

Schools Service Level Agreement 2019-20



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Service Level Agreement for Schools '19/20



Dear Colleagues

I am pleased to introduce our new Service Level Agreement booklet for 2019/20 detailing the services the council is offering to schools for the coming year.

My colleagues across the council are committed to providing you with the services you need to deliver the best possible education to your pupils. The SLA booklet provides summaries of the business support services we can deliver to support you. These are available for you to purchase through cost effective service level agreements or on a pay as you go basis - further information can be obtained on the SLA page in the Services section of the Schools Extranet or directly from the relevant contact officers.

I trust that you will find the services offered by the council offer value for money and provide you with the responsive assistance you need to drive improved educational outcomes for your pupils.

To confirm which services you require, please ensure you complete and submit your buy back form by 4th March 2019.

Lastly, I wanted to take the opportunity to thank you for all your hard work over the past year which has sustained the continued excellent performance by the borough's schools in performance tables and is recognised by OFSTED through its inspections.

We look forward to working with you over the next year as we jointly strive to raise standards further and provide an outstanding education for children in Merton.

A handwritten signature in black ink, appearing to read 'Jane McSherry'.

Jane McSherry,
Assistant Director of Education,
Children, Schools and Families,
London Borough of Merton

School Cleaning and Catering Contract Monitoring

Service Description:

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

SLA services offered:

Cleaning Contract 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 CSF Contracts team.

The council's cleaning contract with Julius Rutherford offers:

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

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

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

Catering Contract 2016/20

(extended to 31 July 2020)

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 CSF Contracts team.

The council's catering contract with Chartwells offers:

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

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 requirements and specified quality standards and complies with Health and Safety and Food Hygiene regulations.

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

Catering Equipment Repair/Replacement

The council's contract for school catering places an obligation on the caterer, Chartwells, to maintain and repair (but not replace) moveable kitchen equipment (e.g. cookers, dishwashers, fridges & freezers) - schools/the council are responsible for replacing items of kitchen equipment which are beyond economic repair.

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

Cashless Payment Arrangements

For schools who require this service, the council procured a central contract with ParentPay for a cashless payment system for the use of schools in collecting payments from parents and guardians which offers:

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

SLA pricing:

The costs of procuring, managing and monitoring the schools' cleaning and catering contracts for 2019/20 will be charged to the catering and cleaning contractor.

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

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

Cleaning Contract Monitoring

Charge for 1 April 2019 to 31 March 2020	
All primary, secondary and special schools	No charge

Catering Contract Monitoring

Charge for 1 April 2019 to 31 March 2020	
All special and primary schools	No charge

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 term.

Further details:

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

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

Contacts:

If you require additional information please contact either:

Karen Wilkie

Contracts Monitoring Officer
Contracts & School Organisation

Tel: 020 8545 3288 / 07904 014 312

Email: karen.wilkie@merton.gov.uk

Murray Davies

Contracts & Procurement Manager
Contracts & School Organisation

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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 Assistant Director for 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;
- Support for statutory returns to the DFE re new teaching staff and advice and support for schools with NQTs;
- Teaching and learning review within the first half of term for heads new in post;
- Discount on the Merton School Improvement CPD Programme.

SLA pricing:

Charge for 1 April 2019 to 31 March 2020	
Primary Schools of 250 or less	£1,260
Primary Schools of 251 or more	£1,825
Secondary Schools	£3,328
Special Schools	£1,825

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:

If you require additional information please contact:

Elizabeth Fitzpatrick
Head of School Improvement

Tel: 020 8545 3806

Fax: 020 8545 3260

Email: msi@merton.gov.uk

Governor Support Service

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

Service Description:

The Governor Support Service provides high quality advice and guidance to school governors, head teachers and clerks to 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 termly briefing sessions on local and national developments for Chairs, Vice Chairs, Headteachers and Clerks.
- A Welcome Pack for new Governors reflecting current legislation and good practice.
- A Welcome Pack for new Chairs outlining roles and responsibilities.
- Electronic updates for Chairs of Governors, Headteachers, SBM's and Clerks to keep governors informed of developments.

- A Welcome 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 them up-to-date with the latest regulations and good practice.
- Advice on governing board membership and annual report of terms of office which are due to expire.
- General recruitment activities and advice on governor recruitment at a local level.
- Provision of Model Committee Terms of Reference.
- Provision of information and briefing papers on legislation/good practice e.g. parent and staff governor elections procedures.
- Access to a secure governor support website, containing a central resource of key documents and good practice guides.
- Liaison with DfE, and other regional and national organisations on behalf of governing boards with regard to governance matters.

Governor Training and Development Package

"Boards are responsible for identifying and securing the induction and other ongoing training and development governors need."
Governance Handbook, January 2017.

