

CROYDON
www.croydon.gov.uk



Croydon Services for Schools

**Council supplied services for schools
April 2023 to March 2024**

Enter →



Contents

3. Introduction	→
4. CLEAPSS	→
5. Continuous Professional Development	→
6. ECT - Early Career Teacher	→
7. Education Development Service	→
8. Educational Psychology Service (EPS)	→
9. Employee Assistance Programme	→
10. Governor Services for Schools	→
11. HR – Employee Relations	→
12. IT Service	→
13. Occupational Health	→
14. Post 16 e-Prospectus	→
15. School Admissions - Appeals Service	→
16. School Resilience	→
17. Teachers' Pension Service	→
18. Whistleblowing Policy & Procedures	→
19. Other Useful Services & Contacts	→

Introduction

Welcome to our directory of services for the 12 month period starting 1st April 2023/2024.

Following the success of our traded services last year, I have pleasure in introducing the services available to support you to develop staff and volunteers and ensure your education setting is meeting standards.

We have good news - funding will be available to state funded Croydon schools for specific training such as our refresher DSL and safer recruitment courses, CPD subscriptions and the Whistleblowing Service. Schools will be contacted directly about this.

We are also 'rebranding' as Croydon Education Partnership for 2023/24 to reflect the great partnership working in Croydon, but we continue to work outside of Croydon too.

Our brochure is a summary of what we can do for your school. If you would like a quotation or more details about a service, please do contact us. All services can be bought through the portal www.octavopartnership.org. If there is something that you require which is not included in the brochure do contact us as we may be able to deliver bespoke services and training. If you need any help with your order or have a financial query please do contact the Education Business Services Team by emailing CroydonServicesforschools@croydon.gov.uk.

Each Service Provider within the Council will be responsible for issuing any (SLA) service level agreement, specific service terms, order deadlines and responding to any service delivery related queries.

Going forward, we will be working closely with the newly established Croydon Education Partnership to shape your services and support. We look forward to continuing to support you.

A portrait of Shelley Davies, a woman with long brown hair, smiling. She is wearing a pink and blue patterned top and a lanyard. The portrait is set against a light blue circular background, which is part of a larger graphic of overlapping circles in various colors (blue, purple, yellow, pink) on the right side of the page.

Shelley Davies

Director of Education
Croydon Council



CLEAPSS

The SLA runs for
12 months from 1 April
2023 – 31 March 2024



Contact:

Sally Berry
sally.berry@cleapss.org.uk

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.

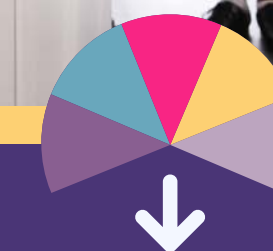
The LA membership of CLEAPSS is free to all our community schools and at a reduced cost to our other maintained schools. The LA renews its membership and licence annually at which point schools are asked to renew or purchase the licence.

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. This service is for Croydon maintained schools only.

Access

Please note that your username and password will change in February and so you will need to contact CLEAPSS directly to update this science@cleapss.org.uk



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



Continuous Professional Development



For bespoke training:

Octavo.Enquiries@croydon.gov.uk

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 fast changing environment.

Our 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.

Our Mathematics support is highly regarded - we work in partnership with London Thames Maths Hub delivering CPD for them.

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 offer an extensive governor virtual training programme and bespoke Board training.

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

Croydon state funded schools will have access to some fully funded places for specific courses e.g. refresher DSL, refresher safer recruitment training and x 2 CPD subscriptions.



Fees vary depending on duration, venue/virtual delivery and trainer.
www.octavopartnership.org/courses

For bespoke training please contact:
Octavo.Enquiries@croydon.gov.uk

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.



ECT Early Career Teacher



Contact:

Christine Lonsdale
Education Partnership Manager
07920 657 797
Christine.lonsdale@croydon.gov.uk

Croydon Local Authority offers a professional 'Appropriate Body' service that supports the induction of Early Career Teachers (ECTs) in all schools and settings. Our service provides guidance, advice and training relating to the induction process and quality assurance of your ECT provision.

