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I am pleased to introduce our new School’s Service Level Agreement booklet for 2017/18.

The 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.

Although you will be familiar with the format from previous years, there are some modest changes to charging as the council seeks to address the significant financial challenges faced by the borough while, at the same time, continuing to provide effective, value for money services to schools. You will note some charges, for example, for waste collection and contract management have been reduced.

I trust that you will find the range and type of services offered by the council meet the needs of your school and that we continue to provide you with the assistance you need to deliver excellent educational outcomes for children in Merton.

Please ensure you complete and submit your buy back form by 6th March 2017.

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 ancillary services such as kitchen equipment repairs and cashless payment systems.

Please note that under the new schools’ cleaning contract (from June 2017), as with the school catering service, the contractor will pay the council’s monitoring costs.

SLA services offered:

Cleaning Contract 2017-20
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 CSF Contracts Team.

The new cleaning contract will commence in June 2017 and the selected provider 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 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 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 CSF Contracts Team.

The council’s catering contract with Chartwells offers:

- Full school meal catering service at a very competitive meal price (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.
- A contribution to the cost of utilities used by the catering service and reduced costs for waste collection services
- Dinner money collection in collaboration with 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.
Cashless Payment Arrangements

Subject to there being a requirement from schools for this service in addition to the dinner money collection system provided by the catering contractor, the council proposes to re-tender its central contract for a cashless payment system for the use of schools in collecting payments from parents and guardians.

When the current contract with ParentPay expires, the council will procure a new service which 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
- if practical, first line support for school users from the council’s SMISST team

SLA pricing:

The costs of procuring, managing and monitoring the schools’ cleaning and catering contracts for 2017/18 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.

Catering Contract

<table>
<thead>
<tr>
<th>Charge for 1 April 2017 to 31 August 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>All special and primary schools</td>
</tr>
<tr>
<td>No charge</td>
</tr>
</tbody>
</table>

There is no charge for the council’s procurement and contract management of the cashless payment contract – 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.

Further details:

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

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  
Tel: 020 8545 3932  
Email: michael.balamwezi@merton.gov.uk

Murray Davies  
Contracts & Procurement Manager  
Contracts & School Organisation  
Tel: 020 8545 3069  
Fax: 020 8545 3311  
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 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. on Ofsted requirements, 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 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;
- 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, 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;
- 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 Inspectors and other advisers;
- 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 (eg training on RAISEonline);
- Support for statutory returns to the DFE for new teaching staff and 20% discount on further advice and support for schools with NQTs;
- Teaching and learning review within the first half of term for heads new in post.

### SLA pricing:

<table>
<thead>
<tr>
<th></th>
<th>Charge for 1 April 2017 to 31 March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Schools of 250 or less</td>
<td>£1,217</td>
</tr>
<tr>
<td>Primary Schools of 251 or more</td>
<td>£1,763</td>
</tr>
<tr>
<td>Secondary Schools</td>
<td>£3,215</td>
</tr>
<tr>
<td>Special Schools</td>
<td>£1,763</td>
</tr>
</tbody>
</table>

### 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**  
Head of School Improvement  
Tel: 020 8545 3806  
Fax: 020 8545 3260  
Email: [msi@merton.gov.uk](mailto:msi@merton.gov.uk)
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.
- 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 online 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 - £400
  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
  Nomination Stage from £75 (excluding printing and stationery and dependant on school size)

  Ballot Stage £25 per vacancy to be filled

  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:

<table>
<thead>
<tr>
<th>School size</th>
<th>Advice and Support</th>
<th>Training</th>
<th>Both Packages (Discount Rate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>less than 250 pupils</td>
<td>£520</td>
<td>£520</td>
<td>£800</td>
</tr>
<tr>
<td>250-350 pupils</td>
<td>£620</td>
<td>£700</td>
<td>£990</td>
</tr>
<tr>
<td>351 - 450 pupils</td>
<td>£650</td>
<td>£720</td>
<td>£1,015</td>
</tr>
<tr>
<td>451 - 550 pupils</td>
<td>£680</td>
<td>£745</td>
<td>£1,035</td>
</tr>
<tr>
<td>551 - 650 pupils</td>
<td>£700</td>
<td>£760</td>
<td>£1,070</td>
</tr>
<tr>
<td>650+ pupils</td>
<td>£730</td>
<td>£790</td>
<td>£1,100</td>
</tr>
<tr>
<td>Secondary</td>
<td>£1,230</td>
<td>£1,230</td>
<td>£2,100</td>
</tr>
</tbody>
</table>

Formal Collaborations between schools (Federations, MATS etc.) will be charged on each individual school size and will receive a discount on the total cost.