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

- Unlimited access and priority booking for all Governors to the centrally organised training programme.
- Unlimited access for all Clerks to the centrally organised training programme.
- Unlimited access for all Governors to an on-line training package.
- Provision of model good practice templates.
- Access to a report of governor training bookings and attendance.
- Provision of a termly electronic bulletin.

- Identification of training needs and exchange of good practice through a termly Training Representatives' meeting.
- Information about other external and national development opportunities for Governors and Clerks.
- Telephone and email support on all governor development related matters.

Other Chargeable Services Available

- **LA Review of Governance - £480**

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

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

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

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

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

- **Whole Governing Board Training**

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

Further details:

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

[Schools Extranet](#) [Services](#) [Governor Services](#)

SLA pricing:

Charge for 1 April 2019 to 31 March 2020			
School size	Advice and Support	Training	Both Packages (Discount Rate)
less than 250 pupils	£545	£545	£850
250 - 350 pupils	£655	£735	£1,045
351 - 450 pupils	£685	£755	£1,070
451 - 550 pupils	£715	£785	£1,090
551 - 650 pupils	£735	£800	£1,135
651-900 pupils	£770	£835	£1,165
900+ pupils	£1,280	£1,280	£2,195
Secondary	£1,280	£1,280	£2,195
Supplements – see below			

Federations will be charged on the total number of pupils in the federation with a £100 supplement per school.

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

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

Other Chargeable Services

Whole Governing Board Training sessions	£275 per 2 hour session (please see Training and Development package for further details)
LA Review of Governance	£480
Parent Governor Election	Nomination Stage from £90* Ballot Stage £90(Primary) £120(Secondary)

Contact:

If you require additional information, please contact:

June Crame
Governor Support Manager

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

Equalities and Diversity Service

Service Description:

The Equalities and Diversity Service, including the New Arrivals Team, provides a range of services to support schools on equalities issues and in their support of newly arrived pupils, their families and bilingual students.

SLA services offered:

- We provide advice, support and training to schools on a range of equalities issues including the equalities duty, anti-racist and anti-homophobic education, black and minority ethnic pupil achievement and the progress of children learning English as an additional language.
 - Also the Equalities Adviser offers a range of training courses which can be booked via the CPD website:
- We 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 fully DBS checked and trained by us.
 - They are able to:
 - support EAL pupils in class
 - conduct first language assessments
 - interpret at parent or EHCP meetings.

Bookings can be arranged via the Team.

<https://www.mertoncpd.co.uk/cpd/>



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

SLA pricing:

Pay as you go service - rates as of 1st April 2019
Bilingual support hourly rate (minimum booking two hours)*
£15.60

* 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:

Ann Long

Equalities Adviser

Tel: 020 8545 4064

Email: ann.long@merton.gov.uk

Eileen Smith

New Arrivals Team
Merton School Improvement

Tel: 020 8545 3133

Email: eileen.smith@merton.gov.uk

Fawzia Zahidie

New Arrivals Team
Merton School Improvement

Tel: 020 8545 4064

Email: fawzia.zahidie@merton.gov.uk

Schools Management Information Systems Support Team (SMISST) Service

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) 08:00–16:30 term time. 10.00 – 16.00 school holidays
- 3 x 0.5 training days from:
 - SIMS office user
 - FMS User
 - Standard reporting in SIMS.net

SIMS Support

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

- Support for Electronic registration and SIMS in the Classroom
- Installation of SIMS upgrades including FMS and Discover
- A basic report writing service for bespoke reports
- Advice and support on internal assessment data analysis and reporting
- Housekeeping advice
- Bespoke training by request
- Support for Parent App Lite (in line with regulatory compliance)

Support for LGFL Services:

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

- LGFL billing services (aggregated billing)
- Practical support for your educational cloud services
- LGFL/USO/Cloud Account and password administration. Monitoring of USO-Auto updater
- USO-FX – Secure file transfer system
- 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
- Online safety sessions for staff
- Online safety sessions for parents
- Data protection and cybersecurity – help and advice

- Data protection and Cyber security awareness training for staff – on request
- Advice and guidance on administrative procedures in schools
- Support for the computing curriculum including advice on devices and infrastructure
- Liaison with 3rd party ICT support agencies and other LA Departments to ensure an integrated approach to ICT.

