

CROYDON SERVICES FOR SCHOOLS

APRIL 2021 TO MARCH 2022

Council supplied services for schools
April 2021 to March 2022

Delivering for Croydon

CROYDON
www.croydon.gov.uk

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INTRODUCTION

Welcome to our directory of services available for you to purchase for the 2021/2022.

We are pleased to be able to continue to work in partnership with our schools and provide you with an excellent service from staff that know your schools well.

This year we have made an exciting change by including the Octavo Partnership services following the acquisition of Octavo 1st April 2020. This enables us to streamline the purchasing process for you so that all services can be bought through the Octavo portal www.octavopartnership.org

We are delighted to continue to offer a wide range of services to support you in development of your staff and their well-being, and helping you ensure your school remains up to date and compliant with regulations in this fast changing education environment.

Our brochure is a summary of what we can do for your school. If you would like a quotation or more details please do contact the Service Provider detailed. Each Service Provider within the Council will be responsible for issuing any (SLA) service level agreement or specific terms and responding to any service delivery related queries.

If you need any help with your order or have a financial query please do contact Alison the Brokerage & Payments Assistant by emailing CroydonServicesforschools@croydon.gov.uk

To enable us to deliver the best possible service please could you submit your service requirements for **1st April 2021-31st March 2022**.



Shelley Davies
Interim Director of Education

CLEAPSS

The SLA runs for 12 months from 1 April 2021 – 31 March 2022

SERVICE DESCRIPTION

CLEAPSS is an advisory service providing support in science and technology to schools including establishments for pupils with special needs. CLEAPSS offers help to providers from nursery education through to Post 16 studies.

The full list of services provided by CLEAPSS can be found on the website: www.cleapss.org.uk

COST

The LA membership of CLEAPSS is **free** to all our community schools and at a reduced cost to our other maintained schools. The LA renews its membership and licence annually at which point schools are asked to renew or purchase the licence.

The cost of the licence to each school is dependent on the number of pupils on roll in the autumn census. There is a flat rate of cost per pupil and the rate may change annually in line with the costs charged by the provider.

Price available on request.

ACCESS

Please note that your user **name and password** will change in February and so you will need to contact CLEAPSS directly to update this.

science@cleapss.org.uk

CONTACT: JODIE DEVILLE

Jodie.Deville@cleapss.org.uk

CONTINUOUS PROFESSIONAL DEVELOPMENT

SERVICE DESCRIPTION

Our courses are run by expert trainers and associates who practise at the top of their chosen fields ensuring that you learn from the best. We design our training to respond to local and national issues so that school staff remain up to date with the knowledge and skills they need in this changing education environment. We offer a centralised training programme which focuses on school development and ensuring you meet regulatory requirements.

Our mathematics training has achieved the NCETM's CPD standard accreditation, the safer recruitment training is accredited by the Lucy Faithfull Foundation (member of the Safer Recruitment Consortium) and our safeguarding and nurture trainers are fully accredited.

OFFER

We offer a centralised training programme which focuses on school development and ensuring you meet regulatory requirements. Our courses can be tailored and delivered on site or online.

We regularly update our courses and for information on current courses: **www.octavopartnership.org/courses**

BENEFITS

- Flexible annual subscriptions at discounted rates
- Subscriptions enabling 2 delegates from a setting to attend
- Access to the latest information and thinking
- Sharing of best practice with colleagues from other settings
- Certificates for delegates to evidence CPD
- Online individual CPD record for training course attendance

For course pricing details: fees vary depending on duration, venue and trainer.

🌐 www.octavopartnership.org/courses

For bespoke training please contact: 📧 octavo.enquiries@croydon.gov.uk

EDUCATIONAL PSYCHOLOGY SERVICE

SERVICE DESCRIPTION

The team are qualified psychologists who are registered with the Health and Care Professions Council and hold enhanced DBS certificates. The EPS team is highly regarded for its expertise and flexible approach in response to need.

OFFER

A full psychological service is provided to a range of settings in response to presenting needs. This includes regular consultative support to all maintained schools, academies and free schools both mainstream and specialist provision as part of the statutory service and the delivery of additional support purchased by schools for example, pupil assessment and intervention, educational psychology advice for EHC plan applications.

The service aim is to apply psychology to help to meet local needs and to improve outcomes for vulnerable children and young people.

BENEFITS

- Strong local knowledge and able to offer continuity of service
- Experts at working in partnership with multi-agencies, parents and school staff
- Highly regarded team which has a depth of experience, knowledge and skills
- Access to up to date and relevant research enables the EPS team to model good practice

FEES

The statutory educational psychology services, funded by Croydon Local Authority, are protected and distributed fairly and equitably across Croydon maintained schools, academies and free schools, both mainstream and special, according to need, based on a local data.

Additional sessions of Educational Psychology time can be purchased by schools subject to the EPS team availability.

The fee is £598.00 for 6 hour sessions which include the EP consultation, support and report writing.