MAT Trust Boards - Price on application to access to packages of training, advice and support or both

Other Chargeable Services

• Whole Governing Board Training sessions - £300 per 2 hour session (please see Training and Development package for further details)
• LA Review of Governance - £450
• Parent Governor Election Administration
  Nomination Stage from £75 (excluding printing and stationery and dependant on school size)
  Ballot Stage - £25 per vacancy to be filled

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
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 courses 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 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
- Advice and guidance on administrative procedures in schools
- 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.

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

SLA pricing:

<table>
<thead>
<tr>
<th>Charge for 1 April 2017 to 31 March 2018</th>
<th>SMISST, ICT &amp; LGFL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Schools</strong></td>
<td></td>
</tr>
<tr>
<td>250 or less pupils</td>
<td>£3,724</td>
</tr>
<tr>
<td>251 - 500 pupils</td>
<td>£4,491</td>
</tr>
<tr>
<td>501 or more pupils</td>
<td>£4,835</td>
</tr>
<tr>
<td><strong>Secondary Schools</strong></td>
<td></td>
</tr>
<tr>
<td>600 or less pupils</td>
<td>£4,835</td>
</tr>
<tr>
<td>601 – 900 pupils</td>
<td>£5,579</td>
</tr>
<tr>
<td>901 or more pupils</td>
<td>£5,947</td>
</tr>
<tr>
<td><strong>Special Schools</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>£3,724</td>
</tr>
</tbody>
</table>
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 2017-2018) to Fischer Family Trust’s FFT Aspire – access and support for FFT Aspire.
- School achievement and inclusion data summary sheets academic year 2016-2017 (phase specific):
  - Early Years Foundation Stage Profile
  - Key Stage 1 Phonics screening checks
  - Key stage 1
  - Key Stage 2
  - Year 7 data transfers for 2017 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 or its successor, FFT Aspire), pupil tracking & school specific statistics. In-school advice and in-school training (subject to capacity and any sessions cancelled within 12 hours will incur a £100 administrative charge).
- 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:

<table>
<thead>
<tr>
<th></th>
<th>Charge for 1 April 2017 to 31 March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Schools</td>
<td></td>
</tr>
<tr>
<td>250 or fewer pupils</td>
<td>£850</td>
</tr>
<tr>
<td>251 or more pupils</td>
<td>£1200</td>
</tr>
<tr>
<td>Secondary Schools</td>
<td></td>
</tr>
<tr>
<td>900 or fewer pupils</td>
<td>£2200</td>
</tr>
<tr>
<td>901 or more pupils</td>
<td>£2700</td>
</tr>
<tr>
<td>Special Schools and PRU</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£500</td>
</tr>
</tbody>
</table>
Discount on continuing professional development (CPD) training

- Day course / training - £100 (subscribing schools) £250 (non subscribing schools)
- Half course / training - £50 (subscribing schools) £125 (non subscribing schools)

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 - £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.

Continuing professional development (CPD) training

- £250 (non 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

- **Topic 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). Topic boxes provide additional curriculum based resources in the classroom. Topic 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, photo packs, worksheets 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.

- **Personalised Support** - The SLS offers a range of personalised services tailored to the needs of individual schools. Personalised services available include:
  - Reader development sessions with pupils
  - Library advisory sessions offering support with the maintenance of your school library including the weeding, repair, labelling, shelving and display of stock
  - Story time sessions
  - Advice on cost effective and targeted book purchasing
  - Pupil Librarian Recruitment & Training covering the recruiting, interviewing and training of pupil librarians for your school.
  - Telephone / email helpline - The SLS is currently open 5 days a week from Monday to Friday. 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.
  - 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.
  - Accelerated Reader Collection: Sets of AR labelled books are now available.
  - New Service: Worksheets and website links are now available in conjunction with topic boxes.

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: Merton Schools

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

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Premium Service</th>
<th>Standard Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total package costs per annum</td>
<td>£6.10 per pupil</td>
<td>£5.10 per pupil</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Premium Service</th>
<th>Standard Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Boxes for schools:</td>
<td>£36 per box</td>
<td>£55 per box</td>
</tr>
<tr>
<td>Additional annual fiction allowance</td>
<td>£36 per box</td>
<td>£55 per box</td>
</tr>
<tr>
<td>Personalized support</td>
<td>£26 per hour</td>
<td>£45 per hour</td>
</tr>
<tr>
<td>Telephone / email helpline &amp; use of SLS Book Purchase Scheme</td>
<td></td>
<td>£100 p.a.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional annual fiction allowance</th>
<th>Premium Service</th>
<th>Standard Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 boxes per annum</td>
<td>£36 per box</td>
<td>£55 per box</td>
</tr>
</tbody>
</table>

| Personalized support | 16 | 6 |
| Telephone / email helpline | Yes | Yes |
| Use of SLS Book Purchase Scheme | Free | Free |