Approved Suppliers & Contract Monitoring

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

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

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

SLA pricing:

Charge for 1 April 2019 to 31 March 2020	
	SMISST, ICT & LGFL
Primary Schools	
250 or less pupils	£3,684
251 -500 pupils	£ 4,661
501 or more pupils	£ 5,018
Secondary Schools	
600 or less pupils	£ 5,018
601 – 900 pupils	£ 5790
901 or more pupils	£ 6,172
Special Schools	
	£ 3,864

Additional training courses are available and may be 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:

If you require additional information please contact:

Derek Crabtree
Schools ICT Support Manager

Tel: 020 8545 4891

Email: derek.crabtree@merton.gov.uk



Research and Information

Service Description:

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

SLA services offered:

Data Management and Collections:

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

Data and Data Analysis for Schools:

- School subscription (financial year 2019-2020) to Fischer Family Trust's FFT Aspire – access and support for FFT Aspire.
- School achievement and inclusion data summary sheets academic year 2018-2019 (phase specific):
 - Early Years Foundation Stage Profile
 - Key Stage 1 Phonics screening checks
 - Key stage 1
 - Key Stage 2
 - Year 7 data transfers for 2019 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 (ASP, 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:

Charge for 1 April 2019 to 31 March 2020	
Primary Schools	
250 or fewer pupils	£867
251 or more pupils	£1,250
Secondary Schools	
900 or fewer pupils	£2,270
901 or more pupils	£2,805
Special Schools and PRU	£510

Discount on continuing professional development (CPD) training

- Day course / training - £102
- Half Day course / training - £51

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 - £306
- Twilight training / meetings - £510
- Half day training - £612
- Whole day training - £918

Please note that training costs include preparation time. All other support provided (e.g. meetings, observations, etc.) will be charged separately.

Continuing professional development (CPD) training

- Day course / training - £255
- Half Day course / training - £128

Further details:

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

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

Contact:

If you require additional information please contact:

Research & Information Manager

Tel: 020 8545 3378

Email: CSF_RESINFO@merton.gov.uk



Education Welfare Service (EWS)

Service Description:

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

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.
- 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.

Services provided under Core for LA Schools

- The law around attendance, pupil registration and removing from roll
- Whole school attendance work
- Individual casework for open EWS level 3 cases
- Facilitate communication between home and School for open level 3 cases
- Advise on welfare and child protection concerns
- Participate in a termly multi-agency networks meeting in conjunction with school staff
- Support of Specialist Nurse to target health related absence
- Register checks
- Collect and analyse attendance data regularly

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's, full day's 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

- Participate in multi-agency network meetings in conjunction with school staff
- Attendance at parents evenings or mentoring sessions
- Truancy Patrols/unannounced visits with Schools Officer
- Support for the collection and submission of data to the LA or DfE
- Staff 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.

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 2019 for the following academic year (Sept 2019 – July 2020).

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 different hours for each term (E.g. 50 hour one term and 20 the following term) as a commitment for a specific number of hours across the whole of the academic year is required.
- The allocated EWO is trained, supervised and provided with professional training.

SLA pricing:

Charge for 2 nd September 2019 to 21 st July 2020		
1 hour of buyback LA retained funding	39 weeks term time only	£ 47:00 per hour
Half day buy back (3.5 hours) LA retained funding	39 weeks term time only	£164.50 per half day
Full day by back (7 hours) LA retained funding	39 weeks term time only	£329 per day

Further details:

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

[Schools Extranet](#)  [Services](#)  [Education Welfare Service](#)

Contact:

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

Yvonne Wilkins
EWS and Ed Nav Manager

Tel: 020 8545 3271

Email: yvonne.wilkins@merton.gov.uk

SEN and Disabilities Integrated Service

Service Description:

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

- Special Educational Needs Team
- SEND Interventions Team
- Health Team for Education, Health and Care Plans (EHCP)
- Assessment, Planning and Resource Team
- Educational Psychology Service
- Sensory Team

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:

- Information about the EHC Needs Assessment Process
- Attendance at Person Centred Plan meetings
- Develops and writes the EHC Plan
- Involvement in Annual Reviews and Emergency or Interim Reviews
- School admissions for children with an EHC Plan
- 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/kb5/merton/directory/home.page

Education, Health and Care Integrated 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 is based within the SEND Integrated Service.

The Health Team consists of a Qualified Clinical Nurse team leader who manages two qualified health professionals 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.

Assessment, Planning and Resource Team

The Assessment Planning and Resource 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, SEND Interventions Team, Education Health and Care Integrated Health Team. All final EHCPs are processed through the Business Support Team.

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 with an EHCP. Personal Budgets are implemented by this team and there is a dedicated Direct Payments staff member to administer set up the personal budgets. 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



Educational Psychology Service (EPS)

Service Description:

Merton Education Psychology Service (EPS) provides a specialist psychological service to schools within Merton and to children (of Merton residents) with statements of special educational needs (SENs 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.
- Supporting schools with critical incidents.
- Other LA work such as attendance at SEN and admissions panels.

