MERTON COUNCIL

Schools Service Level Agreement 2016-17

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Service Level Agreement for Schools '16/17

Welcome to our School's Service Level Agreement booklet summarising the range of Council services offered to schools for the coming year.

The new SLA booklet provides an overview of the local authority services available to schools through annual service level agreements or on a pay as you go basis - further information can be found on the SLA page in the Services section of the Schools Extranet or obtained directly from the relevant contact officers.

In planning to meet the significant financial challenges faced by the borough, we have had to review the services offered to schools and, as part of this exercise, have necessarily considered our charges to ensure they accurately reflect the actual cost of delivering these services. Notwithstanding some modest increase in charges, I trust you would agree with me that the teams within the CSF Department and our colleagues across the council provide schools with effective business support options which still offer excellent value for money.

Please ensure you complete and submit your buy back form by 4th March 2016.

We look forward to working with you all over the coming year as we jointly strive to raise standards further and improve the life chances for children and young people in Merton.

Yvette Stanley

Yvette Stanley,
Director of Children, Schools and Families,
London Borough of Merton

School Cleaning and Catering Contracts

Service Description:

The Contract and School Organisation Service provides schools with a complete service covering the procurement, administration and monitoring of the school cleaning and catering contracts and access to the council's contract for a cashless payment system.

Please note that under the new schools catering contract (as from September 2016), the catering contractor will pay the council's monitoring costs.

SLA services offered:

Cleaning Contract 2014-17

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

The contracted cleaning provider, Julius Rutherfoord & Co will offer:

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

The Contracts Team prepares and lets the contract and 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.

Catering Contract 2013/16 & 2016/19

Access to the council's contracted catering service 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 dedicated Contracts Team.

The current catering contract with ISS Education offers:

- Full school meal catering service (including the collection of dinner money on behalf of schools if required).
- A varied menu offering a daily choice of main courses. The menu will be tailored in consultation with schools to meet their individual requirements/preferences.
- Appropriately trained and DBS checked staff, recruited in line with the council's specified requirements for employment (e.g. referencing, employment history and right to work checks).
- A dedicated contract manager who is available to deal with any issues or concerns raised by schools.

The Contracts Team prepares and lets the contract and manages/monitors the service for schools – the council's monitoring ensures the catering service meets minimum statutory and specified quality standards and complies with Health and Safety and Food Hygiene requirements.

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.

The current school catering contract expires in August 2016 - the council is currently procuring a new school meal service which, in addition to the current specification, will offer a contribution to schools' utility costs.

Cashless Payment Contract 2015-18

Access at a reduced cost via the council's central contract to a cashless payment system for the use of schools in collecting dinner money and other payments from parents and guardians at a reduced cost.

The current contract with ParentPay has been extended up to June 2016 - the council is looking to re-tender this service before then with a view to procuring an integrated service linking with the system for dinner money collection offered by the school catering provider. As with the existing service, the new contract will offer:

- an online environment for parents to pay for a variety of school expenses and credit the account of their child reducing the need for payment by cash or cheque.
- a system which will interface with existing schools SIMS software.

The council's SMISST team will continue to provide training and first line support for the users of the cashless payment contract at no extra expense through their SLA with schools.

SLA pricing:

The costs of procuring, managing and monitoring the schools' cleaning and catering contracts will be charged on the number of pupils on roll as indicated in the annual schools census.

Cleaning Contract

Charge for 1 April 2016 to 31 March 2017	
Schools of up to 850 pupils	£3.16 per pupil
Schools with in excess of 850 pupils	£1,950 per school

Catering Contract

Charge for 1 April 2016 to 31 August 2016*	
All special and primary schools	£1.89 per pupil

*Please note that there is no SLA charge for the new catering contract.

There is no charge for the council's procurement and contract management of the cashless payment contract – schools only pay for the contracted service – the current annual fee for the service from ParentPay is £370.

Please also note that schools who are committed to the Local Authority arranged contracts will need to pay SLA charge (if any) towards the administration and monitoring of the contracted service for the duration of the contract. Accordingly they will be required to buy into the appropriate service level agreement.

Further details:

Please follow the Contracts Team links on SLA page of the Services Section of the Schools Extranet.

Schools Extranet ☞ Services ☞ SLA

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

Michael Balamwezi
Principal Contracts Officer
Contracts & School Organisation

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Murray Davies
Contracts & Procurement Manager
Contracts & School Organisation

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Merton School Improvement (MSI)

Service Description:

Merton School Improvement (MSI) is a highly experienced group of specialist education professionals dedicated to improving outcomes for children and young people in partnership with all Merton schools.

The team provides a complete service covering all aspects of school improvement and professional development.

- Advice and support immediately before, during and after Ofsted inspection;
- The support of a Merton Education Partner with 2 visits per year providing joint analysis of school outcomes, identifying priorities, advising on school improvement and providing comprehensive reports for governors;

SLA Services Offered:

- Regular briefings on national policies and professional development forums e.g. Primary head teachers, SENco, secondary raising achievement & curriculum forums;
- An annual review process that identifies strengths to be shared, trends in performance and schools at risk, where standards are declining or where significant groups of pupils are underperforming;
- Targeted support for schools in challenging circumstances;
- LA subscription to useful resources e.g. FFT, available to school use;
- Advice and guidance on all statutory duties e.g. assessment and moderation, curriculum, safeguarding, governance, SEN;
- 2 days per year to support quality assurance for 6th form provision;
- Quality assurance of KS4 alternative provision;
- Attendance of the Head of Education or her representative at the final interviews for new head teachers;

- Early Years support and guidance;
- SEN support and guidance;
- Free attendance of an MSI professional to provide advice and guidance to Governors on the appointment of new head teachers;
- Free telephone and email support and guidance from School Improvement Advisers and other appropriate professionals;
- 20% discount on school, subject, key stage reviews or other audits;
- 20% discount on monitoring and review of inclusion, behaviour, SEN and ESCA;
- 20% discount on support and guidance for governors in the performance management of the head teacher;
- Support for statutory returns to the DFE re new teaching staff and 20% discount on further advice and support for schools with NQTs.

SLA pricing:

Charge for 1 April 2016 to 31 March 2017	
Primary Schools of 250 or less	£1,187
Primary Schools of 251 or more	£1,720
Secondary Schools	£3,136
Special Schools	£1,720

Further details:

Pricing for bespoke packages beyond the SLA can be found on the Merton School Improvement extranet site:
Schools Extranet ☞ Services ☞ Merton School Improvement

Contact:

Elizabeth Fitzpatrick
MSI Manager

Tel: 020 8545 3806
Fax: 020 8545 3260
Email: msi@merton.gov.uk

Governor Support Service

Please note reference to "Governing Boards" include both LA maintained schools and boards of trustees of academies. Likewise references to "Governors", also refers to trustees, members and directors of academies.

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.

SLA Services Offered:

Advice, Guidance and Clerking Support Package

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:

- Advice and support by telephone/ email or in person as appropriate, including guidance on problem solving and conflict resolution a.
- 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 a termly briefing session on common agenda items for Chairs, Vice Chairs, Headteachers and Clerks.
- 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, SBM's and Clerks to keep governors informed of developments.
- A Welcome Pack for new Clerks outlining roles and responsibilities.
- Support service for clerks offering advice and guidance as appropriate.
- Bespoke training programme for clerks to inform and keep clerks up-to-date with the latest regulations and good practice.
- Advice on governing board membership and annual report of terms of office that are due to expire.
- General recruitment activities and advice on governor recruitment at a local level.
- Provision of Model Committee Terms of Reference.
- Provision of information and briefing papers on legislation/good practice e.g. parent and staff governor elections procedures.
- Access to a secure governor support website, containing a central resource of key documents and good practice guides.
- Liaison with DfE, and other regional and national organisations on behalf of governing boards with regard to governance matters.

Governor Training and Development Package

"Boards are responsible for identifying and securing the induction and other ongoing training and development governors need."
Governance Handbook, November 2015.

We offer a comprehensive programme of training sessions which are regularly revised with the latest information and guidance:

- Unlimited access and priority booking for all Governors to the centrally organised training programme.
- Unlimited access for all Clerks to the centrally organised training programme.
- Unlimited access for all Governors to an on-line training package.

- Provision of model good practice templates.
- Access to a report of governor training bookings and attendance.
- Provision of a termly electronic bulletin
- Identification of training needs and exchange of good practice through a termly Training Representatives' meeting.
- Information about access to other external and national development opportunities such as those provided by South West London School Effectiveness Partnership (SWLSEP).
- Telephone and email support on all governor development related matters.

Other Chargeable Services Available

- **LA Review of Governance - £350**

  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 a evidence for an Ofsted Inspection demonstrating a proactive approach to governance.

