

COUNCIL SUPPLIED SERVICES FOR SCHOOLS

April 2020 to March 2021

Council supplied services for schools
April 2020 to March 2021

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 2020/2021 financial year.

This year's brochure again aims to provide an easy to read summary of what we can do for you. These include services available to buy by maintained schools, academies and others, plus the services which we still have a statutory duty to provide - for which there is no charge.

The Brokerage & Payments Assistant, Alison, within our Education Service will be your first line of contact. Alison will help you with orders and financial queries relating to payments for services purchased.

If you have any questions, please contact Alison on **020 8726 6000 Ext. 64057** available Monday to Thursday (term time only) or email **CroydonServicesforschools@croydon.gov.uk**

Accompanying this brochure is an order form. To purchase any of the services listed in this brochure you will need to complete an order form to let us know which services your school would like and return to the e-mail address above.

The brochure will also be available on the Croydon website: **www.croydon.gov.uk/education/schools-new/general-info**

The relevant Council service area will be responsible for issuing any service agreement and responding to any service delivery related queries. To enable us to deliver the best possible service we require you to submit your 2020-2021 order for your chosen service(s) by no later than the closing date of **Friday 20 March 2020**.

A few of the services have different deadlines, please refer to the service specific pages for details and ensure that your order is received by the appropriate deadlines. Some services are available to purchase in-year and/or on an ad-hoc basis. Please contact Alison or the service area contact directly for more information.

CLEAPSS

PERIOD OF DELIVERY

**The licence runs for 12 months covering
1 April 2020– 31 March 2021**

SERVICE DESCRIPTION

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.

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 A level studies.

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

COST

- 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.
- Please note the user name and password will also change in February and you will need to contact CLEAPSS directly to update this.

DEADLINE FOR RECEIPT OF ORDERS

Friday 20th March 2020

CONTACT: SCHOOLS BROKERAGE | PAYMENTS OFFICER

☎ 020 8726 6000 Ext. 64057 available Monday to Thursday (term time only)

✉ CroydonServicesforschools@croydon.gov.uk

CROYDON DIGITAL SERVICE

– DIGITAL PLATFORMS, SERVICES AND CONSULTANCY

PERIOD OF DELIVERY:

1 April 2020 – 31 March 2021

SERVICE DESCRIPTION

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.

Led by Neil Williams, the former Head of GOV.UK and one of the founding members of the multi award-winning Government Digital Service, CDS is widely regarded as one of the leading public sector digital teams in the UK.

CDS can help Croydon schools to:

- develop or refine your digital transformation strategy, culture and capability
- learn about free and cheap digital tools to help the school workforce in their jobs
- design, build and operate blogs, campaign microsites and online services to supplement your main school website
- review and improve the effectiveness of your school-to-parent comms, website usability and social media channels

- coach your staff in website content, social media and user-centred design best practice
- provide project management support for technology-based projects
- make use of (and contribute to) a pool of shared technology platforms for the local area
- develop or improve your careers guidance and extracurricular digital skills offering for students

COST

- We would be happy to discuss your requirements and provide a competitive price for any digital or technology services.

CONTACT: CROYDON DIGITAL SERVICE

🌐 digital@croydon.gov.uk | Fao: Neil Williams, Dave Briggs and Atika Mohammed and we will arrange a time to discuss by phone or in person.

CROYDON EARLY YEARS

PERIOD OF DELIVERY:

1 April 2020 – 31 March 2021

SERVICE DESCRIPTION

- Support for schools taking two year olds
- Support for schools and the 30 hours
- Moderation of baseline assessments in nursery and reception classes
- New to Reception course
- Statutory moderation of the EYFS Profile, including training and agreement trialling for reception practitioners
- Termly EYFS Forum for all early years' practitioners
- Commissioning of external trainers/consultants to support practice in early years

COST

- Moderation training – variable charges
- New to Reception course - £180
- Moderation of baseline - £250 (1/2 day)
- External trainers/consultants – variable charges
- Support for: two year olds in schools; 30 hours; cluster agreement trialling; EYFS Forum – free

CONTACT: VANESSA WHEELER

☎ 020 8407 1345 | M: 07986 387753 | ✉ vanessa.wheeler@croydon.gov.uk

EMPLOYEE ASSISTANCE PROGRAMME

PERIOD OF DELIVERY:

1st April 2020 - 31st March 2021

SERVICE DESCRIPTION

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 employee's total well-being. The programme offers

COST

- Comprehensive online resources including financial and mortgage advice
- Confidential telephone-based support
- Up to 6 face to face confidential support sessions based on a triage call with a counsellor

This service is provided by Health Assured, an expert provider of employee support services. All staff members are highly trained in in fields such as – health & wellbeing, family matters, relationships, elder care, workplace issues, debt management, employment issues, consumer rights, counselling.

Additional Services

Health Assured also provides crisis intervention and debriefing services for both staff members and teams when a serious incident occurs. This service has an extra charge. Other extra services are listed below in the pricing section.

Cost of core service: £5.95 per employee on the headcount. This cost is for 12 months. So for example if a school has a 100 employees the cost for the year will be £595. Additional Services as listed below need to be requested via the account manager.

ADDITIONAL/OPTIONAL SERVICE

Additional/Optional Service	
Item	Unit Price (£) per session
Ad-hoc pricing - specialist interventions (high intensity CBT/EMDR)	£125
Onsite critical incident support - half day	£850
Onsite critical incident support - full day	£1,250
Health promotion and awareness - half day	£350
Health promotion and awareness - full day	£500
Mediation - full day	£995
Cost of sessions if more than 6 face to face session are required per issue	£60 per session
Cost of additional telephone calls required if more than 6 telephone counselling are required per issue	£25 per call

DEADLINE FOR RECEIPT OF ORDERS

1st March 2020

CONTACT: RITIKA SINGH

☎ 0208 726 6000 ext (switch board) ext. 8891 | ✉ ritika.singh@croydon.gov.uk

FACILITIES MANAGEMENT AND COURIER SERVICES

SERVICE DESCRIPTION

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.

We provide a broad range of property related services through a 'one-stop' arrangement, including access to our partnering contractors, and the services can be tailored individually to meet the needs of all schools, academies and educational establishments. Such services comprise:

- Property Management & Consultancy support services
- Access to specialist Planned Preventative Maintenance and Statutory Compliance Contracts for all mechanical, electrical and building services, including a full reactive repair and breakdown services
- Asbestos Management services
- Project Management and Contract Administration services
- Cleaning services
- Mail, reprographics and courier services
- Energy purchasing and management and sustainability support services
- A full Health & Safety consultancy support service
- Security services

COST

- Available on request.
- We will be happy to discuss your individual needs and provide a competitive price for any Facilities Management Services.

DEADLINE FOR RECEIPT OF ORDERS

- Orders can be placed as and when required

CONTACT: FM HELPDESK

☎ 0208 726 6000 (Option 1, Ext 61166) | ✉ FMhelpdesk@croyodn.gov.uk

INSURANCE AND RISK MANAGEMENT

PERIOD OF DELIVERY

Period of delivery: 1 April 2020 – 31 March 2021 however if school becomes an academy during that period a pro rata refund will be available.

SERVICE DESCRIPTION

As part of a local authority consortium, Croydon Council is able to purchase insurance at competitive rates and this is reflected in the premiums offered to schools

Comprehensive cover with high limits of indemnity provided across all covers, matching or exceeding the general insurance market removing the need to 'shop around' or compare covers with the rest of the insurance industry

Advice on insurance and risk management available directly by experienced, named personnel within Croydon Council at no additional cost

Claims are dealt with directly by the insurance section in house for all claims

We offer a comprehensive insurance service for Croydon LA maintained schools, VA, Foundation and Trust schools which are not academies.

This includes:

- **Material damage:** covers 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:** covers 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:** covers 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:** schools are covered for 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:** this covers 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.
- **Comprehensive travel insurance, including off site activities:** this insurance covers all school visits both abroad and in this country, in addition to including any general off site activities, whilst the children are away from the school premises.
- **Hirer's liability extension:** there are certain circumstances where schools can be exposed to claims arising from the negligence of hirers using the premises there is an additional cost for this cover. The school should collect an additional 12% of the hire fee and send this to the Risk & Insurance Section.
- **NEW COVER: - Legal expenses:** This covers specific areas of law that are not covered under the current PL and EL insurance provisions above, these include The Human Rights Act, Victimisation, The Equality Act, Contract Disputes, Employment Tribunals and Contract Disputes.