SLA services offered:

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

SLA pricing:

Details of Educational Psychology Charges (April 2019 – March 2020) are set out below:

Charge for 1 April 2019 to 31 March 2020	
Price per Session	
Commissioned by 25/02/19	£239
Commissioned after 25/02/19	£325

Subscribing to the EPS on a yearly basis and returning the EPS service request form by the 25th February 2019 enables planning for staffing levels and for the service to be delivered at a cost of £239 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 £239 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 25th February 2019

Work commissioned after 25th February 2019 is at a cost of £325 per 3 hour session. Delivery of this time cannot be guaranteed and depends on EPS capacity. This is limited by staff availability.

Important Information

- Our work must be consistent with the professional requirements of the Health and Care Professions Council. All Merton Educational Psychologists (EPs) are registrants. Trainee EPs are supervised by qualified EPs.
- 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.

- 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 25th 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.

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:

If you require additional information please contact:

Elaine Killerby

Manager, Educational Psychology Service

Telephone: 020 8545 4820

Email: elaine.killerby@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

£1350 per term – provides 10 units - additional units up to 19 can be added at £135 per unit.

LBL Buy back at Level 2

£2500 per term - provides 20 units - additional units up to 29 can be added at £125 per unit.

Charge for 1 st April 2019 to 31 st March 2020		
	Buy-back schools	Non buy-back schools
Unit	£125-135	£185
Individual Intervention	4 Units (£500- 540)	£740
Training session approx 2hrs *	2 Units (£250-270)	£370
Half day training*	3 Units (£375-405)	£550
Whole day *	5 Units (£625-675)	£900

*(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 - £4900 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 - £560 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:

If you require additional information please contact:

John East / Denise Dyer

Chaucer Centre Canterbury Road Morden
SM4 6PX

Tel: 020 8288 5692

Fax: 020 8288 5619

Email: ann.kindregan@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/translating.
- **Face-to-face interpreting** - our interpreters are experienced, trained professionals with excellent cross-cultural communication skills.
- **Translations of written documents** - all documents are translated by experienced professionals and are treated as confidential. All translated material is word-processed.
- **Alternative Formats** - we offer text transcription services (i.e. transcription of information on to Braille, audio-tape, large print). We can also provide information on DVD or CD-Rom format.
- **Conference Calls/Telephone interpreting** - please note that this service is recommended for urgent cases, when there is no time for an interpreter to be physically present, or when it is more convenient for all parties concerned.
- **Proof-reading**

SLA pricing:

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

Charge for 1 April 2019 to 31 March 2020	
Interpreting – 1st hour (minimum charge)	£40
Interpreting – every subsequent hour	£20
British Sign Language (Levels VI)	Rates vary
Translation – first 100 English words (minimum charge)	£24
Translation – every extra 100 words	£15
Multiple translations	Quotes upon request
Telephone interpreting – 30 minutes (minimum charge)	£17
Telephone interpreting – 1 hour	£25
Travel time and cost (within Boroughs of Merton, Sutton and Wandsworth)	£14
Short Notice Booking Fee	£20
Admin Charge	£20

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:

If you require additional information please contact:

Merton Translation Service

Tel: 020 8545 3397

Email:

translationservicebookings@merton.gov.uk



Service Description

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

Human Resources responsibilities are:

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

The customer's responsibilities are:

- To consult with HR Consultants/Advisers when setting dates for hearings and meetings prior to agreeing the date with other parties.

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

How to provide feedback on the service?

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

If a problem is not resolved a formal complaint can be made to the manager whose details can be found in the service level agreements.

Following a formal consideration of the complaint and a decision by the HR Manager there is a right of appeal to the HR Lead – Kim Brown:

Email: kim.brown@merton.gov.uk.

HR – Schools Recruitment

Service Description:

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

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

SLA services offered:

Module A: On line recruitment

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

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

SLA pricing:

Charge for 1 April 2019 to 31 March 2020			
	Primary Schools	Special Schools	Secondary Schools and Academies
Module A	£900	£1,310	£2,810
Module B	£1,080 Plus £15.30 per advert admin fee	£1,440 Plus £15.30 per advert admin fee	£2,940 Plus £15.30 per advert admin fee

Further details:

Please see links below:

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

Contact:

If you require additional information please contact:

Joanna Ball

Tel: 020 8770 4470

Email: joanna.ball@kingston.gov.uk

HR – 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 work closely with Head Teachers, Senior Leaders and Governors to offer advice and guidance on:

Consultancy Service

- School Teacher's and Local Government terms and conditions of employment for teaching and support staff respectively.
- Maternity, paternity and adoption provisions and support in resolving complex issues.
- Sickness and absence entitlements and good practice in managing attendance.
- Management of sickness absence cases and liaison with the Occupational Health provider (if purchased from LA provider), including advice on disability/reasonable adjustments.
- Management of disciplinary, grievance, capability cases and advice on working with related procedures.
- Conducting investigations and appointing investigating officers
- The staffing aspects of child safeguarding cases including referral to LADO.
- Referrals to DBS with respect to child safeguarding cases and 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 working with 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.
- Attendance at Senior Strategy meetings.
- Equalities and diversity matters.
- Transfer of Undertakings (Protection of Employment) (TUPE) Regulations with regard to transferee or transferor responsibilities.

