



**Croydon  
Education  
Partnership**



# Croydon Services for Schools

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**Council supplied services for schools  
April 2024 to March 2025**

**Enter →**



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**Croydon  
Education  
Partnership**





# Introduction

## Welcome to our directory of services for the 12 month period starting 1st April 2024

I have pleasure in introducing the services available to support you develop staff and volunteers and ensure your education setting is meeting standards.

Our brochure is a summary of what we can do for your school. If you would like a quotation or more details about a service, please do contact us. All services can be bought through our portal on the Croydon Education Partnership website

[www.croydoneducationpartnership.org/](http://www.croydoneducationpartnership.org/)

The Croydon Education Partnership Board is now fully established and developing their strategic priorities to help us develop the services and support you need for the future. For more details about the Croydon Education Partnership:

[www.croydoneducationpartnership.org/meeting-information/](http://www.croydoneducationpartnership.org/meeting-information/)

More good news – a further year of Schools Forum funding is available to state funded Croydon schools for specific training such as our refresher DSL and safer recruitment courses, CPD subscriptions and the Whistleblowing Service.

Please note that each Service Provider within the Council will be responsible for issuing any (SLA) service level agreement, specific service terms, order deadlines and responding to any service delivery related queries. If you need any help with your order or have a financial query, please contact us:

[educationenquiries@croydon.gov.uk](mailto:educationenquiries@croydon.gov.uk)

We look forward to continuing to support you

Best wishes

Shelley Davies Director of Education

**Shelley Davies**

Director of Education  
Croydon Council





# CLEAPSS

This SLA runs for 12 months from 1 April 2024 – 31 March 2025



## Contact

[WWW.CLEAPSS.ORG.UK](http://WWW.CLEAPSS.ORG.UK)

**CLEAPSS is an advisory service providing support in science and technology to schools including establishments for pupils with special needs. CLEAPSS offers help to providers from nursery education through to Post 16 studies.**

### Fees

The LA membership of CLEAPSS is free to all our community schools and at a reduced cost to our other maintained schools.

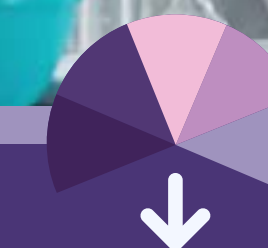
The LA renews its membership and licence annually at which point schools are asked to renew or purchase the licence.

The cost of the licence to each school is dependent on the number of pupils on roll in the autumn census. There is a flat rate of cost per pupil and the rate may change annually in line with the costs charged by the provider.

### Access

Please note that your username and password will automatically change in February and so you will need to contact CLEAPSS directly to update this.

Contact: [www.cleapss.org.uk](http://www.cleapss.org.uk)



The full list of services provided by CLEAPSS can be found on the website:

[science.cleapss.org.uk](http://science.cleapss.org.uk)

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# Continuous Professional Development



**For bespoke training**

[Educationenquiries@croydon.gov.uk](mailto:Educationenquiries@croydon.gov.uk)

Our courses are run by expert trainers and associates who practise at the top of their chosen fields ensuring that you learn from the best. We design our training to respond to local and national issues so that school staff remain up to date with the knowledge and skills they need in this fast changing environment.

Our safer recruitment training is accredited by the Lucy Faithfull Foundation (member of the Safer Recruitment Consortium).

Our Mathematics support is highly regarded - we work in partnership with London Thames Maths Hub delivering CPD for them.

## Offer

We offer a centralised training programme which focuses on school development and ensuring you meet regulatory requirements.

Our courses can be tailored and delivered on site or online. We offer an extensive governor virtual training programme and bespoke Board training.

We regularly update our courses and for information on current courses:

[www.croydoneducationpartnership.org/courses/](http://www.croydoneducationpartnership.org/courses/)

Croydon state funded schools will have access to some fully funded places for specific courses e.g. refresher DSL, refresher safer recruitment training and x2 CPD subscriptions.



**Fees vary depending on duration, venue/ virtual delivery and trainer.**

[www.croydoneducationpartnership.org/courses](http://www.croydoneducationpartnership.org/courses)

**For bespoke training please contact:**

[Educationenquiries@croydon.gov.uk](mailto:Educationenquiries@croydon.gov.uk)

## Benefits

- Flexible annual subscriptions at discounted rates
- Subscriptions enabling 2 delegates from a setting to attend.
- Access to the latest information and thinking.
- Sharing of best practice with colleagues from other settings
- Certificates for delegates to evidence CPD
- Online individual CPD record for training course attendance





# Educational Psychology Service (EPS)



**For bespoke training**

[edpsychology@croydon.gov.uk](mailto:edpsychology@croydon.gov.uk)

020 8241 5468

The team are qualified psychologists who are registered with the Health and Care Professions Council and hold enhanced DBS certificates. The Educational Psychology Service (EPS) team is highly regarded locally for its expertise and flexible approach in response to need.

