

A GREAT DAY OUT

SERVICE LEVEL AGREEMENT



Great Day Out (GDO) is a social inclusion programme run by the Eden Project.

The purpose of this Agreement is to ensure that both parties are aware of their roles and responsibilities and everything is in place to provide well run inspirational visits that agencies can use as a resource to complement their work.

This Service Level Agreement is between *<Insert name of agency>*, and Eden and both parties agree to abide by the terms below.

1. Relationship building:

It is important that Eden and partnership agencies develop a good working relationship, understanding each others aims and how they can mutually benefit each other. Agency workers should be briefed before each GDO, there is a 'staff survival' guide which can be referred to along with this SLA. Agency workers should take part in the activities, help engage service users, be motivated, enthusiastic and support Eden staff to deliver the greatest day possible.

2. Tailor-made Visits:

Each GDO is unique and should be appropriate for the group so that it reflects the work and messages of the agency.

Prior to a GDO the Programme Manager and agency staff will discuss the key aims of the visit and the most suitable activities. Eden will propose a plan although we aspire to make the day as flexible and as client led as possible.

The Programme Manager will advise on what clothing will be necessary – e.g. wet weather gear if outdoors. Some physical activity will occur, including walking around the site. If the group have any special requirements or require a wheelchair, please let GDO staff know in the planning stage.

3. Group Numbers:

Each GDO involves a lot of planning and funding so it is essential that as many socially excluded people can benefit as possible.

Min group size: 8 service users
Max group size: 20 service users

Max number of staff: 2
Any additional staff will be charged the normal entry price unless agreed in advance with the GDO programme manager.

4. Travel and arrival:

It is the agency's responsibility to arrange travel to and from Eden. Stewards will guide groups from the car park to the entrance, where GDO staff will meet the group.

5. Supervision, Risk and Safety

No visitor should be under the influence of alcohol or drugs when at Eden.

Whilst on a GDO, agency staff will be responsible for the day to day management of the group in accordance with the agencies H&S procedures. The Eden Project has the right to ask anyone acting inappropriately to leave the site immediately.

Agencies are obliged by law to carry out a risk assessment for any group outing, and can visit Eden beforehand by arrangement. Copies of the risk assessment should be sent to GDO staff before the visit. All relevant Eden risk assessments for GDO activities are available on request. GDO staff will run any relevant health and safety briefings prior to activities.

6. Refreshments and meals:

All refreshments and food will be provided by Eden, unless individuals want to provide their own. The GDO staff should be informed of any food allergies or dietary requirements before the visit.

7. Information Sharing and Monitoring

Agencies who take part in the GDO programme, in doing so agree to provide feedback to GDO staff so that impacts can be reported back to funders.

The GDO programme must be monitored to measure the effectiveness, develop suitable follow up options and opportunities for clients, and prove outcomes to funders. Communication and information sharing are central to this programme and it is advised that agencies appoint an Eden Champion to liaise with GDO staff.

“Soft” impacts will in some cases be captured on the day with video, photography, and sound bites, evaluation questionnaires will also be used. All information gathered may be used to illustrate the effectiveness of the GDO programme for funders and in external promotion. It is the responsibility of agency staff to inform GDO staff if any of the participants’ images may not be used.

Where appropriate, agencies should write a “GDO follow up” into individual action and care plans, so any changes of attitude, confidence and aspirations can be captured. This information should be passed on to GDO staff where possible.

GDO staff will visit agencies on a periodic basis to speak to staff and service users to see how the GDO visit has impacted. GDO staff may ask to look at relevant files/action plans of the GDO participants and with permission record appropriate information in accordance with Data Protection.

The GDO team will send out a short evaluation questionnaire, not more than quarterly, and the ‘Eden Champion’ agrees to fill this in and return it within the time requested. OR to avoid duplication, relevant agency reports can be forwarded to GDO staff.

8. Changes & Cancellations:

A GDO will be postponed if the group number falls below 8 participants, due to the costs of running the day. Agencies will inform GDO staff about any concerns with

numbers as soon as possible and GDO staff will endeavour to find an alternative date for the group.

If the group is late or numbers attending have changed the agency staff should ring ahead to tell the GDO programme manager so alterations can be made.

If Eden cannot host the visit due to unforeseen circumstances, GDO staff will contact the agencies as soon as it is possible.

9. Expenses

Each GDO costs £600 - £800. Eden has obtained the funding from Department for Communities and Local Government and Homes and Communities Agency so that we are able to provide GDOs FREE of charge to homeless people, offenders and excluded young people. If you take part in the GDO programme, your feedback is compulsory so that we are able to report on the impacts to our funders.

The GDO Programme will pay for:

- 1) Entrance to Eden
- 2) Refreshments and meals on the day
- 3) Eden Project staff time, workshops and facilitation

There may be instances when other expenses can be paid for including travel and extra staff costs but these must be discussed on an individual basis and agreed in advance with the GDO programme manager.

10. Press and Media

It is the agencies responsibility to inform the GDO staff if any participants may not be photographed, filmed or quoted. Information, photo's, case studies and film, gathered on or after the GDO may be used in the public realm – for reporting to the funders, use in Eden publications, or by the media.

If the agency is involved with PR regarding the partnership with Eden, please inform GDO staff.

Signed on behalf of the Agency:

Signed on behalf of Eden Project:

Name:

Name:

Signed:

Signed:

Date:

Date: