

Schools Service Level Agreement 2023-24



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Service Level Agreement for Schools '23/24



Dear Colleagues

Welcome to Merton's new service level agreement booklet summarising the range of council services offered to schools for the coming year.

I am conscious of the very difficult challenges faced by schools in the coming year in consequence of the financial climate with increased utility and other costs. For that reason, we recognise how important it is that the council delivers the very best value for your resources. By working together to drive efficiencies and utilise economies of scale, I trust that we can ensure that schools' valuable resources are focused on delivering quality teaching and learning.

To this end, Merton Council continues to be committed to offering a range of cost effective and responsive business support services available for schools to purchase through value for money service level agreements or pay as you go services. The SLA booklet provides an overview and details of the charging arrangements for each of the services offered - further information can be obtained from the relevant contact officers.

To confirm which services you require, please ensure you complete our new online response form (see link on page 40) or, if you prefer, submit the paper version of the buy back form to the School Organisation team by 6th March 2023.

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

A handwritten signature in black ink, appearing to read 'Elizabeth Fitzpatrick'.

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

Cleaning & Catering Contract Monitoring

Service Description:

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

SLA services offered:

Cleaning Contract 2022-25

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

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

Full cleaning service including daily, periodic and holiday cleaning tasks.

DBS checked staff recruited in line with the council's specified requirements for employment (i.e. references, employment history & right to work checks).

A nominated contract manager for Merton who is available to deal with any issues or concerns raised by schools.

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

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

Catering Contract 2021-24

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 CLLF Contracts officers.

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

Full school meal catering service at a very competitive meal price.

A nutritionally balanced menu offering a daily choice of main courses. The menu can be tailored in consultation with schools to account for local requirements/preferences.

Appropriately trained and DBS checked staff, employed in line with the council's specified requirements for employment (i.e. references, employment history & right to work checks).

A nominated contract manager for Merton who is available to deal with any issues or concerns raised by schools.

A contribution to the cost of utilities used by the catering service and towards the costs for waste collection services.

Repair of kitchen equipment (see below).

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

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

Catering Equipment Repair/Replacement

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

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

Cashless Payment Arrangements

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

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

SLA pricing:

The costs of procuring, managing and monitoring the schools' cleaning and catering contracts for 2022/23 will be charged to the catering and cleaning contractor.

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

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

Cleaning Contract Monitoring

Charge for 1 April 2023 to 31 March 2024

All primary, secondary and special schools	No charge
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Catering Contract Monitoring

Charge for 1 April 2023 to 31 March 2024

All special and primary schools	No charge
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There is no charge for the council maintaining the cashless payment arrangements on behalf of schools – schools will only pay the annual licence fee for the service.

Please also note the council's expectation is that schools who commit to participate in local authority arranged contracts will need to do so for the duration of the contract term.

Further details:

Please contact the Contracts Team for further information on these services.

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

Murray Davies
Contracts & Procurement Manager
Contracts & School Organisation

Tel: 020 8545 3069/07961 229313
Email: murray.davies@merton.gov.uk

Merton School Improvement (MSI)

Service Description:

Merton School Improvement (MSI) is a highly experienced group of specialist education professionals, who have had successful educational leadership careers in primary, secondary or special schools; some are current inspectors accredited with and deployed by Ofsted. Across the team we offer strengths in curriculum development, building leadership capacity and advising schools on their statutory duties such as safeguarding. We are dedicated to improving outcomes for children and young people in partnership with all Merton schools and partner agencies.

Additional support for schools in challenging or changing circumstances through additional MEP Inspector visits allocated according to the School Improvement Strategy categorisation and providing support and challenge as necessary. MSI will co-ordinate support from Advisers and from other Merton Schools.

Briefings and training on the current School Inspection Handbook, guidance on preparation for inspection and on leaders' use of inspection activities for school improvement.

Advice and support immediately before, during and after Ofsted inspection;



SLA Services Offered:

The support of a Merton Education Partner with 2 visits per year contributing to analysis of school outcomes, identifying priorities, advising on school improvement and providing comprehensive reports for governors.

At LA-level, an annual review process identifying school strengths to be shared, trends in performance and schools where standards are declining or pupil groups underperforming;

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

Quality assurance of KS4 alternative provision;

Advice, briefings and development of local guidance / model policies on statutory duties, curriculum, statutory assessment and moderation processes, curriculum, governance, SEN.

Regular briefings on national policies, professional development forums e.g. secondary Head of Department/curriculum forums; SENCO forum.

LA subscription to useful resources e.g. Nexus Perspective Lite and FFT available to school use;

Targeted support for schools in challenging circumstances from the allocated Merton Education Partner who will provide support and challenge as necessary, and who will be the main point of contact with MSI, and the advisory team;

MSI professional advice and guidance to Governors on the appointment of new head teachers.

Representation of the Assistant Director for Education the final interviews.

20% discount on support and guidance for governors in the performance management of the head teacher. 20% discount on briefings and support for Governing Bodies;

Telephone / email support and guidance from School Improvement Inspectors and Advisers;

Discount on the Merton School Improvement CPD Programme.

Please note: We would normally expect to have increased our SLA charges in alignment with other LA service teams, which in 2023-24 is 5%. Taking into account of changes to Appropriate Body arrangements from academic year 2023-24 we have calculated a 3.5% increase in our charges while Merton schools are paying both LB Merton and ECTs in their second induction year and Wandle Teaching Hub for the new ECT cohort in academic year 2023-24.

