

Safety, Health and Environment (SHE) Guidance

Health & Safety Policy Document

MINCHINHAMPTON PRIMARY ACADEMY

This guidance will enable schools to compile a meaningful Health & Safety Policy Document describing how they manage safety locally. It also contains a template that schools may choose to use but local detail must be added.



HEALTH & SAFETY POLICY DOCUMENT PART 1 STATEMENT OF INTENT

This policy statement is the local supplement to Gloucestershire County Council Corporate Health & Safety Policy Document.

The school's Governing Body and Headteacher recognise and accept their responsibilities both under law and also under Gloucestershire County Council delegation for local management of schools. As responsible employers and/or persons in control of premises, the requirement to provide a safe and healthy working environment for all employees and others affected by its activities is acknowledged.

The school is committed to managing risks by ensuring that risk assessments are undertaken, control measures implemented and systems are continuously monitored and reviewed led by the school's Governing Body and Headteacher.

In particular the Governing Body and Headteacher are responsible for:

- providing a safe and healthy working and learning environment and ensuring that the premises are maintained in a safe condition;
- maintaining safe access to and egress from the premises;
- preventing accidents and work related ill health;
- assessing and controlling risks from curriculum and non-curriculum work activities including offsite visits;
- complying with statutory requirements as a minimum;
- ensuring safe working methods and providing safe equipment;
- providing effective information, instruction and training;
- monitoring and reviewing systems to make sure they are effective;
- developing and maintaining a positive health and safety culture through communication and consultation with employees and their representatives on health and safety matters;
- setting targets and objectives to develop a culture of continuous improvement;
- ensuring a healthy working environment is maintained including adequate welfare facilities;
- ensuring adequate resources are made available for health and safety issues, so far as is reasonably practicable;
- ensuring safe use, handling and storage of substances at work.

In addition to the above commitment, the Governing Body and Headteacher also recognise their obligations to non-employees and provide trainees, members of the public, pupils, contractors, etc, or anyone who is or may be affected by the schools activities with the necessary information, instruction, training and supervision available to ensure the safety of those affected.

The Governing Body and Headteacher will ensure adequate resources, including finance to implement the Policy.

The Governing Body and Headteacher are committed to the arrangements stated in this Policy Document and all members of staff are required to comply. They are encouraged to support the Governing Body and Headteachers commitment to continuous improvement in the schools health and safety performance. For the Policy Document to be effectively implemented, the school requires the full co-operation of employees and others who use the premises.

This Policy Statement and the accompanying organisation and arrangements will be reviewed at least annually and revised as and when necessary.

This Policy Statement, together with the organisational structure and the following arrangements and procedures, has been approved by the school's Governing Body.

Signed:	Signed:
Headteacher's name:	Chair of Governors' name:
Date:	Date:

Part 2 Organisation

Organisation – Introduction

In order to achieve compliance with the Governing Body and Headteacher's Statement of Intent the school's normal management structure will have additional responsibilities assigned to them as detailed in this part of this H&S Policy Document.

The Duties of the Governing Body

The Governing body has overall responsibility for ensuring compliance with this H&S Policy Document. In consultation with the Headteacher the Governors will ensure that there are effective and enforceable arrangements for the provision of health and safety throughout the school, periodically assessing the effectiveness of this document ensuring that any necessary revisions are made to determine the policy and monitor its implementation.

The Duties of the Headteacher

The Headteacher has day-to-day responsibility for ensuring compliance with this H&S Policy Document. In consultation with the Governors the Headteacher will ensure that there are effective and enforceable arrangements for the provision of health and safety throughout the school, periodically assessing the effectiveness of this document ensuring that any necessary revisions are made to determine the policy and monitor its implementation. The Headteacher will maintain the profile of health and safety within the school by the development of safe working practices and conditions and will ensure that health and safety standards are maintained at all times.

The Duties of Employees

All employees have individual legal responsibilities to take reasonable care for the health and safety of themselves and for others who may be affected by their acts or omissions, and must comply with the school's Health & Safety Policy Document and procedures at all times, co-operate with school management in complying with relevant health and safety law, use all work equipment and substances in accordance with instruction, training and information received, report to their immediate line manager any hazardous situations and defects in equipment found in their work places, report all incidents in line with current incident reporting procedure, act in accordance with any specific health and safety training received, inform their line manager of what they consider to be shortcomings in the school's health and safety arrangements and exercise good standards of housekeeping and cleanliness.

