



Professional Health, Safety & Wellbeing services

healthandsafety@norfolk.gov.uk



Norfolk County Council

Our Health, Safety and Wellbeing Team brings together a wide range of professional support services all under one roof. Our services enable you to choose a package suitable to meet your needs.

We understand that complying with health and safety legal requirements can be a daunting task. Our goal is to remove the confusion by offering you help and support when you need it most, by keeping you up to date on the latest legislation, saving you time with our online policies and guidance.

By using our health, safety and wellbeing services, you will have access to:

- Professional support from our experienced team of experts
- Direct contact via telephone or email during office hours
- Search for best practice, policies, and legislation guidance via our dedicated website
- Support in creating a safe working environment
- A variety of health, safety and wellbeing training courses

We have a wide-ranging offer that can be tailored to each department to meet your individual needs.

About our Health and Safety services

Organisations have a legal duty to put in place suitable arrangements to demonstrate managing health and safety effectively. Our team of experienced health and safety professionals have a proven track record in supporting customers across education and local government sectors.

We offer an excellent service in providing you with up-to-date advice, support and training at very competitive prices to assist you in meeting your statutory duties.



Health and Safety Advice Service

Managing a premise is a complex business and the issues that arise are rarely straightforward. The law requires employers to appoint a 'competent person' to help them understand and meet their health and safety duties.

Our health and safety advice service provides you with the guidance and support you need to meet this requirement.

This includes:

- Professional support from our team of experts
- Online access to comprehensive policies and guidance via our online portal
- Unlimited email and telephone support during office hours
- Recommended frequency for compliance inspections
- A range of safety e-learning courses
- News alerts and updates

Please note: to make best use of our advice service, we also recommend purchasing health and safety training for key personnel.

Additional services included for primary phase schools:

Along with the services above, we also offer access to specialist primary phase science, design & technology, PE, art & design guidance and resources including the CLEAPSS website when purchasing our Health and Safety Advice Service.

High School Specialist Curriculum Advice Service

It is a legal requirement for all secondary phase schools with science, design & technology, P.E. and art & design subjects to protect their employees by providing safe working conditions, information, training for health and safety, and risk assessments for activities.

Our High School Specialist Curriculum Advice Service supports safe practice and school improvement by providing:

- Comprehensive specialist guidance and checklists
- Unlimited email and telephone advice during office hours
- Access to specialist resources via CLEAPSS membership and website
- Access to competent *Radiological Protection Advice (RPA) and support via CLEAPSS

*Access to an RPA is a legal requirement if your premises hold radioactive sources.



Health and Safety Compliance Inspection

Our Compliance Inspection offers you a full visual onsite inspection of your premises, policies, and procedures. The inspection is carried out by a competent and experienced member of our Health and Safety Team.

Our health and safety representative will:

- Conduct a risk-based onsite inspection to assess compliance
- Provide a report and identify improvement actions

- Follow up on improvement actions, where appropriate
- Recommend timescales for future inspections, based on the level of risk identified

During the inspection, you will be made aware of the areas that meet compliance and where improvements are required. We will support you by offering you guidance to assist you in following up with your improvement actions.

New Headteacher/Business Manager Support Programme

We know that starting at a new school as a Headteacher or Premises Manager can be a daunting prospect, even if you are not new to the responsibilities.

We have developed a unique service designed to provide you with one-to-one support to take you step by step through identifying the health and safety requirements of your role.

This support programme is designed to:

- Review premises related risks and controls relating to areas such as fire, asbestos, legionella and building maintenance

- Help you understand how to investigate incidents using best practices and advice on preventing further recurrences
- Advise you and your team on recommended health and safety training
- Involve your team, Governors and union representatives in health and safety related reviews

This programme offers you the perfect solution to ensure the management of health and safety is at the highest standard.

Health and Safety Policy and Guidance Access Only

This service is ideal if you have your own health and safety representatives but require access to up-to-date policies and guidance. Let us take the hard work out of keeping up to date and developing guidance for your teams.

