

TLTP Education

Candidate Handbook



T: 020 8709 6540 | info@tltp.co.uk | www.tltp.co.uk



TLTP Education

CONTENTS

Introduction	2
Welcome to TLTP Education	2
REC Professional Code of Practice and Ethics	3-6
Code of Practice	3-5
Code of Ethics	5-6
Modern Slavery Statement	6
Our Services	7-8
Supply Work	7
Short- and Long-Term Work	7
Fixed Term	7-8
Permanent work	8
Our Commitment to You	9
Your Commitment to Us	10
Rehabilitation of the Offenders Act Declaration	10
Professional Standards	11
Child Protection	11
Keeping Children Safe in Education	11
Regulated Activity in Relation to Children	11
Keeping Children Safe	11
Working Together to Safeguard Children	11
Refer and Earn Scheme	12
Preparing for your Assignment	13
Arriving at your Assignment	14
Job Responsibilities	15
The Agency Workers Regulation	16
Disclosure and Barring Service	17
Payroll	18-23
PAYE	18
Umbrella	18
Key Information Document (PAYE)	19
Key Information Document (Umbrella)	20-25
Timesheets	26
Guide to Creating and Submitting a Timesheet	27
Timesheet FAQs	28
The TLTP Education Community	29
Evaluation and Feedback	29
Useful Contacts	30
Payment Details	31

Introduction

Thank you for choosing to work with TLTP Education. The purpose of this handbook is to help you understand the way in which TLTP Education operates and your role within it. We are committed to providing a quality service to our clients and to you, therefore it is essential you familiarise yourself with the contents of this handbook.

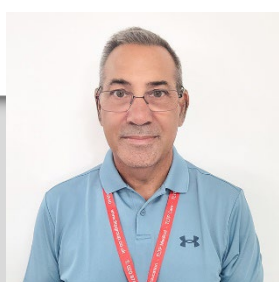
Please keep this handbook as you may find the information useful as a source of reference now and whilst you are working with us. If any of the sections are unclear, or if you have any questions please speak to your consultant. You can also find a copy of this handbook along with access to the latest government guidelines in Education, as well as details of our services, payroll information and more on our website - www.tltp.co.uk

Welcome to TLTP Education

London Teaching Pool Ltd (TLTP Education) is an independent supply teaching agency that has been placing teachers, management, and support staff in schools across London and the Home Counties since 2006.

TLTP Education employs over 30 experienced consultants, each committed to delivering an unrivalled first-class service. Our personal, open, and honest approach enables a closer match for both the candidates and schools.

We provide staffing solutions for the permanent, long-term and day-to-day requirements for all types of schools including Primary, Secondary and Special Educational Needs. Each week we place over 250 staff at more than 150 schools. TLTP Education are proud to be a member of the REC and holder of the REC Audited Award, the highest standard in safeguarding. We strictly adhere to rules and regulations and are always fully up to date on changes within the education sector.



"Welcome to TLTP Education, I am delighted to have you working with us – you are our most valuable asset, and we will take care of you every step of the way. We pride ourselves on working with the most talented and reliable education professionals who are motivated to make a difference to every school and child they work with."

"We have designed this handbook to support you; it sets out some clear guidelines and useful tips to help you get the most out of working with us and our schools. We look forward to working with you and supporting your teaching career."

Darryl Mydat
Chief Executive Officer, TLTP Education

REC Professional Code of Practice and Ethics

London Teaching Pool Ltd. is a member of the Recruitment and Employment Confederation (REC), the recognised body for the Recruitment Industry. They provide a Code of Practice and Ethics along with many very useful services for Employers, Agencies and Candidates.



REC members are recognised for their professionalism and the value they provide to clients and candidates.

The REC Code of Professional Practice has been created in consultation with members and industry stakeholders to ensure that all members of the REC conduct their businesses ethically and to the highest standards and to promote good practice within REC membership.

As a member of the REC, we support and uphold both the values set in the Code of Practice and Code of Ethics.

Code of Practice

The REC Code of Practice helps recruiters get it right. It goes further than the legal obligations and makes sure they are always acting ethically and have passed the REC's compliance test.

1. Respect for laws

Members and their staff must comply with all relevant legislation, statutory and non-statutory requirements and official guidance, and any future amendments to such requirements during the course of providing their services to others.

2. Respect for honesty and transparency

a. Members will act honestly in all dealings with work-seekers, clients, members, non-members and others.

b. While representing a work-seeker or client, a member shall not knowingly make a false or inaccurate statement, fail to disclose a material fact, or make a representation as to future matters without having reasonable grounds for making it.

c. Members must adhere to principles of truth in advertising and will only advertise positions, through any medium, for which they have documented permission to recruit.

d. All fees, charges and services provided must be explicitly and fully disclosed to clients prior to the acceptance of an assignment or prior to any work being undertaken for a client.

e. Members should document all key stages of the recruitment process in line with relevant legislation and good practice guidance.

3. Respect for work relationships

a. Members will not undertake actions that may unfairly or unlawfully jeopardize a work seeker's employment.

b. Members will not undertake actions that may unfairly or unlawfully interfere in work relationships established by others.

c. Members will not attempt unfairly or unlawfully to prevent a work seeker from seeking work from other sources.

d. Members will in their dealings with all other REC Members and non-members treat them with respect and aim to work in a fair and open competitive environment.

4. Respect for diversity

a) Members should adhere to the spirit of all applicable human rights, employment laws and regulations and will treat work seekers, clients and others without prejudice or unjustified discrimination. Members should not act on an instruction from a client that is discriminatory and should, wherever possible, provide guidance to clients in respect of good diversity practice.

b) Members and their staff will treat all work seekers and clients with dignity and respect and aim to provide equity of employment opportunities based on objective business-related criteria.

c) Members should establish working practices that safeguard against unlawful or unethical discrimination in the operation of their business.

5. Respect for safety

a. Members will act diligently in assessing risks to work seekers and clients and will not knowingly put at risk candidates, clients or others.

b. Members will inform work seekers whenever they have reason to believe that an engagement may cause a risk to health and safety.

6. Respect for professional knowledge

a. Members will work diligently to develop and maintain a satisfactory level of relevant and current professional knowledge.

b. Members will ensure that their staff are adequately trained and skilled to undertake their responsibilities in recruitment practice.

7. Respect for certainty of engagement

a. Members must supply work seekers with full details of the work, conditions of employment, the nature of the work to be undertaken, rates of pay, method and frequency of payment and pay arrangements in accordance with requirements of current legislation.

b. Members will ensure that any variation to the engagement can only occur with prior notification and agreement of the worker.

