



**Croydon
Education
Partnership**



Croydon Services for Schools

**Council supplied services for schools
1st April 2025 to 31st March 2026**

Enter →

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Introduction

Welcome to our directory of services for the 12 month period starting 1st April 2025

I have pleasure in introducing the services available to support you develop staff and volunteers and ensure your education setting is meeting standards.

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 our portal on the Croydon Education Partnership

www.croydoneducationpartnership.org/

The Croydon Education Partnership Board is now fully established and developing their strategic priorities to help us develop the services and support you need for the future. For more details about the Croydon Education Partnership:

www.croydoneducationpartnership.org/meeting-information/

More good news – a further year of Schools Forum funding is available to state funded Croydon schools for specific training such as our refresher DSL and safer recruitment courses, CPD subscriptions and the Whistleblowing Service.

Please note that 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. If you need any help with your order or have a financial query, please contact us:

educationenquiries@croydon.gov.uk

We look forward to continuing to support you.

Best wishes

Shelley Davies Director of Education

A portrait of Shelley Davies, a woman with long blonde hair, smiling. The portrait is set against a dark purple background with various geometric shapes like circles and triangles. To the right of the portrait are several concentric white circles and a series of parallel white lines.

Shelley Davies

Director of Education
Croydon Council



Croydon Education Partnership



Contact

Christine.lonsdale@croydon.gov.uk

The Croydon Education Partnership (CEP) was launched as part of the Mayor's plan – develop an effective Education Partnership with schools.

Terms of Reference were agreed in December 2022 and the strategic board established in June/July 2023 (comprising of representatives from all Croydon institutions, i.e. nurseries, primary schools, secondary schools, HE and FE). An independent Chair was appointed in October 2023.

Working groups are now in place driving the following priorities:

1. Recruitment and retention
2. Wellbeing and mental health
3. Inclusion
4. Literacy/English

If you would like to be involved, please contact:

Christine Lonsdale, Croydon Education Partnership Manager

Christine.lonsdale@croydon.gov.uk



CLEAPSS

This SLA runs for 12 months from 1 April 2025 – 31 March 2026 and is for Croydon LA maintained schools only.



Contact

WWW.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 primary education through to Post 16 studies.

Fees

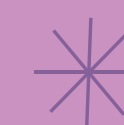
The LA membership of CLEAPSS is free to all our community schools and at a reduced cost to our other maintained schools. The LA renews its membership and licence annually at which point schools are asked to renew or purchase the licence.

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.

Access

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

Contact: www.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

Educationenquiries@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). Our Mathematics support is highly regarded - we work in partnership with London Thames Maths Hub delivering CPD for them. Our leadership programmes develop effective leadership in schools and our designated safeguarding lead training ensures key safeguarding staff are up to date on local and national requirements.

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.croydoneducationpartnership.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.

For course pricing details:

www.croydoneducationpartnership.org/courses

For bespoke training please contact:

Educationenquiries@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



Educational Psychology Service (EPS)



For bespoke training

edpsychology@croydon.gov.uk

020 8241 5468

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) is highly regarded locally for its expertise and flexible approach in response to need.

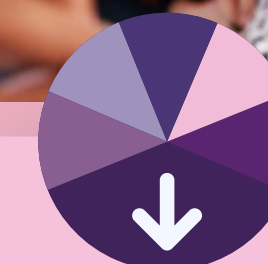
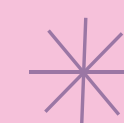
Offer

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 and academies, 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. Critical incident support is also available.

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

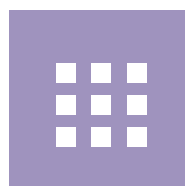
Benefits

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



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

For bespoke support please contact:
edpsychology@croydon.gov.uk



Educational Psychology Service (EPS)



For bespoke training

edpsychology@croydon.gov.uk

020 8241 5468

Fees

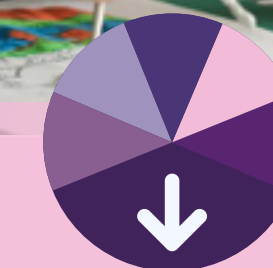
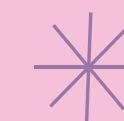
Statutory Educational Psychology service time, funded by Croydon Local Authority, is used to fulfil the necessary statutory functions in relation to individual pupils and is available to all schools.