The appointment of an Appropriate Body is a statutory requirement for the induction period for all ECTs. It is the Appropriate Body that makes the final decision as to whether an ECT has met the Teachers' Standards on the recommendation of the Headteacher/Principal in the school where they work.

Offer

- Registering and monitoring the progress of ECTs.
- Reporting the outcome of the ECT Induction period to the Department for Education.
- Providing a briefing session for professional mentors, tutors and ECTs in the autumn term.
- Checking new teachers receive statutory entitlements, are fairly and consistently assessed, and receive a programme of support and training based on the Early Career framework.
- Quality assuring schools' systems for monitoring, supporting and assessing ECTs through visits to a selected sample of schools.
- Giving advice where ECTs are at risk of failure and advising on appropriate support packages for the ECT.



Benefits

- Verifies the school's induction is meeting the standards
- Validates the school's assessment of the ECT's progress and performance
- Responsive and high-quality support for ECTs, induction tutors and mentors
- Streamlined Appropriate Body processes tailored to schools and ECTs

Fee

The fee is £300 per each Early Career Teacher induction.



Education Development Service



Contact:

Jessica Henk
Strategic Lead Teaching
and Learning

octavo.enquiries@croydon.gov.uk

We help education settings 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 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: Early Years, Computing, Primary Assessment, Primary English, Primary Maths, Post-16, Safeguarding, SEND, Science



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 issues facing school leaders

Fee

Bespoke in school support face to face £373 half day, £699 full day, £250 for 2 hours.

Remote support £186 for 1.5 hours.

Fees may vary depending on scope of support and duration.



Educational Psychology Service (EPS)



Contact:

020 8241 5468

edpsychology@croydon.gov.uk

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

Offer

A full psychological service is provided to a range of educational settings in Croydon 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. Plus, the delivery of additional sessions, purchased by school staff, to include pupil assessments and intervention, parent consultations, advice regarding local support and referrals, training and staff support.

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 the ability to offer continuity of service
- Experts in working in partnership with multi-agencies, parents and school staff
- A highly regarded team which has a depth of experience, knowledge, and skills
- Access to up to date and relevant research enables the EP team to model good practice

Fee

The statutory educational psychology service time, funded by Croydon Local Authority, is used to fulfil the necessary statutory functions in relation to individual pupils and is available to all schools.

Sessions of Educational Psychology traded time can be purchased by Croydon schools. The available EP time is distributed fairly and equitably across Croydon maintained schools, academies and free schools, both mainstream and special, according to need, based on local data.

The fee is £598 for 6-hour sessions which includes both on site visits and off-site work in relation to these visits.

Educational Psychology 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
- Emotional Literacy for Support Assistants (ELSA) training and supervision.
- 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 EP team.



Employee Assistance Programme

With ever increasing pressures at work and at home, there are times when we all need some extra support. This is why we are offering an Employee Assistance Programme (EAP) in place 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, workplace issues
- Debt management
- Employment issues
- Consumer rights
- Counselling

Health Assured The EAP service 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.

Fee

The fee for the 12 months commencing 1 April 2023 till 31 March 2024 is £6.50 per member of staff for the 12 months. This cost is the same as last year as we recognise the financial pressures on schools

Deadline for orders

Please confirm that you wish to purchase the EAP by the 8th March 2023.

Please email the signed service level agreement (SLA) for EAP by the 8th March 2023 to ritika.singh@croydon.gov.uk

Important

The SLA runs for 12 months from 1 April 2023 – 31 March 2024.



Governor Services for Schools



Contact:

Caroline Davies
07920 657711

caroline.davies@croydon.gov.uk

Our Educational Governance team works with Boards to develop and embed clear strategic leadership, outstanding governance and robust accountability so that Boards can demonstrate the impact of their work on school / Trust improvement.