EP SUPPORT CAN INCLUDE

Consultation with school staff, parents and other professionals regarding individuals, groups and whole school issues including the statutory process

Individual psychological assessment, advice and intervention to promote inclusion and to support access to the curriculum

Continuing professional development to develop the skills of education professionals e.g. Emotional Literacy for Support Assistants (ELSA)

Professional supervision for individuals or groups of staff such as senior managers, teaching or support staff. The service's operational model is described within the service level statement available from the EPS team.

CONTACT:

 edpsychology@croydon.gov.uk or call us on 020 8241 5468

EMPLOYEE ASSISTANCE PROGRAMME

The SLA runs for 12 months from 1st April 2021- 31st March 2022

SERVICE DESCRIPTION

With ever increasing pressures at work and at home, and especially in the current scenario there are times when we all need some extra support; this is why we are offering an Employee Assistance Programme (EAP) to support your employees' total well-being.

The programme offers:

- Comprehensive online resources
- Confidential 24 hours telephone-based support
- Up to 6 face to face/video or telephonic confidential support sessions based on a triage call with a counsellor.

EAP is provided by Health Assured, an expert provider of employee support services. All staff members are highly trained and qualified professionals who are experts in fields such as:

- Health and well-being
- Family matters
- Relationships, Elder care, Work place issues
- Debt management
- Employment issues
- Consumer rights
- Counselling

Health Assured also provides a crisis intervention and debriefing service to both individual staff members and teams when serious incidents occur. This service has an extra charge and can be arranged by contacting the account manager directly

The charges for the year commencing 1 April 2021 to 31 March 2022 are:
£6.15 per member of staff per annum.

DEADLINE FOR RECEIPT OF ORDERS

The school must sign up by the 8th March 2021 and email the signed service level agreement (SLA) for EAP by the 8th March 2021 to ritika.singh@croydon.gov.uk, so that we are able to estimate the service required by Health Assured.

GOVERNOR SERVICES FOR SCHOOLS

SERVICE DESCRIPTION

In a constantly evolving educational and governance landscape, the Governance Team works with Boards to develop clear strategic leadership, outstanding governance and robust accountability so that Boards are able to demonstrate the impact of their work on school improvement. Our experienced and dedicated team offers a comprehensive governance offer to support Multi Academy Trusts (MATs), Stand-Alone Academies (SAA) and Local Authority (LA) maintained schools.

BENEFITS

- Training and Development programme that is fit for purpose, focusing on the key, current issues facing Trustees and Governors.
- Governance Team readily available to provide advice and support that is practical and underpinned by good governance practice and sound knowledge.
- Professional Clerks giving key guidance and producing high quality minutes to ensure you are compliant with your statutory responsibilities.
- Newsletters, updates and best practice resources utilising the latest information to keep all Trustees and Governors abreast of relevant developments.
- A range of specialist governance and clerking consultancy services, all of which can be tailored to meet the specific needs of your Board or organisation.

OUR OFFER

ADVICE AND SUPPORT

- Telephone and email advice
- Face to face / virtual meetings for more complex issues
- Broad range of best practice resources and templates
- Mentoring for Chairs
- Induction and role packs for new Trustees, Governors, Chairs of Governors and Clerks

TRAINING AND DEVELOPMENT

- Face to face / virtual programme
- Bespoke training tailored to your Board's / Trust specific development needs
- Access to online learning modules through the NGA Learning Link

CLERKING

- Dedicated clerking service
- Ad-hoc and cover clerking
- Governor Panel support
- Mentoring of Clerks

CONTACT: CAROLINE DAVIES

 caroline.davies@croydon.gov.uk |  07920 657711

GOVERNOR SERVICES FOR SCHOOLS

WE HAVE 4 MAIN TYPES OF CONTRACT:

1. Advice and Training
2. Training
3. Advice, Training and Clerking
4. Clerking Service

In addition we offer specialist contracts e.g. Independent Review Panels, external reviews of governance, governance investigations, Facilitated Board self-evaluation reviews.

FEES:

Apr21 – Mar22 Advice and Training Governance Contract – fee £2546

Apr21 – Mar22 Training Governance Contract – fee £1592

Apr21 – Mar22 Advice, Training and Clerking Contract – quote available

Apr21 – Mar22 Clerking Service Contract – quote available

Specialist 'ad hoc' service contracts - fee available on request

CONTACT: CAROLINE DAVIES

 caroline.davies@croydon.gov.uk |  07920 657711

HR – EMPLOYEE RELATIONS

SERVICE DESCRIPTION

We are a team of education HR specialists who have up to date employment law knowledge and extensive school HR experience. We are experts at guiding you through the complexities of employment and education law.

We provide advice and support on any HR issue including performance matters, job evaluations, child protection, restructuring, safeguarding, disciplinary, staff conduct, all types of grievance, redundancy, TUPE transfers, attendance at hearings, sickness meetings, setting terms and conditions, grievances, drafting complex letters, recruitment, retirement, succession planning and long term sickness absence management.

