

Health & Safety (Maintained Schools)



Service Level Agreement 2024/25



Introduction from Service Lead

Dear Head teacher, Chair of Governors and School Business Manager

Welcome to the Service Schedule for Health and Safety, which contains all the information you will need to know about our service.

The schedule is split into two parts; one for the core provision which is provided to you on behalf of the Council as the Employer function and the other is for enhanced services which are payable through a 'Pay as You Use' rate.

We are always keen to work with our customers to meet their specific needs so please let me know if we can assist in making the service more bespoke to your School.

Changes to the Schedule includes:

- Contact details amended.
- Price changes on additional services reflecting staff cost rises.

We look forward to working with you.

Carol Fox
Occupational Health and Safety Manager

Description of our service

The Health and Safety Team provides a range of statutory duties on behalf of Shropshire Council which are available to Shropshire local authority-maintained schools as a core service. Further enhanced services are available through a 'pay as you use' service. The Health and Safety Team are committed to providing a high quality, comprehensive health and safety service to schools to ensure they are complying with all aspects of Health and Safety Legislation.

We provide a friendly, accessible, professional service. The team are highly qualified across a wide range of health and safety areas including: CMIOSH (Chartered Membership Institute of Occupational Health), IIRSM (International Institute of Risk and Safety Management), Grad IOSH, NEBOSH Diploma, MSc in Occupational Health and Safety Management and Asbestos Proficiencies.

Additionally, we have access to other areas of expertise that we can draw upon including the Council's legal, occupational health, human resources, property and planning and other support services as appropriate.

Our obligations and requirements

What we will do for you:

Ref.	
P1	Duty Officer System - The Health and Safety Team provide a telephone helpdesk service between 8.30 and 17.00 during normal working hours. This service provides assistance with simple and complex queries.
P2	School Specialists for Health and Safety - The Health and Safety Team have a dedicated resource specialising in school specific health and safety issues.
P3	Accident Reporting / Investigation - Initial monitoring of accident report forms to help identify corrective measures, if necessary. Further investigations can be carried out in conjunction with the school. Report any RIDDOR reportable incidents/accidents on behalf of the school, together with the provision of advice, guidance and support on dealing with HSE investigations.
P4	Provision and updating of Council (School Specific) Health and Safety Policies and Procedure - Provision of school specific policies, procedures and risk assessments via the Shropshire Learning Gateway. These include an example of a health and safety policy for personalisation by schools, risk assessments for caretakers, guidance regarding play equipment etc.
P5	<p>Training – required under Health and Safety Legislation - Access to mandatory core skills training courses that are required for schools to fulfil their health and safety obligations under the Health and Safety at Work Act 1974 etc.</p> <p>Courses include Asbestos Awareness, COSSH & PPE, Evac + Chair, Fire Safety, Fire Warden, Health & Safety Awareness, Ladder Safety, Lone Working & Personal Safety, Moving & Handling of Loads and Risk Assessment.</p> <p>NB. Courses can be provided off-site and/or on-site. A minimum of 6 attendees are required to access on-site courses and a maximum of 20. A £63.25 charge will be applied to deliver courses on site.</p> <p>Some fire courses include a short practical session demonstrating the operation of both a foam and carbon dioxide fire extinguisher – refill cost will apply at (£22.00 for 1 x Foam & 1 x CO₂)</p> <p>Evac+Chair (fire evacuation chair training) can be provided on-site. A minimum of 2 attendees are required and a maximum of 4 for this course. The charge for this course would be £137.50.</p> <p><i>Above costs are exclusive of travelling expenses which will be charged at 45 pence per mile.</i></p>
P6	Self-Monitoring Health and Safety Checklist - Access to the self-monitoring checklist for schools to assess their current health and safety performance.

	This service includes monitoring of completed forms and where required provides advice on issues raised.
P7	Auditing - Auditing of health and safety management systems within schools carried out on a 5 yearly rotation basis <i>(or at the request of the school where extra support is required - an additional cost may be incurred for this service)</i> . Full feedback report provided with recommendations.
P8	Cardinus- Healthy Working - Access to an e-learning workstation training and risk assessment package. 2 licences per school are provided on request. Any further licences will be chargeable at £5.50 per licence.
P9	Management of Fire Safety - Provision of advice and guidance documentation on the management of fire safety in schools.
P10	Crime Prevention Support - Providing the school with all the current draft documentation for Safer Schools, including the highly successful parent/carer survey. Attending Safer School Group meetings and chairing the meeting. Liaison and invite the Police to attend the Safer School Group meetings. Updating the school's 'Safer School' certificate. Providing the pupils that are part of the Safer School Group with a certificate. Assistance with Safer School publicity including updating the Safer School publicity slide for your school. Also, providing supporting notes for your web site. Providing security/safety advice – e mail updates, telephone guidance. Providing a survey for perimeter school signs. Assistance with security guarding requirements.
P11	Communication of health and safety information - Provision of a fully accessible information service via the Shropshire Learning Gateway is available. This includes up-to-date policies, guidance notes, school specific procedures, risk assessments, templates for use by schools and relevant information alerts from external bodies (such as HSE and Health Protection).
P12	Bulletin - A termly Health and Safety Bulletin will be provided to highlight changes in legislation and topical issues.
P13	Health and Safety Workshops - Access for up to three School staff to one annual health and safety/school business manager workshop which provides advice and guidance on topical issues and networking. (Dates will be advertised through the Health and Safety Bulletin and places will require booking via the Health and Safety Team).
P14	Head teacher's Induction - An opportunity for a Head teacher to have some dedicated time at the School with a Health and Safety Officer to discuss their role in managing health and safety.

Individual responsibilities of our staff

Roles	Contact details	Responsibilities
Occupational Health and Safety Manager	01743 252814 carol.fox@shropshire.gov.uk	<ul style="list-style-type: none"> ▪ Specific areas of responsibility include: Health and Safety Team Occupational Health Team including wellbeing. ▪ Provide leadership and management support to both teams.
Senior Health and Safety Officer	01743 252812 tim.tearle@shropshire.gov.uk	<ul style="list-style-type: none"> ▪ Provide leadership and management support for Health and Safety ▪ To review contractual agreements, when necessary. ▪ Manage feedback from customers.
Duty Health and Safety Officer	01743 252819 health.safety@shropshire.gov.uk	<ul style="list-style-type: none"> ▪ Provide a timely and responsive telephone or email service. ▪ To review any accident forms that are received by the team for monitoring and reporting purposes. ▪ To provide the initial support for significant accidents and assist you with support to secure the site and start your initial investigation of the incident. ▪ Provide initial timely, accurate and legally

		<p>sound advice in response to queries from the school.</p> <ul style="list-style-type: none"> ▪ Provide support for accessing and clarifying any Shropshire Council H&S policy documentation. ▪ To report any Reportable Incidents to the Enforcing Authority if they meet the reporting criteria.
Health and Safety Officer	<p>Carole Booker 01743 253858 Carole.Booker@shropshire.gov.uk</p> <p>Adam Griffiths 01743 252816 adam.griffiths@shropshire.gov.uk</p> <p>Julie Sayce 01743 256105 Julie.Sayce@shropshire.gov.uk</p> <p>School Safety Officer – Post will be filled in early 2024</p>	<ul style="list-style-type: none"> ▪ Provide timely, accurate and legally sound advice in response to queries from the school. ▪ Create and update policies, ensuring that best practice and legal requirements are met. ▪ To offer support and recommendations for accident investigations. ▪ To provide timely information to enable Schools to keep up to date with changes in legislation, etc. ▪ To facilitate regular workshops and Head teacher inductions. ▪ To undertake health and safety monitoring in line with Council Health and Safety Policy. ▪ To provide a summary accident statistic for your School on request.
Crime Prevention Officer	<p>Ian Bartlett 01743 252821 ian.bartlett@shropshire.gov.uk</p>	<ul style="list-style-type: none"> ▪ Provide timely, accurate and legally sound advice in response to crime prevention and security queries from the school.