Our experienced and dedicated team offers a comprehensive educational 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 wide ranging, fit for purpose, focusing on key and current issues facing Trustees and Governors
- Educational Governance team readily available to provide advice and support that is practical, underpinned by extensive knowledge and good governance practice
- Professional Clerks giving governance procedural 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

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 of Chairs
- Induction and role packs for new Trustees, Governors, Chairs of Governors and Clerks

Training and Development

- Virtual face to face training 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 Panels (e.g. complaint, exclusion, disciplinary) clerking
- Targeted training and development
- Mentoring of Clerks

Our most popular contracts

- Advice and Training
- Training
- Advice, Training and Clerking
- Clerking

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

Fee

- Advice & training annual contract for a school at a fixed fee: £2,686
- Training annual contract for a school at a fixed fee: £1,734
- Bespoke governor advice, training, clerking annual contract for schools - quote available
- Clerking annual or ad-hoc contract for schools - quote available

Quotes are available for Multi Academy Trusts, Stand Alone Academies and LA maintained schools for any contract/service.



HR Employee Relations



Contact:

Octavo.hrservices@croydon.gov.uk
or www.octavopartnership.org

We are a team of education HR specialists who have up to date employment law knowledge and extensive school HR experience.

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. 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, disciplinary, staff grievances, sickness, flexible working, job evaluations, child protection, safeguarding, restructuring, redundancy, TUPE transfers, succession planning and setting terms and conditions. We will attend hearings, supporting managers presenting cases as well as advising panels, and will assist in the drafting of complex letters.

We also offer specialist services such as gender pay gap reporting, staff training (including safer recruitment and HR 'bitesize' for managers), head teacher recruitment and independent investigations.

We have 3 types of contracts available:

- Enhanced
- Core
- Hours based



Fee

Available on application. Please contact us for a quote. Calculated on staff numbers for the core and enhanced contract. A minimum fee of £6000 applies for the hours based contract. Our fee for 'ad hoc' advice and support is £104 per hour. Specialist 'ad hoc' service contracts - fee available on request.

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 and protracted legal proceedings
- Experts in MAT and school TUPE transfers
- Named HR consultant who knows your setting and visits termly
- Access to a team of HR consultants



IT Service



Contact:

Call us on 020 8241 5470 or email
octavo.servicedesk@croydon.gov.uk

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.