Our approach to HR recognises that effective people management has a fundamental contribution to make to school development and improvement. We take a customer focused approach to all HR advice, working with schools to achieve their outcomes in a way that reflects good practice and is compliant with the complexities of employment and education law. We also offer gender pay gap reporting, staff training, head teacher recruitment and independent investigations.

WE HAVE 3 TYPES OF CONTRACT AVAILABLE

1. Enhanced
2. Core
3. Hours based purchases

FEES

Are calculated on staff numbers. Please contact us for a quote. Our fee for 'ad hoc' advice and support is £100 per hour.

BENEFITS

- Fast and responsive help line staffed by a team of education HR experts
- Expert support for formal hearings and investigations
- Practical advice which reduces the risk of costly mistakes
- Experts in MAT and school TUPE transfers
- Named HR consultant who knows your setting and visits termly
- Access to a team of HR consultant Contact: Octavo.hr@croydon.gov.uk or www.octavopartnership.org

ACCESS TO A TEAM OF HR CONSULTANT CONTACT:

📧 Octavo.hr@croydon.gov.uk or 🌐 www.octavopartnership.org

INSURANCE AND RISK MANAGEMENT

The SLA runs for 12 months from 1 April 2021 – 31 March 2022

SERVICE DESCRIPTION

We offer a comprehensive insurance service for Croydon LA maintained schools, Voluntary aided Foundation and Trust schools which are not academies. We have a dedicated insurance team within the Council which means you can be assured of a personalised service, and a team that knows your school and locality.

BENEFITS

Brief summary of the insurance cover

- **Material damage:** the reinstatement and replacement cost of buildings and contents lost or damaged. There is a £500 excess on all incidents.
- **Business interruption increased cost of working:** the cost of providing alternative facilities etc. should the school building be rendered inoperative due to an insured peril such as fire.
- **All risks cover on contents:** replacement of contents whether by theft, forced entry, accidental or malicious damage, and breakage of glass. There is a £500 excess on all incidents.
- **Liability:** governors, employees and volunteers are indemnified against sums that may become legally liable to pay as damages in respect of arising out of the consequences of injury or damage, nuisance or trespass including legal expenses incurred.
- **Fidelity guarantee:** the loss of money or other property belonging to the school, or if in its custody or control and for which it is legally responsible, occurring as a direct result of fraud or dishonesty of any member, employee or volunteer.
- **Professional indemnity:** staff are covered for any advice they may give to third parties for which they receive a fee.

- **Engineering:** the inspection of all steam generating boilers, self-generating and self-receiving steam vessels, air receivers and other air pressure vessels, high pressure high temperature hot water boilers and associated vessels requiring examination under Pressure Systems Regulations. Also the inspection of all passenger, goods lifts and manual or powered service, Lifts, stair lifts, step lifts, disabled persons' hoists. Travel insurance, including off site activities: all school visits both abroad and in this country, including any general off site activities whilst pupils are away from the school premises. Legal expenses: legal costs for defending claims made against the school. For example, under the Human Rights Act, Victimisation, the Equality Act, Contract Disputes, Employment Tribunals and Contract Disputes. There is a £500 excess for each claim.
- **Hirer's liability extension:** for claims arising from the negligence of hirers using the premises. There is an additional cost for this cover which is 12% of the hire fee. Please advise the insurance team if you would like this extension to cover.
- **Motor Insurance** – available on request. For a quotation, please provide the vehicle registration, make, model, number of seats, date of purchase, value and a list of the email addresses of all the drivers e.g. of the minibus.

EXCLUSIONS

Cover is subject to the full policy terms, conditions and exclusions. Please note that potential claims or threats of legal action against the school must be sent immediately to the Insurance & Risk Management Department. For further details contact: insuranceteam@croydon.gov.uk

FEES

For local authority maintained, voluntary aided and foundation schools:

- Primary and Nursery Schools £38 per pupil
- Secondary Schools and PRUs £44 per pupil
- Special Schools £65 per pupil

CONTACT:

📧 insuranceteam@croydon.gov.uk, Seema Sabir (minibuses quote) ☎ 020 8760 5728
 Belinda Gore (legal expenses) ☎ 020 8760 5738
 Lyndon Jones (property & liability, legal expenses) ☎ 020 8726 6100 EXT 60084

IT SERVICE

SERVICE DESCRIPTION

Our knowledge of schools enables us to ensure that you have the right back up, safeguarding, security and contingency systems in place. We offer a full range of IT services to schools including multi- site integration, SIMS support and incident management support.

Our pro-active approach to maintenance means that our customers rarely experience 'downtime'. Our expertise in SIMS, school administration software and curriculum technology enables your school IT systems to run smoothly.

Specialist support contracts are available e.g. lesson monitor, menu management, LGFL Gridstore backup, remote access and bespoke training and support e.g. SIMS, School Census admin.