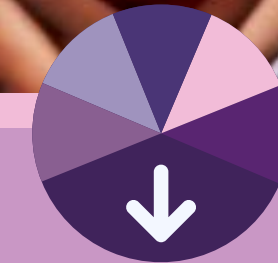
## Offer

A full psychological service is provided to a range of educational settings in Croydon in response to presenting needs. This includes regular consultative support to all maintained schools and academies, and free schools, both mainstream and specialist provision, as part of the statutory service. Plus, the delivery of additional sessions, purchased by school staff, to include pupil assessments and intervention, parent consultations, advice regarding local support and referrals, training and staff support. Critical incident support is also available.

The service aim is to apply psychology to help to meet local needs and to improve outcomes for vulnerable children and young people.

## Benefits

- Strong local knowledge and the ability to offer continuity of service.
- Expertise in working in partnership with multi-agencies, parents, and school staff.
- A highly regarded team which has a depth of experience, knowledge, and skills.
- Access to up to date and relevant research enables the EP's team to model good practice.



**Fees vary depending on duration, venue/ virtual delivery and trainer.**

[www.croydoneducationpartnership.org/courses](http://www.croydoneducationpartnership.org/courses)

**For bespoke support please contact:**

[edpsychology@croydon.gov.uk](mailto:edpsychology@croydon.gov.uk)





# Educational Psychology Service (EPS)



**For bespoke training**  
[edpsychology@croydon.gov.uk](mailto:edpsychology@croydon.gov.uk)  
020 8241 5468

## Fees

The statutory educational psychology service time, funded by Croydon Local Authority, is used to fulfil the necessary statutory functions in relation to individual pupils and is available to all schools.

Sessions of Educational Psychology (EP) traded time can be purchased by agreement. The available EP time is distributed fairly and equitably across Croydon maintained schools, academies, and free schools, both mainstream and special, according to need, based on local data.

The fee is £598 for a 6-hour session which includes both on site visits and off-site work in relation to these visits.

**Educational Psychology support can include:**

- **Consultation with school staff, parents and other professionals regarding individuals, groups and whole school issues including the statutory process**
- **Individual psychological assessment, advice and intervention to promote inclusion and to support access to the curriculum**
- **Continuing professional development to develop the skills of education professionals, including Autism Education Trust (AET) training**
- **Emotional Literacy Support Assistants (ELSA) training and supervision**
- **Professional supervision for individuals or groups of staff such as Designated Safeguarding Leads, teaching or support staff**
- **The service's operational model is described within the service level statement available from the EP team**



**Fees vary depending on duration, venue/ virtual delivery and trainer.**

[www.croydoneducationpartnership.org/courses](http://www.croydoneducationpartnership.org/courses)

**For bespoke support please contact:**

[edpsychology@croydon.gov.uk](mailto:edpsychology@croydon.gov.uk)





# Employee Assistance Programme



**For bespoke Support**

[Educationenquiries@croydon.gov.uk](mailto:Educationenquiries@croydon.gov.uk)

With ever increasing pressures at work and at home, and especially in the current scenario, there are times when we all need some extra support. This is why we are offering an Employee Assistance Programme (EAP) in place to support your employees' total well-being.

## The programme offers:

- Comprehensive online resources
- Confidential 24 hours telephone-based support
- Up to 6 face to face/video or telephonic confidential support sessions based on a triage call with a counsellor

EAP is provided by Health Assured, an expert provider of employee support services. All staff members are highly trained and qualified professionals who are experts in fields such as:

- Health and well-being
- Family matters
- Relationships, elder care, workplace issues
- Debt management
- Employment issues
- Consumer rights
- Counselling

Health Assured also provides a crisis intervention and debriefing service to both individual staff members and teams when serious incidents occur. This service has an extra charge and can be arranged by contacting the account manager directly.



