



Royal Borough of Greenwich	Version-2	
HEALTH AND SAFETY MANAGEMENT SYSTEM MANUAL	Created - 01/03/21	
Quality Health Safety and Environment	Revised -	

Health, Safety and Wellbeing Service Service specification.

2021/22



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Introduction

Dear Headteacher, Chair of Governors and School Business Manager.

Welcome to the service specification schedule for the Health, Safety and Wellbeing (HSW) service, which contains all the information you will need about our service provision.

The schedule of services that we offer to schools is split into two parts:

- 1) The Core Package, where the applicable fee is based on the number of staff employed at the school. (Minimum charge of £2,000 applies)
- 2) A new additional HSW consultancy service delivered on a 'pay as you go' rate.

Our aim is to offer excellent value for money, access to our professional HSW Service. We are committed to delivering a service that takes account of the specific individual needs of your school and will work with you to provide bespoke HSW services where required, ensuring that you can meet your Health and Safety responsibilities in a way that is convenient, efficient and cost effective for your school.

We look forward to working with you.


Regards

Thomas Kennedy - Health, Safety and Wellbeing Manager

Gary Buten - Deputy Health, Safety and Wellbeing Manager

Health Safety & Wellbeing Services

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Royal Borough of Greenwich	Version-2	
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Benefits of buying into our Service

- Reassurance that your legal obligation to have access to competent advice will be met, and that Health, Safety and Wellbeing (HSW) issues will be proactively managed, and support is in place for when issues arise.
- All of the HSW team are members of the Institution of Occupational Safety and Health (IOSH) and have an excellent understanding of all aspects of HSW requirements as they apply to schools, with experience of successfully supporting schools across the Royal Borough of Greenwich (RBG).
- We will work with you to review your existing HSW arrangements to ensure these are proportionate, effective, and appropriate, and reflect the actual practice within the school, and assist with development of an HSW improvement plan, where required.
- Support with complying with the legal requirement set out under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) for the reporting of certain types of accidents/ incidents to the Health and Safety Executive (HSE).
- HSW visits (by appointment) to your school for consultation on any complex HSW issues and the investigation of accidents that are RIDDOR, potential RIDDOR and including high risk near misses.
- Access to a dedicated HSW service website (School resource website) that provides access to the RBG Health Safety and Wellbeing Management System (HSWMS) with a comprehensive library of policies, standards, guidance, and forms to help you comply with your legal duties. The school's website is regularly updated. Voluntary-aided schools are encouraged to adopt our HSWMS.

Our Service Standards


- All our staff are competent, qualified and experienced Health and Safety professionals and hold current IOSH professional memberships.
- Availability outside normal working hours by pre-arranged appointment for special events.
- Unlimited access to the HSWMS schools resource website. The management system is subject to regular reviews to ensure it contain up to date information.
- Reports following audits, inspections, investigation's, assessments will be sent within 7 working days of the date of the visit.
- A formal complaints process, in the event the school is dissatisfied with the standard of the service provided.

Royal Borough of Greenwich	Version-2	
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HSW service Core Package

Our core package provides a one-stop point of contact for all HSW and Statutory Compliance related matters as below (but not limited to):

- Unlimited advice and support. accessible from Monday to Friday (10.00am – 4.00pm core hours) by e-mail, telephone or for pre-arranged site visits.
- Access to quality and competent advice from experienced and professional HSW staff provided by telephone, email, and video conference.
- Unlimited access to a dedicated HSW schools resource website that provides access to the RBG's Health Safety and Wellbeing Management System (HSWMS), which includes health safety and wellbeing policies and procedures; guidance notes; example risk assessment and compliance templates; H&S forms; also the provision of news items to keep you informed with relevant HSW legislative changes and schools guidance.
- Provision of an annual statutory compliance/legislative Health & Safety Audit to identify any areas of non-compliance, with a written report that sets out key risks and the opportunities for improvement.
- Access to the Alcumus Sypol CMS (COSHH Management System) to produce your own school product specific risk assessments in line with the COSHH legislative requirements, product telephone reviews, with advice on the use of safer alternatives and their use.
- Access to provision of a web-based incident reporting system for the reporting of accidents & incident for both internal and external persons.
- Incident management training (Woolwich centre attendance-based training only)
- Assistance and support with the investigation of accidents & incidents, especially where civil or criminal litigation actions could be realised. Support for the statutory reporting of RIDDOR reportable events to the HSE.
- Advice and guidance on H&S and statutory compliance, training needs or requirements.
- Providing advice and support following visits from the relevant enforcement authorities i.e. HSE, London Fire Brigade and other enforcement agencies.
- Provision of H&S guidance for any construction work or other activities taking place on school premises.
- Support for consultation with staff and/or trades union representatives.
- The maintenance and reviewing of statutory compliance: i.e. Fire safety & arrangements, Asbestos, (surveys and management plans, duty to manage responsibilities, Legionella (surveys and managements plans), Fixed wire electrical and portable appliance testing (PAT) Gas (certification /gas registered persons). Mechanical/lifting equipment. (LOLER/PUWER) and other.

Royal Borough of Greenwich	Version-2	
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Cost for the provision of our Core Package

The Service specification charges are based on the number of all employees working at each school at a rate of £58 for each employee, i.e. a school with 40 members of staff will be charged $40 \times £58 = £2,320$.

Charges are based on the number of staff in your establishment for each year of this agreement determined by the headcount disclosed in the most recent workforce census (November 2020).

Please note: a minimum subscription charge of £2,000 applies to all schools to subscribe to the Service.

The period term of the HSW SLA is set out as follows:


- 1st April 2021 to the 31st March 2022 for Maintained Schools
- 1st September 2021 to the 31st August 2022 for Non-Maintained Schools / Academies.

Please note: The renewal period for the HSW SLA is thirty days from the commencement of the applicable above start dates of the HSW SLA,

If after the thirty-day period has expired, we have not been formally informed in writing that either:

- Your educational facility wishes to opt out of the HSW SLA.
- Your educational facility wishes to renew the HSW SLA.

The HSW service will determine that the school wishes to renew their HSW service provision and will process the school charge to our invoicing team for payment.

Royal Borough of Greenwich	Version-2	
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HSW Consultancy Service

Our new HSW Consultancy 'pay as you go' service for all schools offers an enhanced service for schools to provide a cost effective, bespoke support service on a consultancy basis that you can tailor to your own school specific needs and requirements.

For the provision of (not limited to):

- Health and Safety additional audits, inspections, monitoring (including written report)
- Reviewing of fire risk assessment/arrangements, emergency plans and the development of personal emergency evacuation plans (PEEP's)
- Radiation protection inspection visits.
- Attendance for advice and support for school special events (including those taking outside normal working hours).
- The management of premises / workplace related risks assessments

Examples include risk management for:

- Vehicle, pedestrian segregation (on and immediately outside the premises).
- Display screen equipment.
- Manual handling.
- Working at height.
- Work equipment, including PPE.
- Lone working & Personal safety.
- New and expectant mothers.
- Safe management of contractors.

Other needs-based assessments for health and safety work activities.


Examples include:

- Display Screen Equipment (DSE) assessments.
- Provision of First aiders and First aid provision.
- Provision of Fire Marshals.

HSW Consultancy service costs.

The Health & Safety consultancy service 'pay as you go' costs for school visits are charged at £90 for the first hour of each visit and £75 per hour (or part of an hour) thereafter to completion of the requested work /task.

If you wish to use the 'pay as you go' service, please contact us to discuss your specific needs and we should be able to advise you of the estimated costs and time required to undertake the requested service.

Royal Borough of Greenwich	Version-2	
HEALTH AND SAFETY MANAGEMENT SYSTEM MANUAL	Created - 01/03/21	
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School Client Responsibilities

- To provide all relevant information and data required to assist in the provision of a competent HSW advice and support services.
- To notify us of any changes to employee numbers, so that provision of services can be adjusted accordingly where required.
- To ensure the timely submission of information is provided, as and when requested.
- To notify us immediately of any HSW matters, so that the team can provide timely advice, recommendations and support where required.
- To actively work in partnership and support us with any required incident investigations.
- To respond to advice and recommendations in a timely effective manner.
- To advise us of any change in circumstances that may affect the work we are doing for your behalf or the advice and support we have provided you.
- To give reasonable notice period of any requirement for site visits (except for emergency events) that may be required.
- To facilitate the undertaking of the provision of an annual statutory compliance/legislative audit within the planned audit season period.
- To ensure that a senior member of the HSW Service is informed as soon as possible of any instance, where you feel that the standard of service is less than satisfactory.

Opting out of the HSW Service provision by Schools.

Schools who wish to opt out of the HSW Service provision (12-month annual period) may do so by providing 3 months' notice in writing before the start of each SLA term.

Termination of the HSW Service provision by the HSW Service.

The HSW Service reserve the right to terminate the HSW service provision in the event that there is a breakdown in any professional relationships due to the school's failure to accept/adhere to advice given, professional boundaries are not observed or where the actions of school leaders place the HSW Service or RBG at risk of reputational damage. Services can be terminated with immediate effect and a three-month pro rata charge will be applied from the date of termination.