- **Parent governor election administration from £75 (excluding printing and stationery and dependant on school size)**

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

- **Whole Governing Board Training**

  We deliver full governing board sessions on general governance, at your school for £250 per 2 hour session. We are also happy to facilitate any bespoke requests and provide prices on application.

SLA pricing:

Charge for 1 April 2016 to 31 March 2017			
	Advice and Support	Training	Both Packages (Discount Rate)
Maintained Special, PRUs and Primary Schools			
less than 250 pupils	£500	£500	£770
250-350 pupils	£600	£675	£960
351 – 450 pupils	£625	£700	£975
451 pupils +	£650	£725	£1,000
Secondary	£1,200	£1,200	£2,000
Supplement Academy / MAT per LGB / Federation	£100	£100	£200

Other Chargeable Services

Whole Governing Board Training sessions	£250 per 2 hour session (please see Training and Development package for further details
LA Review of Governance	£350
Parent Governor Election Administration	from £75 (excluding printing and stationery and dependant on school size)

Further Details:

Further information on our services and pricing for bespoke packages beyond the SLA can be found on the Governor Support extranet site

Schools Extranet ☞ Services ☞ Governor Services

Contact:

If you require additional information please contact:

June Crame
Governor Support Manager

Tel: 020 8545 3923
Fax: 020 8545 3260
Email: june.crame@merton.gov.uk

Schools Management Information Systems Support Team (SMISST)

Service Description:

The aim of the SMISST SLA is to help you use ICT to improve your school. Working within the Merton School Improvement Service we are a technical support team who will support you in delivering the real benefits of ICT to staff and learners. From SIMS to the London MLE and LGFL our forward thinking and innovative approach will help you to effectively plan and use ICT to improve and sustain educational outcomes. We will work closely with you and your ICT supplier to help you achieve this.

SLA Services Offered:

- 24 hour call logging facility
- Telephone help-desk: (new extended opening hours) 08:00– 17:00 term time. 9.00 – 16.00 school holidays
- 3 x 0.5 training days from:
    - SIMS office user
    - FMS User
    - Standard reporting in SIMS.net

Above course are held at the Chaucer Centre

SIMS Support

We can help you achieve the very best from SIMS with comprehensive support for every module including:

- Support for Electronic registration and SIMS in the Classroom
- Installation of SIMS upgrades including FMS and Discover
- A basic report writing service for bespoke reports
- Advice on assessment and support for Merton's Assessment Manager package
- Housekeeping advice
- Bespoke training by request

Support for LGFL Services:

We will help you to make the very best of your connection and associated services from LGFL. Including:

- LGFL billing services (aggregated billing)
- Practical support for your MLE
- LGFL/USO/Fronter Account and password administration. Monitoring of USO-Auto updater
- USO-FX – Secure file transfer system
- USO-Auto text texting service
- Administration of Web and email filtering
- Secure Store the online backup module (Setup and Purchasing only)
- Secure Remote Access

Also Included

- A comprehensive schedule of training courses which can be booked on the CPD website: http://www.samscpdonline.org
- New buildings/School extension works: We will work with you, the Capital Projects Team and your ICT Supplier to ensure your ICT needs are met and exceeded
- OFSTED – preparation for inspection
- Advice on e-safety, safeguarding, data protection, security and disaster recovery and business continuity
- Disaster Recovery - Emergency School Provision
- Organisation of School Business Managers' Forum
- Ownership of and support for the Schools Extranet
- Advice and guidance on administrative procedures in schools

- Support for Parent Pay when schools are part of the Merton Parent Pay contract
- Support for the new computing curriculum including advice on devices and infrastructure
- Liaison with 3rd party ICT support agencies and other LA Departments to ensure an integrated approach to ICT.

Approved Suppliers & Contract Monitoring

We will keep a list of Merton approved ICT suppliers. The list will be updated every two years. All companies on the list will be vetted by us and attend termly meetings.

We will also check that these organisations have an understanding of how schools operate and the strategic direction for ICT in schools as defined by DFE and OFSTED.

If you have a dispute with your ICT provider or would like independent technical advice please let us know and we will be there to help and advise.

SLA pricing:

Charge for 1 April 2016 to 31 March 2017	
SMISST, ICT & LGFL	
Primary Schools	
250 or less pupils	£ 3,633
251 -500 pupils	£ 4,381
501 or more pupils	£ 4,717
Secondary Schools	
600 or less pupils	£ 4,717
601 – 900 pupils	£ 5,443
901 or more pupils	£ 5,802
Special Schools	
	£ 3,633

Additional training courses at the PDC are available and chargeable at a special rate of £55 per half day for SLA participating schools.

Further Details:

Please see link below:

Schools Extranet ☞ Services ☞ Schools ICT Support

See also:
Schools Extranet ☞ Services ☞ Schools ICT Support ☞ About Us ☞ SMISST Fair usage policy

Contact:

Derek Crabtree
Schools ICT Support Manager

Tel: 020 8545 4891
Email: derek.crabtree@merton.gov.uk

Research and Information

Service Description:

The Research and Information Team provide a high quality service to schools regarding the collection and analysis of data, performance monitoring, reporting, support and training, including data literacy training relating to children schools and families.

SLA Services Offered:

Data Management and Collections:

- Support to ensure data and information held on school management information systems meets data quality thresholds.
- Office based or in-school consultancy regarding implementation of the Department for Education (DfE)/Standards and Testing Agency (STA) data collection requirements.
- School specific analysis and guidance to complement the statutory data collection including the School Census and related processes.
- One free place on CPD training and briefings relating to statutory data collections of School Census and School Workforce Census.
- Telephone advice and support for statutory returns e.g. School Census.

Data and Data Analysis for Schools:

- School subscription (financial year 2016-2017) to Fischer Family Trust's FFT Aspire– access and support for FFT Aspire.
- School achievement and inclusion data summary sheets academic year 2015-2016 (phase specific):
    - Early Years Foundation Stage Profile (subject to local collection as EYFS profile no longer a statutory requirement).
    - Reception Baseline (subject to sharing baseline data).
    - Key Stage 1 Phonics screening check.
    - Key stage 1
    - Key Stage 2
    - Year 7 data transfers for 2016 intake to support Key2Success/NCA tools and Common Transfer File functionality.
    - Additional pupil level information sheets for Early Years Foundation Stage Profile (where the profile and data collection allows).
    - Sharing of NCER GCSE and Post 16 suite of reports and data.
    - Timely annual attendance and persistent absence summaries.
    - Timely annual exclusions summaries (subject to data availability).

Guidance Services:

- Statistical support to inform schools for Ofsted, school self-evaluation (RAISEOnline, FFT Aspire), pupil tracking & school specific statistics.
- Interpretation of Research and Information reports, Ofsted and DfE publications (including telephone advice).
- Brokerage, to include support and information to schools regarding alternative providers of statistical services and/or associated ICT support.

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

SLA pricing:

Charge for 1 April 2016 to 31 March 2017	
Primary Schools	
250 or fewer pupils	£750
251 or more pupils	£1,100
Secondary Schools	
900 or fewer pupils	£2,100
901 or more pupils	£2,600
Special Schools and PRU	£500

Charges for non subscribing schools / organisations - for all in-school advice and in-school training for all phases are as follows (subject to capacity):

- Up to 2 hours - £300
- Twilight training / meetings - £500
- Half day training - £600
- Whole day training - £900

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.

Discount on continuing professional development (CPD) training

- Day course / training - £100 (subscribing schools) £200 (non subscribing schools)
- Half day course / training - £50 (subscribing schools) £125 (non subscribing schools)

Further Details:

Further useful information for schools can be found on the Research & Information Page of the Schools Extranet:

Schools Extranet ☞Performance

Contact:

Lynne Doyle
Research & Information Manager

Tel: 020 8545 3378
Email: lynne.doyle@merton.gov.uk

School Library & Heritage Service

Service Description:

The School Library Service (SLS) is part of the Libraries and Heritage Service in Merton Council's Community and Housing Department. The SLS provides significant value for money for schools in assisting them to provide a comprehensive reading for pleasure and study offer for their students. Expert SLS staff support enables schools to focus more on other areas and feel assured that they have good quality book stock and study materials for classes.
Schools can choose from a wide range of fiction and non-fiction boxes and topics can also be tailored to individual school needs.