### Further Details:

Please see links below:
- Schools Extranet Services [Schools Library Service](http://arena.yourlondonlibrary.net/web/merton/school-library-service)

or our webpage at [http://arena.yourlondonlibrary.net/web/merton/school-library-service](http://arena.yourlondonlibrary.net/web/merton/school-library-service)

### Contacts:

If you require additional information please contact either:

**Andrew Fox**  
Resource Manager  
Tel: 020 8274 5797  
Email: [Andrew.fox@merton.gov.uk](mailto:Andrew.fox@merton.gov.uk)

**Caprice Goulding**  
Resource Office  
Tel: 020 8274 5795  
Email: [Caprice.goulding@merton.gov.uk](mailto:Caprice.goulding@merton.gov.uk)

**School Library Service**  
Email: [school.library.service@merton.gov.uk](mailto:school.library.service@merton.gov.uk)

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*Your entitlement will be split into 3 equal termly deliveries*
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 25th May 2017 for the following academic year (Sept 2017 – July 2018).

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:

<table>
<thead>
<tr>
<th></th>
<th>39 weeks term time only</th>
<th>£ per hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 hour of buyback</td>
<td></td>
<td>£43.00</td>
</tr>
<tr>
<td>LA retained funding</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Half day buyback (3.5 hours) LA retained funding</td>
<td>39 weeks term time only</td>
<td>£149.00 half day</td>
</tr>
<tr>
<td>Full day by back (7 hours) LA retained funding</td>
<td>39 weeks term time only</td>
<td>£298 per day</td>
</tr>
</tbody>
</table>

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

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

Service Description:

The Special Education Needs and Disabilities (SEND) Integrated Service has launched a major change programme to improve SEND services in Merton. The SEND Integrated Service incorporates the following Teams:

- Children with Disabilities Social Work Team
- SEND Interventions Team
- Special Educational Needs Team
- Health Team for Education, Health and Care Plans (EHCP)
- Business Support Team

Children with Disabilities Social Work Team

The Children with Disabilities Team support children and their families by providing a full statutory social work service for Child Protection, Looked after Children, Children in Need, Fostering and Adoption. Children who meet the eligibility criteria will receive a Single Assessment of their need for services. The Single Assessment will be carried out in consultation with the child (using Makaton or other tool as need be), the family or foster career using information from other core professionals as appropriate.

Statutory social work services for children and young people with disabilities include:

- Duty Social Work Service
- Child Protection Investigations
- Specialist Assessments, Provision and management of Care Packages, including via a Personal Budget.
- Joint work and liaison with other Professionals
- Promotion and Protection of disabled children's welfare

Special Educational Needs Team

The SEN Team works with children/young people aged from 0 - 25 who have a Statement of SEN, are being assessed for an Education, Health and Care (EHC) Plan or have an EHC Plan, to ensure that appropriate education provision is provided. If a child or young person has a Statement of SEN or an EHC Plan or is being assessed for an EHC Plan then they will have an allocated Senior Case Officer. The SEN Team is separated into the 0-14 Team and 14+ Team. The SEN Team works in partnership with children and young people, their parents, schools and settings to ensure that we have the most up to date advice on a child or young person.

The SEN Team delivers the following services:

- Advice, assistance and information on resources, Health, Education, Play and Leisure
- Emotional support and counselling
- Information on specific disabilities and related issues
- Future planning for young people 14 years and over in conjunction with the Transition Team
- Referrals and signposting to other services

SEN Tribunals (SENDIST)
SEND Interventions Team

The Special Education and Disabilities Intervention Team provides Early Help services for children and young people aged 0-25 years and includes the Short Breaks Team (0-18 years).

The SEND Interventions Team includes key workers who can provide information, advice and guidance on all aspects of early help from the first point at which additional need is identified to ‘stepping up’ into support for complex needs. The team also works with parents/carers, young people and referrers where the Local Authority has made a decision not to assess for an EHCP.

The team does not undertake statutory case work but provides information, advice and guidance and time limited interventions to support families in understanding SEN Support and the EHC Process. The SEND Intervention Team includes the Short Breaks Team who supports families with disabled children with a range of services. Families benefit from taking a break from the constant care they provide whilst their child gains confidence and new experiences.