SLA pricing:

Charge for 1 April 2023 to 31 March 2024	
Primary Schools of 250 or less	£1,429
Primary Schools of 251 or more	£2,071
Secondary Schools	£3,774
Special Schools	£2,071

Further details:

[Schools Extranet](#) [Services](#) [Merton School Improvement](#)

Contact:

If you require additional information please contact:

Rachel Bowerman

Head of School Improvement

Tel: 020 8545 3806

Email: msi@merton.gov.uk

Governor Support Service

Please note reference to "Governing Boards" includes 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 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 Support Package for both Governors and Clerks

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

- Advice and support by telephone/ email or in person as appropriate, including guidance on problem solving and conflict resolution.
- Additional support and guidance for governing boards in times of need.
- Model termly agenda which meets statutory, Ofsted and internal audit requirements.
- An electronic copy of a termly newsletter and briefing to keep governors and Clerks up-to-date with changes in legislation and good practice.
- Provision of termly briefing sessions on local and national developments for Chairs, Vice Chairs, 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 Email 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 them up-to-date with the latest regulations and good practice.
- Advice on governing board membership and annual report of terms of office which 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.
- Provision of model good practice templates.

Governor Training and Development Package

"As part of induction and continuous development, effective boards encourage everyone involved in governance, especially those new to their role, to make the most of the resources, guidance and training available to develop their knowledge and skills."

Governance Handbook, October 2020.

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

- Unlimited access for all Governors to the centrally organised training programme.
- Unlimited access for all Clerks to the centrally organised training programme.
- Unlimited access for all Governors to an on-line training package.
- 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 other external and national development opportunities for Governors and Clerks.
- Telephone and email support on all governor development related matters.

Other Chargeable Services Available

- **LA Review of Governance - £650**

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

This report can be used as evidence for an Ofsted Inspection demonstrating a proactive approach to governance.

- **Parent governor election administration**
Nomination Stage from £90 (*excluding printing and stationery and dependent on school size)

Ballot Stage £90 (Primary) £120 (Secondary)

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

- **Whole Governing Board Training**

We deliver individual whole governing board sessions on general governance, at your school, if appropriate, or remotely for £275 per 2 hour session. We are also happy to facilitate any bespoke requests and provide prices on application.

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](#)

SLA pricing:

Charge for 1 April 2023 to 31 March 2024			
School size	Advice and Support	Training	Both Packages (Discount Rate)
less than 250 pupils	£620	£620	£995
250 - 350 pupils	£740	£840	£1,185
351 - 450 pupils	£780	£860	£1,215
451 - 550 pupils	£810	£890	£1,240
551 - 650 pupils	£840	£905	£1,290
651-900 pupils	£875	£9450	£1,320
900+ pupils	£1,460	£1,460	£2,490
Secondary	£1,460	£1,460	£2,490
Supplements – see below			

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

MATs - Price on application to access to packages of training, advice and support or both.

Supplement per Academy board/ individual LGB	£100	£100	£200

Other Chargeable Services

Individual Whole Governing Board Training sessions	£275 per 2 hour session (please see Training and Development package for further details)
LA Review of Governance	£650
Parent Governor Election	Nomination Stage from £90* Ballot Stage £90 (Primary) £120 (Secondary)

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 cloud services and the 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 08:00–16:30 term time.
10.00 – 16.00 school holidays

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 and support on internal assessment data analysis and reporting (for schools who use Merton's Assessment system)
- Guidance on downloading and importing of SIMS Wizards and the data entry process including centrally run training sessions.
- Support for all queries regarding Key Stage Wizards and the Data Entry process
- Housekeeping advice
- Bespoke training by request
- Support for Parent App Lite (in line with regulatory compliance)

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 educational cloud services
- LGFL/USO/Cloud Account and password administration. Monitoring of USO-Auto updater
- USO-FX – Secure file transfer system
- Administration of Web and email filtering
- Secure Store the online backup module (Setup and Purchasing only)
- Secure Remote Access

Also Included

- 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 and training on online-safety, ICT and 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
- Online safety sessions for staff
- Online safety sessions for parents
- Data protection and Cyber security awareness training for staff – on request
- Advice and guidance on administrative procedures in schools
- Support for the 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 periodically. All companies on the list will be vetted by us and attend regular 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 any service provider and would like independent technical advice please let us know and we will be there to help and advice.

SLA pricing:

Charge for 1 April 2023 to 31 March 2024	
	SMISST, ICT & LGFL
Primary Schools	
250 or less pupils	£4,096
251 -500 pupils	£ 5,183
501 or more pupils	£ 5,580
Secondary Schools	
600 or less pupils	£ 5,580
601 – 900 pupils	£ 6,439
901 or more pupils	£ 6,864
Special Schools	
	£ 4,298

Bespoke training courses are available and chargeable at a special rate of £100 for up to 2 staff 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



Performance Analysis

Service Description:

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

SLA Services Offered:

Data Management and Collections:

- Submission of accurate data drawn from school management information systems as part of the statutory data returns (including School Census (Termly), Workforce return (annual) and Alternative Provision (annual)). We do this by-
 - Providing ongoing telephone advice and support
 - Providing written guidance on data submission processes and updates on data collection standards
 - Providing regular updates at School Business Manager's meeting
 - Additional training and updates on census requirements and frequently asked questions

Data and Data Analysis for Schools:

- Provide school-level subscription (financial year 2023-2024) to Fischer Family Trust's FFT Aspire data package and NCER Nexus and associated tools.
- We will facilitate software demonstrations and training opportunities in order to build and develop analytical capabilities in your school. This will support your self-evaluation, target setting and attendance tracking (all included in the subscription).
- We will horizon scan school analysis systems and support schools with new developments in systems.
- We will provide ongoing tailored support to schools to enable them to draw upon the available information regarding behaviour, attendance, progress and attainment, accessible from FFT and NCER Nexus.