SLA Services Offered:

School Library Service

- Project Boxes - Each subscribing school has an allocation of project boxes dependent on the package they buy, and the number of pupils in the school (minimum of 10 per school per term). Project boxes provide additional curriculum based resources in the classroom. Project box collections can be a mix of fiction and non-fiction to support specific areas of the curriculum and literacy work. Each box is made up individually to meet the request and may contain DVDs and/or photopacks as well as books. We aim to supply between 20-30 items per box.
- Additional Annual Fiction Allowance - Each subscribing school is entitled to request an additional five boxes of fiction stock in the autumn term that can be kept for a whole school year.
- Reader Development - These sessions are to encourage a love of reading within the school and can include story telling, introducing certain genres, books for boys and reluctant readers.
- Library Support - These sessions are to give practical support in the maintenance of your school library and can include weeding of stock, repairs, tidying, labelling and shelving of stock. We can also give advice on book purchasing.
- Telephone / email helpline - The SLS is currently open 4 days a week from Tuesday to Friday and there is a 24-hour answer phone available to take your call. Emails are regularly checked and enquiries dealt with promptly.
- Use of the SLS Book Purchase Scheme – Subscribers can use the SLS Book Purchase Scheme, which will give a 20% discount on most books purchased through our library supplier.
- Pupil Librarian Recruitment & Training – As part of the Library Support Service, the SLS can now assist you with recruiting, interviewing and training pupil librarians for your school.
- Children's Book Group Set Up Support – As part of the Library Support Service, the SLS can advise you on how to set up a book group in your school and provide guidance on where to find resources for your sessions.
- Book Banding Real Books – As part of the Library Support Service, we can now offer book banding of real books for your library or guided reading stock
- Guided Reading / Book Group Collection – We can now offer multiple copies of selected titles that can be borrowed for guided reading or book group use, this service is included in your normal subscription rate.
- NEW SERVICE: Accelerated Reader Collection: Sets of AR labelled books are now available.

Merton's Heritage Service

Subscribers can access Merton's Heritage offer for schools which includes:

- Curriculum based class visits at Merton Heritage & Local Studies Centre.
- Tours of Merton's Local Studies Centre, based at Morden Library
- Discounted rates for borrowing artefact boxes
- Discounted rates on provision of local studies display material

SLA pricing:

There are two service options available to schools – a Premium Service and a Standard Service both offering excellent value.

Charge for 1 April 2016 to 31 March 2017		
	Premium Service	Standard Service
Total package costs per annum	£6.10 per pupil	£5.10 per pupil
Service Description		
Project Boxes		
for schools between 200-300 pupils	45 boxes per annum *	30 boxes per annum *
for schools between 301-400 pupils	60 boxes per annum *	45 boxes per annum *
for schools between 400-500 pupils	75 boxes per annum *	60 boxes per annum *
for schools over 500 pupils	90 boxes per annum*	75 boxes per annum
Additional annual fiction allowance	5 boxes per annum	5 boxes per annum
Reader development hours per annum:	6	n/a
Library support hours including book banding, pupil librarian training & children's book group set up. Hours per annum:	10	6
Telephone / email helpline	Yes	Yes
Use of SLS Book Purchase Scheme	Free	Free
Access to Merton's Heritage Service	Local history class visits: £60 per 2 hour session. Discounted resource boxes: £20 per week for a 1 – 6 week loan. Project advice sessions: £75 per 2 hour session (for up to 3 teachers from one school.)	
*Your entitlement will be split into 3 equal termly deliveries		

Additional services can be purchased by schools either by adding them to a standard or premium service or on a pay as you use basis.

Charge for 1 April 2016 to 31 March 2017		
	Additional Service – extras can be added to a package	Individual Service on a pay-as-you-use basis
Project Boxes for schools:	£36 per box	£51 per box
Additional annual fiction allowance	£36 per box	£51 per box
Reader development hours per annum:	£26 per hour	£41 per hour
Library support hours per annum:	£20 per hour	£31 per hour
Telephone / email helpline & use of SLS Book Purchase Scheme		£100 p.a.

Further Details:

Please see links below:

Schools Extranet ☞ Services ☞ Schools Library Service

or our webpage at

http://arena.yourlondonlibrary.net/web/merton/school-library-service

Contact:

If you require additional information please contact either:

School Library Service
Tel: 020 8274 5908

Email: school.library.service@merton.gov.uk

Education Welfare Services (EWS)

Service Description:

- 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 MASH

Core Services Offered

- Core 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
- Schools are allocated core EWO time based on 2.5 terms attendance and persistent absence based on 10%
- Resources are allocated in proportion to need
- The allocated EWO is trained, supervised and provided with professional training

Services provided under Core for LA Schools

- The law around attendance, pupil registration and removing from roll
- Whole school attendance work
- Individual casework for open EWS level 3 cases
- Facilitate communication between home and School for open level 3 cases
- Advise on welfare and child protection concerns
- Participate in multi-agency networks meetings in conjunction with school staff
- Support of Specialist Nurse to target health related absence
- Register checks
- Collect and analyse attendance data regularly
- Support for the collection and submission of data to the LA or DfE
- Advise on the categorisation of absence taking into consideration national guidance and local arrangements
- Penalty Notices
- Parental prosecutions
- Children Not On Roll
- Attendance Forums
- Children who are educated at home
- 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
- Choices Advice for parents and children in year 5 and 6 in preparation for transfer to secondary school

Buyback

- Schools will be able to purchase additional hours of service from the authority to start at the beginning of each academic year. The time can be purchased in hours, half-day, full day or 2 day slots for 39 weeks of the year.

Services available as buyback for LA 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
- Other targeted work that supports whole school attendance improvements
- Project-work conducted in response to school priorities
- 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 training and support (individual)
- Work with non statutory school aged children in reception, years 12 and 13 (Not legal action)

Services available for Academies at no cost

Statutory functions including:

- Legal action
- Children missing education
- Children in entertainment, employment and chaperones
- Choices Advice for parents

Services available for Academies as buyback

- Full Education Welfare Service including all services offered under the LA Core and buyback sections

How do I buy back?

- Schools and Academies need to indicate to the EWS Manager that they wish to buy back the service by 27th May 2016 for the following academic year (Sept 2016 - July 2017). This enables recruitment to take place during the summer term. There is slight reduction in price per hour to schools who buy ½ a day or more a week.
- It is not possible to purchase just for a term or to buy 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

SLA pricing:

Charge for 5th September 2016 to 21st July 2017		
1 hour of buyback LA retained funding	39 weeks term time only	£ 42:00 per hour
Half day buy back (3.5 hours) LA retained funding	39 weeks term time only	£146.00 per half day
Full day by back (7 hours) LA retained funding	39 weeks term time only	£292 per day

Further Details:

Details of how resources are shared between primary, secondary, special and Melbury are circulated to schools annually

Schools Extranet ☞ Services ☞ Education Welfare Service

Contact:

Further information about the EWS core and buy back service may be obtained on the extranet or by contacting

Yvonne Wilkins
EWS Manager

Tel: 020 8545 3271
Email: yvonne.wilkins@merton.gov.uk

SEN and Disabilities Integrated Service

Description of Core Services:

- Early Help 0–25 years
- Children with Disabilities Social Work Team
- SEN Team
- Short Breaks Service (including Brightwell)
- Health Team

Early Help 0-25 years

- These services enable early advice and guidance plus intervention and support to parents of children and young people regarding the Education, Health and Care Planning process.
- Provide support and advice to education settings, childminders and school through transitions; gives guidance, advice and referrals for statutory assessment

Children with Disabilities Social Work Team

- This team delivers statutory Social Work to children with disabilities and their families.
- Duties include safeguarding children through child protection processes; assess the needs of children with disabilities; develop care and support packages to ensure that identified needs are met

Health Team

This team has been commissioned by Merton CCG to contribute to the assessment of the needs of children refereed for Education, Health and Care Plans and to ensure that the agreed Health input to those plans are provided.

Special Educational Needs Team

- The Special Educational Needs (SEN) team provides schools and parents with a statutory service covering the identification, assessment and provision of resources for children and young people with Special Educational Needs and Disabilities.
- As from September 2014, this included the Children's and Families Act and the SEND Code of Practice (0-25 years) requirements. This includes the identification of an appropriate school placement or identification of an appropriate further education or higher education placement for young people with significant needs who would have had a statement or Learning Disability Assessment in their school or setting and those who have an Education, Health and Care Plan.

http://www.merton.gov.uk/learning/edinclusion/sendis/send_policy.htm

Short Breaks Service-Brightwell

Full details on Short breaks and The Merton Offer can be found at:
http://fsd.merton.gov.uk/ActivityDetail.aspx?ID=564

Brightwell provides overnight short breaks and day care short breaks for children with disabilities with assessed needs

Contact:

If you require additional information please contact:

Karla Finikin
Head of SEND Integrated Service

Tel: 020 8545 4200
Fax: 020 8545 4703
Email: sen@merton.gov.uk

New Arrivals Team

Service Description:

The New Arrivals Team provides a range of services to aid schools in their support of newly arrived pupils, their families and bilingual students.