Services include:

- advice (face to face, on the telephone or by email) regarding the EHCP process
- guidance about the early help pathway/staged intervention & support to identify universal and community services
- attend TAF meetings to provide support and challenge where necessary
- case consultation sessions
- information and identification about early help learning and development for individuals or staff teams
- assessment for and monitoring of Short Breaks. Full details on Short breaks and The Merton Offer can be found in the Family Services Directory: fsd.merton.gov.uk/kbc/merton/directory/home.page

Education, Health and Care Planning Health Team

The EHCP Health Team is a NHS Clinical Commissioning Group (CCG) funded team delivered through Central London Community Health (CLCH) staffing. The Team in based within the SEND Integrated Service. The Health Team consists of a Qualified Clinical Nurse, Occupational Therapist, Child and Adolescent Mental Health Clinician and an administrator. This team provides health advice and guidance to the SEN Team in the development of EHCPs and facilitates referrals and access to services for continuing care and community health services.

Business Support Team

The Business Support Team is the first point of entry to SENDIS. All new EHCP referrals are processed through this team who provide support to the SEN Team, CWD and SEND Interventions Team. All final EHCP are processed through the Business Support Team who support the implementation of the Transfer Plan, including all relevant paperwork to schools and parents and book the meetings. All Independent Day and Residential placements are commissioned by this team through the Direct Purchasing System (DPS) and the team monitors remotely all placements for children SEND. This team is the single point of contact 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
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.

<table>
<thead>
<tr>
<th>SLA Categories</th>
<th>Buy-back schools</th>
<th>Non buy-back schools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Intervention</td>
<td>£120-130</td>
<td>£180</td>
</tr>
<tr>
<td>Training session</td>
<td>2 Units (£240-260)</td>
<td>£360 (3 for £800)</td>
</tr>
<tr>
<td>Half day training</td>
<td>3 Units (£360-390)</td>
<td>£500</td>
</tr>
<tr>
<td>Whole day training</td>
<td>5 Units (£600-650)</td>
<td>£800</td>
</tr>
</tbody>
</table>

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

Accredited Training

- ELKLAN – TA accredited training SLCN/ASD - £550 per place or 4 LBL units
- 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
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 2017 – March 2018) are set out below:

<table>
<thead>
<tr>
<th>Charge for 1 April 2017 to 31 March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price per Session</td>
</tr>
<tr>
<td>Commissioned by 10/02/17</td>
</tr>
<tr>
<td>Commissioned after 10/02/17</td>
</tr>
</tbody>
</table>

Subscribing to the EPS on a yearly basis and returning the EPS service request form¹ by the 10th February 2017 enables planning for staffing levels and for the service to be delivered at a cost of £233 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 £233 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 10th February 2017**
Work commissioned after 10th February 2017 is at a cost of £310 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 10th 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).

Further Details:

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 100 languages / local dialects, including British Sign Language. All translators and interpreters are enhanced DBS checked and fully indemnified. Our services include:

- **Advice and guidance** – we will be happy to advise you on any matter relating to interpreting/translation.
- **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.

<table>
<thead>
<tr>
<th>Service</th>
<th>Charge for 1 April 2017 to 31 March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpreting – 1st hour (minimum charge)</td>
<td>£40</td>
</tr>
<tr>
<td>Interpreting – every subsequent hour</td>
<td>£20</td>
</tr>
<tr>
<td>British Sign Language (Levels III &amp; IV)</td>
<td>Rates vary</td>
</tr>
<tr>
<td>Translation – first 100 English words (minimum charge)</td>
<td>£24.00</td>
</tr>
<tr>
<td>Translation – every extra 100 words</td>
<td>£15.00</td>
</tr>
<tr>
<td>Multiple translations</td>
<td>Quotes upon request</td>
</tr>
<tr>
<td>Telephone interpreting – 30 minutes (minimum charge)</td>
<td>£17.00</td>
</tr>
<tr>
<td>Telephone interpreting – 1 hour</td>
<td>£25.00</td>
</tr>
<tr>
<td>Travel time and cost (within Boroughs of Merton, Sutton and Wandsworth)</td>
<td>£14.00</td>
</tr>
<tr>
<td>Short Notice Booking Fee</td>
<td>£20.00</td>
</tr>
<tr>
<td>Admin Charge</td>
<td>£20.00</td>
</tr>
</tbody>
</table>

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 DBS 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)
Email: translationservicebookings@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 a range of 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 first language 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:

<table>
<thead>
<tr>
<th>Pay as you go service - rates as of 1st April 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bilingual support hourly rate (minimum booking two hours)*</td>
</tr>
</tbody>
</table>

* 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 ➔ Merton 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
HR – Service Standards

Service Description

The following service standards apply to all of the HR services available to schools. The performance will be assessed on the basis of whether the service provided was both timely and appropriate. Customers may be asked to provide feedback during school visits although customer feedback is welcomed at any time.