Pupils

Pupils, in accordance with their age and aptitude, are expected to exercise personal responsibility for the health and safety of themselves and others, observe standards of dress consistent with safety and/or hygiene, observe all the health and safety rules of the school and in particular the instructions of staff given in an emergency, use and

not wilfully misuse, neglect or interfere with anything provided for their health and safety.

School Safety Representatives

The Governing Body and Headteacher recognise the role of Safety Representatives who may be appointed by a recognised Trade Union. Safety Representatives will be allowed to investigate accidents and potential hazards, pursue employee complaints and carry out school inspections within directed time but, wherever practicable, outside teaching time. Safety Representatives are entitled to certain information, e.g. information relating to accidents, and to paid time away from the workplace to train for and carry out their health and safety functions. (However representatives are not part of the management structure and do not carry out duties on behalf of the Headteacher or Governing Body).

Temporary Staff

Temporary employees are provided with information and guidance which includes the Health & Safety Policy Document, fire and emergency procedures etc. and are suitably inducted to their role. They are directly accountable to the headteacher whilst on the school site.

Teaching Staff

Teaching staff have a day to day responsibility for ensuring compliance with this Health & Safety Policy Document and ensuring all persons under their control are aware of the general health and safety requirements of the school and the detailed requirements for activities relevant to them. Teachers are responsible for the immediate safety of the pupils in his/her classroom. Nominated teachers are responsible for their own classroom and associated equipment and as such it is their responsibility to ensure that it is maintained to a high standard with respect to health and safety issues.

Teaching Assistants

Teaching assistants have a day to day responsibility for ensuring compliance with this Health & Safety Policy Document and are immediately accountable to the teacher in charge whilst the class is in session.

The Duties of Off Site Visit Coordinators (OVC)

The Offsite Visit Coordinator (OVC) ensures that standards for off-site activities and educational visits are followed. The OVC works with trip leaders to ensure the aim of the educational visit is achievable and in line with those of the school. The school refers to the Off-Site Visits Manual on the SHE webpages.

The Duties of Premises Manager (Bursar, Business Manager, Site Manager)

The Premises Manager has a day to day responsibility for ensuring compliance with the school Health & Safety Policy Document and taking effective action and/or immediately referring to the Headteacher any health and safety issues brought to their attention, this includes the stopping of any practices or the use of any tools, equipment etc which are considered unsafe

Volunteer and Parent Helpers

Volunteer and parent helpers are provided with information and guidance which includes health and safety, fire and emergency procedures etc. Volunteer and parent helpers are directly accountable to the teacher in charge whilst on the school site.

Part 3 General Arrangements

Part 3.1 – Risk Assessment

Risk Assessment

- risk assessment processes used e.g. SHE, CLEAPSS
- designated staff have responsibility for undertaking risk assessments
- risk assessments are brought to the attention of employees by email, written copy
- review process (periodically and after any)
- Generic risk assessment for the school activities – use of the various Risk Assessment Toolkits is the responsibility of Mrs N Hugginson, Headteacher, Site Manager.
- School Trips/Offsite Visits - The person with the delegated role of Off-Site incidents Visits Coordinator (OVC) has responsibility to oversee risk assessments for trips; this role has been delegated to Mrs N Hugginson. The school complies with DfE Guidance and the GCC standards on offsite visits and school journeys. A separate school trips procedure has been produced based on GCC guidance.
- Curriculum Safety (including extended schools activity/study support) - Headteacher ensure that risks related to curriculum areas are identified and controlled where necessary referring to material such as CLEAPSS, AfPE, DATA and SHE guidance etc. For any activity falling outside published a risk assessment is carried out.

Part 3.2 - Specific Risks

Communication

- employees e.g staff meetings, performance review, email.
- visitors – signing in
- pupils – lesson plans, school council, assembly
- parents – admissions process, school prospectus, website, news letters, text
- volunteers – simple induction
- contractors – part of work planning – sign in and out - briefing

Consultation with employees

The school recognises the importance of consulting with employees on health and safety matters. This is achieved by Staff meetings, intranet.