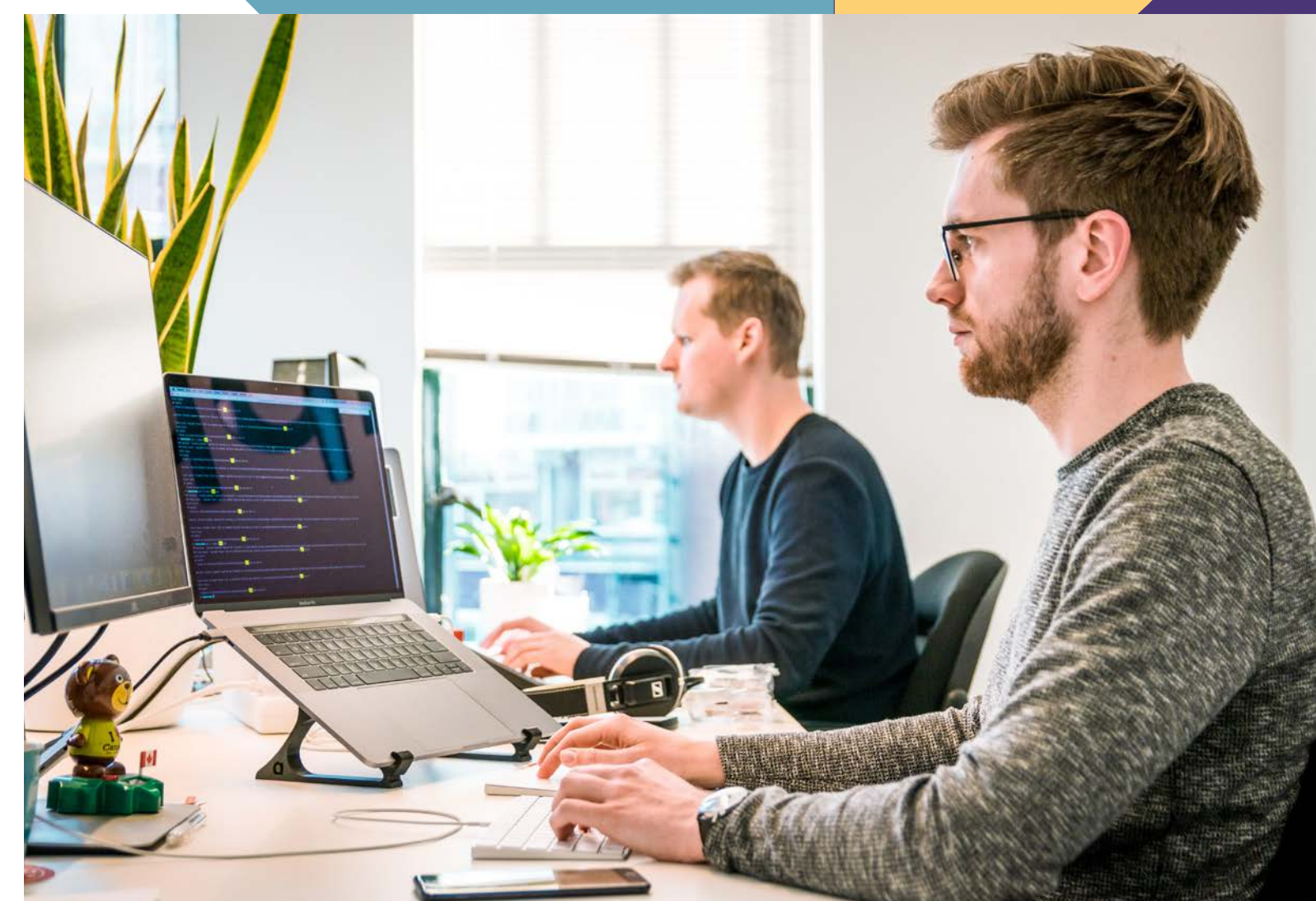
Our pro-active approach to maintenance means that our customers rarely experience 'downtime'. Our expertise in SIMS, school administration software and curriculum technology enable your school IT systems to run smoothly.

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 8.30am 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



Fee

- Available on application. For annual IT technical support contracts - calculated on the number of hours of a technician on- site
- Annual SIMS support contracts - calculated on pupil numbers
- 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, staff training. Ad hoc fees are: £492 full day and £248 half day and quotes are available on request



Occupational Health

The SLA runs for 12 months from 1 April 2023 to the 31 March 2024



Contact:

Ritika Singh at
Ritika.Singh@croydon.gov.uk

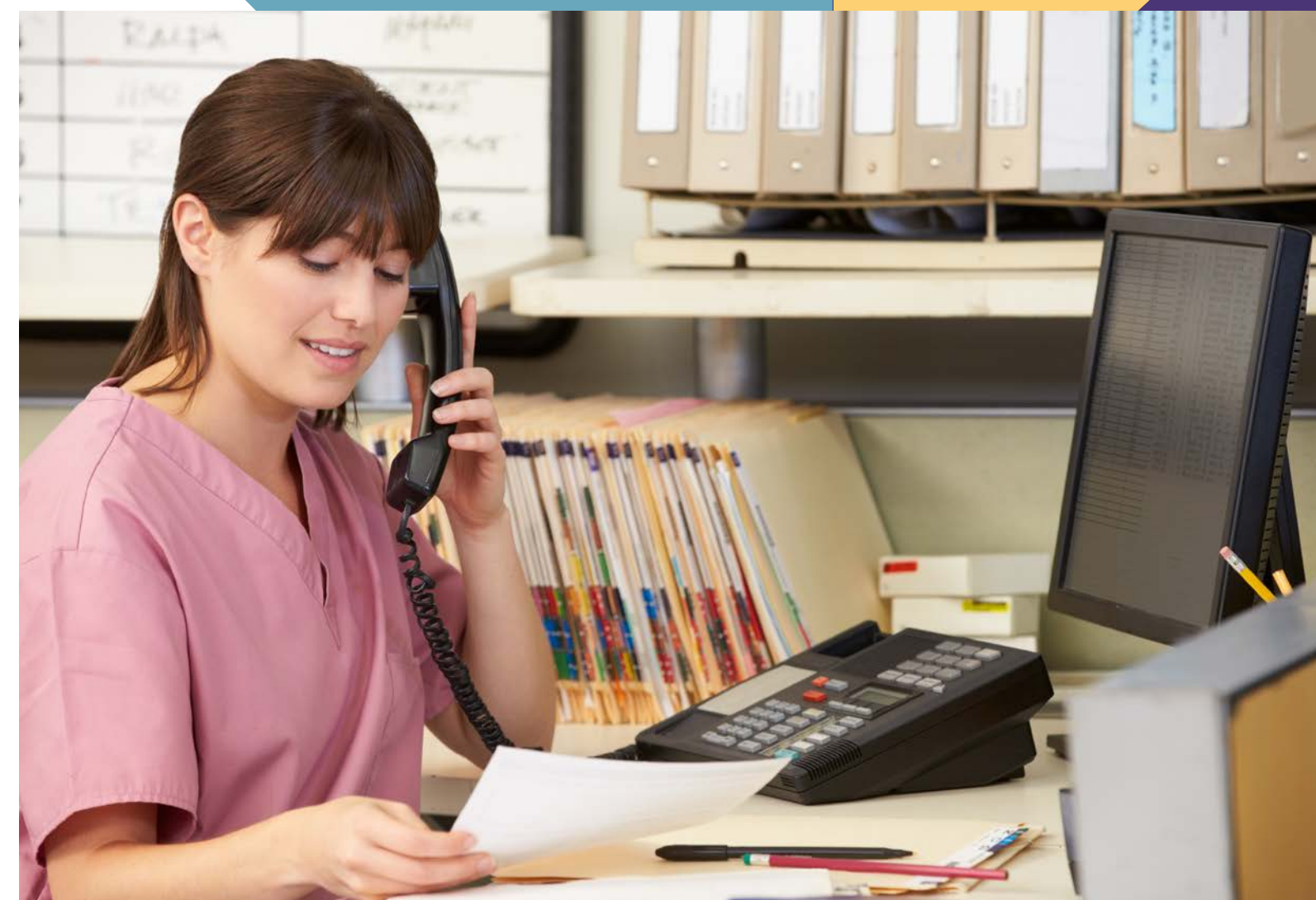
Croydon Council delivers its Occupational Health Service with our partner Medigold Health. The core service includes manager referrals, pre-employment health screening and assessments for ill health retirement.

Benefits

The Council's HR team will administer contract management. 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
- 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

NB: At the moment appointments are telephone/video. However, where essential and depending on circumstances, face to face appointments will take place at the Council's premises at Bernard Wetherill House or another convenient location.



Fee

Occupational Health: The cost this year will remain the same as last year at £33 per member of staff per annum.

The school signs up to the OH Service 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 2023** and email the signed service level agreement (SLA) for Occupational Health to Ritika.Singh@croydon.gov.uk



Post 16 e-Prospectus



Contact:

The Post 16 Participation &
NEET team on 020 8726 7485
Post16@croydon.gov.uk

Croydon Council produces the annual Post 16 e-Prospectus which is available online to all students in Year 11 attending a Croydon secondary school in September 2023. Croydon schools and colleges are encouraged to contribute information about their post 16 offer to attract and retain students.

Benefits

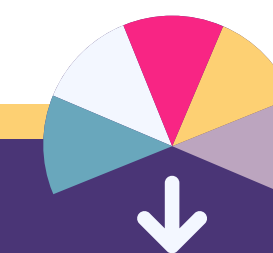
- A one page or multi page advert detailing the provision, location and any useful information on results, requirements, deadlines and services on offer
- Course offer added into the Post 16 e-Prospectus course listings
- Advertising of your Open Events in the Open Event calendar in the Prospectus
- 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 e-Prospectus

Fee

Available on application

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

Please be aware that as the e-Prospectus is produced on demand, prices may change. If you would like to be included in the 2023/24 e-Prospectus, please let us know by email or phone no later than 27th March 2023. Subsequent deadlines to be advised.