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

SLA pricing:

Charge for 1 April 2023 to 31 March 2024	
Primary Schools	
250 or fewer pupils	£997
251 or more pupils	£1,339
Secondary Schools	
900 or fewer pupils	£2,415
901 or more pupils	£3,003
Special Schools and PRU	£546

Discount on continuing professional development (CPD) training

- Day course / training - £107
- Half Day course / training - £54

Charges for non-subscribing schools / organisations

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

- Up to 2 hours - £321
- Twilight training / meetings - £536
- Half day training - £643
- Whole day training - £964

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

Continuing professional development (CPD) training

- Day course / training - £268
- Half Day course / training - £134



Further Details:

Further useful information for schools can be found on the Performance & Analysis page of the Schools Extranet:

[Schools Extranet](#) [Performance](#)

Contact:

If you require additional information please contact:

Claire Bailey

Service Manager - Performance and Analysis

Tel: 020 8545 3281

Email: CSF_Performance@merton.gov.uk

Education Welfare Service (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 Children and Families Hub.

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 terms attendance and persistent absence
- 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 a termly multi-agency networks meeting 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
- Children who are electively home educated
- Children missing from education
- Issuing work permits for school age children
- Issuing performance licences for children
- Issuing licences for chaperones to children in entertainment
- Safeguarding in conjunction with schools and social care
- Attendance Forums.

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 or full day slots for 39 weeks of the year. The time includes travelling time for the EWO to get to the school.

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
- Participate in multi-agency network meetings in conjunction with school staff

- Attendance at parents evenings or mentoring sessions
- Truancy Patrols/unannounced visits with Schools Officer
- Support for the collection and submission of data to the LA or DfE
- Staff support (individual)
- Work with non statutory school aged children in reception, years 12 and 13 (Not legal action).

Services available for Academies at no cost

Statutory functions including:

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

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 19 May 2023 for the following academic year (Sept 2023 – July 2024)

This enables recruitment to take place during the summer term.

It is not possible to purchase just for a term or to buy different hours for each term (e.g. 50 hour one term and 20 the following term) as a commitment for a specific number of hours across the whole of the academic year is required.

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

SLA pricing:

Charge for 1 September 2023 to 22 July 2024		
1 hour of buyback LA retained funding	39 weeks term time only	£ 51.50 per hour
Half day buy back (3.5 hours) LA retained funding	39 weeks term time only	£178.50 per half day
Full day by back (7 hours) LA retained funding	39 weeks term time only	£357 per day

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

Further Details:

[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

Education Welfare Service and Education Navigator Manager

Tel: 020 8545 3271

Email: yvonne.wilkins@merton.gov.uk

SEN and Disabilities Integrated Service

Service Description:

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

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

Special Educational Needs Team

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

The SEN Team delivers the following services:

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

Sensory Team

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

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

The Sensory team provides the following services:

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

Support may include advice or direct teaching on:

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

Assessment, Planning and Resource Team

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

Contact:

If you require additional information regarding SENDIS please contact:

Karla Finikin

Head of SEND Integrated Service

Tel: 020 8545 4200

Fax: 020 8545 4703

Email: sen@merton.gov.uk



Educational Psychology Service (EPS)

Service Description:

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

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

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

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, including EHC Needs Assessments and tribunal work.
- Support for Merton children with EHCPs educated outside the borough.
- Supporting schools with critical incidents and other school emergencies.
- Other LA work such as attendance at SEN and admissions panels and training.

SLA Services Offered:

The EPS also works in schools and settings on a traded 'buy back' basis. Schools and other settings can commission EP time in sessions of 3 hours. We provide consultation, projects, interventions and training concerning learning, social and emotional and mental health, communication and language and sensory needs.

- The EPS builds upon existing positive relationships with our Merton schools and settings to provide an offer that is flexible to your individual needs, quality assured and demonstrates impact
- Our team of HCPC-registered Psychologists has excellent knowledge and expertise in child and educational psychology.

- We apply research to make sure that Merton EP practice is evidence informed.
- Our EPs are checked for their suitability to practice and have a satisfactory and current enhanced Disclosure and Barring Service (DBS) certificate.
- All Merton EPs are required to undertake regular practice supervision from a qualified and experienced Educational Psychologist (EP) and are committed to delivering and maintaining high quality services
- Trainee EPs are supervised by qualified EPs.

SLA pricing:

Details of Educational Psychology Charges (April 2023 – March 2024) are set out below:

Charge for 1 April 2023 to 31 March 2024	
Price per Session	
Commissioned by 31/03/23	£285
Commissioned after 31/03/23	£350

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

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

Important Information

- Schools will be able to negotiate with their link EP about carrying sessions across terms, though it is anticipated that sessions purchased will be used equally across the three terms.
- Sessions cannot be carried forward to the next financial year. The EPS aims to deliver all the sessions ordered within the financial year. This would be in negotiation with the EPS>
- 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.
- Requests for EPS support should be received by 31 March 2023. 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 deliver the agreed EP sessions, provide the service at the cost indicated and avoid disappointment.
- Work commissioned after 31 March 2023 is at a cost of £350 per 3-hour session. Delivery of this time cannot be guaranteed and depends on EPS capacity. This is limited by staff availability.

Sickness/ Maternity absence

Schools who buy into the EPS at a rate of £248 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.

Order Process:

Schools should complete the EPS Request form to be sent separately. Please do speak to your link EP to request an order form if you do not have one, or email educational.psychology@merton.gov.uk to request this.

Contact:

Tom Connor
Principal Educational Psychologist

Telephone: 020 8545 4820

Email: tom.connor@merton.gov.uk



Language Behaviour and Learning Support

Service Description:

The Language, Behaviour and Learning Support Team is the buyback element of the Language and Learning Support Team and the Virtual Behaviour Service. Members of 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

£1,475 per term – provides 10 units - additional units up to 9 can be added at £147.50 per unit.

LBL Buy back at Level 2

£2,725 per term - provides 20 units - additional units up to 19 can be added at £136.25 per unit.