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

The fee is £600 for a 6-hour session 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, Including Autism Education Trust (AET) training which is delivered free of charge. Also available for purchase.
- Emotional Literacy Support Assistants (ELSA) training and supervision.
- Professional supervision for individuals or groups of staff such as Designated Safeguarding Leads teaching or support staff.
- The service's operational model is described within the Service Level Statement available on the portal.



Fees vary depending on duration, venue/ virtual delivery and trainer.

www.croydoneducationpartnership.org/courses

For bespoke support please contact:

edpsychology@croydon.gov.uk



Employee Assistance Programme

This SLA runs for 12 months from 1st April 2025- 31st March 2026



For bespoke Support

humanresources@croydon.gov.uk

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) 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 a leader in the market in providing 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

Our EAP provider 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 is calculated per member of staff. Quotes available on request.

Deadline for orders

Please confirm that you wish to purchase by the 8th March 2025

Please email the signed service level agreement (SLA) for EAP by the 8th of March 2025 to humanresources@croydon.gov.uk



Governor Services for Schools



Contact

EducationGovernance@croydon.gov.uk

EducationClerking@croydon.gov.uk

Our experienced and dedicated Educational Governance team provides a comprehensive suite of services tailored for Multi Academy Trusts, Academies, and Maintained Schools.

We work with Boards to develop clear strategic leadership, embed outstanding governance, and strengthen robust accountability, enabling Boards to demonstrate their direct impact on school and Trust improvement.

Benefits

- Training and Development programme that is comprehensive, relevant, and addresses key issues facing Trustees and Governors today.
- Educational Governance team on hand to provide practical advice rooted in deep knowledge and best practices in governance.
- Professional Clerks offering procedural guidance and high-quality minutes to ensure compliance with statutory responsibilities.
- Newsletters, updates, and resources to keep Trustees and Governors informed with the latest best practices and developments.
- A variety of specialist governance and clerking consultancy services, tailored to the specific needs of each Board or organisation.

Expert Advice and Support

- Statutory obligations and compliance
- Governance structure changes, including constitution amendments
- Updates and changes in governance guidance

- Strategic development and areas for board growth
- Recruitment and induction of new governors
- Support for federating schools
- Handling complaints and grievances
- Management of governance panels
- Overseeing governor elections
- Policy review and implementation

Offer

Training and Development

- Training and development sessions delivered by expert trainers and facilitators with the relevant subject knowledge.
- Virtual, interactive training programme with bespoke sessions customised for your Board's or Trust's development.
- Access to a comprehensive library of online learning modules via the NGA Learning Link.
- Telephone and email support for immediate governance advice.
- Digital copies of presentations and materials for easy sharing with your governing body.
- Detailed training and development records to support skills audits and governance reviews.
- Certificates of attendance available.



Governor Services for Schools



Contact

EducationGovernance@croydon.gov.uk

EducationClerking@croydon.gov.uk

Clerking

- Dedicated clerking service
- Ad-hoc and cover clerking
- Governor Panels (e.g. complaint, exclusion, disciplinary) clerking
- Targeted training and development
- Mentoring of Clerks

Consultancy Services

- Independent Review Panels (IRPs)
- External Governance Reviews
- Investigations (HR, Complaints, Governance)
- Facilitated Board Self-Evaluation

Our most popular contracts

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

Governance & Training Fees

- Advice and training annual contract for a school at a fixed fee: £2840
- Training annual contract for a school at a fixed fee: £1835
- Bespoke governor advice, training, clerking annual contract for schools - quote available upon request.

Clerking Services Fees

- Clerking annual or ad-hoc contract for schools - quote available upon request.
- Quotes are available upon request for Multi Academy Trusts, Stand Alone Academies and LA maintained schools for any contract.

Contacts

- For further information or to obtain a quote for governance advice and training, please contact EducationGovernance@croydon.gov.uk
- For further information or to obtain a quote for clerking services, please contact EducationClerking@croydon.gov.uk



Health and Safety Service

The SLA runs for 12 months from 1st April 2025- 31st March 2026



Contact

healthsafetyadviceline@croydon.gov.uk

The Health and Safety (H&S) team will support education settings in meeting their health and safety responsibilities and assist with compliance.

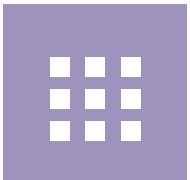
Our aim is to reduce the burden on you, while providing a holistic, quality and competent service.

Offer

Our Health and Safety Standard package focuses on legal requirements and employer responsibilities to enable a safe, healthy working environment for your staff, students and visitors.