Note:

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

** Schools not purchasing this HR service must obtain a 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

- Access to the HR service's on-going development programme for HR policies and 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 £85 per evaluation.

Additional services based on £85 per hour after first 5 hours

A - TUPE – for Academy Conversion

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

The following services are available, price on request based on £85 per hour

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

B - Commissioning of Investigations

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

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

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

C - Highly complex employment cases – there will be an additional £85 per hour charge for cases that require an extraordinary level of support and advice.

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

Learning and Development – price for courses available on request.

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

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.

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 2019.

Any staff employed by the school who are not included in the Workforce data such as children’s centres, breakfast clubs, after school clubs, etc., will be added to this number

Charge for 1 April 2019 to 31 March 2020			
Band	No of Staff	Charge	Variable charge per head
A	0 - 35	£1,353	£8.50
B	36 - 45	£1,476	£8.50
C	46 - 55	£1,538	£8.50
D	56 - 65	£1,598	£8.50
E	66 - 85	£1,844	£8.50
F	86 – 100	£2,460	£8.50
G	101 - 150	£3074	£8.50
H	151 - 200	£3442	£8.50
I	201 - 250	£3677	£8.50

Further details:

Please see links below:

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

Contacts:

Kathryn Wittams-Smith

Tel: 020 8545 3395

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

Kim Brown

Tel: 020 8545 3152

Email: kim.brown@merton.gov.uk

HR – Occupational Health Service

Service Description:

This service will be delivered in partnership with an Occupational Health company and is offered to schools at a competitive rate.

SLA services offered:

Health Assessments

- Health at Entry Assessment Questionnaires via on-line system. Fit4Jobs
- 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.
- Work Station Assessments (WSA) undertaken (this is a chargeable service)
- Flu vaccination programme (this is a chargeable service)

Case Management

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

SLA pricing:

Charge for 1 April 2019 to 31 March 2020

Fixed charge of £14.50 (exclusive of VAT) per head according to the number of staff employed at the school. This is based on the workforce numbers at April 2019.

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 either:

Ruth Poulter

HR Contracts Manager

Tel: 020 8545 3394

Email: ruth.poulter@merton.gov.uk

Kim Brown

Head of OD and HR Strategy

Tel: 020 8545 3152

Email: kim.brown@merton.gov.uk

HR – Employee Assistance Programme

Service Description:

This service is delivered in partnership with Workplace Options (the provider may change as a procurement exercise has to be undertaken by March 2019) 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 £4.85 per head according to the number of staff employed at the school. This is based on the Workforce data for 1 April 2019.

SLA pricing:

Charge for 1 April 2019 to 31 March 2020
£4.85 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 either:

Ruth Poulter
HR Contracts Manager

Tel: 020 8545 3394
Email: ruth.poulter@merton.gov.uk

Kim Brown
HR Lead

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

HR – Disclosure Service

Service Description:

The Disclosure service is a highly respected, knowledgeable and customer focused service that provides a comprehensive, trusted facility for schools to assure their safeguarding compliance.

The Service consists of 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 applications 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:

Charges for 1 April 2019 to 31 March 2020	
	Per application
DBS fee Enhanced Disclosure	£44.00 *
Disclosure Service administration fee	£12.00 *
Barred List Check administration fee	£ 2.00

*There is no DBS charge for volunteers

There is no increase in DBS charges for Year 2019/2020.

Contact:

If you require additional information please contact:

Bonnie Thornton
Manager Disclosure Service

Tel: 020 8545 4721

Email: bonnie.thornton@kingston.gov.uk
actionhr@kingston.gov.uk



Payroll, HR Processing and Support Services

Service Description:

The SLA for 2019/20 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:

Charge for 1 April 2019 to 31 March 2020	
Annual Charges	
Payroll (per employee)	£61.50

PAYROLL component:

Cost per employee is £61.50. This includes employees with up to three posts.

Advance Payment - £65.00 per payment where this is the school's error.

Additional SIMS adjustments where the error is triggered by the school - £65.00 per adjustment.

Sickness Entry by HR Team – Where schools require HR Processing & Support Team to enter sickness onto Itrent - £300.00 per year.

Payroll Consultancy - £65.00 per hour or part thereof.

Recovery of Overpayment due to School Error - £65.00 to cover cost of raising invoice & letter plus £93.96 cost charged by payroll provider for any Year-end adjustments that may be required if more than one year £7.83 per month.