8. Respect for prompt and accurate payment

a. Members will pay promptly and accurately any wages and benefits due in accordance with any agreed terms and legal requirements.

b. Members should not penalize temporary/contract workers, for example for having been late or failed to attend part or all of an assignment or for poor performance, by making deductions from pay due for time that they have actually worked.

c. Members will not take on assignments that could result in their inability to pay temporary/contract workers.

9. Respect for ethical international recruitment

a. Members must supply all overseas work seekers with the same level of information as set out and implied in Principle 7. In addition, information provided should include details of the likely cost of living in the area the prospective hirer is situated, the likely length of the job in question and the state of the employment market in the field they are being recruited into. All information must be provided at no cost to the work seeker.

b. Members must ensure that in relation to overseas recruitment, they abide by all relevant legislation and Home Office guidelines and provide all relevant and applicable information to work seekers, clients and others.

c. Members recruiting from outside the UK must not use overseas agents who charge for their services, unless that is the legal and normal custom and practice sanctioned by the government of the country of origin. In addition, members must make all reasonable efforts to ascertain such information about any agents used and should be able to demonstrate that they have done so.

d. Members should observe the highest principles of social responsibility, integrity, professionalism, equity and fair practice in their dealings with all overseas work seekers.

10. Respect for confidentiality and privacy

a. Members must observe the highest principles of integrity, professionalism, equity and fair practice to maintain the confidentiality and privacy of candidate and client information and should respect the confidentiality of records in accordance with law and good business practice.

b. Members and their staff must ensure that they have obtained consent or that they have another legal basis which they can rely on (such consent or legal basis to be documented) before disclosing, transferring, displaying, submitting or seeking confidential or personal information.

Code of Ethics

The REC Code of Ethics is the foundation for ethical and transparent recruitment practices.

1. Respect for work relationships

a) In order to establish trust and build productive work relationships, you must exercise due diligence and observe high standards of accuracy of information, advice given and timeliness, to both clients and work seekers.

b) Treat all recruitment professionals with respect and aim to work in a fair and open competitive environment.

c) This standard also seeks to emphasize the importance of applying an ethical and professional approach to customer service standards at all times.

2. Respect for honesty and transparency

a) You must act at all times with integrity, honesty, the highest ethical standards and appropriate behaviour.

b) You will not engage in any activities which would bring the recruitment industry or the REC into disrepute.

3. Respect for confidentiality and privacy

a) You must observe and respect the confidentiality of your clients and jobseekers and ensure this is maintained at all stages of the recruitment process.

4. Respect for laws

a) You must comply with all relevant legislation, statutory and non-statutory codes and official guidance that will impact on your role in recruitment.

b) In particular, you should make sure that you know what steps to take in order to ensure compliance with the Employment Agencies Act 1973, the Conduct Regulations 2003 (and amendments).

5. Respect for diversity

a) You should ensure that you are well informed about recruitment practices, and that you continually seek to improve your knowledge, skills, and qualification base.

b) Use your REC status to encourage clients to trust your professionalism.

c) Use the REC designatory letters at all times and appropriately whilst a member of the REC.

d) Ensure that you regularly review the REC notifications sent to you. This will ensure that you are aware of any information that could impact on the recruitment industry and your day-to-day job.

For more information regarding the REC, visit www.rec.uk.com.

Modern Slavery Statement

Modern slavery is a crime and a violation of fundamental human rights.

We have a zero-tolerance approach to modern slavery and are committed to acting ethically and with integrity and transparency in all business dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in any of our supply chains.

To view our Modern Slavery Policy, click here <https://www.tltp.co.uk/modern-slavery-policy>

Our Services

Each of our consultants specialises in one area of education in a specific location and will be able to provide you with a friendly, expert service. There are several types of teaching roles you can choose from. At TLTP Education we can offer the following types of assignments:

Day-to-Day Supply Work

This is a great way to kick start your career and gain valuable insight into teaching. Day-to-day teaching gives you the opportunity to teach various age groups in different schools, within a short period of time – anything from one or two days to one or two weeks.

Many schools require last-minute cover for sickness, unplanned absence, and staff training. These assignments are awarded throughout the day but usually early in the morning from 7am to 9.30am and again in the afternoon from 2pm to 4pm for the following day. If you want to be considered for day-to-day assignments, we recommend that you call us during these hours. For work early in the morning you need to be up, prepared and in a position to leave your property within 10 minutes of being allocated an assignment.

You have the option to work the days you want to work. If you are studying part-time, have childcare responsibilities, can only work on a flexible basis, or just want to try different things, then a day-to-day assignment would be perfect for you.

Being flexible, organised and having your necessary documents to hand is key. You will need to get to the school as soon as possible and be sensitive to the needs of a busy and possibly stressed, cover coordinator.

Short and Long-Term Work

If you want to take on the responsibility of a full-time classroom teacher and feel part of the school community, this is a perfect way to do so. Schools always need cover for unfilled vacancies, maternity leave, or long-term absences. Such posts can last anywhere between four weeks to a whole academic year. This option also gives you longer term security and possibly a better routine as you will be allocated to teach in one school.

Continuity is very important on a long-term assignment as students will become used to a certain teacher or teaching assistant and their leadership style. Disruptions in this continuity can cause students to feel anxious and could have a detrimental effect on their learning and development.

When taking a long-term position, please make sure you are fully aware of our expectations on your commitment to the role and that you are happy to meet these expectations. If you need to finish a long-term position early, please ensure you give a minimum of one week's notice.

Fixed Term

Fixed-term teaching is similar to long-term teaching whereby contracts are issued depending on the nature of the absence or specific event taking place whereby extra staffing is required. It will have a specific start and end date, usually in line with the school term. However, some may be outside of this if it's for a specific event or time-limited activity. A fixed-term post is ideal if you only want to

work during specific times of the year and still want a role with responsibility and is an attractive option for those wanting to experience different school settings.

Permanent Work

TLTP Education offer a permanent recruitment scheme where you will be employed directly by the school, paid directly by them monthly and where you can benefit from full employment rights.

This option will allow you to be paid during the school holidays, give you the option to opt into the teacher's pension scheme and take advantage of career development opportunities. Overall, it provides you with security in the long term.

If you are looking for a permanent role, we will promote you in the same way as we do for long term supply. Once you have signed a contract with a school you will become their employee and no longer be a worker for TLTP Education.

Schools will sometimes approach people on long-term supply directly about joining as a permanent member of staff. If they do, it is important that you let your consultant know so that they can make the necessary arrangements with the school.

Regardless of the type of assignment you are on, TLTP Education candidates have a reputation for treating every assignment as if it is a permanent role, injecting a sense of purpose into the classroom and helping the school to the best of their ability. As day-to-day assignments can lead to long-term work, it is an approach that will help build your reputation and employability profile.