Display Screen Equipment

- The majority of employees within the school are not considered to be DSE users; Office staff using computers will have appropriate (e.g. adjustable) equipment
- The school refers to SHE guidance
- Headteachers/Heads of Department ensure that DSE workplace assessments are conducted for any users
- DSE assessments are reviewed annually and where equipment changes or office layouts change or when there are staff changes.

Hazardous Substances (Control of Substances Hazardous to Health CoSHH)

Where hazardous substances are used risk assessments are undertaken and a hierarchy of control measures adopted which seeks to eliminate or substitute the substance concerned. Safety data sheets are used for hazardous materials.

Lone Working

The school manages the risk of lone working by:

- having everyone off site by 18.00 or Site Manager aware and managing.
- a second person knows that a member of staff is in the school alone
- locking doors
- access to a 'phone
- designating days in the holidays when staff can come in

Manual Handling

- loads broken down for easier movement
- site staff assist with handling operations
- use manual handling aids e.g. trolley or sack truck
- agreed methods for regular tasks e.g. setting up tables at lunchtime
- use lift from Foyer to first level

Moving and Handling Pupils

- included in pupil behaviour/ care plans
- employees trained in correct moving/ handling techniques
- handling aids such as hoists and lifts are inspected and serviced

Noise

The school is aware of its responsibility for assessing the risks of noise and where noise is identified as a significant risk the school ensures appropriate control measures are put in place. Generally noise risk is managed by keeping the dose (exposure time) low.

Petrol strimmers, mowers and power tools are used but the exposure time is low and PPE equipment is provided.

Parent Teacher Association/ Friends of the School

- risk assessments are carried out for PTA run events and adequate insurance is in place. (the GCC event toolkit has been modified)
- measures used during events include adequate supervision, food hygiene, controlling vehicle movements, crowd control.

Personal Protective Equipment (PPE)

The need for PPE as a control measure is assessed on the basis of risk assessment and CoSHH assessments. Where it is assessed that PPE is required, PPE is appropriately selected and provided. A record is held which includes details of any expiry dates to ensure equipment is replaced as and when necessary. Employees are responsible for ensuring that they use PPE where it is provided. [Ensure that your risk assessments reflect the need for PPE and what is provided.]

Playground Supervision/Play Equipment and Maintenance

- risks are assessed using the SHE Information Sheet 14 Playground Supervision
- a risk assessment of the potential hazards in the playground and their likelihood to cause harm has been undertaken
- measures to manage the risk include 6 staff at playtime, 11 staff at lunchtime

School Trips/Offsite Visits

- the school complies with DfE Guidance and the GCC standards on offsite visits and school journeys. A separate school trips procedure has been produced based on GCC guidance.
- the OVC is Mrs N Hugginson
- outline how trips are managed...
- the school uses the GCC evisit procedure

School Transport

- use of SHE guidance on occupational driving as a basis to ensure safe transportation of pupils for activities such as offsite visits and sports fixtures
- risks associated with driving are evaluated within assessments for activities.
- checks made that employees who drive 'at work' have the correct documents and business cover insurance

Security Arrangements

Risks to security of the premises and property are assessed through the risk assessment process and appropriate control measures implemented. This is achieved by means such as:

- door security
- visitor signing in/ badges
- use of smart water
- challenging any strangers on site
- fences, hedges and padlocked gates

Working at Height

- The risks associated with working at height are identified through risk assessment using SHE/GN/5 Working at Height and Primary School Toolkit GO10.
- Frequent documented checks take place to ensure the safe working condition of access equipment.
- Ladders and steps are kept locked in store rooms
- Procedures are in place to ensure any damaged access equipment is clearly labelled and removed as soon as practicable.
- The school discuss and agree arrangements with employees.
- Where members of staff have medical conditions or other factors which may affect their ability to use access equipment, a separate risk assessment is in place.
- Employees also have a responsibility to ensure their own health and safety and assist in the operation of any systems designed to provide for their safety (e.g. wear sensible shoes, don't misuse equipment, ensure stepladders are stable)
- Training in the use of access equipment will be provided where required (e.g. for ladders, scaffold towers and high step ladders)

Workplace Violence to Employees and Behaviour Management

- school security measures

- dealing with difficult parents
- reporting incident (SHE Assure or own database)
- follow-up to incidents
- pupils with behaviour management plans where required
- e.g. employees have Team teach or Thrive training