BENEFITS

- Any staff member can contact our Helpdesk for assistance. Our Helpdesk hours during term time are 8am to 5pm. On site visits are during the hours of 8.30am to 4pm.
- Regular on site visits and remote monitoring service to ensure school systems remain in good working order.
- Fast and responsive support with an emphasis on problem solving to ensure minimal interruption to your school.
- Outstanding helpline with over 80% of calls resolved at first point of contact
- Faster resolutions through our preferential access to the Capita/ SIMS service desk.
- Experts in Multi academy trust integration and multi-site support, installation to support sharing of resources across sites.

FEES

Available on application.

Annual SIMS support contracts – calculated on pupil numbers and SIMS supplier fees.

Per hour annual technical support contracts – calculated on support hours required, number of sites.

Ad hoc services can be purchased at any time, for example, network health checks, installations and upgrades, absent staff cover. Ad hoc fees are: £464 full day and £230 half day.

CONTACT:

📧 octavo.servicedesk@croydon.gov.uk or ☎ 020 8241 5470

LEGAL SERVICES

The SLA runs for 12 months from 1 April 2021 – 31 March 2022

SERVICE DESCRIPTION

Provision of general telephone duty advice for Croydon schools buying into this service.

The Service will be available during office hours and will entitle users to telephone advice on all legal issues confronting schools as well as any necessary supplementary work including written advice on responding to solicitors' letters (and/or the provision of draft responses) and in more complex cases, direct initial correspondence with parent/solicitors and companies.

Employment advice is available only if purchasing the additional 'Employment bolt-on', and will only cover general advice (where matters have not been referred to an employment tribunal).

In addition we will not handle more complex contractual issues or any matters which become litigious. Such matters will need to be referred to the council's external solicitors (if appropriate) or to the school's own lawyers.

It is also important to note that this does not include advice with regard to the exclusion of pupils.

Once a school has bought into this service an information pack will be provided containing a series of advice papers or some of the common legal problems facing schools.

FEES

Gold Package - £1300

(Annual Package which provides up to 10 hours advice per year)

Silver Package - £700

(Annual Package which provides up to 5 hours advice per year)

Bronze Package - £160

(Annual Package which provides of up to 1 hour advice per year)

Employment bolt on -£300

(only available when purchasing a package – up to 2 hours general employment advice per year)

Additional support: £170 (per hour, including academies)

CONTACT: VALERIE MORRIS

☎ 020 8726 6000 Ext. 62676 | ✉ valerie.morris@croydon.gov.uk | 🌐 www.croydon.gov.uk

FORWARD ↻

NEWLY QUALIFIED TEACHERS (NQT) SERVICE

SERVICE DESCRIPTION

Croydon Council is an “Appropriate Body” for the induction of newly qualified teachers. Our NQT Service monitors, assesses and quality assures in accordance with current DFE statutory guidance and confirms whether the required standards are being met. We also register and monitors the progress of NQTs and report to the Teacher Regulation Agency (TRA).

OFFER

1. NQT Appropriate Body service

We offer a specialist service to provide an independent and objective NQT induction system. This includes a telephone support line, email and face to face advice for head teachers, induction co-ordinators, tutors and NQTs. In addition, schools can use the online user friendly NQT management system, which reduces paperwork for schools and helps to streamline administration.

2. NQT CPD programme

Through our partnership work, we will be offering NQT CPD programmes which support the Early Career Framework. Our programme offer will be available for the Sept 2021 academic year.

BENEFITS

- Access to expert knowledge of induction regulations
- Responsive and high quality support for NQTs and induction managers
- Training shaped by head teachers and practitioners to ensure relevance

FEES

NQT appropriate body - Contracts run in line with the academic year

3 terms: £199 per NQT

2 terms: £134 per NQT

1 term: £67 per NQT

Additional 2nd year: £99

NQT CPD Programmes – price available on request including bespoke programmes.

OCCUPATIONAL HEALTH

The SLA runs for 12 months from 1 April 2021 – 31 March 2022

SERVICE DESCRIPTION

Croydon Council delivers its Occupational Health Service with its partner Medigold Health. The core service includes manager referrals, pre-employment health screening and assessments for ill health retirement.

BENEFITS

Contract management will be administered by the Council's HR team. The school will have:

- Advice from Medigold Health: one of the largest independent Occupational Health providers in the UK
- Access to an online pre-placement health screening for new starters. This enables faster turnaround times with applicant's pre-placement health screening being sent instantly if the new starter can be declared fit without any further follow up
- Access to clinical and specialist staff when needed
- Its own access to an online management referral system with monitored KPIs: Appointments booked within 2 working days of receipt of referral, appointments take place within 5-7 working days of receipt of referrals, Report issued within 5 working days of appointment
- Clear unambiguous advice with a focus on providing the fullest possible advice

NB At the moment appointments are telephone/video only due to COVID. However, where essential and depending on circumstances, face to face appointments will take place at the Council's premises at Bernard Wetherill House.

