



To: Heads of all Establishments
Cc's Governors/Management Committees
Trade Union Safety Representatives
Employee Notice boards
Intranet

November 2005



Managing & Monitoring Health and Safety Performance in Catering, Cleaning and Grounds Maintenance for Establishments with Delegated Budgets.

Health and Safety at Work etc Act 1974
Control of Pesticides Act 1986
Management of Health and Safety at Work Regulations 1999 (as amended)
Food Safety Act 1990
The Control of Substances Hazardous to Health (Amendment) Regulations 2004
Workplace (Health, Safety and Welfare) Regulations 1992
HSE Guidance HS(G)55 'Health and Safety in Kitchens and Food Preparation Areas'

Introduction

Educational establishments with delegated budgets can either directly employ their own staff for these services or obtain them through County Facilities Management (CFM) or an external contractor. Irrespective of how the service is provided the County Council must ensure that relevant legislation is followed. This procedure details what needs to be done. Annex 1 has additional information for establishments who use contractors.

Who is the employer?

The employer in educational establishments depends on the nature of the school:

- For Community and Voluntary Controlled establishments, Oxfordshire County Council is the employer.
- In Voluntary Aided and Foundation establishments the governing body is the employer.

This is further explained in a DfES document 'Health & Safety Responsibility and Powers' circulated to educational establishments:

<http://www.teachernet.gov.uk/wholeschool/healthandsafety/visits/responsibilities/>

Legislation states that the employer is responsible for the health, safety and welfare of its employees and others who may be affected by their acts or omissions.

**Published by: Health and Safety Team, Human Resources
Learning & Culture**

Continued...

Other legislation will also apply to the governing body. The legal aspects relating to managing cleaning, catering, and grounds maintenance are discussed in the following Health and Safety procedures:

'Selection and Monitoring of Contractors/Consultants' :

<http://portal.oxfordshire.gov.uk/content/public/LandC/Resources/healthsafe/c/consel.pdf>

'Managing Your Own Cleaning, Catering and Grounds Maintenance in Establishments with Delegated Budgets':

<http://portal.oxfordshire.gov.uk/content/public/LandC/Resources/healthsafe/c/conman.pdf>

What does the Head of Establishments have to do?

The Heads of Establishment has a duty to ensure that employees and contractors are carrying out catering, cleaning and grounds maintenance services in a safe and healthy manner.

To ensure that this is happening the following should be in place:

Policy

A written policy is required that includes:

- A statement of what the establishment will do to achieve healthy and safe catering, cleaning and grounds maintenance activities.

The Model Part III Health and Safety policy will need to be carefully adapted by the Head of Establishment and Governors to the establishment's particular circumstances

- A description of the organisation including a named individual or individuals and their posts who are responsible for ensuring that activities within the control of the establishment are carried out with due regard to the health and safety of all who may be affected.

This will be the person who is the first contact for cleaning, catering and grounds maintenance employees and contractors, usually the Head teacher or the Site Manager, or equivalent, in other establishments. The Head of the Establishment will always be the main point of contact.

- The arrangements the establishment has in place explaining how it will achieve its health and safety goals.

The arrangements will include risk assessments, allocation of resources, procedures and training and also monitoring of health and safety performance and review of control measures (See annex 1,2,3, and 4)

The employer must make sure that:

- Employees are aware of the policy, and their responsibilities within that policy.
- Safety controls are in place
- Employees and contractors are properly trained and receive guidance on their responsibilities as an employee / contractor.
- First Aid is available

- Emergency procedures are in place and communicated to all that work on site.





Specification / Service level Agreements

It is important that the employees and contractors clearly understand what the establishment is expecting from them.

This can be achieved by following the content of this document. It is important that, as part of the written agreement with a contractor, there must be a 'Specification' or 'Service Level Agreement' that makes it clear what both sides expect and will provide to fulfil the contract.

Can the work be done safely and without risk to health?

Risk Assessments

The Head of Establishment will need to ensure that risk assessments have been carried out and recorded, and the necessary controls put in place to reduce exposure to risk as far as is reasonably practicable. A competent person, i.e. an individual or group with sufficient knowledge and experience of the work involved, and appropriate training (see [Learning & Culture](#)  [Resources](#)  [Health & Safety](#)  [Training](#) ), will be required to carry out risk assessments.