Charge for 1 April 2023 to 31 March 2024		
	Buy-back schools	Non buy-back schools
Unit	£136.255- £147.50	£201.50
Individual Intervention	4 Units (£545- £590)	£806
Training session approx 2hrs *	2 Units (£272.50- £295)	£403
Half day training	3 Units (£408.75- £442.50)	£604.50
Whole day training *	5 Units (£681.25- £702.50)	£1,007.50

*(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 - £5,350 per year

(a signing-up form and project booklet outlining the details will be sent directly to schools)

Secondary Virtual Behaviour Service Offer

Support for pupils with social, emotional and mental health needs from the Virtual Behaviour Service, through:

- Staff training in schools
- Advice and support for pupil groups through setting up of a range of programmes specifically designed to address needs of target pupils, this may include mentoring or small groupwork.

Cost:

For schools who have bought the secondary Speech and language project

£1,362.50 per term – provides 10 units – additional units up to 19 can be added at £136.50 per unit

For schools who have NOT bought the secondary Speech and language project

£1,475 per term – provides 10 units – additional units up to 9 can be added at £147.50 per unit.

Accredited Training

- ELKLAN – TA accredited training SLCN/ASD - £806 per place or 4 LBL units
- CPI Safety Intervention (previously MAPA) (2 day training for specialist settings 10 units, 1 day de-escalation and non restrictive interventions 6 units, and renewal 6 units / 4 units)

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:

John East / Denise Dyer

Chaucer Centre, Canterbury Road, Morden
SM4 6PX

Tel: 020 8288 5692

Fax: 020 8288 5619

Email: Usha.dudakia@merton.gov.uk

Equalities and Diversity Service

Service Description

The Equalities and Diversity Service, provides a range of services to support schools on equalities issues and in their support of newly arrived pupils, their families and bilingual students. The bulk of support is provided as part of the MSI SLA, meaning that some support is provided free of charge, and other support is charged at MSI rates.

Services Offered

- We provide advice, support and training to schools on a range of equalities issues including the Equalities Duty, Pupil Premium, Anti-Racist and Anti-Homophobic Education, Global Minority Ethnic pupil achievement and the progress of children learning English as/and Additional Language. We maintain a register of bilingual assistants covering a range of languages.
- Also the Equalities Adviser offers a range of training courses which can be booked via the Merton CPD website:
<https://www.mertoncpd.co.uk/cpd/>

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](#) & [Merton School Improvement](#) & [Equalities and Diversity Services](#)

Contacts

If you require additional information please contact either:

Alison Cramp

Teaching and Learning Equalities Adviser

Tel: 020 8545 4064

Email: alison.cramp@merton.gov.uk



Service Description

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

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

Human Resources responsibilities are:

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

The customer's responsibilities are:

- To consult with HR Consultants/Advisers when setting dates for hearings and meetings prior to agreeing the date with other parties.
- To provide sufficient accurate information about any issue or case situation, to enable accurate and concise advice on the matter.

- To provide complete documentation and information when requested within the timescales agreed. (Where information is not provided by the client school within the timescales or is incomplete or incorrect, the HR Service will not accept responsibility for the outcome).
- Follow the HR policies and procedures adopted by the School and where these differ from model policies or procedure supplied through the HR provider, the School will provide the Consultant/Adviser with a copy of the policy or procedure they are following.

How to provide feedback on the service?

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

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

Following a formal consideration of the complaint and a decision by the Head of HR Advice and Consultancy there is a right of appeal to the HR Lead – Liz Hammond;

Email: liz.hammond@merton.gov.uk

HR – Schools Recruitment

Service Description:

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

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

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 and including:

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

SLA pricing:

Charge for 1 April 2023 to 31 March 2024			
	Primary Schools	Special Schools	Secondary Schools and Academies
Module A	£984.00	£1,432.00	£3,072.00
Module B	£1,181.00 Plus £18.00 per advert admin fee	£1,575.00 Plus £18.00 per advert admin fee	£3,215.00 Plus £18.00 per advert admin fee

Further Details:

Please see links below:

[Schools Extranet](#) [Services](#) [SLA](#) [Schools Recruitment](#)

Contact:

Fabio Bernasconi
Primary Customer Success Manger
Tel: 01276 674 212
Email: FBernasconi@eteach.com

Amanda Meers
Secondary Customer Success Manager
Tel: 01276 674 120
Email: ameers@eteach.com

HR – Employee Assistance Programme

Service Description:

This service is delivered in partnership with Health Assured 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 Health Assured.

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
- Management referrals for employees

Services Provided

Core Service Hours - EAP Provide 24/7 helpline
6 free face to face counselling sessions
On-line Health Portal App covering a wide range of topics

Charging Arrangements

There is a fixed charge of £5.48 per head according to the number of staff employed at the school. This is based on the Workforce data for 1 April 2023.

SLA pricing:

Charge for 1 April 2023 to 31 March 2024

£5.48 per head (exclusive of VAT)

Further Details:

Complaints/Feedback:

Feedback and complaints should be directed to Ruth Poulter, in the first instance.

Contact:

If you require additional information please contact:

Ruth Poulter

HR Contracts Manager

Tel: 0208 545 3394

Email: ruth.poulter@merton.gov.uk

Ella Shears

HR Contracts Officer

Tel: 020 8545 3284

Email: ella.shears@merton.gov.uk

Liz Hammond

Interim HR Lead

Tel: 020 8545 3152

Email: liz.hammond@merton.gov.uk

HR – Advice and Consultancy

Service Description:

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

SLA Services Offered:

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

Consultancy Service

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.
- Maternity, paternity and adoption provisions and support in resolving complex issues.
- Application of sickness and absence entitlements and good practice in managing attendance.
- Management of sickness absence cases and liaison with the Occupational Health provider (where purchased from LA provider), including advice on disability/reasonable adjustments.
- Management of disciplinary, grievance, capability cases and advice on working with related procedures.
- Advice on conducting investigations and appointing investigating officers
- Referrals to DfE with respect to teacher misconduct.
- Negotiating settlement agreements and liaison with the Council's legal team over the preparation of the final documentation*
- The preparation of employment tribunal responses in conjunction with the LA legal services. **
- Consultation and liaison with teacher trade unions and professional associations and support staff unions on school policies & procedures and specific casework as required.
- Contracts of employment and the appropriate use of fixed term and temporary contracts.
- Pay, grading and job evaluation.
- Good practice in recruitment and safer recruitment (including DBS checks)
- Change management including supporting the management of reorganisations and redundancies.
- The staffing aspects of child safeguarding cases including referral to LADO.
- Attendance at Senior Strategy meetings.
- Referrals to DBS with respect to child safeguarding cases.
- Equalities and diversity matters.
- Transfer of Undertakings (Protection of Employment) (TUPE) Regulations with regard to transferee or transferor responsibilities.