- Assessment for eligibility for ill health retirement are via an independent medical professional at Medigold
- Access to Medigold's duty clinical manager is also provided to discuss difficult cases before the referral is made

FEES

Occupational Health: £32 per member of staff per annum

The school signs up to these services for their total number of employees including casual employees.

Please see the SLA for details of the cost of appointments charged separately. Extra Charges (invoiced directly to the school by Medigold) include Hepatitis B vaccinations and other medical specialist's reports.

The school must sign up by the 8th March 2021 and email the signed service level agreement (SLA) for Occupational Health to so that we are able to estimate the service required by Medigold.

POST 16 PROSPECTUS

SERVICE DESCRIPTION

Croydon Council produces the annual Post 16 Prospectus which is distributed to all students in Year 11 attending a Croydon secondary school in September 2021. Croydon schools and colleges are encouraged to contribute information about their post 16 offer to attract and retain students.

BENEFITS:

- A one page or multi page advert detailing the provision, location and any useful information on results, requirements, deadlines and services on offer
- Course offer added into the Post 16 Prospectus course listings
- Advertising of your Open events in the Open Event calendar in the Prospectus
- Work based learning opportunities (traineeships, apprenticeships) option to have dedicated pages (charged as an additional page).
- Promotion of programmes suitable for students with special educational needs or disabilities or students with additional support needs in the Prospectus.
- Inclusion in the searchable E-prospectus which is produced to go online at <https://youngcroydon.org.uk/education-training-jobs/>, <https://localoffer.croydon.gov.uk/kb5/croydon/directory/home.page> and the Council's webpage.
- Electronic version of the application form (with a standardised reference form) and open event calendar available for student download.

FEES:

Available on application

E-prospectus only – fee to be confirmed (lower fee expected)

NB Missed deadlines will be charged as £50 per missed deadline.

Please be aware that as the prospectus is produced on demand, prices may change. If you would like to be included in the 2021/22 Prospectus, please let us know by email or phone no later than 31st March 2021. Subsequent deadlines to be advised.

CONTACT: JO JACK

📞 020 8726 748 | ✉️ Post16@croydon.gov.uk
 🌐 www.croydon.gov.uk/16-19options

SCHOOL ADMISSIONS - APPEALS SERVICE

The SLA runs for 12 months from 1 April 2021 – 31 March 2022

SERVICE DESCRIPTION

This appeals service is specifically aimed at own admission authority schools (voluntary aided, academies, foundation and free schools) as the LA administers appeals for community schools who are required to cover the local authority's cost of appeals.

BENEFITS

The service includes writing appeal statements, dealing with queries from appellants and representing own admission authority schools at appeal hearings. However, this does not include setting up appeal panels, arranging appeal hearing dates and any administrative costs incurred by the legal and democratic services.

The School Admissions Team has extensive knowledge, experience and expertise of all admissions issues, are abreast of new legislation and are able to offer professional advice and support. The appeals service is a specialist area and we pride ourselves on our success rate.

FEES

Price available on application

DEADLINE FOR RECEIPT OF ORDERS

Orders can be placed as and when required. However, please notify us as soon as possible if you wish to buy into the school admissions appeals service. No charges will be incurred if no appeals are received for your school.

**NIORA AMANI – SCHOOL ADMISSIONS MANAGER –
SCHOOL ADMISSIONS SERVICE**

☎ 020 8726 6400 x 62923 | ✉ niora.amani@croydon.gov.uk
🌐 www.croydon.gov.uk/education/schools-new/school-admissions

SCHOOL RESILIENCE

The SLA runs for 12 months from 1 April 2021 – 31 March 2022

SERVICE DESCRIPTION

The Croydon Council School Resilience Team are experts in managing complex emergency situations. They know all about your school locality and so can provide the most up to date advice and support to help your school with emergency planning and developing a school resilience plan.

BENEFITS

- School Resilience review (day & half consultation) –We will assess your existing emergency arrangements and provide you with a summary report with recommendations for improvement.
- School Resilience Plan development (day & half day consultation) - In addition to assessing your existing emergency arrangement and identifying any areas for improvement, we will develop a school resilience plan for your Governing Board approval.
- School Resilience Plan Writing and Exercise Development (day & half day consultation) and a 2 hour plan validation exercise - We will spend time with you to review your existing emergency arrangements, and will produce a school resilience plan for approval. We will create and deliver a bespoke exercise to validate your school plan and increase resilience awareness amongst staff. The school plan and an exercise report helps to evidence to board of governors that robust arrangements are in place for emergencies.

- School Resilience Validation Exercise (day & half consultation) - We will create and deliver a bespoke exercise to validate your existing school plan and increase resilience awareness amongst staff. We will provide a summary report which outlines good practice and recommends any areas for improvement. This can be used as evidence that arrangements are in place for emergencies.