The findings of risk assessments should be recorded. They will guide the establishment in allocation of resources to overcome, so far as is reasonably practicable, any deficiencies that the risk assessments show up.



For Further Information and Advice:

Specialist: Catering and Cleaning - CFM
Grounds Maintenance - Isis Accord

Tel. 01865 336350
Tel. 01865 336300

General: Health and Safety Team

Tel. 01865 816464

General risk assessments will cover the following (as a minimum):

<input type="checkbox"/> Manual handling	<input type="checkbox"/> Lone working
<input type="checkbox"/> Slips, trips and falls	<input type="checkbox"/> Personal hygiene
<input type="checkbox"/> Fire safety	<input type="checkbox"/> Competency/Training

Risks specific to jobs should be assessed:

<p style="text-align: center;">CATERING</p> <p>Personnel</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Handling money</i> <p>Equipment</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Sharp implements</i> <input type="checkbox"/> Electrical safety <input type="checkbox"/> Gas safety <input type="checkbox"/> <i>Transportation</i> <input type="checkbox"/> <i>Equipment maintenance and testing</i> <p>Premises</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Hot and cold hazards</i> <input type="checkbox"/> High level work 	<p>Hazardous substances</p> <ul style="list-style-type: none"> <input type="checkbox"/> COSHH assessments <input type="checkbox"/> <i>Cleaning</i> <p>Food safety</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Storage</i> <input type="checkbox"/> <i>Preparation</i> <input type="checkbox"/> <i>Serving</i> <input type="checkbox"/> <i>Washing up</i> <input type="checkbox"/> <i>Waste disposal</i>
--	---

<p style="text-align: center;">CLEANING</p> <p>Personnel</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Hygiene (infection control)</i> <p>Hazardous substances</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>COSHH assessments</i> <input type="checkbox"/> <i>Waste disposal</i> <input type="checkbox"/> <i>Emergency removal of hazardous waste</i> 	<p>Equipment</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Use of equipment</i> <input type="checkbox"/> <i>On-site storage</i> <input type="checkbox"/> <i>Equipment maintenance and testing</i> <p>Premises</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>High level cleaning</i>
<p style="text-align: center;">GROUNDS MAINTENANCE</p> <p>Hazardous substances</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>COSHH assessments</i> <input type="checkbox"/> <i>Flammable liquids</i> <input type="checkbox"/> <i>Pesticides</i> <input type="checkbox"/> <i>Waste disposal</i> 	<p>Equipment</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>On-site storage</i> <input type="checkbox"/> <i>Maintenance and testing</i> <input type="checkbox"/> <i>Vehicle safety</i> <input type="checkbox"/> <i>Site Preparation</i>

(NB these lists are not exhaustive)

What should employees be doing?

ANNEX 2

Procedures

There need to be written procedures so that employees know how to carry out the tasks safely.

The information should be presented simply to enable easy reference and make it easy to carry out best practices consistently. The procedures will include:

- | | |
|---|--|
| <input type="checkbox"/> Materials
<input type="checkbox"/> Methods
<input type="checkbox"/> Health and Safety and information. | <input type="checkbox"/> Equipment
<input type="checkbox"/> Control measures arising from the risk assessments. |
|---|--|

<p style="text-align: center;">CATERING</p> <ul style="list-style-type: none"><input type="checkbox"/> Operating procedures - general<input type="checkbox"/> Operating procedures - specific<input type="checkbox"/> Cleaning procedures - general<input type="checkbox"/> Cleaning procedures - specific<input type="checkbox"/> Goods inwards<input type="checkbox"/> Food storage<input type="checkbox"/> Preparation<input type="checkbox"/> Cooking<input type="checkbox"/> Transportation<input type="checkbox"/> Serving<input type="checkbox"/> Personal protective equipment	<ul style="list-style-type: none"><input type="checkbox"/> Waste disposal and environmental safety<input type="checkbox"/> Temperature records<input type="checkbox"/> Fire safety<input type="checkbox"/> First aid, accident reporting and emergency evacuation<input type="checkbox"/> Storage temperatures<input type="checkbox"/> Pest control<input type="checkbox"/> Handling money<input type="checkbox"/> Washing up<input type="checkbox"/> Fault reporting<input type="checkbox"/> Visitors procedures
---	--