SLA Services Offered:

- The Team maintain a register of bilingual assistants covering around 20 languages. The Bilingual Assistants can be employed on an hourly basis and only work for schools and families in Merton and Sutton. They are able to support EAL pupils in class, conduct mother tongue assessments and interpret at parent or SEN meetings. They are fully DBS checked and bookings can be arranged via the Team.

- The Team provides training on refugee issues and works in partnership with South London Refugee Association to give advice on educational matters for Refugee and Asylum Seeking families. We support newly arrived and refugee families in accessing education services provided within Merton.

SLA pricing:

Pay as you go service - rates as of 1st April 2016
Bilingual support hourly rate (minimum booking two hours)*
£15.29

* Please note that we charge by the full hour

Further Details:

Please refer to the School Improvement – Equalities and Diversity Services in the Services Section of Schools Extranet - see link below:
Schools Extranet ☞Services ☞ School Improvement ☞ Equalities and Diversity Services

Contacts:

If you require additional information please contact either:

Eileen Smith
New Arrivals Team
Merton School Improvement

Tel: 020 8545 3133
Fax: 020 8545 3260
Email: eileen.smith@merton.gov.uk

Fawzia Zahidie
New Arrivals Team
Merton School Improvement

Tel: 020 8545 3991
Fax: 020 8545 3260
Email: fawzia.zahidie@merton.gov.uk

Language Behaviour and Learning Support

Service Description:

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

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

SLA Services Offered:

This service provides:

- Staff training in schools (see team booklet for topics)
- 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 needs through assessment, programme planning and monitoring.

SLA pricing:

LBL Buy back at Level 1

£1300 per term – provides 10 units - additional units up to 19 can be added at £130 per unit.

LBL Buy back at Level 2

£2400 per term - provides 20 units - additional units up to 29 can be added at £120 per unit.

Charge for 1st April 2016 to 31st March 2017		
	Buy-back schools	Non buy-back schools
Unit	£120-130	£180
Individual Intervention	4 Units (£480- 520)	£720
Training session approx 2hrs *	2 Units (£240-260)	£360(3 for £800)
Half day training	3 Units (£360-390)	£500
Whole day * training	5 Units (£600-650)	£800

*(including planning and preparation)

Additional Buy Back Offer

Secondary Speech and Language Project

This project has expanded over the last few years to provide support to schools to understand, identify, intervene and support pupils with SLCN including weekly input by trainee therapists and supervision and advice from LBL experienced therapists.

Cost: Secondary Schools - £4800 per year
(a project booklet outlining the details will be sent directly to schools)

Accredited Training

- ELKLAN – TA accredited training SLCN/ASD - £500 per place
- CPI/MAPA – Managing Actual and Potential Aggression (Special schools/ARPs)

The Language and Learning Support Team and the Virtual Behaviour Service also provide advice to schools and parents, statutory work to support SEN processes and guidance around exclusions

Further Details:

Further information about these services is available on the Merton Schools Extranet.

Schools Extranet ☞Services ☞ SLA ☞ Language Behaviour and Learning Support Team

Contacts:

Karen Akroyd / Mary Williams / Bev Selway
Chaucer Centre Canterbury Road Morden
SM4 6PX

Tel: 020 8288 5692
Fax: 020 8288 5619
Email: ann.kindregan@merton.gov.uk

Educational Psychology Service (EPS)

Service Description:

Merton EPS provides a specialist psychological service to schools within Merton and to children with statements of special educational needs (SENs) of Merton residents educated elsewhere.

Core Services Offered:

Centrally funded time is allocated for:

- Provision of psychological advice for the Local Authority (LA) under the Children and Families Act 2014.
- Tribunal work.
- Merton children with statements or EHCPs educated outside the borough.
- Working with Looked After Children.
- Supporting schools with critical incidents.
- Some other LA work such as attendance at SEN and admissions panels.

SLA Services Offered:

The EPS also works in schools on a 'buy back' basis. Schools can commission the Education Psychology Service time in sessions of 3 hours.

SLA pricing:

Details of Educational Psychology Charges (April 2016 – March 2017) are set out below:

Charge for 1 April 2016 to 31 March 2017	
Price per Session	
Commissioned by 22/02/16	£225
Commissioned after 22/02/16	£295

Subscribing to the EPS on a yearly basis and returning the EPS service request form[1] by the 22nd February 2016 enables planning for staffing levels and for the service to be delivered at a cost of £225 per session.

The activities for which schools can use their EP time are detailed in the EPS Handbook for Schools sent directly to schools.

Sickness/ Maternity absence

Schools who buy into the EPS at a rate of £225 per 3 hour session share the risk of covering sickness and maternity absence with Merton EPS. Merton EPS will cover any sickness or maternity absence for up to a total of 5 sessions per term across all schools for a full time equivalent EP.

Where there is extended absence beyond this it will be managed and shared across all schools who have bought in. This may mean a shared reduction in service. This would ensure an equitable service across schools in proportion to the amount of time commissioned by them.

Work commissioned after 22nd February 2016

Work commissioned after 22nd February 2016 is at a cost of £295 per 3 hour session. Delivery of this time cannot be guaranteed and depends on EPS capacity. This is limited by staff availability.

Important Information

- Schools will be able to 'hold' up to 1 session, which can be carried over to the following term within the financial year. Sessions cannot be carried forward to the next financial year. The EPS aims to deliver all the sessions ordered within the financial year. This would be in negotiation with the EPS.

[1] Schools will need to complete a separate EPS Buyback form as well as the general SLA Purchase Form

- Cancellation or delay of individual pupil work or project. Schools should be aware that our workload is allocated and completed each term. We may not be able to make up any short fall resulting from cancellation or delay as our time is booked to other schools and appointments. It is therefore important to make contingency plans such as another signed referral, for using your time with your EP in the case of the unavailability of staff or parents.
- Priority will be given to completing sessions for schools on a first come first served basis.
- Requests should be received on a yearly basis and should be received by 22nd February each year. The EPS is able to deliver the 'buy back' service contingent on its capacity at any particular time. We need to receive requests before this date so that we can meet these, provide the service at the cost indicated and avoid disappointment.
- The EPS also works in schools on a 'buy back' or traded basis. This work includes statutory work with children who already have statements of SEN or Educational and Health Care plans (EHCPs).

Order Process:

Schools should complete the EPS Request form to be found on the Schools Extranet – see link below: Schools Extranet ☞Services ☞ SLA ☞ Educational Psychology Service (EPS)

Contact:

Elaine Killerby
Manager, Educational Psychology Service

Telephone: 020 8545 4820
Email: elaine.killerby@merton.gov.uk

Merton Translation Service

Service Description:

A highly reliable, well-established translation service in the region, Merton Translation Service (MTS) is a business unit within the London Borough of Merton. MTS is dedicated to providing professional translating and interpreting services to all sectors of the community in order to facilitate and promote participation; cross-cultural communication, statutory requirements and access to services.

MTS has a wide customer base including all council departments, schools, hospitals and private, voluntary and public organisations in the region as well as private individuals.

SLA Services Offered:

Merton Translation Service provides services in more than 80 languages / local dialects, including British Sign Language. All translators and interpreters are enhanced CRB checked and fully indemnified. Our services include:

- **Advice and guidance** – we will be happy to advise you on any matter relating to interpreting/translating.
- **Face-to-face interpreting** - our interpreters are experienced, trained professionals with excellent cross-cultural communication skills.
- **Translations of written documents** - all documents are translated by experienced professionals and are treated as confidential. All translated material is word-processed. We can liaise with your printers / graphic designers or undertake printing / graphic design ourselves.
- **Alternative Formats** - we offer text transcription services (i.e. transcription of information on to Braille, audio-tape, large print or diskette). We can also provide information on video, DVD or CD-Rom format.
- **Telephone interpreting** - please note that this service is recommended only for urgent cases, when there is no time for an interpreter to be physically present.
- **Proof-reading**

SLA Pricing:

Merton Translation will be a pay as you go service. SLA will not apply.

Charge for 1 April 2016 to 31 March 2017	
Interpreting – 1st hour (minimum charge)	£40
Interpreting – every subsequent hour	£20
British Sign Language (Levels III & IV)	Rates vary
Translation – first 100 English words (minimum charge)	£24.00
Translation – every extra 100 words	£15.00
Multiple translations	Quotes upon request
Telephone interpreting – 30 minutes (minimum charge)	£17.00
Telephone interpreting – 1 hour	£25.00
Travel time and cost (within Boroughs of Merton, Sutton and Wandsworth)	£14.00
Short Notice Booking Fee	£20.00
Admin Charge	£20.00

Additional charges may apply for travel and mileage claims outside the borough. Please note that we charge by the full hour and that all prices are subject to VAT. We will be happy to offer you written quotations or specialist advice on request.