**Human Resources responsibilities are:**

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

**The customer’s responsibilities are:**

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

**How to provide feedback on the service**

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

If a problem is not resolved a formal complaint can be made to the HR Manager, Children, Schools & Families. Following a formal consideration of the complaint and a decision by the HR Manager there is a right of appeal to the HR Lead.
Human Resources – Advice and Consultancy

Service Description:
You will benefit from HR Advice on terms and conditions of employment, pay and HR issues. Our advice is focussed on securing the best solution for your school in the management of HR matters.

SLA Services Offered:
Our HR Advisers provide a consultancy service, working closely with Head Teachers, Senior Leaders and Governors. We provide advice and guidance on:

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 and reasonable adjustments.
- Management of disciplinary, grievance, capability cases and advice on working with related procedures.
- Conducting investigations and to 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.
- Obtaining certificates of sponsorship for non EU Workers.
- 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 £82 per evaluation.

**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.

**Note:** HR Services relating to “Employer responsibilities” for TUPE Transfers is funded by the council for LA Community Schools.

**B. Commissioned Investigations**

Undertaking investigations for disciplinary or grievance cases.
• Planning investigation.
• Conducting investigatory interview.
• Preparation of documents for the management report.

**Price available on request**.

**C. Learning and Development**

We offer a programme of learning to support School Leaders, School Business Managers and Governors on employment, and people management issues.

Learning is 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.

**Prices on request.**

**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 2017.

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.

<table>
<thead>
<tr>
<th>Band</th>
<th>No of Staff</th>
<th>Charge</th>
<th>Variable charge per head</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>0 - 35</td>
<td>£1,288</td>
<td>£8.25</td>
</tr>
<tr>
<td>B</td>
<td>36 - 45</td>
<td>£1,405</td>
<td>£8.25</td>
</tr>
<tr>
<td>C</td>
<td>46 - 55</td>
<td>£1,464</td>
<td>£8.25</td>
</tr>
<tr>
<td>D</td>
<td>56 - 65</td>
<td>£1,521</td>
<td>£8.25</td>
</tr>
<tr>
<td>E</td>
<td>66 - 85</td>
<td>£1,755</td>
<td>£8.25</td>
</tr>
<tr>
<td>F</td>
<td>86 - 100</td>
<td>£2,341</td>
<td>£8.25</td>
</tr>
<tr>
<td>G</td>
<td>101 - 150</td>
<td>£2,925</td>
<td>£8.25</td>
</tr>
<tr>
<td>H</td>
<td>151 - 200</td>
<td>£3,276</td>
<td>£8.25</td>
</tr>
<tr>
<td>I</td>
<td>201 - 250</td>
<td>£3,511</td>
<td>£8.25</td>
</tr>
</tbody>
</table>

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 is delivered in partnership with Health Management Ltd and is offered to schools at a competitive rate.

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.
- 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.
- Face to face appointments in the locality with Occupational Health Nurse or Occupational Health Physicians.

Case Management
- Liaison with the School contact and HR Adviser to enable the progress of casework.

SLA pricing:

<table>
<thead>
<tr>
<th>Charge for 1 April 2017 to 31 March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed charge of £13.50 (exclusive of VAT) per head according to the number of staff employed at the school. This is based on the workforce numbers at April 2017.</td>
</tr>
</tbody>
</table>

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
Head of OD and HR Strategy

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

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 £4.00 per head according to the number of staff employed at the school. This is based on the Workforce data for 1 April 2017.

**SLA pricing:**

| Charge for 1 April 2017 to 31 March 2018 | £4.00 per head (exclusive of VAT) |

**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**  
Head of OD and HR Strategy  
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. 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.
- 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
- 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.
- 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, communicate with applicants.
- Liaison with client school on advert wording, design of page, job description and person specification, text and dates of recruitment campaign.
- Uploading advert and information onto your web page.
- Advice on 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 NQT talent pool.
Module C: Pay as you go on-line advertising

- Liaison regarding job requirements, dates of recruitment campaign, advert text, job description and person specification
- Uploading advert to Eteach website.
- Managing the response.
- Email 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 is no access to the NQT talent pool.

