

# Schools Service Level Agreement 2024-25







Dear Colleagues

I am pleased to introduce Merton's school service level agreement booklet for 2024/25 in its new format.

As you will see, as well as summarising the range of council services available for schools to purchase for the coming year, we have set out more clearly those services which are provided without charge (including functions which form part of our statutory duties) to give a fuller perspective of what Merton offers to you. The new format endeavours to provide that information and also indicates more clearly the range of service available to academies. I hope that you will find this additional information helpful in understanding how the council supports your schools and demonstrates how we can deliver the very best value for your resources.

Please also be assured that, although we have had to increase charges to cover costs and, in some cases, to reduce the services provided, the council continues to be committed to offering a range of cost effective and responsive business support services available for schools to purchase through value for money service level agreements or pay as you go services. The SLA booklet provides an overview and details of the charging arrangements for each of the services offered - further information can be obtained from the relevant contact officers.

To confirm which services you require, please ensure you complete our new online response form (see link on page 80) or, if you prefer, submit the paper version of the buy-back form to the School Organisation team by Friday, 15th March 2024.

I look forward to working in partnership with you all over the coming year and helping to support you and your staff as you work to give Merton's children the best possible education.

A handwritten signature in black ink, appearing to read 'Elizabeth Fitzpatrick', written in a cursive style.

Elizabeth Fitzpatrick,  
Assistant Director of Education and Early Help,  
Children, Lifelong Learning and Families

## Contents:

Cleaning & Catering Contract Monitoring	1-5
Merton School Improvement (MSI)	6-10
Governor Support Service	11-17
Schools Safe Connect (formerly SMISST & DPO functions)	18-23
Performance Analysis	24-26
Education Welfare Service (EWS)	27-30
SEN and Disabilities Integrated Service	31-33
Educational Psychology Service (EPS)	34-36
Language Behaviour and Learning Support	37-44
HR – Service Standards	45
HR – Schools Recruitment	46-48
HR – Disclosure Service	49-51
HR – Advice and Consultancy	52-56
HR – Employee Assistance Programme	57-58
HR – Occupational Health Service	59-61
Payroll, HR Processing and Support Services	62-65
Legal Services	66-68
Financial Support Service for Schools	69-72
Insurance	73
Safety and Emergency Planning Services	74-76
Merton Greenspaces Arboriculture Service	77-79
Buy Back Form	80-81
Notes	82



# Cleaning & Catering Contract Monitoring

## Service Description:

### Contracts Monitoring – Cleaning & Catering Contracts

The Contract and School Organisation team provides schools with a complete service covering the procurement and monitoring of the school cleaning and catering contracts and ancillary services such as kitchen equipment repairs and cashless payment systems.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

The Contracts team offers the following without charge:

### Community & Voluntary Aided/Controlled schools

### Academies

#### Cleaning Contract 2022-25

Access to the council's contracted cleaning service specified particularly to meet the needs of schools, procured in accordance with UK & local procurement rules and managed and monitored day to day by the council's CLLF Contracts officers.

Full access to the council's central cleaning contract on the same basis as community schools.

The council's new cleaning contract with Julius Rutherford offers:

- Full cleaning service including daily, periodic and holiday cleaning tasks.
- DBS checked staff recruited in line with the council's specified requirements for employment (i.e. references, employment history & right to work checks).
- A nominated contract manager for Merton who is available to deal with any issues or concerns raised by schools.

In addition to preparing and letting the contract, the Contracts Team manages/monitors the service for schools – the council's monitoring ensures the cleaning service meets quality standards and complies with Health and Safety and Control of Substance Hazardous to Health (COSHH) requirements.

The Contracts Team will undertake regular monitoring visits to schools (at least one visit per half term) and specific monitoring during and on completion of periodic/holiday cleaning tasks.

# Cleaning & Catering Contract Monitoring

## Community & Voluntary Aided/Controlled schools

## Academies

### Catering Contract 2021-26

Access to the council's contracted catering service for primary and special schools specified to meet national school food standards, procured in accordance with EU, UK & local procurement rules and managed and monitored day to day by the council's CLLF Contracts officers.

Full access to the council's central catering contract for primary and special schools on the same basis as community schools.

The council's current catering contract with Caterlink for school catering services offers:

- Full school meal catering service at a very competitive meal price.
- A nutritionally balanced menu offering a daily choice of main courses. The menu can be tailored in consultation with schools to account for local requirements/preferences.
- Appropriately trained and DBS checked staff, employed in line with the council's specified requirements for employment (i.e. references, employment history & right to work checks).
- A nominated contract manager for Merton who is available to deal with any issues or concerns raised by schools.
- A contribution to the cost of utilities used by the catering service and towards the costs for waste collection services.
- Repair of kitchen equipment (see below).

The council's dedicated monitoring officer manages/monitors the service for schools to ensure the catering service meets all statutory requirements and specified quality standards and complies with Health and Safety and Food Hygiene regulations.

The Contracts Team will undertake regular monitoring visits to schools (at least one visit per term) and specific monitoring to deal with any issues or concerns identified or raised by schools.

# Cleaning & Catering Contract Monitoring

## Community & Voluntary Aided/Controlled schools

## Academies

### Catering Equipment Repair/Replacement

The council's contract for school catering places an obligation on the caterer to maintain and repair (but not replace) kitchen equipment (e.g. cookers, dishwashers, fridges & freezers). This service includes the maintenance and cleaning of ventilation system. Schools/the council are responsible for replacing items of kitchen equipment which are beyond economic repair.

The council manages a de-delegated budget on behalf of maintained schools to meet the cost of kitchen equipment replacement.

Academies will benefit from the contract requirement placed on the caterer to repair kitchen equipment but will need to pay for the replacement of any equipment deemed to be beyond economic repair.

### Cashless Payment Arrangements

For schools who require this service, the council facilitates arrangements with ParentPay for a cashless payment system for the use of schools in collecting payments from parents and guardians.

During the course of the coming year, the council will look to review and, if required, re-procure this service.

Full access to the council's central contract for online payments on the same basis as community schools.

### Secondary School Catering Provision

The council has procured a contract for secondary school catering through Harrisons Catering Services Limited. The contract offers:

- Full school meal catering service.
- A nutritionally balanced menu offering a daily choice of main courses.
- Appropriately trained and DBS checked staff.
- A nominated contract manager for Merton who is available to deal with any issues or concerns raised by schools.

Full access to the council's central contract for secondary school catering on the same basis as community schools



# Cleaning & Catering Contract Monitoring

## Services with an SLA charge:

As the cost of the contract monitoring services are met by the service providers, there is no SLA charge for monitoring procurement or monitoring of these contracts. The Contracts team does not offer any additional services which may be purchased by schools.

### Community & Voluntary Aided/Controlled schools

No additional services available

### Academies

No additional services available

## SLA Pricing:

The costs of procuring, managing and monitoring the schools' cleaning and catering contracts for 2024/25 will be charged to the catering and cleaning contractors.

The cost of cleaning is invoiced directly to schools by the contractor in accordance with the tender rates. Schools will be informed of the annual price for their school and a quote can be arranged for schools interested in joining the contract.

The cost of school meals is set by the council in consultation with the contractor and invoiced directly to schools in accordance with agreed weekly meal numbers - where the contractor collects dinner money a credit is provided for income received from parents.

### **Charge for 1 April 2024 to 31 March 2025**

#### Community & Voluntary Aided/Controlled schools

#### Academies

#### **Cleaning Contract Monitoring**

No charge for all primary, secondary and special schools

No charge

#### **Catering Contract Monitoring**

No charge for all primary, secondary and special schools

No charge

There is no charge for the council maintaining the cashless payment arrangements on behalf of schools - schools will only pay the annual licence fee for the service.

Although schools are requested to indicate their intention to buy back these services on an annual basis, as noted above, schools are expected to commit to participate in those contracts for the duration of the contract term.

# Cleaning & Catering Contract Monitoring

## Contacts:

If you require additional information, please contact either:

### **Karen Wilkie**

Contracts Monitoring Officer

Contracts & School Organisation

Tel: 020 8545 3288 / 07904 014 312

Email: [karen.wilkie@merton.gov.uk](mailto:karen.wilkie@merton.gov.uk)

### **Murray Davies**

Contracts & Procurement Manager

Contracts & School Organisation

Tel: 020 8545 3069 / 07961 229313

Email: [murray.davies@merton.gov.uk](mailto:murray.davies@merton.gov.uk)

# Merton School Improvement (MSI)

## Service Description:

### MSI

Merton School Improvement (MSI) is a team of experienced education professionals who have had successful careers in education leadership in primary, secondary or special schools. Some are current inspectors, accredited with and deployed by Ofsted.

Across the team, we offer specialist strengths in curriculum development, building leadership capacity, and schools' statutory duties such as safeguarding and equalities, diversity and inclusion (EDI).

We are dedicated to improving outcomes for children and young people in partnership with all Merton schools, the Attain Partnership and other partner agencies, ensuring that all children are educated in Good and Outstanding schools.

At LA-level, MSI analyses the data for our schools - such as the PowerBi reports on statutory tests and assessments and the outcomes from public examinations. Running parallel to this are meetings within MSI and across other services within CLLF in order to ensure that support is targeted at priority schools and strengths are shared; Advisers and MEPs identify trends in performance and where standards are declining or pupil groups underperforming.

There is a structured programme of additional support for schools in challenging or changing circumstances, such as additional Merton Education Partner (MEP).

Inspector visits are allocated according to the School Improvement Strategy categorisation and provide support and challenge as necessary. MSI will co-ordinate support from Advisers and from other Merton Schools including regular meetings involving school senior leaders, governors and the MSI team.

The Head of School Improvement circulates a weekly email compiling LA cross-service and department updates for headteachers on a broad spectrum of matters including: attendance, safeguarding, SEND, inspection-related matters, changes to statutory duties or newly published expectations and advice from DfE, public health and local providers, and LB Merton priorities and community activities.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

### Academies

Safeguarding - funded through dedicated CLLF budget

On behalf of LB Merton and Merton Safeguarding Children Partnership, specialist guidance, advice and support from the Safeguarding in Schools Officer including:

- model Child Protection and Safeguarding Policy updated annually to reflect KCSiE and other statutory duties

Safeguarding in Schools Officer working across LA schools, academies and independent schools within LB Merton at no charge.

# Merton School Improvement (MSI)

## Community & Voluntary Aided/Controlled schools

- pre-prepared PowerPoint slides providing annual Safeguarding and CP training for staff in schools
- attendance without charge at termly DSL forum; termly contextual safeguarding
- attendance without charge at termly training for new and, separately, experienced DSLs
- analysis of MSCP audits
- graduated response to safeguarding issues in schools
- managing a school/LA response to complaints to Ofsted about schools

## Academies

Safeguarding in Schools Officer working across LA schools, academies and independent schools within LB Merton at no charge.

## Special Educational Needs training (in collaboration with SENDIS) -

- SENCO Forum
- Secondary SENCO Forum
- SENCO Working Group
- SEND Adviser support for SENCOs new to the role\*
- SEND Adviser role as part of the Safety Valve: Merton Schools Inclusion Project including supporting school reviews

Funded through schools block de-delegated

No charge for attendance at these events unless identified by \* as chargeable to Academies

## Statutory moderation KS 2 - Funded through School Improvement General Fund

- Once-annually consensus moderation (spring term) training and regular guidance to schools
- Moderation visits to identified schools (usually once in a four-year cycle)
- Cycle of statutory monitoring visits for compliance with administration of tests

Academies in LB Merton currently choose their local authority for statutory moderation. There is no charge for statutory moderation

## Provision of a professional development programme:

- Induction for new headteachers and SBMs
- Termly meetings led by Senior Secondary Inspector with
  - Secondary school Deputies
  - Heads of Sixth Form
  - Careers leaders

As for maintained schools

# Merton School Improvement (MSI)

## Community & Voluntary Aided/Controlled schools

## Academies

### Equalities, Diversity and Inclusion Funded through School Improvement DSG EMA

- Bespoke EDI School Advice and Consultancy
- Traveller Education Service support for individual schools
- Pupil Premium Workshops
- Equalities & Diversity Network
- EAL Inclusion Leads Network
- CPD EAL
- Race Equality in Education Conference
- Youth Race Equality Conference
- Unconscious Bias - Understanding and overcoming unconscious bias.
- SLT Training: Taking a strategic whole school approach to promoting EDI
- Leading the Way: How Governors can Drive a Whole School Approach to EDI
- Creating LGBTQ+ Inclusive Schools

As for maintained schools

## Services with an SLA charge:

## Community & Voluntary Aided/Controlled schools

## Academies

### Allocation of and support from a Merton Education Partner (MEP) Inspector and a minimum

of 2 MEP visits per year including:

- Preparation for inspection - scrutiny of the SEF, preparation for the pre-inspection conversation, preparation of subject leaders for Deep Dives, lesson visits
- Analysis of annual published performance outcomes and priorities
- Advice to the Governing Body panel in the annual Headteacher Performance Management, facilitation of the meeting and drafting of report (20% discount on briefings and support for Governing bodies)

As for maintained schools, the MEP Inspector role is available to academies at the rates published below

# Merton School Improvement (MSI)

## Community & Voluntary Aided/Controlled schools

## Academies

### Allocation of and support from a Merton Education Partner (MEP) Inspector (continued)

- Professional advice to the Governing Body throughout Headteacher recruitment - Job Descriptions and Person Specifications, shortlisting, identifying interview questions and tasks, summary of candidates' performance
- Advice to the Governing Body in managing complex parental complaints in line with the school's Complaints policy.
- Additional MEP days where evidence suggests the school requires further support.
- Co-ordination of support from Advisers and ongoing well-being support

As for maintained schools, the MEP Inspector role is available to academies at the rates published below

LA schools which are categorised as Support and Challenge (definition in School Improvement Strategy) are supported inter alia through:

- Highest allocation of MEP Inspector days
- Half-termly Support and Challenge meetings involving senior leaders and the Chair of Governors with MEP Inspector, Head of School Improvement
- Targeted support from across MSI, GSS and VBS

### Sixth form

- 2 days per year to support quality assurance for 6th form provision

Not available for academies

### Ofsted Inspection preparation and training

- Briefings and training on the current Inspection Handbook.
- Guidance on preparation for inspection and on leaders' (including governors) use of inspection activities for school improvement.
- Sharing and developing with partner schools how to demonstrate elements of Outstanding practice.

