

Here when you need us:

DBE Services

Diocesan offices

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All enquiries:

Mon-Fri 8am-5pm

TPM office Tel: 01254 958850

Fax number for job requests

Mon-Fri 8am-5pm

TPM Fax Tel: 01254 695975

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Mon-Fri 8am-5pm

info@dbeservices.co.uk

EMERGENCIES outside office

hours and Bank Holidays only

Tel: 01254 958858

Visit our website at:

www.tpm4.com



The things that matter to us all

We seem to have got into a habit of referring to younger people as “millennials”. There are now millennials who were at university and for those of you teaching in primary schools, a lot of the children you now teach will think they are old!

One of the challenges of being young is that the amount of knowledge that there is to acquire grows exponentially year by year. That’s not just in technology terms, there is a whole period of history that has been created since I left school which could in itself form the syllabus for GCSE. This year, whatever happens, we will add a date, 29th March 2019, that future generations will need to know in preparation for history exams.

In all walks of life, and schools are a particular example, it is easy to become consumed and almost blinded by the big issues. However important they appear and may prove to be in the future, for most people it’s the small things that affect them directly that are of the greatest importance.

It was almost impossible not to have been caught up in the debates that were going on in Parliament earlier in January.

The Government suffered its largest defeat in history over its proposals for our exit from the European Union. The day after, all our media was consumed with the debate and vote on a no confidence motion.

I suspect there weren’t many people aware that before that no confidence motion could be debated in Parliament, Parliament first had to debate a motion put down by the MP for Chelmsford on behalf of the postmen and women in her constituency, the “Low Level Letterbox (Prohibition) Order;” a Bill aimed at amending building regulations to require letterboxes in new buildings to be positioned above a certain height!

In terms of the business of the day, this could be seen as a very trivial matter but like all trivial matters, it wasn’t trivial to those it affected.

It is easy to lose sight of the everyday things which are the bedrock of life and society and focus on high profile things of the moment.

The latest OFSTED framework, which is out for consultation, seems for the first time in a generation to be shifting the focus from results being everything to the importance of a rounded education which prepares young people for adult life in all its glory and challenges.

Small things matter and we should never lose sight of that. Every child matters and for them and their parents, the small things are just, if not more, important than those that have a tendency to consume those of us that have been entrusted with delivering an education system in very challenging times.

Best Wishes

Peter

One of our boilers is broken!

During the winter we get many calls to faulty boilers. Just a few tips to ensure they get sorted as quickly as possible.

Most schools have more than one boiler. Make sure you know which boiler has a fault and that the information is available to whoever may sign the contractor in. It may amaze you but we have had contractors taken to look at the wrong boiler.

To help you get help as quickly as possible we provide the out of hours contact details for your boiler servicing company so that you can contact them at any time; day or night. Obviously out of hours call outs cost more.

During working hours, you can contact us and we will make the arrangements for you. Out of hours you need to ring the emergency number on your out of hours contact list, as our out of hours service does not provide commercial boiler cover. Make sure those who might need these details know where to find them. You should have a card with them on but if you have misplaced that you can find them on our website: <https://tpm4.com/wp-content/uploads/2018/10/Out-of-hours-contacts-17.10.18.pdf>

Don't be tempted to put off repairing a boiler because you can manage without it. That inevitably comes home to roost when the other boiler fails, and the school is freezing.



Are you expecting a contractor?

Unless you have contacted us about something which is "Mission critical" i.e. the issue has the potential to close or severely disrupt the school, contractors should always make an appointment prior to attending school. Schools will have various systems for recording appointments, but it is important if the planned visit is no longer convenient that the contractor is contacted and the appointment cancelled/rearranged. If a contractor attends and is then turned away an abortive visit charge will normally be payable.

Occasionally contractors simply turn up. Generally, we would ask you to turn them away. Obviously if it is expedient for you to have the work done then you can let them do it but we would ask you to let us know that they did turn up without an appointment so we can contact them to ensure it does not become a habit!

We are reaching the time of year when schools review their servicing contracts. We provide you with a list of all services including the name of the contractor and the month we expect the service to happen. It is important that you check the list we send to ensure the contractor is *bona fide* before you let them in. There can be several reasons why a contractor turns up at a school even though they have not been issued with an order:

- It is just habit they have for years always gone to the school in that month very year.
- They are "chancing their arm". We have examples of contractors simply trying to get work by implying they have been asked to attend.
- The school has used a contractor in the past but not told them they have now asked TPM to arrange that work.

With reactive work requests we send you a copy of the paper work we send to the contractor, so you know who to expect, when and what they have been asked to do.

All contractor must comply with your school's health and safety policy including, where appropriate, inspecting and signing the asbestos register. Most contractors are not carrying out a "regulated activity" and are therefore not eligible for DBS disclosures but they must abide by the school safeguarding policy. We do several checks on contractors details which can be found at <http://tpm4.com/wp-content/uploads/2016/06/Checking-Contractors.pdf>

Quote requests

When you ask for a quote, or when quotes are provided following a service, these are uploaded to your school portal for your attention. We will send you an email notification to let you know when any information is added to your school portal.

You can download the uploaded document via the email as well as logging into the portal. In general, quotes are valid for 30 days but contractors will always advise if there is any variation from this. We will then wait for the school to tell us whether, or not, they wish to proceed but we will not chase this any further.

However, where quotes are provided specifically to meet the school's obligations e.g. 5 yearly electrical inspections, or where there is a major fault with the potential to close the school, we will check that schools have received the quote and ask for a decision on whether the school wishes to proceed.

