

# Delegated Services Education Support Services

*Risk Management and Reassurance*

## Proposal for Lighthouse Schools Partnership

Commencement September 2021



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# Delegated Services CIC

## Customer Agreement 2021/22/23/24

### About Delegated Services CIC

**We are delighted to be the expert market leader in the region and at February 2021, proud to support, through our 3yr and 1yr agreements, c 9,150 staff, 70,500 pupils.**

**Our Vision:** That Delegated Services CIC (Community Interest Company) is the regional not for profit, natural choice best provider of support services in the field of Education and Community for our core service skills and wider network partnership expertise.

Why Delegated services is unique and successful:

- CIC/Not for Profit
- Region based not national
- Our experienced, skilled Team and our Network Partners
- People focused
- Proud
- Adaptable - Not one size fits all and agile
- Committed
- Our reputation/testimonials/word of mouth recommendations
- Our breadth of services and their content

**Our Mission:** For the Education and Community sectors in our region:

- Provide support, advice, training, supportive auditing and more to ensure that our customers have proportional, robust and resilient Safeguarding systems including Child Protection, HS&W/Compliance, Emergency Procedures, Continuity and Recovery.
- With our wide range of Network Partners provide additional and complementary best value support services.

In August 2017 DS took on the service commitments of PCS Enterprises.

**Competence:** The Management of Health and Safety at Work Regulations 1999 (MHSWR) require an employer to appoint one or more competent people to help them implement the measures they need to take to comply with the legal requirements. The Health and Safety Executive states that competence is vital, as it ensures the competent person recognises the risks in their activities and can apply the right measures to control and manage those risks.

At Delegated Services our experienced, skilled team and network partners offer a wide range of competence needed to support our customers and fulfil the legal requirements.

Judith Hackitt, former HSE chair said: '***The essence of competence is relevant to the workplace. What matters is there is a proper focus on both the risks that occur most often and those with serious consequences.***

***Competence is the ability for every director, manager and worker to recognise the risks in operational activities and then apply the right measures to control and manage those risks.'***

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Entering into an agreement with Delegated Services CIC entitles your Trust and local hub Academies to the following services:

## Section 1: Emergency Support

This is regularly described and considered to be one of the most essential areas of our service support where, in these days of substantial change, other more traditional sources are no longer available.

### 1.1 Emergency helpline (24/7) 365 days per year

In an emergency/critical incident you can ring the 24/7 Delegated Services emergency number:

**07979 425 989**

for:

- Immediate advice, and
- Essential emergency communications content/approach support.

Where necessary, we will attend your establishment on the day and as quickly as possible to:

- enhance capacity
- provide advice and help with necessary 'Response' actions
- assist with the essential element of being the proactive 'authoritative source' associated with all communications
- support service, (business) continuity, and
- advise on early 'Recovery' initiatives.

Our support with the emergency/critical incidents in the following days/aftermath can be called upon to a total of a further 2 days both on and off site without additional charges. Additional time allocation can be made available at discounted rates for agreement customers.

NB: This service effectively addresses the recommendations following the tragic Ann Maguire teacher stabbing case and ensures the elements of personal support and more.

### 1.2 Emergency contact numbers

We will hold **your emergency contact numbers** on a confidential basis, (which will not be disclosed to others without your explicit permission) and prompt for regular updating on a seasonal basis so as to facilitate out of normal business hours communications with, for example, the emergency services and your local council's emergency control centre.

### 1.3 Dealing with adult Unacceptable Behaviour

We will use our expertise, and as a matter of urgency, take the pressure off your shoulders with these cases and comply with the rules of natural justice. We are told regularly they are one of the most challenging of Leadership and Management to deal with.

In the event of unacceptable behaviour at your site eg, trespass, aggression, etc, **warning and banning support** for 2 cases per year is incorporated. This will include dealing with first stage response calls from the individual or individuals concerned. Banning letters are hand delivered by Bristol City Council Security Services, with whom we work. We recommended this for necessary speed and impact. Their involvement, which extends to locations across the greater Bristol area, will be charged at their current rate, without addition.

Email review of the case with you at the end of any ban period, is also included.

In the event that an individual(s) makes representations, including submitting a formal letter for consideration and/or requesting a meeting seeking the removal of a ban, the agreement incorporates up to ½ day on and off site dealing with the matter for one of the cases per year.

If an individual(s) appeals against the sanction, (extremely rare as the process usually leads to acceptance or a mediated outcome) this would need to be heard by a panel of your governors. Up to a day on and off site is incorporated for dealing with one of the cases per year.

NB: Additional support for other cases would be agreed by negotiation at preferential discounted rates.