Third Party Accident Letters – 15% of the amount reclaimed (Minimum of £250 per case).

All school employees will have access to e-pay slips. There is a chargeable fee of £3.00 for each paper payslip which is issued.

For those schools who do not buy this service there is an annual charge of £1,300 + 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

Certificate of Sponsorship

There is a cost for processing applications for sponsorship. The recruitment team are responsible for this function. The cost per application will be £200.00.

Contact:

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

Caroline Ramsey
Recruitment manager

Tel: 020 8545 3319
Email: caroline.ramsey@merton.gov.uk



Service Description:

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

SLA services offered:

- The arrangement of insurance policies with reputable insurers
- The maintenance of an actuarially measured insurance fund
- The processing and management of claims
- The provision of advice on all insurance and risk matters
- The provision of engineering inspections
- Loss Control Surveys
- Buildings Insurance Revaluations
- Updates of landmark claims development
- Post loss advice and recommendation

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 of compulsory insurance cover is divided among the individual schools based on the number of pupils on roll.
- The 2019/2020 costs is set to increase only by the normal index link uplift.
- However, the increases will not take effect until we have been able to analyse the impact. Therefore, only the index uplift will apply for now as follows:

Charge for 1 April 2019 to 31 March 2020	
Primary and Special Schools	£30.24 per pupil
Secondary PFI	£19.86 per pupil
Secondary Non PFI	£29.13 per pupil

Insurance Cover detail:

Participating Schools are obliged to buy the compulsory insurances, premiums of which are as detailed above based on pupil numbers.

Compulsory Insurances are as follows:

- **Property Damage** - covers school buildings, computers and contents for the full, declared reinstatement value following insured loss or damage. Building damage claims are subject to a £500.00 excess. Staff personal property is not covered
- **Employers' Liability** - insurance covering legal liability of the school to pay compensation and cost of litigation in the event of property damage, bodily injury, death or disease sustained by employees (including volunteers) in the course of their employment.
- **Public Liability** - insurance covering legal liability of the School to pay compensation for property damage, bodily injury, death or disease to third parties, pupils and visitors to the school arising from the operation of school business.
- **Fidelity Guarantee** – covers financial thefts by employees; misappropriation of the school's money or other property up to a limit of £10,000,000 for any one incident. The first £500 of each claim is excluded.
- **Libel and Slander** – covers legal liability of schools to pay compensation including legal fees for written and/or spoken words as determined by the courts. Cover is extended to School Governors in respect of claims arising out of educational activities.
- **Engineering Insurance** – this insurance provides for the inspection of plant such as heating boilers and lifting equipment. If such plant is subsequently damaged then the Insurance will pay for repair or replacement.
- **Motor Insurance** – Cover is arranged via Transport Services of Merton Council.

Optional Insurances:

- **School Trip Insurance:** Provides travel insurance cover for pupils and accompanying adults; accidental death, permanent bodily injury, hospital confinement, medical expenses, loss of money, personal effects, delay and cancellation. Premiums are on declaration basis: details on the schools extranet.
- **Third Party Hirer's Insurance:** ensures hirers of the school premises have adequate public liability insurance. Where the hirer do not have Public liability insurance of their own, the school can offer cover from the pre-arranged blanket policy and add the cost to the letting fees. Schools who offer Public Liability Insurance to the hirer should add 9% to the hire cost per occasion, with a minimum charge of £1. Remittance of the premiums are on a declaration basis: details on the schools' extranet.

School's Responsibilities:

- To report promptly any loss/damage and/or injury to the Insurance Section within 24 hours of becoming aware of a loss.
- To forward unanswered, all letters of claim from third parties to the Insurance Section within 7 days.
- To provide all assistance as required in claims information reporting and investigation.
- To report to the Insurance Section all material changes in the value of school property whether from acquisition or improvement. (A material change is any change likely to alter the view on insurance from that held at inception e.g. the erection of a new building.)
- To ensure the school complies with all regulations imposed by any competent authority and take all reasonable precautions to prevent or minimise accident, loss or damage.
- To ensure all appropriate risk assessments and material are in place for the above terms. Failure to provide this may result in loss of cover.