When working in a school we expect you to:

- Fulfil your role as best you can, working to ensure that pupils' regular progress is not disrupted
- Unless otherwise advised, teachers are expected to be always dressed appropriately in smart office wear. Some schools may have a specific dress code which you must adhere to
- Be flexible; your original booking may be for a Year 6 class, but the school may occasionally decide on the day that you are teaching a Year 4 class
- Take additional materials and work with you just in case the circumstances of the placement are changed at the last minute
- Adhere to the ICT policies of your placement and be aware of the TLTP Education Social Media Code of Conduct
- Ensure all pupils under your care have left the school safely with all of their belongings. This is especially important in the case of younger children who must not be left unattended or allowed to leave with an unidentified adult
- Keep the classroom as tidy as or even tidier than when you first entered it
- Keep the teacher's desk tidy and ensure all completed work is marked and easily accessible
- Ensure any notes on activities completed are readily available for the returning teacher
- Report to your designated contact on arrival of your assignment and before you leave
- Ask your contact if they need you back again the following day or for any further bookings
- Arrive on time, ideally at least ten minutes before the start of the school day
- Not be first to leave, 15 minutes after the school day finishes is usually acceptable

Our Commitment to You

We will work hard to provide you with a personal service to ensure we find the right role for you and support you at every stage of the journey.

We will:

- Provide 24-hour contact – our office is open between 7am and 6pm, backed by an on-call service at all other times
- Assign a designated fully trained and experienced consultant who will deliver a highly responsive friendly and honest service
- Promote you to suitable schools and make you aware of relevant vacancies
- Negotiate pay rates which are both fair and competitive
- Find flexible and varied work which will suit your personal goals and ensure a healthy work/life balance
- Help you prepare for interviews and trial days
- Provide honest information about the school, with details of the role you will be covering
- Undertake all the necessary child safety checks (Enhanced DBS)
- If we require additional information or documents from you, we will let you know what they are
- Once your file has been cleared, we will let you know
- Let you know if your file does not meet our recruitment criteria and the reason(s) why
- Pay you what we say you will get paid
- Work hard to obtain feedback for you after every assignment
- Endeavour to find you suitable roles and in the areas where you want to work
- Offer you work with as much notice as possible and as locally as possible
- Keep in touch with you about job opportunities
- Keep you up to date with changes in the local recruitment market
- Offer you job search skills, advice, and career planning to support you in progressing your career
- Provide references for the dates you worked on assignment with us
- Understand your short and long-term plans and your career aspirations
- Assist any of your colleagues, friends, or family members within the education field to access great opportunities and reward you for recommending them to work with us (see our Refer and Earn scheme)

Your Commitment to Us

We promise to work hard to fulfil your expectations in finding the right placement for you. However, in return we expect all our staff to act as professional representatives of TLTP at all times. We expect you to:

- Consider TLTP Education to be your first-choice agency
- Attendance:
 - Make all reasonable efforts to attend your assignment on time, every day
 - If you are ill or otherwise unable to fulfill an assignment, please contact us immediately so we can find a replacement for you. Our office operates a 24-hour service, we will need to know either the night before or first thing in the morning before 7am.
 - If you anticipate being late for an assignment, we expect you to contact your consultant, so we can keep the school informed. The most common piece of negative feedback we receive from our clients is candidates arriving late to a booking. It is very important for all our supply teachers to be on time. This is essential in enabling us to build good relationships with our clients, many of whom like to book the same teachers again
- Be prepared for early morning phone calls. The office opens at 7am and we will be calling you with work from that time onwards
- Stay in regular contact with your TLTP Education consultant about your availability for work
- Complete and submit timesheets on time
- Give us feedback on your experiences within schools
- Undertake interviews and trial days when requested
- To update us with your weekly and daily availability in advance
- To provide all necessary documentation for your child safety checks
- Ensure you have a map handy particularly for emergency bookings. Your consultant will also be able to assist you with directions if you need them
- One of the best ways to get more work from us is to leave the assignment having made a good impression to both the pupils and staff

Our business depends entirely on the good reputation we have worked hard to develop over the years, and we expect all our staff to maintain our high standards with our clients.

Rehabilitation of the Offenders Act Declaration

As part of the registration process, you will be required to sign a Rehabilitation of Offenders Act declaration to confirm you have no convictions (subject to the filtering rules), or to declare them if they do. This is a requirement set by the REC and further details will be included in the registration pack.

If you are subject to any kind of investigation or prosecution relating to a criminal act and/or which could lead to a conviction/police caution after the most recent DBS/Update Service check was undertaken, it is your responsibility to inform Darryl Mydat (Chief Executive Officer) immediately via the details below:

Tel: +44 (0)20 8709 6540
Email: info@tltp.co.uk

Postal: London Teaching Pool Ltd, St James House, 3rd Floor, North Wing, 27-43 Eastern Road, Romford, RM1 3NH

Professional Standards

We recommend that you read and fully understand the Teacher Standards published by the Department of Education. While not all the points will be relevant to you, it will give you a very good idea on the expectations of a full-time classroom teacher. However, at the very least you will be expected to:

- Control your class and encourage the children to produce work of a high quality.
- Mark the work completed that day. Please refer to the school's marking policy.
- Avoid physical contact with pupils, follow the schools Safeguarding Code of Conduct. Do not put yourself at risk!
- Be responsible for the safety of children in your care. Classes should never be left unattended.
- Refer serious disciplinary problems to a senior member of staff with a written account of the incident.
- Never answer your mobile phone during class time or use a camera or video phone.
- Ask the school if you need to use a school computer for personal use.
- Dress appropriately. This will give a good impression to the school, and they will be pleased with your professional attitude.
- Take care of your personal hygiene. We do not want to sound insulting but it is not uncommon for us to receive calls from clients concerned about the hygiene standards of our candidates.
- Not to arrive at school whilst under the influence of alcohol or drugs. If you do, it will result in immediate termination of the assignment and removal from our register.

For more information, please view our Code of Conduct policy at www.tltp.co.uk/code-of-conduct

Child Protection

Anyone working through TLTP Education plays a part in keeping children and young people safe from harm and abuse. Therefore, it is imperative you have read, understood, and remain up to date on the following Government guidance documents:

- **Keeping Children Safe in Education - September 2025** (*pdf document*)
https://assets.publishing.service.gov.uk/media/68add931969253904d155860/Keeping_children_safe_in_education_from_1_September_2025.pdf
- **Regulated Activity in Relation to Children** (*pdf document*)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/550197/Regulated_activity_in_relation_to_children.pdf
- **Keeping Children Safe**
<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>
- **Working Together to Safeguard Children**
<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

These documents can also be found online on our website at <https://www.tltp.co.uk/child-protection>

Further information on safeguarding children can be found at www.gov.uk/topic/schools-colleges-childrens-services/safeguarding-children

Refer and Earn Scheme



The foundation of our business is built on recommendations.