CONTACT: MARGARET DE VILLE (PROPERTY AND LIABILITY) AND SEEMA SABIR (MINIBUSES QUOTE) LYNDON JONES OR BELINDA GORE (LEGAL EXPENSES)

☎ 020 8760 5539 (Margaret) & ☎ 020 8760 5728 (Seema) & ☎ 020 8760 5738 (Belinda)
or ☎ 020 8726 6100 EXT 60084 (Lyndon) | ✉ insuranceteam@croydon.gov.uk

INSURANCE AND RISK MANAGEMENT

The Insurance Team is aware that the Legal Services Team do offer a service under their SLA but this is only for information and advice service not Legal Defence Costs.

We were made aware of the need for the provision of legal cover for maintained schools following a claim which has resulted in legal costs of £35,000.

Claims **MUST** be dealt with through the insurance section who will appoint one of our legal panel, who have the expertise to deal with these claims on behalf of the school although they will be managed in house, and have the usual £500 excess.

In order for the Councils Insurance Fund to be able to provide this legal cover for schools an additional charge to the general cost of insurance needs to be made, for the scheme to self-fund. This amount needs to be at least £5 per pupil.

For more information/policy wording on this, please contact the insurance team mail box which is [✉ insuranceteam@croйдon.gov.uk](mailto:insuranceteam@croйдon.gov.uk)

COST

Again, this year, the premiums have not increased, to aid schools with the additional charge for the new legal expenses cover year.

For local authority maintained, voluntary aided and foundation schools:

- Primary and Nursery Schools £33 per pupil + £5 per pupil (legal expenses) = £38.00
- Secondary Schools and PRUs £39 per pupil + £5 per pupil (legal expenses) = £44.00
- Special Schools £60 per pupil + £5 per pupil (legal expenses) = £ 65.00

Academies: The Council is unable to provide insurance cover once a school becomes an academy.

Motor Insurance – Additional charge/quote

Croydon Council can provide motor insurance under the corporate policy to include privately owned school minibuses. This is a separate charge and to be advised individually. When requesting a quotation for Motor Insurance, please include details of your vehicle registration, make, model, number of seats and date of purchase and value.

Please also advise if any minibuses have been sold during the year

When requesting a quote, please provide a list of the email addresses of all the drivers of the minibus, as all drivers now have to be licenced checked to comply with insurance. Please email the list to [✉ insuranceteam@croйдon.gov.uk](mailto:insuranceteam@croйдon.gov.uk).

Please contact Seema Sabir on this element of cover to obtain a quote.

DEADLINE FOR RECEIPT OF ORDERS:

- Orders must be received by the Friday 20th March 2020 at the latest.

CONTACT: MARGARET DE VILLE (PROPERTY & LIABILITY), SEEMA SABIR (MINIBUSES QUOTE), LYNDON JONES OR BELINDA GORE (LEGAL EXPENSES)

☎ 020 8760 5539 (Margaret) & ☎ 020 8760 5728 (Seema) & ☎ 020 8760 5738 (Belinda)
or ☎ 020 8726 6100 EXT 60084 (Lyndon) | ✉ insuranceteam@croйдon.gov.uk

LEGAL SERVICES

PERIOD OF DELIVERY

Period of April 2020- March 2021

SERVICE DESCRIPTION

Provision of general telephone duty advice for Croydon schools buying in to 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 parents/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 matter which becomes litigious. Such as 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 this does not include advice with regard to the exclusion of pupils.

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

COST

- **Gold package: £1300**
(Annual package with provides up to 10 hours advice work per year)
- **Silver package: £700**
(Annual package with provided up to 5 hours advice work per year)
- **Employment bolt –on: £300**
(Only available when purchasing a package – up to 2 hours general employment advice per year)
- **Additional support quote: £170**
(Per hour, including Academies)

DEADLINE FOR RECEIPT OF ORDERS

30th April 2020

CONTACT: VALERIE MORRIS OR EMMA NEWBY

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

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OCCUPATIONAL HEALTH

PERIOD OF DELIVERY

Period of April 2020- March 2021

SERVICE DESCRIPTION

The current contract for the Occupational Health Service with Medigold expires on 31st March 2020. The Council is in the process of procurement for a new provision. We will be in touch once that procurement is complete. For schools that have bought this service via the council, the provision will continue until the end of March 2020. We plan to have a provision in place by 1st April 2020, so that service is not interrupted.

DEADLINE FOR RECEIPT OF ORDERS

We will contact schools after the provider for the new contract is finalised.