## Fee

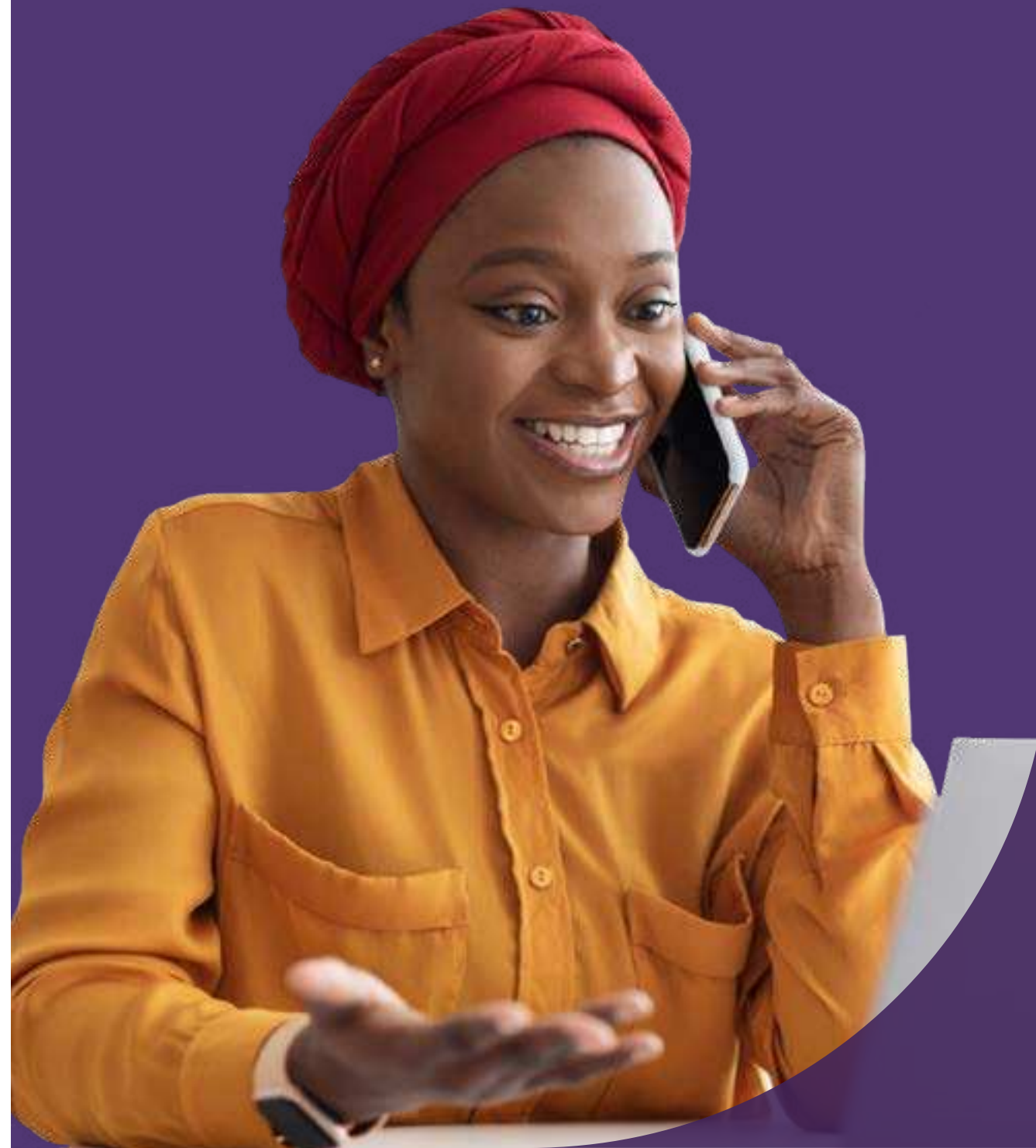
The fee for the 12 months commencing 1st April 2024 till 31 March 2025 is £7 per member of staff for the 12 months.

## Deadline for orders

Please confirm that you wish to purchase by the 8th March 2024  
Please email the signed service level agreement (SLA) for EAP by the 8th of March 2024 to [ritika.singh@croydon.gov.uk](mailto:ritika.singh@croydon.gov.uk)



# Governor Services for Schools



## Contact

[EducationGovernance@croydon.gov.uk](mailto:EducationGovernance@croydon.gov.uk)

[EducationClerking@croydon.gov.uk](mailto:EducationClerking@croydon.gov.uk)

**Our Educational Governance team works with Boards to develop and embed clear strategic leadership, outstanding governance and robust accountability so that Boards can demonstrate the impact of their work on school / Trust improvement.**

Our experienced and dedicated team offers a comprehensive educational governance offer to support Multi Academy Trusts (MATs), Stand-Alone Academies (SAA) and Local Authority (LA) maintained schools

## Benefits

- Training and Development programme that is wide ranging, fit for purpose, focusing on key and current issues facing Trustees and Governors
- Educational Governance team readily available to provide advice and support that is practical, underpinned by extensive knowledge and good governance practice
- Professional Clerks giving governance procedural guidance and producing high quality minutes to ensure you are compliant with your statutory responsibilities
- Newsletters, updates and best practice resources utilising the latest information to keep all Trustees and Governors abreast of relevant developments
- A range of specialist governance and clerking consultancy services, all of which can be tailored to meet the specific needs of your Board or organisation

## Offer

### Advice and Support

- Telephone and email advice
- Face to face / virtual meetings for more complex issues
- Range of best practice resources and templates
- Mentoring of Chairs
- Induction and role packs for new Trustees, Governors, Chairs of Governors and Clerks

