

Service Level Agreement for Evolve, Educational Visits Advice and Guidance 2022/23

Service details for **EVOLVE Educational visits advice and guidance service** for Academy, Trust, Foundation, Voluntary Aided and Independent schools.

This document contains the agreement between the school and Edsential CIC for the delivery of Evolve services commencing or continuing in September 2022. 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:

| | 1 Year SLA | 3 Year SLA |
|------------------|--|---|
| Secondary | £650 annually plus £1.15 per pupil on roll | £650 annually plus £1.00 per pupil on roll + FREE online EVOLVE Risk Benefit Assessment session |
| Primary | £350 annually plus £1.15 per pupil on roll | £350 annually plus £1.00 per pupil on roll + FREE online EVOLVE Risk Benefit Assessment session |
| Special | £325 annually plus £1.15 per pupil on roll | £325 annually plus £1.00 per pupil on roll + FREE online EVOLVE Risk Benefit Assessment session |
| Nursery | £100 annually plus £1.15 per pupil on roll | £100 annually plus £1.00 per pupil on roll + FREE online EVOLVE Risk Benefit Assessment session |

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.

No variation in Price will apply unless agreed in writing by the Authorised Representative prior to delivery of Goods or Services; and

If a one-year contract: No variation in Price will apply unless also agreed in writing by the Customer’s Manager.

If a three-year contract: Edsential shall conduct a Price Review on or around 1st April of each year. Following any Price Review, Edsential may, by giving no less than three (3) month’s written notice to the Customer, vary the Price in line with (a) the material increase or decrease in the cost of raw materials and/or (b) the percentage increase or decrease in the Consumer Prices Index in the preceding academic year period and/or (c) the number of pupils attending the Customer’s school or schools in the next academic year. The variation in Price shall be effective from 1st September of the year in which notice has been given.

The EVOLVE system supports schools in the planning of all off site Educational visits.

All users will have access to the EVOLVE system which includes:

- Regularly updated policy, procedures and guidance.

Whitby Hall Lodge | Stanney Lane | Ellesmere Port | CH65 6QY

For further information about any of our services:

Visit: www.edsential.com | Email: hello@edsential.co.uk | Call: 0151 5412170

@EdsentialUK



VAT Number: 224 8012 38
Company Number: 09550258

- 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 all visits inputted by the establishment.
- A chronology of events, amendments and notes.
- Reporting and evaluation process for all activities registered on the system.
- Viewing of the schools LOtC Calendar
- 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 Health and Safety and planning and co-ordinating Educational Visits. This includes all types of advice and guidance for Outdoor Education and residential programmes.
- Response to requests from Headteachers and EVC's through the LOtC e-mail Inbox 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. **Edsential have the right not to approve late visit forms.**
- Access to ongoing accredited 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 DfE HASPEV 2011, the Health and safety act & regulations along with National Guidance.
- Edsential will provide access to National best practice and 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, Environmental Curriculum, Forest Schools etc.

Service responsibilities and standards

- The service will comply with the terms within Edsential policy and National Guidance for Educational Visits and

Whitby Hall Lodge | Stanney Lane | Ellesmere Port | CH65 6QY

For further information about any of our services:

Visit: www.edsential.com | Email: hello@edsential.co.uk | Call: 0151 5412170

@EdsentialUK



Off-Site Activity.

- Edsential will provide EVOLVE services on behalf of the local authority as a sub processor. 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 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 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 hardware 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/reportabreach/> in the UK or ring 0303 123 1113 (Please note personal details only relate to the EVOLVE plus site schools do not need to upload personal details to the general EVOLVE system)

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.
- 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 experience and 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

Whitby Hall Lodge | Stanney Lane | Ellesmere Port | CH65 6QY

For further information about any of our services:

Visit: www.edsential.com | Email: hello@edsential.co.uk | Call: 0151 5412170

@EdsentialUK



VAT Number: 224 8012 38
Company Number: 09550258

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 EVOLVE 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 a minimum of 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, this is to ensure enough time for checks and any necessary amendments to take place.

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 £25 will be charged to your school.

Edsential 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 Edsential policy which is in line with National Guidance. We will provide advice and guidance on what needs to be addressed.
- 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

Whitby Hall Lodge | Stanney Lane | Ellesmere Port | CH65 6QY

For further information about any of our services:

Visit: www.edsential.com | Email: hello@edsential.co.uk | Call: 0151 5412170

@EdsentialUK



VAT Number: 224 8012 38
Company Number: 09550258

Telephone Office: 0151 541 2170

E-mail: lotc@edsential.co.uk

Website: www.edsential.com

Registered Company Number: 09 550 258

Dated: June 2022 Review date: July 2022

Whitby Hall Lodge | Stanney Lane | Ellesmere Port | CH65 6QY

For further information about any of our services:

Visit: www.edsential.com | Email: hello@edsential.co.uk | Call: 0151 5412170

@EdsentialUK