FEES

School Resilience review - £150

School Resilience Plan development - £500

School Resilience plan writing and Exercise Development - £1,100

School Resilience Validation exercise - £700

**CONTACT: SONJI MILLER, CROYDON RESILIENCE TEAM
FOR A QUOTATION AND TO DISCUSS POTENTIAL DATES**

☎ 020 8604 7022 | ✉ emergencyplanning@croydon.gov.uk

TEACHERS' PENSION SERVICE

The SLA runs for 12 months from 1 April 2021 – 31 March 2022

SERVICE DESCRIPTION

We offer a comprehensive Teachers' Pension administration, checking and query resolution service with unlimited access to help and support from Croydon's very own team of teachers' pension administration experts. Our team has over 25 years of experience of teachers' pension administration. Their extensive knowledge of education pay, conditions of service, teacher pension scheme and pension reforms ensures you have a reliable and accurate administrative support.

BENEFITS

- Central records and electronic filing of Teachers' Pension (TP) forms, member instructions, service records and pension membership status for each teacher
- A "one-stop-shop" for all teachers and schools for their pension enquiries.
- Preparation and submission to TP Darlington of monthly auto enrolment schedules and auto enrolment advice and support.
- Preparation or validation of your monthly data collection reports and submission to Teachers Pensions. Correction of any subsequent error reports or queries all within the specified timescales.
- Advice and support to schools e.g. on using external providers/in-house payroll or converting to academy status
- Unlimited hours/days investigating and resolving pension queries with no additional charge for historic or complex cases involving several agencies e.g. correcting LGPS information, challenging TP on claims for retrospective uncollected pension contributions and investigation of archived material to capture missing information.

- For schools joining the Teachers' Pension Service for the first time, we provide an audit of all your teachers' pension records and take remedial action to bring all records up-to-date.
- In addition: we offer free pension workshops on request and/ or 1-2-1 sessions with your teachers.

FEES

There are changes to our pricing structure for 2021/22 due to the introduction of MCR (Including Monthly Contribution Reconciliation) and the EOYC (End of Year Certificate).

- 1) £22.50 per teacher for the year for schools and academies who use Liberata Payroll (with whom we have a data sharing agreement) and we administer their MCR (Including Monthly Contributions) and EOYC
- 2) £35.00 per teacher for the year for schools and academies who use an external payroll provider or do their own in-house payroll and we administer their MCR (Including Monthly Contributions) but not their EOYC
- 3) £45.00 per teacher for the year for schools and academies who use an external payroll provider or do their own in-house payroll and we administer their MCR (Including Monthly Contributions) plus their EOYC

NB Where a school uses an external payroll provider which does not buy the all-inclusive service, they may be subject to separate itemised charges for TPS administration as necessary.

New orders must be received by 19th March 2021 to allow the TP Team to set up the necessary arrangements for access to pension records.

CONTACT: VICKI LANGSTON / JULIA MCDOUGALL - CROYDON TP TEAM

☎ 020 8604 7383 | ✉ teacherspensionsteam@croydon.gov.uk

FORWARD ⓧ

WHISTLEBLOWING POLICY & PROCEDURES

The SLA runs for 12 months from 1 April 2021 – 31 March 2022

SERVICE DESCRIPTION

Croydon Council's Whistleblowing Service ensures schools have a reporting facility delivered by an external provider which meets the regulatory requirements.

Schools should have in place a whistleblowing procedure so that staff who have serious concerns about any aspect of the school's work can follow a reliable process to report any suspicion of wrongdoing that has occurred, is occurring or is likely to occur.

BENEFITS

- Provides an external and confidential reporting facility which complies with Regulations.
- Robust reporting system in place for any disclosure to go to the Council's Whistleblowing Monitoring Officer
- A confidential dedicated email address for notifications
- A 24 hour telephone helpline
- Assessor appointed and paid for by the Council to investigate the disclosure and make recommendations to resolve any issues identified.
- Guidance and support from the Council's Whistleblowing Monitoring Officer as to what action should be taken

Schools are required to: Ensure that all employees are aware of the whistleblowing procedures and how to use the Whistleblowing service.

FEES

Whistleblowing cost:

Type of School	Minimum charge	Rate per additional
Nursery minimum charge (up to a maximum 60 pupils)	Fixed Fee	£35.00
Additional rate per pupil (number of pupils above 60)	Per Pupil	0.72
Primary minimum charge (up to a maximum of 200 pupils)	Fixed Fee	£35.00
Additional rate per pupil (number of pupils above 200)	Per Pupil	0.16
Secondary minimum charge (up to a maximum of 500 pupils)	Fixed Fee	£70.00
Additional rate per pupil (number of pupils above 500)	Per Pupil	0.16
Special/PRU minimum charge (up to a maximum of 70 pupils)	Fixed Fee	£70.00
Additional rate per pupil (number of pupils above 70)	Per Pupil	0.72

DEADLINE FOR RECEIPT OF ORDERS

Friday 20th March 2020

CONTACT:

 CroydonServicesforSchools@croydon.gov.uk

SCHOOL EFFECTIVENESS

The School Effectiveness Team are committed to helping schools improve the quality of their provision and raise standards. We support the process of sustained improvement for your school at every stage and share your passion for delivering the best possible education and outcomes for your pupils.