Part 3.3 – Premises Risks

Asbestos

None on site – Asbestos Survey and Report completed 05.08.2009

Building Contractors

- work where part of the site is handed over to the contractor - hazards associated with this activity are controlled by planning the work and taking risks into account, use of Method Statements and correct working practices, effective supervision of students and contractors whilst on the school site;
- small scale building works - this includes day-to-day maintenance work and all work undertaken on site where a pre-work site meeting has not taken place. Risks are control by signing in, shown the work site, understanding what needs to be done and how risks are to be managed, checking the site afterwards to ensure it has ben left in a safe condition.
- AMP's Basic Service purchased – support

Caretaking and Grounds Maintenance (and grounds safety)

- The school identifies risks associated with caretaking and grounds maintenance and identifies the risks through the risk assessment process using the SHE GO04 Caretaking Duties Risk Assessment Toolkit.
- Grounds Maintenance Contractors follow their own documented procedures
- Site Manager supervises whilst onsite.

Cleaning

- a cleaning schedule is in place which is monitored by the Headteacher/Office Manager.
- all waste is disposed of according to appropriate health and safety guidelines. Deep cleaning is undertaken on a regular basis where necessary.
- Cleaning Contractors follow their own Health & Safety procedures
- the school ensures general cleanliness, appropriate waste disposal, safe stacking and storage and the checking of general equipment such as ladders etc.
- all members of staff and students adopt good housekeeping practices to assist in the maintenance of a safe and healthy workplace.

Gas and Electrical Appliances

Any necessary work and testing of gas and electrical appliances is carried out by qualified, accredited contractors. Gas and electrical appliances are subject to appropriate formal inspection.

Glass and Glazing

A risk assessment has been carried out for all glazing on site to ensure it complies with current safety standards. All low level glazing (below 800mm), such as glazing in doors and high risk glazing such as glazing within PE departments is toughened, laminated glass and complies with ACoP/British Standard. There is a system in place to ensure all broken glazing is reported through a known procedure and that the area is made safe immediately and repairs carried out as soon as possible. Glazing is also assessed during a regular site inspection by the Site Manager.

Lettings

The school follows Asset Management & Property Services (AMPS) guidance and casual hiring agreement form. The school ensures that the hirer/tenant has public liability insurance in place in order to indemnify the school from all such hirers'/tenants' claims arising from negligence. If any part of the school is let, the Headteacher is satisfied via the agreement that the hiring organisation will use the premises in a safe manner. A signed, written letting agreement is completed and copies are kept and a risk assessment has been undertaken.

Where shared working e.g. playgroups are on site

- maintaining separate entrances/ exits

- tenancy agreement in place including a clear understanding of each party's responsibilities
- tenant co-operates with the school's arrangements
- extended services – school run

Mechanical and Electrical (fixed and portable)

The school takes appropriate measures to make sure that all electrical equipment is safe and suitable for the purpose intended. All relevant persons are made aware of the associated hazards and of the requirements to adopt working procedures designed to keep the risks to their health, and to the health of any other person, as low as reasonably achievable.

Persons carrying out the testing and/or repair of electrical equipment, or carrying out experimental work on electrical equipment or its associated connections have the appropriate technical knowledge, training and information to enable them to work safely. Results of electrical safety tests (PAT testing and fixed wiring inspections) are recorded and held in the Site Managers Office.

Reference is made to AMPS Technical Briefing Note EM005 Portable Appliance Testing) and fixed electrical checks are carried out in accordance with AMPS Technical Guidance Note EM006 Fixed Wiring Periodic Test and Inspection.

Maintenance of Machinery and Equipment

The school inspects and maintains its equipment on a regular basis; however the frequency of these inspections is much dependant on the use and type of equipment. Guidance issued by Asset Management & Property Services (AMPS) on servicing, testing and inspection is followed and records are kept in the Site Managers Office.

- Platform Lift – Maintained and Inspected and Serviced. Records held in the site Managers Office

Slips/Trips/Falls

- the school recognises the main cause of accidents is slips, trips and falls.
- it is the responsibility of each teacher to ensure that their classroom has clear traffic routes and that exit routes are kept clear.
- a responsible person ensures regular inspection of communal areas.
- all hazards, obstructions, spillages, defects or maintenance requirements are reported to the Headteacher or via a recognised reporting process.
- all employees are expected to be vigilant and aware of possible hazards.
- food spills are cleared immediately.
- cleaners are briefed not to leave hazards such as wet floors without warning signs.