### Training and Development

- Dedicated clerking service
- Ad-hoc and cover clerking
- Governor Panels (e.g. complaint, exclusion, disciplinary) clerking
- Targeted training and development
- Mentoring of Clerks

### Clerking

- Dedicated clerking service
- Ad-hoc and cover clerking
- Governor Panels (e.g. complaint, exclusion, disciplinary) clerking
- Targeted training and development
- Mentoring of Clerks





# Governor Services for Schools



## Contact

[EducationGovernance@croydon.gov.uk](mailto:EducationGovernance@croydon.gov.uk)

[EducationClerking@croydon.gov.uk](mailto:EducationClerking@croydon.gov.uk)

## Our Most Popular Contracts

- Advice, Training and Clerking
- Advice and Training
- Training
- Clerking

In addition, we offer specialist contracts e.g. Independent Review Panels, external reviews of governance, governance investigations, facilitated Board self-evaluation reviews and bespoke training

## Governance & Training Fees

- Advice and training annual contract for a school at a fixed fee: £2,780.00
- Training annual contract for a school at a fixed fee: £1795.00
- Bespoke governor advice, training, clerking annual contract for schools - quote available upon request

## Clerking Services Fees

- Clerking annual or ad-hoc contract for schools - quote available upon request

Quotes are available upon request for Multi Academy Trusts, Stand Alone Academies and LA maintained schools for any contract.

## Contacts

- For further information or to obtain a quote for governance advice and training, please contact: [EducationGovernance@croydon.gov.uk](mailto:EducationGovernance@croydon.gov.uk)
- For further information or to obtain a quote for clerking services, please contact [EducationClerking@croydon.gov.uk](mailto:EducationClerking@croydon.gov.uk)





# IT Service



## Contact

[EducationIT@croydon.gov.uk](mailto:EducationIT@croydon.gov.uk)

**Our knowledge of schools enables us to ensure that you have the right back up, safeguarding, security, and contingency systems in place. We offer a full range of IT services to schools including multi- site integration, SIMS support and incident management support.**

Our pro-active approach to maintenance means that our customers rarely experience 'downtime'. Our expertise in SIMS, school administration software and curriculum technology enable your school IT systems to run smoothly.

Specialist support contracts are available e.g. lesson monitor, menu management, offsite cloud backups, remote access and bespoke training and support e.g. SIMS, School Census admin.

## Benefits

Specialist support contracts are available e.g. lesson monitor, menu management, offsite cloud backups, remote access and bespoke training and support e.g. SIMS, School Census admin.

- Regular on site visits and remote monitoring service to ensure school systems remain in good working order
- Fast and responsive support with an emphasis on problem solving to ensure minimal interruption to your school
- Outstanding helpline with over 80% of calls resolved at first point of contact
- Faster resolutions through our preferential access to the Capita/ SIMS service desk
- Experts in Multi Academy Trust integration and multi-site support, installation to support sharing of resources across sites



## Fee

- Available on application. For annual IT technical support contracts - calculated on the number of hours of a technician on- site
- Annual SIMS support contracts - calculated on pupil numbers
- Per hour annual technical support contracts - calculated on support hours required, number of sites
- Ad hoc services can be purchased at any time, for example, network health checks, installations and upgrades, absent staff cover, staff training. Ad hoc fees are: £500.00 full day and £250.00 half day and quotes are available on request





# My Choices at 16+ guide



## Contact

The Post 16 Participation &  
NEET team on 020 8726 7485  
[Post16@croydon.gov.uk](mailto:Post16@croydon.gov.uk)

Croydon Council produces the annual My Choices at 16+ guide which is available online to all students in Year 11 attending a Croydon secondary school in September 2024. Croydon schools are encouraged to contribute information to attract and retain post 16 students.

## Benefits

- A one page or multi page advert detailing the provision, location and any useful information on results, requirements, deadlines and services on offer
- Course offer added into the My Choices at 16+ course listings
- Advertising of your Open Events in the Open Event calendar in the guide
- Work based learning opportunities (e.g. apprenticeships) option to have dedicated pages (charged as an additional page)
- Promotion of programmes suitable for students with special educational needs or disabilities or students with additional support needs in the guide

## Fee

- Available on application
- NB: Missed deadlines will be charged as £50 per missed deadline
- Please be aware that as My Choices at 16+ is produced on demand, prices may change. If you would like to be included in the 2024/25 edition, please let us know by email or phone no later than 25th March 2024. Subsequent deadlines to be advised.





# Occupational Health

The SLA runs for 12 months from 1 April 2024 to the 31 March 2025



## Contact

Ritika Singh

[Ritika.Singh@croydon.gov.uk](mailto:Ritika.Singh@croydon.gov.uk)

Croydon Council delivers its Occupational Health Service with our partner Medigold the core service includes manager referrals, pre-employment health screening and assessments for ill health retirement.