SERVICE DESCRIPTION

Our consultancy services are tailored to each individual school and are highly relevant to the needs of your setting. From whole-school strategy through to staff development and training, our services are designed to ensure the maximum benefits to your pupils with the overall aim of improving the outcomes for all. Our knowledge of local and national agendas and what these will mean for your setting will support you in moving forward.

OFFER

- Bespoke in-school support
 - Head Teacher Performance reviews and support with senior leader recruitment and induction
 - Teaching and Learning reviews
 - Subject Leadership training and support
 - Curriculum support
 - Assessment, standardisation and moderation services
 - Termly briefings and forums- SEND, Safeguarding, Primary Assessment, Primary English, Primary maths
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BENEFITS

- Highly regarded team which has a depth of experience, knowledge and skills
- Flexible and responsive to individual school circumstances
- Ability to synthesise and disseminate initiatives and guidance, current evidence based research and information on emerging national and local priorities
- Training and Development programme that is fit for purpose, focusing on the key, current issues facing School leaders.

FEES

Bespoke In school support face to face £350 half day, £660 full day

Remote support £175 for 1.5 hours remote support

Fees may vary depending on scope of support and duration.

CONTACT:

For a quotation please contact:  Octavo.Enquiries@croydon.gov.uk

OTHER USEFUL CONTACTS

Service	Description	Contact
Croydon Early Years	Support and training for early years practitioners. EYFS Profile Moderation.	Vanessa Wheeler ☎ 07986 387753 ✉ Vanessa.wheeler@croydon.gov.uk
CALAT	CALAT is the premier provider of Adult Education in Croydon. We offer a wealth of part time courses for both work and leisure, a comprehensive programme of family learning courses and work closely with local businesses and schools to provide training and apprenticeship opportunities.	Rachel Carse ✉ rachel.carse@croydon.gov.uk
Croydon Children's University	Croydon Children's University is delivered by The HIVE Croydon, a registered charity. Through membership to The Children's University, schools can choose from 3 different levels of support to suit their needs, allowing their pupils (KS1, 2 & 3) to engage in a wide range of activities both in school and outside of school which develop their awareness of creative, active, academic and cultural spheres including citizenship and community social action. Schools can track pupil's achievements online matching the key skills achieved within 15 activity categories developed through our new partnership with Skills Builder.	Lesley Stout ☎ 07591115862 ✉ lstout@thehive-croydon.org
Croydon Digital Service –digital platforms, services and consultancy	The Croydon Digital Service (CDS) is the council's new in-house digital delivery team, established January 2019. CDS operates the council's internal technology, external website and digital services, and leads the digital enhancement of the borough. See https://croydon.digital for examples of CDS's work.	✉ digital@croydon.gov.uk FAO: Neil Williams
Croydon Independent Appeals Service	Managing the full admission appeals process, providing the independent clerk and panel on behalf of the academy or school for school admission appeal hearings only.	Victoria Lower ☎ 0208 726 6000 x 14773 ✉ Victoria.Lower@croydon.gov.uk ✉ admission.appeals@croydon.gov.uk
Croydon Independent Review Panel Service	Providing an independent review panel. For further details please contact Governance Services for schools.	Caroline Davies ☎ 07920 657711 ✉ Caroline.Davies@croydon.gov.uk

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Service	Description	Contact
Croydon Music & Arts	Music service which provides instrumental/vocal teaching, and whole class music lessons in schools. Arts Service who work with schools and a range of other organisations to provide high-quality opportunities in and out of school, that encompass other art forms	Isabel Fixter 📧 Musicandarts.education@croydon.gov.uk
Early Help	Croydon Partnership Early Help is a service that has been set up by Croydon Council, working with a range of other agencies and organisations in three localities in the north, centre and south of the Borough. Our teams are made up of employees from a range of backgrounds with experience in family support, social care, housing, health, education, youth offending, probation, mental health and substance misuse.	🌐 www.croydon.gov.uk/healthsocial/families/ccfpartnership/early-help
Facilities Management & Courier Services	The Council's Facilities Management team offers a comprehensive suite of SLAs to provide technical and professional services to help school representatives fulfil their building management responsibilities, and manage health & safety and statutory compliance obligations.	FM Helpdesk 📧 FMhelpdesk@croydon.gov.uk ☎ 0208 726 6000 (Option 1, Ext 61166)
Family Learning & Parental Engagement	Deliver family English, maths and language help, employability and health and wellbeing courses within the community. These courses are targeted in priority areas to enable families to raise aspirations and support children's attainment at school.	Liz Driver ☎ 0208 662 5571 x 50123 📧 Liz.Driver@croydon.gov.uk
FIT Energy Efficiency programme	The service provider surveys buildings and recommends an energy saving measures, installs and guarantees a minimum level of energy savings to schools.	Bob Fiddick ☎ 0208 760 5482 📧 Bob.Fiddik@croydon.gov.uk
Free School Meals	Administration for eligibility to free school meals/pupil premium.	Michelle Thake 📧 FoodIn.Schools@croydon.gov.uk ☎ 0206 726 6000 ext. 88656

