

Service Level Agreement (2019-2020)

Shaping Futures and **Woodchurch High School**

Who we are:

Funded by the Office for Students (OfS), the National Collaborative Outreach Programme (NCOP) aims to boost higher education (HE) participation rates in the most disadvantaged areas in England. NCOP consists of 29 partnerships of universities, colleges and other local partners across England (available on the OfS website). The role of each consortia is to deliver targeted outreach to young people in years 9 to 13 as well as provide support and signposting to schools, colleges and wider community across the Liverpool City Region.

The overall NCOP aims are:

- (1) Reduce the gap in HE participation between the most and least represented groups;
- (2) Support young people to make well-informed decisions about their future education;
- (3) Support effective and impactful local collaboration by HE providers working together with schools, colleges, employers and other partners;
- (4) Contribute to a stronger evidence base around 'what works' in HE outreach and strengthen evaluation practice in the sector.

Shaping Futures is the Merseyside partnership and has adopted an information and guidance model of service delivery, providing impartial higher education-related activities and progression advice to target learners in 43 priority secondary schools and across partner further education/sixth form colleges. The activities delivered aim to increase understanding and aspiration of choices at KS3, KS4, post-16 and HE level. Additionally, the aim is to broaden knowledge of higher education industry sectors and related opportunities available whilst offering support with the Higher Education application process. Shaping Futures also operates a HE outreach hub – offering signposting and a service to all secondary schools and colleges in the Liverpool city region.

Our Partners:

- Carmel College
- Edge Hill University
- Hugh Baird College
- Liverpool Hope University
- Liverpool John Moores University
- The Liverpool Institute for Performing Arts
- The University of Chester
- The City of Liverpool College
- The University of Liverpool
- Riverside College
- University Centre St Helens
- Wirral Metropolitan College

Priority School Commitment

As a priority school, we aim to provide high quality Higher Education Information, Advice and Guidance (HE IAG) to raise student's educational aspirations and to also help ensure schools comply with their statutory careers education and IAG obligations. To achieve this, we offer a range of high quality HE outreach services that are flexible, targeted and free of charge to our priority schools. Additionally, Shaping Futures can also signpost you to a range of HE outreach activities delivered by our partner organisations directly.

For 2019- 2020, each of our priority schools will continue to have a linked **Higher Education Progression Adviser (HEPA)** on hand to offer support and co-ordinate all aspects of Shaping Futures delivered activities. Each Priority school will receive a tailored plan of delivery each term that will be reviewed on a regular basis (see appendix 1).

To help us achieve the above, we request that Priority Schools:

- Provide Shaping Futures with a nominated link for our staff to contact and to help develop a suitable plan of action.
- Acknowledge that participating learners will need to complete a data sharing consent form and offer support with this process (see appendix 2 for a current example)
- Through completion of a data sharing arrangement, be willing to share with Shaping Futures non sensitive learner data that is vital to ensure we can successfully track the progression of participating learners (see appendix 3).
- If appropriate, be willing to share UCAS destination data so that the impact of Shaping Futures as part of the National Collaborative Outreach Programme can be measured
- Ensure Shaping Futures staff are supported if delivering to large groups. A member of school staff should be present in classrooms and other school spaces when Shaping Futures are delivering.
- Offer support to ensure Shaping Futures can access audio/visual equipment and other IT resources as appropriate
- Introduce Shaping Futures to the designated safeguarding officer and related safeguarding policy
- Ensure Shaping Futures staff are aware of any health and safety policies and procedures that the school feel are compulsory for all staff.
- Support Shaping Futures with the marketing and promotion of Shaping Futures projects and activities across the school.
- Offer feedback and learner voice support so that comprehensive evaluation of the programme can be successfully achieved.
- Provide a safe and confidential space for Shaping Futures staff if one to one guidance is being offered to learners