For more information go to:
www.croydon.gov.uk/young-croydon



School Admissions - Appeals Service

The SLA runs for 12 months from 1 April 2023 – 31 March 2024



Contact:

Niora Amani
School Admissions Manager
niora.amani@croydon.gov.uk

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.

Training & support sessions are available for new staff in using the systems and processes for school admissions.

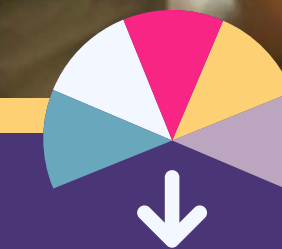
Benefits

- 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.
- Bespoke virtual training sessions available on request

Fee

Admissions Appeals support - price available on application

Bespoke virtual training sessions for 1.5 hours max, virtual delivery – price available on application



For more information go to:
www.croydon.gov.uk/education/schools-new/school-admissions

Deadline for receipt of orders

Orders can be placed as and when required but please notify us before 1st April 2023 if you wish to buy into the school admissions appeals service. No charges will be incurred if no appeals are received for your school.

Training & support available at any time of year – quote available on request.



School Resilience

The SLA runs for 12 months from 1 April 2023 – 31 March 2024



Contact:

Sonji Miller

Croydon Resilience Team

emergencyplanning@croydon.gov.uk

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.

Offer for Croydon schools

A) School Resilience review (day & half consultation) – We will assess your existing emergency arrangements and provide you with a summary report with recommendations for improvement.

B) 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.

C) 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 help to evidence to board of governors that robust arrangements are in place for emergencies.

D) 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.

Fee (Croydon schools only)

- **Package A:** School Resilience review – £170.78 (and £155.25 for Croydon LA maintained schools)
- **Package B:** School Resilience Plan development – £569.25 (and £517.50 for Croydon LA maintained schools)
- **Package C:** School Resilience Plan writing and Exercise Development – £1252.35 (and £1,138.50 for Croydon LA maintained schools)
- **Package D:** School Resilience Validation exercise – £796.95 (and £724.50 for Croydon LA maintained schools)



Teachers' Pension Service

The SLA runs for 12 months from 1 April 2023 – 31 March 2024



Contact:

Croydon Teachers' Pension Team
Call us on 020 8604 7383

teacherspensionsteam@croydon.gov.uk

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 ensure 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 (or in some cases monthly contributions reconciliation reports) and submission to Teachers Pensions. Correction of any subsequent error reports or queries all within the specified timescales. We use a secure Transfer Utility, so your details are protected
- 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 for interfund adjustments, 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.

Fee

- £25.00 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 Contribution Reconciliation) and EOYC (End of year certificates)
- £37.55 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
- £46.50 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. This applies to all Local Authority schools who use a private payroll provider as the Local Authority must do their EOYC.

New orders must be received by the 24th March 2023 to allow the Teachers' Pension Team sufficient time to set up the arrangements for access to pension records. Following that you will receive a contract and a data sharing agreement to complete and return.



Whistleblowing Policy & Procedures

The SLA runs for 12 months from 1 April 2023 – 31 March 2024



Contact:

Email

CroydonServicesforSchools
@croydon.gov.uk

Croydon Council's Whistleblowing Service ensures Croydon 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.



Fee

From 1st April 2023 this service will be funded for state funded Croydon schools. Price available on request for all other Croydon education settings.



Other useful services & contacts

Quicklinks

- CALAT →
- Croydon Children’s University →
- Croydon Early Years →
- Croydon Independent Appeals Service →
- Croydon Independent Review Panel Service →
- Croydon Music & Arts →
- Facilities Management & Courier Services →
- Family Learning & Parental Engagement →
- Governance & Anti-fraud →
- Health & Wellbeing →
- Healthy eating & physical activity support for schools →
- Recruitment Service for Schools in Croydon →
- The Daily Mile - Croydon →
- School Performance and Analysis →
- STARS accreditation →
- Translation & Interpreting Service →

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.