Note:

* The Council's legal team may make a separate charge for complex advice to support school casework.

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

HR Resources

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

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

Job Design and Evaluation

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

- Formal job evaluation of school support staff posts (up to a maximum of 6 posts per year) using the GLPC's Job Evaluation Scheme.

Additional job evaluations will be charged at £95.96 per evaluation.

Additional services based on £95.96 per hour after first 5 hours:

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.

The following services are available, price on request based on £95.96 per hour

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

B. Commissioning of Investigations

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

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

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

C. Highly complex employment cases – there will be an additional £95.96 per hour charge for cases that require an extraordinary level of support and advice.

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

Learning and Development – price for courses available on request.

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

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

Topics include: Managing Disciplinary and Grievances, Capability and management of performance, Recruitment and selection skills.

Re-organisation and redundancy handling

Teacher & support staff pay and conditions.

SLA pricing:

There is a fixed charge and a charge per head according to the number of staff employed at the school. This will be based on the workforce numbers as at 1 April 2023.

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 2023 to 31 March 2024			
Band	No of Staff	Charge	Variable charge per head
A	0 - 35	£1,529.90	£9.60
B	36 - 45	£1,668.29	£9.60
C	46 - 55	£1,738.57	£9.60
D	56 - 65	£1,806.68	£9.60
E	66 - 85	£2,084.55	£9.60
F	86 - 100	£2,780.85	£9.60
G	101 - 150	£3,474.98	£9.60
H	151 - 200	£3,891.24	£9.60
I	201 - 250	£4,516.13	£9.60

Further details:

Please see links below:

[Schools Extranet](#) [Services](#) [SLA](#) [Human Resources – Employee Relations](#)

Contacts:

Kathryn Wittams-Smith

Tel: 020 8545 3395

Email: kathryn.wittams-smith@merton.gov.uk

Liz Hammond

Tel: 020 8545 3152

Email: liz.hammond@merton.gov.uk

HR Advice and Consultancy Team

Tel: 020 8545 3227

Email: HRAdviceandConsultancy@merton.gov.uk

HR – Occupational Health Service

Service Description:

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

SLA Services Offered:

Health Assessments

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

Management Referrals and Advice

- Sickness absence management referrals.
- 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 relevant legislation on the organisation.

Medical Practitioners

- Telephone access to Medically Trained Case Managers or Occupational Health Physicians.
- Online face to face appointments in the locality with Occupational Health Nurse or Occupational Health Physicians.
- Work Station Assessments (WSA) undertaken (this is a chargeable service)

Case Management

- Liaison with the School contact and HR Adviser to enable the progress of casework.
- From referral made on the system to triage call is 2 working days

- From triage to appointment – Nurse is 10 working days
- From triage to appointment – Doctor is 10 working days
- Referral reports are done within 48 hours of appointment (exclusions include employee requesting prior sight of report before it is released).
- PP Questionnaire received to outcome published (satisfactory) – 1 full working day
- Appointments are booked weekly.

Manager / School Responsibilities

In order for the service to be effective, we rely on hiring managers / Schools to complete the full referral form and include the employee’s job description and include the sickness records.

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

Please note: Cancellation with less than 2 working days’ notice is chargeable from Occupational Health Services, this charge will then be passed back to the school which the referral was submitted from. DNAs are increasing without cancellation and increasing the cost of the service.

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

Please note prices below per appointment.

- Ill-health Retirement £325.00
- Nurse: £71.25
- Doctor: £285
- WSA remote: £155.00
- WSA: £198.24

SLA pricing:

Charge for 1 April 2023 to 31 March 2024

Fixed charge of £16.07 (exclusive of VAT) per head according to the number of staff employed at the school. This is based on the workforce numbers at 1 April 2023.

Contact:

If you require additional information please contact either:

Ruth Poulter
HR Contracts Manager
Tel: 0208 545 3394
Email: ruth.poulter@merton.gov.uk

Further Details:

Complaints/Feedback:

Feedback and complaints should be directed to Ruth Poulter / Ella Shears, in the first instance.

Ella Shears
HR Contracts Officer
Tel: 0208 545 3284
Email: ella.shears@merton.gov.uk

Liz Hammond
Interim HR Lead
Tel: 020 8545 3152
Email: liz.hammond@merton.gov.uk



Payroll, HR Processing and Support Services

Service Description:

The SLA for 2023/24 provides payroll, HR processing and support for your staff. Via the LGfL network, you can benefit from safe and secure access to iTrent so that you can view and control your school's employment data.

SLA Services Offered:

Benefits to your school

- Access to an integrated HR and payroll system (iTrent) to view and amend many aspects of your school'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
- Teacher's Pensions administration and advice.
- Local Government Pension Scheme (LGPS) enrolment and liaison with the Council's pension service.
- Pensions auto-enrolment guidance and help.
- Support from experienced HR and payroll professionals who understand contractual nuances of employing teachers and non-teaching staff.
- Guaranteed access to a quality, customer-focused service all year round.

Service Features

- Payroll Component

The payroll processing service, delivered by Sutton/Kingston/Midland Partnership, is managed locally by a client team of highly experience payroll and business operations officers on behalf of the Council.

- We will provide advice on all pay related matters and respond to email questions and signpost customers to other appropriate HR services.
- Production of bespoke costing reports.