Contact details

Higher Education Progression Adviser for **Woodchurch High School**

Key Hornblower
Higher Education Progression Adviser
Shaping Futures (NCOP)
1st Floor, Foundation Building
University of Liverpool
Brownlow Hill
L69 7ZX
T: 07887 210696
Kevin.Hornblower@liverpool.ac.uk

Signature: _____

Shaping Futures Schools and Education Manager

Tony Murphy
Schools and Education Manager
Shaping Futures (NCOP)
1st Floor, Foundation Building
University of Liverpool
Brownlow Hill
L69 7ZX
Anthony.murphy@liverpool.ac.uk

Named contact for **Woodchurch High School**

Name: **L. QUIGLEY**

Signature _____



(Appendix 2)

Shaping Futures Opt-In Data Collection Form

School name:													
School year:													
First Name:													
Last Name:													
Date of birth: (DD/MM/YY)	D		/	M		/	Y		Y				
Postcode (Pupil's Home Postcode):													
Gender:													

Please tick the box which best describes your ethnic background:

- | | |
|--|---|
| <input type="checkbox"/> White – English, Welsh, Scottish, Northern Irish or British | <input type="checkbox"/> Asian or Asian British – Bangladeshi |
| <input type="checkbox"/> White – Irish | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Gypsy/Traveller | <input type="checkbox"/> Other Asian |
| <input type="checkbox"/> Other White background | <input type="checkbox"/> Mixed – White and Black Caribbean |
| <input type="checkbox"/> Black/Black British – Caribbean | <input type="checkbox"/> Mixed – White and Black African |
| <input type="checkbox"/> Black/Black British – African | <input type="checkbox"/> Mixed – White and Asian |
| <input type="checkbox"/> Other Black Background | <input type="checkbox"/> Other Mixed background |
| <input type="checkbox"/> Asian or Asian British – Indian | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Asian or Asian British – Pakistani | <input type="checkbox"/> Prefer not to say |
| | <input type="checkbox"/> Other Ethnic Background |

With your permission, we will use your personal details above to measure the effectiveness of the work we do, including the impact our activities have on students' future education choices. Practically, this involves recording this information on a secure database (the Higher Education Access Tracker (HEAT)). This information will only be used for monitoring and evaluation purposes, and will not affect you individually in anyway. Data collected in this document will be stored in accordance with the Data Protection Act and GDPR. We will hold this information for 10 years. If at a future date you would like to have your data removed, you would like a copy of your data, or you have any questions, please contact info@shaping-futures.org.uk.

I consent to the use of the information in this form for the purposes described (please tick box below):

- Yes
 No

Signature: _____

**SHAPING FUTURES (MCOP) – DATA SHARING AGREEMENT BETWEEN:
University of Liverpool and Woodchurch High School**

1. Overview

- 1.1 The following agreement governs the provision of pupils' personal data by [Woodchurch High School] to the University of Liverpool (as accountable body for Shaping Futures) and identifies the purposes for which that data may be used. [Woodchurch High School] wishes to share pupil data with the University of Liverpool to enable it and its pupils' /recipient schools to participate in activities funded by Shaping Futures. Both the University of Liverpool and [Woodchurch High School] are individually registered as Data Controllers with the Information Commissioner's Office, and are both Data Controllers in relation to the pupil personal data to be shared under this agreement.
- 1.2 This means that they are both separately responsible for compliance with the main derogations the UK is taking in relation to the General Data Protection Regulation (GDPR). In particular, [Woodchurch High School] is responsible for ensuring that pupils / guardians give their consent to share their personal data with the University of Liverpool (as accountable body for Shaping Futures). The University of Liverpool is responsible for ensuring it only handles pupil personal data in line with the conditions of this agreement.
- 1.3 Responsibilities for compliance with this agreement are as follows: -
University of Liverpool: Yvonne McCreath, Contracts Manager, Shaping Futures
[Woodchurch High School]: [Responsible person, Title]

