

Health & Safety (Academies)



Service Level Agreement 2024/25



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 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 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, 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 school’s 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. <i>(A new version of the Shropshire Learning Gateway will launch in 2023)</i>
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/school business manager workshop per year for up to two members of school staff.
P7	Unlimited access to health and safety training courses (charge per course applies.)

	<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.</p> <p>Costs are exclusive of travelling expenses which will be charged at 45 pence per mile.</p>
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 Safety and 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 including wellbeing. ▪ Provide leadership and management support to both teams.
Senior Health and Safety Officer	Tim Tearle 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.

<p>Health and Safety Officer</p>	<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 termly information to enable Schools to keep up to date with changes in legislation, etc. ▪ To provide on request a termly summary overview of Accident data, if accident forms monitored.
<p>Health and Safety and First Aid Trainers</p>	<p>Emma Cushing Health & Safety Trainer 01743 257906 emma.j.cushing@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 administer 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.

		<ul style="list-style-type: none"> Providing draft documentation and guidance for 'Safer Schools'.
--	--	---

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
-----------------	-----------------

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	£44.00 per hour plus VAT and travelling costs of 0.45 pence per mile.
A2	Specific assistance with the completion or review of risk assessments, e.g., stress assessment.	£44.00 per hour plus VAT and travelling costs of 0.45 pence per mile.
A3	Site specific assistance on complex work activity assessments, e.g., ergonomic or return to work.	£44.00 per hour plus VAT and travelling costs of 0.45 pence per mile.
A4	Pre/Post Ofsted visits (however these can be combined with annual review at no extra cost)	£44.00 per hour plus VAT and travelling costs of 0.45 pence per mile.
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.	£44.00 per hour plus VAT and travelling costs of 0.45 pence per mile.
A6	Cardinus (Healthy Working) – additional support to resolve ergonomic issues. Access to an e-learning workstation training and risk assessment package.	Each license costs £5.50 per person plus VAT. (if you wish to access this please contact us for more details)
A7	On-site workstation assessments or support to review.	£44.00 per hour plus VAT and travelling costs of 0.45 pence per mile.
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.	£77.00 per delegate plus VAT.
A9	Managing Safely (IOSH Accredited) Training	£456.50 per delegate plus VAT.
A10	Health and safety training courses run on your School Site. Some fire courses include a short practical session demonstrating the operation of both a	£302.50 per course for up to 20 delegates £22.00 for 1 Foam Refill and 1 CO2 Refill

Ref.	Service	Cost per hour (unless otherwise stated)
	foam and carbon dioxide fire extinguisher – refill cost will apply. Evac+Chair (fire evacuation chair training) can be provided on-site. Health and Safety for Senior Managers and Directors.	£319.00 per course for up to 4 delegates. Price on Application. Plus travelling costs of 0.45 pence per mile.
A11	Delivery of Microsoft Teams-lead training Session on Health & Safety topics for an individual school. <i>(not all courses are suitable for delivery via Microsoft Teams)</i>	Price on application.
A12	Specialist on site/off site training e.g. tailored to site during PD days or other times.	£82.50 per hour. Include preparation, deliver and set up time. Plus travelling costs of 0.45 pence per mile.
A13	Initial set up of Health and Safety Policy and Arrangements	£550.00 plus VAT
A14	Review of Policy and Associated Guidance	£44.00 per hour plus VAT
A15	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.	£44.00 per hour plus VAT
A16	Management of Fire Safety. Provision of advice and guidance documentation on the management of fire safety.	£44.00 per hour plus VAT
A17	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.	£44.00 per hour plus VAT
A18	First Aid at Work and First Aid Re-qualification Training - Courses are held monthly.	Price per delegate:

Ref.	Service	Cost per hour (unless otherwise stated)
	<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) 	<p>£290.00 plus VAT</p> <p>£215.00 plus VAT</p> <p>£126.00 plus VAT</p> <p>£115.00 plus VAT</p> <p>£210.00 plus VAT</p> <p>£60.00 plus VAT</p>
A19	Provision of access to CLEAPPS advisory service for science and technology, and provision of Radiation Protection Officer service (secondary schools only.)	Price on application
A20	Crime Prevention Additional Services – Package A	£154.00 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.	£44.00 per hour
	Providing a survey for perimeter school signs.	£126.50
	Advice and assistance for assisting schools with perimeter signage schemes.	£44.00 per hour
	Professional advice and guidance on intruder alarm and CCTV systems.	£44.00 per hour
	Professional advice and guidance on all school fencing requirements.	£44.00 per hour
	Providing the school with a security survey.	Price on Application
A22	Academy Schools (Not ‘Buying Back’ into the Health & Safety contract)	£400 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.	

Ref.	Service	Cost per hour (unless otherwise stated)
	Updating the school's 'Safer School' certificate.	
	Providing security/safety advice – e mail updates, telephone guidance and any newsletters.	