Module D: Senior Leadership appointments

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

SLA pricing:

<table>
<thead>
<tr>
<th>Module</th>
<th>Primary Schools</th>
<th>Special Schools</th>
<th>Secondary Schools and Academies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module A</td>
<td>£900</td>
<td>£1,310*</td>
<td>£2,810</td>
</tr>
<tr>
<td>Module B</td>
<td>£1,080*</td>
<td>£1,440*</td>
<td>£2,940*</td>
</tr>
<tr>
<td>Module C</td>
<td>Prices on request</td>
<td>Prices on request</td>
<td></td>
</tr>
</tbody>
</table>

* Plus £15.30 per job administration fee

Further Details:

Please see links below:
- [Schools Extranet ↪ Services ↪ SLA ↪ Schools Recruitment](#)

Contact:

Joanna Ball

Tel: 020 8770 4470
Email: joanna.ball@kingston.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 a dedicated team using the latest technology (e.Bulk) 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:

- Advisory Service and guidance
- Checking application s 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:

<table>
<thead>
<tr>
<th>Charges for 1 April 2017 to 31 March 2018</th>
<th>Per application</th>
</tr>
</thead>
<tbody>
<tr>
<td>DBS fee Enhanced Disclosure</td>
<td>£44.00 *</td>
</tr>
<tr>
<td>Disclosure Service administration fee</td>
<td>£12.00 *</td>
</tr>
<tr>
<td>Barred List Check administration fee</td>
<td>Nil charge</td>
</tr>
</tbody>
</table>

*There is no DBS charge for volunteers

There is no increase in charges for Year 2017/2018.

Contact:

If you require additional information please contact:

**Bonnie Thornton**  
Manager Disclosure Service  
Tel: 020 8545 4721  
Email: Bonnie.Thornton@kingston.gov.uk
Payroll, HR Processing and Support Services

Service Description:
The SLA for 2017/18 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 Agilisys Limited, 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:

<table>
<thead>
<tr>
<th>Annual Charges</th>
<th>Payroll (per employee)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£58.36</td>
</tr>
</tbody>
</table>

**PAYROLL component:**
Cost per employee is £58.36. This includes employees with up to three posts.

Advance Payment - £57 per payment where this is the school’s error.

Additional SIMS adjustments where the error is triggered by the school - £37 per adjustment.

Payroll Consultancy - £61 per hour or part thereof.

Third Party Accident Letters – 12.5% of the amount reclaimed (Minimum of £180 per case).

**For those schools who do not buy this service there is annual charge of £950 + 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:

**Kim Brown**  
Merton HR Lead  
Merton Council – 5th Floor Civic Centre  
Tel: 020 8545 3152  
Email: Kim.brown@merton.gov.uk

**Frances Cockerton**  
HR Processing & Support Team 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.

<table>
<thead>
<tr>
<th></th>
<th>Charge for 1 April 2017 to 31 March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary and Special Schools</td>
<td>£29.50 per pupil</td>
</tr>
<tr>
<td>Secondary PFI</td>
<td>£19.38 per pupil</td>
</tr>
<tr>
<td>Secondary Non PFI</td>
<td>£28.42 per pupil</td>
</tr>
</tbody>
</table>

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. From 3 April 2017 the partnership will also be providing legal services to the London Borough of Wandsworth. 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 2017 to 31 March 2018

Time charge based on: £65 per hour

The work undertaken by the legal service legal adviser will be charged at an hourly rate of approximately £65 per hour – this 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.

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 - £2,287
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 - £3,276
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 - £4,203
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:

<table>
<thead>
<tr>
<th>Level</th>
<th>Charge for 1 April 2017 to 31 March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>£2,287</td>
</tr>
<tr>
<td>Level 2</td>
<td>£3,276</td>
</tr>
<tr>
<td>Level 3</td>
<td>£4,203</td>
</tr>
</tbody>
</table>

For schools not buying into the service, a charge of £73.00 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 Merton maintained, voluntary aided or controlled schools. This service level agreement confirms the service 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 council’s 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 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 Head teachers and Staff on safety related matters.
• Advice and guidance on policies and procedures.
• Full inspection/audit of schools with a written advisory report.
• Maintenance and guidance on accident reporting system and guidance on 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

Biova Kpeto (Bibi)
General Admin
Tel: 020 8545 3384
Email: biova.kpeto@merton.gov.uk or
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.

Prioritised responsive repairs will be procured directly as part of the service and costs recharged to schools by FM on receipt of a contractor’s application for payment with fees charged at a rate of 10%. 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.