The H&S Packages available include:

Service Element	Standard H&S Package	Premium H&S Package
1. Access to Competent advice		
2. Access to the H&S helpdesk		
3. Access to the Health and Safety Management system (HSMS)/Accident Reporting system		
4. Access to School Codes of Practice (SCoP), tools and templates		
5. Investigation support		
6. Liaison with Enforcing Authorities		
7. Termly Newsletter		
8. Access to discounted rate for Health and Safety training course		
9. Access to H&S Self-Audit tool and review on our online portal		
10. Annual Health and Safety Audit and Inspection (On-Site)		
11. Water hygiene arrangement review (Legionella)		
12. New 2025 - Fire Risk Assessment (FRA) review of your existing FRA		
13. 3 x free delegate places on H&S courses		
14. Meet the Headteacher and Governor		
15. Construction Work inspection		



Health and Safety Service

The SLA runs for 12 months from 1st April 2025- 31st March 2026



Contact

healthsafetyadviceline@croydon.gov.uk

Benefits

- Responsive and comprehensive H&S support
- Support from a team of experienced School Health & Safety advisers
- Access to the H&S helpdesk and to the Health and Safety Management System (HSMS), as well as the H&S Self-Audit compliance online tool
- H&S School Policy Documents
- Investigation support
- Liaison with Enforcing Authorities
- Termly Newsletter

Deadline for orders

Please email the signed service level agreement (SLA) for Health and Safety Services by the 8th of March 2025 to healthsafetyadviceline@croydon.gov.uk

Fee

Standard Health & Safety Package:

Croydon Community School – no charge
Non-Community Schools (Primary, Nursery, Special) - £1157
Non-Community Schools (Secondary and Post 16) - £1326

Premium Health & Safety Package:

Croydon Community School (i.e. Croydon LA maintained schools) - £1250
Non-Community Schools (Primary, Nursery, Special) - £1430
Non-Community Schools (Secondary and Post 16) - £1930



For a quotation to provide ad hoc services, for example a specialist risk assessment, stress assessments, DSE assessments, E-learning packages please contact:
H&S team via email:

healthsafetyadviceline@croydon.gov.uk



HR - Employee Relations



Contact

EducationHR@croydon.gov.uk

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.

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, support managers to present cases at hearings as well as advising panels. We will also assist in the drafting of complex letters.

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

We have 3 types of contracts available:

- Enhanced
- Core
- Hours Based Fee

Please contact us for a quote. Fees are calculated on staff numbers for the core and enhanced contract.

A minimum fee of £2650 applies for the hours-based contract.

Our fee for 'ad hoc' advice and support is £130 per hour. Specialist 'ad hoc' service contracts - fee available on request



Benefits

- Fast and responsive email helpline 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 representative who knows your setting and visits on a termly basis.
- Access to a team of qualified HR advisors.

Fee

Quotations available.

Enhanced Contract fee is £127 per person

Core Contract fee is £119 per person

Hours Contract is £106 per hour (minimum fee £2650)



IT Service



Contact

EducationIT@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, offsite cloud backups, remote access and bespoke training and support e.g. SIMS, School Census admin.