We have been helping teachers, classroom support staff, senior leaders as well as non-teaching staff find their ideal job since 2006. We have a passion for ensuring we place people in fulfilling careers and we are proud of the fact that our reputation for doing so ensures we are regularly recommended to others.

As a thank you, for every person you recommend that we successfully place on an assignment, and that meets our terms and conditions*, we will reward you with **£250** (subject to statutory deductions).

All you need to do is complete the referral form. This can be found at www.tltp.co.uk/refer, alternatively call **020 8709 6540** or email info@tltp.co.uk.

**Referral bonus is paid upon completion of the referral working 30 days through TLTP Education and is subject to statutory deductions.*

Preparing for your Assignment

Your consultant will support you in preparing for each assignment or interview that you attend.

Every time you work for us you MUST carry your original DBS disclosure and valid form of photographic identification (such as a driving licence or passport) with you.

You will be asked to show these documents when you arrive at the school. If you are unable to produce these documents, you may be turned away from the school without remuneration.

Ensure you plan your journey in advance to make sure that you arrive at school at the required time. Most schools require supply staff in school by 8.15am. For shift work such as invigilation or nurseries please arrive 15 minutes before your shift is due to start. If you are running late please call to let us know and make your apologies when you do arrive. For early morning assignments please get to school as soon as possible. It is a good idea to have a sat nav to hand. We aim to visit all of our schools so we can help you with travel directions and local landmarks.

Making a good impression

It is very important to make a good impression from the moment you arrive at your assignment. If you are smart, professionally dressed in good personal hygiene, punctual, organised and keen to start work – you will impress immediately.

Dress code

As many schools have strictly defined pupil uniform regulations, they also have accepted standards of staff dress.

The following items of clothing are inappropriate for working in schools:

- ✗ Jeans
- ✗ T-shirts
- ✗ Sweatshirts/tracksuits/dungarees
- ✗ Low-necked tops/cropped tops
- ✗ Shorts/low rise trousers
- ✗ Over-the-knee boots/very high heels/flip flops/ trainers (unless it is for teaching PE)
- ✗ Very short skirts
- ✗ Elaborate jewellery
- ✗ Tattoos on display
- ✗ Dirty or paint splattered clothing

In some cases, there are exceptions to the dress code as outlined below:

SEN

In some SEN environments the dress code may be different and more casual. If you are going to a SEN school for the first time it is a good idea to ask your consultant what clothing is appropriate.

Physical Education

If you are teaching PE, tracksuits and trainers are essential. It is a good idea to carry a change of clothing just in case.

Faith Schools

Some faith schools may have a certain dress code policy which you will be required to adhere to. Please check with your consultant beforehand.

Arriving at your Assignment

When arriving at the school regardless of the type of assignment you are undertaking there are certain things you must do before you start.

General Information

- Sign the visitors' book on arrival and sign out when you leave.
Even if you are on a long-term placement, you must still sign in and out every day. This is a health and safety requirement of every school to ensure that in the event of an emergency all persons must be accounted for. Should any dispute arise over days spent in school or arrival times, your signing in and out will also help confirm this information.
- Find out your responsibilities for the day
- Find out which lessons you are covering
- Ask for the school timetable
- Obtain a map of the school
- Find out any security codes, key fobs or passes you need to access 'staff only' areas
- Find out the registration/assembly procedure
- Ask for and read the behaviour policy and general rules of discipline for pupils
- Find out the playground duties/lunchtime duties and routines
- Find out if there any additional events happening within school (trips/important visitors/Ofsted inspections/seasonal events)
- Find out what classroom equipment is available
- Be aware and follow the school's ICT policy
- Follow the school's Numeracy and Literacy policies

Class Information

- Name of the class you will be taking
- Name of the teacher you are covering for
- Number of pupils
- Names of the teachers and relevant classes
- Names of teaching and support staff
- Lesson requirements and instructions left by teacher
- Ability level of class
- Special requirements such as: special needs, behavioural problems, health issues etc.
- Class seating plan

Staff Information

- Find out who to report to
- Names of the senior leadership team
- Find out the person responsible for health and safety/first aid emergency/fire drill/dinner money (if applicable)
- Find out the name of person should guidance on curriculum or disciplinary issues be required
- Names of office staff and caretaking staff

Job Responsibilities

If you are working as a Teacher, you will be responsible for:

- Ensuring a safe learning environment
- Maintaining control in the classroom
- Teaching the work set or appropriate work for the subject/year
- Ensuring that all children have an opportunity to learn
- Differentiating your work for different levels of abilities and SEN
- Liaising with teaching assistants and support staff
- Working as part of a team
- Displaying good subject or curriculum knowledge
- Teaching thought-provoking and informative lessons
- Ensuring each lesson has clear objectives and that the children understand the work
- Creating a positive learning atmosphere in the classroom
- Presenting work in a way that interests and motivates young people
- Encouraging children to raise their own expectations
- Developing professional relationships with students and staff
- Delivering lessons with personality, incorporating your personal interests and talents as and where appropriate
- Ensuring that all completed work is marked
- Leaving a clear handover for the absent teacher in the form of a lesson review sheet
- Dismissing students safely at the end of each lesson
- Leaving the classroom in a clean and tidy manner
- Ensuring any discipline issues are dealt with in line with the school's behaviour policy and reported accurately

If you are working as a Teaching Assistant, you could be responsible for:

- Supporting a group of children within a class
- Supporting different children in one class
- Supporting the teacher by getting resources and by carrying out clerical tasks
- Ensuring a positive working environment by being enthusiastic and helpful
- Encouraging children to raise their own expectations
- Ensuring children are safe in the classroom, playground, and all areas of the school
- Working with the teacher to provide effective intervention work with a specific group of children
- Developing professional relationships with students and staff
- Working with outside agencies to assess a child's progress
- Helping with personal care
- Being a positive role model
- Dismissing students safely at the end of each lesson
- Leaving the classroom in a clean and tidy manner
- Supporting a particular child with SEN following their Individual Education Plan and/or Individual Behaviour Plan
- Ensuring any discipline issues are dealt with in line with the school's behaviour policy and reported accurately

Supporting Your Pupils

- Creating a positive learning environment
- Maintaining control
- Presenting the subject in ways that interest and enthuse them
- Making the learning objectives clear and concise
- Helping those who are having difficulties, encourage them to raise their expectations of themselves
- Developing professional relations with them
Respect and appreciate their individual personalities and strengths.

