

Service Level Agreement for Evolve, Educational Visits Advice and Guidance 2021/22

Service details for Educational visits for Academy, Trust, Foundation, Voluntary Aided and Independent schools within Cheshire West and Chester and Wirral and for all schools in Halton.

This document contains the agreement between the school and Edsential CIC for the delivery of Evolve services commencing or continuing in September 2020. The information in this document is in addition to Edsential's general Terms and Conditions and Privacy Policy which can be found on the website: www.edsential.com

Costs: Secondary £600 annually plus £1.00 per pupil on roll
Secondary Special £300 annually plus £1.00 per pupil on roll Primary
£300 annually plus £1 per pupil on roll
Primary special £150 annually plus £1 per pupil on roll

This EVOLVE licence is for a single establishment only. For avoidance of doubt a single legal entity under which a number of services operate will not be considered as one single Establishment for the purposes of this clause.

All users will have access from the website to the following:

- Regularly updated policy, procedures and guidance.
- Educational visits online advice, information and news, this includes all downloadable resources.
- The search facility which provides information on providers.
- A messenger facility that allows contact with all registered users on the system.
- The visit archive and audit trail for the establishment.
- A chronology of events, amendments and notes.
- Reporting system for all activities registered on the system.

- Provision of an e-mail and phone support line accessible Mon – Fri 8.45am until 4.45pm for during term time. This will be provided for Headteachers and Educational Visit Coordinators (EVC) for technical support in using Evolve and advice and guidance on visits. The e-mail helpline is for Headteachers and EVC 's as the policy of the Edsential Service is that the Headteacher/Head of Establishment remains responsible for the standard level of compliance that is to be achieved.

- A support e-mail and phone line is available to Headteachers and Educational visit coordinators on all aspects of Educational Visits. This includes all types of advice and guidance for Outdoor Education and residential programmes.

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Stanney Lane

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@EdsentialUK



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- Response to requests from Headteachers and EVC's through e-mail for advice, guidance and support will be responded to within 48 hours excluding weekends.
- An Advisor to discuss and seek advice when lower level incidents/emergencies arise.
- The Edsential EVOLVE service will check the planning, management, monitoring and approval (if approval is required) for your schools Overseas, Residential and Adventurous visits. Your school will be supported to plan and manage all Educational visits safely. The service will return forms which do not meet Edsential Educational Visits policy and /or National guidance policy for submission of visits; this includes visits where the planning and risk assessment does not health and safety statute policy, National guidance and/or visit forms which are not submitted within the required submission times. **Late submissions will not be checked or approved.**
- Access to ongoing training programme for all staff, Visit Leaders, Educational Visit Coordinators and Head Teachers in order to support schools in meeting their duty of care and to provide appropriate training and information for all stakeholders and staff.
- The Edsential LOtC Team will monitor EVOLVE and where provide advice to ensure that planning of visits and offsite activities reflects good practice as defined within Health and safety statute Policy and National Guidance.
- Edsential will provide access to National good practice guidance on all aspects of LOtC.
- Provide access to Edsential training and in school provision: including EVC, VL, Emergency planning and risk assessments, Governor training, Duke of Edinburgh, Forest Schools etc.

Service responsibilities and standards

- The service will comply with the terms within Edsential policy and National Guidance for Educational Visits and Off-Site Activity.
- Edsential will provide EVOLVE services on behalf of the local authority as a subprocessor. We will remove any school or establishment's data upon request to our DPO within 50 working days of receipt under your right to erasure or to restrict

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processing of your data, we can do this upon receipt of a written request. However, this will mean we will be unable to record, assess or assist with your visit.

- The Edsential Educational Visits Advisor will manage, check, monitor and approve (or not approve) visits within 7-10 working days depending on the complexity of the visit which are submitted by schools.
- Edsential will provide advice and guidance in planning stages when requested.
- We will return forms for visits where the planning and risk assessment does not meet Edsential policy which is in line with National Guidance but will provide advice and guidance to meet standards. Return forms which are not submitted within the required submission times. Late submissions will not be checked or approved. Forms will be returned to the employer at your school or your Council.

