

Health & Safety (Academies)



Service Level Agreement 2019/20

Introduction from Service Lead

Dear Headteacher, 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 charged as an annual rate based on your pupil numbers 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 numbers amended.
- CLEAPPS access and Radiation Protection Officer service added.

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 professional health and safety services that enable schools to comply with their statutory duties. These are offered as a core service or through an enhanced service, such as the 'pay as you use' service.

The Health and Safety Team will support the client in fulfilling their statutory requirement for the provision of *competent persons** within the organisation to comply with the Management of Health and Safety at Work Regulations 1999.

**NB: As an employer, under the Management of Health and Safety at Work Regulations 1999 (Reg 7) you must appoint someone competent to help you meet your health and safety duties. A competent person is someone with the necessary skills, knowledge and experience to manage health and safety.*

The Health and Safety Team are committed to providing a high quality, comprehensive health and safety service to ensure that organisations comply with all aspects of Health and Safety Legislation.

All organisations with 5 or more employees are required by UK law to have:

- *A documented health and safety policy*
- *Documented risk assessments for all significant hazards*
- *Access to competent health and safety advice (either internally or by using external health and safety consultants)*
- *Documented arrangements for the planning, organisation, control, monitoring and review of health and safety arrangements (i.e. a health and safety manual)*
- *Adequate health and safety training for managers and employees.*

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, Chartered Institute of Environmental Health, BSc Applied Chemistry, Diploma in Pollution Control, 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	Unlimited provision of health and safety advice over the telephone via the Council’s Duty Safety Officer System. This service provides assistance with simple and complex health and safety queries.
P2	Annual review of your Schools health and safety arrangements or agreed training sessions, one full day or two half days on an annual basis as agreed by the parties.
P3	Provide access to health and safety policies, advice and FAQs via the Shropshire Learning Gateway.

P4	Report to the Health and Safety Executive (HSE), any RIDDOR reportable incidents that are sent in via the Council's Accident Reporting System and offer advice and support on remedial actions.
P5	Monitoring of accident forms – each form submitted will be checked by the Duty Safety Officer and any concerns will be raised with the authorised officer.
P6	Attendance at one school health and safety workshop per year for up to two members of school staff.
P7	Unlimited access to health and safety training courses (charge per course applies). Further information is available in Training Brochure.
P8	An Occupational Health, Safety and Crime Prevention School Bulletin containing new, topical issues and updates on health and safety legislation, will be provided termly.
P9	Providing the school with the current draft documentation for Safer Schools, including the highly successful parent/carers survey.
P10	Attending one yearly Safer School Group meeting.
P11	Updating the school's 'Safer School' certificate.
P12	Providing security and Crime Prevention advice – e mail updates, telephone guidance.

Individual responsibilities of our staff

Roles	Contact details	Responsibilities
Occupational Health and Safety Manager	Carol Fox 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 ▪ Provide leadership and management support to both teams.

<p>Senior Health and Safety Officer</p>	<p>Tim Tearle 01743 252812 tim.tearle@shropshire.gov.uk</p>	<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.
<p>Health and Safety Officer</p>	<p>Clive Yates 01743 252859 clive.yates@shropshire.gov.uk</p> <p>Shelley Reid 01743 252818 shelley.reid@shropshire.gov.uk</p> <p>Adam Griffiths 01743 252816 adam.griffiths@shropshire.gov.uk</p> <p>Sharon Burt (Trainee) 01743 256519 sharon.burt@shropshire.gov.uk</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 termly information to enable Schools to keep up to date with changes in legislation, etc. ▪ To provide a termly summary overview of Accident data, if accident forms monitored.

<p>Health and Safety and First Aid Trainers</p>	<p>Health & Safety Trainer 01743 252819 corporatetrainingbookings@shropshire.gov.uk</p> <p>David Preece First Aid Trainer 01743 252832 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 administration as necessary for the smooth delivery of the courses.
<p>Crime Prevention Officer</p>	<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. ▪ 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'.
<p>Health and Safety Support Assistant</p>	<p>Katie Dawson 01743 252819 katie.dawson@shropshire.gov.uk</p>	<ul style="list-style-type: none"> ▪ Participate in the collection and collation of accident data and provide termly statistical

		information on request. <ul style="list-style-type: none"> Administrate bookings for H & S training course.
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What we require from you...