CONTACT: RITIKA SINGH

☎ 02087266000 ext (88912) | ✉ ritika.singh@croydon.gov.uk

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POST 16 PROSPECTUS

SERVICE DESCRIPTION

London Borough of Croydon produces the annual Post 16 Prospectus; this booklet is distributed to all students in Year 11 attending a Croydon secondary school in September. Croydon Schools and Colleges are encouraged to contribute information about their post 16 offer to include:

- A one page advert detailing the provision, location and any useful information on results, requirements, deadlines and services on offer
- Course offer into the courses table
- Open events into the calendar of open evenings
- Work based learning opportunities (traineeships, apprenticeships) on to dedicated pages (charged as an additional page).
- Programmes suitable for students with special educational needs or disabilities and/or additional support needs in addition support services available.
- A searchable E-prospectus is produced to go online at <https://youngcroydon.org.uk/14-19options/> and the Council's webpage. In addition, an electronic version of the application form (with a standardised reference form) and open event calendar are also available for download.

COST

- Cost for 1 page advert: £800 +VAT
- Additional page(s): £600 +VAT each

Missed deadlines will be charged as £50 per missed deadline. NB: The prospectus is produced on demand and therefore prices are subject to change.

DEADLINE FOR RECEIPT OF ORDERS

If you would like to be included in the 2020/21 Prospectus, please let us know by email or phone no later than 28th February 2020. Subsequent deadlines to be advised.

CONTACT: SAMUEL OMOYENI

📞 0208 726 6000 x 64855 | ✉️ Samuel.Omoyeni@croydon.gov.uk

🌐 www.croydon.gov.uk/16-19options

SCHOOL ADMISSIONS - APPEALS SERVICE

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.

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. Please contact Victoria Lower, Senior Democratic Services and Governance Officer, on Tel. 020 8726 6000 x14773 for information about their charges.

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 having a high number of unsuccessful appeals.

COST

The cost for the schools admissions appeals service is £95 per appeal.

Please note that where an appeal is cancelled, withdrawn or invalid and the appeal hearing does not take place your school will not be charged.

To opt in to this service please indicate this on the order form by selecting yes in the quantity/opt in column and do not make any payments until you have been invoiced.

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

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SCHOOL RESILIENCE

PERIOD OF DELIVERY

Period of April 2020- March 2021

SERVICE DESCRIPTION

What does your school do if....there is severe snow, a power cut, a fire or flooding that disrupts your school?

Does your school have robust and tested emergency and business continuity plans?

Do your staff know what their roles and responsibilities are during an emergency?

Have you thought about how effective your communication channels are with parents and agencies in an emergency?

Croydon Council's Resilience Team will work with you to develop your emergency and business continuity arrangements to help make your school more resilient in the event of an emergency.

BENEFITS

- Is good business practice
- Reduces disruption to the school day
- Develops staff confidence in responding to an emergency
- Provides assurance to parents, governors and other interested parties.
- Complies to the school financial value standard (SFVS)

SERVICE INCLUDES

- School tailored templates including business impact assessment
- Expert advisory service for resilience planning

COST

OPTION A

- **£545/£500 (discount for Croydon LA maintained schools)**
- Advisory service
- Plan developmental support or annual review

OPTION B

- **£545/£500 (discount for Croydon LA maintained schools)**
- One incident management training session and exercise (senior management or staff)

OPTION C

- **£1,000/£900 (discount for Croydon LA maintained schools).**
- Advisory service Plan developmental support or annual review one incident management training session and exercise (senior management or staff)

INCIDENT MANAGEMENT EXERCISES

No deadline, orders are welcome throughout the year

Period of delivery: One off provision within the financial year

CONTACT: KELLY JACK

☎ 020 8604 7295 | ✉ Kelly.jack@croydon.gov.uk

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SCHOOL PERFORMANCE AND ANALYSIS

PERIOD OF DELIVERY

Continuous

SERVICE DESCRIPTION

The local authority continues to support schools with their performance analysis via PerspectiveLite. 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.

COST

Free

TEACHERS' PENSION

PERIOD OF DELIVERY

The SLA runs for 12 months from 1 April 2020 – 31 March 2021

SERVICE DESCRIPTION

On joining the Teachers' Pension Service Level Agreement (TP SLA) for the first time, we will carry out an audit of all your teachers' pensions records and take any remedial action to bring all records up-to-date.

Central records and electronic filing of TP forms, member instructions, service records and pension membership status for each teacher to aid quick investigations to and from Teachers' Pensions Darlington.