- Advice on and implementation of Teaching & Non-Teaching pay awards, incremental progression and Teacher's performance related pay.
- Payroll and HR Processing and Support
 - Production of Statements of Particulars (Contracts of Employment).
 - Implementation of all contract variation matters and completion of general HR/Teachers Pensions administration.
 - Amendments made to iTrent of all contractual changes 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 2023 to 31 March 2024	
Annual Charges	
Payroll (per employee)	£71.71

PAYROLL component:

Cost per employee is £71.71 includes employees with up to three posts.

Advance Payment - £74.42 per payment where this is the school's error.

Additional SIMS adjustments where the error is triggered by the school - £74.42 per adjustment.

Sickness Entry by HR Team – Where schools require HR Processing & Support Team to enter sickness onto iTrent - £343.87 per year.

Payroll Consultancy - £74.42 per hour or part thereof.

Recovery of Overpayment due to School Error - £74.42 to cover cost of raising invoice & letter plus £100.00 cost charged by payroll provider for any Year-end adjustments that may be required if more than one year £8.00 per month.

Third Party Accident Letters – 15% of the amount reclaimed (Minimum of £272 per case).

All school employees will have access to e-pay slips. There is a chargeable fee of £4.07 for each paper payslip which is issued.

For those schools who do not buy this service there is an annual charge of £1,476 + VAT for Teachers Pensions Administration.

Further Details:

Please see links below:

[Schools Extranet](#) [Services](#) [SLA](#) [Payroll and Core HR Services](#)

Contacts:

If you require additional information please contact either:

Liz Hammond

Interim HR Lead

Merton Council – 6th Floor Civic Centre

Tel: 020 8545 3152

Email: liz.hammond@merton.gov.uk

Michelle Weston

HR Processing & Support Team Manager
Merton Council – 6th Floor Civic Centre

Tel: 020 8545 3523

Email: michelle.weston@merton.gov.uk

Certificate of Sponsorship

There is a cost for processing applications for sponsorship. The recruitment team are responsible for this function. The cost per application will be £234.00.

Contact:

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

Caroline Ramsey

Recruitment manager

Tel: 020 8545 3319

Email: caroline.ramsey@merton.gov.uk



HR – Disclosure Service

Service Description:

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

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

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

E-Bulk

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

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

Benefits to your school

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

Terms and Conditions

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

SLA Services Offered:

Disclosure Administration

We manage all elements of DBS disclosure including:

- Advisory Service and guidance
- Resolving errors on disclosure certificates

Advisory Service

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

- 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
- School extranet site

SLA pricing:

Charges for 1 April 2023 to 31 March 2024	
	Per application
DBS fee Enhanced Disclosure	£42.40 *
Disclosure Service administration fee	£13.00 *

*There is no DBS charge for volunteers

Contact:

If you require additional information please contact:

Email: actionhr@kingston.gov.uk

Insurance

Service Description:

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

They will invite all schools to opt in for the 1 April 2023 - 31 March 2024 policy year via their own renewal invite, which is scheduled to be sent to all School Business Managers in January 2023..

Please contact London Borough of Sutton regarding your insurance renewal and any other queries at insurance@sutton.gov.uk or on 020 8770 5353.

Contacts:

If you require additional information please contact:

London Borough of Sutton Insurance Section

Tel: 020 8770 5353

Email: insurance@sutton.gov.uk



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, Wandsworth and the Royal Borough of Kingston upon Thames. The service provides legal advice and representation in relation to a comprehensive range of legal issues facing schools on a day to day basis.

For more information about SLLP see our website:

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

SLA services offered:

Legal advice, support and representation on:

- Employment law and employment tribunals
- School involvement in family proceedings and parental responsibility issues
- Assistance with complaints
- Advice on procurement (including tender documents)
- Advice on contracts including contractual disputes
- Drafting contracts
- Information Governance: Subject Access Requests, data breaches, issues relating to the Data Protection Act 2018 (and GDPR) and Freedom of Information Requests (and reviews).
- Drafting and negotiating agreements in relation to premises: e.g. licenses. Hire agreements
- Conduct of litigation (courts, tribunals, mediation, arbitration) including possession proceedings
- Misconduct on school premises
- Representation (exclusion appeals, SENDIST)
- Admission of pupils to schools
- Exclusion of pupils
- Service tenancy issues
- Contractual disputes
- Possession proceedings
- Special educational needs and disability discrimination
- School governance advice



SLA pricing:

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 2023 to 31 March 2024

Time charge based on:	£72 per hour
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The work undertaken by the legal adviser will be charged at an hourly rate that is the same rate at which other council services are charged; an estimate of fees will be given at the commencement of a matter and a detailed report of time spent will be provided. The hourly rates are reviewed annually, with any changes taking effect from 1 April. The services is available to academy schools as well as maintained schools at the same hourly rate.

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

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:

For general school and education matters:

Sarah Willis

Tel: 020 8545 3339

Email: sarah.willis@merton.gov.uk

For employment or premises matters:

Tracy Swan

Tel: 020 8545 4456

Email: tracy.swan@merton.gov.uk

For procurement, contract and information governance matters:

Fabiola Hickson

Tel: 020 8545 4666

Email: fabiola.hickson@merton.gov.uk

For litigation:

Byron Britton

Tel: 020 8545 3470

Email: byron.britton@merton.gov.uk

Or please contact our Practice Management Team:

Tel: 020 8545 3953

Email: slp@merton.gov.uk

GDPR & DPA2018 – Data Protection Officer

Service Description:

The General Data Protection Regulation (25th May 2018) requires that all Public Authorities shall appoint a Data Protection Officer.

Under Section 3 (1) (a) (i) Schedule 1 of the Freedom of Information Act, Maintained schools and further and higher education institutions are defined as Public Authorities¹.

“(Recital 97) Where the processing is carried out by a public authority, a person with expert knowledge of data protection law and practices should assist the controller or processor to monitor internal compliance with this Regulation. P18”

Article 37 (2) Allows a group of undertakings to appoint a single data protection officer provided that this person is easily accessible from each establishment.