As for maintained schools

### Quality assurance of KS4 alternative provision

- 1 day visit to quality assure on behalf of schools

As for maintained schools

# Merton School Improvement (MSI)

## Community & Voluntary Aided/Controlled schools

## Academies

### LA subscriptions

- Access to useful resources e.g. Nexus (Perspective Lite), FFT available for school use

Not available to academies

### Advice, briefings and development of local guidance

- General guidance for schools e.g. weekly emails, advice and signposting
- Strategic meetings for phase headteachers and senior leaders

As for maintained schools

## SLA Pricing:

### Charges for 1 April 2024 to 31 March 2025

#### Community & Voluntary Aided/Controlled schools

#### Academies

Primary schools of 250 or less

£1,486

As for maintained schools

Primary schools of 251 or more

£2,154

Secondary schools

£3,925

Special Schools

£2,087

## Contact:

If you require additional information, please contact:

Clare Dudman

Head of School Improvement

[clare.dudman@merton.gov.uk](mailto:clare.dudman@merton.gov.uk)

# Governor Support Service

## Service Description:

The Governor Support Service provides high quality advice and guidance to school governors, head teachers and clerks to governors to support them in their role. This is complemented by a comprehensive and tailored programme of training delivered by a team of experts, covering all aspects of education and legislation to address roles, legal responsibilities and best practice.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

The Governor Support team offers the following without charge. Funding is from the council general fund.

### Community & Voluntary Aided/Controlled schools

### Academies

#### Instruments of Government

We will provide advice and guidance on the reconstitution of governing boards including reviewing draft Instrument of Government (IOG) for statutory compliance and check that the governing body has formally agreed any new constitution as per the regulations.

We will then facilitate the formal approval by the LA for each IOG and oversee the sealing process and provide a copy to the school for distribution to every member of the governing board.

#### Co-ordinating LA Governor Nominations and Removal of LA Governors

We will liaise with school governing boards regarding the appointment of LA governors when they have a LA governor vacancy or a term of office is due to expire. We will search for a candidate to meet the skills required by the governing board and process any applications, for formal nomination. We will also liaise with the governing board for confirmation of appointment.

We will also provide advice and guidance to the governing board where an LA governor is giving cause for concern and the governing board has sought their removal from the board.

If an academy school chooses to have an LA Governor, we will also provide this service as for maintained schools.

#### Maintain Records of all Schools' Governors

We will maintain a record of maintained school governors this includes contact details for Chairs of Governors.

We will maintain Records of all Chairs of Governors of Trustee boards, Local Governing Boards / Local Governing Committees including contact details.



# Governor Support Service

Community & Voluntary Aided/Controlled schools

Academies

## Parent and Staff Governor Elections

We will provide guidance on the current LA procedures for parent and staff governor elections

## Establishment of a temporary governing board when a school leaves a federation

We will provide guidance on the process of defederation, including establishing a temporary Governing board, advising on arrangements for the establishment of a substantive governing board and advising on a new Instrument of Government (IOG).

This includes reviewing the draft Instrument of Government (IOG) for statutory compliance and checking that the governing body has formally agreed any new constitution as per the regulations. We will then facilitate the formal approval by the LA and oversee the sealing process and provide a copy to the school for distribution to every member of the governing board.

## Information for new governors

We provide background information for new governors on our website which schools can signpost new governors to. This information is updated regularly to reflect national and local guidance.

## Services with an SLA charge:

The Governor Support team offers the following chargeable services which may be purchased by schools:

Community & Voluntary Aided/Controlled schools

Academies

## Advice, Guidance and Support Package for both Governors and Clerks

Our knowledgeable and experienced staff specialise in effective school governance. We provide high quality and timely advice and information to help meet governing boards' statutory requirements and fulfil their three core strategic functions, including:

We provide high quality and timely advice and information to help meet the statutory requirements of the Trust Board/Local Governance arrangements and fulfil core duties as outlined in the Academy Trust

# Governor Support Service

## Community & Voluntary Aided/Controlled schools

- Additional support and guidance for governing boards in times of need.
- Model termly agenda which meets statutory, Ofsted and internal audit requirements.
- An electronic copy of a termly newsletter and briefing to keep governors and Clerks up-to-date with changes in legislation and good practice.
- Provision of termly briefing sessions on local and national developments for Chairs, Vice Chairs and Headteachers.
- A Welcome Pack for new Governors reflecting current legislation and good practice.
- A Welcome Pack for new Chairs outlining roles and responsibilities.
- Electronic updates for Chairs of Governors, Headteachers, and Clerks/Governance Professionals to keep governors informed of developments.
- A Welcome Email for new Clerks/Governance Professionals outlining roles and responsibilities.
- Provision of termly briefing sessions on local and national developments for Clerks/Governance Professionals.
- Support service for Clerks offering advice and guidance as appropriate.
- Advice on governing board membership and annual report of terms of office which are due to expire.
- Support with governor recruitment activities.
- Provision of Model Committee Terms of Reference.
- Provision of information and briefing papers on legislation/good practice e.g. templates and model letters for parent and staff governor elections.
- Access to a secure governor support website, containing a central resource of key documents and good practice guides.

### **Obligations:**

All schools will be required to provide a list of their school governing board membership details, including contact details for the Chair of Governors

## Academies

Handbook - Strategic Leadership of the Academy Trust, Accountability and Assurance and Engagement by providing services to MATs and governing boards (together with Trustees/Members of Local Governing Boards/Committees) equivalent to those offered for maintained schools.

# Governor Support Service

## Governor Training and Development Package

All boards are responsible for identifying the induction and other ongoing training and development they need – including for those with specific responsibilities such as the lead on safeguarding, including Prevent. The DfE Governance Handbook states that boards should set aside a budget for this purpose. Schools must make sure all their governors receive Safeguarding training at induction, plus regular updates. The board's code of conduct should set an ethos of professionalism and high expectations of everyone involved in governance, including an expectation that they undertake whatever training or development activity is needed to fill any gaps in the skills they have to contribute to effective governance.

We offer a comprehensive programme of training sessions, on-line or face to face, which are regularly revised with the latest information and guidance:

- Unlimited access for all Governors to the centrally organised training programme.
- Unlimited access for all Clerks/Governance Professionals to the bespoke termly briefings and the centrally organised training programme.
- Unlimited access for all Governors and Clerks/Governance Professionals to an on-line training package.
- Provision of a training course brochure.
- Provision of development framework for governors and model training impact form.
- Access to a report of governor training attendance.
- Provision of electronic bulletins.
- Identification of training needs and exchange of good practice through regular Training Representatives' briefings.
- Information about other external and national development opportunities for Governors and Clerks.
- Telephone and email support on all governor development related matters.

### Obligations:

Governors/ Trustees/Members of Local Governing Boards/Committees, Governance Professionals/Clerks to the Board are required to book in advance and to advise us of any cancellations as far in advance as possible.

As with maintained schools, we offer a comprehensive programme of training sessions, on-line or face to face, which are regularly revised with the latest information and guidance for Trustees/Members of Local Governing Boards/Committees, Governance Professionals/Clerks to the Board.

Trustees/Members of Local Governing Boards/Committees, Governance Professionals/Clerks to the Board will also be provided with the equivalent services to those offered for maintained schools which are outlined opposite.

# Governor Support Service

## Other Chargeable Services Available

### LA Review of Governance

We will undertake a review of governance to help governors identify strengths and areas for development. This review will be most helpful to governing boards exploring ways to develop more effective practices and be able to demonstrate where they have made a difference to pupil outcomes. It can be commissioned as a matter of good practice or for those governing boards needing to develop their strategic role. This report can be used as evidence for an Ofsted Inspection demonstrating a proactive approach to governance.

As for maintained schools

### Parent Governor Election Administration

We can support schools in the organisation of Parent Governor elections both at the election and ballot stages.

Not available

### Whole Governing Board Training

We deliver individual whole governing board sessions on general governance, at your school, or remotely. We are also happy to facilitate any bespoke requests and provide prices on application.

As for maintained schools

# Governor Support Service

## SLA Pricing:

Our pricing information below sets out any differential charging arrangements for community/voluntary aided schools and academies.

### Charge for 1 April 2024 to 31 March 2025

#### Community & Voluntary Aided/Controlled schools

School size	Advice and Support	Training	Both Packages (Discount Rate)
less than 250 pupils	£640	£640	£1,025
250 - 350 pupils	£760	£865	£1,220
351 - 450 pupils	£805	£885	£1,250
451 - 550 pupils	£835	£915	£1,275
551 - 650 pupils	£865	£930	£1,330
651-900 pupils	£900	£975	£1,360
900+ pupils	£1,505	£1,505	£2,565
Secondary	£1,505	£1,505	£2,565

Supplements - see below

Federations will be charged on the total number of pupils in the federation with a £100 supplement per school. For federations of more than three schools, please contact us for a bespoke quote.

#### Academies

NOTE - These charges are for 1 September 2024 to 31 August 2025 to align with academy financial years

Multi Academy Trusts who wish to apply to access to one or both packages will be charged as for maintained schools but with following supplements per Academy board/ individual LGB

Advice and Support - £100

Training - £100

Both Packages - £200

#### **SLA offer for Trust Boards/MATs**

Recognising that Trustees/Directors might need support in their role too, we can offer both the advice and support and the training package.

This service can either complement the school's SLA (see MAT discount below) or be purchased as a stand-alone package.

Advice and Support - £835

Training - £905

Both Packages - £1,475

# Governor Support Service

Charge for 1 April 2024 to 31 March 2025

Community & Voluntary Aided/Controlled schools

Academies

## **MAT Discount**

Should both the Academy Trust board and its schools (or selected schools in the Trust) buy into the SLA the total price paid will be discounted based on the number of Schools purchasing SLA services. Discounts will be applied to each SLA charge as follows:

2-5 Schools -	2.5%
6- 9 Schools -	5%
10+ Schools -	7.5%

## **Other Chargeable Services**

Individual Whole Governing Board Training sessions	£275 per 2 hour session (please see Training and Development package for further details)	As for maintained schools
Parent Governor Election	Nomination Stage from £90 Ballot Stage £90 (Primary) £120 (Secondary)	Not available
LA Review of Governance	£650	As for maintained schools

## Contact:

If you require additional information, please contact:

**June Crame**

Governor Support Manager

Tel: 020 8545 3923

Email: [june.crame@merton.gov.uk](mailto:june.crame@merton.gov.uk) or [governor.support@merton.gov.uk](mailto:governor.support@merton.gov.uk)

# School Safe Connect – (formerly SMISST & DPO Services)

## Service Description:

### Safe Connect Service

We aim for this to be a clear description, from the title onwards, of our offer to schools which merges the Data Protection Officer SLA and key elements of the SMISST SLA, such as LGfL support and both internal and statutory assessment support, along with new additional elements such as Cybersecurity Compliance and Safeguarding (including filtering and monitoring). It combines helping schools comply with data protection legislation and conformance with Department for Education guidance and standards for both Safeguarding and Technology.