Contact

Lesley Dale
Strategic Services Manager/Principal
lesley.dale@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.

We do this so that

- all children are inspired to learn beyond the classroom
- we create wider communities of learning
- we remove barriers to learning for all children

We currently have over 1100 young people participating in Children’s University activities and the membership steadily increases each year. They are experiencing new and exciting opportunities by taking part in a varied menu of activities, meeting new friends, gaining self-confidence and improving self-esteem, all whilst working towards special achievement certificates.

This focus on activities beyond the classroom is a great fit for Ofsted’s new focus on character development. The digital platform, Children’s University Online, supports schools with skills development and reporting against the Gatsby Benchmarks developed through our partnership with Skills Builder. Schools can track pupil’s achievements online matching the key skills achieved.

Contact

Lesley Stout lstout@thehive-croydon.org
Call: 07591 115 862 thehive-croydon.org/index.php/childrens-university



 YOU ARE HERE

OTHER USEFUL SERVICES & CONTACTS

Other useful services & contacts

Quicklinks

CALAT

Croydon Children's University

Croydon Early Years

Croydon Independent Appeals Service

Croydon Independent Review Panel Service

Croydon Music & Arts

Facilities Management & Courier Services

Family Learning & Parental Engagement

Governance & Anti-fraud

Health & Wellbeing

Healthy eating & physical activity support for schools

Recruitment Service for Schools in Croydon

The Daily Mile - Croydon

School Performance and Analysis

STARS accreditation

Translation & Interpreting Service

Croydon Early Years

Schools are able to access support for EYFS practice.

Some of these services will be charged *

→ Support for schools taking two year olds

→ Support for EY assessment*

→ Termly EYFS Forum

→ Commissioning of external trainers/ consultants to support practice in early years*

→ New to Reception course*

→ Access to training workshops from the Early Learning Team

→ General advice via email/telephone

Contact

Vanessa Wheeler

07986 387753

vanessa.wheeler@croydon.gov.uk

early.learning@croydon.gov.uk

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.

Contact

admission.appeals@croydon.gov.uk

Croydon Independent Review Panel Service

Has an Independent Review Panel (IRP) been requested after your Permanent Exclusion hearing.

Contact Governor Services for information on our legally compliant Independent Review Panel Service (includes IRP organisation and administration, fully trained professional clerk and panel members, SEND expert if required.)

Contact

Manvinder Saberwal - Law

07732 073362

octavo.clerking@croydon.gov.uk



Other useful services & contacts

Quicklinks

- CALAT →
- Croydon Children’s University →
- Croydon Early Years →
- Croydon Independent Appeals Service →
- Croydon Independent Review Panel Service →
- Croydon Music & Arts →
- Facilities Management & Courier Services →
- Family Learning & Parental Engagement →
- Governance & Anti-fraud →
- Health & Wellbeing →
- Healthy eating & physical activity support for schools →
- Recruitment Service for Schools in Croydon →
- The Daily Mile - Croydon →
- School Performance and Analysis →
- STARS accreditation →
- Translation & Interpreting Service →

Croydon Music & Arts

Music service provides instrumental/ vocal teaching, and whole class music lessons in schools.

Arts Service works with schools and a range of other organisations to provide high-quality opportunities in and out of school, which encompass other art forms.

Contact

Isabel Fixter
musicandarts.education@croydon.gov.uk

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.

Courier services are provided by the Mail room. This is a chargeable service. Please see additional email below.

Contact

FM Helpdesk
0208 726 6000 (Ext 44021) or
020 8760 5600 direct line
FMhelpdesk@croydon.gov.uk
Courier service
reproandmail@croydon.gov.uk

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.