## Benefits

The Council's HR team will administer contract management. The school will have:

- Advice from Medigold, one of the largest independent Occupational Health providers in the UK
- Access to an online pre-placement health screening for new starters. This enables faster turnaround times with applicant's pre-placement health screening being sent instantly if the new starter can be declared fit without any further follow up
- Access to clinical and specialist staff when needed
- Its own access to an online management referral system with monitored KPIs: Appointments booked within 2 working days of receipt of referral appointments take place within 5-7 working days of receipt of referrals. Report issued within 5 working days of appointment
- Clear unambiguous advice with a focus on providing the fullest possible advice
- Assessment for eligibility for ill health retirement are via an independent medical professional at Medigold
- Access to Medigold duty clinical manager is also provided to discuss difficult cases before the referral is made

**NB:** At the moment appointments are telephone/video. However, where essential and depending on circumstances, face to face appointments will take place at the Council's premises at Bernard Wetherill House or another convenient location.



## Fee

The cost will be half of the annual cost ie £17 per staff member for 6 months.

The school signs up to the OH Service for their total number of employees including casual employees.

Please see the SLA for details of the cost of appointments charged separately. Extra Charges (invoiced directly to the school by Medigold) include Hepatitis B vaccinations and other medical specialist's reports.

The school must sign up by the 8th of March 2024 and email the signed service level agreement (SLA) for Occupational Health to [Ritika.Singh@croydon.gov.uk](mailto:Ritika.Singh@croydon.gov.uk)



# School Admissions Appeals Service

The SLA runs for 12 months from 1 April 2024 to the 31 March 2025



## Contact

**Niora Amani**  
**School Admissions Manager**  
**020 8726 6400 x 6292**  
**[niora.amani@croydon.gov.uk](mailto:niora.amani@croydon.gov.uk)**

[www.croydon.gov.uk/education/schools-new/school-admissions](http://www.croydon.gov.uk/education/schools-new/school-admissions)

This appeals service is specifically aimed at own admission authority schools (voluntary aided, academies, foundation, and free schools) as the LA administers appeals for community schools who are required to cover the local authority's cost of appeals.

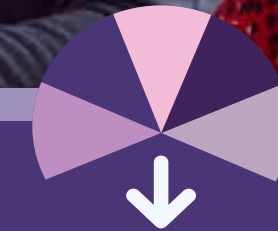
Training & support sessions are available for new staff in using the systems and processes for school admissions.

## Benefits

- The service includes writing appeal statements, dealing with queries from appellants and representing own admission authority schools at appeal hearings. However, this does not include setting up appeal panels, arranging appeal hearing dates and any administrative costs incurred by the legal and democratic services
- The School Admissions Team has extensive knowledge, experience, and expertise of all admissions issues, are abreast of new legislation and can offer professional advice and support. The appeals service is a specialist area, and we pride ourselves on our success rate
- Bespoke virtual training sessions available on request

## Fee

Admissions Appeals support - price available on application.  
Bespoke virtual training sessions for 1.5 hours max, virtual delivery - price available on application



**For more information go to:**

**[www.croydon.gov.uk/education/schools-new/school-admissions](http://www.croydon.gov.uk/education/schools-new/school-admissions)**

## Deadline for receipt of orders

Orders can be placed as and when required but please notify us before 1st April 2024 if you wish to buy into the school admissions appeals service.

No charges will be incurred if no appeals are received for your school.

Training & support available at any time of year - quote available on request.





# School Resilience

The SLA runs for 12 months from 1 April 2024 to the 31 March 2025



## Contact

**Sonji Miller**

**Croydon Resilience Team for a quotation and to discuss potential dates.**

[emergencyplanning@croydon.gov.uk](mailto:emergencyplanning@croydon.gov.uk)

The Croydon Council School Resilience Team are experts in managing complex emergency situations. They know all about your school locality and so can provide the most up to date advice and support to help your school with emergency planning and developing a school resilience plan.

## Services offer for Croydon Schools

**A) School Resilience review (day & half consultation) -**We will assess your existing emergency arrangements and provide you with a summary report with recommendations for improvement.

**B) School Resilience Plan development (day & half day consultation) -** In addition to assessing your existing emergency arrangement and identifying any areas for improvement, we will develop a school resilience plan for your Governing Board approval.

**C) School Resilience Plan Writing and Exercise Development (day & half day consultation) and a 2 hour plan validation exercise -** We will spend time with you to review your existing emergency arrangements and will produce a school resilience plan for approval. We will create and deliver a bespoke exercise to validate your school plan and increase resilience awareness amongst staff. The school plan and an exercise report help to evidence to board of governors that robust arrangements are in place for emergencies.

**D) School Resilience Validation Exercise (day & half consultation) -** We will create and deliver a bespoke exercise to validate your existing school plan and increase resilience awareness amongst staff. We will provide a summary report which outlines good practice and recommends any areas for improvement. This can be used as evidence that arrangements are in place for emergencies.