Our rates have not changed for many years and we believe that our locally based, trained, insured and CRB checked personnel could offer you the most competitive service.

Further Details:

Our office hours are Monday to Friday from 9am to 4pm. All other times or when all our lines are busy, you can leave a message on our answering machine and we will call you back as soon as possible.

Please note that our interpreters will work outside office hours and weekends.

For our Service handbook:
http://intranet/translation_services-2

This can also be found on the SLA Pages in the Service Section of the Schools Extranet.

Contact:

Merton Translation Service

Tel: 020 8545 3397 (4 lines)
Fax: 020 8545 4138
Email:
translationservicebookings@merton.gov.uk

Human Resources - Employee Relations

Service Description:

This service is part of a suite of HR service level agreements to Schools. Our service is designed to support our clients in the effective employment and management of their most important resource – their staff.

Our HR Advisers will provide professional telephone/e-mail advice and undertake site visits for meetings with Headteachers and Senior Leaders. Advisers will attend Hearings and Appeals during the working day and evening, provided there is consultation on the date/time, to offer advice and support to Headteachers, Senior Leaders and Governors' panels.

SLA Services Offered:

Our HR Advisers will work closely with Headteachers, Senior Leaders and Governors offering advice, guidance and/or support on:

- the application of School Teacher's terms and conditions of employment.
- the application of Local Government Terms and conditions of employment for school support staff.
- contracts of employment and the appropriate use of fixed term and temporary contracts.
- pay, grading and job evaluation.
- regarding good practice in recruitment and safer recruitment.
- change management including supporting the management of re-organisations and redundancies.
- maternity, paternity and adoption provisions and support in resolving complex issues.
- the application of sickness and absence entitlements and good practice in managing attendance.
- the management of sickness absence cases and liaison with Occupational Health provider, including advice on the Equalities Act and reasonable adjustments for disabilities.
- the management of disciplinary, grievance, capability cases and advice on working with related procedures to Investigating Officers.
- referrals to DfE with respect to teacher misconduct
- in negotiating settlement agreements and liaison with the Council's legal team over the preparation of the final documentation*
- in the preparation of employment tribunal responses in conjunction with the LA legal services.**
- consultation and liaison with professional associations and support staff unions as required to progress specific casework.
- regarding the approach to handling the staffing aspects of child protection cases including referral to LADO.
- attendance at Senior Strategy meetings.
- referrals to DBS with respect to child protection cases
- regarding equalities and diversity.
- obtaining certificates of sponsorship for non EU Workers.
- the Transfer of Undertakings Protection of Employment with regard to transferee or transferor responsibilities.
- tenancy arrangements and liaison with Housing Departments concerning service tenancies.

Note:
*the Council's legal team may make a separate charge for complex advice to support school casework.
** schools not purchasing this HR service must obtain separate legal indemnity

Job Design and Evaluation

- Advice on the revision of jobs and preparation of job descriptions/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.

Additional job evaluations will be charged at £82 per evaluation.

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.
- Policies and procedures will be made available to client schools/academies for adoption or modification and adoption.

HR Resources

- Regular HR Bulletins on terms and conditions, employment legislation, new or updated policies and key HR messages for schools.
- Access to comprehensive "on-line" HR Resources.

Additional services

A. TUPE – for Academy Conversion

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

Price available on request (based on £82 per hour for consultancy work and £41 per hour for Administration and Due Diligence work)
Note: HR Services relating to "Employer responsibilities" for TUPE Transfers is funded by the council for LA Community Schools.

B. Training and Development
We offer a programme of training to support schools on employment, and people management issues.

Training is delivered on a traded basis and is provided through the Sutton and Merton Governor Training programme, or on a directly commissioned basis.

Topics include: An introduction to HR for new managers, Disciplinary and Grievances, Capability and management of performance, reorganisation and redundancy handling. **Price on request.**

SLA pricing:

Annual charge according to staff head count based on the Workforce data for October 2015 plus cost per head with the opportunity to purchase additional services as required.

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

Charge for 1 April 2016 to 31 March 2017		
Band	No of Staff	Charge
A	0 - 35	£1,263
B	36 - 45	£1,377
C	46 - 55	£1,435
D	56 - 65	£1,491
E	66 - 85	£1,721
F	86 – 100	£2,295
G	101 - 150	£2,868
H	151 - 200	£3,212
I	201 - 250	£3,442
Plus £8 per person all bands		

Cost of the SLA Service is for 3 terms and is available to Maintained Schools and Academies.

Further details:

Please see links below:
Schools Extranet ☞ Services ☞ SLA ☞ Human Resources – Employee Relations

Contact:

Sue Watson
CSF HR Manager

Tel: 020 8545 4063
Email: sue.watson@merton.gov.uk

HR - Occupational Health Service

Service Description:

This service for Maintained Schools is designed to support our clients in the effective employment and management of their most important resource – their staff.

This service is delivered in partnership with Health Management Ltd. This contract runs up to 31st January 2017 – the council aims to procure a new service which meets or exceeds the current level of service at a competitive cost.

SLA Services Offered:

Health Assessments

- Health at Entry Assessment Questionnaires via on-line system.
- 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.

Management Referrals and Advice

- Sickness absence management referrals.
- Rehabilitation plans and return to work plans.
- Equalities Act –Disability discrimination and reasonable adjustment.
- Advice and assistance in dealing with the occupational health aspects of capability and disciplinary issues.
- Advice on eligibility for ill health retirement.
- Occupational advice in relation to Employment tribunals
- Advice on compliance and impact of any new medico-legal legislation on the organisation.

Medical Practitioners

- Telephone access to Medically Trained Case Managers or Occupational Health Physicians.
- Face to face appointments in the locality with Occupational Health Nurse or Occupational Health Physicians.

Case Management

Liaison with the School Leader and HR Adviser to enable the progress of casework.

Who Can Buy?

This service is available to Primary, Secondary and Special Maintained Schools and Nurseries

SLA pricing:

Charge for 1 April 2016 to 31 March 2017
£13.00 per head (exclusive of VAT) pro-rata to 31/1/17*

* Subject to variation following procurement of new service (see above)

Contact:

If you require additional information please contact:

Kim Brown
Joint Head of HR Policy Development

Tel: 020 8545 3152
Email: kim.brown@merton.gov.uk

Complaints/Feedback: In the first instance these should be addressed to Kim Brown

HR - Employee Assistance Programme

Service Description:

This service is part of a suite of HR service level agreements to schools. Our service is designed to support our clients in the effective employment and management of their most important resource – their staff. This service is delivered in partnership with Workplace Options and is offered to schools at a competitive rate.

SLA Services Offered:

Employee Assistance

Employees at our client schools will benefit from around the clock, free, confidential assistance with any work, personal or family issue. They 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 child care and elder care providers. Support is available on the workplace options 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, email and via the website and instant messaging.

The service is staffed by highly trained and qualified professionals who are experts in their field. The information given is accurate and up to date.

A supply of employee leaflets and cards to enable you to signpost your staff to Workplace Options

Topics include:

- Anxiety and Depression
- Elder Care
- Bereavement & Loss
- Family Issues
- Bullying & Harassment
- Immigration
- Careers
- Life Events
- Child Care
- Relationships
- Consumer Rights
- Stress
- Debt
- Work-life balance
- Education
- Workplace Pressure

Charging Arrangements

There is a fixed charge of £3.75* per head according to the number of staff employed at the school. This is based on the Workforce data for October 2014. Any staff employed at 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.

SLA pricing:

Charge for 1 April 2016 to 31 March 2017
£3.75* per head (exclusive of VAT)

*Please note Lower rate for 2016/17

Further Details:

Complaints/Feedback:

Feedback and complaints should be directed to Kim Brown, in the first instance.

Contact:

If you require additional information please contact:

Kim Brown
Joint Head of HR Policy Development

Tel: 020 8545 3152
Email: kim.brown@merton.gov.uk

HR - Schools Recruitment

Service Description:

This offers school access to the leading Education Recruitment portal and applicant management system from Eteach at a competitive rate.

It includes listing in Merton Schools on-line Vacancy Bulletin on the Council Website and the benefits of an NQT talent pool. Customers can also access consultancy support to assist them with the selection process for senior appointments. The SLA is offered as Modules to enable customers to choose the service that best suits their needs.

SLA Services Offered:

Module A: On line recruitment

- Access to Eteach Premium, the leading Education Recruitment Portal for teaching and school support staff roles.
- Unlimited access to advertise Teacher, Senior Leader, and School Support jobs.
- Applicant driving through an LA branded recruitment site.
- LA School Vacancy Bulletin e-mailed each week to all client schools.
- Link to LA website and recruitment pages.
- Applicant management system for individual schools to receive, track and manage applications, communicate with applicants.
- Practical system support from Eteach.
- LA attendance at NQT Recruitment fairs and active liaison with ITT providers to promote the authority and NQT opportunities.
- Development of LA promotional material.
- Access to NQT talent pool.

