



SAFETY SERVICES
Level 7, The Arts Tower
Westn Bank, Sheffield
S10 2TN

Service Level Agreement

Service Name	HEALTH & SAFETY INSPECTION, PROFESSIONAL ADVICE & INFORMATION SERVICE (February 2011)
Description of Service	➤ To provide a departmental inspection service plus essential information and professional advice relating to health and safety matters to enable the University to meet its legal obligations
Client Groups/ Eligibility for Services	<ul style="list-style-type: none"> ➤ All Departmental Staff and Students ➤ Visitors & external personnel ➤ Members of the Public, Enforcing Authorities as necessary
Provider Responsibility – ionising radiations	<ul style="list-style-type: none"> ➤ To provide accurate, unambiguous, concise and timely advice and information where possible ➤ To keep abreast of current legal requirements and best practice where possible/foreseeable ➤ To provide an independent inspection and auditing service as necessary for determining compliance with relevant health and safety regulations and best practice ➤ Coordination of, and cooperation with, Enforcing Authority inspections of University premises and activities
User Responsibility	<ul style="list-style-type: none"> ➤ Provide clear definition of information required ➤ Agree a reasonable timescale for implementation ➤ To implement advice, and/or controls prior to action so far as is reasonably practicable ➤ Cooperate with Safety Services/Enforcing Authorities during inspections ➤ Refer any approach by Enforcing Authorities for inspections to Safety Services
Availability of Service	<ul style="list-style-type: none"> ➤ 0830 hours to 1700 hours - All working days ➤ Out of hours response via University Control Centre
Service/Statistics /Output/Measures	➤ Not measured
Dependencies	<ul style="list-style-type: none"> ➤ Emergency Control Centre ➤ Enforcing Authorities (HSE, Fire, Environment Agency) ➤ External Information Services ➤ Availability of University specialists
Feedback/ Monitoring	<ul style="list-style-type: none"> ➤ General feedback ➤ Customer Survey
Benchmarking	➤ None
Exclusions	<ul style="list-style-type: none"> ➤ Security matters ➤ Occupational health matters
Location of Service	➤ Safety Services

Contact Details	<ul style="list-style-type: none">➤ Safety Services Office➤ Ext 26198➤ Safety Officer - direct
Charges	<ul style="list-style-type: none">➤ Nil
Other	<ul style="list-style-type: none">➤ None