Our service supports Headteachers, Senior Leaders, School Business Managers, Assessment Leaders, Governors, Network Managers and ICT Leads. It will help schools ensure a comprehensive framework for managing ICT services, optimising technology use and the resolution of technical issues effectively. Encouraging a strategic approach to technology integration and helping align technology with the schools' educational objectives. It will also assist schools in the effective management and use of internal and statutory assessment data and includes a subscription to the GDPRis data compliance platform.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

### Academies

#### Statutory Assessment support

- Provide all schools with key information regarding Key Stage Statutory returns, including links to DfE (Department for Education) guidance and important submission deadline dates. As for maintained schools
- Provide schools using SIMS with comprehensive high quality guidance notes and videos on the completion and submission of Key Stage Statutory Data.
- Offer virtual training session on the Statutory Return process for schools using SIMS.
- Support schools during Statutory Return process by offering telephone & e-mail support.

As part of the Statutory Assessment support offered, we can share a suite of data reports for each Key Stage, showing pupil outcomes for your school. These reports will be available to all schools, regardless of the MIS (Management Information Systems) they use. The reports have been developed in conjunction with the Performance Analysis Team during the last academic year to meet the needs of school leaders, allowing them to have key statutory information as early as possible.

We are using the capability of Power BI to select and present this information clearly and concisely and believe the reports will be helpful for schools to summarise and present their Statutory data. We aim to move the project forward in coming academic years to make these reports even more accessible and interactive.

# School Safe Connect – (formerly SMISST & DPO Services)

## Services with an SLA charge

### Community & Voluntary Aided/Controlled schools

### Academies

#### Use of School Assessment Data (internal) and Metrics

- Facilitate the secure and efficient use of school data for assessment purposes. As for maintained schools
- Develop and maintain Merton’s internal Assessment system within SIMS and support schools in the day-to-day use of the system.
- Provide schools with training in the best use of Assessment in SIMS, including use of Marksheets, Tracking Grids and Assessment Reports.
- Creation of bespoke marksheets and/or reports for schools using SIMS. This may incur additional cost, depending on the complexity of the work.
- Two in-person visits per academic year to discuss assessment needs and to provide schools with support in data analysis.
- Support for schools looking to change MIS in relation to internal assessment:
  - Provide schools with guidance and support when looking to change MIS. Discussing with schools the option to move their internal assessment system over to a new MIS.
  - Support schools in ensuring that both internal and statutory assessment data is captured and transferred accurately to any new MIS.
- LGfL Assemble dashboard:
  - Work with LGfL to ensure the “Assemble” school dashboard is implemented in every Merton school. Assemble provides a window to your educational world where you can find vital information on saving money, service subscription, safeguarding children, cybersecurity scorecard, antivirus uptake (endpoint count and scan results), broadband services, all in one place.



# School Safe Connect – (formerly SMISST & DPO Services)

## Community & Voluntary Aided/Controlled schools

## Academies

### Data Protection and Privacy Compliance

- Provide schools with a Data Protection Officer Service as required by Article 37 of the UK-GDPR.
- Assist the school in maintaining compliance with data protection regulations, including the General Data Protection Regulation (GDPR) Data Protection Act 2018 and the Freedom of Information act 2000.
- Ensure that the Record of Processing Activities (ROPA) is kept up to date.
- Create and maintain appropriate policies.
- Ensure implementation of robust and appropriate security measures. Article 5(1)(f) and Article 32(1)(b)
- Assist with Data Protection Impact Assessments (a legal requirement if a school purchases any new system which will hold personal data or does any new processing with data they already hold).
- Assist with Data subject access requests, liaising with legal where necessary.
- Develop a data breach response plan that outlines the steps to take in case of a data breach.
- Provide and facilitate appropriate training.
- Third-Party Data Processors: If the school uses third-party data processors (e.g., cloud services), ensure that they also comply with data protection regulations.
- Provide privacy notices templates so schools can inform individuals about how their data is used, including details about data retention and purposes.
- Conduct periodic data protection assessments/audits & produce annual governor's report.
- Operate an incident help and support service.

As for maintained schools

# School Safe Connect – (formerly SMISST & DPO Services)

## Community & Voluntary Aided/Controlled schools

## Academies

### Cybersecurity Compliance

- Ensure that all school IT systems and networks are following the cybersecurity guidelines provided by the Department for Education (DFE) and the National Cyber Security Centre (NCSC). <https://www.gov.uk/guidance/meeting-digital-and-technology-standards-in-schools-and-colleges/cyber-security-standards-for-schools-and-colleges>
- Help schools to implement technical and organisational security measures appropriate to the risk, including those mentioned in Articles 32(1)(a) to 32(1)(d) (inclusive) of the GDPR.
- Assist and advise schools on regularly monitoring and updating security measures to protect against cyber threats and breaches.
- Work with external and internal IT support agencies including the school's ICT service Provider and the London Grid for Learning to implement best practice.
- Work with schools to create and maintain a response plan detailing how data breaches and cyber incidents will be managed.
- Help schools coordinate incident response across multiple ICT providers and partners.

As for maintained schools

### Safeguarding

- Work with the Safeguarding in Schools Officer to ensure technological aspects of safeguarding are considered, challenges met and that online safety training is delivered
- Filtering and Monitoring:
  - Assist schools with implementing and maintaining robust filtering and monitoring systems to safeguard students and staff from inappropriate content and online risks as required by Keeping Children Safe in Education guidance and the Filtering and monitoring standards for schools and colleges. <https://www.gov.uk/guidance/meeting-digital-and-technology-standards-in-schools-and-colleges/filtering-and-monitoring-standards-for-schools-and-colleges>
  - Help schools to develop regular, timely and understandable reports on any filtering incidents or concerns.
- Advise on monitoring strategies and keep schools apprised of new developments.
- Help schools coordinate incident response across multiple ICT providers and partners.

As for maintained schools

# School Safe Connect – (formerly SMISST & DPO Services)

## Community & Voluntary Aided/Controlled schools

## Academies

### LGfL, ICT and Strategic Technology Support

- Help schools to move towards achieving the DfE “How schools and colleges can meet IT service and digital equipment” standards. <https://www.gov.uk/guidance/meeting-digital-and-technology-standards-in-schools-and-colleges>
- Help with maintenance and administration of LGfL services. Including USO, StaffMail, secure file transfer services.
- Provide training to school staff and governors on LGfL Services and best practice.
- Support schools with investigations into data breaches and inappropriate behaviours in cloud services.
- Support schools in the use of cloud-based workspaces.
- Represent Merton Schools and the Local authority at LGfL sector and management meetings. Working to improve LGfL services for schools.
- Assist procedures for resolving technical disputes between the school and ICT Support service provider.
- Escalation process in case a dispute cannot be resolved at the initial level. An impartial third-party mediation or arbitration mechanism if necessary.
- Help schools make the Best Use of Technology. <https://www.gov.uk/government/collections/using-technology-in-education>
- Guidance on leveraging technology to enhance administration processes and for teaching and learning.
- Promoting innovation and technology adoption within the school.
- Technology audit/assessments to identify areas for improvement e.g. in feedback to provider
- Provide technical support, assistance, and resources to enhance the overall IT infrastructure and educational technology environment within the school and help align services with the school's ICT strategy.
- Remote Work Solutions: Where appropriate, ensure staff have access to the necessary technology work effectively from home or in a hybrid setting.

As for maintained schools

# School Safe Connect – (formerly SMISST & DPO Services)

## SLA Pricing:

### Charges for 1 April 2024 to 31 March 2025

Community & Voluntary Aided/Controlled schools

Primary Schools	
201 to 400 pupils	£2,600
401 to 500 pupils	£2,875
over 500 pupils	£3,155
Secondary Schools	
801 to 1200 pupils	£4,214
over 1200 pupils	£4,695
Special Schools	
All	£2,234

Academies

As for maintained schools

## Contact:

If you require additional information, please contact:

**Derek Crabtree**

Schools' ICT Support Manager

020 8545 4126

[derek.crabtree@merton.gov.uk](mailto:derek.crabtree@merton.gov.uk)

# Performance Analysis

## Service Description:

### Performance Analysis

The Performance Analysis Team helps you to complete your ongoing statutory census returns. We will also help you with your local performance reporting and analysis by providing access to a range of high-quality analytical tools and services.

The service assists the Council in meeting its key strategic outcomes. These include maximising the educational achievement of all children and young people, closing attainment gaps and school improvement.

The aim of this service is to support schools by providing timely and accurate data, which will enable professionals to make appropriate and effective decisions, to improve outcomes for all pupils.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

### Academies

#### Data Submission

Submission of accurate data drawn from school management information systems as part of the statutory data returns (including School Census (Termly), Workforce return (annual) and Alternative Provision (annual)). We do this by-

- Providing ongoing telephone advice and support.
- Providing written guidance on data submission processes and updates on data collection standards.
- Providing updates at School Business Manager's meeting and presenting the data collection timeline and process, ensuring a smooth data collection.
- Additional training and updates on census requirements and frequently asked questions.
- Working closely with school staff to identify and resolve errors and queries.
- Support and guidance in Key Stage collections - Early Years Foundation Stage (EYFS), Y1 Phonics

These services are not available to Academies.

# Performance Analysis

## Services with an SLA charge:

### Community & Voluntary Aided/Controlled schools

### Academies

#### Performance Analysis & Support

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Provide school-level subscription (financial year 2024-2025) to Fischer Family Trust's FFT Aspire data package and NCER Nexus and associated tools.</li> <li>• We will facilitate software demonstrations and training opportunities to build and develop analytical capabilities in your school. This will support your self-evaluation, target setting and attendance tracking (all included in the subscription).</li> <li>• We will horizon scan school analysis systems and support schools with new developments in systems.</li> <li>• We will provide ongoing tailored support to schools to enable them to draw upon the available information regarding behaviour, attendance, progress, and attainment, accessible from FFT and NCER Nexus.</li> <li>• Access to the School Inclusion Profile Dashboard and future updates such as trends, progress, and benchmarking.</li> </ul> | <ul style="list-style-type: none"> <li>• Access to the School Inclusion Profile Dashboard and future updates such as trends, progress, and benchmarking.</li> <li>• Provide school-level subscription (financial year 2024-2025) to Fischer Family Trust's FFT Aspire data package and NCER Nexus and associated tools</li> </ul> |
|---|---|

## SLA Pricing:

### Charges for 1 April 2024 to 31 March 2025

#### Community & Voluntary Aided/Controlled schools

#### Academies

Primary schools of 250 or less	£1,057
Primary schools of 251 or more	£1,420
Secondary schools of 900 or fewer pupils	£2,560
Secondary schools of 901 or more pupils	£3,183
Special Schools	£579

As for maintained schools

# Performance Analysis

## Community & Voluntary Aided/Controlled schools

### **Discount on continuing professional development (CPD) training**

- Day course / training - £114
- Half Day course / training - £60

### **Charges for non-subscribing schools / organisations**

Bespoke training as required.

In-school advice and in-school training for all phases are as follows (subject to capacity and any sessions cancelled within 12 hours will incur a £100 administrative charge):

- Up to 2 hours - £340
- Twilight training / meetings - £568
- Half day training - £681
- Whole day training - £1,020

Please note that training costs include preparation time. All other support provided (e.g. meetings, observations etc.) is charged on a per 2 hour basis.

### Continuing professional development (CPD) training

- Day course / training - £285
- Half Day course / training - £145

## Academies

As for maintained schools

As for maintained schools

## Contact:

If you require additional information, please contact:

### **Nikita Khasriya**

Service Manager – Performance and Analysis (Education)

Tel: 020 8545 3259

Email: [CSF\\_Performance@merton.gov.uk](mailto:CSF_Performance@merton.gov.uk)

The Performance & Analysis Team's core service hours are -  
10:00 to 17:00 –Monday to Friday (except Bank Holidays).

# Education Welfare Service

## Service Description:

### Education Welfare

The Education Welfare Service (EWS) undertakes the following tasks:

- Works with children and their families to help ensure that all children of compulsory school age receive an education
- Works with other agencies to support families
- Works with schools to improve attendance and reduce persistent absence
- Provides the Education Navigator to the Children and Families Hub.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

The EWS offers the following core services -

- EWO time covers the statutory and mandatory functions of the service and where time allows other non-statutory activities that we view as good practice – see below for further details
- Schools are allocated core EWO time based on 2 terms attendance and persistent absence
- Resources are allocated in proportion to need
- The allocated EWO is trained, supervised and provided with professional training.
- Advice on the law around attendance, pupil registration and removing from roll
- Whole school attendance work
- Individual casework for open EWS level 3 cases
- Facilitation of communication between home and School for open level 3 cases
- Advice on welfare and child protection concerns
- Participation in a termly multi-agency networks meeting in conjunction with school staff
- Support of Specialist Nurse to target health related absence

### Academies

The EWS offers the following core services -

- Legal action
- Children missing education
- Children in entertainment and employment.