## Fees: (Croydon schools only)

- **Package A:** School Resilience review - £177.00 (and £160.00 for Croydon LA maintained schools)
- **Package B:** School Resilience Plan development - £590.00 (and £536.00 for Croydon LA maintained schools)
- **Package C:** School Resilience Plan writing and Exercise Development - £1296.00 (and £1178.00 for Croydon LA maintained schools)
- **Package D:** School Resilience Validation exercise - £825.00 (and £750.00 for Croydon LA maintained schools)





# School Improvement Service

The SLA runs for 12 months from 1 April 2024 – 31 March 2025



## Contact

[educationenquiries@croydon.gov.uk](mailto:educationenquiries@croydon.gov.uk)

We help education settings improve the quality of their provision and raise standards. We support the process of sustained improvement for your school at every stage and share your passion for delivering the best possible education and outcomes for your pupils.

Our consultancy services are tailored to each individual school and are highly relevant to the needs of your setting. From whole-school strategy through to staff development and training, our services are designed to ensure the maximum benefits with the overall aim of improving the outcomes for all.

Our knowledge of local and national agendas, and what these will mean for your setting, will support you in moving forward.

## Offer

- Bespoke in-school support
- Head Teacher Performance reviews and support with senior leader recruitment and induction
- Teaching and Learning reviews
- Subject Leadership training and support
- Curriculum support
- Assessment, standardisation, and moderation services
- Termly briefings and forums: Computing, Primary Assessment, Primary English, Primary Maths, Safeguarding, SEND, Wellbeing

## Benefits

- Highly regarded school improvement team which has a depth of experience, knowledge and skills
- Flexible and responsive to individual school circumstances
- Comprehensive support and advice on emerging national and local priorities



- Training and Development programme that is fit for purpose, focusing on the key issues facing school leaders

## Fees

- Bespoke in school support face to face £373.00 half day, £699.00 full day, £250.00 for 2 hours
- Remote support £186.00 for 1.5 hours





# Teachers' Pension Service

The SLA runs for 12 months from 1 April 2024 to 31 March 2025



## Contact

Croydon Teachers' Pension Team  
Vicki Langston & Julia McDougall

020 8604 7383

[teacherspensionsteam@croydon.gov.uk](mailto:teacherspensionsteam@croydon.gov.uk)

**We offer a comprehensive Teachers' Pension administration, checking and query resolution service with unlimited access to help and support from Croydon's very own team of teachers' pension administration experts.**

Our team has over 25 years of experience of teachers' pension administration. Their extensive knowledge of education pay, conditions of service, teacher pension scheme and pension reforms ensure you have a reliable and accurate administrative support.

## Benefits

Central records and electronic filing of Teachers' Pension (TP) forms, member instructions, service records and pension membership status for each teacher

A "one-stop-shop" for all teachers and schools for their pension enquiries

Preparation and submission to TP Darlington of monthly auto enrolment schedules and auto enrolment advice and support

Preparation or validation of your monthly data collection reports (or in some cases monthly contributions reconciliation reports) and submission to Teachers Pensions. Correction of any subsequent error reports or queries all within the specified timescales. We use a secure Transfer Utility, so your details are protected.

Advice and support to schools e.g. on using external providers/in-house payroll or converting to academy status

Unlimited hours/days investigating and resolving pension queries with no additional charge for historic or complex cases involving several agencies e.g. correcting LGPS information for interfund adjustments, challenging TP on claims for retrospective uncollected pension contributions and investigation of archived material to capture missing information.

For schools joining the Teachers' Pension Service for the first time, we provide an audit of all your teachers' pension records and take remedial action to bring all records up to date.

In addition: we offer free pension workshops on request and/ or 1-2-1 sessions with your teachers.

## Fee

- £26.70 per teacher for the year for schools and academies who use Liberata Payroll (with whom we have a data sharing agreement) and we administer their MCR (Including Monthly Contribution Reconciliation) and EOYC
- £40.00 per teacher for the year for schools and academies who use an external payroll provider or do their own in-house payroll and we administer their MCR (Including Monthly Contributions) but not their EOYC
- £49.60 per teacher for the year for schools and academies who use an external payroll provider or do their own in-house payroll and we administer their MCR (Including Monthly Contributions) plus their EOYC. This applies to all Local Authority schools who use a private payroll provider as the Local Authority must do their EOYC

New orders must be received by the 24th March 2024 to allow the Teachers' Pension Team sufficient time to set up the arrangements for access to pension records. Following that you will receive a contract and a data sharing agreement to complete and return.