This SLA gives schools the opportunity to fulfil their obligation to appoint a Data Protection Officer in a cost effective way by sharing a central resource: The Merton School’s Data Protection Officer (DPO). It also includes membership of GDPRIS, a cloud based system that enables schools to record and monitor compliance with the GDPR.

Under the data protection regulations the school remains the Data Controller and compliance with Data Protection Legislation is ultimately the schools responsibility - the Data Protection Officer’s role is to direct, advise and assist. Schools that require a substantive arrangement may wish to appoint their own Data Protection Officer.

SLA Services Offered:

The Merton DPO will help schools to ensure:

- they comply with all relevant privacy-related legislation;
- staff are fully informed of their own responsibilities for acting within the law;
- they inform parents, students and employees about the data they hold in line with the expectations of the GDPR;

- they have proper risk-based systems of control over the personal data that they process;
- they deal promptly and professionally with requests for information.

Specifically the DPO will support with policy development; assist with data flow mapping; provide advice about data sharing; provide support in the event of a data breach and with regard to subject access requests; provide advice and support with regard to data protection impact assessments. The DPO will also monitor the school’s progress towards compliance with GDPR, and provide training for staff and governors. The DPO will also support schools with recording compliance in GDPRis.

Further information and up to date guidance documents are available on the Schools Extranet [GDPR pages](#).

SLA pricing:

Charge for 1 April 2023 to 31 March 2024	
Primary Schools	
201 to 400 pupils	£926
401 to 500 pupils	£1,023
Over 500 pupils	£1,116
Secondary Schools	
801 to 1200 students	£1,263
Over 1201 students	£1,404
Special Schools	£831

Contact:

If you require additional information please contact:

Derek Crabtree
Schools ICT Support Manager
Tel: 020 8545 4891
Email: derek.crabtree@merton.gov.uk

¹ <https://ico.org.uk/media/for-organisations/documents/1152/public-authorities-under-the-foia.pdf>

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 - £2,650

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

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

Level 2 Service - £3,800

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

As per Level 1 plus:

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

Level 3 Service - £4,870

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

As per Level 2 plus:

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

Ad Hoc Hours are available upon request

SLA pricing:

Charge for 1 April 2023 to 31 March 2024	
Level 1	£2,650
Level 2	£3,800
Level 3	£4,870

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

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

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

Contacts:

If you require additional information please contact either:

Jayne Ward

Schools Financial Support Officer

Tel: 020 8545 3336

Email: jayne.ward@merton.gov.uk

Colette Levingston

Schools Financial Support Officer

Tel: 020 8545 4876

Email: colette.levingston@merton.gov.uk

Safety and Emergency Planning Services

Service Description:

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

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

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

Services provided:

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

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

External SLA Agreements

Unfortunately, we are not able to offer Academy schools a buy back services.

Schools' Responsibilities

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

- Upon request, provide Safety & EP Services with accurate and timely information relating to the safety management of the school and compliance with legislation. This includes the completion and return of any self-assessment questionnaire sent out by Safety & EP Services.
- Providing full access to all areas of the school's owned and managed premises, the staff and associated electronic and hardcopy documentation in pursuance of the health and safety and emergency planning functions.
- Adopt and full comply with LBM Corporate Policies and procedures and any systems used to collate information in relation to compliance with policies or procedures.
- Report all accidents and Incidents on the Council's Online Accident and Incident Reporting System.

- Act on information provided or received relating to Asbestos Containing Materials and put in place arrangements and control measures to effectively manage known risks.
- Produce and maintain for inspection, a schools Asbestos Management plan and associated documentation in accordance with current legislation.
- Act on and address all actions arising from audits / inspections or advice given by Safety & Emergency Planning Services (or other Authority) in relation to the management of health, safety and emergency planning within the school in the timescales given.

It should be noted that failure to comply with relevant high priority actions arising from audits/inspections or from advice and documentation issued by Safety & Emergency Planning Services within the timescales specified may result in Safety & Emergency Planning Services escalating the matter in order to protect the Local Authority in pursuance of general duties imposed.

Contacts:

Safety Team

Tel: 020 8545 3388

Email: health.andsafety@merton.gov.uk

Civil Contingencies (Emergency Planning)

Sarah Chittock

Civil Contingencies Adviser

Tel: 020 8545 3476

Email: sarah.chittock@merton.gov.uk



Merton Greenspaces Arboriculture Service

Service Description:

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

Merton Greenspaces Arboriculture carries out full condition survey and inventory update of trees in school grounds on a two year cycle and commissions and supervises all work to trees which arises from these inspections using the de-delegated budget. Other items of Green Infrastructure, such as hedgerows and school Nature areas are also considered within our portfolio. Works are prioritised from the limited budget, with the highest priority being for works where there is a health and safety risk, before further good practice works are undertaken to assist the long-term life of the tree assets.

SLA Services Offered:

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

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

- Promoting well-being and mental health by softening harsh hard environments, reminding of the seasons and the natural world.

Many sources detail other benefits and highlight the advantages of retaining as much natural capital as possible on any school site.

Greenspaces Arboriculture maintains a detailed, cloud-based data inventory (EZYTREEV), linked to digital maps and aerial views, of every tree and 'group feature' on site.

- The data comprises measurements, history, species, condition and risk rating (THREATS model) and monetary valuation (CAVAT system) of every tree and group. The system is used to manage all recommended works and is fully updated on a two year basis to comply with our enhanced Duty of Care to young people.
- Reports can be made available on such matters as the Total Amenity Value of school trees, Species breakdown or Age Class breakdown and tree maps can be provided.
- Works are prioritised from the limited budget, with the highest priority being for works where there is a health and safety risk e.g. pruning to prevent the risk of branch failures, before further good practice works are undertaken to assist the long-term health of trees.
- We identify areas for new or replacement planting in the most advantageous locations to provide the above benefits and incorporate such into the database and regime. Such works can be undertaken from the de-delegate budget if resources allow after health and safety works
- In conjunction with school site managers and/or other authorised staff, we commission a number of our contractors (generally three) to price work, awarding it to the most competitive in order to achieve best value from the overall budget.