Long Term Assignments

If you are working on a long-term teaching assignment, you will be required to take on all the responsibilities of the absent permanent member of staff:

- Planning lessons
- Mark work regularly
- Monitor pupils' progress and keep record
- Complete reports
- Attend meetings, parents' evenings and in-service training days

The only difference between you and a permanent member of staff is that you are employed by TLTP Education for the duration of your assignment.

The Agency Workers Regulation

What is AWR?

The Agency Workers Regulations (AWR) gives agency workers who, have been in a job for more than 12 weeks, the same employment and working conditions as they would have had if they had been directly recruited by the hirer. The aim of the legislation is for agency workers to be provided with equal treatment in the workplace.

Day One Rights

Under the regulations there are also 'day one rights', which apply from the first day of the employment. These rights include access to onsite collective amenities (such as car parking and canteen), access to information about permanent job vacancies as well as the maternity rights of agency workers. Amenities such as subsidised gym membership and season ticket loans are out of scope as they are considered to be a reflection of the long-term relationship between an employee and a hirer which will not be appropriate for agency workers.

After working for 12 calendar weeks in the same role at the same school, you will be entitled to equal treatment, irrespective of the number of agencies that supplied you or whether you are working on a full or part-time basis. Any time worked during a week will be counted as 'one week'— even if you have only worked a few hours in a week.

The qualifying period can be paused for particular circumstances:

*The protected period for a pregnant agency worker begins at the start of the pregnancy and ends 26 weeks after childbirth (or earlier if she returns to work).

Type of absence affecting the 12 week qualifying period	Effect on the 12 week qualifying period
Any reason where break is less than 6 weeks	Pauses the clock
Sickness absence	Pauses the clock up to 28 weeks
Annual Leave	Pauses the clock
Shutdown i.e. company closure, school holidays	Pauses the clock
Jury service	Pauses the clock up to 28 weeks
Industrial action	Pauses the clock
Pregnancy and maternity-related absence	Clock keeps ticking*
Statutory maternity, paternity or adoption leave	Clock keeps ticking**
Agency worker begins a new assignment with a new hirer	Clock resets
Agency worker remains with the same hirer but is no longer in the same role	Clock resets
Break between assignments of 6 weeks or more(which is not one of "pauses the clock" or "clock keeps ticking")	Clock resets

**Where an agency worker has a contract of employment with an agency and is entitled to this type of leave.

For more information visit www.tltp.co.uk/awr-information-for-agency-staff

Disclosure and Barring Service

Enhanced DBS

In order to send you out to work we require a police check (Disclosure and Barring Service certificate - DBS previously referred to as a CRB). It costs £62.50 and we accept all major credit and debit cards, cheque, bank transfer or cash.



An Enhanced DBS check can take from 1 week to 3 months to be completed and it depends entirely on which police force it is sent to and what their caseload is like. Therefore, it is important you apply for one with enough time before you start work.

If you already have a valid DBS

If you have a valid DBS that is registered on the update service, we do not need to process a new one, but we will need to see your certificate and your signed permission to check it.

DBS Update Service

What is the DBS update service and how can it benefit me?

You can register your DBS certificate on the update service for £16.00 a year, this then means your details are on a register that gets up dated weekly by the police. So instead of paying £62.50 every time you join a new organisation for another certificate, they can just check the update service which will say if your DBS certificate is still current. You only have 19 days to do this from the issue date on your certificate. Once applied for this cannot be refunded.

Also, if you have a gap in your teaching career but your DBS is on the update service, we can recheck the certificate to ascertain that you are still suitable to work with children and young adults.

For more information visit on the DBS update service visit www.gov.uk/dbs-update-service

Payroll

You can choose to be paid via an Umbrella Company or via PAYE. Your consultant will discuss your options in more detail when you register.

PAYE

Pay as You Earn (PAYE) is the UK's system of paying Income Tax and National Insurance contributions. This is handled by us; you would submit your timesheet to us and we will deduct the relevant percentage from your wages each time before paying you and send this contribution on to HM Revenue & Customs.

Umbrella

An Umbrella company is an intermediary that acts as your employer to process your pay, rather than us. All Umbrella companies use the same PAYE calculations to ascertain how much tax should be paid. The only difference between Umbrella companies will be the benefits they offer and the fee they charge.

You would submit your timesheet to us, and we will pay your chosen Umbrella company who would then transfer your pay to you after handling their deductions.

Umbrella Companies

We only use umbrella companies who are on our preferred supplier list (PSL). These companies have passed our strict compliance checks and importantly approved by Professional Passport and accredited by the FCSA.

To view the list of Umbrella companies TLTP Education use, follow this link
<https://www.tltp.co.uk/umbrella-psl>

Professional Passport

<https://www.professionalpassport.com/Approved-Providers/Approved-Providers> -

FCSA

<https://fcsa.org.uk/fcsa-accredited-members/>

It is worth carrying out your own research to ascertain which Umbrella company is best suited to your needs. If you are still unsure about how to proceed, your consultant will be more than happy to help.

Key Information Document – PAYE

This document sets out key information about your relationship as a work-seeker with us, as an employment business, including details about pay, holiday entitlement and other benefits. You can find more information at www.tltp.co.uk/payroll.

The Employment Agency Standards (EAS) Inspectorate is the government authority responsible for the enforcement of certain agency worker rights. You can raise a concern with them directly on 020 4566 5333 or through the ACAS helpline on 0300 123 1100, Monday to Friday, 8am to 6pm.

General Information

Your name:	<i>An Example</i>
Name of employment business:	London Teaching Pool Ltd
Your employer (if different from the employment business):	
Type of contract you will be engaged under:	Contract for services
Who will be responsible for paying you (if different from your employer):	Not Applicable
How often you will be paid:	Weekly
Expected or minimum rate of pay:	No less than national minimum wage'
Deductions from your pay required by law:	PAYE tax, employee NI contributions, employee pension contributions (i.e. auto enrolment).
Any other deductions or costs from your pay (to include amounts or how they are calculated):	Not Applicable
Any fees for goods or services:	Enhanced DBS and DBS Update Service (please review notification of charges).
Holiday entitlement and pay:	5.6 weeks/28 days for full time employees or for part time workers will be pro-rated accordingly. Holiday is paid on a timesheet basis and not accrued.
Additional benefits:	Access to collective facilities provided by a hirer on day one of an assignment under the Agency Workers Regulations 2010 though this may vary from client to client

Representative example of your pay

Example rate pay:	£480.75 per week which is NLW x 37.5 hours (includes rolled up holiday pay).
Deductions from your wage required by law:	Tax £44.16 National Insurance £19.12 Pension £18.04
Any other deductions or costs from your wage:	Not Applicable
Any fees for goods or services if required:	Enhanced DBS £62.50 Update Service £16.00
Example net take home pay:	£399.43

Key Information Document – Umbrella Company

(Advanced Holiday Pay)

This document sets out key information about your relationship with us and the intermediary or umbrella company used in your engagement, including details about pay, holiday entitlement and other benefits. You can find more information at www.tltp.co.uk/payroll.