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Service	Description	Contact
Governance & Anti-fraud	<p>Investigations into allegations of fraud or misconduct.</p> <p>Fraud awareness training.</p> <p>Governance training</p> <p>Internal Audit and Governance offer a range of services to schools and academies that help manage risks and add value in the use of resources.</p>	<p>David Hogan</p> <p>☎ 0208 726 6000 x 63327 or 07880 665858</p> <p>✉ David.Hogan@croydon.gov.uk</p>
Health & Wellbeing	<p>I offer the following services which are all free of charge:</p> <ul style="list-style-type: none"> • The Healthy Schools Award Programme training and on-going support for staff and governors on Relationships, Health and Sex Education, including the new Primary RHSE resource pack, which offers a complete range of activities and information for teachers delivering this curriculum. I also offer support and signposting with the secondary curriculum • Support with parental consultation and engagement around the RHSE curriculum • Training and guidance for staff and parents on all aspects of internet safety • Support on emotional and mental health, including practical sessions on managing anxiety in the classroom • Advice and help with policy writing 	<p>Zoe Barkham</p> <p>✉ zoe.barkhammanlow@croydon.gov.uk</p>
Healthy eating & physical activity support for schools (tackling childhood obesity)	<p>Healthy eating & physical activity support for schools (tackling childhood obesity) Training and support to improve all aspects of food provision, healthy eating and physical activity in schools, including:</p> <ul style="list-style-type: none"> • Breakfast and after-school clubs • School meal uptake and lunchtime experience • Food growing • Whole school food policy, including packed lunches • Working with parents • Cooking & Nutrition on the curriculum <p>This service is free of charge.</p>	<p>Laura Flanagan</p> <p>☎ 07732076127</p> <p>✉ Laura.flanagan@croydon.gov.uk</p>

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Service	Description	Contact
Sugar Smart Croydon	Launch the initiative in your school, engaging pupils in 15 minutes of daily walking, jogging or running to improve physical health and wellbeing. Resources and support available.	Laura Flanagan ☎ 07732076127 ✉ Laura.flanagan@croydon.gov.uk
Recruitment	Advertising of schools vacancies on the Croydon website www.croydoneducationjobs.org Contract generation Promotion and marketing of teaching in Croydon	David.Wiggs ✉ vacancies@croydon.gov.uk ✉ Christine.Lonsdale@croydon.gov.uk ✉ teacher.recruitment@croydon.gov.uk
School Performance and Analysis	The local authority continues to support schools with their performance analysis via Perspective Lite. This is used for the data validation of schools statutory assessment returns, provides a service for schools to compare their results with emerging national and interactive web based reports that can be used to support school governors and end of year reporting. We are pleased to be able to continue to provide and expand the content of this service free of charge. In addition to the above, data packs are available several weeks or months ahead of DFE contextualised publications and have been expanded to include KS4. A number of future enhancements are being planned for web based Reporting using comparative contextual tables which will at some point surpass the data packs.	Robert Marsh ☎ 0208 760 5768 Ext 62265 ✉ robert.marsh@croydon.gov.uk 🌐 Perspective Lite can be accessed at: https://perspective.angelsolutions.co.uk/perspective/login.aspx

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Service	Description	Contact
STARS accreditation (school travel plans, active travel and road safety)	<p>Training and support for Transport for London's STARS accreditation scheme (www.tfl.gov.uk/stars) to help your school become STARS accredited. STARS is a free accreditation scheme for schools who want to help transform the school run by promoting active travel, road safety and sustainable travel options to reduce car usage. Available for all schools and colleges. We offer:</p> <ul style="list-style-type: none"> • STARS workshops (free of charge) to teach your delegated 'school travel champion' about the scheme, more detail on our offer of support and how to use the website correctly • Advice and support on establishing active travel and road safety themed activities within your school such as 'Walk Once a Week' or 'Junior Travel Ambassadors' • Competitions themed around active travel and road safety for your school to take part in, such as 'Brighten Your Bag' • Funding opportunities exclusive for STARS accredited schools cycle/scooter storage and active travel small grants 	<p>✉ Lewis.Campbell@croydon.gov.uk ☎ 0208 726 6000 x 62013 🌐 www.tfl.gov.uk/STARS</p>
Translation & Interpreting Service	<p>Supply of Interpreters including BSL's. Both face to face & Virtual. Translation of documents, to or from English. Costs available upon request.</p>	<p>CTIS ☎ 0208 407 1369 ✉ ctis@croydon.gov.uk 📧 translations@croydon.gov.uk</p>