- To provide assistance during property loss control surveys.
- To provide assistance, where appropriate, to help the Insurance Section deliver its services.
- To ensure all appropriate risk assessments and material are in place for the above terms. Failure to provide this may result in loss of cover.
- To be responsible for the policy excess in the event of a claim

Further details:

Please see link below:

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

Contacts:

If you require additional information please contact either:

Moji Odusoga

Insurance Manager

Email: moji.odusoga@merton.gov.uk

Bilquis Nizam

Senior Insurance Officer

Email: bilquis.nizam@merton.gov.uk

Motor Insurance only:

Vicky Murray

Transport Support Services Manager

Email: vicky.murray@merton.gov.uk

Christine Wilson

Transport Support Services

Email: christine.wilson@merton.gov.uk

Reporting a Claim:

Obtain the appropriate claim form on the website or Schools Extranet and send to:

Email: insuranceclaims@merton.gov.uk

Service Description:

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

SLA services offered:

Legal advice, support and representation on:

- Employment law and employment tribunals
- School involvement in family proceedings and parental responsibility issues
- Assistance with complaints
- 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 2019 to 31 March 2020	
Time charge based on:	£67 per hour

The work undertaken by the legal service legal adviser will be charged at an hourly rate of £67 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 where required but this will not be commissioned without the prior agreement of the school.

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

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

Contacts:

If you require additional information please contact either:

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

GDPR – Data Protection Officer

Service Description

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

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

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

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

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

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

SLA services offered:

The Merton DPO will help schools to ensure:

- they comply with all relevant privacy-related legislation;
- staff are fully informed of their own responsibilities for acting within the law;

- they inform parents, students and employees about the data they hold in line with the expectations of the GDPR;
- they have proper risk-based systems of control over the personal data that they process;
- they deal promptly and professionally with requests for information.

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

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

SLA pricing:

Charge for 1 April 2019 to March 2020	
Primary Schools	
201 to 400 pupils	£833
401 to 500 pupils	£919
Over 500 pupils	£1,005
Secondary Schools	
801 to 1200 students	£1,137
Over 1201 students	£1,262
Special Schools	£748

Contact:

If you require additional information please contact:

Derek Crabtree
Schools ICT Support Manager

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

¹ https://ico.org.uk/media/for-organisations/documents/1152/public_authorities_under_the_foia.pdf

Financial Support Service for Schools

Service Description:

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

SLA services offered:

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

Level 1 Service - £2,380

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 - £3,409

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 - £4,373

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

As per Level 2 plus:

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

Ad Hoc Hours are available upon request

SLA pricing:

Charge for 1 April 2019 to 31 March 2020	
Level 1	£2,380
Level 2	£3,409
Level 3	£4,373

- For schools not buying into the service, a charge of £77.00 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 does not hard charge any Merton maintained, voluntary aided or Voluntary controlled schools. This service level agreement confirms the service schools receive.

The council's Safety Services Team provides a professional safety and emergency planning advisory service to all maintained schools within the London Borough of Merton. This service assists schools in complying with their duties under the Health and Safety at Work etc. Act 1974 and the Civil Contingencies Act 2004 and all related statutory regulations.

Services provided:

- General advice and guidance on all work related health and safety matters under the Health and Safety at Work etc. Act 1974. In addition the team will advise on matters relating to the councils responsibility under the Civil Contingencies Act 2004.
- Assist school management teams in the development of local policies and arrangements to meet London Borough of Merton corporate policies and prescribed guidance. This is carried out in accordance with government guidance HSG(65) Managing for Health and Safety.
- Provide support to schools in using the Council's online accident and incident reporting system (note we are not responsible for IT provision or internet access issues). Statistical information can be provided to leadership teams on request.
- Assist the School management team to 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 maintained, VA and VC schools including PFI and provide recommendations to Head Teachers and leadership teams on remedial actions required and timescales for completion.

- Provide generic health and safety training which is free to all maintained and community schools. Courses are published on the H&S pages on the Merton website. NOTE: Due to limited resources, we are unable to offer training at 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 and provide assistance in exercising school plans.

SLA pricing:

This Service is free to all Community, PFI, VA and VC schools.

External SLA Agreements,
Due to reductions in resources, we are no longer able to offer Academy schools a buy back service.

Further details:

Provider's agreement

- Provide up to date professional advice and guidance in accordance with current legislation.
- Provide Advice to Head teachers and Staff on Health and Safety related matters.
- Advice and guidance to duty holders for development of local policies and procedures.
- Undertake the Inspection/audit of schools with a written advisory report.
- Advice and guidance on all aspects of accident and incident reporting, including formal reporting arrangements.
- Advice and guidance on construction related building work and projects from a client related safety and welfare perspective.
- Provide the Duty Holder with information relating to the control of 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 safety management of the school and compliance with legislation on request.
- Provide full 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.
- Allocate suitable time and resources to facilitate H&S audits and inspections. Ensuring availability of the duty holder for discussions on actions and outcomes.
- Provide the 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 Council's Online Accident reporting system.
- Act on information provided or received relating to Asbestos containing materials and put in place arrangements to manage known risks effectively.