Edsential will manage your data and the Edufocus Evolve system in accordance with GDPR standards.

- You have the right to be informed on how we process your data, which is held in our privacy notice, also available on our website. We will not share your data with any third party without explicitly obtaining your consent.
- Edufocus the creators of Evolve have access to the system to support with hard and software. Please see their Security information, privacy policy and GDPR statement at the bottom of the following webpage <http://www.edufocus.co.uk/>
- You have the right of access and the right to a copy of your data. Should you wish to have access to your data, please e-mail the DPO (lotc@edsential.co.uk) and we will provide this within 21 days of receipt of your request.
- As the child has the right to make a claim until 3 years after their 18th Birthday following any visit, we recommend that you think carefully before requesting data to be deleted.
- If you wish to make a complaint about the way we handle your data, please inform the information commissioner by clicking <https://ico.org.uk/for-organisations/report-abreach/> in the UK or ring 0303 123 1113.

School responsibilities and standards

- Schools will designate a member of staff as the Educational Visits Co-ordinator (EVC). The EVC must be appropriately trained and competent to fulfil the role as outlined in National guidance.

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- Schools will maintain their own EVOLVE account, ensuring staff changes and accounts are deleted, e-mail addresses and qualifications are updated, and operate in line with General Data Regulation standards.
- The appointment of an EVC should have sufficient authority (i.e. they should normally be a senior member of staff) to enable them to undertake their role. The Headteacher and Head of Establishment should ensure that the EVC is provided with the necessary information, instruction, training and supervision to enable them to discharge their duties effectively. The policy of the Edsential Service in line with National guidance is that the Headteacher / Head of Establishment remains responsible for the standard level of compliance that is to be achieved. They must monitor the performance of the Educational Visit Co-Ordinator to ensure that the required tasks are being carried out competently in accordance with Edsential policy, which uses up to date legislation, National Guidance, National Standards and Industry Best Practice.
- The school is required to familiarise themselves with and adhere to Edsential's policy which follows National guidance for Educational visits and learning outside the classroom activity.
- **For schools using EVOVLE plus or schools inputting individual names you will be required to issue and collect yearly consent forms to process a child's data alongside the visit. Schools should not submit data for approval without these.**
 - Submit Overseas, Residential and Adventurous visits on Evolve in accordance with the service notification and submission times. Submission times for all visits including Adventurous, residential and overseas visits is 20 working days before the visit takes place. The Edsential LOtC team strongly encourage your schools to submit visits as soon as possible before the submission times as your visit will then be approved as soon as possible. Notification via email is required at least 6 weeks in advance for visits which are higher in complexity and /or overseas before formal submission on Evolve for example overseas expeditions.

Late submissions will not be checked and will be returned to the school / establishment. At the discretion of Edsential, you can request visit forms to be reviewed (out of the 20-day time frame) to ensure you are meeting your statutory requirements and your visit meets national health and safety standards, a late submission fee of £20 will be charged to your school.

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Edsentential LOTC team will return Visit forms:

- That do not meet council policy or statute health and safety policy for submission of visits.
- Where the planning and risk assessment does not meet Edsentential policy which is in line with National Guidance.
- Which are not submitted within the required submission times. (20 working Days)
Late submissions will not be checked or approved. Forms will be returned to the school and to either the L.A or the school's own Employer

Local Authority Responsibilities/ School if Academy, V.A or Independent

- Provide critical incident and emergency guidelines and contact support

LOtC Team Contact

Service Lead: Bethan Cooper Weston
LOtC Specialist Advisor

Office Manager: Jane Pepper

Address: The LOtC team
Whitby Hall Lodge
Ellesmere Port
CH65 6QY

Telephone Office: 0151 541 2170

E-mail: lotc@edsentential.co.uk

Web-site: www.edsentential.com

Registered Company Number: 09 550 258

Dated: September 2020

Review date: July 2022

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