

# Occupational Health (Maintained Schools)

**Service Level Agreement 2025/26**



# Introduction from Service Lead

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Dear Head teacher, Chair of Governors and School Business Manager

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

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

## **Changes to Schedule includes:**

Removal of outdated photos

Occupational Health Physician (OHP) price increase to reflect new charges from OHP.

Change to costs for the acquisition of medical records, ill health retirement applications, management referrals if appointment cancelled without reasonable notice, physiotherapy, health surveillance and HAVS assessment by an OHP due to increases in charges by third parties and increases in peripheral costs.

Removal of vaccinations and Immunisations.

Change in personnel and updated KPIs

We look forward to working with you.

**Carol Fox**

**Occupational Health and Safety Manager**

## Description of our service

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The Occupational Health Service provides a wide range of services.

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.

### Staffing

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 Offer and Our Package

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Details of the various packages available for this service, including pay-as-you go 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.

### Core Service

Our Core Service provides our customers with access to a high quality and comprehensive occupational health service. We can help address the impact of health-related matters at work and can advise managers to ensure they are compliant with legislation.

#### Service Schedule

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| - Available to answer enquiries between 9.00 and 16.00 Monday to Friday.  |
| - 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. |
| - Management referrals to assess fitness for work.  |

- Provision of advice on rehabilitation and workplace adjustments following referral when an employee is returning to work.
- Occupational health advice at case conferences on request.
- Request medical records/reports for ill health retirement (IHR) applications in line with the Local Government Pension Scheme and Teacher's Pension Scheme.
- Confidential and secure storage of medical records.
- Provide early intervention and support to managers and employees with illness or problems, which could affect their work.
- Liaising with other health professionals, e.g., GP or consultant when managing referrals.
- Access to our confidential counselling service. The sessions are chargeable and the cost of each session is to be met by the School. For costs, see A3 and A4 on the following pages.

## **Additional chargeable services**

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

<b>Ref.</b>	<b>Service</b>	<b>Cost per hour (Unless otherwise stated)</b>
<b>A1</b>	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
<b>A2</b>	Ill Health retirement applications undertaken by the Council's independent registered medical practitioner (IRMP) Including deferred 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 practitioner (IRMP) list. Acceptance to pay charges will be agreed between The School and OH before the application is	<b>From £495.00</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 because charges are based on the complexity of the case and consequent time taken to complete the application

Ref.	Service	Cost per hour (Unless otherwise stated)
	progressed.	
<b>A3</b>	Provision of Counselling Sessions. <b>Available by prior request via occupational health.</b> The employee contact the service directly and confidentially. No names will be disclosed under any circumstances.	<b>N/A as charges met by Shropshire Council as the employer.</b>
<b>A4</b>	Access to the educational psychology service (EPS) The employee will contact the service directly and confidentially. No names will be disclosed under any circumstances. (P11)	<b>£116</b> per hour. Shropshire Council will pay the first <b>£48</b> and your School will be charged a 'top up' for this service.
<b>A5</b>	Physiotherapy – Co-ordination and management of referrals to the physiotherapy service.	<b>£73.70</b> for initial visit <b>£49.50</b> for follow up
<b>A6</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>£53.24</b>  <b>POA</b>  <b>£66.00</b> <b>£66.00</b> <b>£53.24</b> <b>£53.24</b>
<b>A7</b>	If a school or employee fails to provide reasonable notice (48 hours) for not attending for an appointment a <i>non-attendance charge</i> will be applied and the school will be invoiced.	<b>£130.90</b> for <i>non-attendance</i> of referral appointments with an OHA  <b>£423.50</b> for <i>non-attendance</i> of referral appointments with an OHP