Module B: On line recruitment – administered package

All the benefits of Module A – on line recruitment plus the provision of support by undertaking Eteach Premium administration to set up vacancy:

- Access Eteach Premium to the leading Education Recruitment Portal for teaching and school support staff roles.
- Unlimited access to advertise Teacher, Senior Leader, and School Support jobs.
- Applicant driving through an LA branded recruitment site.
- LA School Vacancy Bulletin e-mailed each week to all client schools.
- Link to LA website and recruitment pages.
- Applicant management system for individual schools to receive, track and manage applications, communicate with applicants.
- Liaison with client school on advert wording, design of page, job description and person specification, text, dates of recruitment campaign.
- Uploading advert and information onto your web page.
- Managing response and supporting you to access applications.
- LA attendance at NQT Recruitment fairs and active liaison with ITT providers to promote the authority and NQT opportunities.
- Development of LA Promotional material.
- Access to LA NQT talent pool.

Module C: Pay as you go on-line advertising

Schools and educational settings with low staff turnover and an infrequent need to advertise may want to use our pay as you go service. This service can be provided for schools advertising up to 3 jobs a year.

- Liaison regarding job requirements dates of recruitment campaign, advert text, job description and person specification.
- Uploading advert onto Eteach website.
- Managing the response.
- E-mail applications to school.
- Entry in LA School Vacancy Bulletin.
- Entry on the LA website for one week.

Price includes access to Eteach website and administration. There no access to the NQT talent pool.

Module D:

This is a pay as you go service to support senior leadership appointments, particularly with more difficult to fill posts.

SLA pricing:

Charge for 1 April 2016 to 31 March 2017		
Recruitment delivered with Eteach		
	Primary and Special Schools	Secondary Schools and Academies
Module A	£906	£2,066
Module B	£1,033*	£2,188*
Module C	£388 per vacancy#	£388 per vacancy#
Module D	£8,000 per vacancy	£10,000 per vacancy

* Plus £15.30 per job administration fee
# Maximum 3 per year

Further Details:

Please see links below:
Schools Extranet ☞ Services ☞ SLA ☞ Schools Recruitment

Contact:

Margaret Zietz
Senior HR Adviser

Tel: 020 8770 6599
Email: schoolshrteam@sutton.gov.uk

HR - Disclosure Service

Service Description:

The Disclosure service provides a comprehensive, professional service to schools and the main functions within the provision offered are:

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

We carry out disclosure checks on behalf of schools, ensuring full compliance leading to informed decisions about the suitability of individuals for particular posts.

E-Bulk

We have introduced on-line processing of DBS applications from September 2012. 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.

SLA Services Offered:

Disclosure Administration

We manage all elements of DBS disclosure including:

- Free stock of disclosure forms and guidance
- Checking application forms for completeness
- Dispatch to Disclosure and Barring Service
- Chasing outstanding applications
- Resolving errors on disclosure certificates
- Confirming the result of a disclosure

Advisory Service

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

- A site visit for induction of new DBS managers
- 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:

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

SLA pricing:

Charge for 1 April 2016 to 31 March 2017	
	Per application
DBS fee Enhanced Disclosure	£44.00 *
Disclosure Service administration fee	£12.00
Barred List Check administration fee	£ 1.00

*There is no DBS charge for volunteers

There is no increase in charges for Year 2016/2017.

Contacts:

If you require additional information please contact:

Bonnie Thornton
Manager Disclosure Service

Tel: 020 8545 4721
Email: Bonnie.Thornton@merton.gov.uk

Marissa Bartlett
Head of Service

Tel: 020 8545 4145 / 020 8770 4468
Email: Marissa.Bartlett@merton.gov.uk
or Marissa.Bartlett@sutton.gov.uk

Payroll and Core HR Services: Diamond Plus

Service Description:

Following the launch of iTrent in April 2012, the Diamond Plus Service Level Agreement is being offered as part of a suite of people management-related Service Level Agreements. The payroll processing service, delivered by Agilisys Limited, is managed locally by a client team of highly experienced payroll and business operations officers. The SLA for 2016/17 details two components – payroll and core HR transactions. Via the LGfL network, schools can now benefit from safe and secure access to iTrent and the opportunity to have 'People Manager' control over their school staff's employment data. Four years on, the service provided for payroll and core HR is sound, accurate and highly responsive to schools' needs.

SLA Services Offered:

Benefits to your school

- Access to the market leading integrated HR and payroll system (iTrent) to view and amend aspects of their school staff's employment data.
- Use of the quick and secure 'fast input' functionality for uploading monthly temporary pay variation data.
- Complete visibility of pay data and costing information via bespoke checking reports
- Pensions auto-enrolment guidance and help.
- Access to highly trained and committed HR and payroll professionals who know contractual nuances of employing teachers and non-teaching staff.
- Guaranteed access to colleagues who genuinely care for other local authority personnel and want to offer a quality, customer-focused service all year round.

Service Features

- ***Diamond Plus – Payroll Component***
    - Payroll advice line will provide advice on all pay related matters and respond to email questions and signpost customers to other appropriate HR services.
    - Payroll service will offer customers direct access to the iTrent HR/payroll system.
    - Production of bespoke costing reports.
    - Implementation of strategic initiatives such as Teaching & Non-Teaching pay award actions.

- ***Diamond Plus – core HR Transactions component***
    - Production of Statements of Particulars.
    - Management and production of all contract variation matters and completion of general HR/Teachers Pensions administration.
    - NB: Schools that DO NOT buyback HR transactions service will be charged £750 per school for Teachers Pensions administration which is now significant.
    - Amendments made to iTrent of all contractual changes so as to comply with legislation and ensure payroll accuracy.
    - HR advice and guidance on general employment matters linked to pay.

SLA pricing:

Charge for 1 April 2016 to 31 March 2017	
Annual Charges	
Payroll (per employee)	£57.22
HR Transactional Services	£750*

*Charges remain at 2013 rates.

PAYROLL component: Cost per employee is £57.22. This includes employees with up to three posts. An extra charge of £6 per each additional post held by an employee will be charged on a termly basis.

Casual/ad hoc workers - £10 set up charge and £6 per each pay transaction.

CORE HR TRANSACTIONAL component: one –off annual charge of £750.

Advance Payment - £57.22 per payment.

Additional SIMS adjustments where the error is triggered by the client/school - £36 per adjustment.

Payroll Consultancy - £60 per hour or part thereof.

Third Party Accident Letters – 12.5% of the amount reclaimed (Minimum of £173 per case).

Payroll charges have been increased (by 2%) to reflect changes with regards Teachers Pensions administration; Teachers Pay Award changes and increased postage costs from Agilisys.

Further Details:

Please see links below:

Schools Extranet ☞ Services ☞ SLA ☞ Payroll and Core HR Services

Contacts:

If you require additional information please contact either:

Marissa Bartlett
Head of HR Transactional Services
Sutton & Merton HR Shared Service

Tel: 020 8545 4145
Email: marissa.bartlett@merton.gov.uk

Frances Cockerton
Central HR/Payroll Operations Manager
Merton Council – 5th Floor Civic Centre

Tel: 020 8545 3523
Email: frances.cockerton@merton.gov.uk

Insurance

Service Description:

The Insurance Section arranges a full insurance programme for all participating schools by means of a conventional insurance and a self insurance fund

SLA Services Offered:

- The arrangement of insurance policies with reputable insurers
- The maintenance of an actuarially measured insurance fund
- The management of claims
- The provision of advice on all insurance matters
- The provision of engineering inspections
- Loss Control Surveys
- Buildings Insurance Revaluations

SLA Pricing

The cost of the service is based on the cost of external premiums, and the claims cost to the internal insurance fund.

The cost is divided among the individual schools based on the number of pupils on roll

Charge for 1 April 2016 to 31 March 2017	
Primary and Special Schools	£28.17 per pupil
Secondary PFI	£25.16 per pupil
Secondary Non PFI	£35.88 per pupil

Further Details

Please see link below:
Schools Extranet ☞ Services ☞ SLA ☞ Insurance

Contacts:

Richard A Williams
Insurance Policy Officer
Insurance Section - Corporate Services

Tel: 020 8545 4108
Email: richard.a.williams@merton.gov.uk

Asim Ahmed
Insurance Officer
Insurance Section - Corporate Services

Tel: 020 8545 3586
Email: asim.ahmed@merton.gov.uk

Helen Roze
Claims Officer (part time)
Insurance Section – Corporate Services

Tel: 020 8545 3585
Email: helen.roze@merton.gov.uk

Legal Services

Service Description:

The South London Legal partnership is a shared service hosted by Merton providing legal services to the councils and schools of the London Boroughs of Merton, Richmond, Sutton 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.