The Employment Agency Standards (EAS) Inspectorate is the government authority responsible for the enforcement of certain agency worker rights. You can raise a concern with them directly on 020 4566 5333 or via email on eas@beis.gov.uk. Alternatively, contact the ACAS helpline on 0300 123 1100, Monday to Friday, 8am to 6pm.

General Information

Name of worker:	An Example
Name of employment business:	London Teaching Pool Ltd.
Name of intermediary or umbrella company:	Umbrella Company Limited (trading as Umbrella.co.uk)
Type of contract you will be engaged under:	Contract of Employment
Who will be responsible for paying you:	Umbrella Company Limited (trading as Umbrella.co.uk)
How often the umbrella company and you will be paid:	Weekly

Umbrella company or other intermediary pay information

You are being paid through an umbrella company or other intermediary: a third-party organisation that will calculate your tax and other deductions and then pay you for the work undertaken for the hirer. We will still be finding you assignments.

The money earned on your assignments will be transferred to the umbrella company or other intermediary as part of their income. They will then pay you your wage. All the deductions made which affect your wage are listed below. If you have any queries about these please contact us.

Your payslip may show you as an employee of the umbrella company or other intermediary listed below.

Name of intermediary or umbrella company:	Umbrella Company Limited (trading as Umbrella.co.uk)
Any business connection between the intermediary or umbrella company, the employment business and the person responsible for paying you:	There is no business connection between the employment business and the umbrella company.
Expected or minimum gross rate of pay transferred to the intermediary or umbrella company from us:	£180.00 per day
Deductions from intermediary or umbrella income required by law:	<ul style="list-style-type: none">▪ Employers National Insurance▪ Apprentice Levy▪ Employers Pension Contributions (starts after 12 weeks)

Any other deductions from umbrella income (to include amounts or how they are calculated)	Umbrella company margin - £9.99
Expected or minimum rate of pay to you:	<p>You will receive at least the National Minimum Wage (or National Living Wage if you are 21 and older). The current minimum rates are detailed here: https://www.gov.uk/national-minimum-wage-rates</p> <p>Please refer to your contract for details of your gross rate of pay. The net amount payable will depend upon your tax code and applicable deductions (see below).</p>
Deductions from your wage required by law:	<ul style="list-style-type: none"> ▪ Income Tax ▪ National Insurance ▪ Apprentice Levy ▪ Employee Pension Contributions (kicks in after 12 weeks) ▪ Student Loan repayment deductions (if applicable) ▪ Deductions under a Court Order or Attachment of Earnings Order (if applicable)
Any other deductions or costs taken from your wage (to include amounts or how they are calculated):	None in this example
Any fees for goods or services:	None in this example
Holiday entitlement and pay:	Holiday pay is rolled up and paid in advance each week. This will show as a separate line item on your payslip.
Additional benefits	<p>Reputation – Our Trustpilot and Google reviews are completely authentic from our contractor employee base, and we are proud to be rated ‘excellent’ across both platforms.</p> <p>Pension Salary Sacrifice – For an additional £5 per week, contractors can pay into their own personal pension. We process the payment via salary sacrifice, with all employment cost savings being passed on to the contractor.</p> <p>Security – We are one of only a few in our sector who have ISO certification. This is the international standard for security.</p> <p>Employment tenure – Having operated within our sector for over 17 years, we are the preferred/approved supplier to many agencies. This means those who use our services can continue to do so across a contracting career and build up continuity of employment.</p> <p>Employment benefits – Our Umbrella Rewards Pro scheme gives contractors access to a health cash plan, discounted fuel, and discounts at most major supermarkets and retailers across the UK. Contractors can add this on for just £5 per week.</p> <p>Accountancy services – We have multiple accountancy brands offering accountancy services to those contractors that find themselves outside IR35 and those higher earning inside IR35 contractors who still require a Self-Assessment.</p> <p>Advance facility – We understand that things can go wrong, whether it be missing a timesheet deadline or an approver on annual leave. We will always do our bit to support both the agency and contractor employee.</p> <p>Experience – We have been supporting agencies and their contractors for over 17 years.</p>

Example Pay

	Intermediary or umbrella fees	Worker fees
Example gross rate of pay to intermediary or umbrella company from us:	£900.00	
Deductions from intermediary or umbrella income required by law:	Apprenticeship Levy: £3.83 Employers NI: £100.52 Employers Pension Contributions (starts after 12 weeks): £19.39	
Any other deductions or costs taken from intermediary or umbrella income:	Umbrella company margin: £9.99	
Example rate of pay to you:		Salary (Gross): £766.27 <i>(This includes Holiday Pay: £82.52)</i>
Deductions from your pay required by law:		Income Tax: £98.34 Employee NI: £41.92 Pension (starts after 12 weeks): £32.30
Any other deductions or costs taken from your pay:		None
Any fees for goods or services:		None
Example net take home pay:		£593.71

*This illustration assumes a 1257L W1 tax code

Key Information Document – Umbrella Company

(Accrued Holiday Pay)

This document sets out key information about your relationship with us and the umbrella company or other intermediaries used in your engagement, including details about pay, holiday entitlement and other benefits. You can find more information at www.tltp.co.uk/payroll.

The Employment Agency Standards (EAS) Inspectorate is the government authority responsible for the enforcement of certain agency worker rights. You can raise a concern with them directly on 020 4566 5333 or via email on eas@beis.gov.uk. Alternatively, contact the ACAS helpline on 0300 123 1100, Monday to Friday, 8am to 6pm.

General Information

Name of worker:	<i>An Example</i>
Name of employment business:	London Teaching Pool Ltd.
Name of intermediary or umbrella company:	Umbrella Company Limited (trading as Umbrella.co.uk)
Type of contract you will be engaged under:	Contract of Employment
Who will be responsible for paying you:	Umbrella Company Limited (trading as Umbrella.co.uk)
How often the umbrella company and you will be paid:	Weekly

Umbrella company or other intermediary pay information

You are being paid through an umbrella company or other intermediary: a third-party organisation that will calculate your tax and other deductions and then pay you for the work undertaken for the hirer. We will still be finding you assignments.

The money earned on your assignments will be transferred to the umbrella company or other intermediary as part of their income. They will then pay you your wage. All the deductions made which affect your wage are listed below. If you have any queries about these please contact us.

Your payslip may show you as an employee of the umbrella company or other intermediary listed below.