<table>
<thead>
<tr>
<th>Heating &amp; controls</th>
<th>✓</th>
<th>PAT Testing</th>
<th>✓</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ventilation &amp; Air Conditioning</td>
<td>✓</td>
<td>Emergency Lighting</td>
<td>✓</td>
</tr>
<tr>
<td>Domestic Water Services</td>
<td>✓</td>
<td>Lightning Protection</td>
<td>✓</td>
</tr>
<tr>
<td>Fire protection services</td>
<td>✓</td>
<td>Electrical Installations</td>
<td>✓</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Name of School</th>
<th>Annual Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 1200 sq.m : Merton Park</td>
<td>£1,250</td>
</tr>
<tr>
<td>1201 -1499 sq.m: Melrose, Morden, SMART Centre</td>
<td>£1,490</td>
</tr>
<tr>
<td>1500 -1999 sq.m: Beecholme, St Mark’s, St Matthew’s</td>
<td>£1,790</td>
</tr>
<tr>
<td>2000-4999 sq.m: Abbotsbury, All Saints, Aragon, Benedict, Bishop Gilpin, Bond, Cranmer, Cricket Green, Dundonald, Garfield, Gorringe Park, Harris Primary, Haslemere, Hatfield, 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 &amp; St Paul, St Teresa’s, St Thomas of Canterbury, Stanford, The Priory, The Sherwood, West Wimbledon, William Morris, Wimbledon Chase, Wimbledon Park</td>
<td>£1,990</td>
</tr>
<tr>
<td>5000 + sq.m: Harris Academy Merton, Perseid, St Marks Academy, Ursuline High School, Wimbledon College</td>
<td>£3,600</td>
</tr>
</tbody>
</table>

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

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.

<table>
<thead>
<tr>
<th>Charge for 1 April 2017 to 31 March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Construction Costs</td>
</tr>
<tr>
<td>Up to £10,000</td>
</tr>
<tr>
<td>£10,000 - £15,000</td>
</tr>
<tr>
<td>£15,000 - £20,000</td>
</tr>
<tr>
<td>£20,000 - £35,000</td>
</tr>
<tr>
<td>£35,000 - £50,000</td>
</tr>
<tr>
<td>£50,000 - £100,000</td>
</tr>
<tr>
<td>£100,000 and over</td>
</tr>
<tr>
<td>Ad hoc project support</td>
</tr>
</tbody>
</table>

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
Merton Greenspaces Arboriculture Service

Service Description:

Merton Greenspaces Arboriculture undertake a service from a budget that has been de-delegated to spend on all non-PFI maintained 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 ensure any health and safety risk and to maximise the many benefits trees provide to pupils and staff from trees is managed professionally. 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.

SLA Services Offered:

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

- screening from views of traffic and external hard landscape features, traffic noise and perception of it and controlling views into school premises.
- screening and protection from poor quality air. Trees can reduce atmospheric pollution levels by absorbing and intercepting particulates (PM10s, PM35, etc.) and gaseous pollutants such as NOx and CO2, under some 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.
- 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 exist to extend this list of benefits hugely and to 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. Hard copy 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. trimming a tree to prevent the risk of a branch falling, before further good practice works are undertaken to assist the long-term life of the tree.
- 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
  there is no alternative 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.

Contacts:

David Lofthouse
Arboricultural Manager
Tel: 020 8545 3659
Email: david.lofthouse@merton.gov.uk

Daniel Sitch
Arboricultural Officer
Tel: 020 8545 3990
Email: daniel.sitch@merton.gov.uk
School Waste Management

Service Description:
The council collects schools’ waste: refuse recyclables and food waste. This is a competitively priced, chargeable service. Schools can arrange to set up a 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.

Waste Collection costs are now Cheaper
All Council maintained primary and special schools who have signed up for the catering contract no longer pay for the waste generated by the catering contractor. An agreed proportion of the refuse and recycling collection charge is now paid by the caterers and 100% of the food waste collected is paid by the catering contractor.

It has been agreed that schools pay 54% of the refuse charge and 61% of the recycling charge, with the caterer paying the difference; these proportions will be reviewed annually. The contracts will be for 42 weekly collections with a collection during the Easter, Summer and Christmas holidays. Those schools requiring more weekly collections than the standard 42 can sign a separate contract for additional weeks that will attract the full school charge for the service.

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 bottles and jars, plastic bottles, cartons, 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
SLA 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

<table>
<thead>
<tr>
<th>Bin Size</th>
<th>Weekly Bin Hire Charge (£) Per Bin</th>
<th>Collection charge (£) Per Bin</th>
</tr>
</thead>
<tbody>
<tr>
<td>120L</td>
<td>£1.85</td>
<td>£9.00</td>
</tr>
<tr>
<td>240L</td>
<td>£1.85</td>
<td>£9.50</td>
</tr>
<tr>
<td>360L</td>
<td>£1.85</td>
<td>£12.00</td>
</tr>
<tr>
<td>660L</td>
<td>£3.15</td>
<td>£14.50</td>
</tr>
<tr>
<td>1100L</td>
<td>£3.70</td>
<td>£16.60</td>
</tr>
</tbody>
</table>

Recycling Collections

Discounted prices

<table>
<thead>
<tr>
<th>Bin Size</th>
<th>Weekly Bin Hire Charge (£) Per Bin</th>
<th>Collection charge (£) Per Bin</th>
</tr>
</thead>
<tbody>
<tr>
<td>240L</td>
<td>Free of Charge</td>
<td>£3.45</td>
</tr>
<tr>
<td>360L</td>
<td>Free of Charge</td>
<td>£3.75</td>
</tr>
<tr>
<td>660L</td>
<td>Free of Charge</td>
<td>£4.35</td>
</tr>
<tr>
<td>1100L</td>
<td>Free of Charge</td>
<td>£5.90</td>
</tr>
</tbody>
</table>

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.