Comprehensive package of services from appointment to retirement.

A "one-stop-shop" for all teachers and schools for their pension enquiries.

Complete administration, checking and query resolution service with unlimited access to support and help from the TP Team.

Use of secure electronic data transfer to provide missing service and update member records quickly.

Instant access to the national teachers' database for member records advice and assistance to schools using external providers/in-house payroll to set up their internal statutory TPS administration processes.

Advice to schools converting to academy status on the implications for TP administration, their statutory obligations and required processes as a new employer

Retrospective investigation of archived material and files to capture previously missing teachers' pension information, instructions or payments to complete Croydon's historic and current pension records.

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 TP. Correction of any subsequent error reports or queries all within the specified timescales.

Through all the above, challenge TP on claims for retrospective uncollected pension contributions and support cases, with evidence, for historic member elections and transfers with no costs to the school or the Council.

Where teachers' are found not to be in TPS, or incorrectly in LGPS, correct membership status and service history and arrange recovery of arrears or interfund adjustment with TP, school, member, school finance or LGPS team.

Unlimited hours/days investigating and resolving pension queries with no additional charge for historic or complex cases involving several agencies.

A voice in, and collaboration with Croydon Schools Finance and Liberata payroll. Externally with TP Darlington, LGA, DE and Capita.

Free pension workshops on request providing 1-2-1 sessions with all your teachers. We can also arrange an annual visit to your school free of charge on request as part of the SLA.

The all-inclusive service also applies to existing academies, and schools on conversion to academy status, who want the local authority to undertake their TPS administration. For academies buying into Liberata payroll this includes their monthly contributions remittances and EOYC. Please contact the TP Team for information on delegated authority.

Access to dedicated, full time, committed and innovative practitioners with over 20 years' knowledge and experience. Our TP Team has a very close working relationship with schools established over many years dealing with education pay, conditions of service and the pension scheme. They will represent you and your teachers in the current and any future pension reforms including auto re-enrolment, changes to member or employer contribution rates and monthly data reporting.

CONTACT: CROYDON TP TEAM – JULIA MCDOUGALL

☎ 020 8604 7383

| ✉ teacherspensionsteam@croydon.gov.uk

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TEACHERS' PENSION

COST

The cost of the SLA to each school or academy is dependent on the teacher headcount at 1 April. There are three costs involved: a lower cost for schools buying into Liberata's payroll with whom we have an existing Data Sharing Agreement and a higher charge for schools using external payroll providers or who manage their payroll in-house. The charge will increase annually in line with the CPI increase for all services charged by the Council. This makes the costs:

- £19.70 for schools and academies on Liberata's payroll
- £45 for schools using external payroll providers or who do their own payroll
- £33.30 for academies using external payroll providers where they are responsible for their monthly contributions schedules and EOYC

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.

DEADLINE FOR RECEIPT OF ORDERS

New orders must be received by **20th March 2020** to allow the TP Team to set up the necessary arrangements for access to pension records.

WHISTLEBLOWING POLICY & PROCEDURES

PERIOD OF DELIVERY

The SLA runs for 12 months from 1 April 2020 – 31 March 2021

SERVICE DESCRIPTION

We offer a reporting facility delivered by an external provider with a dedicated email address and 24 hour telephone helpline.

BENEFITS

For reasons of good practice schools should have in place a whistle-blowing procedure so that staff (as defined in the procedure) who have serious concerns about any aspect of the schools work can follow a reliable process to report any suspicion of wrongdoing that has occurred, is occurring or is likely to occur.

Audit requirements expect schools to have a whistle-blowing procedure in place under the schools financial value standard (SFVS).

MORE DETAILS

- Confidential reporting facility provided by public concern at work who will pass on a report of the disclosure to the councils monitoring officer
- The council will identify a designated assessor who will be responsible for the investigation of the disclosure and make recommendations to the councils monitoring officer and executive director of People as to what action should be taken
- A dedicated email address
- A telephone helpline
- Client's responsibilities

SCHOOLS ARE REQUIRED TO

- Ensure that employees are aware of the whistleblowing procedures and where they can be located to take any disclosure seriously.