Contact

Liz Driver
liz.driver@croydon.gov.uk



Other useful services & contacts

Quicklinks

- CALAT →
- Croydon Children’s University →
- Croydon Early Years →
- Croydon Independent Appeals Service →
- Croydon Independent Review Panel Service →
- Croydon Music & Arts →
- Facilities Management & Courier Services →
- Family Learning & Parental Engagement →
- Governance & Anti-fraud →
- Health & Wellbeing →
- Healthy eating & physical activity support for schools →
- Recruitment Service for Schools in Croydon →
- The Daily Mile - Croydon →
- School Performance and Analysis →
- STARS accreditation →
- Translation & Interpreting Service →

Governance & Anti-fraud

- Investigations into allegations of fraud or misconduct
- Fraud awareness training
- Governance training
- 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.

Contact

Malcolm Davies
020 8726 6000 (Ext: 27294)
malcolm.davies@croydon.gov.uk

Health & Wellbeing

- Health and wellbeing support for schools
- Relationships, Health and Sex Education
 - Internet safety
 - Emotional health and wellbeing in schools
 - Healthy Schools London Award Programme
- (This service is free of charge).

Contact

Zoe Barkhammanlow
zoe.barkhammanlow@croydon.gov.uk



Other useful services & contacts

Quicklinks

- CALAT →
- Croydon Children's University →
- Croydon Early Years →
- Croydon Independent Appeals Service →
- Croydon Independent Review Panel Service →
- Croydon Music & Arts →
- Facilities Management & Courier Services →
- Family Learning & Parental Engagement →
- Governance & Anti-fraud →
- Health & Wellbeing →
- Healthy eating & physical activity support for schools →
- Recruitment Service for Schools in Croydon →
- The Daily Mile - Croydon →
- School Performance and Analysis →
- STARS accreditation →
- Translation & Interpreting Service →

Healthy eating and physical activity support for schools (tackling childhood obesity)

For templates to help improve provision in school such as:

www.octavopartnership.org

- Whole school food policies
- Packed lunch guides
- Breakfast & after-school menus
- Lunchtimes experience audit documents

Contact

familysupport@croydon.gov.uk

Recruitment Service for Schools in Croydon

We offer advertising on the CHTA job board (Teach in Croydon) which is google ranked.

Ad hoc advert - £140

If you are interested in unlimited advertising, please contact Octavo enquiries

Benefits:

- Focused marketing and promoting at events and university fairs
- Excellent track record for successful recruitment and retention of teachers to schools in the Croydon area.

Contact

Christine Lonsdale

octavo.enquiries@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.

Contact

Chanel Morgan

020 8726 6000 (Ext: 22621)

chanel.morgan@croydon.gov.uk
perspective.angelsolutions.co.uk/perspective/login.aspx



Other useful services & contacts

Quicklinks

- CALAT →
- Croydon Children’s University →
- Croydon Early Years →
- Croydon Independent Appeals Service →
- Croydon Independent Review Panel Service →
- Croydon Music & Arts →
- Facilities Management & Courier Services →
- Family Learning & Parental Engagement →
- Governance & Anti-fraud →
- Health & Wellbeing →
- Healthy eating & physical activity support for schools →
- Recruitment Service for Schools in Croydon →
- The Daily Mile - Croydon →
- School Performance and Analysis →
- STARS accreditation →
- Translation & Interpreting Service →

STARS accreditation

(school travel plans, active travel and road safety)

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:

- 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

Contact

schooltravelplans@croydon.gov.uk
www.tfl.gov.uk/STARS

The Daily Mile - 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

Contact

www.thedailymile.co.uk

Translation & Interpreting Service

Supply of Interpreters including BSL, BSL Relay. Face to Face interpreters, virtually via applications such as WhatsApp, MS Teams, Skype, via telephone (to be facilitated by requestor). Translations of documents, to or from English. Quotes and timescales given on request.

Contact

CTIS
ctis@croydon.gov.uk
(interpreting) or
translations@croydon.gov.uk



Croydon Services for Schools

Council supplied
services for schools
April 2023 to
March 2024

CROYDON
www.croydon.gov.uk