# Whistleblowing Policy & Procedures

The SLA runs for 12 months from 1 April 2024 to 31 March 2025



## Contact

[educationenquiries@croydon.gov.uk](mailto:educationenquiries@croydon.gov.uk)

**Croydon Council's Whistleblowing Service ensures Croydon schools have a reporting facility delivered by an external provider which meets the regulatory requirements.**

Schools should have in place a whistleblowing procedure so that staff who have serious concerns about any aspect of the school's work can follow a reliable process to report any suspicion of wrongdoing that has occurred, is occurring or is likely to occur.

## Benefits

- Provides an external and confidential reporting facility which complies with Regulations
- Robust reporting system in place for any disclosure to go to the Council's Whistleblowing Monitoring Officer
- A confidential dedicated email address for notifications
- A 24-hour telephone helpline
- Assessor appointed and paid for by the Council to investigate the disclosure and make recommendations to resolve any issues identified
- Guidance and support from the Council's Whistleblowing Monitoring Officer as to what action should be taken

Schools are required to ensure that all employees are aware of the whistleblowing procedures and how to use the Whistleblowing Service.

## Fee

This service will be funded for state funded Croydon schools. Price available on request for all other Croydon education settings.





# HR Employee Relations



## Contact

[EducationHR@croydon.gov.uk](mailto:EducationHR@croydon.gov.uk)

**We are a team of education HR specialists who have up to date employment law knowledge and extensive school HR experience.**

Our approach to HR recognises that effective people management has a fundamental contribution to make to school development and improvement. We take a customer focused approach to all HR advice, working with schools to achieve their outcomes in a way that reflects good practice. We are experts at guiding you through the complexities of employment and education law. We provide advice and support on any HR issue including performance matters, disciplinary, staff grievances, sickness, flexible working, job evaluations, child protection, safeguarding, restructuring, redundancy, TUPE transfers, succession planning and setting terms and conditions. We will attend hearings, support managers to present cases at hearings as well as advising panels. We will also assist in the drafting of complex letters.

We offer specialist services such as gender pay gap reporting, staff training (including safer recruitment) head teacher recruitment and independent investigations.

### **We have 3 types of contracts available:**

- Enhanced
- Core
- Hours Based Fee

### **Fee**

Available on application.

Please contact us for a quote. Calculated on staff numbers for the core and enhanced contract. A minimum fee of £2500 applies for the hours-based contract. Our fee for 'ad hoc' advice and support is £108 per hour. Specialist 'ad hoc' service contracts - fee available on request.



### **Benefits**

- Fast and responsive email help line staffed by a team of education HR experts
- Expert support for formal hearings and investigations
- Practical advice which reduces the risk of costly mistakes and protracted legal proceedings
- Experts in MAT and school TUPE transfers
- Named HR representative who knows your setting and visits on a termly basis
- Access to a team of qualified HR advisors





# Other useful services & contacts

## Croydon Early Years

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Schools can access support for EYFS practice.

Some of these services will be charged.

- Support for schools taking two-year olds
- Support for EY assessment
- Commissioning of external trainers/consultants to support practice in early years
- Access to training workshops from the Early Learning Team
- General advice via email/telephone

### Contact

[early.learning@croydon.gov.uk](mailto:early.learning@croydon.gov.uk)

## Croydon Music & Arts

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Music service provides instrumental/vocal teaching, and whole class music lessons in schools.

Arts Service works with schools and a range of other organisations to provide high-quality opportunities in and out of school, which encompass other art forms.

### Contact

**Isabel Fixter**

[Musicandarts.education@croydon.gov.uk](mailto:Musicandarts.education@croydon.gov.uk)

## Croydon Independent Appeals Service

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Managing the full admission appeals process, providing the independent clerk and panel on behalf of the academy or school for school admission appeal hearings only.

### Contact

0208 726 6000 Ext. 27329

[admission.appeals@croydon.gov.uk](mailto:admission.appeals@croydon.gov.uk)







# Other useful services & contacts

## Family Learning & Parental Engagement

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Deliver family English, maths and language help, employability and health and wellbeing courses within the community. These courses are targeted in priority areas to enable families to raise aspirations and support children's attainment at school.

### Contact

[Liz.Driver@croydon.gov.uk](mailto:Liz.Driver@croydon.gov.uk)

## Independent Review Panel Service

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Has an Independent Review Panel (IRP) been requested after your Permanent Exclusion hearing?

Contact Governor Services for information on our legally compliant Independent Review Panel Service (includes IRP organisation and administration, fully trained professional clerk and panel members, SEND expert if required.)

### Contact

[EducationClerking@croydon.gov.uk](mailto:EducationClerking@croydon.gov.uk)







# Other useful services & contacts

## Recruitment Service for Schools in Croydon

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We offer advertising on the CHTA job board (Teach in Croydon) which is google ranked.