# Education Welfare Service

## Community & Voluntary Aided/Controlled schools

- Register checks
- Regular collection and analysis of attendance data
- Support for the collection and submission of data to the LA or DfE
- Advice on the categorisation of absence taking into consideration national guidance and local arrangements
- Penalty Notices
- Parental prosecutions
- Children not on roll
- Children who are electively home educated
- Children missing from education
- Issuing work permits for school age children
- Issuing performance licences for children
- Issuing licences for chaperones to children in entertainment
- Safeguarding in conjunction with schools and social care
- Attendance Forums

## Academies

## Services with an SLA charge:

### Community & Voluntary Aided/Controlled schools

In addition, the EWS offers further services which may be purchased by schools.

- Level 1 and 2 attendance and punctuality interventions
- Increased individual casework at level 3
- Work with those between 85% and 90% that don't meet the EWS threshold for core service intervention
- Group-work with parents or pupils

### Academies

The EWS offers full range of Education Welfare Service including all services offered to Community Schools (both with and without charge)

# Education Welfare Service

## Community & Voluntary Aided/Controlled schools

- Other targeted work that supports whole school attendance improvements
- Project-work conducted in response to school priorities
- Participate in multi-agency network meetings in conjunction with school staff
- Attendance at parents' evenings or mentoring sessions
- Truancy Patrols/unannounced visits with Schools Officer
- Support for the collection and submission of data to the LA or DfE
- Staff support (individual)
- Work with non-statutory school aged children in reception, years 12 and 13 (Not legal action)

## Academies

## SLA Pricing:

### Charges for 1 April 2024 to 31 March 2025

#### Community & Voluntary Aided/Controlled schools

1 hour of buyback - LA retained funding	39 weeks term time only	£51.50 per hour
Half day buy back (3.5 hours) - LA retained funding	39 weeks term time only	£178.50 per half day
Full day by back (7 hours) - LA retained funding	39 weeks term time only	£357 per day

#### Academies

As for maintained schools

*\* There is slight reduction for schools who buy half a day or more a week compared to buying by the hour.*

Schools and Academies need to indicate to the EWS Manager that they wish to buy back the service by 17 May 2024 for the following academic year (Sept 2024 - July 2025). This enables recruitment to take place during the summer term. It is not possible to purchase just for a term or to buy different hours for each term (e.g. 50 hour one term and 20 the following term) as a commitment for a specific number of hours across the whole of the academic year is required.

The allocated EWO is trained, supervised and provided with professional training.

# Education Welfare Service

## Contact:

If you require additional information, please contact:

**Yvonne Wilkins**

Education Welfare Service and Education Navigator Manager

Tel: 020 8545 3271

Email: [yvonne.wilkins@merton.gov.uk](mailto:yvonne.wilkins@merton.gov.uk)

# SEN and Disabilities Integrated Service

## Service Description:

### SENDIS Service

The Special Education Needs and Disabilities (SEND) Integrated Service incorporates the following Teams:

- Special Educational Needs Team (0-25 years)
- Sensory Team
- Assessment, Planning and Resource Team
- Educational Psychology Service (please see separate section in this brochure on EPS)

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

### Academies

#### Special Educational Needs Team

The SEN Team works with children/young people 0-25 years who have an Education, Health and Care (EHC) Plan or are being assessed for an EHCP. If a child or young person has an EHC or are being assessed for an EHC Plan then they will have an allocated EHC Co-ordinator. The SEN Team is made up of three sub teams, the Assessment Team, the 0-14 Team and 14+ Team. The SEN Team works in partnership with children & young people, parents/carers, education, health/social care partners.

As for maintained schools

The SEN Team delivers the following services:

- Information about the EHC Needs Assessment Process
- Statutory EHC Needs assessment functions
- Attendance at Person Centred Plan meetings
- Co-developing and drafting EHC Plans
- Involvement in EHCP Review meeting and where required amending EHC Plans
- School admissions for children with an EHC Plan
- SEN Tribunals (SENDIST)

# SEN and Disabilities Integrated Service

## Community & Voluntary Aided/Controlled schools

## Academies

### Sensory Team

The Sensory Team are specialist teachers who support children and young people (CYP) with a hearing, vision and / or a multi-sensory impairment (0-25 years).

As for maintained schools

The team works with families, schools and settings in raising standards of achievement of these CYP and promotes inclusive policies and practice.

The Sensory team provides the following services:

- To encourage children with sensory impairments to participate fully in their school and communities and to take part in decisions about their education
- To work with both statutory and voluntary bodies to provide effective support for children with sensory impairments.
- To advise on the accessibility of the school environment, lighting, acoustics and the management of noise
- Training to parents and colleagues and other professions.

Support may include advice or direct teaching on:

- Touch typing and/or braille
- Provision of adapted resources and materials
- Use of specialist software
- Provision of specialist equipment
- Access arrangements
- Referral for rehabilitation and mobility training
- Amplification and listening skills
- Receptive and expressive language skills
- Literacy and numeracy
- Social and emotional development

# SEN and Disabilities Integrated Service

Community & Voluntary Aided/Controlled schools

Academies

Assessment, Planning and Resource Team

The Assessment Planning and Resource Team is the first point of entry to SENDIS. All new EHCNA referrals are processed through this team who provide support to all teams within SENDIS. This team also undertakes the finance, data, direct payment and commissioning functions for SENDIS.

As for maintained schools

## Contact:

If you require additional information, please contact:

**Karla Finikin**

Head of SEND Integrated Service

Tel: 020 8545 4200

Email: [sen@merton.gov.uk](mailto:sen@merton.gov.uk)

# Educational Psychology Service

## Service Description:

The Educational Psychology Service (EPS) provides a specialist psychological service to schools, nurseries, and other educational settings in Merton, and to Merton children and young people (CYP) with an Education, Health and Care (EHC) Plan educated elsewhere.

We contribute to improving outcomes for CYP in schools and other educational settings and implement an approach that facilitates positive change.

We aim to promote CYP's learning and development through the application of evidence-based psychological practice.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

The Educational Psychology Service provides the following services to all schools/ educational settings regardless of any agreement to purchase services: Funding is from the council general fund.

### Community & Voluntary Aided/Controlled schools

### Academies

Provision of psychological advice for the Local Authority (LA) under the Children and Families Act 2014, including EHC Needs Assessments/ Re-assessments and SENDIS tribunal work.

As for maintained schools

Support for Merton children with EHCPs educated outside the borough.

Supporting schools with critical incidents and other school emergencies.

Other LA work such as attendance at SEN and admissions panels and training.

Termly planning meetings together with other Merton education services.

## Services with an SLA charge:

The Educational Psychology Service also works in schools and settings on a traded 'buy back' basis and offers the following chargeable services which may be purchased by schools:

# Educational Psychology Service

## Community & Voluntary Aided/Controlled schools

Schools and other settings can commission EP time in sessions of 3 hours. We provide consultation, projects, interventions, and training concerning learning, social and emotional and mental health, communication and language, and sensory needs.

The EPS builds upon existing positive relationships with our Merton schools and settings to provide an offer that is flexible to your individual needs, quality assured and demonstrates impact.

Our team of HCPC-registered Psychologists has excellent knowledge and expertise in child and educational psychology.

We apply research to make sure that Merton EP practice is evidence informed.

Our EPs are checked for their suitability to practice and have a satisfactory and current enhanced Disclosure and Barring Service (DBS) certificate.

All Merton EPs are required to undertake regular practice supervision from a qualified and experienced Educational Psychologist (EP) and are committed to delivering and maintaining high quality services.

Trainee EPs are supervised by qualified EPs.

The activities for which schools can use their 'buy-back' EP time includes:

- Carrying out assessments of the special educational needs of children and young people (CYP) to provide further insight into their individual needs and facilitate progress.
- Providing specialist direct support to CYP, including therapeutic interventions.
- Providing consultation advice to educational settings, parents/carers, and CYP.
- Support settings to explore, review and develop their strategic approach to SEND; this could include collaborating on key policies / guidelines and delivering whole school SEND reviews.
- Offering bespoke Continuing Professional Development (CPD) and whole school training on areas of SEND.

## Academies

As for maintained schools

As for maintained schools



# Educational Psychology Service

## SLA Pricing:

Our pricing information below sets out charging arrangements for community/voluntary aided schools and academies.

### Charge for 1 April 2024 to 31 March 2025

#### Community & Voluntary Aided/Controlled schools

Price per Session

Commissioned by 31/03/24 £294

Commissioned after 31/03/24 £361

#### Academies

As for maintained schools

### Important Information

- Schools will be able to negotiate with their link EP about carrying sessions across terms, though it is anticipated that sessions purchased will be used equally across the three terms.
- Sessions cannot be carried forward to the next financial year. The EPS aims to deliver all the sessions ordered within the financial year.
- Requests for EPS support should be received by 31 March 2024. The EPS can deliver the 'buy back' service contingent on its capacity at the time. We need to receive requests before this date so that we can deliver the agreed EP sessions, provide the service at the cost indicated and avoid disappointment.
- Work commissioned after 31 March 2024 is at a cost of £361 per 3-hour session. Delivery of this time cannot be guaranteed and depends on EPS capacity. This is limited by staff availability.

To request EPS buy-back for the academic year 2024/25, confirmation of time requested should be sent to [educational.psychology@merton.gov.uk](mailto:educational.psychology@merton.gov.uk)

## Contact:

To discuss any aspect of EPS service delivery, please contact:

**Tom Connor** - Principal Educational Psychologist

Telephone: 020 8545 4820

Email: [tom.connor@merton.gov.uk](mailto:tom.connor@merton.gov.uk)

# Language Behaviour and Learning Service

## Service Description:

The Language, Behaviour and Learning Support Team is the buyback element of the Language and Learning Support Team and the Virtual Behaviour Service. Members of these teams combine to provide a service to primary and secondary schools to develop their capacity to support pupils with:

- speech language and communication needs
- social, emotional, and mental health needs
- cognition and learning needs

This service provides:

- Staff training in schools (see termly team booklet for training available)
- Advice and support for school staff including managers, teachers, and support staff
- Advice and support for pupil groups through modelling and training for staff on programmes specifically designed to address the learning, communication, and behavioural needs of pupils.
- Advice and guidance on individual pupil need through assessment, programme planning and monitoring.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

Services, training, and development listed below are provided free to all Merton maintained schools and academies. Funding for this comes from schools block de-delegated.

### Community & Voluntary Aided/Controlled schools

### Academies

#### General SLA support and advice

A dedicated team link member acting as main contact to offer support and advice around school training needs, support, and possible assessments from the LBL offers as part of SLA buyback. Meetings will be organised and held at the beginning of each term.

As for maintained schools

#### Exclusion/ inclusion advice:

VBS advises schools in relation to Individual pupils or groups of pupils, providing signposting for support, offering Inclusion and exclusions advice. This is in part a statutory service provided to all

As for maintained schools

# Language Behaviour and Learning Service

## Community & Voluntary Aided/Controlled schools

## Academies

Merton schools and out of borough schools in relation to Merton residents in relation to suspension and exclusions, but also includes preventative work

### Mental health networking

The VBS team organises the School Mental Health leads forum and works with MHSTs and other agencies providing information to schools about support, training, and other services available to schools.

As for maintained schools

### Transition support

VBS co-ordinates transition arrangements from y6 to y7 s the transfer of pupil files, the vulnerable pupil's information sharing event and the transition working group.

As for maintained schools

### Wider support for schools

VBS takes a lead role in contributing and developing resources that schools have requested, recent examples include positive behaviour schools' guidance, secondary ready checklist, anti-bullying schools good practice toolkit, top tips for parents for transition leaflet, and is currently working on updated guidance on school trips for pupils with SEND and a weapons protocol.

As for maintained schools

### SEMH network - Supporting inclusion for pupils with SEMH needs

This new termly network is being offered to all Merton schools and is open to all staff who support pupils with SEMH needs including 1-1 TAs, ELSAs, Learning Mentors and other pastoral staff. The network will support staff development and will cover a different theme each term.

As for maintained schools

### Attachment and Developmental Trauma programme

VBS in partnership with the Education Psychology Service and the Virtual School has developed a whole school programme to develop understanding around attachment and developmental trauma. This project consists of CPD, coaching, and an action research project for each school. (There is a small token charge of £150 for inclusion in the project). This project has been offered to all Merton maintained schools and academies.

As for maintained schools

# Language Behaviour and Learning Service

Community & Voluntary Aided/Controlled schools

Academies

## S&LT (Speech and Language Therapist) advice and support

- Awareness and identification of SLCN in secondary for whole school/ subject leads/teachers and TAs – secondary free
- Strategies for meeting speech, language & communication needs in the classroom and around secondary school for whole school/subject leads/teachers and TAs
- Introduction to supporting children with SLCN for primary school teachers
- Online supervision for staff that have attended the ELKLAN training.