This service provides access to:

- Policy and guidance resources

- Templates and examples of risk assessments
- E-Learning modules including curriculum specific materials via our online portal

Please note: This services does not provide you with access to 'competent health and safety support' as required by law. This is available through the Health and Safety Advice Service or our Pay as You Go Advice and Support services.

Health and Safety Pay As You Go Advice and Support Service

We recommend this service to those customers who do not purchase our main Health and Safety Advice Service. This service offers you an easy solution to access help and support as and when needed, delivered in blocks of one hour and charged at an hourly rate.

You can purchase this service for any purpose, for example:

- Telephone advice and guidance on a live issue
- Incident investigation
- Providing support during a HSE or Fire Service intervention
- Undertaking contractor approval
- Observation of lesson or premises safety and reporting recommendations
- Or anything else you need help and support on

This service is useful when you unexpectedly find you need health and safety advice, or if you just want some extra on-site support.



Essential Health and Safety Training

Our comprehensive training packages are fundamental in supporting implementation of your health and safety management systems provided under the Health and Safety Advice Service.

Training sessions are delivered by an experienced health and safety representative, who will advise on practical management solutions, in line with legal requirements.

Our most popular training sessions include:

- Health and Safety Leadership for Headteachers and Managers
- Safe Management of Premises – General, Fire and Asbestos
- Personal Safety
- Risk Assessment – Essential Risk Management

Scheduled courses are available throughout the year via [Norfolk Services for Schools](#). Further information about training can be found in our training directory, which will be available on request.

Radiological Protection Monitoring Inspection

Our virtual online Radiation Protection Monitoring Inspection is an essential way to assess the compliance and provide support in the management of your radioactive sources.

The virtual online inspection consists of:

- Checking the general management of radioactive sources and records
- Reviewing the appropriate storage of radioactive sources
- Assessing the competence of your Radiation Protection Supervisor

- Identifying any training requirements for your Radiation Protection Supervisor
- Checking your detection equipment to ensure it is in good working order
- Notifying the HSE and appropriate Fire and Rescue Services of radioactive sources held onsite

The recommended frequency for carrying out Radiological Protection Monitoring Inspections is once every three years.



Swimming Pool Specialist Inspection

Our onsite Swimming Pool Specialist Inspection will monitor the effectiveness of the pool water treatment process and plan to give you reassurance that your pool water is of good quality and is being suitably managed.

Our Swimming Pool Specialist Inspection will:

- Inspect pool water testing and disinfection records
- Inspect the chemical storage process
- Assess the adequacy of backwashing procedures
- Assess the suitability of filtration plant
- Provide an inspection report and identify improvement actions
- Follow up on improvement actions, where appropriate
- We also review the competence of your pool plant operator to establish that they have suitable hands-on experience, the skills to operate the pool safely and identify any training needs.

Eyecare Voucher Scheme

Our Eyecare Voucher Scheme is a cost-effective way of providing eye tests for Display Screen Equipment (DSE) users.

If any of your employees uses DSE equipment as a significant part of their normal work (e.g. for more than an hour at a time most days) they are considered DSE users, and it is a legal requirement to provide them with an eyecare test.

Where glasses are required specifically for DSE use, the employer is obliged to pay for them.

This scheme provides a cost-effective way of meeting your legal requirements, but you can also make the scheme available to non-users if you wish to do so.

For the price of our eyecare voucher scheme you will receive:

- A full eye examination
- A pair of single vision glasses from the £49 range (if identified as needing glasses for DSE use only)
- Or a £49 discount on glasses from other ranges (if identified as needing glasses for DSE use only)
- A £20 Premium Club e-voucher which can be used to receive a discount off glasses in the £99 frame range or above

The eyecare voucher scheme is provided by Specsavers Opticians

About our Wellbeing Services

Positive employee wellbeing can increase productivity and engagement, improve job satisfaction, and help to reduce sickness absence. Our experienced Wellbeing Team offer a variety of resources in helping you and your employees' mental health, so it is vitally important that they are given the right emotional and practical support when they need it most.

HSE Stress Indicator Survey

(available soon)

Work-related stress is a major cause of occupational ill health which can cause severe physical and psychological conditions in workers.