Name of intermediary or umbrella company:	Umbrella Company Limited (trading as Umbrella.co.uk)
Any business connection between the intermediary or umbrella company, the employment business and the person responsible for paying you:	There is no business connection between the employment business and the umbrella company.
Expected or minimum gross rate of pay transferred to the intermediary or umbrella company from us:	£180.00 per day
Deductions from intermediary or umbrella income required by law:	<ul style="list-style-type: none">▪ Employers National Insurance▪ Apprentice Levy▪ Employers Pension Contributions (starts after 12 weeks)

Any other deductions from umbrella income (to include amounts or how they are calculated)	Umbrella company margin - £9.99
Expected or minimum rate of pay to you:	<p>You will receive at least the National Minimum Wage (or National Living Wage if you are 21 and older). The current minimum rates are detailed here: https://www.gov.uk/national-minimum-wage-rates</p> <p>Please refer to your contract for details of your gross rate of pay. The net amount payable will depend upon your tax code and applicable deductions (see below).</p>
Deductions from your wage required by law:	<ul style="list-style-type: none"> ▪ Income Tax ▪ National Insurance ▪ Apprentice Levy ▪ Employee Pension Contributions (kicks in after 12 weeks) ▪ Student Loan repayment deductions (if applicable) ▪ Deductions under a Court Order or Attachment of Earnings Order (if applicable)
Any other deductions or costs taken from your wage (to include amounts or how they are calculated):	None in this example
Any fees for goods or services:	None in this example
Holiday entitlement and pay:	In this example holiday pay is accrued, to be taken later when requested.
Additional benefits	<p>Reputation – Our Trustpilot and Google reviews are completely authentic from our contractor employee base, and we are proud to be rated ‘excellent’ across both platforms.</p> <p>Pension Salary Sacrifice – For an additional £5 per week, contractors can pay into their own personal pension. We process the payment via salary sacrifice, with all employment cost savings being passed on to the contractor.</p> <p>Security – We are one of only a few in our sector who have ISO certification. This is the international standard for security.</p> <p>Employment tenure – Having operated within our sector for over 17 years, we are the preferred/approved supplier to many agencies. This means those who use our services can continue to do so across a contracting career and build up continuity of employment.</p> <p>Employment benefits – Our Umbrella Rewards Pro scheme gives contractors access to a health cash plan, discounted fuel, and discounts at most major supermarkets and retailers across the UK. Contractors can add this on for just £5 per week.</p> <p>Accountancy services – We have multiple accountancy brands offering accountancy services to those contractors that find themselves outside IR35 and those higher earning inside IR35 contractors who still require a Self-Assessment.</p> <p>Advance facility – We understand that things can go wrong, whether it be missing a timesheet deadline or an approver on annual leave. We will always do our bit to support both the agency and contractor employee.</p> <p>Experience – We have been supporting agencies and their contractors for over 17 years.</p>

Example Pay

	Intermediary or umbrella fees	Worker fees
Example gross rate of pay to intermediary or umbrella company from us:	£803.08 (Timesheet Amount carried forward for holidays £96.92)	
Deductions from intermediary or umbrella income required by law:	Apprenticeship Levy: £3.42 Employers NI: £88.25 Employers Pension Contributions (starts after 12 weeks): £16.93	
Any other deductions or costs taken from intermediary or umbrella income:	Umbrella company margin: £9.99	
Example rate of pay to you:		Salary (Gross): £684.48 <i>(In this example £82.61 of holiday pay is accrued)</i>
Deductions from your pay required by law:		Income Tax: £82.76 Employee NI: £35.36 Pension (starts after 12 weeks): £28.20
Any other deductions or costs taken from your pay:		None
Any fees for goods or services:		None
Example net take home pay:		£538.16

*This illustration assumes a 1257L W1 tax code

Timesheets

However, you choose to be paid each week, a timesheet will be generated on our online portal for you to complete. Your line manager will need to authorise the timesheet to ensure that we can pay you on time.

Account creation

An account is created for you on our payroll software (Merit). An automated email is sent to you to activate an online account, you will then need to:

1. Click on the link contained in the email and this will take you to the online portal where you will be asked to 'create a password'



The screenshot shows a web form titled "Account Activation" with a computer and padlock icon. Below the title, it says "Please enter a password to be used for your login and click Activate". The form contains fields for "Name" (Fred Jones), "Username" (fred.jones), "Password", and "Confirm Password". There is an "Activate Account" button at the bottom.

2. Create a password and click 'activate account' the following message will then be displayed if the account activation has been successful.



The screenshot shows a message titled "Account Activation Successful" with an open padlock icon. Below the title, it says "You may now click the link to [Login](#)".

At this point you will be able to click on 'Login' to the online timesheet portal.

3. You will then be asked to enter your password and be able to access the portal account



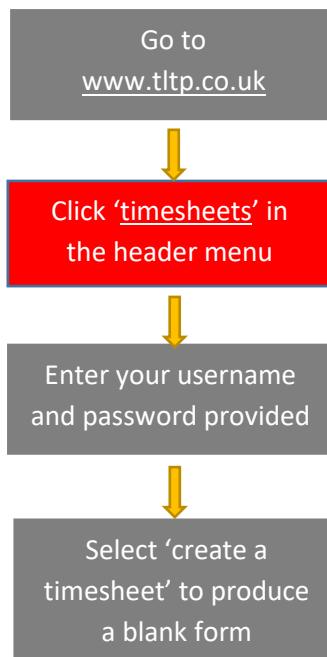
The screenshot shows a web form titled "Login" with a computer and padlock icon. Below the title, there are fields for "User ID" and "Password". There is a "Login" button at the bottom.

[Forgotten Username OR Password - click here](#)

To create a timesheet please refer to the step-by-step guide on the next page.

Guide to Creating and Submitting a Timesheet

Once you have activated your account, follow the step-by-step guide to create and submit a timesheet