Contacts:

If you require additional information please contact either:

Adam Viccari
Head of Safety Services

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

Sarah Chittock
Civil Contingencies Adviser

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

General Admin

Facilities Management provide administration to Safety Services from a central team. Please contact:

Tel: 020 8545 3388
Email: fm.helpdesk@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 value for money 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 school procured planned maintenance detailed in the adjacent table, using suitably qualified contractors.

Prioritised responsive repairs are procured directly by FM as part of the service and costs recharged to schools 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 projects team, who will co-ordinate

responsive repairs and provide a single point of contact, supported by the FM Helpdesk, the front-door to the wider FM team including Engineers, Surveyors and Project and Contract Managers.

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

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

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

Supplementary Services for purchase on an Ad Hoc Basis

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

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

Design Services for Building Alterations

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

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

SLA pricing:

Design Services

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

Charge for 1 April 2019 to 31 March 2020	
Total Construction Costs	Fee % rate
Up to £10,000	12.5%
£10,000 - £15,000	12.0%
£15,000 - £20,000	11.5%
£20,000 - £35,000	10.5%
£35,000 - £50,000	10.0%
£50,000 - £100,000	9.5%
£100,000 and over	9.0%
Ad hoc project support	£69 Per Hour

Core Service

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

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

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

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

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

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

SLA services offered:

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

- screening and protection from poor quality air. Trees can reduce atmospheric pollution levels by absorbing and intercepting particulates (PM_{10s}, PM_{3s}, etc.,) and gaseous pollutants such as NO_x and CO₂, under some local circumstances, by as much as 70%
- shade from direct sunlight and protecting young people from those hazardous effects of climate change and excessive urban heat (UHI effects).
- similar ameliorating effects against high winds, rain and low temperature in winter, incidentally reducing heating costs.
- screening from views of traffic and external hard landscape features, traffic noise and perception of it and controlling views into school premises.

- educational opportunities (outdoor classrooms) in natural environment subjects, science and diversity.
- promoting well-being and mental health by softening harsh hard environments, reminding of the seasons and the natural world.

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

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

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

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

Contacts:

If you require additional information please contact either:

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



Notes

Buy Back Form

Service Level Agreement for Schools '19/20

School Name: _____

Please provide the following annual services for the 2019/2020 financial year as shown in the specification of providing Quality Services. (Services available only as pay as you go or where you need to contact the service directly are marked XXXXXX)

Page No.	Service	Tick to purchase service
1	School Cleaning and Catering Contracts	
	➤ School Cleaning Contract	<input type="checkbox"/>
	➤ School Meals Catering Service	<input type="checkbox"/>
	➤ School Cashless Payment Service	<input type="checkbox"/>
3	Merton School Improvement (MSI)	<input type="checkbox"/>
5	Governor Support Service	
	➤ Advice, Support & Guidance	<input type="checkbox"/>
	➤ Training and Development	<input type="checkbox"/>
	➤ Advice, Support & Guidance + Training and Development	<input type="checkbox"/>
7	Equalities and Diversity Service	<input type="checkbox"/>
9	Schools Management Information Systems Support Team (SMISST)	<input type="checkbox"/>
11	Research and Information	<input type="checkbox"/>
13	Education Welfare Services (EWS)	<input type="checkbox"/>
15	SEN and Disabilities Integrated Service	
17	Educational Psychology Service (EPS)	Order Form sent to schools
19	Language Behaviour & Learning Support Team	
	➤ Level 1:	<input type="checkbox"/>
	➤ Level 2:	<input type="checkbox"/>
21	Merton Translation Service	XXXXXXX

23	HR – Service Standards	
24	HR - Schools Recruitment	
	➤ Module A	<input type="checkbox"/>
	➤ Module B	<input type="checkbox"/>
25	HR – Advice and Consultancy	<input type="checkbox"/>
27	HR - Occupational Health Service	<input type="checkbox"/>
28	HR - Employee Assistance Programme	<input type="checkbox"/>
29	HR - Disclosure Service	XXXXXXXX
31	Payroll, HR Processing and Support Services	<input type="checkbox"/>
33	Insurance	<input type="checkbox"/>
35	Legal Services	XXXXXXXX
36	GDPR – Data Protection Officer	<input type="checkbox"/>
37	Financial Support Service for Schools	
	➤ Level 1:	<input type="checkbox"/>
	➤ Level 2:	<input type="checkbox"/>
	➤ Level 3:	<input type="checkbox"/>
39	Safety and Emergency Planning Services	
41	Facilities Management - Professional & Technical Services	<input type="checkbox"/>
43	Merton Greenspaces Arboriculture Service	

Signed: _____
Headteacher or Chair of Governors

Please return this form by **4th March 2019** to:

Contracts & School Organisation
10th Floor, Merton Civic Centre, London Road, Morden, Surrey SM4 5DX
Email: SchoolOrgAdmin@merton.gov.uk