#### **1.4 Accident/ Incident/ Near miss Investigation**

A DS online incident reporting form is provided to customers, supported by a management system. If a Local Authority is your employer for H&S purposes, they should have their own reporting method, which you can copy to us for additional assistance.

We'll provide support and advice on likely action, such as the need to submit a report to the Health and Safety Executive using their form F2508 to comply with the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)* 2013. In the event that a request is made for initial stage information as part of a follow up investigation by the Health and Safety Executive, the agreement incorporates up to a further ½ day on or off site support.

This element of the service will alternatively support you in responding to an interaction with the Fire and Rescue Service who are now a potential enforcing body, on the basis described above.

NB: Continuing support in responding to any of the enforcing bodies listed above would be agreed by negotiation at preferential discounted rates.

## **Section 2 - Communications**

### **2.1 Use of your Delegated Services bespoke agreement customer web site known as 'Go To'**

We will give you access to your own bespoke, valuable and essential Delegated Services **Go To** website. Within you will have access to DS Intellectual Property and a wealth of information and support from model policies and guidance, emergency procedures, standard forms, to risk assessments, answers to those niggling issues and much more.

In addition and within **Go To** you will have your own Confidential area where reporting forms will be found and their supporting systems to enable management reports to be created, analysis of activity, etc.

### **2.2 Routine enquiries**

Unlimited access and a 48 hour deadline response to your day to day enquiries made to our routine helpline on 01275 795 827 and/or email: [info@delegatedservices.org](mailto:info@delegatedservices.org).

If your enquiry is more complex the initial response will be an acknowledgment and an indication of the steps we will take to answer your query.

### **2.3 Emergency helpline**

Use of our essential Emergency Helpline 24/7 365 days of the year (see 1.1 above for details)

### **2.4 Email updates**

Service area **priority 'e' updates** will be sent, as often as necessary, to potentially warn of urgent developments from the Police and other bodies, to be aware/take account of/action, eg, extreme weather, stranger danger, etc.

### **2.5 Weekly Briefings**

These are distributed mainly in term time, unless special circumstances dictate otherwise and pupil break editions are also needed. They include the most up to date detail of our training offers, together with breaking items of interest from the likes of the DfE, Ofsted, HSE and more. There's usually a Wellbeing prompt to make us think and a questionable closing piece of humour!

### **2.6 The DS Bulletin to support Business Risk Management.**

This comprehensive, well respected and professional publication is provided to you six times per year. It includes essential tasks for the coming term, business and other risk warnings and information to aid management of tasks/workload and planning ahead. New procedures and guidance will also be introduced for action, drawing upon the latest updates from the Health and Safety Executive and other regulatory, enforcing and/or professional associations.

## **Section 3 - Off-site visits**

We are able to provide advice and support for all off-site visits. We will also review and 'approve', where required, arrangements for up to 3 residential and/or the most adventurous activities per year, thus supporting Party/Deputy Leaders, Education Visits Co-ordinators and the final Establishment authoriser.

Our DS online form is provided for this purpose in **Go To** to customers plus other key documents, eg, our emergency/critical incident advice sheet. The technology enables you to upload documents to support the notification, 'chat' within the facility and you will be able to access for data analysis and management reporting purposes.

Please find the rates for any additional trip/off site visits in section 9 below. See section 1.1 above regarding support in an emergency. In this case the service includes liaison with your home contact.

Evolve: We are able to support you if you use this external system.

## **Section 4 - Hands on Support**

You have kindly asked us to quote on the basis of the existing year's agreement namely 2 days support per Academy and support for fire risk assessment reviews, and if necessary whole school new assessments. These are addressed later on in this proposal document.

## **Section 5 – Wellbeing, Staff Engagement and Mindfulness**

Wellbeing/ Mindfulness telephone/email support for you and your senior leadership team, including sensitive, confidential advice and possible options/actions for individuals to consider is included initially on a triage basis.

This may be all the support that's needed in certain circumstances. However, a discussion can lead to agreement on the further, more expert support available from colleagues in the Delegated Services network to support individuals, groups and whole teams. These services are at an additional cost.

NB:

1. This area of activity will help with meeting Ofsted's Leadership and Management judgment in their inspection framework and the HSE's Management Standards with the potential of both whole school and individual, (where needed) pressure/stress risk assessments.

2. There is no separate costing for this section, taking calls on this are part of 'what we do'. If needs that emerge are beyond our 'triage' level we will introduce you to an expert network partner and a quote for their service will be given.

## **Section 6 – Health, Safety and Safeguarding Support**

### **5.1 Competent Advice**

Our service enables you to fulfil your obligations under the *Management of Health and Safety at Work Regulations* (1999) to obtain advice from a 'competent person'.