## General

The Learning Service offer schools access to free webinars covering different areas of interest and of any new developments pertinent to cognition and learning.

## Services with an SLA charge:

The Educational Psychology Service also works in schools and settings on a traded 'buy back' basis and offers the following chargeable services which may be purchased by schools:

Community & Voluntary Aided/Controlled schools

Academies

## Training and Projects

Learning Team - subject	Audience	Primary and/or Secondary	As for maintained schools
FFT Spelling intervention	Teaching Assistant (TA)	Primary	
Word Aware Approach	Whole School	Primary	
Story Champs	TA	Primary	
TRUGS	TA	Primary & KS3	

# Language Behaviour and Learning Service

Community & Voluntary Aided/Controlled schools

Academies

## Training and Projects

<b>Learning Team - subject</b>	<b>Audience</b>	<b>Primary and/or Secondary</b>	As for maintained schools
Write Away Together	TA	Primary	
Morphology	TA	Primary & KS3	
Assessment Training	TA and SENCO	Primary & Secondary	
Spelling Strategies	Whole school/TA	Primary	
Precision Teaching	Whole school/TA	Primary & Secondary	
Learning Surgery	Members of staff	Primary	
Dyslexia Awareness with Reasonable Adjust	Whole school/TA	Primary & Secondary	
Assistive Technology	Whole School	Primary & Secondary	
Support for struggling pupils	TA and SENCO	Primary	
Exam Access Arrangements (JCQ)	SENCO/examination officer	Secondary	
Individual pupil assessment		Primary & Secondary	
<b>Language Team - subject</b>	<b>Audience</b>	<b>Primary and/or Secondary</b>	As for maintained schools
Progression Tool	TA	Primary & Secondary	
TALC (Test of abstract language comp)	TA	Primary & Secondary	

# Language Behaviour and Learning Service

Community & Voluntary Aided/Controlled schools

Academies

## Training and Projects

<b>Learning Team - subject</b>	<b>Audience</b>	<b>Primary and/or Secondary</b>	As for maintained schools
Lego Therapy	TA/Specialist Teacher	Primary & Secondary	
Colourful Semantics	TA/Specialist Teacher	Primary & Secondary	
Story Champs	TA/Specialist Teacher	Primary	
Speech Therapy Clinic	TA/Specialist Teacher	Primary & Secondary	
Supporting Autistic pupils and neurodiversity in MS	TA/Specialist Teacher	Primary	
GESTALT language Development	TA/Specialist Teacher	Primary	
Clever Communication Kit	TA/Specialist Teacher	Primary	
Sensory Stories	TA/Specialist Teacher	Primary	
Bucket Training (Attention Autism Awareness)	TA/Specialist Teacher	Primary	
Accredited ELKLAN training & Secondary(language and ASD courses)	TA/Specialist Teacher	Primary	
Vocab and narrative enhancement	TA/Teacher	Secondary	
Individual Pupil assessment		Primary & Secondary	

# Language Behaviour and Learning Service

Community & Voluntary Aided/Controlled schools

Academies

## Training and Projects

<b>Virtual Behaviour Service - Subject</b>	<b>Audience</b>	<b>Primary and/or Secondary</b>	<b>As for maintained schools</b>
CPI safety intervention training		Primary & Secondary	
Emotion Coaching training		Primary & Secondary	
Range of training to develop support for pupils with SEMH needs	TAs/ Teachers	Primary & Secondary	
Behaviour and relationships policy development	Senior staff	Primary & Secondary	
Lunchtime audit and training	Lunchtime staff	Primary & Secondary	
Supervision / reflective practice individuals and groups		Primary & Secondary	
Understanding and supporting SEMH needs Clinic	Teachers/ middle or senior leaders	Primary & Secondary	
Classroom behaviour management	Teachers	Primary & Secondary	

Community & Voluntary Aided/Controlled schools

Academies

## Pupil Support

<b>Virtual Behaviour Service</b>	<b>Primary and/or Secondary</b>	<b>As for maintained schools</b>
Specialist Behaviour Support Worker intervention	Primary	
Individual pupil support - at risk of PEX	Secondary	

# Language Behaviour and Learning Service

Community & Voluntary Aided/Controlled schools

Academies

## Pupil Support

### Virtual Behaviour Service

**Primary and/or Secondary**

As for maintained schools

Individual mentoring

Primary and secondary

Pupil assessments and consultations

Primary and secondary

Small group work (bespoke)

Secondary

Emotional Logic intervention

Primary and secondary

Drawing and talking - individual and group

Primary and secondary

Sparks Resilience group work

Primary

## SLA Pricing:

Pricing is as detailed below. Respective unit expenditure for training and assessments will be detailed in the separate Language, Behaviour and Learning offers at the beginning of each term and discussed with the school's respective team link member of staff.

### Charge for 1 April 2024 to 31 March 2025

Community & Voluntary Aided/Controlled schools

Academies

LBL Buy back at Level 1:

£1,520 per term - provides 10 units\* - additional units can be added at £152 per unit.

As for maintained schools

LBL Buy back at Level 2:

£2,805 per term - provides 20 units\* - additional units can be added at £140.25 per unit.

\*Schools must spend all units per term (through discussion with their team link).



# Language Behaviour and Learning Service

## Charge for 1 April 2024 to 31 March 2025

### Community & Voluntary Aided/Controlled schools

### Academies

- Schools **may** borrow units from a following term.
- In some cases, schools may carry over a **maximum** of two units from one term to the next.
- However, units carried over into the next fiscal year (spring to summer term) will be charged at the increased rate (if an increase has occurred).
- Any unspent units at the end of the summer term **will not be** carried into the following academic year.
- That aside, if for some reason the requested training/assessment cannot be managed due to team capacity issues, then that terms' SLA invoicing will be adjusted.

### Typical charges

### Buy-back schools

### Non-buy-back schools

Individual Intervention/assessment	4 Units	£830.00
Full Diagnostic Dyslexia assessment and report	5 units	£1,037.50
Training session approx. 2hrs *	2 Units	£415.00
Half day training	3 or 4 units - depending on group size	£622.50 - £803.00
Full day training *	5 or 6 units - depending on group size	£1,037.50 - £1,245.00

\*(including planning and preparation)

## Contacts:

If you require additional information, please contact either:

### John East:

[John.East@merton.gov.uk](mailto:John.East@merton.gov.uk)

### Denise Dyer:

[Denise.Dyer@merton.gov.uk](mailto:Denise.Dyer@merton.gov.uk)

### Julie Rider:

[Julie.Rider@merton.gov.uk](mailto:Julie.Rider@merton.gov.uk)

### Sandy Klopper:

[Sandy.Klopper@merton.gov.uk](mailto:Sandy.Klopper@merton.gov.uk)

# HR – Service Standards

## Service Description:

The following service standards apply to all of the HR services available to schools. The performance will be assessed on the basis of whether the service provided was both timely and appropriate.

Customers may be asked to provide feedback during school visits although customer feedback is welcomed at any time.

### **Human Resources responsibilities are:**

- To keep the customer informed of the progress of a case, or progress being made in researching an issue in situations where a conclusive answer cannot be immediately provided.
- To maintain confidentiality.
- To be as responsive and flexible as possible to requests to attend hearings and meetings at the school.
- To offer site visits as part of induction for newly appointed Head Teachers and School Business Managers.
- To update customers on HR issues through bulletins or through appropriate meetings with Head Teachers or School Business Managers.
- To provide timely and responsive HR advice, identifying the advantages and risks of particular courses of action in order that clients can make informed decisions.

### **The customer's responsibilities are:**

- To consult with HR Consultants/Advisers when setting dates for hearings and meetings prior to agreeing the date with other parties.
- To provide sufficient accurate information about any issue or case situation, to enable accurate and concise advice on the matter.
- To provide complete documentation and information when requested within the timescales agreed. (Where information is not provided by the client school within the timescales or is incomplete or incorrect, the HR Service will not accept responsibility for the outcome).
- Follow the HR policies and procedures adopted by the school and where these differ from model policies or procedure supplied through the HR provider, the School will provide the Consultant/Adviser with a copy of the policy or procedure they are following.

### **How to provide feedback on the service?**

You can initially discuss any matters with the HR Adviser or Officer working with the School.

If a problem is not resolved a formal complaint can be made to the Head HR Advice and Consultancy whose details can be found in the service level agreements.

# Schools Recruitment

## Service Description:

### School Recruitment

To deliver a fast efficient recruitment service for schools, we offer schools access to the leading education recruitment portal, Eteach, at a very competitive rate together with listing in the schools' online vacancy bulletin distributed to all client schools in your LA each week.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

School Recruitment services provision is only available to schools on a chargeable basis - no services are offered are without charge.

### Academies

As for maintained schools

## Services with an SLA charge:

We offer a choice of two modules to enable customers to choose the service that best suits their needs.

### Community & Voluntary Aided/Controlled schools

### Academies

#### Module A: Online recruitment

Recruitment services offered include:

As for maintained schools

- Access to Eteach Premium.
- Unlimited access to advertise Teacher, Senior Leader, and all School Support jobs.
- School Vacancy Bulletin e-mailed each week to all Merton client schools.
- Link to LA website and recruitment pages.
- Applicant management system to receive, track and manage applications and communicate with applicants.
- Practical system support from Eteach
- Attendance at ECT recruitment fairs to ECT opportunities.
- Access to ECT talent pool.

# Schools Recruitment

## Module B: Online recruitment – administered package

Recruitment services offered include all the benefits of Module A – online recruitment plus the provision of support by undertaking Eteach Premium administration to set up vacancy:

As for maintained schools

- Liaison with school on advert wording, design of page, job description and person specification and guidance on planning the recruitment campaign.
- Uploading advert and information onto your web page.
- Advice on managing response and support to access applications.
- Comprehensive advice on pre-employment checks and the legal requirements.
- Support and guidance on shortlisting, including advice on equalities and safer recruitment.

## SLA Pricing:

### Charges for 1 April 2024 to 31 March 2025

#### Community & Voluntary Aided/Controlled schools

#### Academies

#### Recruitment - Module A Licence

Primary School	£1,049.93
Special School	£1,527.94
Secondary School	£3,277.82

As for maintained schools

#### Recruitment - Module B Licence

Primary School	£1,260.13
Special School	£1,680.53
Secondary School	£3,430.41
Charge per Advert	£21.60

As for maintained schools

# Schools Recruitment

## Contacts:

If you require additional information, please contact either:

**Fabio Bernasconi**

Primary Customer Success Manager

E: [FBernasconi@eteach.com](mailto:FBernasconi@eteach.com)

T: 01276 674 212

**Amanda Meers**

Secondary Customer Success Manager

E: [ameers@eteach.com](mailto:ameers@eteach.com)

T: 01276 674 120

# Disclosure Service

## Service Description:

### Disclosure Service

The Disclosure service is a highly respected, knowledgeable and customer focused service that provides a comprehensive, trusted facility for schools to assure their safeguarding compliance. The Service consists of using the latest technology (e.Bulk) and the main functions within the provision offered are:

- Disclosure and Barring Service (DBS) Disclosure
- Advisory service
- Information and requirement updates

By using the e-bulk system, this will ensure full compliance leading to informed decisions about the suitability of individuals for particular posts.

### E-Bulk

There are many benefits from using e-Bulk, including:

- Clearance from DBS received significantly quicker than paper forms
- Fewer delays with the forms; as the system virtually eliminates errors on applications
- Schools will be able to access the disclosure information online as soon as the disclosure is complete
- There is no supplementary charge

### Benefits to your school

- Published Performance Criteria
- Guaranteed timescales for delivery
- Electronic service
- Fully Compliant Procedure

### Terms and Conditions

Final decision whether or not to employ remains with the school.