## Individual responsibilities of our staff

Roles	Contact details	Responsibilities
<b>Occupational Health and Safety Manager</b>	Carol Fox <a href="mailto:carol.fox@shropshire.gov.uk">carol.fox@shropshire.gov.uk</a> 01743 252814	Specific areas of responsibility include: Health and Safety Team Occupational Health Team <ul style="list-style-type: none"> <li>• Provide leadership and management support to both teams.</li> <li>• To review contractual agreements, when necessary.</li> <li>• Manage feedback from customers.</li> </ul>
<b>Occupational Health Advisors (OHA)</b>	Sue Upton <a href="mailto:sue.upton@shropshire.gov.uk">sue.upton@shropshire.gov.uk</a> 01743 252833  Di Kesterton <a href="mailto:di.kesterton@shropshire.gov.uk">di.kesterton@shropshire.gov.uk</a> 01743252833  Karen Mayne (casual) <a href="mailto:Karen.mayne@shropshire.gov.uk">Karen.mayne@shropshire.gov.uk</a>	<ul style="list-style-type: none"> <li>• To provide impartial, confidential occupational health advice to managers and employees on health issues affecting or having the potential to affect work and work issues affecting health.</li> <li>• Sickness absence referrals. Advice for managers and support to employees.</li> <li>• To gather and prepare medical information for ill health retirements for the occupational health physician to provide medical opinion.</li> <li>• To assess and review medical information for recruitment purposes.</li> <li>• Health surveillance for work activities on completion of a risk assessment.</li> <li>• Vaccination programmes (where applicable)</li> <li>• Referral for fast-track physiotherapy to our preferred provider.</li> <li>• Health promotion – supporting employees maintain good physical and mental wellbeing.</li> </ul>

		<ul style="list-style-type: none"> <li>• To maintain employee medical records in accordance with professional and legal guidelines.</li> <li>• To maintain OH policies and documentation.</li> </ul>
<b>Occupational Health Technical Support Assistants</b>	<p>Agi Clark Lynsey Holding 01743 252833 <a href="mailto:occupationalhealth@shropshire.gov.uk">occupationalhealth@shropshire.gov.uk</a></p>	<ul style="list-style-type: none"> <li>• First point of contact for OH.</li> <li>• Undertake all aspects of OH administration.</li> <li>• Maintain secure occupational health records.</li> </ul>
<b>Occupational Health Physician</b>	<p>Neptune Health Ltd. Other independent OHP from Council's registered list when necessary.</p>	<ul style="list-style-type: none"> <li>• Provide a monthly clinic for the provision of occupational health physician support.</li> <li>• To provide clinical supervision.</li> </ul>

## **Our obligations and requirements**

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### **What we will do for you:**

Ref.	
<b>P1</b>	Be available to respond to enquiries between 9.00 and 16.00 Monday to Friday.
<b>P2</b>	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.
<b>P3</b>	Management referrals undertaken by suitably qualified staff and each referral is triaged. A report issued to the referring manager.
<b>P4</b>	Provision of advice on rehabilitation and workplace adjustments following referral when an employee is returning to work.
<b>P5</b>	Occupational health advice available at case conferences on request.
<b>P6</b>	Request medical records/reports for ill health retirement (IHR) applications in line with the Local Government Pension Scheme and Teacher's Pension Scheme.
<b>P7</b>	Confidential and secure storage of medical records.
<b>P8</b>	Provide early intervention and support to managers and employees with illness or problems, which could affect their work.
<b>P9</b>	Liaising with other health professionals, e.g., GP or Consultant when managing referrals.

<b>P10</b>	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.
<b>P11</b>	Access to a confidential counselling service. Four sessions available. Additional sessions can be paid for by management.
<b>P12</b>	Triage for fast-track access to a physiotherapy service.
<b>P13</b>	Provision of health surveillance undertaken by an occupational health advisor, e.g., hand arm vibration syndrome (HAVS), spirometry (lung function test), audiometric screening, etc.

## What we require from you...

Ref.		Date required (if applicable)
<b>C1</b>	Provide prompt and accurate information on request	
<b>C2</b>	All paperwork to be completed accurately	
<b>C3</b>	To adhere to all relevant health, safety and wellbeing policies	
<b>C4</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>C5</b>	Pre-placement questionnaires must be submitted before the new employee commences in their new post.	

## Key Performance Indicators (KPIs)

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Ref	Description of KPI	Target	Tolerances
<b>3.0</b>	<b>SERVICE DELIVERY TIME</b>		
3.1	Employment medicals returned within 5 days.	95%	R = >8 days A = 6 to 7 days G = 5 days
3.2	Appointment date sent within 14 days	90%	R = >30 days A = >15 days G = 14 days
3.3	First appointment seen within 28 days of request	90%	R = >30 days A = >28 days



			G = 14 days
3.4	Reports back to managers sent within 5 days after appointment	90%	R = >8 days A = 6 – 7 days G = 5 days
3.5	Health surveillance referrals seen within 28 days	100%	R = >30 days A = >28 days G = <28 days

## Days/times during which Services are to be available

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Monday – Friday	9.00 – 16.00
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## Contact information

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

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## Statutory Requirements

Compliance with all the following legislation:

- Health and Safety at work act, etc. 1974
- The Management of Health and Safety at Work Regulations 1999
- Data Protection Act 2018