SLA Services Offered:

Legal advice, support and representation:

- Employment law and employment tribunals
- School involvement in family proceedings and parental responsibility issues
- Assistance with complaints
- Drafting and negotiating legal agreements (contracts, leases, licences, etc)
- Conduct of litigation (courts, tribunals, mediation, arbitration)
- 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:

How costs are computed:

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.

Charge for 1 April 2016 to 31 March 2017	
Time charge based on:	£55 per hour

The work undertaken by the legal service legal adviser will be charged at an hourly rate of approximately £55 per hour – this is the same rate as 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.

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

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.

Contacts:

If you require additional information please contact either:

Fiona Thomsen

Tel: 020 8545 3897
Fax: 020 8545 3244
Email: fiona.thomsen@merton.gov.uk

Sarah Willis

Tel: 020 8545 3339
Fax: 020 8545 3244
Email: sarah.willis@merton.gov.uk

Financial Support Service for Schools

Service Description:

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.

SLA Services Offered:

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

Level 1 Service - £2,264

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 - £3,243

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

Level 3 Service - £4,161

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:

Charge for 1 April 2016 to 31 March 2017	
Level 1	£2,264
Level 2	£3,243
Level 3	£4,161

For schools not buying into the service, a charge of £72.00 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.

Contacts:

If you require additional information please contact either:

Marius Karsten-Strydom
Service Financial Adviser – CSF

Tel: 020 8545 4129
Email: marius.karsten@merton.gov.uk

Jayne Ward
Schools Financial Support Officer

Tel: 020 8545 3336
Email: Jayne.Ward@merton.gov.uk

Colette Levingston
Schools Financial Support Officer

Tel: 020 8545 4876
Email: Colette.Levingston@merton.gov.uk

7th Floor, Civic Offices, Morden, SM4 5DX

Further Details:

Council Intranet ☞ Children Schools and Families ☞ Schools Information ☞ Schools Finance

Safety and Emergency Planning Services

Service Description:

Safety and Emergency Planning is a centrally funded statutory service and as such does not hard charge any LB Merton maintained school. This also applies to Voluntary aided and controlled schools. The service specification below confirms the service that schools can expect.

The council's Safety Services Team provides a comprehensive professional safety and emergency planning service to all maintained schools within the London Borough of Merton. This service enables schools to comply with duties imposed on employers under the Health and Safety at Work etc Act 1974, The Management of Health and Safety At Work Regulations 1999, The Civil Contingencies Act 2004 and all sister regulations.

SLA Services provided:

- 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.
- Assist school management in the development of local policies and arrangements to meet London Borough of Merton corporate policies and guidance. This is carried out in accordance with government guidance HSG(65) Successful Health and Safety Management.
- Manage the council's online accident and incident reporting system providing statistical information to managers on a regular basis and on request.
- Undertake investigations into the more serious accidents, incidents or events on behalf of the authority under the authorisation of the Chief Executive and the Director of Children Schools & Families.
- Undertake planned and requested audits of all council owned and managed premises. Recommendations are made to departments and managers on remedial actions required and timescales for completion.
- Deliver core health and safety training which is open to all maintained schools. Courses are tailored to suit the audience where possible and delivered at the civic centre as well as external locations within the borough. Unfortunately due to limited resources we are unable to offer training on school sites.
- Providing advice and guidance on emergency planning and business continuity over the phone, by email or other written communication as per 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.

SLA pricing:

Training courses
Health and safety training, on published courses, is free to all maintained schools but cancellations will incur a £60 charge after confirmation of booking and no-shows will be charged £60 per person on the day.

SLA Agreements
Academy schools wishing to take up a service level agreement with Safety Services can buy back a bespoke service and should contact the Head of Safety Services for our pricing options.

Further Details:

Provider's Responsibilities

- Provide up to date professional advice and guidance in accordance with current legislation.
- Accurate and timely documentation in respect of the work we do with the schools.

- Independent advice to Headteachers on safety related matters.
- Advice and guidance on policies and procedures.
- Full inspection/audit of schools with an advisory written report.
- Maintenance and guidance on accident reporting system and statutory reports to the inspectorate.
- Advice and guidance on construction related building work and projects from a safety and welfare perspective.
- Provides the School with information relating to Asbestos containing materials within the premises and advice on managing the associated risks.

School's Responsibilities

- To provide the Safety & EP Team with accurate and timely information relating to the management of the school on request.
- Full and open access to all areas of the schools owned and managed premises, the staff and associated paper work in pursuance of the health and safety function.
- Full cooperation of the Headteacher and staff in matters of health and safety or emergency planning.
- 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 on the Councils Online Accident reporting system.
- Act on information relating to Asbestos containing materials and put in place arrangements to manage known risks effectively.

Contacts:

Adam Viccari
Head of Safety Services

Tel: 020 8545 4803
Fax: 020 8545 4013
Email: adam.viccari@merton.gov.uk

Sarah Chittock
Civil Contingencies Adviser

Tel: 020 8545 3476
Email: sarah.chittock@merton.gov.uk

General Admin:

Tel: 020 8545 3384
Email: Health&Safety@merton.gov.uk

Facilities Management - Professional & Technical Services

Service Description:

For the maintenance of their buildings and services it is essential that schools obtain professional advice to ensure compliance with relevant health and safety regulations and other current property related legislation.

The emphasis of this service is the management and administration of responsive repairs and service contracts for building, plant and equipment within schools. This will be delivered by qualified property professionals using procedures and processes, which are carefully monitored in accordance with our service standards.

SLA Services Offered:

Core Service - Annual SLA Charge

This covers services which must be carried out to enable the school's governing body to discharge its legal duties relating to the property in its care, consistent with the Council's Scheme for Financing Schools. They are either statutory or needed to protect the school's buildings, or for reasons of value for money, probity or good practice.

The core service provides advice on building and energy related matters, plus the management of planned maintenance detailed in the table below, using suitably qualified contractors.

The service includes administration and management of responsive repairs, up to a value of £10k, where the Council's tendered term contractors are used. Where other contractors are used, fees will be charged on an hourly basis. Responsive repairs over £10k are deemed to be projects and charged at the appropriate design and project management price band.

The core service also includes a 24-hour call out facility, which gives schools the ability to mobilise contractors outside of normal working hours to deal with any building related emergencies.

The service is managed by a dedicated member of the FM technical team, who will co-ordinate responsive repairs and provide a single point of contact, supported by the FM "Helpdesk", the front-door to the wider FM team including Engineers, Surveyors and Project and Contract Managers.

Heating & controls	✓	PAT Testing	✓
Ventilation & Air Conditioning	✓	Emergency Lighting	✓
Domestic Water Services	✓	Lightning Protection	✓
Fire protection services	✓	Electrical Installations	✓

The core service also incorporates building maintenance compliance, including management of asbestos and water safety and review of certification upon satisfactory completion of work.

The service also covers the provision of Display Energy Certificates (DEC's) and the procurement of energy using the Council's corporate utilities contracts, typically providing significant savings over the normal tariffs that are available to schools currently purchasing utilities on an individual basis.

Supplementary Services for purchase on an Ad Hoc Basis

FM offers a full range of 'soft' FM services including: security guarding and keyholding, Multi-Functional Devices for printing, copying and scanning, graphic design, postage, data and voice installations, IT technology, stationery and janitorial supplies. Details of these additional services are available on request.

With a dedicated Schools Energy Officer FM also offers: energy audits, advisory reports and help with applications for green funding initiatives.

Design Services for Building Alterations

FM provides a comprehensive, value for money service for the delivery of projects. Services include: feasibility studies, design, specification, drawings, planning, building control, access statements, and cost management.

Contract administration services include: tendering, contract award, risk management (including CDM-C if required), issuing of statutory applications, notices & certificates, monitoring the work, authorising payments and monitoring throughout the defects period.

SLA pricing:

Design Services

The fees for design and project management services are calculated on a percentage of the total construction costs of the project and are invoiced to schools in agreed staged payments based on the completion of the Royal Institute of British Architects work stages.

Charge for 1 April 2016 to 31 March 2017	
Total Construction Costs	Fee % rate
Up to £10,000	12.5%
£10,000 - £15,000	12.0%
£15,000 - £20,000	11.5%
£20,000 - £35,000	10.5%
£35,000 - £50,000	10.0%
£50,000 - £100,000	9.5%
£100,000 and over	9.0%
Responsive Repairs Time Charge	£55 Per Hour
Ad hoc project support	£69 Per Hour

Core Service

An annual fixed charge covers all of the elements detailed within the core service. This includes management of planned maintenance activities and organisation of the relevant service contracts for the year and the cost of undertaking a DEC required by statute, but excludes the cost of undertaking the servicing and maintenance works specialist firms, which will be charged separately.

