



Health and Safety Executive		Operational Circular	
Field Operations Directorate		OC 167/9	
Cancellation Date	05/07/2006	Open Government Status	Fully Open
Version No & Date	05/07/1996	Author Unit/Section	

See OM 1997/107

To
 All FOD Professional Staff
 CHID Inspectors
 Railway Inspectors

CITIZEN'S CHARTER

INSPECTOR RELATIONS WITH PRIVATE INDIVIDUALS

This OC cancels and replaces OM 1992/165. It advises on the procedure to be followed prior to, during and following operational visits involving contact with private individuals.

General

1 In the interest of maintaining and enhancing the reputation of staff for responsive and considerate relations with private individuals who may be concerned about their own health and safety, or that of relatives, staff are reminded of the need during operational visits, particularly to domestic premises to:

1) give prior warning as a normal practice for domiciliary visits, except in cases where the apparent urgency dictates an immediate visit, or an inspector is fortuitously able to call at once and is not able to make prior contact;

2) establish identity, by appropriate use of warrant and/or visiting card, (sometimes it may be important to explain the inspector's status in a particular scenario) - the Citizen's Charter leaflet *HSE and You* can be used to provide information on HSE and its services;

3) send a brief letter confirming the contact, even if our powers of redress or action are limited for whatever reason. The letter should confirm:

a) the date and venue of any contact;

- b) briefly, any agreements reached (if they were);
 - c) briefly, any action the inspector agreed to take (if she/he did so);
 - d) expression of regret (if appropriate) that HSE cannot offer further assistance (where it will help, show awareness of the individual's concern);
- 4) keep a brief but accurate record of the contact; and
- 5) facilitate contact between the individual and any other relevant HSE staff who have a role.

Other references

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- 1) See OC 167/8 for contact with relatives of people killed through work activities.
- 2) See OC 440/19 for installers who fail to register with CORGI.
- 3) OM 1997/107 deals with complaints about FOD staff.
- 4) OM 1996/114 draws attention to the work of the Lighthouse Club which assists the victims of construction accidents and ill health, and their families.

Cancellation of instruction

3 OM 1992/165 - cancel and destroy.

5 July 1996
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ASI headings

Citizen's Charter: complaints: domestic premises: public: visits.

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