# Disclosure Service

## Services provided without charge (including LA responsibilities in line with statutory guidance):

Community & Voluntary Aided/Controlled schools

Academies

Disclosure Service provision is only available to schools on a chargeable basis - no services are offered without charge. As for maintained schools

## Services with an SLA charge:

Community & Voluntary Aided/Controlled schools

Academies

### Disclosure Administration

We manage all elements of DBS disclosure including:

As for maintained schools

- Advisory Service and guidance
- Resolving errors on disclosure certificates

### Advisory Service

We offer information, advice and guidance to schools in the following areas:

As for maintained schools

- DBS Code of Practice on compliance
- Guidance on changes in legislation
- Guidance on overseas checks when needed
- Support and advice on convictions/cautions
- Support in undertaking risk assessments
- Advice requirements of Single Central Record
- Training sessions for on-line submissions (E-bulk)

### Information Updating

We will keep schools informed through:

As for maintained schools

- Regular plain English changes to procedures
- Advance warning of fee increases

# Disclosure Service

## Community & Voluntary Aided/Controlled schools

- Changes to contacts and hours of business
- School extranet site

## Academies

## SLA Pricing:

### Charges for 1 April 2024 to 31 March 2025

#### Community & Voluntary Aided/Controlled schools

#### Academies

	Per application
DBS fee Enhanced Disclosure	£38.00*
DBS Standard Disclosure	£21.60
Disclosure Service administration fee	£18.94*

\*There is no DBS charge for volunteers

## Contact:

If you require additional information, please contact:

Email: [actionhr@kingston.gov.uk](mailto:actionhr@kingston.gov.uk)



# HR Advice and Consultancy

## Service Description:

### HR Advice & Consultancy

You will benefit from HR advice and strategic support on terms and conditions of employment, pay and employee relations issues. Our advice is focussed on securing the best solution for your school in the management of all HR matters.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

The issue of redundancy notice letters where the Local Authority is the employer.

### Academies

Not available

## Services with an SLA charge:

### Community & Voluntary Aided/Controlled schools

Our HR Advisers provide a comprehensive consultancy service, working closely with Head Teachers, Senior Leaders, and Governors. We provide advice, support and guidance in the following areas:

### Academies

#### General Advice

Advice on matters including:

- The application of Local Government Terms and conditions of employment for school support staff.
- The application of School Teacher's terms and conditions of employment.
- Maternity, paternity and adoption provisions and support in resolving complex issues.
- Application of sickness and absence entitlements and good practice in managing attendance.
- Management of sickness absence cases and liaison with the Occupational Health provider (where purchased from LA provider), including advice on disability/reasonable adjustments.
- Management of disciplinary, grievance, capability cases and advice on working with related procedures.
- Advice on conducting investigations and appointing investigating officers.

HR Advice and Consultancy Services are not currently available to Academies. This service may be available in 2025 subject to market testing.

# HR Advice and Consultancy

## Community & Voluntary Aided/Controlled schools

- Referrals to DfE with respect to teacher misconduct.
- Negotiating settlement agreements and liaison with the Council's legal team over the preparation of the final documentation\*
- The preparation of employment tribunal responses in conjunction with the LA legal services.\*\*
- Consultation and liaison with teacher trade unions and professional associations and support staff unions on school policies and procedures and specific casework as required.
- Contracts of employment and the appropriate use of fixed term and temporary contracts.
- Pay, grading and job evaluation.
- Good practice in recruitment and safer recruitment (including DBS checks)
- Change management including supporting the management of reorganisations and redundancies.
- The staffing aspects of child safeguarding cases including referral to LADO.
- Attendance at Senior Strategy meetings.
- Referrals to DBS with respect to child safeguarding cases.
- Equality, diversity and inclusion in employment
- Transfer of Undertakings (Protection of Employment) (TUPE) Regulations with regard to transferee or transferor responsibilities.

Note: \* *The SLLP may make a separate charge for complex advice to support school casework.*

\*\* *Schools not purchasing the HR Advice and Consultancy service must obtain separate legal indemnity*

## Academies

HR Advice and Consultancy Services are not currently available to Academies. This service may be available in 2025 subject to market testing.

## HR Resources

- Regular HR Bulletins on terms and conditions, employment legislation, new and updated policies and key HR messages for schools.
- Access to on-line HR Resources via the School's extranet.
- Provision of model job descriptions.

HR Advice and Consultancy Services are not currently available to Academies. This service may be available in 2025 subject to market testing.

# HR Advice and Consultancy

## Community & Voluntary Aided/Controlled schools

## Academies

### HR Policy and Guidance Development

- The HR service engages in an on-going programme of policy development and the development of good practice guidance.
- The HR team will undertake consultation with recognised unions and professional associations in the development of model policies and procedures.
- Customers will have access to new and updated model policies and procedures in accordance with Employment Legislation and Education Policy

HR Advice and Consultancy Services are not currently available to Academies. This service may be available in 2025 subject to market testing.

### Job Design and Evaluation

- Advice on the revision of jobs and preparation of job descriptions and person specifications.
- Formal job evaluation of school support staff posts (up to a maximum of 6 posts per year) using the GLPC's Job Evaluation Scheme.

HR Advice and Consultancy Services are not currently available to Academies. This service may be available in 2025 subject to market testing.

### Additional Services

The following services are available, price on request.

#### **A. TUPE - for Academy Conversion**

- Advice to Governors of Voluntary Aided or Foundation Schools on the Transferor responsibilities for TUPE.
- Advice to the Academy Governors on the TUPE transfer from the Transferee perspective.

Note: *HR Services relating to "Employer responsibilities" for TUPE Transfers may be funded by the council for LA Community Schools.*

#### **B. Commissioning of Investigations**

Commissioning external resource to undertake investigations for disciplinary or grievance cases:

- Planning investigation.
- Conducting investigatory interview.
- Preparation of documents for the management report.

Price for external investigators available on request dependent on complexity and time required

HR Advice and Consultancy Services are not currently available to Academies. This service may be available in 2025 subject to market testing.

# HR Advice and Consultancy

## Community & Voluntary Aided/Controlled schools

**C. Highly complex employment cases** - there will be an additional per hour charge for cases that requires an extraordinary level of support and advice.

**D. Advice and attendance at interviews** - for teaching or non-teaching staff.

Learning and Development – price for courses available on request.

We offer a programme of learning to support School Leaders, School Business Managers and Governors on employment, and people management issues delivered on a traded basis and is provided:

- Through Merton Governor Training programme.
- Through the Merton Schools CPD programme.
- On a directly commissioned basis.

Topics include: Managing Disciplinary and Grievances, Capability and management of performance, Recruitment and selection skills, Re-organisation and redundancy handling, Teacher and support staff pay and conditions.

## Academies

HR Advice and Consultancy Services are not currently available to Academies. This service may be available in 2025 subject to market testing.

HR Advice and Consultancy Services are not currently available to Academies. This service may be available in 2025 subject to market testing.

## SLA Pricing:

### Community & Voluntary Aided/Controlled schools

There is a fixed charge and a charge per head according to the number of staff employed at the school. This will be based on the workforce numbers as at 1st April 2024. Any staff employed by the school who are not included in the Workforce data such as children's centres, breakfast clubs, after school clubs, etc., will be added to this number.

The buyback timetable is annual by 15th March 2024 to start 1st April 2024. Please contact us if you wish to join part-way through the financial year for a quote.

### Academies

Not available

# HR Advice and Consultancy

## Community & Voluntary Aided/Controlled schools

## Academies

### Charge for 1 April 2024 to 31 March 2025

Band	No of Staff	Charge	Variable charge per head
A	0 - 35	£1,529.90	£9.60
B	36 - 45	£1,668.29	£9.60
C	46 - 55	£1,738.57	£9.60
D	56 - 65	£1,860.68	£9.60
E	66 - 85	£2,084.55	£9.60
F	86 - 100	£2,780.85	£9.60
G	101 - 150	£3,474.98	£9.60
H	151 - 200	£3,891.24	£9.60
I	201 - 250	£4,516.13	£9.60

Additional job evaluations will be charged at £98.84 per evaluation.

Additional services based on £98.84 per hour

## Contacts:

If you require additional information, please contact either:

Carolyn Graham

Tel: 020 8545 4591

Email: [Carolyn.graham@merton.gov.uk](mailto:Carolyn.graham@merton.gov.uk)

HR Advice and Consultancy Team

Tel: 020 8545 3227

Email: [HRAdviceandConsultancy@merton.gov.uk](mailto:HRAdviceandConsultancy@merton.gov.uk)

Kathryn Wittams-Smith

Tel: 020 8545 3395

Email: [Kathryn.wittams-smith@merton.gov.uk](mailto:Kathryn.wittams-smith@merton.gov.uk)

# Employee Assistance Programme

## Service Description:

### Employee Assistance Programme (EAP)

Employees at our client schools will benefit from a free and confidential 24 hour a day helpline offering expert advice, specialist counselling and support to verified service users/employees for any of life's issues and offers support to managers to help them deal with employees struggling.

The service is staffed by highly trained and qualified professionals who are experts in their field.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

EAP provision is only available to schools on a chargeable basis - no services are offered are without charge.

### Academies

EAP provision is only available to schools on a chargeable basis - no services are offered are without charge.

## Services with an SLA charge:

### Community & Voluntary Aided/Controlled schools

Employees can access telephone information, fact sheets, information packs and short-term counselling. They will be able to search for services in their local area, such as childcare and elder care providers.

Support is available on the Health Assured website where they will find extensive resources, including high quality up to date articles, searchable databases, regular online seminars, and time saving links.

The support is available by phone, app, email, website and via instant messaging.

Employees are able to self-refer and managers are able to make a management referral for one-to-one counselling sessions.

- Stress and Anxiety
- Bereavement
- Domestic Abuse
- Legal information

### Academies

The same EAP service is offered to Academies

# Employee Assistance Programme

## Community & Voluntary Aided/Controlled schools

- Family / relationships issues
- Child support
- Returning to work
- Coping with change and illness.
- Drug, alcohol and gambling issues.
- Debt
- Available to immediate family members.

## Academies

## SLA Pricing:

### Charge for 1 April 2024 to 31 March 2025

#### Community & Voluntary Aided/Controlled schools

There is a fixed charge of £5.48 per head according to the number of staff employed at the school. This is based on the Workforce data for 1st April 2024.

#### Academies

There is a fixed charge of £5.48 per head according to the number of staff employed at the school based on the Workforce data for 1st April 2024.

## Contacts:

If you require additional information, please contact either:

**Ruth Poulter**  
HR Contracts Manager

Tel: 0208 545 3394  
Email: [ruth.poulter@merton.gov.uk](mailto:ruth.poulter@merton.gov.uk)

**Ella Shears**  
HR Contracts Officer

Tel: 0208 545 3284  
Email: [ella.shears@merton.gov.uk](mailto:ella.shears@merton.gov.uk)

# Occupational Health Service

## Service Description:

### Occupational Health Service

This service will be delivered in partnership with Health Partners UK and is offered to schools at a competitive rate.

Occupational health services will help keep employees healthy and safe whilst in work and manage any risks in the workplace that are likely to give rise to work-related ill health. This includes OH referrals and advice, health assessments for new starters pre-placement questionnaires to make sure they are fit and healthy for work..

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

Occupational Health Service provision is only available to schools on a chargeable basis - no services are offered are without charge.

### Academies

As for maintained schools

## Services with an SLA charge:

### Community & Voluntary Aided/Controlled schools

### Academies

#### Health Assessments – New Starters

- Health at Entry Assessment Questionnaires via on-line system (pre-placement questionnaires).
- Triage of “unsatisfactory” questionnaires and link to Occupational Health Nurse at Health Management who will contact employee to gain satisfactory information or organise further medical evidence to determine fitness for employment.
- Liaison with School Leader/HR Adviser.

The Occupational Health service is not currently available to Academies

#### Management Referrals and Advice

- Sickness absence management referrals.
- Return to work plans.
- Equalities Act -Disability discrimination and reasonable adjustment advice.

The Occupational Health service is not currently available to Academies



# Occupational Health Service

- Advice and assistance in dealing with the occupational health aspects of capability and disciplinary issues.
- Advice on eligibility for ill health retirement.
- Occupational health advice in relation to Employment Tribunals
- Advice on compliance and impact of any new relevant legislation on the organisation.

## Medical Practitioners

- Telephone access to Medically Trained Case Managers or Occupational Health Physicians. The Occupational Health service is not currently available to Academies
- Online face to face appointments in the locality with Occupational Health Nurse or Occupational Health Physicians.
- Work Station Assessments (WSA) undertaken (this incurs an additional charge)

## Case Management

- Liaison with the school contact and HR Adviser to enable the progress of casework. The Occupational Health service is not currently available to Academies
- From referral made on the system to triage call is 2 working days
- From triage to appointment - Nurse is 10 working days
- From triage to appointment - Doctor is 10 working days
- Referral reports are done within 48 hours of appointment (exclusions include employee requesting prior sight of report before it is released).
- PP Questionnaire received to outcome published (satisfactory) - 1 full working day
- Appointments are booked weekly.

## Manager / School Responsibilities

In order for the service to be effective, hiring managers/schools must complete the full referral form and include the employee's job description and include the sickness records.

The Occupational Health service is not currently available to Academies

Managers must obtain employee consent to make a referral and submit a form. It is a breach of GDPR to submit a referral form without gaining consent from the employee to share the information with Occupational Health.

# Occupational Health Service

**Please note:** Cancellation with less than 2 working days' notice is chargeable from Occupational Health Services, this charge will then be passed back to the referring school. 'Did not attend' (DNA's) without prior cancellation increases the cost of the service and delays appointments.

