January	OG site: Pub scheme:	July	OG site: Pub scheme:
February	OG site: Pub scheme:	August	OG site: Pub scheme:
March	OG site: Pub scheme:	September	OG site: Pub scheme:
April	OG site: Pub scheme:	October	OG site: Pub scheme:
May	OG site: Pub scheme:	November	OG site: Pub scheme:
June	OG site: Pub scheme:	December	OG site: Pub scheme:

**3: Duty to Assist**

a) Guidance for staff

No information is available. No guidance for staff has been issued on the FOI Act duty to assist

b) Other procedures

No information is available

c) Internal requests for assistance

No information is available

**B: PREPARATION FOR FOI**

**4: Promotion of the Code**

a) What steps have you been taking to make staff aware of the Code over the last year within your organisation

n/a

b) How have you related this to any awareness-raising programme under the Freedom of Information or Data Protection Acts

n/a

c) Please attach on a separate sheet a copy of your training/awareness raising plans. Add any comments in the box below

n/a

**5: Organisational Responsibilities**

a) Structural relationships between staff

n/a

b) Changes in structures since August 2002

n/a

c) Reasons for changes

n/a

d) Proposed role for openness contacts from January 2005

n/a

**6: Publication scheme procedures**

InfoLine keep statistical data which categorise the requests they receive by subject. This enables HSE to see what are the most frequently requested topics and to ensure that information on those topics is included in the Publication Scheme.

**7: Establishing needs of stakeholders for information**

**Users of the Publication Scheme have the opportunity to feedback any questions or concerns about the Scheme**

**C: FEEDBACK**

**8: Are there any questions we should have asked but didn't? Please give reasons for their inclusion**

n/a

**9: Are there any questions that you would drop? Please explain why**

**Questions 10(a) and 12 seem to be almost identical. Both could be combined to ask what information has been made publicly available that was previously only available for internal use.**

**10: Do you have any comments on the format of either the questionnaire or the return form?**

n/a

**11: Are you satisfied with the service and quality of advice we provide on "round-robin" requests, or is there another aspect of our oversight of the Code which you think we could improve?**

n/a