- We strive to maintain / increase canopy cover by retaining large tree specimens/species wherever possible to maximise the benefits noted above. Tree removal is therefore only undertaken for reasons of good arboricultural practice, and as a last resort e.g. no alternative for safety of children and staff or to avoid major property damage
- We will respond additionally to ad hoc requests for inspection where circumstances warrant and advise on matters concerning trees and neighbours and trees and structures both within and without the school.
- Wherever possible we will provide educational advice and visits – whether for planting schemes within schools, such as perimeter hedgerows and wildlife areas, or planting events in local parks and open spaces or guided nature and ‘tree’ walks, on or off site. With limited resources such assistance is dependent on close liaison and support from the school in question. Financial assistance is sometimes but not always required to enable such events and replacement planting.

Contact:

Daniel Sitch
Arboricultural Officer

Tel: 020 8545 3990
Email: daniel.sitch@merton.gov.uk

Chris Rayner-Rix
Arboricultural Officer

Tel: 020 8545 2086
Email: chris.rayner-rix@merton.gov.uk

ChinFung Freeman Chan
Arboricultural Officer

Tel: 07387 099443
Email: chinfung.freemanchan@merton.gov.uk



Facilities Management – Professional & Technical Services

Core Building Maintenance SLA Services no longer offered

The compliance-based building maintenance services was purchased by 17 schools last year but cannot be offered in 2023/24. However, asbestos surveys and reports and purchasing services for ad hoc projects will still be available as detailed below.

The staff member providing the compliance and advice service will not be continuing in 2023/24 and it has proved impossible to appoint a replacement into the council so regrettably the council has decided it can no longer provide the service to schools. All schools currently buying into the service were contacted in January so that alternative arrangements could be set up in a timely way.

For the maintenance of their buildings and services it is essential that schools have sufficient competence in-house or receive suitable professional advice to ensure compliance with relevant health and safety regulations and other current property related legislation. The contracts that will need to be maintained to ensure your equipment is serviced and the school compliant are summarised below:

- Heating & Controls (inc. Gas Safety)
- Ventilation & Air Conditioning
- Hot and Cold Water Services
- Fire protection services
- PAT
- EICR Testing
- Lift Testing
- Fall-Arrest Equipment Testing
- Emergency Lighting
- Lightning Protection
- Electrical Installations

Continuing Services

Services that are provided by FM that will continue are:

- Asbestos surveys and reports will continue to be undertaken by the council this year
- The buying into central utilities contracts and with it advice on energy efficiency by the energy and sustainability team

FM will continue to provide a comprehensive, value for money service for the delivery of projects on an individual commission basis. Services include: feasibility studies, design, specification, drawings, planning, building control, access statements, and cost management.

The Project Management team can also undertake contract administration services including: tendering; contract award; issuing of statutory applications; notices and certificates; monitoring the work; authorising payments and monitoring throughout the defects period.

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 2023 to 31 March 2024	
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%
Ad hoc project support	£76 Per Hour

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

Buy Back Form

Service Level Agreement for Schools '23/24

Please respond using the on-line form see link:

[Service Level Agreement for Schools 23-24 Online Buy Back Form](#)

Alternatively please complete a hard copy and email to: SchoolOrgAdmin@merton.gov.uk

School Name: _____

Please provide the following annual services for the 2023/2024 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	<input type="checkbox"/>
	➤ School Meals Catering Service	<input type="checkbox"/>
	➤ School Cashless Payment Service	<input type="checkbox"/>
3	Merton School Improvement (MSI)	<input type="checkbox"/>
5	Governor Support Service	
	➤ Advice, Support & Guidance	<input type="checkbox"/>
	➤ Training and Development	<input type="checkbox"/>
	➤ Advice, Support & Guidance + Training and Development	<input type="checkbox"/>
7	Schools Management Information Systems Support Team (SMISST)	<input type="checkbox"/>
9	Performance and Analysis	<input type="checkbox"/>
11	Education Welfare Services (EWS)	<input type="checkbox"/>
13	SEN and Disabilities Integrated Service	
15	Educational Psychology Service (EPS)	Order Form sent to schools
17	Language Behaviour & Learning Support Team	
	➤ Level 1:	<input type="checkbox"/>
	➤ Level 2:	<input type="checkbox"/>

19	Equalities & Diversity Service	XXXXXXX
20	HR – Service Standards	
21	HR - Schools Recruitment	
	➤ Module A	<input type="checkbox"/>
	➤ Module B	<input type="checkbox"/>
22	HR - Employee Assistance Programme	<input type="checkbox"/>
23	HR – Advice and Consultancy	<input type="checkbox"/>
25	HR - Occupational Health Service	<input type="checkbox"/>
27	Payroll, HR Processing and Support Services	<input type="checkbox"/>
29	HR – Disclosure Service	XXXXXXX
30	Insurance	Order Form sent to schools
31	Legal Services	XXXXXXX
33	GDPR & DPA2018 – Data Protection Officer	<input type="checkbox"/>
34	Financial Support Service for Schools	
	➤ Level 1:	<input type="checkbox"/>
	➤ Level 2:	<input type="checkbox"/>
	➤ Level 3:	<input type="checkbox"/>
35	Safety and Emergency Planning Services	No charge
37	Merton Greenspaces Arboriculture Service	XXXXXXX
39	Facilities Management - Professional & Technical Services	Information only

Signed: _____

Headteacher or Chair of Governors

Please return this form by 6th March 2023 to:

Contracts & School Organisation

10th Floor, Merton Civic Centre, London Road, Morden, Surrey SM4 5DX

Email: SchoolOrgAdmin@merton.gov.uk