(NB these lists are not exhaustive)

<p style="text-align: center;">CLEANING</p> <ul style="list-style-type: none"><input type="checkbox"/> Operating procedures - general<input type="checkbox"/> Operating procedures - specific<input type="checkbox"/> Waste disposal<input type="checkbox"/> On-site storage<input type="checkbox"/> Hygiene (infection control)<input type="checkbox"/> High level cleaning	<ul style="list-style-type: none"><input type="checkbox"/> Emergency removal of hazardous waste<input type="checkbox"/> Personal protective equipment<input type="checkbox"/> Equipment maintenance and testing<input type="checkbox"/> First aid, accident reporting and emergency evacuation<input type="checkbox"/> Waste disposal and environmental safety
<p style="text-align: center;">GROUNDS MAINTENANCE</p> <ul style="list-style-type: none"><input type="checkbox"/> Operating procedures - general<input type="checkbox"/> Operating procedures - specific<input type="checkbox"/> On-site storage<input type="checkbox"/> Flammable liquid<input type="checkbox"/> Vehicle safety<input type="checkbox"/> Personal protective equipment	<ul style="list-style-type: none"><input type="checkbox"/> Pesticides<input type="checkbox"/> Waste disposal and environmental safety<input type="checkbox"/> Pre-operation site clearance<input type="checkbox"/> First aid, accident reporting and emergency evacuation<input type="checkbox"/> Equipment maintenance

Is the workplace safe?

Premises and Equipment

Procedures and **records** are needed to ensure that premises and the equipment are maintained in a useable condition. Individuals must be competent by experience, knowledge and training to carry out any maintenance work (inspection, testing and repair) to include:

- Cleaning,*
- Routine checks including daily inspection and maintenance regime*
- Planned maintenance program*
- Breakdown maintenance including a robust reporting system for faults*
- 14-monthly examination and test of ventilation systems*
- Periodic checks of lifting equipment, steam ovens, and other pressure system, etc.*
- Testing of portable electrical equipment*
- Testing of gas equipment*
- Visual examination of floors, ceilings, walls, woodwork and windows*

What can be done to ensure that work is carried out safely?
ANNEX 3

Training

To ensure that employees and contractors are competent to carry out their duties without risk to themselves or others they need to have sufficient information, instruction and training.

Induction training is delivered before employees start their new job. This should include, for health and safety:

<p style="text-align: center;">CATERING</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Food hygiene essentials</i> <input type="checkbox"/> <i>HACCP</i> <input type="checkbox"/> <u>Manual handling</u> <input type="checkbox"/> <u>Hazardous substances</u> <input type="checkbox"/> <i>Clothing</i> <input type="checkbox"/> <i>Specific equipment training</i> 	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Personal hygiene</i> <input type="checkbox"/> <i>Stock rotation / Shelf life</i> <input type="checkbox"/> <u>Gas electrical safety</u> <input type="checkbox"/> <u>Accident and emergency procedures</u> <input type="checkbox"/> <i>Hot and cold surfaces/substances</i>
<p style="text-align: center;">CLEANING</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Manual handling</u> <input type="checkbox"/> <u>Hazardous substances</u> <input type="checkbox"/> <u>Electrical safety</u> <input type="checkbox"/> <i>Specific equipment training</i> 	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Personal hygiene</i> <input type="checkbox"/> <u>Working alone</u> <input type="checkbox"/> <u>Infection control</u> <input type="checkbox"/> <u>Accident and emergency procedures</u>
<p style="text-align: center;">GROUNDS MAINTENANCE</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Manual handling</u> <input type="checkbox"/> <u>Hazardous substances</u> <input type="checkbox"/> <i>Specific equipment training</i> 	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Personal hygiene</i> <input type="checkbox"/> <u>Working alone</u> <input type="checkbox"/> <u>Accident and emergency procedures</u>

(NB these lists are not exhaustive)

Ongoing training is required to ensure that employees can carry out their duties safely as they work independently, take on new responsibilities, and use additional or alternative equipment and chemicals.