COST

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: SHELLEY DAVIES

☎ 020 8604 7223

| ✉ shelley.davies@croydon.gov.uk

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OTHER USEFUL CONTACTS

Service	Description	Contact
CALAT (Croydon Adult Learning and Training)	<i>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.</i>	Sidra Hill-Reid ☎ 0208 604 7447 ✉ Calat@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 ☎ 0208 726 5706 ✉ lstout@thehive-croydon.org
Croydon Design	Croydon Design is an in-house design studio that lives and breathes branding, print, web and digital design. Over the last 25 years we have specialised in graphic design for local government, charities and housing associations.	Simon Hadley ☎ 0208760 5706 ✉ simon@croydondesign.com 🌐 www.croydondesign.com
Croydon Independent Appeals Service	Managing the full appeals process, providing the independent clerk and panel on behalf of the academy or school for both school admission appeal hearings & school exclusion review hearings. The service is also available to schools & academies in the neighbouring boroughs and counties as well as those located in Croydon.	Victoria Lower ☎ 0208 726 6000 x 14773 ✉ Victoria.Lower@croydon.gov.uk ✉ admission.appeals@croydon.gov.uk
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.	🌐 https://www.croydon.gov.uk/healthsocial/families/ccfpartnership/early-help

OTHER USEFUL CONTACTS

Service	Description	Contact
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 ☎ 0208 726 6000 x 88303 ✉ Michelle.thake@croydon.gov.uk
Governance & Anti-fraud	<ul style="list-style-type: none"> • 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. 	David Hogan ☎ 0208 726 6000 x 63327 or 07880 665858 ✉ David.Hogan@croydon.gov.uk
Health & Wellbeing	<p>I offer the following services which are all free of charge (small charge for the Scheme of Work):</p> <ul style="list-style-type: none"> • Support with parental consultation on the new Relationships, Sex and Health curriculum • Training and support for staff on Relationships, Sex and Health Education • Internet Safety training and guidance for parents/carers and staff • The Healthy Schools Award Programme • The Croydon RSHE Scheme of Work for primary schools • Support for secondary schools on RSHE • Support on emotional and mental health • Advice and help with policy writing 	Zoe Barkham Improvement Officer, Health and Wellbeing ☎ 0208 604 7459 ✉ Zoe.barkham@croydon.gov.uk

OTHER USEFUL CONTACTS

Service	Description	Contact
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 📞 0208 604 7459 ✉️ Laura.flanagan@croydon.gov.uk</p>
The Daily Mile - Croydon	<p>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.</p>	<p>Laura Flanagan 📞 0208 604 7459 ✉️ Laura.flanagan@croydon.gov.uk</p>
Octavo Partnership	<p>The Octavo Partnership offers personalised consultancy, training and development across the education sector. Services include:</p> <ul style="list-style-type: none"> • Professional Development • Finance Service • Human Resources • IT • Recruitment • Educational Psychology • Governance • Improvement & Development • NQT Induction 	<p>📞 0208 241 5460 ✉️ www.octavopartnership.org</p>
Recruitment	<ul style="list-style-type: none"> • Advertising of schools vacancies on the Croydon website • Contract generation 	<p>David Wiggs ✉️ vacancies@croydon.gov.uk</p>
Religious education Croydon Standing Advisory Council on Religious Education (SACRE)	<p>Information on Croydon SACRE. Advice and guidance on Religious Education and Collective Worship in schools through free consultation, visits to schools or by email. Free RE Coordinators termly network meetings. Resources for schools on www.reconsultant.co.uk</p>	<p>Penny Smith-Orr SACRE Officer 📞 0208 653 8606 ✉️ penny.smith-orr@croydon.gov.uk</p>

OTHER USEFUL CONTACTS

Service	Description	Contact
Sugar Smart Croydon	Pledge to become Sugar Smart as part of the local campaign aiming to reduce sugar consumption amongst residents. Email to find out how your school can sign up and what resources are on offer.	Laura Flanagan ☎ 0208 604 7459 ✉ Laura.flanagan@croydon.gov.uk
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.</p> <p>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 	Lewis.Campbell@croydon.gov.uk ☎ 0208 726 6000 x 62013 🌐 www.tfl.gov.uk/STARS
Translation & Interpreting Service	<p>We provide a translation and interpreting service. Our goal is to enable effective communications between customers and the council by conveying the sense and meaning of one language into another.</p> <p>Our services include:</p> <ul style="list-style-type: none"> • Face to face interpreting • Translation • Telephone interpreting • British Sign Language 	CTIS ☎ 0208 407 1369 ✉ ctis@croydon.gov.uk