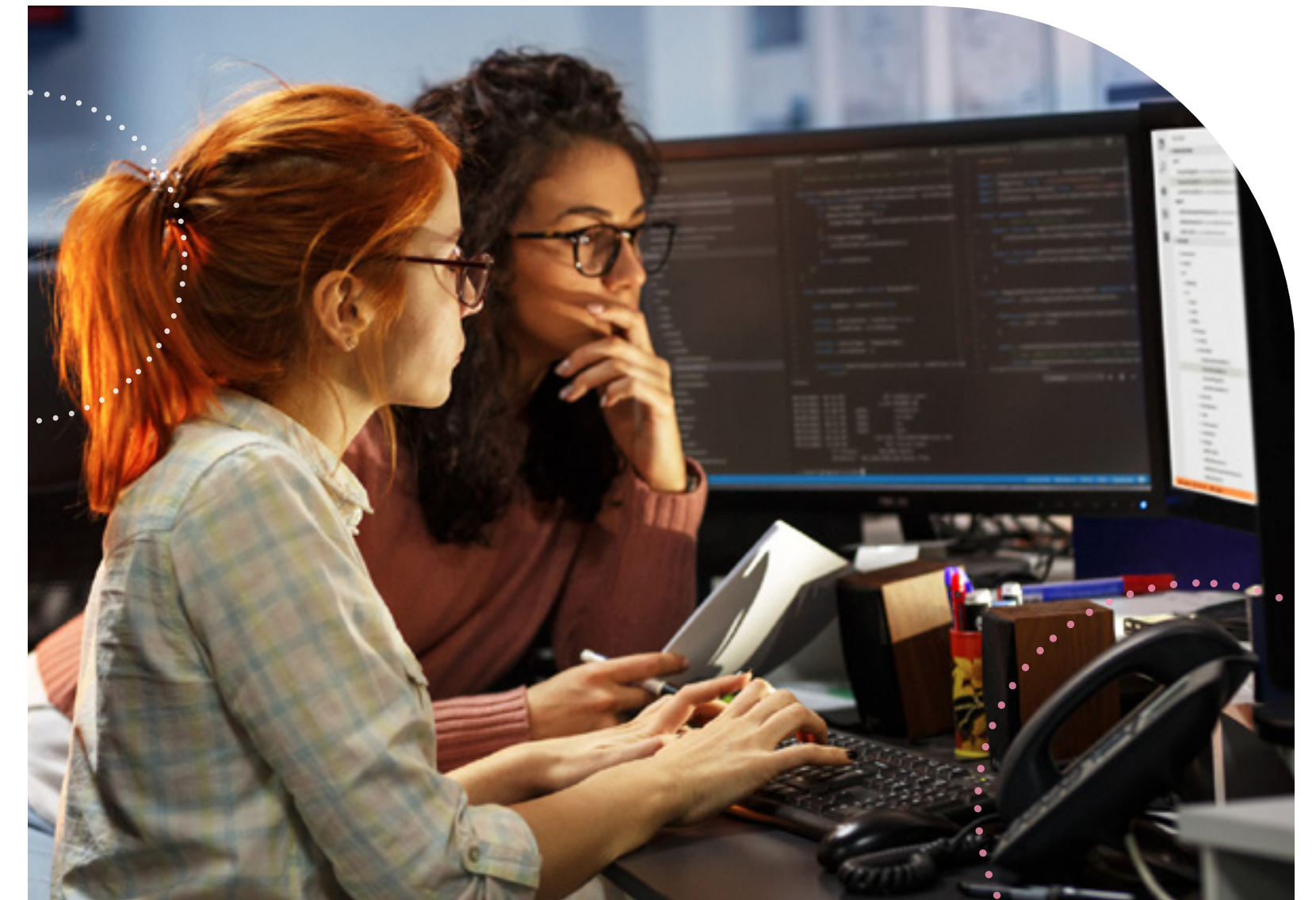
Benefits

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 6pm

- Regular on-site visits and remote monitoring service, providing proactive support and maintenance to ensure school systems remain in good working order.
- Supporting on premise installations and cloud platforms, helping establishments maximise their IT investment.
- 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 installation to support sharing of resources across sites.



Fee

Price available on application. For annual IT technical support contracts – pricing calculated on support hours required per month and number of sites supported.

Annual SIMS support contracts – calculated on pupil numbers

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: £750.00 per day and quotes are available on request.



Occupational Health



Contact

Paul.Ewing@croydon.gov.uk

Croydon Council delivers its Occupational Health Service with our Occupational Health partner. Presently this is with Medigold and this contract comes to an end in April 2025.

A new service is currently under procurement with the aim for the new provider to be in place by 1 May 2025. The core service includes manager referrals, pre-employment health screening and assessments for ill health retirement.

We will be offering 1 month contract from 1st April to 30th April 2025 inclusive for all the existing school OH contracts which expire 31st March 2025.

Benefits

The Council's HR team will administer contract management. The school will have:

- Advice from independent Occupational Health professionals.
- 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.
- Access to a duty clinical manager at the provider is also provided to discuss difficult cases before the referral is made



NB: NB At the moment appointments are telephone/video. However, where essential and depending on circumstances, face to face appointments will take place.

Fee

Occupational Health: Access to the new service will be on a pay as you go basis, and schools will be able to engage directly with the provider and make payments from April 2025. Further details will be available in due course.



Recruitment Service for Education settings in Croydon



Contact

croydonedjobs@schmail.net

The Croydon Education Partnership (CEP) is sponsoring the Croydon Education Job board

<https://www.croydoneducationjobs.org/>

and therefore there is no cost for Croydon education settings to advertise as many vacancies as they wish. All kind of education jobs - teaching, admin, premises, childminders etc. can be advertised here.

The benefits to using this website include:

- Unlimited job advertising on the highly ranked teaching vacancy website: TeachinCROYDON
www.croydoneducationjobs.org at no cost to your institution.
- Retweeting of all jobs on Facebook and LinkedIn to over 1000 teachers who subscribe to the site.