		<ul style="list-style-type: none"> ▪ Provide advice and support on 'Safer Schools' initiative. ▪ Providing advice on 'Secured by Design' for building works. ▪ Providing draft documentation and guidance for 'Safer Schools'.
Health and Safety and First Aid Trainers	<p>Emma Cushing Health & Safety Trainer 01743 257906 emma.j.cushing@shropshire.gov.uk</p> <p>David Preece First Aid Trainer 01743 252819 david.preece@shropshire.gov.uk</p>	<ul style="list-style-type: none"> ▪ To deliver agreed courses. ▪ To provide information to allow course participants to engage and to ask questions. ▪ To record attendance at training courses. ▪ To undertake preparation and administer the courses.

What we require from you...

Ref.		Date required (if applicable)
C1	The organisation has adopted Shropshire Council's Health and Safety Policy and has access to Shropshire Council's intranet.	
C2	Accidents forms are submitted to the Health and Safety Team within 48 hours after the accident.	
C3	Any serious accident involving significant injury or lost time is communicated to the Health and Safety Team by the quickest practicable means.	

C4	The organisation will provide the Health and Safety Team with full and accurate information to ensure appropriate and timely advice and monitoring can be provided.	
C5	The school will submit their annual Self-Monitoring Check list and associated Action Plan for monitoring purposes.	Annual

Key Performance Indicators (KPIs)

Ref	Description of KPI	Target	Tolerances
1.0	SERVICE DELIVERY TIME		
1.1	Queries answered at first point of contact (by telephone/email) closed within agreed timescales with customer	100%	R = < 85% A = 85% - <89% G = >= 90%

Days/times during which Services are to be available

Monday – Friday	8.30am - 5.00pm
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Contact information

For more information	
Contact name	Carol Fox
Role	Occupational Health and Safety and Manager
Telephone	01743 252814
Email	carol.fox@shropshire.gov.uk

Charging and enquiries

For details on the various packages available for this service, including pay-as-you use options, or if you have any queries or issues regarding your service arrangements, please contact us on the above contact details.

Statutory Requirements

Compliance with the following health and safety legislation:

- Health and Safety at Work, etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Other relevant health and safety legislation

Additional Services

Additional services will be billed at point of delivery. The following services will be available on request:

Ref.	Service	Cost per hour (unless otherwise stated)
A1	Specific assistance with risk assessments, e.g. stress assessment.	£44.00 per hour and travelling costs of 0.45 pence per mile.
A2	Site specific assistance on complex work activity assessments, e.g., ergonomic or return to work.	£44.00 per hour and travelling costs of 0.45 pence per mile.
A3	Request for a site-specific review of documentation and review of your health and safety management system (Safety Audit). Full feedback report provided with recommendations.	£44.00 per hour and travelling costs of 0.45 pence per mile.
A4	Cardinus (Healthy Working) – additional support to resolve ergonomic issues. Access to an e-learning workstation training and risk assessment package.	£5.50 per licence
A5	On-site workstation assessments	£44.00 per hour.
A6	Specialist on site/off site training e.g., tailored to site during PD days or other times.	£88.00 per hour. Includes preparation, deliver and set up time. Plus, Travel Costs at

Ref.	Service	Cost per hour (unless otherwise stated)
		0.45 pence per mile.
A7	Managing Safely (IOSH Accredited) Training	£385.00 per delegate.
A8	Provision of access to CLEAPPS advisory service for science and technology, and provision of Radiation Protection Officer service.	Price on Application
A9	First Aid at Work and First Aid Re-qualification Training - Courses are held monthly. <ul style="list-style-type: none"> - First Aid at Work (3 day) - First Aid Requalification (2 day) - Paediatric First Aid (2 day) - Emergency First Aid at Work (1 day) - Combined Emergency First Aid at Work Paediatric First Aid (2 day) - Public Access Defib and CPR (3 hours) 	Price per delegate: £290.00 £215.00 £126.00 £115.00 £210.00 £60.00
A10	Providing the school with a security survey.	Price on Application
A10a	Advising the school on 'Secured by Design' for any building work.	£44.00 per hour.
A10b	Advice and assistance for assisting schools with perimeter signage schemes.	£44.00 per hour.
A10c	Professional advice and guidance on intruder alarm and CCTV systems.	£44.00 per hour.
A10d	Professional advice and guidance on all school fencing requirements.	£44.00 per hour.