

Health and Safety Executive Board		Paper No: HSE/09/70	
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INTRODUCTION OF A RISK BASED APPROACH IN FOD FOR SELECTING COMPLAINTS ABOUT DUTYHOLDERS: SIX MONTH UPDATE			

Purpose of the paper

1. To fulfil the commitment given at the 28 January 2009 HSE Board meeting to provide a 6-month update on FOD's progress in the implementation of a risk-based approach for selecting complaints about dutyholders.

Background

2. At the January HSE Board meeting FOD presented a paper (HSE 09/10) asking the Board to support a change to HSE's policy for dealing with complaints about dutyholders, so that complaints are selected for investigation on the basis of the health and safety risk they present. The Board supported this proposal and asked FOD for an update in six months on progress with implementation. This paper provides early feedback as requested.

3. Detailed background to the existing and proposed systems for handling complaints about dutyholders is contained in HSE Board paper HSE 09/10 (<http://www.hse.gov.uk/aboutus/meetings/hseboard/2009/280109/b10.pdf>).

4. In summary, the key elements of change are:

- Divisionally based complaints handling teams with dedicated, trained complaints handling staff; thus
- Enabling the application of a risk based filter to select those complaints which present a real health or safety risk and prioritise these into the most serious (red) and significant risk (amber). Low risk complaints (green) will not be followed up by HSE.

Update

5. By the end of September 2009, each division will have a single dedicated complaints team (in some divisions this single team will split over 2 locations, to make best use of experienced staff).

6. Each division is phased in and starts operating the new risk-based selection arrangements.

7. The timetable for phasing in the new arrangements is:

FOD Division	Implementation date
East & South East	Team already in place by April 2009 ESE tested the risk-based selection of complaints in February to August 2008 as part of the Trial. All geographical FOD complaints and construction for East Grinstead and Ashford are currently subject to risk-based selection with the rest of the divisions construction complaints to follow.
Wales & South West	6 April
North West	11 May
Scotland	22 June
Yorkshire & North East	29 June
Midlands	1 July
London	28 September

8. It is too early to provide mature data or even detail on the complaints dealt with so far under the new arrangements (there have been no reports of operational difficulties). **Therefore, we propose to provide the Board with a more mature report early in 2010 when most divisions will have had 6 months operation under the new arrangements.**

Presentation

9. Lord McKenzie was briefed in February about the changes agreed by the HSE Board.

10. Information on resolving complaints about dutyholders and finding the appropriate enforcing authority has been included in the new HSE website which was launched in early June.

11. The new procedure will not apply to complaints on working time as HSE has a separate agreement with BERR on the investigation of such complaints.

12. Arrangements are in place to deal with complaints about health and safety issues that may come via the BERR Pay and Worker Rights Hotline.

Costs/Benefits

13. See the January paper.

Action

14. HSE Board notes the content of this update paper and agrees that a more mature progress report should be tabled early in 2010.

Paper clearance

15. The proposals in this paper were cleared by the SMT at its meeting on 29 June 2009.