Ad hoc advert - £145

If you are interested in unlimited advertising, please contact Croydon Education Partnership on [educationenquiries@croydon.gov.uk](mailto:educationenquiries@croydon.gov.uk)

### Contact

**Christine Lonsdale**  
[educationenquiries@croydon.gov.uk](mailto:educationenquiries@croydon.gov.uk)

## School Performance and Analysis

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The local authority continues to support schools with their performance analysis via Perspective Lite. This is used for the data validation of schools' statutory assessment returns, provides a service for schools to compare their results with emerging national and interactive web-based reports that can be used to support school governors and end of year reporting.

We are pleased to be able to continue to provide this service free of charge.

### Contact

**Chanel Morgan**  
020 8726 6000 Ext.: 22621  
[chanel.morgan@croydon.gov.uk](mailto:chanel.morgan@croydon.gov.uk)  
Perspective Lite can be accessed at:  
<https://perspective.angelsolutions.co.uk/perspective/login.aspx>

## Translation & Interpreting Service

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- Supply of Interpreters including BSL, BSL Relay
- Face to Face interpreters, virtually via applications such as WhatsApp, MS Teams, Skype, via telephone (to be facilitated by requestor)
- Translations of documents, to or from English. Quotes and timescales given on request

### Contact

[translations@croydon.gov.uk](mailto:translations@croydon.gov.uk)







# Other useful services & contacts

## Governance Anti-fraud

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- Investigations into allegations of fraud or misconduct
- Fraud awareness training

Internal Audit and Governance offer a range of services to schools and academies that help manage risks and add value in the use of resources.

The shared anti-fraud service for Croydon and Lambeth conducts investigations into allegations of fraud or misconduct in schools and can also offer Fraud awareness training on request.

### Contact

**Malcolm Davies**  
020 8726 6000 ext. 27294  
[Malcolm.Davies@croydon.gov.uk](mailto:Malcolm.Davies@croydon.gov.uk)  
[caft@croydon.gov.uk](mailto:caft@croydon.gov.uk)

## Health & Wellbeing

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Health and wellbeing support for schools

- Relationships, Health, and Sex Education
- Internet safety
- Emotional health and wellbeing in schools
- Healthy Schools London Award Programme
- Wellbeing Forum
- 5 Ways to Wellbeing initiative in schools  
(This service is free of charge)

### Contact

[educationwellbeing@croydon.gov.uk](mailto:educationwellbeing@croydon.gov.uk)  
[www.wellbeingway.co.uk](http://www.wellbeingway.co.uk)







# Other useful services & contacts

## Facilities Management & Reprographic Team

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The Council's Facilities Management team offers a comprehensive suite of SLAs to provide technical and professional services to help school representatives fulfil their building management responsibilities and manage health & safety and statutory compliance obligations.

The Repro team can carry out large- or small-scale printing or photocopying and document finishing jobs. Each job is costed individually, and prices start from as little as 3p per copy.

Services include:

- Volume high-speed photocopying
- Digital printing through electronic transfer (email by agreement for files over 10mb)
- Colour copying
- Printing to A3, A4 and A5
- Reduction and enlargement available from 50% to 400%
- Comb binding
- Slide binding
- Laminating (up to A3)
- Guillotine work
- Drilling (for ring binders or treasury tags)
- Hand folding, Hand collation, Hand stapling
- Delivery of documents throughout the Borough (in conjunction with the Mailroom department)

### Contact

FM Helpdesk - [FMhelpdesk@croydon.gov.uk](mailto:FMhelpdesk@croydon.gov.uk)  
0208 726 6000 (Ext 44021) or  
020 8760 5600 for direct line  
Repro team - [reproandmail@croydon.gov.uk](mailto:reproandmail@croydon.gov.uk)

## STARS accreditation (school travel plans, active travel, and road safety)

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Training and support for Transport for London's STARS accreditation scheme ([www.tfl.gov.uk/stars](http://www.tfl.gov.uk/stars)) to help your school become STARS accredited. STARS is a free accreditation scheme for schools who want to help transform the school run by promoting active travel, road safety and sustainable travel options to reduce car usage. Available for all schools and colleges. We offer:

- STARS workshops (free of charge) to teach your delegated 'school travel champion' about the scheme, more detail on our offer of support and how to use the website correctly
  - Advice and support on establishing active travel and road safety themed activities within your school such as 'Walk Once a Week' or 'Junior Travel Ambassadors'
  - Competitions themed around active travel and road safety for your school to take part in, such as 'Brighten Your Bag'
- Funding opportunities exclusive for STARS accredited schools cycle/scooter storage and active travel small grants

### Contact

[schooltravelplans@croydon.gov.uk](mailto:schooltravelplans@croydon.gov.uk)  
[www.tfl.gov.uk/STARS](http://www.tfl.gov.uk/STARS)





# Croydon Services for Schools

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Council supplied services for schools  
April 2024 to March 2025



**Croydon  
Education  
Partnership**