Snow and Ice

Adequate arrangements are in place to minimise the risks from snow and ice on the site e.g. access/egress routes. A risk assessment has been carried out and an emergency plan has been developed to determine what action needs to be undertaken during adverse weather conditions e.g. which specific routes are gritted. There is suitable storage for salt/grit and tools (a wheeled grit spreader) on site and a sufficient supply of grit/salt is available.

Transport Arrangements (on-site)

The school segregate access traffic, vehicular and vulnerable pedestrians and cyclists and design out vehicular and vulnerable traffic route conflicts, both at access points and on site.

Bus Duties (supervision of pupils boarding school buses). There are no regular service buses on site. Specially arranged trips out are Staff supervised.

Water Hygiene

- a water hygiene risk assessment has been documented and is held by the Premises Manager.
- an effective water hygiene management plan is in place to control the risks of legionellosis to employees and members of the public.
- a site log book is used to record checks
- a process is also in place to deal with any actions should they arise.
- the named responsible person has a clear understanding of their duty, has undertaken training in water system management and has the competence and knowledge to ensure that all operational procedures are carried out in a timely and effective manner.

Part – 3.4 Health and Wellbeing

Dealing with Medical Conditions

The school accommodates pupils with medical needs wherever practicable and makes reference to DfE circular - Supporting Pupils with Medical Needs in School which sets out the legal framework for the health and safety of pupils and employees. Responsibility for pupils' safety is clearly defined within individual care plans where necessary and each person involved with pupils with medical needs is aware of what is expected of them. Close cooperation between schools, parents, health professionals and other agencies help provide a suitably supportive environment for those pupils with special needs.

Drug Administration

The school accommodates pupils with medical needs wherever practicable and makes reference to DfE Guidance Managing Medicines in Schools and Early Years Settings. Parents have prime responsibility for their child's health and provide the school with information about their child's medical condition. Parents obtain details from their child's General Practitioner (GP) or paediatrician, if needed. The school nurse and specialist voluntary bodies provide additional background information for employees.

- School Office prescribe medicines - separate policy covers the Responsible person and is kept in the School office.

Emergency Management/ Business Continuity

An Emergency/Business Continuity Plan is in place that provides a framework for foreseeable events (bad weather, flooding, loss of part of the building). The plan encompasses practical steps including communication with parents, the local authority, insurers, emergency services, utilities, aid organisations (e.g. counselling) and the press. A team is in place to act as the decision-making body for the management of any incident. All necessary equipment is available for rapid activation during an emergency which includes communications equipment, emergency plans and procedures, a log to record all actions taken during the emergency, necessary office equipment and supplies and appropriate building plans. A test is carried out on a regular basis to ensure that it is feasible and realistic. The emergency plan is reviewed periodically and after any practice emergency exercise or real emergency. If deficiencies are found remedial action is taken.

Fire Safety

- the school has a fire risk assessment undertaken by a competent body every 3 years or so. (GCC SHE)
- The school reviews the fire risk assessment and any actions within it at least annually
- Staff are briefed on the findings of the fire risk assessment and cooperate in managing fire risk (e.g. by closing fire doors, keeping ignition sources separate from fuels such as paper or aerosols)
- arrangements are in place such as control of combustible materials, good housekeeping, evacuation drills, alarm testing and staff refresher training.
- Fire Alarm points are tested weekly
- Fire Drill is held termly
- Fire Assembly point is the Top playground (Ball court)
- Records are held in the Premises Managers Office

First Aid

- the school follows the statutory requirements for first aid and provides a sufficient number of suitably trained first aiders [including paediatric trained staff for EYFS].
- the guidance issued by the DfE on first aid for schools SHE/G036 First Aid at Work is followed.
- Names of all First Aiders are held in the School office
- First Aid certificate renewal dates are held in the school office

Health and Well Being Including Absence Management

- the school refers to GO21 Stress Risk Assessment Toolkit (Schools) and has carried out a risk assessment based on the Health & Safety Executive's Management Standards for Work-Related Stress.
- the school endeavour to promote a culture of co-operation, trust and mutual respect and ensure good management practices are in place and employees have access to competent advice.
- other practices used include limiting time spent at school at the end of the day, encouraging employees to maintain a work-life balance, social events for employees

Infectious Diseases

The school follows the guidance produced by Public health England, which is summarised on the poster 'Guidance on Infection Control in Schools and other Child Care Settings' and the Public Health England booklet 'The Spotty Book'.