Ref.		Date required (if applicable)
C1	The organisation has a Health and Safety Policy or has adopted Shropshire Council's Health and Safety Policy.	
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.	

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 Manager
Telephone	01743 252814
Email	carol.fox@shropshire.gov.uk

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

Charging and enquiries

Details of the various packages available for this service, including pay-as-you use options, are available upon request through our contact details.

A free (maximum 1 hour) consultation will be provided to scope and cost out the work required.

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	Accident investigation	£35.00 per hour plus VAT
A2	Specific assistance with the completion or review of risk assessments, e.g., stress assessment.	£35.00 per hour plus VAT
A3	Site specific assistance on complex work activity assessments, e.g. ergonomic or return to work.	£35.00 per hour plus VAT
A4	Pre/Post Ofsted visits (however these can be combined with annual review at no extra cost)	£35.00 per hour plus VAT
A5	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.	£35.00 per hour plus VAT
A6	Cardinus (Workstation Plus) – additional support to resolve ergonomic issues. Access to an e-learning workstation training and risk assessment package.	Each license costs £3.99 per person.
A7	On-site workstation assessments or support to review.	£35.00 per hour plus VAT
A8	Access to a number of health and safety training courses which are required for organisations to fulfil their obligations under the Health and Safety at Work Act, etc. 1974.	Please see the Training Brochure for costs.
A9	Managing Safely (IOSH Accredited) Training (cost on application)	Please see the Training Brochure for costs.
A10	Bespoke health and safety training courses run on your School Site.	Please see the Training Brochure for costs.
A11	Initial set up of Health and Safety Policy and Arrangements	£500 exclusive of VAT
A12	Review of Policy and Associated Guidance	£35.00 per hour plus VAT
A13	Bespoke Data Reports for specific time frames other than routine termly ones. This includes analysis of accident data for trends,	£25.00 per hour plus of VAT

Ref.	Service	Cost per hour (unless otherwise stated)
	performance and sector comparatives and performance information on inspections, auditing, and accident investigation findings.	
A14	Management of Fire Safety. Provision of advice and guidance documentation on the management of fire safety.	£35.00 per hour plus VAT
A15	Completion of fire risk assessments.	Price on application
A16	Access to self-monitoring checklists for assessing current health and safety performance within your organisation. This service includes monitoring of completed forms and giving advice on issues raised, where required.	£35.00 per hour plus VAT
A17	Additional charge for documentation – Council’s Accident Reporting System (CARS) forms. (50 forms per pad)	£10 per pad
A18	First Aid at Work and First Aid Re-Qualification Training - Courses are held monthly.	Please see the Training Brochure for costs.
A19	Provision of access to CLEAPPS advisory service for science and technology, and provision of Radiation Protection Officer service.	Price on application
A20	Crime Prevention Additional Services – Package A	£125 plus VAT
	Providing the pupils that are part of the Safer School Group with a certificate.	
	Liaison and inviting the Police to attend the Safer School Group meeting.	
	Assistance with Safer School publicity including updating the Safer School publicity slide for your school. Also, providing supporting notes for your web site.	
	Assistance with security guarding requirements.	
A21	Crime Prevention Additional Services – Package B	See individual Prices below
	Advising the school on ‘Secured by Design’ for any building work.	£35.00 per hour
	Providing a survey for perimeter school signs.	£100.00
	From conception to completion, assisting schools with perimeter signage schemes.	£35.00 per hour
	Professional advice and guidance on intruder alarm and CCTV systems.	£35.00 per hour

Ref.	Service	Cost per hour (unless otherwise stated)
	Professional advice and guidance on all school fencing requirements.	£35.00 per hour
	Providing the school with a security survey.	£280.00 per survey
A22	Academy Schools (Not 'Buying Back' into the Health & Safety contract)	£225.00 plus VAT
	Providing the school with all the current draft documentation for Safer Schools, including the highly successful parent/carer survey.	
	Attending a yearly Safer School Group meeting.	
	Updating the school's 'Safer School' certificate.	
	Providing security/safety advice – e mail updates, telephone guidance and any newsletters.	