<p style="text-align: center;">CATERING</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Foundation Course in Food Hygiene</i> <input type="checkbox"/> <i>Sharp implement use</i> <input type="checkbox"/> <i>Mixing machines</i> <input type="checkbox"/> <i>Slicing machines</i> <input type="checkbox"/> <i>Food storage</i> 	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Cleaning</i> <input type="checkbox"/> <i>Pest control</i> <input type="checkbox"/> <i>Cloth use / washing</i> <input type="checkbox"/> <i>Lighting gas appliances</i> <input type="checkbox"/> <i>Use of specified equipment</i>
<p style="text-align: center;">CLEANING</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Use of specified equipment</i> <input type="checkbox"/> <i>Cleaning methods</i> 	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Working at height</i> <input type="checkbox"/> <i>Specialist cleaning techniques</i>
<p style="text-align: center;">GROUNDS MAINTENANCE</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Pesticides usage certificate</i> <input type="checkbox"/> <i>Use of machinery</i> 	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Vehicle safety</i> <input type="checkbox"/> <i>Flammable liquid safety</i>

(NB these lists are not exhaustive)

For further information refer to the intranet: Training and Competence, which can be found at:

<http://portal.oxfordshire.gov.uk/content/public/LandC/Resources/healthsafe/t/tracom.pdf>

Monitoring

The establishment should monitor the performance of the cleaning, catering and grounds maintenance employee or contractor, looking for evidence that:

- Employees/contractor are complying with the Health and Safety policy
- Employees/contractor are competent (by training, suitability) for the tasks they have to undertake
- Policies are up to date and available (*assessment of documentation required*)
- Policies are implemented (*observation needed*)
- Procedures up to date and available (*assessment of documentation required*)
- Procedures are followed (*observation needed*).
- Risk assessments, including COSHH assessments, are up to date and available (*assessment of documentation required*)
- Risk assessments are followed (*observation needed*)
- Up to date records are kept for:
 - ◇ Training
 - ◇ Planned, programmed equipment maintenance
 - ◇ Accident and ill health

Food safety

- Caterers keep records for
 - ◇ Fridge and freezer temperatures
 - ◇ Food temperatures
 - ◇ The cleaning schedule and its completion

Oxfordshire County Council has an “in house” service provider in County Facilities Management (CFM) for catering and cleaning, and a county contract with Isis Accord Ltd, a private company, for grounds maintenance. Establishments with delegated budgets can avoid the need for to carry out the lengthy vetting process to ensure that legislative requirements and OCC minimum standards are met by engaging these service providers.

Catering

If CFM is managing the contract they will run all aspects of the operation including employing staff, maintaining equipment, providing policies, procedures, risk assessments and training and monitoring. Contracts can include equipment replacement and maintenance.

Cleaning

- Primary and special schools employ their own cleaners and can manage these themselves. CFM will manage these employees to an agreed specification and maintain existing equipment and, if required, replace equipment as necessary.
- Secondary and Special schools can contract to CFM in similar ways or ask them to provide a complete service to an agreed specification
- CFM provides services to agreed specifications for non-delegated establishments throughout the authority.

Grounds Maintenance

Isis Accord Ltd has secured the county contract for (non delegated) grounds maintenance. It provides employees, equipment policies, procedures, risk assessments and training. The contract is for a standard service, with variation to suit an establishment’s particular needs.

Where an establishment engages an external contractor they must follow the procedure: [Selection and Monitoring of Contractors/Consultants](http://portal.oxfordshire.gov.uk/content/public/LandC/Resources/healthsafe/c/consel.pdf) which can be found at: <http://portal.oxfordshire.gov.uk/content/public/LandC/Resources/healthsafe/c/consel.pdf>

Service Level Agreement

The establishment and the service provider should have a written contract or Service Level Agreement that lays out what each party expects and has agreed to provide.

If the establishment employs their own staff this would be covered in procedures, CFM and Isis Accord Ltd have service level agreements negotiated by individual establishments and OCC.

The ‘Service Level Agreement’ needs to be written carefully so that any ambiguities are removed, (for example the establishment and the provider may have different ideas about what ‘clean floor’ means).

A Service Level Agreement is important because it avoids misunderstandings about the standard of service provided in terms of quality, amount, frequency etc. and helps resolve any problems quickly.

The final part of the process is setting up a monitoring programme to ensure that the employees and contractor carry out the service as laid out in the main body of this document.

Monitoring

The final part of the process is setting up a monitoring programme to ensure that the employees and contractor carry out the service as laid out in the main body of this document.