Further Details:

Waste management contract

Further information on our waste collection services and pricing packages:

Contacts:

Dintie Mahama or Nick Walkom

Tel: 020 8545 4012
Email: dintie.mahama@merton.gov.uk
nicholas.walkom@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
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:
- 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:

<table>
<thead>
<tr>
<th>Service</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>General guidance on: Data protection, FOI, EIR &amp; Records management</td>
<td>Guidance and advice charged in half hourly blocks at £25 per half hour</td>
</tr>
<tr>
<td>Training sessions on data protection, FOI/EIR and records management</td>
<td>Charges to be agreed for each request. An indicative cost is £400 for four hours, increasable at the same rate</td>
</tr>
<tr>
<td>On-site information security or records management and archiving consultancy</td>
<td>£50 per hour</td>
</tr>
</tbody>
</table>

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.

Note: Sessions will be agreed subject to the availability of staff. The content, style and provider for each session will be chosen to meet your requirements.

Note: This is a flexible service and subject to the availability of staff. The terms of reference for the service 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
School Name: ________________________________________________________________

Please provide the following annual services for the 2017/2018 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)

<table>
<thead>
<tr>
<th>Page No.</th>
<th>Service</th>
<th>Tick to purchase service</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>School Cleaning and Catering Contracts</td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ School Cleaning Contract</td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ School Meals Catering Service</td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ School Cashless Payment Service</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Merton School Improvement (MSI)</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Governor Support Service</td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ Advice, Support &amp; Guidance</td>
<td></td>
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<tr>
<td></td>
<td>➢ Training and Development</td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ Advice, Support &amp; Guidance + Training and Development</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Schools Management Information Systems Support Team (SMISS)</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Research and Information</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>School Library &amp; Heritage Service</td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ Standard Service</td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ Premium Service</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Education Welfare Services (EWS)</td>
<td>XXXXXXX</td>
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<tr>
<td>15</td>
<td>SEN and Disabilities Integrated Service</td>
<td>No Charge</td>
</tr>
<tr>
<td>17</td>
<td>Language Behaviour &amp; Learning Support Team</td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ Level 1:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ Level 2:</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Educational Psychology Service (EPS)</td>
<td>Order Form sent to schools</td>
</tr>
<tr>
<td>21</td>
<td>Merton Translation Service</td>
<td>XXXXXXX</td>
</tr>
<tr>
<td>23</td>
<td>New Arrivals Team</td>
<td>XXXXXXXX</td>
</tr>
<tr>
<td>24</td>
<td>HR – Service Standards</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Human Resources – Advice and Consultancy</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>HR - Occupational Health Service</td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>HR - Employee Assistance Programme</td>
<td></td>
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<tr>
<td>29</td>
<td>HR - Schools Recruitment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Module A</td>
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<td></td>
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<td>Module D</td>
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<tr>
<td>31</td>
<td>HR - Disclosure Service</td>
<td>XXXXXXXX</td>
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<tr>
<td>33</td>
<td>Payroll, HR Processing and Support Services</td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>Insurance</td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>Legal Services</td>
<td>XXXXXXXX</td>
</tr>
<tr>
<td>37</td>
<td>Financial Support Service for Schools</td>
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<td>Level 1:</td>
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<tr>
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<td>Safety and Emergency Planning Services</td>
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<tr>
<td>41</td>
<td>Facilities Management - Professional &amp; Technical Services</td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>Merton Greenspaces Arboriculture Service</td>
<td>XXXXXXXX</td>
</tr>
<tr>
<td>45</td>
<td>School Waste Management</td>
<td>XXXXXXXX</td>
</tr>
<tr>
<td>47</td>
<td>School Information Governance</td>
<td>XXXXXXXX</td>
</tr>
<tr>
<td>48</td>
<td>Buy Back Form</td>
<td></td>
</tr>
</tbody>
</table>

Signed: ______________________________

Headteacher or Chair of Governors

Please return this form by **6th March 2017** to:
Karen Scrivener, Contracts & School Organisation, 10th Floor, Merton Civic Centre, London Road, Morden, Surrey SM4 5DX  
karen.scrivener@merton.gov.uk
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