2. How pupils' personal information will be used by the University of Liverpool

- 2.1 [Woodchurch High School] will provide pupil's personal data to the University of Liverpool to enable pupils' participation in Shaping Futures funded activities/events. The University of Liverpool will use the pupil personal data for the following purposes only:
 - 2.1.1 Identifying pupils who are the target demographic for Shaping Futures;
 - 2.1.2 Tracking and monitoring the number of pupils who take part in Shaping Futures Activities and their subsequent outcomes. *A secure database (the Higher Education Access Tracker) [HEAT]) will be used by the University of Liverpool, as a condition of the Shaping Futures programme funding awarded by Government, to track and monitor all participants taking part in these activities and their subsequent outcomes; and*
 - 2.1.3 For further data sharing purposes, relevant data will be shared at council ward level with the Office for Students, Department for Education and their appointed agents for broader evaluation of the impact of Shaping Futures funded activities/events on Higher Education aspirations and progression choices in Liverpool City Region. This data will be in an anonymised format.

3. Information to be shared with the University of Liverpool

- 3.1 [Woodchurch High School] will provide the University of Liverpool with the following registered Pupil information for all pupils attending Shaping Futures funded activities/events:

- The first name and surname of each pupil
- The 6 digit home post code of each pupil
- The Date of Birth, Gender and Ethnicity of each pupil
- The School Year Group of each pupil
- The name of the school each pupil attends

In addition to the above information, data pertaining to pupil's GCSE level attainment may also be requested from [Woodchurch High School] for targeting of more intense Shaping Futures activities (e.g. mentoring). This approach will enable the Shaping Futures team to identify pupils who have medium/high attainment but low aspirations, and who may therefore benefit most from certain aspiration-raising activities.

4. Information provision

- 4.1 Pupil information will be provided by [Woodchurch High School] to the University of Liverpool or its Data Processors and all data received will be managed in accordance with the GDPR.
- 4.2 Any pupil (or their guardian) who opts-out of the Shaping Futures project shall have their personal data removed from the University of Liverpool managed database, by the University of Liverpool, in accordance with the clauses set out under section 8.
- 4.3 As pupils are all aged over 13, we assume that they are mature enough to give their own consent, therefore, opt in consent does not need to be obtained from parents.
- 4.4 Shaping Futures expects that the school will have gained transparent and explicit consent from pupils (or their parent / guardian) and can supply Shaping Futures with evidence of this (on request).

5. Data transfer and Security

- 5.1 Both [Woodchurch High School] and the University of Liverpool warrant that all personal data shared under this agreement will be kept secure and protected against loss, unauthorised access, use or disclosure. In particular, information about identifiable pupils will only be made accessible to Data Protection trained individuals (also see 6.1.3) who necessarily need access to that information for the purposes specified in this agreement.
- 5.2 If the University of Liverpool becomes aware of any potential data breach of security which involves data supplied by [Woodchurch High School], it must be raised with [Woodchurch High School – responsible person] immediately who, if appropriate, will notify the affected individuals. The University of Liverpool is also responsible for its reporting requirements to the Information Commissioner as per its registration with the ICO.
- 5.3 The transfer of data between [Woodchurch High School] and the University of Liverpool will be achieved by:
 - Use of a password protected excel sheet, which will be sent to [Woodchurch High School] prior to each shaping futures event or series of events. The password for the excel sheet will be sent to [Woodchurch High School] separately in an e-mail prior to each event, or at the appropriate point in the Shaping Futures programmes quarterly monitoring schedule as applicable; or

6. Conditions for the processing of Pupil personal information

- 6.1 With regard to the use of pupils' personal data, the University of Liverpool shall (on behalf of itself and its data processors):
 - 6.1.1 Ensure compliance with its approved Data Protection Policies;
 - 6.1.2 Ensure compliance with the six data protection principles of the GDPR,
 - 6.1.3 Ensure that all University of Liverpool staff who process personal data in connection with their duties as University of Liverpool staff are fully aware of the GDPR and its principles before processing begins;
 - 6.1.4 Ensure that any data processor the University of Liverpool uses has security policies and procedures ensuring compliance with the principles of the GDPR;
 - 6.1.5 Any data breach that occurs as a direct result of the University of Liverpool's actions, or actions of third parties acting on the University of Liverpool's behalf, shall result in the University of Liverpool being liable in law for any consequences; and
 - 6.1.6 The University of Liverpool shall make public via the Shaping Futures website the right of pupils or their guardians to make Subject Access Requests and to request the removal of their personal data and the University of Liverpool will process these requests in accordance with the GDPR.

