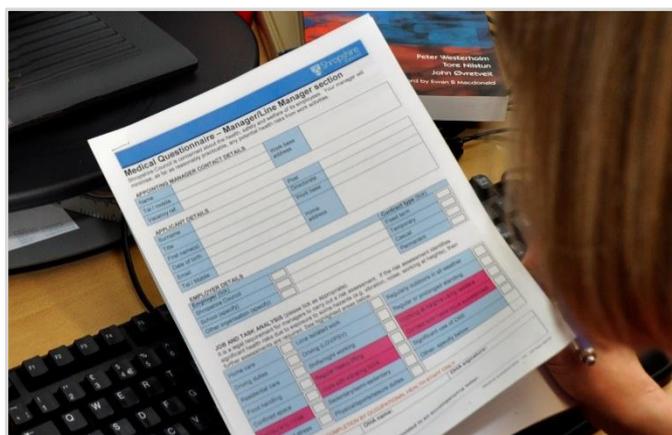


Health & Safety (Academies)



Service Level Agreement 2017/18

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 added.
- Reference and signposting to CPD Training Directory 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.

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 ▪ Provide leadership and management support to both teams.

		<ul style="list-style-type: none"> ▪ To review contractual agreements, when necessary. ▪ Manage feedback from customers.
Duty Health and Safety Officer	<p>01743 252819 health.safety@shropshire.gov.uk</p>	<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 support the initial advice 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 sound advice in response to queries from the school. ▪ Provide support for accessing and clarifying any Shropshire Council H&S policy documentation.
Health and Safety Officer	<p>Clive Yates clive.yates@shropshire.gov.uk 01743 252859 Shelley Reid shelley.reid@shropshire.gov.uk 01743 252818 Adam Griffiths Adam.griffiths@shropshire.gov.uk 01743 252816</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.

		<ul style="list-style-type: none"> ▪ 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.
Health and Safety and First Aid Trainers	<p>Dave Mann Health and Safety Trainer dave.mann@shropshire.gov.uk 01743 255482</p> <p>David Preece First Aid Trainer david.preece@shropshire.gov.uk 01743 252819</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.
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. ▪ 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 Support Assistant	<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"> ▪ To provide administrative support for E-learning modules including Workstation Plus. ▪ Administrate bookings for H & S training course.
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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 both 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 bi-annual (two half days) 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 (CARS) and offer advice 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) See the Inspire to Learn CPD Training Directory.
P8	Termly Occupational Health, Safety and Crime Prevention School Bulletins on new, topical issues and updates to your workforce.
P9	Providing the school with all the current draft documentation for Safer Schools, including the highly successful parent/carer 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.
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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	9.00am - 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	POA
A2	Specific assistance with the completion or review of risk assessments, e.g., stress assessment.	POA

Ref.	Service	Cost per hour (unless otherwise stated)
A3	Site specific assistance on complex work activity assessments, e.g. ergonomic or return to work.	POA
A4	Pre/Post Ofsted visits (however these can be combined with annual review at no extra cost)	POA
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.	POA
A6	Cardinus (Workstation Plus) – additional support to resolve ergonomic issues. Access to an e-learning workstation training and risk assessment package.	POA
A7	On-site workstation assessments or support to review.	POA
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.	See the Inspire to Learn, CPD Training Directory.
A9	Access to the following E-learning Courses: Fire Safety Plus Manual Handling in the Office Manual Handling Plus Effective Risk Assessment Safety for Line Managers	POA
A10	Managing Safely (IOSH Accredited) Training (cost on application)	See the Inspire to Learn, CPD Training Directory.
A11	Bespoke health and safety training courses run on your School Site.	See the Inspire to Learn, CPD Training Directory.
A12	Initial set up of Health and Safety Policy and Arrangements	POA
A13	Review of Policy and Associated Guidance	POA
A16	Bespoke Data Reports for specific time frames other than routine termly ones. This includes analysis of accident data for trends, performance and sector comparatives and performance information on inspections, auditing, and accident investigation findings.	POA

Ref.	Service	Cost per hour (unless otherwise stated)
A17	Management of Fire Safety. Provision of advice and guidance documentation on the management of fire safety.	POA
A18	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.	POA
A19	Additional charge for documentation – Council’s Accident Reporting System (CARS) forms. (50 forms per pad)	POA
A20	First Aid at Work and First Aid Re-Qualification Training - Courses are held monthly.	See the Inspire to Learn, CPD Training Directory.
A20	Crime Prevention Additional Services – Package A	POA
	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
A21a	Advising the school on ‘Secured by Design’ for any building work.	POA
A21b	Providing a survey for perimeter school signs.	POA
A21c	From conception to completion, assisting schools with perimeter signage schemes.	POA
A21d	Professional advice and guidance on intruder alarm and CCTV systems.	POA
A21e	Professional advice and guidance on all school fencing requirements.	POA
A21f	Providing the school with a security survey.	POA

Ref.	Service	Cost per hour (unless otherwise stated)
A22	Academy Schools (Not 'Buying Back' into the Health & Safety contract)	POA
A22a	<ul style="list-style-type: none"> Providing the school with all the current draft documentation for Safer Schools, including the highly successful parent/carer survey. 	
A22b	<ul style="list-style-type: none"> Attending a yearly Safer School Group meeting. 	
A22c	<ul style="list-style-type: none"> Updating the school's 'Safer School' certificate. 	
A22d	<ul style="list-style-type: none"> Providing security/safety advice – e mail updates, telephone guidance and any newsletters. 	
A23	Crime Prevention Additional services - A	POA
	<ul style="list-style-type: none"> 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. 	
A24	Crime Prevention Additional Services - B	See individual Prices below
A24a	<ul style="list-style-type: none"> Advising the school on 'Secured by Design' for any building work. 	POA
A24b	<ul style="list-style-type: none"> Providing a survey for perimeter school signs. 	POA
A24c	<ul style="list-style-type: none"> From conception to completion, assisting schools with perimeter signage schemes. 	POA
A24d	<ul style="list-style-type: none"> Professional advice and guidance on intruder alarm and CCTV systems. 	POA
A24e	<ul style="list-style-type: none"> Professional advice and guidance on all school fencing requirements. 	POA
A24f	<ul style="list-style-type: none"> Providing the school with a security survey. 	POA