It can also lead to poor productivity and human error, increased sickness absence, increases in accidents, high staff turnover and poor performance in an organisation.

The purpose of risk assessment is to find out whether existing control measures prevent harm or if more should be done.

The HSE Stress Indicator Survey can be used to identify whether work-related stress may be a potential problem for the workforce. It also provides a range of recommendations to address any potential stress risks accordingly.

Option 1: Survey Delivery plus 30-minute virtual report feedback session

Option 2: Survey Delivery, plus virtual Report Feedback and Action Planning Guidance

Option 3: Survey Delivery plus virtual Report Feedback Discussion and up to 120mins face to face team action planning session

Wellbeing Action Plan Support

This service assists an employee to complete a Wellbeing Plan.

'My Wellbeing Plan' provides a valuable opportunity for the individual to think about and discuss with their line manager / Headteacher all the areas which impact on their wellbeing; preferred ways of working and communicating, things that might adversely affect them at work and what they can do to maintain good wellbeing.

There are also additional optional sections where the individual can discuss any personal circumstances or health conditions they would like their managers to be aware of, and a section to raise any workplace stress concerns, if applicable.

This service includes one to one support from a wellbeing representative, providing coaching and guidance to assist the employee to complete the plan.

The Wellbeing representative can also help facilitate a meeting between the employee and their manager/ Headteacher, to discuss and agree how best to support the employee.

The Wellbeing representative can also offer a follow-up to identify progress with agreed actions.

This pay-as-you-go service is delivered in blocks of one hour and is charged at an hourly rate.

Based on our experience, in addition to any admin/preparation time, this process will take approximately 4 hours of meeting time.

Psychological Assessment

Our psychological assessment service offers you a clear diagnosis of an employee's mental health where it is preventing them from returning to or remaining at work.

A full psychological assessment will be carried out by a member of the British Association of Behavioural and Cognitive Psychotherapists (BABCP) who are accredited Cognitive Behavioural Psychotherapists (CBT) and qualified Psychological Wellbeing Practitioners (PWP) covering the following areas with the employee:

- History
- Development

- Presenting problems
- Formulation including triggers
- Maintaining factors
- Risks

A clear working diagnosis will be established, and recommendations are made in collaboration with the employee based on their clinical need taking into consideration, presentation, complexity, level of symptoms, previous history, treatment and of course the employee's choice

Wellbeing Pay As You Go Advice and Support Service

This service can be purchased for specific occasions when you may require ad-hoc advice, guidance or support on a range of wellbeing issues.

It can be purchased on occasions where you may need some wellbeing advice about a specific issue, or if you want extra support for yourself or the team.

This service can be used for:

- Guidance and support on running wellbeing development sessions
- Coaching on wellbeing issues
- General advice and support

The service is delivered in blocks of one hour and is charged at a pre-agreed hourly rate (dependant on level of resource and support required).



Mediation

Relationship issues in the workplace can not only be disruptive to those involved, but also affect other employees. This service is designed to help employees who have disagreements to find a way of working together positively.

Mediation is a voluntary and confidential process based on open and honest dialogue, using individual and joint discussions with a focus on the future and rebuilding relationships, rather than apportioning blame.

For the resolution process to be successful, all parties involved in the dispute must be willing to work together to resolve their issues.

Our mediation service can help resolve:

- Bullying and harassment between employees
- Communication problems
- Unresolved disagreements
- Personality clashes
- Relationship breakdowns

Mediation can be used at any stage in a dispute, but it is best to start it as soon as possible. The earlier the dispute is dealt with, the less chance there is of matters escalating.

Sessions are delivered in blocks of one hour and are charged at an hourly rate.

Musculoskeletal Injury Rehabilitation Scheme

The average wait for physiotherapy treatment on the NHS is eight weeks. Our Musculoskeletal Injury Rehabilitation Scheme (MIRS) offers fast access for employees who have a musculoskeletal injury that has occurred at work, affects their ability to do their work, or is made worse by work.

This effective, fast-track scheme provides:

- Triage assessment within 24 hours of a referral being made
- Where appropriate, an initial treatment session offered within three working days
- Treatment and rehabilitation to reduce the risk of injury reoccurring
- Training for an onsite MIRS referrer
- A discharge report
- Access to an online portal containing useful advice and podcasts

Employees who have used the service consistently report that the treatment either prevented them taking sickness absence or helped them return to work sooner.

Norfolk Support Line

Our Norfolk Support Line service is a confidential employee assistance programme that offers you and your employees impartial advice and support 24 hours a day, 7 days a week, 365 days a year.

The support line provides counselling and support to employees with their mental health and wellbeing at a time when they need it most.

Whilst the service is there to help find ways of managing psychological matters, it can also offer signposting services for financial assistance, health information and legal advice.

The service provides immediate telephone access to qualified professionals, on matters, such as:

- Anxiety
- Trauma
- Stress
- Bereavement
- Relationship issues
- Family difficulties
- Depression
- Finances
- Workplace issues

The service also offers a variety of self-help workbooks to help your employees explore several specific areas, which can be downloaded and accessed through an online portal. The service will also provide one-off counselling, or a course of up to eight sessions of counselling to address short-term acute issues.

The service offers online and telephone support as well as virtual counselling by secure video. A higher-level package is also available which includes face-to-face counselling.

Functional Capacity Evaluation

A Functional Capacity Evaluation (FCE) is a thorough assessment of an individual's musculoskeletal health and their ability to perform a range of movements, and activities that would be expected in their normal life and in their specific job.

The goal of an FCE is to enable the employee and manager make to decisions regarding work and musculoskeletal health based on objective information.

An IPRS Clinician (Physiotherapist, Occupational Therapist or Rehabilitation Specialist), who has undergone specialist FCE training, will complete the assessment. It is important that a comprehensive job description is provided, and any key tasks are detailed as part of the referral.

Remote DSE Workstation Assessment

Our remote DSE Workstation Assessment offers you the opportunity of receiving a workstation assessment wherever you may be located.

The 60-minute live video assessment is undertaken by a qualified physiotherapist and can optimise your working environment by being creative with resources commonly available or recommending appropriate products to help maximise your comfort whilst working at your desk.

The remote assessment can provide those with pre-existing musculoskeletal issues with guidance on posture, sitting, movement and the importance of exercise and desk setup

Workplace Assessment

Our Workplace Assessment is a management tool that involves a 2-4 hour onsite visit to the workplace with the employee present, to assess what tasks they have difficulty in performing.

A report will be provided within five working days detailing the employee's ability to undertake their job and the practical adjustments that might need to be put in place for them to remain at work or return to work sooner

Remote Vehicle Assessment

This service is ideally suited to those employees who drive for work and report driving as having an impact on their musculoskeletal health.

The 60-minute live video assessment will be undertaken by a qualified physiotherapist to optimise the employee's driving position and use of their vehicle. A report will be produced within five working days giving them advice on adjustments to reduce the risk of injury whilst seated in their vehicle.

Your essential checklist of our services

Health and Safety

- Health and Safety Advice Service
- Health and Safety Compliance Inspection
- High School Specialist Curriculum Advice Service
- Essential Health and Safety Training
- Support for New Headteachers & Facilities Managers
- Health and Safety Pay As You Go Advice and Support
- Health and Safety Policy and Guidance Access Only
- Radiological Protection Monitoring Inspection
- Swimming Pool Specialist Inspection
- Eyecare Voucher Scheme

Wellbeing

- HSE Stress Indicator Survey
- Wellbeing Action Plan Support
- Wellbeing Pay As You Go Advice and Support
- Mediation
- Musculoskeletal Rehabilitation Scheme
- Norfolk Support Line
- Psychological Assessment
- Functional Capacity Evaluation
- Remote DSE Workstation Assessment
- Workplace Assessment
- Remote Vehicle Assessment

A competitive pricing structure is available for multi-academy trust purchases. Please contact us to discuss your needs.

How can I find out more?

To find out more about our health, safety and wellbeing services, current prices or to discuss a bespoke package, please contact us.

By email: healthandsafety@norfolk.gov.uk
or well-being@norfolk.gov.uk

By telephone: 01603 573562
www.norfolk.gov.uk