If any employee wishes to cancel or re-arrange their appointment they need to confirm within 2 working days direct to Occupational Health and this will be re-arranged so Merton Council / schools are not being charged.

Please note prices below per appointment for recharge for DNA;s.

- Nurse: £71.25
- Doctor: £285.00
- WSA remote: £155.00
- WSA: £198.24
- Ill-health retirement £325.00

## SLA Pricing:

### Charges for 1 April 2024 to 31 March 2025

#### Community & Voluntary Aided/Controlled schools

There is a fixed charge of £19.28 (exclusive of VAT) per head according to the number of staff employed at the school. This is based on the Workforce data for 1st April 2024.

#### Academies

The Occupational Health service is not currently available to Academies

## Contacts:

If you require additional information, please contact either:

**Ruth Poulter**  
HR Contracts Manager

Tel: 0208 545 3394  
Email: [ruth.poulter@merton.gov.uk](mailto:ruth.poulter@merton.gov.uk)

**Ella Shears**  
HR Contracts Officer

Tel: 0208 545 3284  
Email: [ella.shears@merton.gov.uk](mailto:ella.shears@merton.gov.uk)

# Payroll & HR Processing and Support Service

## Service Description:

### **Payroll & HR Processing and Support Service**

You will benefit from Payroll and HR Processing, along with support on terms and conditions of employment, pay and employee relations issues. Secure access to iTrent is provided for you to view and control your organisations employment data, our support is focussed on securing the best solution for your school in the management of all Payroll related matters and HR Processing, including parental leave, sickness, additional pay etc with documentation being transmitted via a secure portal.

By using the iTrent system, this will ensure full payroll compliance, and compliance with all pension administration requirements to Teacher's Pension and LGPS including re-enrolment.

### **Benefits to your school**

There are many benefits from using iTrent, including:

- Employees access to payslips and P60's from any device, from anywhere via a secure login
- Increased management over Payroll and HR related changes in real time.
- School Business managers can input directly into iTrent for absence and pay related changes by using the "fast input" functionality for uploading monthly temporary pay variation data.
- School Business managers can run ad hoc reports or check an employee's payslips as and when required.
- Complete visibility of pay data and costing information via bespoke checking reports.
- Availability to see past employees' payslips and HR details.
- Teachers' Pension administration and advice.
- Local Government Pension Scheme (LGPS) enrolment and liaison with the Council's pension service electronic service.
- Pensions auto-enrolment administration, guidance, and support
- A dedicated named contact for your school with Payroll and HR knowledge who understands the nuances of employing teachers and non-teaching staff.
- Guaranteed access to a quality, customer focused service all year round.
- Fully Payroll compliant system, process, and procedures.

# Payroll & HR Processing and Support Service

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

Payroll & HR Processing and Support Service provision is only available to schools on a chargeable basis - no services are offered are without charge.

### Academies

As for maintained schools

## Services with an SLA charge:

### Community & Voluntary Aided/Controlled schools

### Academies

#### Service Features

We handle all elements of Payroll /HR Processing to ensure the lifecycle of salary and associated payments to your employees is managed efficiently:

As for maintained schools

- Deal with general HR queries via telephone and email.
- Produce bespoke costing reports.
- Production of Statement in particulars (Contracts of Employment)
- Advice and guidance on the implementation of Teaching and Non-Teaching pay awards, incremental progression and Teachers' Performance related pay.
- Resolving errors on HR processes and payroll related issues.
- Implementation of all contract variation matters.
- Amendments to iTrent for all contractual changes ensuring payroll accuracy & compliance.
- High level guidance and advice on all Payroll related matters.

#### Information Updating

We will keep schools informed through:

As for maintained schools

- Regular plain English changes to procedures
- Advance warning of fee increases,
- Changes to contacts and hours of business

# Payroll & HR Processing and Support Service

## SLA Pricing:

Community & Voluntary Aided/Controlled schools

Academies

**Charges for 1 April 2024 to 31 March 2025**

**Annual Charge**

**Charge per head**

As for maintained schools

Payroll (per employee), up to 3 posts	£73.86
Advance Payment, where this is the school's error	£76.65
Additional SIMS adjustments where the error is triggered by the school	£76.65
Sickness Entry by HR	£354.19
Recovery of overpayment due to school error	£76.65
Year-end adjustments required due to school error	£103 if one off, £8.24 per month if more than one year recalculation is required
Third party accident letters	15% of the amount claimed (Min £280 per case)

Additional payroll consultancy services are offered based on £76.65 per hour.

All school employees will have access to ePay slips, paper payslips requests are at a charge of £4.19 per payslip.

For schools that do not purchase our Payroll and HR Support Service you must ensure that your payroll provider is compliant with the new Teachers Pension's MCR Process, so when the LA require this there is no delay, there is an annual charge of £1,520 + VAT for Teachers Pensions Administration

### **Certificate of Sponsorship**

There is a cost for processing applications for sponsorship. The recruitment team are responsible for this function. The cost per application will be £241.00.

# Payroll & HR Processing and Support Service

## Contacts:

If you require additional information please contact either:

**Michelle Weston**

HR Processing & Support Team Manager

Tel: 020 8545 3389

Email: [Michelle.weston@merton.gov.uk](mailto:Michelle.weston@merton.gov.uk)

**Kathryn Wittams-Smith**

Interim Head of HR

Tel: 020 8545 3395

Email: [Kathryn.wittams-smith@merton.gov.uk](mailto:Kathryn.wittams-smith@merton.gov.uk)

If you require additional information on Certificate of Sponsorship, please contact:

**Caroline Ramsey**

Recruitment manager

Tel: 020 8545 3319

Email: [caroline.ramsey@merton.gov.uk](mailto:caroline.ramsey@merton.gov.uk)

# South London Legal Partnership

## Service Description:

### SLLP Service

The South London Legal Partnership (SLLP) is a shared service hosted by Merton providing legal services to the councils and schools of the London Boroughs of Merton, Richmond, Sutton, Wandsworth and the Royal Borough of Kingston upon Thames. The service provides legal advice and representation in relation to a comprehensive range of legal issues facing schools on a day-to-day basis.

For more information about SLLP see our website:

<https://www.merton.gov.uk/council-and-local-democracy/partnerships/sllp>

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

SLLP legal services are only available to schools on a chargeable basis - no services are offered are without charge.

### Academies

As for maintained schools

## Services with an SLA charge:

### Community & Voluntary Aided/Controlled schools

### Academies

#### **Legal advice, support and representation on:**

We manage all elements of DBS disclosure including:

As for maintained schools

- Employment law and employment tribunals
- School involvement in family proceedings and parental responsibility issues
- Assistance with complaints
- Advice on procurement (including tender documents)
- Advice on contracts including contractual disputes
- Drafting contracts

# South London Legal Partnership

- Information Governance: Subject Access Requests, data breaches, issues relating to the Data Protection Act 2018 (and GDPR) and Freedom of Information Requests (and reviews).
- Drafting and negotiating agreements in relation to premises: e.g. licenses, hire agreements
- Conduct of litigation (courts, tribunals, mediation, arbitration) including possession proceedings
- Misconduct on school premises
- Representation (exclusion appeals, SENDIST)
- Admission of pupils to schools
- Exclusion of pupils
- Service tenancy issues
- Contractual disputes
- Possession proceedings
- Special educational needs and disability discrimination
- School governance advice

## SLA Pricing:

Community & Voluntary Aided/Controlled schools

Academies

### Charges for 1 April 2024 to 31 March 2025

The amount charged will depend on the amount of time taken to complete a matter. Time is electronically recorded in units each of 6 minutes duration.

Time charge based on the hourly rate for 2024/2025 which is: £77 per hour

The work undertaken by the legal adviser will be charged at an hourly rate that is the same rate at which other council services are charged; an estimate of fees will be given at the commencement of a matter and a detailed report of time spent will be provided. The hourly rates are reviewed annually, with any changes taking effect from 1st April. The services is available to academy schools as well as maintained schools at the same hourly rate.

Schools will be charged for the use of counsel/external legal providers where required but this will not be commissioned without the prior agreement of the school.



# South London Legal Partnership

Schools will be charged disbursements (i.e. court fees, expert's fees etc.)

Schools will be liable for compensation or damages awarded against the school, and the other party's costs should a litigation case be lost and costs are awarded to the other party.

Please note that SLLP do not offer buy backs.

## Contacts:

If you require additional information please contact:

For general school and education matters:

**Meera Leavey**

Tel: 020 8545 3015

Email: [meera.leavey@merton.gov.uk](mailto:meera.leavey@merton.gov.uk)

For employment or premises matters:

**Tracy Swan**

Tel: 020 8545 4456

Email: [tracy.swan@merton.gov.uk](mailto:tracy.swan@merton.gov.uk)

Or please contact our Practice Management Team:

Tel: 020 8545 3953

Email: [sllp@merton.gov.uk](mailto:sllp@merton.gov.uk)

For procurement, contract and information governance matters:

**Fabiola Hickson**

Tel: 020 8545 4666

Email: [fabiola.hickson@merton.gov.uk](mailto:fabiola.hickson@merton.gov.uk)

For litigation:

**Byron Britton**

Tel: 020 8545 3470

Email: [byron.britton@merton.gov.uk](mailto:byron.britton@merton.gov.uk)

# Schools Finance Support

## Service Description:

### Schools Finance

The Financial Support SLA provides a comprehensive financial accounting and budgetary support service to schools. The service is designed to meet your needs as flexibly as possible, allowing your school to choose the range of support that is appropriate to your requirements.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

The Schools Finance team is required to provide the following statutory services to all Maintained Schools within Merton:

- Issue budget shares by the end of February each year based upon the indicative Dedicated Schools Grant provided by the DfE;
- Operate an appropriate Advances process to ensure schools receive this funding on a monthly basis;
- Produce and maintain a Scheme for Financing Schools;
- Support the Merton Schools Forum which is the statutory consultee on DSG financial matters;
- Collate and submit annually the School Finance Value Statement;
- Work with schools to ensure they set an in year balanced budget.

### Academies

No services are provided to Academies or Free Schools.

The council also administers the recoupment process on behalf of Merton maintained schools.

# Schools Finance Support

## Services with an SLA charge:

### Community & Voluntary Aided/Controlled schools

Advice and assistance on the following is provided through personal visits, off site preparation, telephone support and a remote access facility:

### Academies

No services are currently provided but this can be considered upon request

#### Level 1 Service - £2,730

Up to 30 hours per financial year (includes on and off-site work) - to support:

- Budget preparation (salary estimates, cash flow statements, 3 year budget planning)
- Monthly returns (bank reconciliations, VAT returns, advances & income reconciliations)
- Monthly payroll reconciliation
- Budget monitoring reports
- Maintenance of financial systems, procedures and controls
- Pre and post audit advice
- Year-end closing and completion of financial returns (accruals, balance sheet, statutory CFR report)
- Interviews for recruitment of Finance staff
- Finance training for Finance staff and Head Teachers

#### Level 2 Service - £3,914

Up to 45 hours per financial year (includes on and off-site work) - to support:

As per Level 1 plus:

- Project evaluation and costing
- Modelling staffing and budget options
- Cost comparisons of LA available data
- One meeting outside working hours e.g. Governing Body meeting

# Schools Finance Support

## Community & Voluntary Aided/Controlled schools

## Academies

### Level 3 Service - £5,016

Up to 60 hours per financial year (includes on and off-site work) - to support:

As per Level 2 plus:

- Attendance at Finance Committee meetings
- Entering the budget on FMS, ensuring it agrees with the approved 1 year budget
- Emergency cover for completion of monthly / statutory returns in the absence of a designated finance officer
- Additional training for the preparation and completion of closing procedures

Ad Hoc Hours are available upon request

## SLA Pricing:

### Charges for 1 April 2024 to 31 March 2025

#### Community & Voluntary Aided/Controlled schools

Level 1	£2,730
Level 2	£3,914
Level 3	£5,016

#### Academies

No services are currently provided but this can be considered upon request

For schools not buying into the service, a charge of £90.00 per month will be made for checking and processing bank reconciliations and VAT Claims.

Please note that whilst all due care is taken to provide accurate and topical information; the Schools Support Team is an advisory and support service only.

Governing bodies have full responsibility for the financial management of their schools including all financial documents produced as detailed in the Scheme for Financing Schools.

# Schools Finance Support

## Contacts:

If you require additional information, please contact either:

### **Jayne Ward**

Schools Financial Support Officer

Tel: 020 8545 3336

Email: [jayne.ward@merton.gov.uk](mailto:jayne.ward@merton.gov.uk)

### **Colette Levingston**

Schools Financial Support Officer

Tel: 020 8545 4876

Email: [colette.levingston@merton.gov.uk](mailto:colette.levingston@merton.gov.uk)

# Insurance

## Service Description:

Merton transferred its Insurance service to London Borough of Sutton on 1st October 2021 and all insurance matters (including motor insurance) should now be discussed directly with the team at Sutton.