Resolving Issues

If you have any issue with a contractor's work that you wish us to investigate on your behalf, please remember to inform us within 48 hours of job completion.

It is always better to request your call-out through DBE Services. However, if you have requested work directly with a contractor, which you are quite at liberty to do, please be aware that we will not be able to assist you to resolve any issues that may subsequently arise.

TPM Portal

Our TPM portal is now into its third year of operation. This is where all your invoices, quotes and service information are uploaded, so you will always have access to your important information. However, we are still receiving a few calls from schools who report they are waiting for quotes or invoices, only to find that they have been uploaded to their portal several days or even weeks previously. Similarly, we are receiving contractor statements showing invoices as unpaid after more than 30 days of uploading to the portal. If you need any advice or log-in reminders, or if you are having any difficulties accessing the portal, please let us know on 01254 958850 and we will be happy to assist.

Call-Outs and Quotes

When you need a contractor urgently, a call-out will be required. On receipt of your request we will send a contractor in the most expedient time, for the problem you are experiencing. In most cases, this will be either the same day or next day, depending upon the severity of the issue and the time of day the issue is reported to us.

When attending a call-out, our contractors are aware that works should be contained as far as possible within a £400 threshold (net of VAT). If works are likely to exceed this by more than a few pounds, the contractor will not be able to progress with the work until a quote has been provided and approved by school. This is for the benefit of school so that they can decide if they wish to proceed with the works or not. However, in all circumstances, the original call-out will remain payable, whether the contractor was able to undertake the works or not.

If school subsequently authorises the quoted works to be undertaken, a new job number will be provided against which the contractor will invoice.

We cannot, in any circumstances, request general quotes to be provided urgently and schools must always be aware that quotes requested at the outset, i.e. without a call-out, may take up to seven working days for the initial contractor visit. Quotes should not be requested for low value jobs, i.e. under the contractors £400 threshold and should only be requested for non-urgent jobs.

This Month's Tips:

Mental Health & First Aid

Mental health issues affect most of us at some point in our lives, in fact according to the HSE, 1 in 4 people will experience mental health problems. It is no longer a taboo subject and there is more help than ever available to those that need it, although there is still a long way to go. Anyone can be affected from children to adults.

However, have you thought about mental health training within your workplace alongside your first aid? Having someone trained to identify and understand symptoms and able to support someone who might be experiencing mental health issues could be very beneficial indeed.

There are now first aid courses which cover mental health and teaches delegates how to recognise the warning signs of mental ill health and help them develop the skills and confidence necessary to support and approach someone and keep themselves safe.

Learn more about this topic at <http://www.hse.gov.uk/research/rrpdf/rr1135.pdf>

Health & Safety measures

Health and safety is every persons responsibility. The overall responsibility in a school rests with the head teacher and governors. We are happy to offer advice or get specialists to visit school.

Contractors are required to ensure all their work meets health and safety regulations. Sometimes they will not be able to carry out work if it contravenes guidance e.g. fitting catches on fire doors to keep the doors open during certain periods.



How can we contact you?

If there are any changes in contact telephone or email addresses, please make sure that you keep us up to date.

Staff changes sometimes mean we do not have the correct contact details, and this can hinder us getting contractors out to school to deal with issues.

You can change details by sending us an email or by using the Contact Form at:

<https://tpm4.com/wp-content/uploads/2018/09/School-data-form-to-comply-with-GDPR-2018.pdf>

It would also be of great help when emailing us, if you would include your contact details on the email so that we can get back to you quickly.

Out of hours alarm issues

The only people who can help with your security or fire alarm are the alarm company. You should ensure that contact details are clearly displayed on any panel.

If you don't have those details you can find them at:

<https://tpm4.com/wp-content/uploads/2018/10/Out-of-hours-contacts-17.10.18.pdf>

Our out of hours service cannot help with alarm issues.



Health and Safety Service to Schools

With support from a number of specialists we are now providing comprehensive Health and Safety Support which can be tailored to fit individual school needs.

This service includes:

- ✓ Access to occupational health
- ✓ Advice on accident reporting
- ✓ 24hr telephone help line and email support
- ✓ Access to training
- ✓ Review and development of risk assessments
- ✓ Email updates of any changes in legislation
- ✓ Support with policies
- ✓ Audit of health and safety policies and procedures
- ✓ Information, advice and guidance on all aspects of health safety as it relates to your school.

Subject to prior arrangement with school, we can further enhance this service with:

- ✓ Complete review of polices and any additional support that a school may need.
- ✓ Attendance at Governors' meetings/walk rounds.
- ✓ School development plan and contractor control support.
- ✓ School H&S documentation preparation/support.
- ✓ Accident/incident investigation support.

Health and Safety Training Courses

In addition to the above we also offer half and full day training courses in the following:

Health

- Stress in Schools
- Stress Risk Management
- Asbestos Awareness
- Legionella Awareness

Safety

- Manual Handling
- Work at Height
- Risk Assessment
- Office Safety
- Display Screen Equipment (DSE) Assessment
- School Accident Management and Investigation
- Control of Substances Hazardous to Health (COSHH)
- Lone Working

Fire

- Fire Awareness in schools
- Fire Warden/Marshal

Management Safety Training

- Head Teacher and Senior Management Team Health and Safety Training
- Safety Awareness for School Staff

Environmental Training

- Environmental Awareness Training

IOSH Managing Safely

For full details and rates, or to discuss joining the scheme, please contact Peter at: peter@dbeservices.co.uk or telephone 01254 958850