The Pegasus Academy Trust (PAT) now manage and operate this site on behalf of Croydon's education settings and is responsible for the following:

- Managing and administering the website.
- Marketing of Croydon and the local area as a place to teach via the site.

Education settings wishing to advertise a vacancy should register via this page: <https://www.croydoneducationjobs.org/login> and then click on the 'register' button.

After this is done, Education settings should login with their details and complete the template at <https://www.croydoneducationjobs.org/submit-a-job>. The role will then be listed, for free, with 24 hours.



For more information go to:

<https://www.croydoneducationjobs.org/>



School Admissions Appeals Service

The SLA runs for 12 months from 1 April 2025 – 31 March 2026



Contact

Niora Amani

School Admissions Manager

020 8726 6400 x 24476

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.

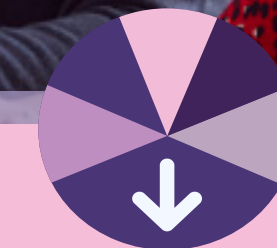
Benefits

- 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 can 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 2025 if you wish to buy into the school admissions appeals service during the period 1st April 2025 to 31st March 2026.

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 Support



Contact

educationenquiries@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, Primary Assessment, Primary English, Primary Maths, Safeguarding, SEND, Wellbeing



Benefits

- Highly regarded school support team which has a depth of experience, knowledge and skills.
- Flexible and responsive to individual school circumstances.
- Comprehensive support and advice 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 £382.00 half day, £715.00 full day, £256.00 for 2 hours.
- Remote support £190.00 for 1.5 hours

Fees may vary depending on scope of support and duration.

Contact: Educationenquiries@croydon.gov.uk



School Resilience

The SLA runs for 12 months from 1 April 2025 – 31 March 2026



Contact

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

Services 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 2 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 - £181.42 (and £164.00 for Croydon LA maintained schools)

Package B: School Resilience Plan development – £604.75 (and £549.40 for Croydon LA maintained schools)

Package C: School Resilience Plan writing and Exercise Development – £1328.40 (and £1207.45 for Croydon LA maintained schools)

Package D: School Resilience Validation exercise – £845.62 (and £768.75 for Croydon LA maintained schools)

Contact

Contact Sonji Miller, Croydon Resilience Team for a quotation and to discuss potential dates. focusing on the key issues facing school leaders.

E-mail: emergencyplanning@croydon.gov.uk



Teachers' Pension Service

The SLA runs for 12 months from 1 April 2025 – 31 March 2026



Contact

Croydon Teachers' Pension Team

Vicki Langston & Julia McDougall

020 8604 7383

Teachers.PensionsTeam@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

- **£32.00** 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
- **£42.00** 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
- **£50.50** 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.

We had to increase our price for tier one by more than the CPI percentage this year due to increased internal costs.

New orders must be received by the 21st of March 2025 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 2025 – 31 March 2026



Contact

educationenquiries@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.

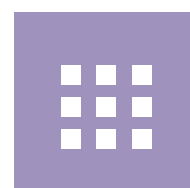
Benefits

- 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

This service will be funded for state funded Croydon schools. Price available on request for all other Croydon education settings.





Other useful services & contacts

Croydon Early Years

Schools can access support for EYFS practice.

Some of these services will be charged.

- Access to training workshops from the Early Learning Team
- General advice via email/telephone

Contact

early.learning@croydon.gov.uk

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

Croydon Independent Appeals Service

Managing the full admission appeals process, including all administration and arrangements for the appeal hearings.

Provision of the trained independent clerk and panel members on behalf of the academy or school for school admission appeal hearings only.

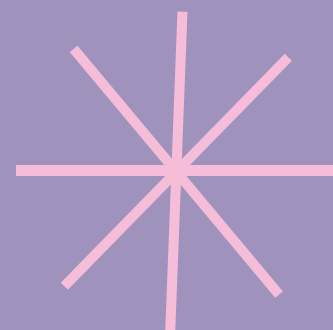
Contact

admission.appeals@croydon.gov.uk





Other useful services & contacts



Family Learning & Parental Engagement

CALAT's experienced tutors deliver accredited family English, Maths and Language (ESOL) help in school settings. These courses are targeted in priority areas to enable families to raise aspirations and support children's attainment at school.

Within the community, tailored short courses/workshops are designed to meet families' needs. Previous topics include: EYFS literacy and numeracy, employability, creative arts and health and wellbeing. Free, vibrant school holiday enrichment programmes are open to parents, carers and children.