The annual fixed charge is based on the gross internal floor area of the premises using the price bands listed below.

Name of School	Annual Cost
Under 1200 sq.m : Merton Park	£1,250
1201 -1499 sq.m: Melrose, Morden, SMART Centre	£1,490
1500 -1999 sq.m: Beecholme, St Mark's, St Matthew's	£1,790
2000-4999 sq.m: Abbotsbury, All Saints, Aragon, Benedict, Bishop Gilpin, Bond, Cranmer, Cricket Green, Dundonald, Garfield, Gorringe Park, Harris Primary, Haslemere, Hatfeild, Hillcross, Hollymount, Holy Trinity, Joseph Hood, Liberty, Links Primary, Lonesome, Malmesbury, Merton Abbey, Pelham, Poplar, Sacred Heart, Singlegate, St John Fisher, St Mary's, St Peter & St Paul, St Teresa's, St Thomas of Canterbury, Stanford, The Priory, The Sherwood, West Wimbledon, William Morris, Wimbledon Chase, Wimbledon Park	£1,990
5000 + sq.m: Harris Academy Merton, Perseid, St Marks Academy, Ursuline High School, Wimbledon College	£3,600

NB: All LB Merton maintained schools are listed above except PFI schools.

Charges for reactive repairs and maintenance works will be billed to schools on a quarterly basis.

Contact:

For an informal discussion, to arrange a meeting or obtain additional information, please contact:

Edwin O'Donnell
Head of Facilities Management

Tel: 020 8545 4176 Fax: 020 8545 3572
Email: edwin.odonnell@merton.gov.uk

School Waste Management

Service Description:

The council collects schools' waste: general refuse, recyclables and food waste. This is a competitively priced, chargeable service. Schools can arrange to set up a bespoke waste collection contract with the council that suits their specific requirements. A signed waste collection contract entitles schools to a reduced rate recyclables collection and a free food waste collection.

Why recycle?

It saves money - sending waste to landfill can cost twice as much as recycling it. So, taking the food waste and recycling out of your general rubbish will significantly reduce your waste-disposal costs.

It helps the environment - food waste and other organic waste release methane in landfill sites: a potent greenhouse gas.

Recycling other waste like paper, card, cans, glass and plastic bottles, saves energy. e.g. it takes 95% less energy to make a recycled aluminium can than it does to produce it from raw materials.

SLA Services Offered:

Collecting refuse for landfill

We will provide:

Outside wheeled bin (various sizes available) for the council to collect all the week's landfill waste

Recycling your food waste

We will provide:

Small food caddy
(7 litre) for staff rooms and class rooms.

Large food caddy
(23 litre) for the kitchen area or dinner hall.

Outside wheeled bin
(240 litre) for the council to collect all the week's food waste

Recycling other waste: paper, card, cans, glass bottles and jars, plastic bottles, cartons

We will provide:
Outside wheeled bin (various sizes available) for the council to collect all the week's recyclable waste

Pricing

Pricing is subject to individual school's agreement on the number and size of waste receptacles and the frequency of collection required – details of the current pricing for general waste collection for waste going to landfill are set out below:

Waste Collections

Bin Size	Weekly Bin Hire Charge (£) Per Bin	Collection charge (£) Per Bin
120L	£1.85	£9.00
240L	£1.85	£9.50
360L	£1.85	£12.00
660L	£3.15	£14.50
1100L	£3.70	£16.60

Recycling Collections

Bin Size	Weekly Bin Hire Charge (£) Per Bin	Collection charge (£) Per Bin
240L	Free of Charge	£3.45
360L	Free of Charge	£3.75
660L	Free of Charge	£4.35
1100L	Free of Charge	£5.90

NB: subject to Council approval

Charges are invoiced quarterly.

The council does not charge VAT on the refuse collection services provided to schools - however if a collection is made under a subcontract from another waste provider then the council will charge VAT on the service received.

Note: collection charges for food waste are under review and may become chargeable in future. This service is chargeable for schools who do not purchase the council's general waste collection service.

Further Details:

Waste management contract

Further information on our waste collection services and bespoke pricing packages:

Contacts:

Dintie Mahama or Mel Higgs

Tel: 020 8545 4012
Email: dintie.mahama@merton.gov.uk
mel.higgs@merton.gov.uk

Food waste collections

Further information on how to join the increasing number of schools participating in food waste recycling:

Contact:

Service Development Team

Tel: 020 8545 4682/4780
Email:
environmental.development@merton.gov.uk

School Information Governance

Service Description:

The Information Governance team can provide schools with advice and training on information governance and records management issues, including compliance with the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

SLA Services Offered:

- Advice and guidance from the Information Governance team on issues relating to the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information regulations 2004, including Records Management.
- Training on Information Governance issues, including specific areas such as the Data Protection Act 1998, the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and Records Management.
- On-site information security consultancy.
- On site records management and archiving consultancy.

Further Details:

Please see link below:
Schools Extranet ☞ Services ☞ SLA ☞ Information Governance

SLA pricing:

Charge for 1 April 2016 to 31 March 2017	
Service	Charges
General guidance on: Data protection, FOI, EIR & Records management	Guidance and advice charged in half hourly blocks at £25 per half hour
Note: Subject to the availability of staff, we will provide guidance as soon as possible. If we propose to charge you we will tell you.	
Training sessions on data protection, FOI/EIR and records management	Charges to be agreed for each request. An indicative cost is £400 for four hours, increasable at the same rate
Note: The content, style and provider for each session will be chosen to meet your requirements.	
On-site information security or records management and archiving consultancy	£50 per hour
Note: this is a flexible service, the terms of reference for which will be agreed before the work commences.	

Contacts:

If you require additional information, please contact one of the officers listed below:

Freedom of Information and Environmental Information Regulations

Tel: 020 8545 4634
Email: foi@merton.gov.uk
Data Protection and records management

Tel: 020 8545 4875
Email: data.protection@merton.gov.uk

Graham Owen
Head of Information Governance

Tel: 020 8545 4182
Email: graham.owen@merton.gov.uk

Buy Back Form

Service Level Agreement for Schools '16/17

School Name: _____

Please provide the following annual services for the 2016/2017 financial year as shown in the specification of providing Quality Services. (Services available only as pay as you go or where you need to contact the service directly are marked XXXXXX)

Page No.	Service	Tick to purchase service
1	School Cleaning and Catering Contracts	
	➢ School Cleaning Contract	☐
	➢ School Meals Catering Service	☐
	➢ School Cashless Payment Service	☐
3	Merton School Improvement (MSI)	☐
5	Governor Support Service	
	➢ Advice, Support & Guidance	☐
	➢ Training and Development	☐
	➢ Advice, Support & Guidance + Training and Development	☐
7	Schools Management Information Systems Support Team (SMISS)	☐
9	Research and Information	☐
11	School Library & Heritage Service	
	➢ Standard Service	☐
	➢ Premium Service	☐
13	Education Welfare Services (EWS)	XXXXXXX
15	SEN and Disabilities Integrated Service	No Charge
16	New Arrivals Team	XXXXXXX
17	Language Behaviour & Learning Support Team	
	➢ Level 1:	☐
	➢ Level 2:	☐

19	Educational Psychology Service (EPS)	Order Form sent to schools
21	Merton Translation Service	XXXXXXX
23	Human Resources - Employee Relations	☐
25	HR - Occupational Health Service	☐
26	HR - Employee Assistance Programme	☐
27	HR - Schools Recruitment	
	➢ Module A	☐
	➢ Module B	☐
	➢ Module C	XXXXXXX
	➢ Module D	XXXXXXX
29	HR - Disclosure Service	XXXXXXX
31	Payroll and Core HR Services: Diamond Plus	☐
33	Insurance	☐
34	Legal Services	XXXXXXX
35	Financial Support Service for Schools	
	➢ Level 1:	☐
	➢ Level 2:	☐
	➢ Level 3:	☐
37	Safety and Emergency Planning Services	No charge
39	Facilities Management - Professional & Technical Services	☐
41	School Waste Management	XXXXXXX
43	School Information Governance	XXXXXXX
44	Buy Back Form	
46	Notes	

Signed: _____

Headteacher or Chair of Governors

Please return this form by **4th March 2016** to:
Karen Scrivener, Contracts & School Organisation, 10th Floor, Merton Civic Centre, London Road, Morden, Surrey SM4 5DX karen.scrivener@merton.gov.uk

Notes