Pregnant Members of Staff

- Members of staff who are pregnant are required to inform the school in writing so that an appropriate risk assessment of their work routines can be carried out
- The checklist contained in GO52 is used and reasonable adjustments made
- The Staffroom/Hygiene Suite have rest facilities for expectant and nursing mothers.

Reporting of Accidents, Hazards, Near Misses and their investigation

- describe how the school records accidents (both locally and e.g. on 'SHE Assure' for RIDDOR reportable accidents)
- parents are advised phone, designated plus back up numbers
- more significant accidents are investigated to identify the root causes
- review of trends
- use of data e.g. to strengthen arrangements such as playground supervision, disposal of waste, local inspections and repairs.

Smoking on Site

The school is a no smoking site and visitors and contractors are required to conform to this status.

Part 3.5 – Monitoring, Review and Audit

Auditing

As a means of confirming that the necessary systems to comply with legislation are in place and are being followed the school ensures a complete health and safety audit by competent persons. The action points identified through the audit form part of the school development plan.

Inspections

Local inspections are a valuable way to check on unsafe acts/ unsafe conditions.

- Teaching Staff / Premises Manager / Governors undertake inspections
- Inspections are carried out weekly, monthly and 3 monthly
- follow-up where applicable

Monitoring

Review

- the school has a programme for review, updating and reissue of policies
- the Governing Body review new policies and reports such as safety audits, workplace inspections etc.
- all new/reviewed documents/policies are forwarded to the Governor, Health & Safety.
- the Headteacher / Premises Manager are responsible for updating risk assessments and policies

Section 3.6 – Training

Employee Health and Safety Training/Competence

The school is committed to ensure employees are competent to undertake the roles expected of them. The Headteacher/Heads of Department undertake a training needs analysis to identify the competency requirements of specific job roles in terms of health and safety, and ensure that appropriate training is delivered and training records held centrally. The training need analysis is reviewed on an annual basis or on the introduction of new legislation. Line managers conducting the performance management process consider health and safety performance and address areas of concern with employees.

Supply and Student Teachers

The school's expectations are made clear to any supply and student teacher through the provision of Supply/Student Teacher/Staff Handbook. Teachers on supply and student teachers are given a copy of the Staff Handbook, Health & Safety Policy Document and other relevant material. The Headteacher is responsible for liaising with the supply/student teacher on general school organisation and routines. When supply and student teachers attend the school to cover for staff absence at short notice the Headteacher/responsible person gives guidance on the work to be covered.

Volunteer and Parent Helpers

Volunteer and parent helpers are subject to the schools safeguarding arrangements. Volunteers receive an induction from the designated teacher for child protection and general health and safety and are expected to wear a visitors badge at all times and follow the school procedures. The teacher is the principal point of contact and volunteers are under his/her direction. Conversations and any documentation to which volunteer/parent helpers may have access are strictly confidential and are treated as such.

Section 3.7 - Environmental Management

Environmental Compliance

The school fulfils its waste management responsibilities by:

- seeking to minimise waste at source and using only what is needed
- seeking alternatives where possible
- recycling as much as is practicable. Cardboard, tins, glass, plastic, paper
- disposing of as little as necessary

Disposal of Waste

- waste is stored carefully onsite to avoid escape within the grounds or elsewhere. Bins are lidded and locked
- fire safety is considered e.g. security of bins
- an appropriate (licensed) waste contractor is used
- all waste classified as 'hazardous' is collected by specialist firms and disposed of in the approved manner.

Section 3.8 - Catering and Food Hygiene

Food Hygiene

- the caterer, Caterlink, has a food hygiene management system (HACCP) in place
- catering staff are appropriately trained in food hygiene.
- Caterlink have access to competent health and safety advice.
- Caterlink is registered with the Local Authority Stroud District Council
- food hygiene inspection reports are shared with the school
- the kitchen has a 5* rating

Section 3.9 – Health and Safety Advice

Information

Health and safety advice is obtained from Safety, Health & Environment (SHE) 01452 425350 she@gloucestershire.gov.uk www.gloucestershire.gov.uk/she