

## News Bulletin 2017/18 Edition 6

Incorporating Safety Exchange /  
Flash Cards

### Risk Management and Reassurance

#### Inside

**Page 2-3: Hot weather advice!**

**Page 4-6: Outdoor Learning Summer Special  
from Claire Leheup: Exploding Kettles!  
Bugs! Snakes! Fires!**

Page 7: Emails / Summary of communications  
from Bill; Emergency calls

Page 8: GEMS 2018

**Pages 9-10: Bouncy Castle Safety; Hotel fire**

**Page 11: Health and Wellbeing Update**

**Page 12: Preparing for your audit, with Mark  
Howard. Some Uplifting training....**

Page 13: Playground Safety Special

**Pages 14: Safeguarding Update from Mandy  
Parry: How to make the perfect referral**

Page 15: Support and Training Update

**Pages 16-17: Top Tips for Summer**

**Page 18: Deadly button batteries appearing  
everywhere**

**Page 19: Got a problem - call DS!**

**Page 20: Key people in Delegated Services**

Bill Crocker's contact details:

Telephone: 07795 190 130

Email: [bill.crocker@delegatedservices.org](mailto:bill.crocker@delegatedservices.org)

**[twitter.com/delegatedserv](https://twitter.com/delegatedserv)  
[www.delegatedservices.org](http://www.delegatedservices.org)**

**Please share this bulletin ("in-house"  
only!) with colleagues, governors and  
put it on the noticeboard!**



**An (extremely) warm welcome to Edition 6** (and not long now until the long pupil break!). This time round we include a bumper Outdoor Learning Update. After reading, you will confidently distinguish a grass snake from an adder and know what to do (for example, do not try to suck out the venom!).

Our top tips include preparation for the new intake. Has information, regarding expectations of the pupils (appropriate uniform / not still in nappies for example...) been circulated to parents/carers for 2018's new reception class? Have your KS1 classrooms had a thorough scour for deadly lithium batteries / KS2 pencil cases spot checked for "helpfully" provided 'spares'? Are there any potentially dangerous blind cords? Care Plans been forwarded? We know some of you work through the period, while others at least part so, for example, are there enough staff trained in paediatric first aid on the rota?

\*Phew\* It does seem like the minute society excludes one dangerous practice, another shows up to take its place. Is your mobile phone slowly killing you (or your kids?)? Do your children have dangerous fake ear piercings? What is the latest online prank they are trying to emulate (e.g. the deodorant challenge).

***Remember there is nothing like fresh eyes. Customers with an agreement/SLA can call on up to 2 hours of Bill (or one of the team) to assist with preparation for the RPA audit, get you underway or help refine your lockdown or advise on lone working or first aider ratios. Use us how you choose. Please ask!***

In the meantime, we have re-issued hot weather advice for you. Between rehydrating cups of water, do please look out for the customer survey coming your way!

Best wishes,

Bill Crocker, Executive Director

*"Bill and the team at Delegated Services have provided our schools with us some first class information this past term. They gave school leaders prompt snow reports and then were quickly on hand to ensure we had information about the risks associated with rogue emails. Our Principals have felt very well supported. The Delegated Services team provide wise and appropriate advice in these challenging times."*

- Neville Coles, Executive Principal, The Priory Learning Trust



**Got a problem? Need some advice? Here's how to get in touch!**

**If you have a general day to day enquiry: e-mail me at:**

**[bill.crocker@delegatedservices.org](mailto:bill.crocker@delegatedservices.org)**

**(unless you have a designated adviser in which case  
[firstname.lastname@delegatedservices.org](mailto:firstname.lastname@delegatedservices.org))**

**If you have an enquiry and you need a quick turnaround (within 24 hours): ring me on:**

**Bill Crocker 07795 190 130**

**If you have an urgent enquiry and you need assistance fast: ring the batphone  
on:**

**Delegated Services Emergency Phone 07979 425 989**

**If you have a fire, medical emergency or other life-threatening crisis then you should of course ring the emergency services (Police, Fire and Rescue, Ambulance, Coastguard).**

**After they have been alerted by all means contact me for further support.**

Delegated Services is a not for profit, community interest company providing affordable, expert and comprehensive support services, in partnership with schools and community organisations.

For more information visit:

[www.delegatedservices.org](http://www.delegatedservices.org)

Clevedon Hall, North Somerset, BS21 7RQ Tel: 01275 795 827

Delegated Services is a not for profit, community interest company providing affordable, expert and comprehensive support services, in partnership with schools and community organisations.

This document is issued under the guidance of the Executive Director of Delegated Services. This document is our partnership's intellectual property and must not be shared, copied, relayed or otherwise transmitted by any means in any part or as a whole, without prior agreement and permission.

For more information visit:

[www.delegatedservices.org](http://www.delegatedservices.org)

e-mail your enquiry to:

[info@delegatedservices.org](mailto:info@delegatedservices.org)

Clevedon Hall, North Somerset

BS21 7RQ Tel: 01275 795 827

*Please pass this document to the establishment Business Manager, Site Manager / H&S Governor as required, or inform Bill Crocker of their email address for future circulation.*

## Key people in Delegated Services

### RM&R team

Shelley Brown: PA to the Directors and Advisers

Liz Phillips: Publications Editor & Early Years/Health specialist

Claire Leheup: Outdoor Learning and Educational Visits

Philip Tranter: Risk Management and Reassurance Adviser

Mark Howard: Risk Management and Reassurance Adviser

Lucy Wyatt: RM&R Adviser and H&S Trainer

Roger Smith: Business Development Manager

Bill Crocker: Risk Management and Reassurance Director

### Safeguarding

Mandy Parry: Safeguarding Specialist

### Wellbeing, Mindfulness and Coaching

Rachel Briggs: Behaviour, Social, Emotional and Mental Health Needs Specialist

Tom Pyne: Behaviour and Positive Handling

Clare Haddow: Occupational Health Nurse Specialist

Sam Carrier: Pastoral Support, PR, Marketing and Fundraising

Laurel Pyne: Wellbeing/Mindfulness

Michael Earle: Wellbeing

Tracy Johnson: Wellbeing/Mindfulness/Self Defence

Nick Clitheroe: Coaching

### Technology Enhanced Learning and Support

Mark Allen: Technology Enhanced Learning Specialist

### Curriculum support

Rhys Thomas: Design and Technology Specialist

Lucy Wyatt: Science and PE H&S support

### Business/Project Management and Leadership support

Alison Findlay: Leadership Management and Support

David Potter: Headteacher Appraisal and Managerial Investigation

Alison Parsons: Business and Finance Advisor

Jonathan Davis: Business Manager Support Team

Mark Langley-Sowter and James Dandridge: Insurance Specialists

Lucy Rothwell: Project Management Support

### Facilities Management

Fay Brooks-Stevens: Water hygiene/ Legionella

Karen Williams: Asbestos Specialist

Bill Crocker: Facilities Director

### HR and Recruitment support

Sarah Morrison: Recruitment Review and Support

PES: HR Support

### PR, Marketing and Fundraising

Gemma Cattana: Social Media

Sam Carrier: PR, Marketing and Fundraising

Alison Findlay: Fundraising

**Bill Crocker: Executive Director**

**Peter McCarthy: Executive Chairman**



**For Further Information:-**

**Executive Director:**

**Bill Crocker**

Telephone: 07795 190 130

Email: [bill.crocker@delegatedservices.org](mailto:bill.crocker@delegatedservices.org)

**For Course Bookings:-**

**Delegated Services PA:**

**Shelley Brown**

[Shelley.brown@delegatedservices.org](mailto:Shelley.brown@delegatedservices.org)