Contact

familylearning2@croydon.gov.uk

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

EducationClerking@croydon.gov.uk





Other useful services & contacts

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 this service free of charge.

Contact

020 8726 6000 Ext.: 22621

educationperformance@croydon.gov.uk

Perspective Lite can be accessed at:

<https://perspective.angelsolutions.co.uk/perspective/login.aspx>

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@croydon.gov.uk

translations@croydon.gov.uk





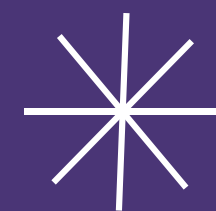
Other useful services & contacts

Governance Anti-fraud

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

The shared anti-fraud service for Croydon and Lambeth conducts investigations into allegations of fraud or misconduct in schools and can also offer Fraud awareness training on request.

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
caft@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
- Wellbeing Forum
- 5 Ways to Wellbeing initiative in schools (This service is free of charge)
- Support with Croydon Young People's Health and Wellbeing Survey
- Support with Croydon School Staff Wellbeing Survey
- Croydon Health and Wellbeing Mark

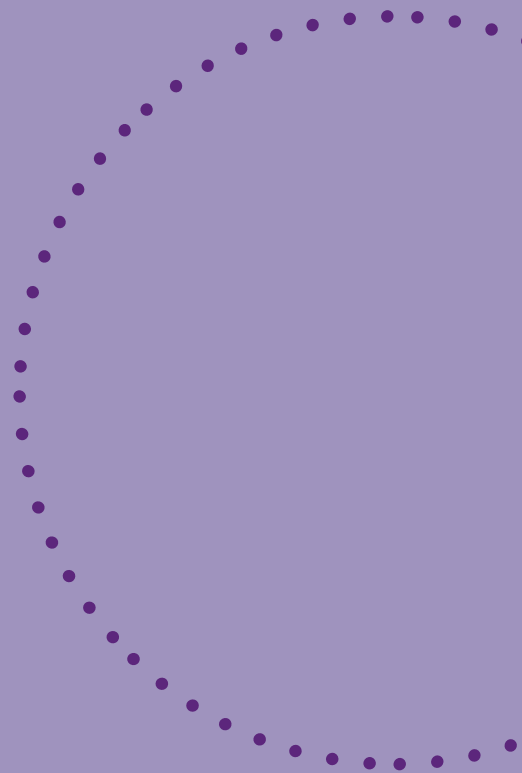
Contact

educationwellbeing@croydon.gov.uk
www.wellbeingway.co.uk





Other useful services & contacts



Facilities Management & Reprographic Team



The Repro team can carry out large- or small-scale printing or photocopying and document finishing jobs.

Each job is costed individually, and prices start from as little as 3p per copy.

Services include:

- Volume high-speed photocopying
- Digital printing through electronic transfer (email by agreement for files over 10mb)
- Colour copying
- Printing to A3, A4 and A5
- Reduction and enlargement available from 50% to 400%
- Comb binding
- Slide binding
- Laminating (up to A3)
- Guillotine work
- Drilling (for ring binders or treasury tags)
- Hand folding, Hand collation, Hand stapling
- Delivery of documents throughout the Borough (in conjunction with the Mailroom department)

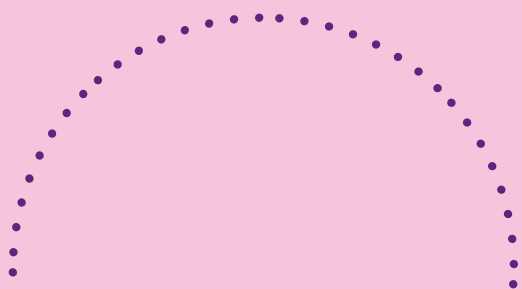
Contact

FM Helpdesk - FMhelpdesk@croydon.gov.uk
0208 726 6000 (Ext 44021) or
020 8760 5600 for direct line
Repro team - reproandmail@croydon.gov.uk

Travel For Life

Training and support for Transport for London’s Travel for life accreditation scheme (www.tfl.gov.uk/stars) to help your school become accredited. Travel for life 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:

- Travel for life 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 ‘Explorer 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 Travel for life accredited schools cycle/scooter storage and active travel small grants



Contact

schooltravelplans@croydon.gov.uk
travelforlife@tfl.gov.uk



Croydon Services for Schools

**Council supplied services for schools
1st April 2025 to 31st March 2026**



**Croydon
Education
Partnership**