

Occupational Health  
Service  
Service Level Agreement

## **Objective of the Agreement**

The purpose of this Service Level Agreement is to describe the key services we provide and the quality standards we aim to achieve in terms of service delivery.

This Agreement sets out:

- the services we provide to the Schools
- the overall standards which are expected
- a mechanism for resolving any problems relating to the delivery of the service

This agreement will be reviewed annually.

## **Objectives of the Service**

We aim to provide an Occupational Health service that supports schools within the following areas:

- Keeping employees healthy and well, reducing absenteeism and assisting to achieve good levels of performance
- Achieve good practice and legal standards for workplace health management
- Protection against the disruption and potential losses associated with ill health and injuries at work

We recognise our service users to be:

- Head teachers
- Governors
- Business Managers
- School employees

## **Who we are and what we do**

The team comprises of an HR Business Manager and HR Business Advisor, who procure, contract manage and coordinate access to our commissioned Occupational Health services including Counselling, CBT, and Physiotherapy.

Service cover is usually provided between 9.00 am and 5.00 pm Monday to Friday, and team members will respond promptly to emails and enquiries.

The HR Business Management Team can be contacted at [HRBusinessManagement@bury.gov.uk](mailto:HRBusinessManagement@bury.gov.uk)

## **Occupational Health Service**

Our commissioned Occupational Health services will provide schools and educational establishments with:

- A comprehensive occupational health advice and support service to assist in the management of health and ill health at work and to ensure compliance with workplace health and disability legislation, and with good health management practice.
- Links to specialised support services in the fields of occupational health and workplace rehabilitation.
- An approach to occupational health management which involves professional support from Human Resources, with a view to ensuring that interventions are relevant and timed appropriately.

The following services will be available to schools:

- Pre-employment health assessments/medical examinations where identified as appropriate by the HR Operations Team following a conditional offer of employment. This may not be for all roles, where a manager led health and wellbeing discussion is sufficient – unless health concerns are identified by this or there is a specific request for occupational health assessment made by a candidate.
- Medical assessment of employees referred by schools where there are concerns with regard to health and fitness to work e.g. due to:
  - Repetitive short term sickness absence.
  - Long term sickness absence,
  - Concerns that an individual's health is affected work performance
  - Concerns that work has affected or may be affecting an individual's health
- Provision of a clinical opinion following the Occupational Health Adviser's assessment of an employee with regard to:
  - Fitness for return to work
  - Rehabilitation
  - Redeployment
  - Potential eligibility for ill health retirement
- Professional advice on actions that schools should take with regard to making temporary or permanent adjustments to work, and provision of reasonable support, in light of Equality Act requirements.
- Professional advice on actions that are recommended to schools to assist in rehabilitation from ill health conditions and back into work based on recognised good practice and/or a business case.
- Professional advice on actions that are recommended to schools on the basis of good practice and/or a sound business case to assist in the management and control of health conditions. This may include recommendations of additional services which are outside the scope of this agreement such as counselling, specialist psychotherapies, physiotherapy, or private medical diagnosis and/or treatment. This is with a view to:
  - Avoiding deterioration,
  - Mitigating any potential liabilities,
  - Assisting with rehabilitation,
  - Improvement and/or maintenance of the individual's work performance
- Provision of advice and guidance to individuals who are referred to the service with regard to:
  - General advice on health and wellbeing
  - Specific advice on the management of personal health conditions and health risk factors
  - Advice on potential support and rehabilitation services that may be available to them including the exercise referral programme, grant support such as "Access to Work" (a government grant aimed at supporting people with disabilities to remain in or take up work)
  - Advice on future treatment and support options
- Health surveillance arising from risk assessments made under relevant health and safety legislation for those employees who are at risk of developing recognised health conditions as a result of their work.

- Professional advice on any inoculations which may be recommended for staff based on a risk assessment of the potential for exposure to infection through work and/or particular vulnerabilities of service users/pupils.

Other services are available for an additional cost, including but not limited to:

- Case conferences
- CAT/capability assessments

### **Further services available at additional cost:**

There are other services which schools may wish to purchase from time to time that can be accessed via contracts procured by the Occupational Health service. These include:

- Counselling and specialist psychotherapies
- Physiotherapy

Failure to attend appointments will usually result in a charge unless 24 hours' notice is given.

### **What we need from Schools:**

If schools opt to buy into the Occupational Health Support Service package, they should endeavour to:

- Provide relevant information as necessary for the Occupational Health service to provide its service
- Ensure that appointments with Occupational Health are kept – failure to attend may incur charges
- Ensure that nobody starts work without prior assessment of their fitness to do so. However, legal requirements changed during 2010 with the introduction of the Equalities Act. No health-related questions must now be asked of candidates prior to final selection and conditional offer of employment unless:
  - It is to seek information on any arrangements and/or support that are needed to assist candidates to participate in the recruitment process – in which case reasonable arrangements and support should be provided and the health-related information should in no way be used to influence final selection.
  - It is to enable positive action(s) to assist disabled people to take up employment

Otherwise, health assessments should only be made following an initial conditional offer of employment. Schools will need a system for identifying inherent job demands against which fitness to work assessments can be made (these are the only factors that can be considered, any health assessment will primarily be intended to identify appropriate support and/or adjustments to assist in the take up of work. Any decision that a candidate is not fit to take up work can only be made in relation to the inherent job demands).

- Schools must pay any invoices within 30 days of receipt.

### **Monitoring service delivery**

The following key performance indicators will be monitored:

### Occupational Health Service

- 95% of performance and attendance management referrals to receive an appointment within 10 days
- Reports to be issued within 3 days of an appointment
- Portal to be available between 9am and 5pm
- Employee and manager satisfaction rates

### Counselling Service

- All counselling/CBT practitioners must be members of professional bodies (BACP/BABCP/UKCP) and have a minimum of 3 years' experience
- Service to be available between 9am-5pm
- Referrals to be normally for 6 sessions – additional sessions may be offered but only with prior agreement from the employee's manager
- Initial appointments to be offered within 2 weeks of the date of the referral

### Physiotherapy Service

- All Physiotherapists shall be members of the Chartered Institute of Physiotherapists or other equivalent body
- Service to be available between 9am-5pm
- Referrals to be normally for 6 sessions – additional sessions may be offered but only with prior agreement from the employee's manager
- Initial appointments to be offered within 5 days of the date of the referral

### **Complaints/feedback**

If you have feedback or a complaint, please contact  
[HRBusinessMangement@bury.gov.uk](mailto:HRBusinessMangement@bury.gov.uk)

They will discuss your query and will investigate the situation. If you still remain dissatisfied with the response, there is a formal complaints procedure to be followed.

Please send your complaint to:

Simon Bagley, Head of HR,

Email: [s.bagley@bury.gov.uk](mailto:s.bagley@bury.gov.uk)

A full response will be received within 20 working days

**Bury**  
Council