7. Restrictions on the use of information

- 7.1. Except for the provision of data to data processors as permitted at paragraphs 4.1 and 5.1, pupil personal data as provided by [Woodchurch High School] to the University of Liverpool shall not be passed to any third party without the express approval of [Woodchurch High School - responsible person] except that permitted by 2.1 (2.1.1-2.1.3), 4.1, 5.1 and 6.1 (6.1.1-6.1.6). If a pupil or their guardian wishes the University of Liverpool to release personal data to a third party, this must be explicitly requested of the University of Liverpool by the pupil (or their guardian) in question and the release must take place according to the principles of the GDPR.
- 7.2 Information sent to pupils or their guardians relates directly to the operational activities of Shaping Futures.

8. Pupil opt out and opt in rights

- 8.1 The following opt out procedures shall be in place:
 - 8.1.1 If a pupil (or their guardian on their behalf) notifies [Woodchurch High School - responsible person]/or a staff member of the University of Liverpool that they object to their information being shared with the University of Liverpool then their personal data will no longer be included in the Shaping Futures programme. [Woodchurch High School] is responsible for notifying the University of Liverpool in writing, through a reliable medium and without delay, of its receipt of any such request;
 - 8.1.2 Where a pupil (or their guardian on their behalf) opts out of their Shaping Futures participation, the University of Liverpool shall ensure that the pupil's personal data is securely destroyed and no longer processed, without delay;
 - 8.1.3 The University of Liverpool shall maintain a readily accessible and easy-to-use mechanism for pupils (or their guardians on their behalf) to opt out of having pupils' personal information being processed by University of Liverpool (also see 6.1.6); and

9. Retention of information

- 9.1 Pupil's personal data shall be retained for a maximum of 10 years. This is to ensure effective longitudinal monitoring of programme outcomes and to assess the impact of Shaping Futures activities/interventions on the progression of learners to Higher Education and is required to comply with government's own monitoring and evaluation requirements for the Shaping Future Programme. For example, pupils who are currently studying at Year 9 level in 2017/18 will only be entering Higher Education by 2022/23 at the earliest, with the official data from UCAS only becoming available to confirm entry around Mid-2024.
- 9.2 This applies to both electronic and non-electronic personal data. The University of Liverpool will ensure that suitable retention and destruction of data policies are adopted to ensure that pupil's personal data specified in this agreement is securely destroyed once no longer justifiably needed and that [Woodchurch High School] will be notified of this destruction in writing.

10. Review and publication

- 10.1 This agreement is to be reviewed 1 year after coming into effect, and subsequently every year thereafter.
- 10.2 This agreement may be shared on request by [Woodchurch High School] with schools, pupils and their guardians participating in Shaping Futures funded activities.
- 10.3 Any breaches of this agreement shall be investigated by Yvonne McCreath, Contracts Manager, Shaping Futures, or her nominee in the 1st Instance.

I agree to the above data sharing agreement of behalf of the University of Liverpool:

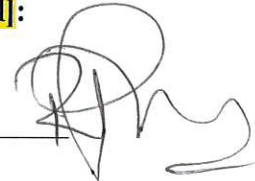
Yvonne McCreath, Contracts Manager, Shaping Futures

Date: _____

I agree to the above agreement of behalf [Woodchurch High School]:

REBEKAH PHILLIPS HEADTEACHER

[Responsible person name and Title]



Date: 9:01:20
