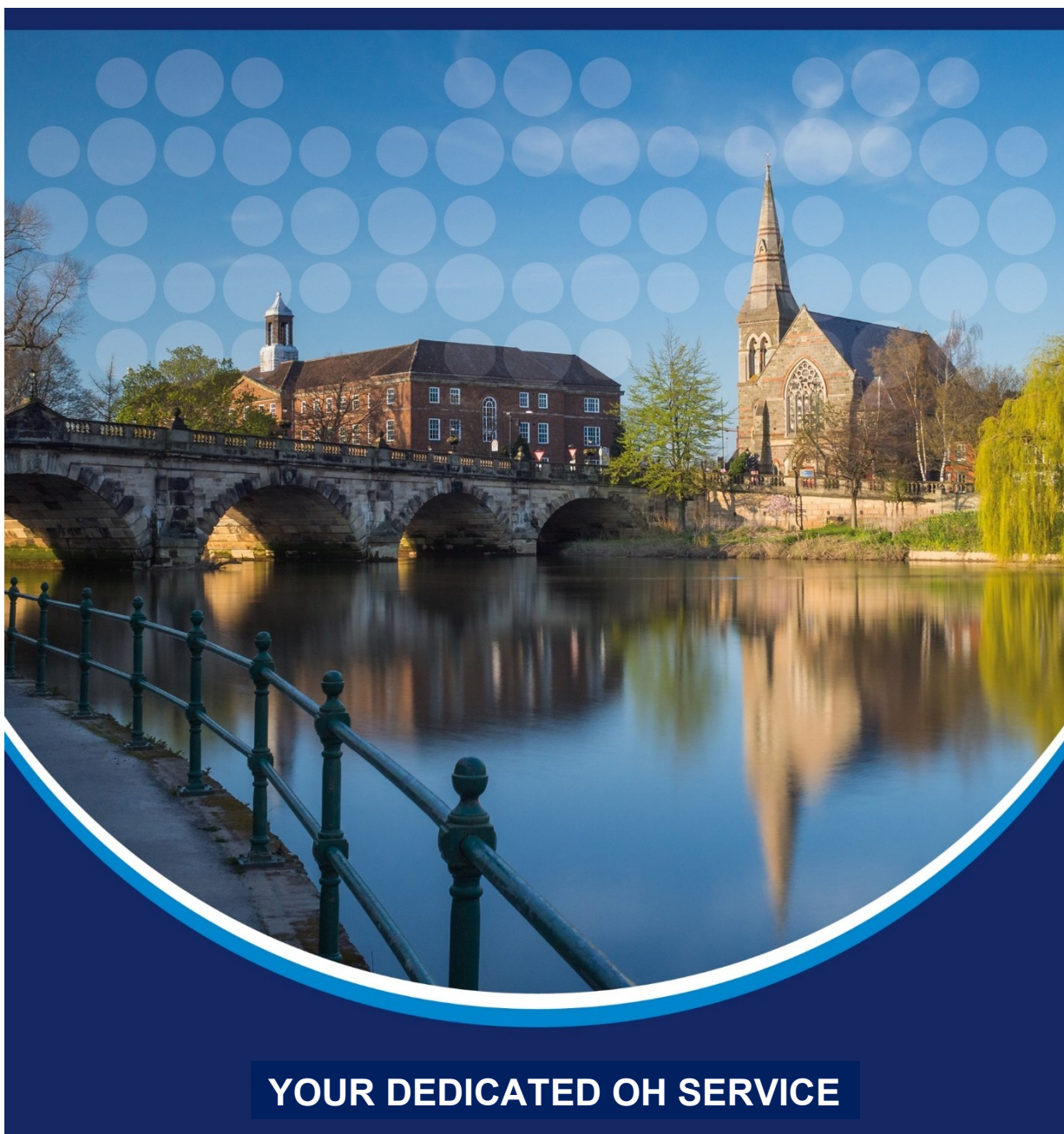


# Occupational Health

## Maintained Schools Service Level Agreement 2026/2027



## Introduction from Service Lead

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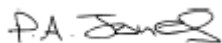
**Dear Headteacher, Chair of Governors and School Business Manager,**

Welcome to the Service Level Agreement for Occupational Health (OH), which contains all the information you will need about our service.

Following the retirement of Carol Fox last year, I am now service leave for the Councils Occupational Health Service. Over the next 12 months the team will be reviewing all aspects of OH service with a few to identifying efficiencies and improvements. I would welcome any feedback you may have about the service to date and also any suggestions for service improvements.

The schedule is split into two parts; one for the core provision which is provided to you as part of the Council's employer/statutory function and the other is a chargeable service which is payable through a 'Pay as You Use' rate.

We look forward to working with you.



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## Shropshire OH Service Schedule

The Occupational Health Team is committed to providing a high-quality comprehensive service to schools.

We will address the impact of work on health and health on work. We advise management to ensure they are complying with the relevant legislation and their duty of care to enable all staff to achieve their full capabilities at work.

Our aim is to provide a confidential, accessible and professional service. We strongly believe that communication and collaboration is the key to providing an excellent and effective service.

All Occupational Health medical staff are highly qualified health professionals and are members of their respective professional bodies, the Nursing and Midwifery Council, the General Medical Council and the Faculty of Occupational Medicine.

The counselling service is staffed by our preferred contractor.

Physiotherapy is carried out by our preferred contractor.

Our commitment to you under our **Customer Charter** is that we will:

- Provide professional, trusted, and expert advice through access to qualified and experienced OH specialists.
- We will be personable, approachable, open, honest, and responsive in all our dealings with you.
- Provide a service that is tailored to your needs, solution focussed and value for money.
- Ensure clear two-way communication channels where we will actively seek and act on feedback to improve our services to you.

The OH team can be contacted by telephoning 01743 252833 or emailing [occupationalhealth@shropshire.gov.uk](mailto:occupationalhealth@shropshire.gov.uk)

Please find details over the following pages of the OH service set out in more detail.

1. Core Service	
1.1	Available to answer enquiries between 9.00 and 16.00 Monday to Friday.
1.2	Clearance of pre-placement questionnaires prior to commencement of employment. Clearance will not be carried out if the new member of staff is already in post.
1.3	Management referrals undertaken to assess fitness for work by suitably qualified staff and each referral is triaged. A report issued to the referring manager. A referral may be triaged for the occupational health physician directly in complex or contentious cases and there may be an additional charge if outside of the usual clinic.
1.4	Provision of advice on rehabilitation and workplace adjustments following referral when an employee is returning to work.
1.5	Occupational health advice at case conferences on request.
1.6	Request medical records/reports for ill health retirement (IHR) applications in line with the Local Government Pension Scheme and Teacher's Pension Scheme.
1.7	Confidential and secure storage of medical records in accordance with GDPR and Council Retention Schedule.
1.8	Provide early intervention and support to managers and employees with illness or problems, which could affect their work.
1.9	Liaising with other health professionals, e.g., GP or consultant when managing referrals.

1.10	Access to Employee Assistance Programme which includes a confidential counselling service (full details available on Shropshire Learning Gateway). For costs, see 2.5 below.
1.11	Triage for fast-track access to a physiotherapy service. (subject to change during 26/27 due to contract renewal). The sessions are chargeable and the cost of each session is to be met by the school. For costs, see 2.5 below.
1.12	Provision of health surveillance undertaken by an occupational health advisor, e.g., hand arm vibration syndrome (HAVS), spirometry (lung function test), audiometric screening, etc. (see charges below)

## 2. Additional Chargeable Services (billed at point of delivery)

2.1	Writing to the GP or specialist for medical reports is only required in some circumstances, e.g. for ill health retirement applications or the management of difficult cases. The cost will be invoiced directly to the school.	Cost -dependant on charges by the GP practice ( <b>from £50</b> ) or specialist.
2.2	Occupational health physician appointment outside usual clinic dates.	<b>£350</b>
2.3	Ill Health retirement applications undertaken by the Council's independent registered medical practitioner (IRMP) including benefits requests. If the IRMP is deemed not to be independent to the case an alternative IRMP will be appointed from the Council's independent registered medical practitioners (IRMP) list. Acceptance to pay charges agreed between the School and OH before the application is progressed.	<b>From £500.00*</b> per employee including admin costs if our own OHP is used. (*A set cost cannot be agreed before the case is reviewed by the IRMP as charges are based on the complexity of the case/time taken to complete the application.)
2.4	Provision of Counselling Sessions. <b>Available by prior request via occupational health.</b> The employee will contact the service directly and confidentially. No names will be disclosed under any circumstances.	Charges met by Shropshire Council as the employer.
2.5	Access to the Educational Psychology Service (EPS). The employee will contact the service directly and confidentially. No names will be disclosed under any circumstances.	<b>£132</b> per hour. Shropshire Council will pay the first <b>£48</b> and School will be charged a 'top up' for this service.
2.6	Physiotherapy – Co-ordination and management of referrals physiotherapy service. (Provision of this service and costs are subject to change during 26/27 due to end of current contract)	<b>£75</b> for initial visit <b>£50</b> for follow up



<b>2.7</b>	Provision of Health Surveillance by OHA as follows: <ul style="list-style-type: none"> <li>• Hand Arm Vibration, initial and annual screen.</li> <li>• Hand Arm Vibration, clinical assessment by OHP</li> <li>• Spirometry (lung function test)</li> <li>• Audiometric screening</li> <li>• Skin assessment</li> <li>• Food Handlers skin assessment</li> </ul>	Price per appointment. <b>£60</b> <b>POA</b> <b>£70</b> <b>£70</b> <b>£55</b> <b>£55</b>
<b>2.8</b>	If a school or employee fails to provide reasonable notice (48 hours) for not attending for an appointment a non-attendance charge will be applied and the school will be invoiced.	Non-attendance with OHA - <b>£135</b>  Non-attendance with OHP - <b>£450</b>

### 3. What we require from you

<b>3.1</b>	Provide prompt and accurate information on request.
<b>3.2</b>	All paperwork to be completed accurately.
<b>3.2</b>	To adhere to all relevant health, safety and wellbeing policies.
<b>3.4</b>	All referrals must be made by management (not individual employees) The employee should be aware of the referral and the reasons for the referral. The referral should be completed fully and provide an accurate description of the work-related problems.
<b>3.5</b>	Pre-placement questionnaires must be submitted before the new employee commences in their new post.

<b>4.0</b>	<b>SERVICE DELIVERY TIME KPIs</b>	<b>Target</b>	<b>Tolerances</b>
4.1	Employment medicals returned within 5 days.	95%	R = >8 days A = 6 to 7 days G = 5 days
4.2	Appointment date sent within 14 days	90%	R = >30 days A = >15 days G = 14 days
4.3	First appointment seen within 28 days of request	90%	R = >30 days A = >28 days G = 14 days
4.4	Reports back to managers sent within 5 days after appointment	90%	R = >8 days A = 6 – 7 days G = 5 days
4.5	Health surveillance referrals seen within 28 days	100%	R = >30 days A = >28 days G = <28 days