Do ask for our supporting document to this assertion if you don't have a copy.

### **5.2 Risk Assessment**

You will have access, via **Go To**, to a comprehensive list of risk assessments which can be updated for your school or organisation's needs. Telephone/email support is provided and the standard Delegated Services risk assessment template is also available.

### **5.3 System Compliance**

Telephone/ email advice to you re: system compliance is incorporated into our own monitoring record services. This will provide robust evidence and data/management reports in the event of challenge or scrutiny on both the civil (usually associated with an insurance claim) and/or criminal sides of the law, (the Health and Safety Executive, Local Authority or Fire and Rescue Authority investigating an incident and implementing their enforcement powers).

### **5.4 Curriculum**

We are able to advise on all aspects of risk assessment and risk management within the school curriculum, particularly the 'higher risk areas' for example PE, DT and Science.

In addition, advice from relevant professional associations eg: CLEAPSS, ASE, (Science) afPE (Physical Education), DATA (Design Technology) will be shared with you via your Bulletin. We recommend membership of these organisations, however, if not a member of these organisations we can access them on your behalf.

## **Section 7 - Other Services**

### **7.1 Training**

We have a wide range of well respected and popular training, offering a blended approach, taking the attitude that some of our courses need to be face to face due to the nature of the content, while particularly refresher training, might be successfully delivered online. Agreement customers enjoy discounted rates.



The training is itemised in our weekly briefings and the booking forms can be found there. The training is described in detail in our twice yearly Support and Training Plan and both are cross referenced to the helpful DS Training Matrix.

As part of our support we like to provide an induction session at your site to new leaders eg: heads, business managers, to explain our support package and systems. Please let us know when this is required.

## **7.2 Further Consultancy and Network Partner Services**

Delegated Services customers are entitled to discounted rates on our wide range of additional Consultancy Support and Network Partner services. These are described in our Support and Training Plan and on the **GoTo** site, with details of how to commission them.

## **7.3 Play Equipment Inspection**

This is a particular example of Network Partner services where Delegated Services Agreement customers receive preferential rates for their annual ROSPA specialist play equipment and wooden structures inspection, when booked through us. These essential inspections incorporate an annual condition survey and risk assessment. Members of the DS Network Partnership can also support you with 'interim' inspections as part of the ongoing risk assessment process and provide training for site managers/caretakers to carry out the daily visuals with weekly sign off.

## **Section 8 – Our approach to partnership working**

This document will constitute the agreement that the services described and agreed between us and confirmed in an appropriate email, will form the basis of our partnership. In the absence of any other action the agreement term will continue on a 'roll over' basis, subject to an appropriate annual increase as required.

At Delegated Services we take pride in providing a professional and confidential service to all our clients. If at any time you feel that this is not the case please inform Bill Crocker immediately. We 'do not do' inferior customer care and will endeavour to put things right urgently. If Bill Crocker is not able to resolve the issue our Executive Chairman, Peter McCarthy would be available and willing to lend his experience to resolve any issue. In extremis, if the outcome is still unsatisfactory for you, we would ask that 3 months notice is given to conclude the agreement.

## Appendix A – ‘Hands on Support’

A full Supportive Audit produces a comprehensive report of feedback with an Executive Summary and Action Plan which is RAG rated to aid prioritisation. A follow up support visit is included in year.

Depending on the outcome of a Supportive Audit the options are then:

- A. Where concerns of a fundamental nature have been identified about the strength of the system, the agreement being used to provide hands on site support to work with your teams to address the issues for a year.
- B. After that the decision would be taken to have a fresh Supportive Audit to check the success of the initiatives taken, hopefully in the year following that.
- C. Where there are minor concerns about the strength of the system, in-house action is taken to address the issues before a fresh in year Supportive Audit to check the success of the initiatives taken.
- D. Where a secure outcome is achieved from the Supportive Audit, as part of the continuous improvement journey, higher risk area supportive audits are then identified from our menu, before coming back to the general Supportive Audit, and so on.

### **DS Higher Risk Area Supportive Audits**

These take into account the Ofsted Safeguarding definition, our own analysis and expertise:

Site Management and Security Supportive Audit, (e.g. boundaries, inner cordons, buildings, reception in respect of security and for site).

Accessibility

Positive Handling/Safe Holding (Restraint)

First Aid

Medications

Off-site visits

Science

D&T inc textiles

Art inc photography

PE

Drama

Music

Compliance

Risk Assessment system strength.

It is our DS approach to helping in a proportionate and prioritised way on a journey of continuous improvement and system strengthening, recognising the wide range of contributors to this area of activity that are not limited by the HSE's interests.