They will invite all schools to opt in for the 1st April 2024 - 31st March 2025 policy year via their own renewal invite, which is sent directly to all School Business Managers.

## Contacts:

If you require additional information, please contact:

London Borough of Sutton Insurance Section

Tel: 020 8770 5353

Email: [insurance@sutton.gov.uk](mailto:insurance@sutton.gov.uk)

# Safety and Emergency Planning

## Service Description:

### Safety and Emergency Planning

Safety and Emergency Planning is a centrally funded statutory service and is a subsidiary part of a corporate SLA to Merton Council departments. This SLA summarises the service available to eligible schools.

The council's Safety Services Team provides a professional safety and emergency planning advisory service to all Merton maintained, Voluntary Aided and Voluntary Controlled schools within the London Borough of Merton. This service provides the necessary advice and information to Duty Holders to enable them to comply with their duties under the Health and Safety at Work etc. Act 1974 and the Civil Contingencies Act 2004 and all related statutory regulations.

Note: It remains the duty of the Head Teacher and delegated staff to comply with all H&S regulations and statutory instruments.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

- General advice and guidance on all work related health and safety matters under the Health and Safety at Work etc. Act 1974. In addition, the team will advise on matters relating to the Councils responsibility under the Civil Contingencies Act 2004.
- Advise school management teams in the development of local policies and arrangements to meet London Borough of Merton Corporate Policies and prescribed guidance.
- Provide support in using the Council's online accident and incident reporting system (note we are not responsible for IT provision or internet access issues). Statistical information can be provided to leadership teams on request.
- Assist eligible schools in undertaking their investigations into the more serious accidents, incidents or events.
- Following completion by schools of a health and safety self-assessment questionnaire, undertake targeted visits of maintained, VA and VC schools, providing recommendations to Head Teachers and leadership teams on remedial actions required and timescales for completion. Primary areas of focus will be the school's organisation and arrangements for general health and safety management; asbestos management; fire safety management and legionella management

### Academies

No services are available for Academies

# Safety and Emergency Planning

## Community & Voluntary Aided/Controlled schools

- Advise on the requirements for health and safety training and methods of commissioning.
- Providing advice and guidance on emergency planning and business continuity over the phone, by email or other written communication on request.
- Support schools in developing their school critical incident and business continuity plans.
- Deliver emergency planning & business continuity training and provide assistance in exercising school plans.
- Provide Schools with information and guidance relating to Asbestos Containing Materials (ACMs) within the premises and advice on managing the associated risks.

## Schools' Responsibilities

In taking up this SLA, the Headteacher will provide their full cooperation to Safety & EP Services on behalf of the school and staff in relation to matters of health, safety and emergency planning. This will include:

- Upon request, provide Safety & EP Services with accurate and timely information relating to the safety management of the school and compliance with legislation. This includes the completion and return of any self-assessment questionnaire sent out by Safety & EP Services.
- Providing full access to all areas of the school's owned and managed premises, the staff and associated electronic and hardcopy documentation in pursuance of the health and safety and emergency planning functions.
- Adopt and fully comply with LBM Corporate Policies and procedures and any systems used to collate information in relation to compliance with policies or procedures.
- Report all Accidents and Incidents on the Council's Online Accident and Incident Reporting System.
- Act on information provided or received relating to Asbestos Containing Materials and put in place arrangements and control measures to effectively manage known risks.
- Produce and maintain for inspection, a schools Asbestos Management plan and associated documentation in accordance with current legislation.

## Academies

No services are available for Academies



# Safety and Emergency Planning

## Community & Voluntary Aided/Controlled schools

- Act on and address all actions arising from audits / inspections or advice given by Safety & Emergency Planning Services (or other Authority) in relation to the management of health, safety and emergency planning within the school in the timescales given.
- It should be noted that failure to comply with relevant high priority actions arising from audits/inspections or from advice and documentation issued by Safety & Emergency Planning Services within the timescales specified may result in Safety & Emergency Planning Services escalating the matter in order to protect the Local Authority in pursuance of general duties imposed.

## Academies

## Services with an SLA charge:

### Community & Voluntary Aided/Controlled schools

Safety and Emergency Planning Services are provided without charge

### Academies

No services are available for Academies

## Contact:

If you require additional information, please contact:

**Shirley Fantie**

Interim Head of Safety Services

[Shirley.Fantie@merton.gov.uk](mailto:Shirley.Fantie@merton.gov.uk)

# Greenspaces Arboriculture Service

## Service Description:

### Greenspaces Arboriculture Service

Merton Greenspaces Arboriculture provides a service from a budget that has been de-delegated to spend on all non-PFI maintained or non-Academy schools. Therefore, no buy back is required to receive the core service. The budget is de-delegated to ensure all schools receive the appropriate support to manage any health and safety risk and to maximise the many benefits trees provide to pupils and staff. The service could also be provided to Academy schools for a charge and Academies interested in this should contact the staff detailed below.

Merton Greenspaces Arboriculture carries out full condition survey and inventory update of trees in school grounds on a two year cycle and commissions and supervises all work to trees which arises from these inspections using the de-delegated budget.

Other items of Green Infrastructure, such as hedgerows and school nature areas are also considered within our portfolio.

Works are prioritised from the limited budget, with the highest priority being for works where there is a health and safety risk, before further good practice works are undertaken to assist the long-term life of the tree assets.

## Services provided without charge (including LA responsibilities in line with statutory guidance):

### Community & Voluntary Aided/Controlled schools

Trees are valuable assets to schools. They provide numerous benefits at low risk, including:

- screening and protection from poor quality air. Trees can reduce atmospheric pollution levels by absorbing and intercepting particulates (PM10s, PM3s, etc.,) and gaseous pollutants such as NOx and CO2, under some local circumstances, by as much as 70%
- shade from direct sunlight and protecting young people from those hazardous effects of climate change and excessive urban heat (UHI effects).
- similar ameliorating effects against high winds, rain and low temperature in winter, incidentally reducing heating costs.
- screening from views of traffic and external hard landscape features, traffic noise and perception of it and controlling views into school premises.
- educational opportunities (outdoor classrooms) in natural environment subjects, science and diversity.
- Promoting well-being and mental health by softening harsh hard environments, reminding of the seasons and the natural world.

### Academies

No services are available for Academies

# Greenspaces Arboriculture Service

## Community & Voluntary Aided/Controlled schools

Many sources detail other benefits and highlight the advantages of retaining as much natural capital as possible on any school site. Greenspaces Arboriculture maintains a detailed, cloud-based data inventory (EZYTREEV), linked to digital maps/aerial views, of every tree and 'group feature' on site.

- The data comprises measurements, history, species, condition and risk rating (THREATS model) and monetary valuation (CAVAT system) of every tree and group. The system is used to manage all recommended works and is fully updated on a two year basis to comply with our enhanced Duty of Care to young people.
- Reports can be made available on such matters as the Total Amenity Value of school trees, Species breakdown or Age Class breakdown and tree maps can be provided.
- Works are prioritised from the limited budget, with the highest priority being for works where there is a health and safety risk e.g. pruning to prevent the risk of branch failures, before further good practice works are undertaken to assist the long-term health of trees.
- We identify areas for new or replacement planting in the most advantageous locations to provide the above benefits and incorporate such into the database and regime. Such works can be undertaken if de-delegated budget resources allow after health & safety works.
- In conjunction with school site managers and/or other authorised staff, we commission a number of our contractors (generally three) to price work, awarding it to the most competitive bidder in order to achieve best value from the overall budget.
- We strive to maintain / increase canopy cover by retaining large tree specimens/species wherever possible to maximise the benefits noted above. Tree removal is, therefore, only undertaken for reasons of good arboricultural practice and as a last resort e.g. no alternative for safety of children and staff or to avoid major property damage
- We will respond additionally to ad hoc requests for inspection where circumstances warrant and advise on matters concerning trees and neighbours and trees and structures both within and without the school.
- Wherever possible we will provide educational advice and visits – whether for planting schemes within schools, such as perimeter hedgerows and wildlife areas, or planting events in local parks and open spaces or guided nature and 'tree' walks, on or off site. With limited resources such assistance is dependent on close liaison and support from the school in question. Financial assistance is sometimes but not always required to enable such events and replacement planting.

## Academies

No services are available for Academies

# Greenspaces Arboriculture Service

## Services with an SLA charge:

### Community & Voluntary Aided/Controlled schools

Arboriculture Services are provided without charge from the de-delegated budget.

### Academies

Arboriculture services as set out for maintained schools may be purchased (resources permitting)

## SLA Pricing:

### Charges for 1 April 2024 to 31 March 2025

### Community & Voluntary Aided/Controlled schools

There is no charge for arboriculture services provided within the de-delegated budget

### Academies

Prices available upon request subject to available resources

## Contacts:

If you require additional information, please contact:

### **Andrew Kauffman**

Head of Parks Services

Email: [andrew.kauffman@merton.gov.uk](mailto:andrew.kauffman@merton.gov.uk)

### **Daniel Sitch**

Arboricultural Officer

Email: [daniel.sitch@merton.gov.uk](mailto:daniel.sitch@merton.gov.uk)

### **Chris Rayner-Rix**

Arboricultural Officer

Email: [chris.rayner-rix@merton.gov.uk](mailto:chris.rayner-rix@merton.gov.uk)

### **ChinFung Freeman Chan**

Arboricultural Officer

Email: [chinfung.freemanchan@merton.gov.uk](mailto:chinfung.freemanchan@merton.gov.uk)

# Buy Back Form

## Service Level Agreement for Schools '24/25

Please respond using the on-line form see link: [Service Level Agreement for Schools 24-25 Online Buy Back Form](#)

Alternatively, please complete a hard copy by ticking to purchase services and email to [SchoolOrgAdmin@merton.gov.uk](mailto:SchoolOrgAdmin@merton.gov.uk)

School Name: \_\_\_\_\_

Please provide the following annual services for the 2024/2025 financial year as indicated below.

(Services available only as pay as you go or where you need to contact the service directly are marked XXXXXX)

Page No.	Service		Page No.	Service	
1-5	School Cleaning and Catering Contracts		18-23	Schools Safe Connect (incorporating SMISST & DPO services)	<input type="checkbox"/>
	➤ School Cleaning Contract	<input type="checkbox"/>	24-26	Performance Analysis	<input type="checkbox"/>
	➤ School Meals Catering Service	<input type="checkbox"/>	27-30	Education Welfare Services (EWS)	Send request to EWS
	➤ School Cashless Payment Service	<input type="checkbox"/>	31-33	SEN and Disabilities Integrated Service	
6-10	Merton School Improvement (MSI)	<input type="checkbox"/>	34-36	Educational Psychology Service (EPS)	Send request to EPS
11-17	Governor Support Service		37-44	Language Behaviour & Learning Support Service	
	➤ Advice, Support & Guidance	<input type="checkbox"/>		➤ Level 1:	<input type="checkbox"/>
	➤ Training and Development	<input type="checkbox"/>		➤ Level 2:	<input type="checkbox"/>
	➤ Advice, Support & Guidance + Training and Development	<input type="checkbox"/>			

# Buy Back Form

Page No.	Service		Page No.	Service	
45	HR - Service Standards		66-68	SLLP Legal Services	XXXXXXXX
46-48	HR - Schools Recruitment		69-72	Financial Support Service for Schools	
	➤ Module A	<input type="checkbox"/>		➤ Level 1:	<input type="checkbox"/>
	➤ Module B	<input type="checkbox"/>		➤ Level 2:	<input type="checkbox"/>
49-51	HR - Disclosure Service	XXXXXX		➤ Level 3:	<input type="checkbox"/>
52-56	HR - Advice and Consultancy	<input type="checkbox"/>	73	Insurance	Renewal Form sent to schools
57-58	HR - Employee Assistance Programme	<input type="checkbox"/>	74-76	Safety and Emergency Planning Services	No charge
59-61	HR - Occupational Health Service	<input type="checkbox"/>	77-79	Merton Greenspaces Arboriculture Service	No charge
62-65	Payroll, HR Processing and Support Services	<input type="checkbox"/>			

Signed: \_\_\_\_\_

Headteacher or Chair of Governors

Please return this form by 15th March 2024 to:

Contracts & School Organisation, 10th Floor, Merton Civic Centre, London Road, Morden, Surrey SM4 5DX

Email: [SchoolOrgAdmin@merton.gov.uk](mailto:SchoolOrgAdmin@merton.gov.uk)

Notes:

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