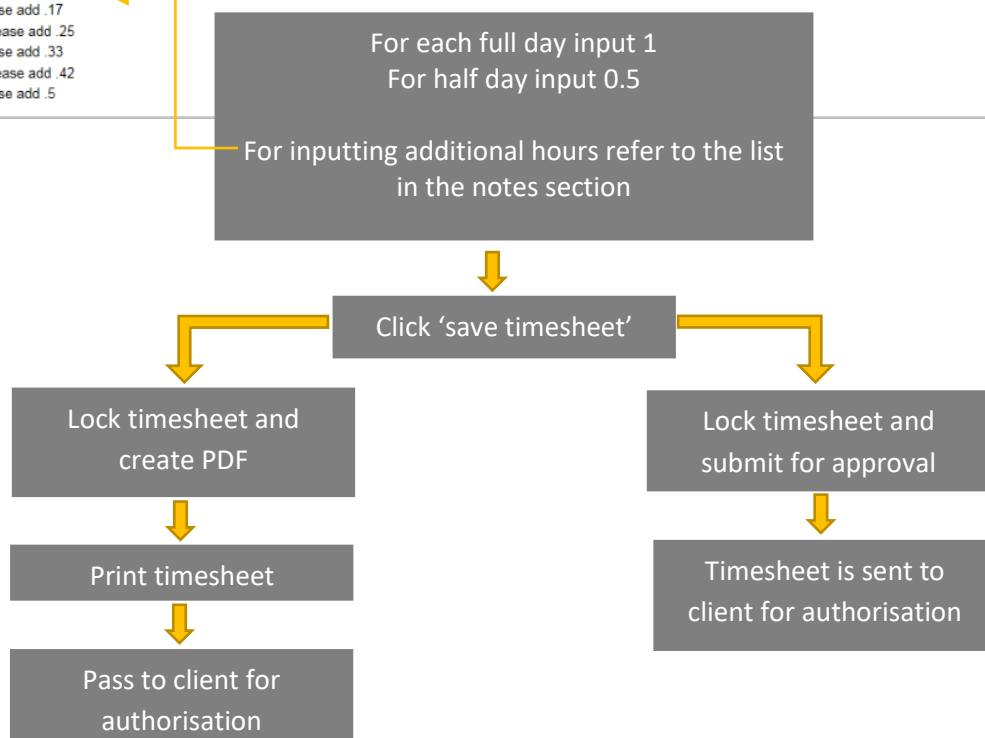
Timesheet Entry

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Basic Pay	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Timesheet can be electronically authorised by Darryl Mydat (Primary Authoriser) and Paul Skilton

Notes
If you are hourly paid please input your hours above using the 24 hour clock. Once the total is calculated please input the total hours into the basic pay boxes.
For daily paid staff that have worked agreed overtime please add the following to your days inputted:

- 30 minutes overtime please add .08
- 1 hrs overtime please add .17
- 1.5 hrs overtime please add .25
- 2 hrs overtime please add .33
- 2.5 hrs overtime please add .42
- 3 hrs overtime please add .5



Timesheet FAQs

Timesheet will not save

Check you have added up the day(s) worked and entered a figure in the total box

Check you have used the correct format for any overtime work

- › 30 minutes enter .08
- › 1 hour overtime enter .17
- › 1.5 hours overtime enter .25
- › 2 hours overtime enter .33
- › 2.5 hours enter .42
- › 3 hours overtime enter .5

After saving a timesheet there is not a 'lock timesheet and submit for approval' button

If the 'lock timesheet button and submit for approval' is not available, the client has not created an online account.

You will have to save your timesheet as a PDF, print it and pass to your line manager for signing. The timesheet can then be scanned to the email address on the timesheet.

What happens after selecting 'lock timesheet and submit for approval'?

This sends an email to the authoriser to log on to their account and approve the timesheet. This will then come back into our payroll software for reviewing and bringing into the system for processing.

If the timesheet is incorrect the authoriser will have the option to reject it and give a reason for the rejection. You will receive an email advising that the timesheet has been rejected and that you need to access your portal account to review and update it accordingly.

What is the link to the online portal account?

<https://secure.onlinets.co.uk/meritportal/>

Alternatively, you can access the portal via the TLTP website www.tltp.co.uk then click on 'time-sheets'

Forgotten username / password

If you forget your username or password, it is possible to have a reminder sent to your registered email address. On the log in screen click on 'Forgotten Username OR Password' and follow the on-screen instructions.

Remember

Your timesheet needs to be completed and authorised by 12pm on each Tuesday of every week for the previous week, to enable us to pay you on the following Friday.

It is your responsibility to ensure you complete your timesheet and have it authorised on time- otherwise payments may be delayed.

If you continue to have problems, please call payroll on 020 8709 6544 or email payroll@tltp.co.uk

The TLTP Education Online Community

When you join TLTP Education, you will be a part of an active community of teachers, support staff and consultants.



Like us on Facebook

@TLTPEducation - <https://www.facebook.com/TLTPEducation/>



Follow us on X

@TLTPEducation - <https://x.com/TLTPEducation>



Follow us on Instagram

@TLTPEducation - <https://www.instagram.com/tltpeducation/>



Connect with us on LinkedIn

@TLTPEducation - <https://www.linkedin.com/company/tltpeducation>



Watch us on YouTube

<https://www.youtube.com/watch?v=IbTLpNCAjX4>

Evaluation and Feedback

Feedback

We believe that the only way for us to continually improve and update our services is by listening to honest feedback from the people who work with us and for us. It is important you tell us what you think of us, and we have made it as easy as possible for you to send us your opinions.

Evaluating our service

Please feel free to discuss any issues with your TLTP Education consultant. On a more formal basis, you will occasionally be asked to complete an 'Evaluating Our Service' form. This form is part of our ongoing Quality Assurance Programme and gives you the chance to grade different aspects of our service. The form includes the opportunity for you to add your own comments and suggestions. We would like to encourage you to be as honest as possible in order to help us improve our service to you and our clients.

Complaints Policy

TLTP Education treat any complaints in a prompt and efficient manner. To assist in this process, we have a clear escalation policy should you feel that any issue is not resolved at any stage. Your contact in the first instance will be your TLTP Education consultant.

If you need any further support, please speak to your consultant. For further information please see our complaint policy at <https://www.tltp.co.uk/complaints-policy-and-procedure>.

Useful Contacts

TLTP Education contact details

London Teaching Pool Ltd
St James House
3rd Floor, North Wing
27-43 Eastern Road
Romford
RM1 3NH

Main number: +44 (0)20 8709 6540

Main email: info@tltl.co.uk

Payroll number: +44 (0)20 8709 6544

Payroll email: payroll@tltl.co.uk

Website: www.tltl.co.uk

General information and links

Department for Education

www.education.gov.uk

Tel: 0370 000 2288

DBS

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

Tel: 03000 200 190

REC

www.rec.uk.com

Tel. 020 7009 2100

Ofsted

www.ofsted.gov.uk

Tel: 0300 123 1231

Google Maps

www.google.co.uk/maps?source=tldso

TFL Journey Planner

www.tfl.gov.uk/plan-a-journey/

Train Line

www.thetrainline.com

Payment Details

Please provide your payment details below, as accurately as possible, in order for our accounts team to process your pay according to your preference.

P.A.Y.E

Name of Account Holder:

Name of Bank/Building Society:

Account Number:

Sort Code:

Umbrella Company

Name of Umbrella Company:

Phone Number:

Please return this copy to London Teaching Pool Ltd either by email or postal.

Email: info@tltp.co.uk

Address:

Education Managing Director
London Teaching Pool Ltd
St James House
3rd Floor, North Wing
27-43 Eastern Road
Romford, RM1 3NH